



Helping people and places to thrive

Our impact 2015-16



We are an
award-winning
social enterprise
that helps
people and
places to thrive.

START



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Renaisi is an award-winning social enterprise whose mission is to help people and places to thrive.

Our vision is the creation of strong, cohesive communities, in which individuals are able to flourish economically and socially.

We work to achieve our vision by:

- Supporting people who are long-term unemployed on their journeys into sustainable, rewarding employment
- Helping families who speak English as an additional language to become more resilient and integrated into their communities
- Enabling local communities to determine and address their own needs, and access opportunities for improving their neighbourhoods
- Helping organisations to create better outcomes for their users, strengthen their services, and learn how to increase their social impact
- Strengthening local government strategies and programmes for boosting local economies, increasing housing and improving infrastructure



Rewarding jobs can increase people's wellbeing and boost local economies. Our **employment services** help people to overcome barriers to work through tailored advice and support.

Migrant families sometimes struggle to integrate. Our Bilingual Advisers help parents and children who speak a minority language to become involved in their **schools and communities**.

Local people know how best to improve their **neighbourhoods**. We help make this happen on a national scale as a partner on Big Local, managing a network of Big Local Reps. We also support local and central government to engage with residents more effectively.

Civil society organisations and local authorities provide vital services to communities. Our **research, consultancy and interim management** teams support them to enhance their work, and gain a better understanding of partners outside their sectors.



Impact overview

We worked with
22
schools

SCHOOLS AND COMMUNITIES

- Our Bilingual Advisers spoke **15** languages
- Along with schools they worked with **13** other clients, partners and funders
- **98%** of parents felt happier and more confident thanks to our Advisers

91%
of clients would
recommend us

RESEARCH, CONSULTANCY AND INTERIM MANAGEMENT

- We delivered **19** projects
- We worked with **8** charities and **6** local authorities
- We applied **17** different research techniques

OUR PEOPLE

Renaiss staff are committed to creating a positive impact for people and communities.

347
people supported
into work

EMPLOYMENT

- We supported **930** customers
- **93%** of customers we helped into work were still in their jobs after 26 weeks
- **94%** of customers felt we treated them as individuals

NEIGHBOURHOODS

- We helped local people in **6** deprived, urban areas to get involved in Neighbourhood Planning
- We helped to engage **820** households in the regeneration of their estate in Kingston, London

We supported
60
Big Local Reps

2015-16 saw big change. The Conservatives confounded the pollsters' predictions with their first outright election win in over 20 years. In the capital, it was Labour's turn for electoral success, as Sadiq Khan defeated Zac Goldsmith and became Mayor of London. And in their choice of mayor, Londoners bucked a national trend towards an increasingly anti-immigrant stance that culminated in the decision, by a narrow majority, to leave the EU early the following financial year.

Commentators have interpreted these events as symptoms of popular anger against elites and vested interests whose most recent manifestation is Donald Trump's victory in the US presidential elections. But indulging in grand speculation and sweeping narratives has never been Renaisi's business. We have always been focused on helping people and places to thrive, and that means that in 2015-16 we – along with our clients – were getting on with the work of providing services to people who need them, and helping other organisations to do this better too. And this perspective provides a more nuanced understanding.

In 2015-16, the majority of people we supported through our employment service had been unemployed for 12 months or more. This reflects improvements in the job market and a declining overall unemployment rate which has left out those needing more specialised support. Our research exploring the experience of work and unemployment of disadvantaged and vulnerable women – [Hidden Talents](#) – attempted to shine a light on some of those who remain left behind.

Our Bilingual Advisers worked passionately across schools in London to support migrant families to integrate – a group whose treatment by some worsened after June 2016. Yet this report highlights the positive impact our teams had on the families they supported – along with the school staff, funders and partners with whom we worked, providing a positive counterbalance to the attacks many migrants had been subjected to.

Elsewhere in the country, our work with communities saw local people taking action to address issues they care about. Whether they were community organisations mobilising people to take up Neighbourhood Planning powers, residents influencing the regeneration of their estates, or Big Local areas realising their local development plans – the continued appetite and ability of local, often disadvantaged communities to drive positive change provides a welcome retort the negative view of them that has gained traction in some quarters post-Brexit.

Finally, our work with local authorities and charities showed their continued commitment to rise to the challenge of doing more with less to help the communities they serve – and find ways to do it better: the majority of our research and consultancy projects in 2015-16 involved helping organisations to deepen their understanding of their services and programmes, and enhance the way they deliver them.

Whatever tumultuous times lay ahead, the positive work we have seen must continue. But - perhaps more than at any time since the financial crash in 2008 - partnerships and commitment from individuals, communities and those organisations working with them will be vital.

