

OUR SOCIAL IMPACT 2017-18



“ If you have the opportunity for coaching, I say to you, ‘Take it’, as this has had a profound effect on my life.



WHO ARE WE AND WHAT DO WE DO?

“ A VERY INSPIRING COURSE, MUCH MORE SO THAN MANY OTHERS I HAVE ATTENDED OVER THE YEARS.

BBC disabled member of staff

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

We also work with employers who wish to make the most of their diverse workforce by allowing their employees to bring more of themselves into the workplace.

Result CIC Directors and all its advisors are disabled. We also share experience of being BAME, LGBT and immigrants to the UK. We have all worked in mainstream professions. We bring our own experience of developing resilience in the face of exclusion to our coaching and training work.

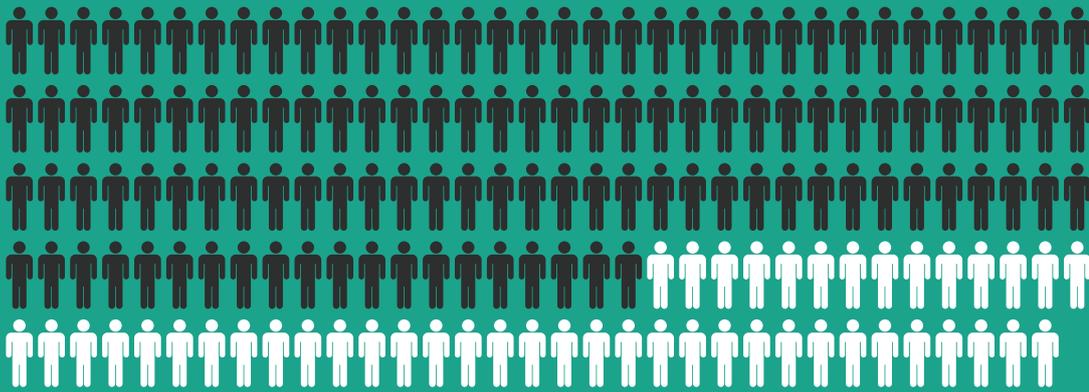
WHY DO WE DO IT?

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.

We enjoy our work and create a relaxed, open and informal atmosphere which allows people to explore their abilities and bring their full(er) selves into what they do.



RESULT CIC: JULY 2017-JUNE 2018



51.5%

Clients with a disability or long term health condition

70%

Clients with minimum of one protected minority characteristic



307 coaching hours delivered



23 full days' training delivered

“ THE MOST HONEST AND MEMORABLE COURSE I HAVE EVER BEEN ON.

NHS Manager

WE ARE WHAT WE DO

% of regular associates providing services who are:

100%

Disabled/have a long term health condition

50%

LGBT

50%

BAME

90%

% of income spent directly on delivery and business development

74%

% of income spent on delivery to people in excluded groups

WHAT WE ACHIEVED

Participants in four training/development programmes were asked if they would recommend it to others.

Participants who said: they would recommend to others.

100%

Disabled staff programmes at the BBC, University of Manchester (UoM) and Liverpool John Moores University (LJMU) saw participants' self-assessed scores against six criteria rise by **32%**.

HIGHEST SCORES FOR:

+74%

Self-confidence
(BBC North staff)

+54%

Talking about disability needs
(LJMU)

+40%

Making best use of skills in my job (UoM)

We have also found that, as a result of coaching and training with Result CIC, clients have changed their behaviour or ways of thinking as follows:

experienced reduced levels of stress and worry

begun to set their own goals and priorities

built new networks to support themselves and others

made constructive suggestions to colleagues and senior management for work-based improvements to support their situations

changed their perceptions of disabled staff, in the case of managers

created action plans for change

changed the way they see themselves – as no longer excluded

improved assertive communication skills.

“ I felt lost and on my own. I realise other people have similar experiences. It's about how to deal with it. Now I can see there is a possibility if I set a goal and achieve it.

“ I have the confidence to talk to my manager about my condition. Feels like a big thing to be taking away (from the workshop).

“ My self-awareness has increased. I can now look at the bigger picture and realise that people are experts in their own experience.

WHAT CHANGED THIS YEAR?

We looked at our communications:

We created an advisory panel of influential experts. This represented our biggest change.

- We created a new website and logo.
- We established a monthly newsletter reporting directors' activities and including guest bloggers.
- We took on our first marketing intern to help expand the organisation's reach. In return he received mentoring from our marketing associate and coaching from one of the directors.

THE ECONOMIC AND ENVIRONMENTAL IMPACT OF RESULT CIC

OUR INCLUSION FUND

We sometimes find out about individuals who would really benefit from coaching but cannot afford it. We therefore hold an Inclusion Fund through which we can offer telephone/Skype coaching sessions at no cost to the individual.

6

People supported through inclusion fund (each with high needs)



16 days funded

THE LOCAL ECONOMY

As a company based in the North West we try to use the services of local companies and individuals whenever possible to boost our local economy.

This includes:

- lip speakers
- freelance marketing support
- printing companies (where used – see Environmental Impact)
- catering and room rental.

OUR MODEL

We only get paid as associates when we deliver work. We keep our overheads low so that we can maximise our resources to focus on delivery. We use our homes as our offices and we pay suppliers a rate higher than the living wage.

THE ENVIRONMENT

We try to reduce our carbon footprint in the following ways:

- We use public transport wherever possible.
- We don't print our workshop programmes (unless this is an access requirement), instead putting it online for participants to use in advance.
- We use our own homes as offices, reducing energy waste.
- We use phone and Skype coaching which reduces the need to travel.



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

“ One of the best sessions I’ve been on: engaging and positive. It challenged some of our ideas and gave us plenty of food for thought.

NHS Manager

OUR PARTNERS IN 2017-18



Coaching Inside and Out

Manchester Sickle Cell and Thalassaemia Centre

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