

OUR SOCIAL
IMPACT
2019-20



“ This programme has been life changing for me.

CIVIL SERVANT



WHO ARE WE AND WHAT DO WE DO?

We are a community interest company (CIC) – a social enterprise. We bring our joint experience of professional senior roles and social exclusion to our work.

Our purpose is to provide high quality coaching and development training for people who are excluded and would not normally get access to this, enabling them to fulfil their potential, take the best decisions for themselves, be happier and act as role models for others.



Our business model maximises our social impact, focusing resources on delivery and reinvesting surplus in our Inclusion Fund. This fund is available to pay for free coaching to people who need it but could not otherwise afford it.

All Result CIC associates in 2019-20 were disabled. Our associates and advisors share experience of being racially discriminated, LGBTQ+ and immigrants to the UK.

We have continued a similar level of delivery despite the final quarter of the year seeing the UK locked down.

Having never delivered training online, we learned quickly how to work this way. Our experience in empowering others to be resilient and adapt through change proved valuable. From April to June 2020, we provided a coaching service we offered to frontline workers for free, at the start of the Covid-19 pandemic.

We also started work on our largest contract to date which is with the Civil Service, running DELTA (Disability Empowers Talent and Leadership) – a new development programme for civil servants from all departments on the Future Leadership Scheme who have disabilities. This combined four workshops and four coaching sessions and produced outstanding results.

HOW HAS 2019-20 BEEN DIFFERENT?

RESULT CIC: JULY 2019–JUNE 2020



230 direct clients

92 of whom had coaching



POSITIVE CHANGES HOW DID PEOPLE WE WORKED WITH CHANGE?



INCREASED MOTIVATION AND FEELING BETTER

- “ I am getting more satisfaction from work.
- “ I feel really motivated after the session.



WAS ABLE TO TAKE AN IMPORTANT NEW DECISION OR ACTION

- “ The coaching made me move from waiting for something to happen to get me to make something happen.
- “ The big take away for me is asking for help. It was a lightbulb moment: I realised I have never done that before.



GREATER CONFIDENCE

“ I think the biggest gain for me was increased confidence in myself, particularly with regards to what I had to offer in an employment/skills sense but also what I had to offer as a person. At a time when confidence was low my coach mirrored back things I had forgotten about myself and this gave me a push to realise I could do the things I was setting out to do.



INCREASED SELF-AWARENESS AND REFLECTION

- “ It enables us to really think about who we are. It makes a huge difference.
- “ The coaching and workshops have been so beneficial to me in terms of who I am and how best to try to communicate.



IMPROVED THEIR LEADERSHIP

- “ It has given me lots of tools and ideas. I have come away with a much better idea on how I want to grow as a leader.
- “ I do feel I have made progress in recognising that I'm still me, the leader, even though my health has changed things. Maybe I can bring that into my leadership more and create better teams.

THREE YEARS OF SOCIAL IMPACT REPORTING

This is our third Social Impact Report so we wanted to reflect on our development over the three years. The quantitative data below shows a high level of consistency in the numbers of people we are reaching and in the high proportion of our work which is earned, contractual income as opposed to being obtained from grants. Some grant income is valuable but earned income gives more choice and has allowed Result CIC to be agile, for example being able to instantly deliver packages of three free coaching sessions to frontline workers and pay associate coaches for this work at the start of the 2020 pandemic.

