



IMPACTFUL GOVERNANCE  
Community Interest Company



# Impact Report

# 2022

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Community Interest Company

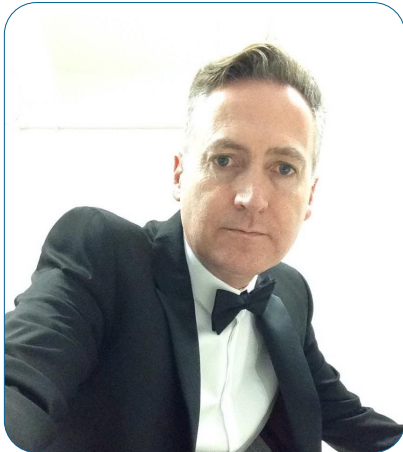
Created by Maggie Miteva  
(Lancaster University Student)

# Meet the Team



## Meet the 2022 Team

**62 %** Women  
**38%** BAME (Black, Asian, Minority or Ethnic)  
**38%** LGBTQ+ (Lesbian, Gay, Bi-Sexual, Trans or other)  
**23%** Disabled (from 9% in 2021)



**Andrew Waite**  
Chief Executive



**Alexander Oliveira**  
Finance & Customer  
Service Director



**Rachel Perry**  
Non Executive Director



**Clerene Allen**  
Non Executive Director



**Andre Long**  
Recruitment Officer



**Lewis White**  
IT Support





**Alison Rowbotham**  
Trainer



**Helena Marks-Dwyer**  
Trainer



**Veronica Garbett**  
Community Mentor



**Bev Nickson**  
Work Mentor



**Vanessa Dirwai**  
Work Mentor



**Georgie Harding**  
Environmental Officer



**Cinzia Cesaratto**  
Environmental Assistant



**Ben Blindt**  
Environmental Assistant

# Disability Leader

## Disability Leader

A big achievement for Impactful Governance this year was successfully gaining the Disability Confident Leader accreditation.



## We ensure that we provide:

### Inclusive and accessible recruitment process

Accessibility requests are arranged, communication mediums are discussed with the candidates, assessments are carried out by employees who have appropriate and disability equality process to ensure everyone is given an equal chance.

### Work experience

We offer work experience to offer employers to provide work trials, provide paid employment for people with disability and those without and support people into through our programmes. We make necessary adjustments for all participants to achieve successful outcomes while providing positive environments.

### Disability Confident culture promotion

We make sure our employees receive the proper disability training, support employees to manage their disabilities and health condition, ensure no barriers for development and progression, guide managers provide support to those who need it and listen to valuable feedback from disabled staff.

### Development

We provide mentoring and coaching for staff, induct on disability awareness equality, make sure to provide mental health support as well as occupational health services. We have regular team meetings to ensure good sharing practice and provide staff with appropriate training.



# Disability in the workplace

## Disability Employment Charter

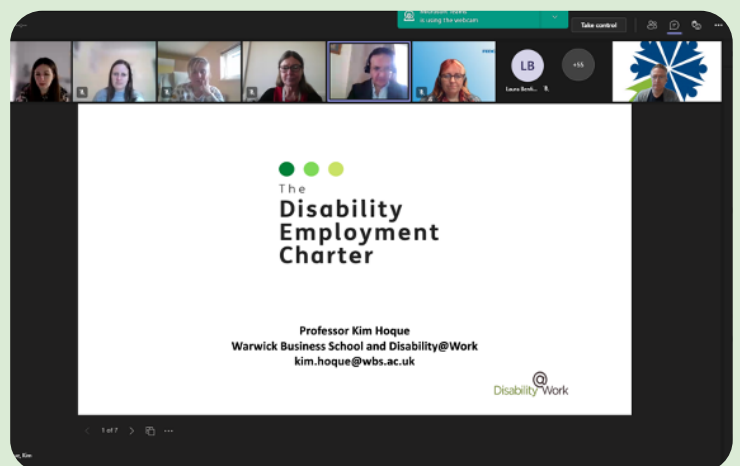
The Disability Employment Charter (DEC) is a call for the government to act on the employment disadvantages that disabled people continue to face. Impactful Governance is one of the first 100 organisations to sign-up to the DEC. The signatories stand together with the founding members in calling on the government to implement the proposals contained within the Charter.



