


OUR SOCIAL IMPACT 2018-19



“ Really, honestly life-changing. Thank you so much for the opportunity. I had very low hopes but really am amazed at how useful this has been.



WHO ARE WE AND WHAT DO WE DO?

We are a community interest company (CIC) – a social enterprise. Our purpose is to provide quality coaching and training, free, for people who are excluded and who would not normally have access to this.

To support excluded people we also work with employers and organisations who wish to make the most of their diverse workforce. We enable them to bring more of themselves to the workplace.

We operate on a not-for-profit basis. Any surplus earned goes into our Inclusion Fund, which provides free coaching for people who would otherwise not be able to pay.

All Result CIC associates and advisors in 2018-19 were disabled. We also share experience of being BAME, LGBTQ+ and immigrants to the UK. We have all worked in mainstream professions at senior level, and bring to all our work our personal experience of developing resilience in the face of exclusion.

“ I learnt loads. I work directly with disabled people in my role. It has changed my perspective, particularly on how I work with staff.

Manchester Health and Care Commissioning manager

WHY DO WE DO IT?

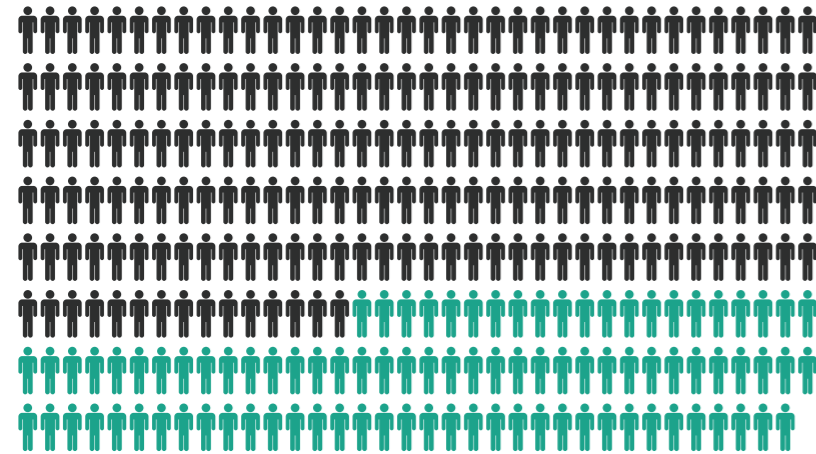
We believe in people’s ability to reach their potential, increase in confidence and make better informed decisions about their lives. We support them to make these positive changes.

At the heart of our work is a belief that each person knows best what they need to progress and feel happier. We ‘ask don’t tell’ in our training and coaching to support them in this process. And we work with each partner to develop programmes which fit them.

We love our work and always create a relaxed, open and purposeful atmosphere. This allows people to explore who they are most fully, contribute honestly and make the most of the opportunities the programmes offer.



RESULT CIC: JULY 2018–JUNE 2019



287 direct clients



230 coaching hours delivered



33 full days' training delivered

92 of whom had coaching

POSITIVE CHANGES

HOW DID PEOPLE WE WORKED WITH CHANGE?

- Gained a fresh/new perspective on their situation.
- Were empowered by working in a like-minded group.
 - “ It was good to have your examples, sharing stories in a safe space. It meant I could be vulnerable. It was important that you did that first.
- Gained confidence to take major new life and career steps.
- Experienced greater self-belief and confidence.
 - “ An incredibly empowering, self-reflective programme led by sensational and authentic facilitators.
- Became more self-aware.
- Created or discovered a new network.
 - “ It was a great opportunity for self-discovery and helping me realise who I am.

WHAT WE ACHIEVED

PROGRAMMES FOR STAFF WITH MINORITY CHARACTERISTICS

	Feel at ease with whom I am	Can state my disability needs	Feel I making the best use of my skills	I am resilient
University of Manchester BAME	+69%		+63%	
University of Manchester Disabled		+53%	+66%	
Liverpool John Moores University Disabled		+66%		+35%

Programmes for staff with minority characteristics saw participants' self-assessed scores against six criteria rise by:

+36%

Would recommend this programme:

100%

WORKSHOPS FOR MANAGERS OF DIVERSE STAFF

Liverpool John Moores University
Managers of disabled staff

“ An invaluable opportunity to confidentially talk through management issues and come up with solutions or approaches with experienced voices.

Manchester Health & Care Commissioning
Disability and inclusion¹

“ Feel confident I can support my disabled staff.

+49%

Manchester Health & Care Commissioning
Leading with civility

“ Step out of a stressful situation and do something like this – it's self-caring. It gives tools to go back and share.

Would recommend this workshop:

97%

1) This was the only multi-session programme for managers so included pre- and post-programme self-assessment.