Sarah Adams,
Chair

Clive Tritton,
Chief Executive



Renaishi's mission is to help people and places to thrive. Over the years, the way we have done this has changed. We were established in 1998 by Hackney Council to drive the regeneration of the borough. In our first decade or so, through initiatives like the EC1 New Deal for Communities in Islington, we invested multi-million pound budgets in projects and activities designed to create opportunities for local people to improve the areas in which they lived. However, since then, we have focused increasingly on providing services directly to local people.

Today, our work is divided into five core areas. In two, frontline service provision is central: our employment service helps people who are long-term unemployed to find sustainable, rewarding work; and our bilingual advisers support families who speak English as an additional language to become more integrated into their communities.

We also continue to leverage our experience in regeneration and economic development as consultants to local authorities and other public sector organisations in London and the South East. We enable local communities to take action to improve their neighbourhoods. And we support other not-for-profit organisations to understand and improve their social impact by carrying out evaluations and research studies.

Working in this way – as a frontline service provider and a consultancy – creates important opportunities. It allows us to work in a joined-up way: giving us first-hand insight into the issues facing individuals and communities. We bring this learning to every project we deliver for our wide range of clients and stakeholders.

One of the most important and heartening conclusions we can draw from our impact in 2015-16 is that our people continue to exemplify and drive our mission – creating value that we feel is distinctively 'Renaishi'. In feedback about their experience of working with us, our clients consistently emphasised both our teams' interpersonal skills and their expertise and ability. This is supported by our staff survey results, which show that our people are overwhelmingly motivated by the opportunity to create social value, and are committed to doing this. The survey also highlights that our staff share our clients' high opinions of their colleagues' soft and hard skills.

[Read on to find out more about the impact we have made in each of our core work areas.](#)

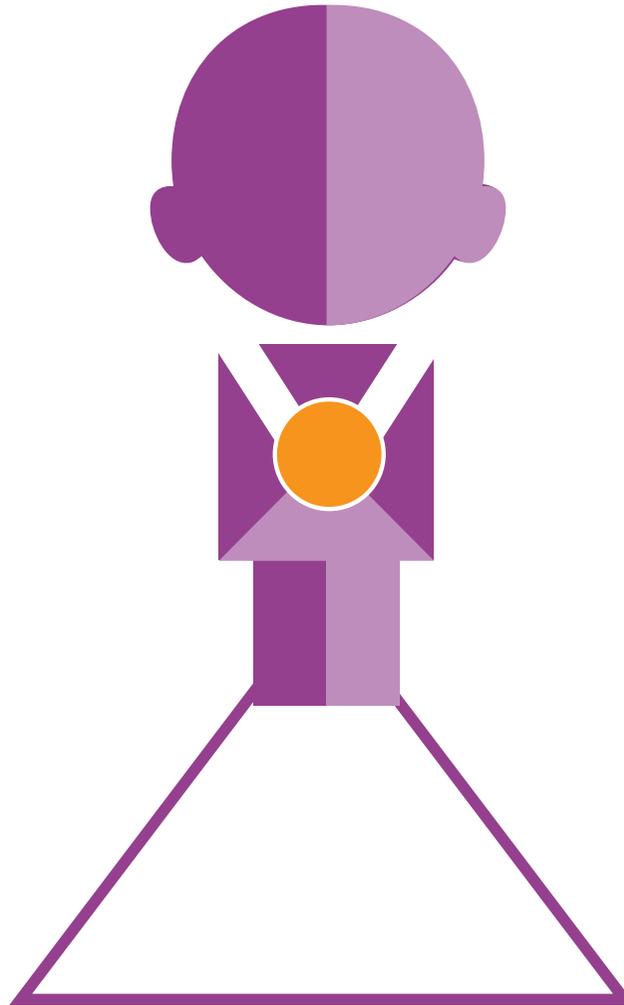
The benefits of employment to individuals and communities are well-known.

As well as providing economic value to both the local and the wider economy, jobs which are rewarding and sustainable can increase people's well-being and sense of self-worth.

While the unemployment rate in London has been falling overall in recent years, certain groups still face major barriers in accessing the job market. For example, in 2015 half of working-age disabled adults in London were workless, a proportion twice as high as non-disabled adults¹. The unemployment rate among men was also higher than women – something that is reflected in customer data from our employment service set out below.

Our employment services help people to overcome barriers to employment. Our employment advisers provide respectful, personalised support to help people who are long-term unemployed find appropriate, rewarding jobs.

1. London's Poverty Profile,
www.londonspovertyprofile.org.uk



HELPING TO ADDRESS YOUTH UNEMPLOYMENT

In London, as in the rest of the UK, unemployment is most acute among people aged 16-24. Nearly 11% of these in London were unemployed in 2014, more than twice the level for 25-64 year olds.

We are helping to address this by employing apprentices. In 2015, we employed three apprentices in our corporate services, finance and employment teams.