Visit to the House of Commons

## Areas of Action

The charter outlines 9 areas of action the government is encouraged to address the disadvantage disabled people encounter in their working lives - employment and pay gap reporting, Supporting disabled people into employment, reform of Access to Work (AtW), reform of Disability Confident, leveraging government procurement, workplace adjustments, working with disabled people and their representatives, advice and support and national progress on disability employment.

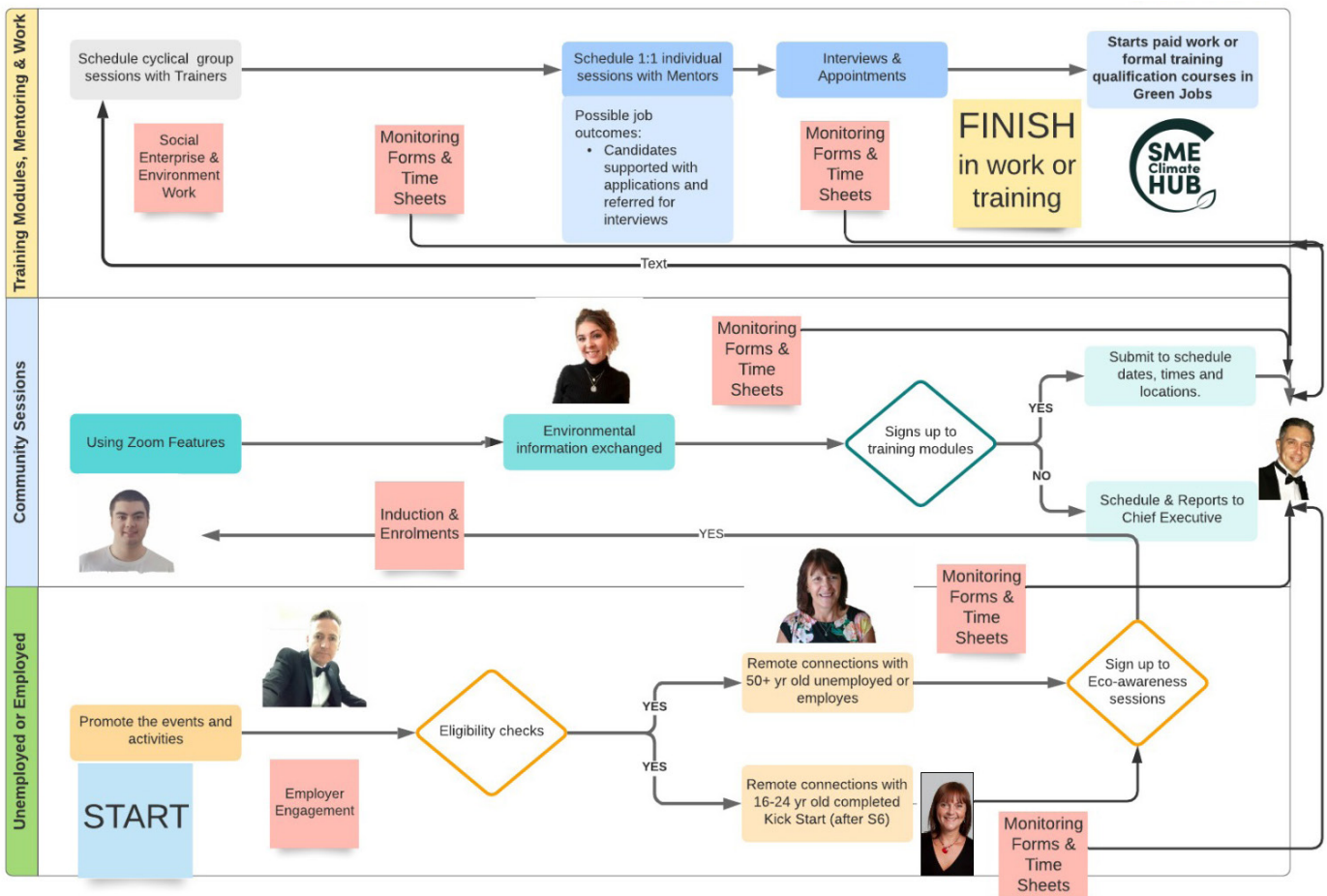




# Stem City

## leading to "Green Jobs"

After a successful year working with jobcentres, we have now helped young people 16-24, older people 50+ and all other ages into paid work in Green jobs or Community work.  
165 people took part and 70 got paid jobs.



### Social Enterprise & Community Work

Explaining how to work in the community at all levels. We distributed leaflets and held remote sessions to explore different sectors as a group followed by individual mentoring.

### Environmental Audits

Our support and training opened people's eyes to a new way of working. Our own Environmental Assistants helped spread the word through leafleting and social media. We completed 40 audits for organisations in Hertfordshire.

### Venues

We have been active in Holywell, Meriden, Old Free School, Wellspring Centre; providing community engagement, support, information and training. We also spent a lot of time in jobcentres.

# Eco Office Audit

A free and personalised eco-guide to help your community organisation become more sustainable

40

eco-audits  
completed in  
2022

## Audit & Assessment

Impactful Governance provided services for 15 organisations in Three Rivers, 15 organisations in Watford and 10 organisations throughout Hertfordshire.

## All of them received:

### Initial Environmental Assessment

A remote online survey to assess the company's environmental strengths and weaknesses.

### Company Audit

On-site company audit to figure out what the company already has and where eco-friendly alternatives might be a better option.

### Final report

Personalised report containing details on how to make sustainable changes in the organisation.

### Mentoring and Referrals

Additional support available, if requested.