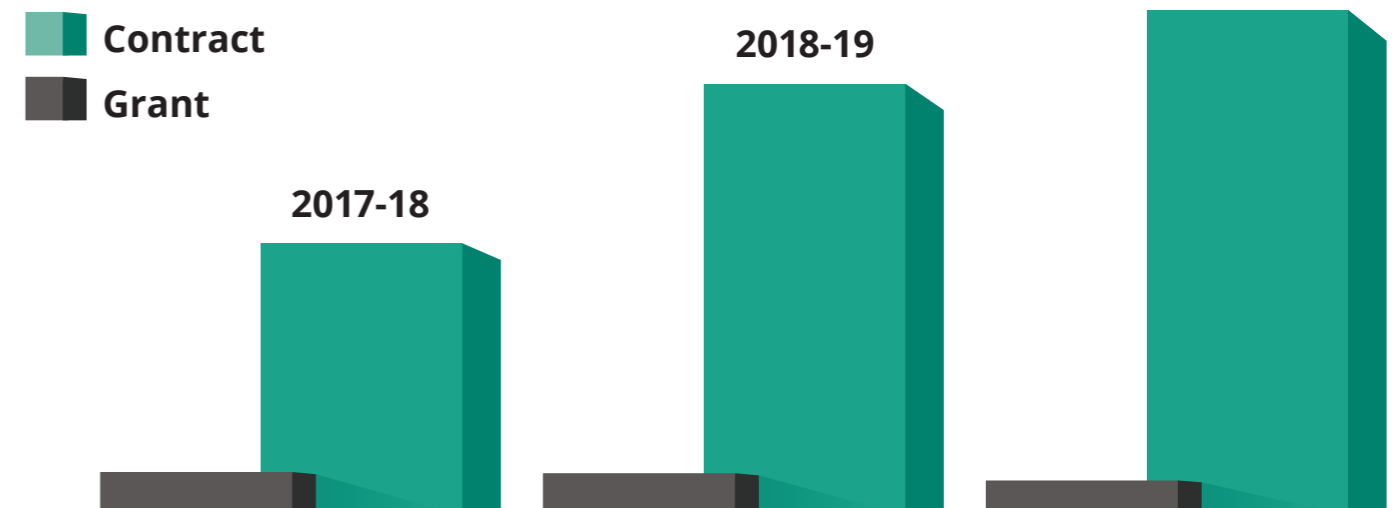
COMPARING DATA

	2017-18	2018-19	2019-20
Direct clients	169	287	230
Clients who had coaching	122	92	92
Training days delivered	23	33	22
Coaching hours delivered	307	230	230

OUR INCOME

2017-18		2018-19		2019-20	
Contracts	Grants	Contracts	Grants	Contracts	Grants
84%	16%	90%	10%	93%	7%
Year-on-year change		+ 58%		+17%	

YEAR ON YEAR INCOME



DISABLED CIVIL SERVICE LEADERS' PROGRAMME

YOU

- Your experience
- Identity
- Strengths



1:1 coaching:
set your goals



SELF-AWARENESS

Be yourself: that's enough.

Before I thought "I cannot expect the world to adapt to me." Now I think "How do I really want [people] to adapt to me?"

IDENTITY

It is really nice to feel like you are in such a safe environment that you can talk openly about yourself as a whole rather than individual parts e.g. actually being able to talk about the interlink between your mental health and work stuff rather than just the work stuff at a surface level.

YOU AND OTHERS

- Communication styles
- Assertiveness



1:1 coaching:
progress & learning



COMMUNICATION STYLES

One big take away is confidence in yourself and respecting yourself and being able to communicate your situation. And your needs. Making sure that there is a level playing field.

I have practised what we discussed e.g. considering where I do have and don't have control. And adapting to my line manager's different style. I am surprised at how effective it was!

ASSERTIVENESS

The assertive structure, the format was very clear to start the conversation. It will help next time I need to do this.

DELTA* WORKSHOPS AND COACHING: FRAMEWORK

TRUSTING TEAMS

- Psychological safety
- Asking for help



1:1 coaching:
further progress



PSYCHOLOGICAL SAFETY

I do feel like I've made progress, particularly in recognising that I'm still me the leader, even though my health has changed things. And actually maybe I can bring that into my leadership more and create better teams.

ASKING FOR HELP

Having the confidence to ask for help has become a core skill for me.