OUR IMPACT



...I MADE FUNDAMENTAL PERSONAL AND PROFESSIONAL CHANGES

“ This course really had such a large impact on all aspects of my life including work. Since doing the course, I feel I have re-connected with my confidence. I honestly believe in my abilities and I understand my why, what and how. I've relocated closer to my family, have applied for a re-grade and taken control of my physical health. I genuinely feel happy in my work and life in general. I feel powerful as a young black woman.



...I FOUND THE WAY FORWARD

“ Having had the coaching and having had discussions with colleagues I really feel I can take plans forward, not just in a theoretical sense, but in a practical, grounded way with time scales and definitive actions that hopefully in the longer term will make it a better place. It's literally going to change me – the way we work. Now it's our responsibility.

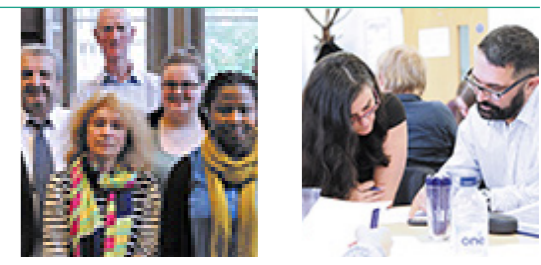
NHS Neighbourhood Lead



WITH RESULT CIC...

...I HAD THE CONFIDENCE TO APPLY FOR PROMOTION

“ I wanted you to know that I applied for a promotion! Whatever the outcome, I feel that just putting myself forward represents quite an achievement in my case, and it was attending the 'Achieving Your Potential' that gave me the confidence to do that, so thanks again to you and the team.



...AND I GOT IT!

“ Just a quick update – I heard today that my application for a regrade was successful. In fact, they put me two grades higher, rather than just the one I requested, so that was an unexpected bonus! It just shows that you don't get if you don't ask. Thank you again for all your support last year, which has made all the difference.

...I UNDERSTOOD EQUALITY ISSUES MORE FULLY

“ The difference the day has made for me is that it has really put equality front and central in the role of neighbourhood leads, particularly reminding us that we have a responsibility to the health of our population across Manchester.