# Kickstart Scheme



## Aims and achievements

Impactful Governance secured 162 grants for employers and placed 118 young people into meaningful, real paid work through this scheme alone. We supported every one of them with four group training sessions and two more individual Mentoring support sessions.



## Our own Kick Start members of staff this year were:



## One to one trainings

Our support and training helped prepare young adults aged 16 – 24 with experience of the working environment and helped them gain skills, confidence and understanding of what they can achieve.

# E-Cargo Bike



## Meet Ben

Ben joined us through the Kickstart Scheme in February. Ben works as one of our eco audit officers and delivers our leaflets within the Watford area. To do this we have been funded by the Access to Work to purchase an electronic bike.

## Ben's progress with us

Ben has gained a lot of confidence by working with members of the public, his work ethic and productivity. To help his confidence grow we arranged a series of bike lessons at the Watford Cycle Hub.



## What this means for Ben

Ben has gained valuable experiences of working in a team, communicating with clients, planning, and organising projects. Ben has also taken part in many community-based events. These are organised by Impactful Governance and allow us to link with the public and spread our message.



# 2022 LGBTQ+ Research

"Where's the 'T'?" - Being LGBTQ+ in Watford & 3 Rivers during 2022

## Aims

We wish to make the Watford area a more LGBTQ+ friendly place but to do that we need to prioritise and listen to the voices of its LGBTQ+ residents which is why we conducted a survey. We really do hope to make the Watford area a safer and more inclusive place. Together we can have a greater influence on positive change.



## Research process

This year, compared to the initial research in 2021, we have made this a substantial piece of research. 139 participants completed surveys either in-person or online which is a six fold increase from last year. Initial survey forms are published online and links to it are circulated electronically and within our printed leaflet. This dual approach allows greater circulation and distribution to both venues and individuals within the Watford area. We continued the surveys at Herts Pride, held in Watford, Hertfordshire.