SUPPORTIVE NETWORKS

- You as a disabled leader of change
- Networks and future development



1:1 coaching:
review & planning ahead



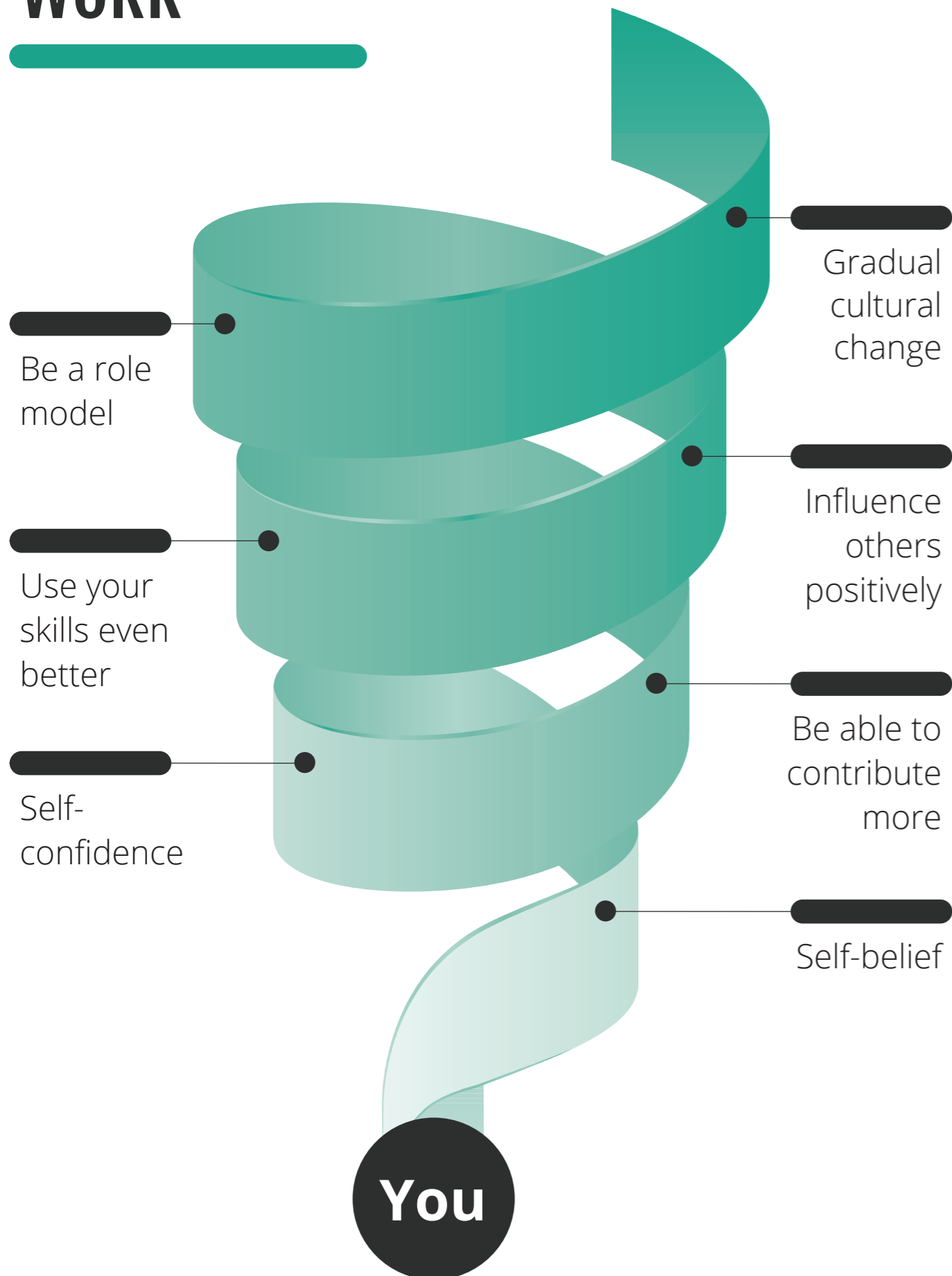
DISABLED LEADER AND NETWORKS

In terms of the future I know I have lots of professional and personal contacts, I just have to reach out.

Support through this group has been important – influential. The skills and practice we have developed as part of this group have been useful.

* DELTA (Disability Empowers Leadership and Talent) took place over 2 financial years, ending in 2020-21. The feedback was received at the end of the programme.

HOW WE WORK



BAME MENTAL HEALTH CHAMPIONS

“ I wanted to play a part in making a difference and starting a more nuanced conversation than is normally had in my community about the reality of mental health issues.

MICHAL ALFRED-KAMARA

Salford Clinical Commissioning Group (CCG) asked Result CIC's Hormoz Ahmadzadeh to facilitate this new group which met monthly. Salford, Result CIC's home, has vibrant, ethnically diverse communities. The members of the Champions group represented these.

The group shared and explored their experiences which included mental health issues and racial discrimination. They liaised with a variety of local services, advocating for a better understanding of mental health in their communities.