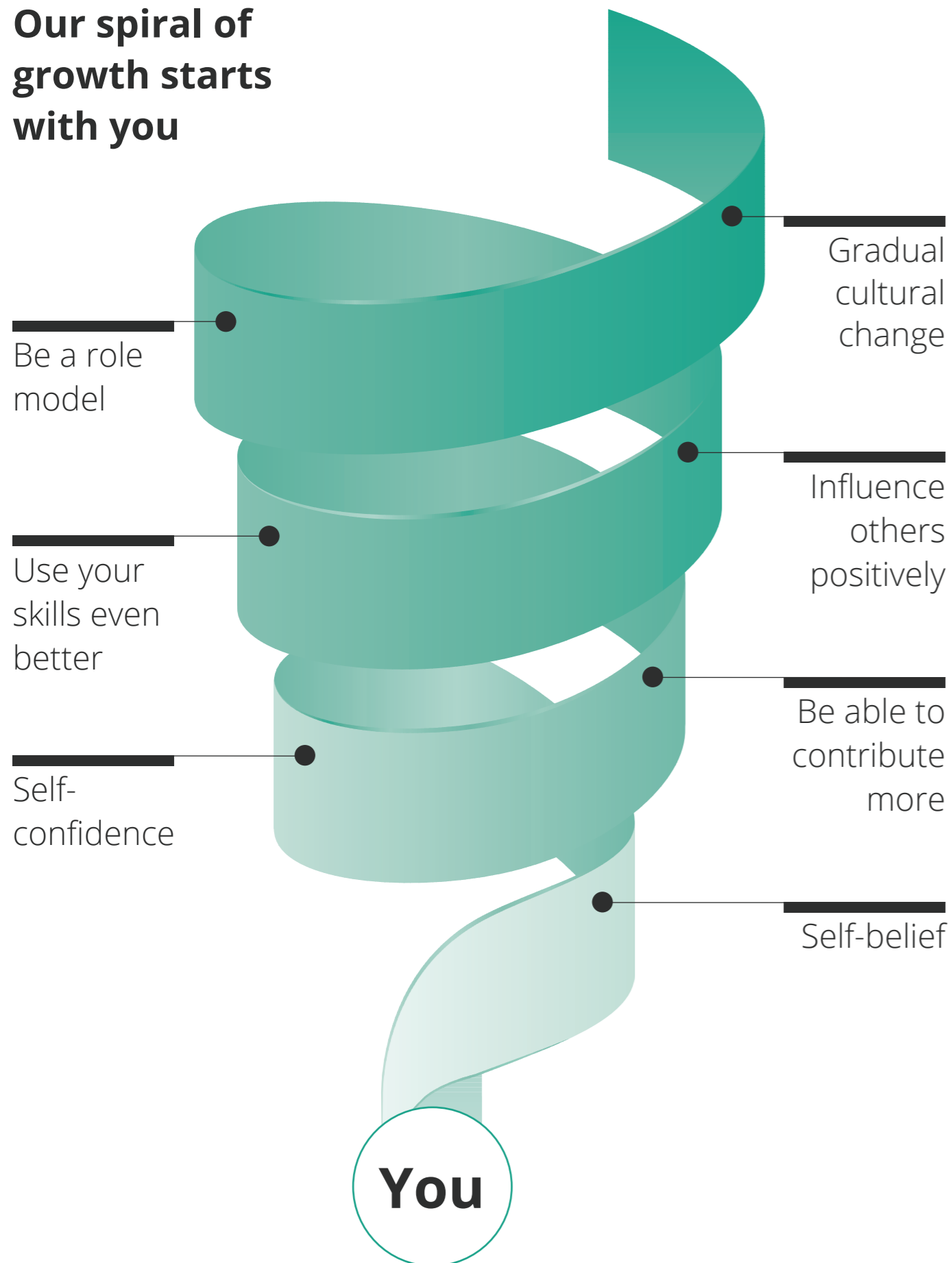
...I AVOIDED QUITTING MY JOB

“ I feel so much better about my ability and happier in my job. I was always close to quitting but now I know I am good at my job.



HOW WE WORK

Our spiral of growth starts with you



CATHERINE'S STORY

“ This confidence has enabled me to go forward professionally... things I want to do and achieve in work.

I am the student recruitment and widening participation co-ordinator for Black, Asian, Minority Ethnic (BAME) students at the University of Manchester and at the Race Relations Resource Centre.

IMPACT

From a personal point of view [I gained] a real boost in my confidence. Before [attending the programme] I was saying 'yes' to everything and spreading myself thin. I lacked the level of self-worth and didn't know how to take my skills in the right direction.

Identifying as black, female, disabled and gay [I experienced] a lot of barriers in my life. The course and coaching has given me the confidence not to see any of these as barriers and to see myself as just Catherine. They are parts of me which make me who I am.

This confidence has enabled me to go forward professionally... things I want to do and achieve in work.

The programme/coaching also gave me the confidence to ask for a regrade by recognising my value and the level I deserve to be at. My regrading was successful and I have been more confident in meetings with senior managers.

My work and I have also been recognised. I won Newcomer of the Year award in the 'Student Experiences Award' and a project I led (Diversity Champions) won in the 'Making a Difference' Awards for outstanding contribution for Equality, Diversity and Inclusion.

The programme was the foundation of all this success! Because especially as a black person in this University [it] enabled me to step up on that platform we deserve to be on. I feel I can take the BAME programme to the next level, confident in myself and the team, so it will be successful.

NEW DEVELOPMENTS

We devised and delivered

- An **Equality Impact Assessment day** with 4 coach/facilitators working intensively with senior staff, including 1:1 coaching and filming participants' progress and feedback.
- **Leading with Civility** one-day workshops for health managers.
- Our – and the University of Manchester's first ever personal **development programme for junior BAME staff** – a major success.
- Gave a keynote speech at Liverpool John Moores University – **Director, diplomat and deaf?** – and an interactive session on **Intersectionality** at Manchester Metropolitan University.
- **Social consultancy** for the Big Lottery and contributions to **lived experience leadership group** Lex Leaders.

RESULT CIC'S ECONOMIC AND ENVIRONMENTAL IMPACT

OUR MODEL

We pay associates, including ourselves only when we deliver work. We use our homes as offices and minimise overheads. This means we can use our resources to maximise delivery to benefit people who need our services.

BENEFITING OUR LOCAL ECONOMY

We buy local and social as often as possible.

This has included:

- Local lip speakers giving communication support.
- Using a local designer, Astrid Johnson, who works with public sector, not-for-profit organisations and social enterprises.
- Using social enterprises to provide catering such as Open Kitchen Mcr, Eagle and Child Ramsbottom and Back on Track.

OUR ENVIRONMENT

- We use public transport whenever possible.
- We provide online materials except where there is an access requirement.
- We print (when required) using companies with the highest environmental standards.
- We use dual purpose home-offices to reduce energy waste.
- We make regular use of phone and online coaching to reduce the need (and carbon footprint) of travel.

EXTERNAL ROLES

In early 2019 Hormoz started a voluntary role as a Trustee for 42nd Street, a charity supporting young people's mental health. Jane continued a role as a Board member for the AMA (Arts Marketing Association) supporting arts and culture professionals and promoting diversity and representation in the sector.



IF YOU WOULD LIKE TO FIND OUT MORE, GET IN TOUCH.

“ The course was an eye-opener. I immediately fed back to our organisation, so we could look at policies and procedures including recruitment.

Manchester Health and Care Commissioning manager

OUR PARTNERS



Coaching Inside and Out

Manchester Sickle Cell and Thalassaemia Centre

Email info@resultcic.com

Call us 07516 518194

@ResultCIC

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