## Findings

Comparing the results from 2021 to the 2022 surveys on LGBTQ+, we found there are slight changes that represent changes in attitudes, feelings and priorities, for example:

IMPROVEMENT

DECLINE

LGBTQ+ Research	2021 (20)	2022 (139)
Hate Crime (physical or verbal abuse)	35%	35.2%
Felt vulnerable or exposed	25%	31.6%
Felt pigeonholed	40%	31.6%
Felt unsafe or threatened by certain groups	20%	30.9%
Felt isolated	15%	28%
Felt excluded	30%	27%
Saw activities that were not designed with you in mind	30%	25.9%
Never experienced any negative attitudes	40%	11.5%

**Where's the "T"**

The 2022 LGBTQ+ Research is under way and we would like to hear your thoughts on the important changes that affect your lives.

**Fridays at 2pm at Impactful Governance**  
The Old Free School, George Street, Watford WD18 0BX

Where's the "T" in Government thinking?

How inclusive is Sport?

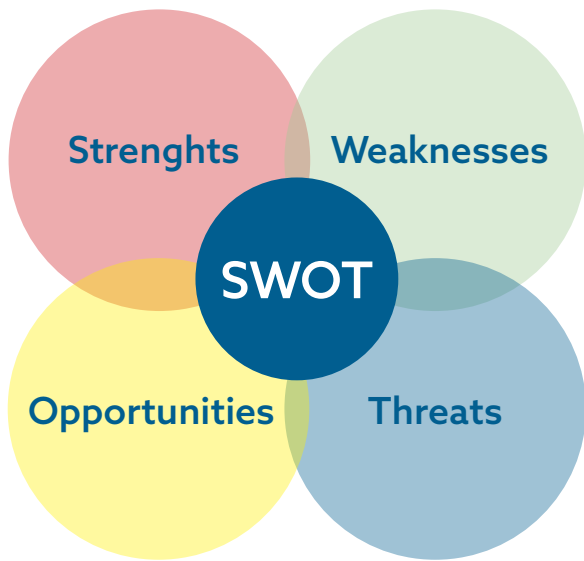
Do "experts" get it?

Why is suicide so high in the LGBTQ+ Community?

**Interested in LGBTQ+ issues in Watford?**  
Call in confidence: 01923 231660  
[www.ig-cic.org.uk](http://www.ig-cic.org.uk) or Email: [ceo@ig-cic.org.uk](mailto:ceo@ig-cic.org.uk)



# Individual Mentoring



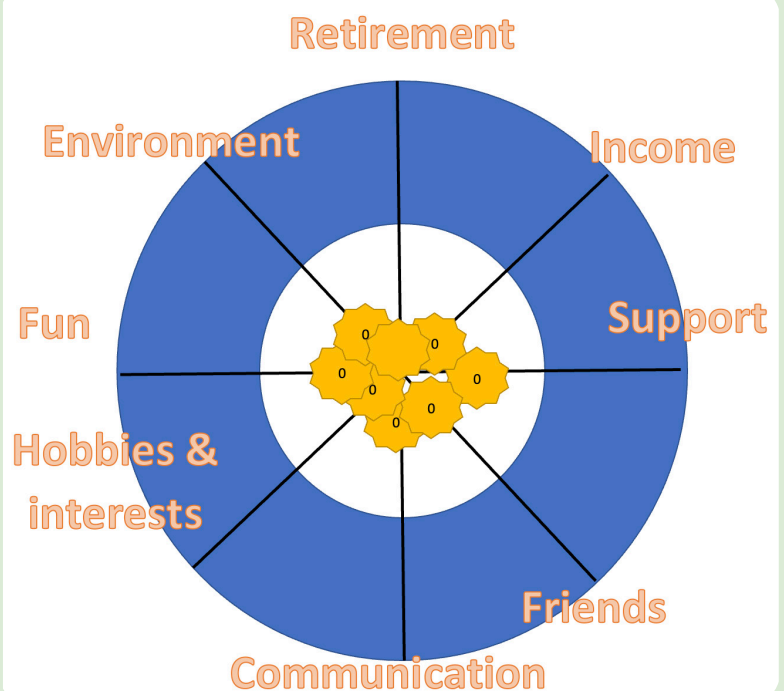
Our individual Mentors helped people get into paid work by discussing their strengths and weaknesses, setting goals, and analysing different aspects of their life to provide them with useful advice and build their confidence. Using methods like the Wheel of Work, SWOT analysis, and goal setting with the GROW model, our Mentors encourage and teach participants to understand themselves and give them a clear path to employment through self-development.