Feedback from participants included that the group gave 'a boost in confidence to take my next career step' and 'sharing experiences and seeing the issues other communities face which I would not normally have been aware of has been an eye opener'. Another participant described it as 'a valuable forum allowing information to be shared and ensuring local services are accessible and keep up to date with trends and issues faced within the communities'.

In October 2019 the group curated a celebratory event for Black History Month which brought together a variety of local organisations and offered entertainment and interactive experiences.



HERE IS WHAT GROUP MEMBER, MICHAL ALFRED-KAMARA, WROTE ABOUT THEIR EXPERIENCE:

“ Mental health in my Sierra Leonean community is not talked about at best and highly stigmatised and a source of familial shame at worst. I applied for the group as I wanted to play a part in making a difference and starting a more nuanced conversation than is normally had in my community about the reality of mental health issues.

I found the group to be a warm and dedicated group of people as keen as I was to make a difference to their communities.

Over the course of several months, I've found myself changing from a relatively reserved speaker to someone able to confidently pose questions to professionals in the mental health field. It has been helpful for our group to be able to put a face to a service and I think services have found being able to speak to a group of people who want to improve services helpful.

NEW DEVELOPMENTS

“ I didn't know much about coaching before I started these sessions but am now totally converted! I particularly enjoyed goal setting, as I have stuck to them and can see how they improve my everyday life. It was useful to consider the aspects of this pandemic that made it harder to perform my job.

G.P.

“ From my very first session with Hormoz I found my day-to-day outlook changed for the better. I found the sessions extremely useful and have incorporated lessons from them into my working and home life. I would strongly recommend Hormoz, and Result CIC, to anyone interested in being coached.

NHS CONSULTANT

“ I've been processing what we discussed last week and putting a few of my thoughts into action. I have to say that it has had a very positive effect on my approach and to my wellbeing. I really have felt more positive over the past week and intend to continue in this way.

SHOPWORKER

COVID 19 RESPONSE: FREE COACHING FOR FRONTLINE STAFF

We conceived this idea in early April 2020 as a positive response to the helplessness that many people felt at the beginning of lockdown. The coaching continued well into the summer. The people we worked with included consultants, doctors, nurses, teachers and shop workers. Please read some of their comments on this page.

DELTA

This was a major achievement for a small social enterprise, tendering in a competitive bid. It resulted in the delivery of a 9-month cross-government development programme starting in January 2020 for 32 disabled Civil Servants on the government's Future Leadership Scheme.

WORKING ONLINE/CPD

UK lockdown restrictions meant that we had to transfer all face-to-face delivery to online very quickly. Jane took a FutureLearn short course about teaching and training online. This provided essential advice, particularly on re-thinking how you plan training sessions and combine offline and online working to use interactive time most effectively. Hormoz got new ideas from a course entitled 'The Science of Wellbeing' run online by Yale. Even though we attended several other CPD sessions about online delivery, the best method, as ever, was learning on the job.

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.

INCLUSION FUND

Because Result CIC was set up to support marginalised people, much of our work is commissioned by employers, local authorities and charities rather than the individuals who benefit directly.

Marginalised individuals without paid work or access to a commissioned programme would benefit from coaching but may struggle to pay for our services themselves. Recognising this, Result CIC holds an Inclusion Fund through which we can offer occasional telephone/Zoom coaching sessions for which coaches are paid but which are provided at no cost to the individual.

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 for (and carbon footprint of) travel.

ADVISORY PANEL

We had the privilege to be joined by Jackie Driver, OBE and Ruth Ibegbuna in 2017, followed by Patrick Davies, OBE in 2019 as our valued and experienced advisors.

DISABLED CIVIL SERVICE LEADERS' PROGRAMME

Would recommend this programme:

100%

Thought it exceeded their expectations

100%

“ A heartening and buoying experience.

“ [Coaching] cheered me up no end!

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

OUR PARTNERS



Cabinet Office



Manchester Health & Care Commissioning

A partnership between Manchester City Council and NHS Manchester CCG



the connectives



Save the Children



Greater Manchester IMMIGRATION AID UNIT



HM Government

In partnership with

THE NATIONAL LOTTERY COMMUNITY FUND

Email info@resultcic.com

Call us 07516 518194

@ResultCIC

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