Using tools such as SWOT analysis and GROW method our Mentors help guide the participants to asses (sic) themselves and set realistic goals by establishing their priorities in life, what is important to them and what type of job is most desired and suitable for each participant. Our Mentors provide guidance and motivation throughout each participants self-assessment.



## Wheel of work

The Wheel of Work is a great method to understand where each participant is in life and where their circle of influence can be widened. By rating each section from 1 to 10 the Mentors identify which parts need improvement and come up with the right plan to work with each individual. Mentoring approaches can differ depending on each participant and their personality. The Wheel of Work is a great method to start building a relationship with the participant and help them trust their Mentor.



# Employer Engagement



Watford Leaders Event



Hertford  
Regional College

During 2021-2022 we reached out, worked with and supported numerous organisations. We worked with Hertfordshire Local Enterprise, South East Midlands Local Enterprise, Department of Work & Pensions, CVS, Barnet Mencap. We worked with multiple councils, colleges, churches and community centres and many companies took part in our Kickstart and Eco-Audit projects. Moreover, we reached out to over 60+ companies to add to our list of supporters and funders. The opportunities are endless and we are grateful for every company that helped us throughout this year and took part in our activities.



Hollywell Community Centre

## Projects

DWP Kick Start

HertsLEP

SEMLEP

Eco Audit #2

Building Community Wealth Together

Growth for Charities Fund

Covid Recovery - isolation grant  
LGBTQ+

Stevenage Council

Kick Start Salary Grants

STEM City

Neuro-Diversity in the workplace

Eco Sustainability Fund

Eco-Audits & Grants

Eco Office

LGBTQ+ Research 2022

Social Inclusion Partnership

# Achievements

377

participants in STEM  
City group activities

70

people helped into  
paid work

**KICKSTART  
SCHEME**



jobcentreplus

118

young people  
placed into paid  
work through our  
Kick Start Gateway

165

individual  
participants in the  
STEM City project

86

unemployed people  
supported with  
Training/Mentoring  
within 6 months

72

achieved  
completion  
certificates (others  
went into FE/HE or  
work)

91

achieved  
completion  
certificates

71

of whom had been  
unemployed for  
over 18 months



139

LGBTQ+  
participants took  
part in our research

40

Eco-Audits were  
conducted with  
decarbonization  
plans written to  
achieve net-zero

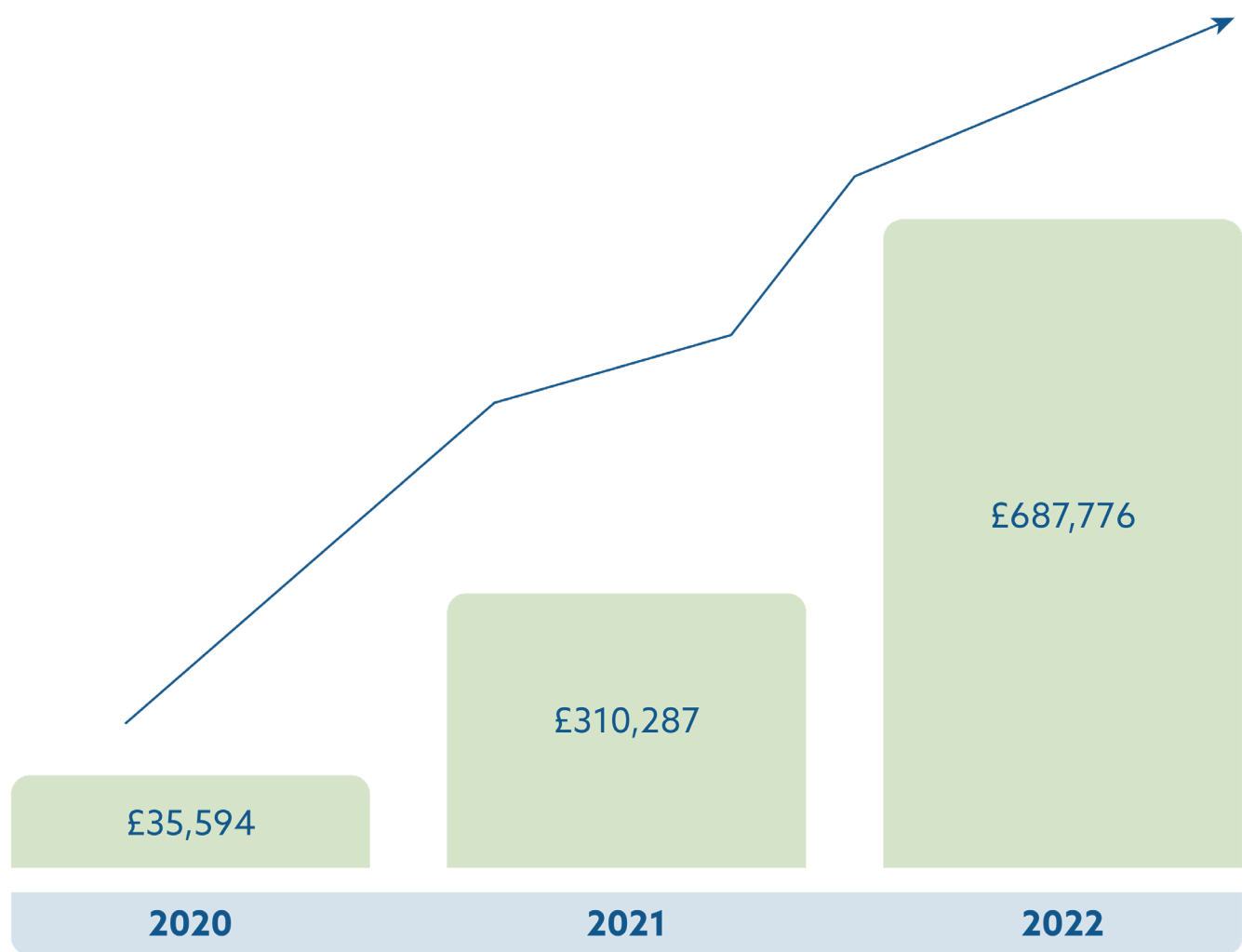
85

organisations took  
part in STEM City &  
Eco-Audits



# Financial Growth

Chart shows significant Yearly Growth in the peiod from 2020 to 2022.



The increased engagement in projects and the success of the organisation has been evident in the significant financial growth during the past three years. We are happy to see growth because it means we can give more back to the community and save to expand current projects. Financial stability means we can venture out and invest in new projects that help give back to the community that supports us. It also gives us the opportunity to invest in staff training, so they are at peak capability and knowledge to help those that seek our help with employment and personal growth.





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## ADDRESSES

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Hertfordshire WD18 0BX

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Bedfordshire LU1 2TL



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## WEBSITE

[www.ig-cic.org.uk](http://www.ig-cic.org.uk)

Level 1 Award "Award in Job Search & Employment Potential"

Level 2 Certificate qualifications in "Award in Job Search & Interview Skills"



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Hertfordshire  
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 **THREE RIVERS**  
DISTRICT COUNCIL



**WATFORD**  
BOROUGH  
COUNCIL

 **SteVenage**  
BOROUGH COUNCIL