OUR EMPLOYMENT SERVICES

Renaisi assists people who are long-term unemployed into work through advice, guidance, and training, giving them the skills, experience and confidence they need to gain meaningful employment. We aim to help our customers find jobs that enable them to thrive and contribute their talents to society, and to treat them with dignity and respect. We also work with a wide range of organisations such as TFL and Asda, in order to help them benefit from new talent and diversity in their workforce, and to access the skills they need for their businesses to thrive. We run our employment and training services from our East, South and West London offices.

OUR SERVICES

Helping people to develop skills

- Writing effective CVs
- Preparing for a successful interview
- Completing high-quality job applications
- Accredited training

Providing support to access the job market

- Job searching
- Building confidence
- Tailored support from a dedicated adviser

Giving advice on work options and opportunities

- Self-employment options
- Better off in work calculations

Guidance on related issues

- Accessing secure housing
- Finding childcare
- Managing debt

Signposting to further support

- Drugs and alcohol services
- Mental health services



WHO WE WORK WITH

In 2015-16, the customers referred to us were:

53%

MEN

47%

WOMEN

58%

AGED 40 OR OVER

We specialise in supporting people who are long-term unemployed: the majority of our customers had been unemployed for **12 months or more**.

ETHNICITY

Our customers self-identified as being from a range of ethnic backgrounds:



OUR IMPACT

930

The number of customers we have supported.

50

The number of employers we have placed customers with.

347

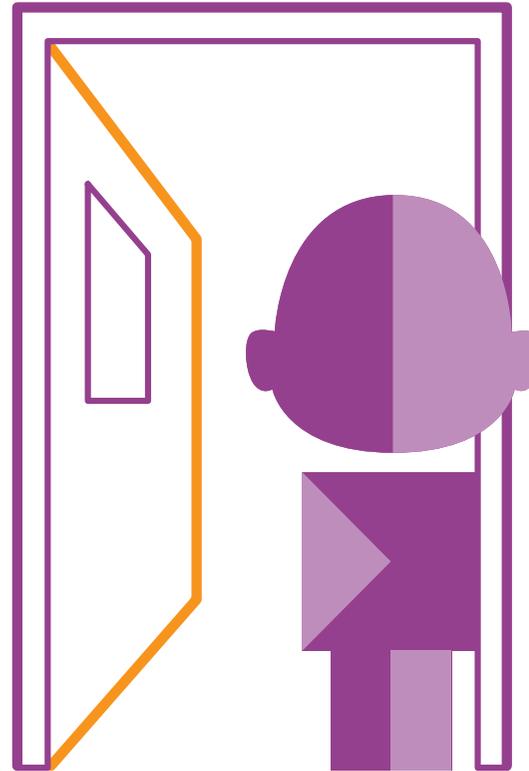
The number of customers we have helped into work.

342

The number of customers still in employment up to 26 weeks later.

34%

The average percentage who were in work just three months after their referral to us.



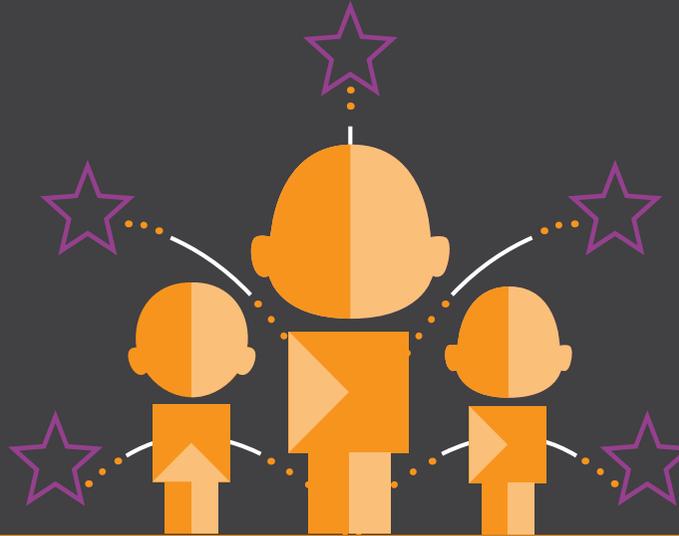
“I just wanted to say how supportive the staff at Renaisi have been in difficult times of long-term unemployment. The staff have been friendly and supportive in all that they do. I look forward to finding secure employment in a tough working environment.”

Employment service customer

“Friendly, helpful and informative staff. Secured me a job at M&S and also Game Ltd. I have not been employed for 7 years prior to this.”

Employment service customer

What our clients say



97%

of customers felt their induction to Renaisi was welcoming

93%

of customers felt respected, safe and supported on our programme

89%

of customers were happy with the advice, information and guidance they received

94%

of customers felt treated as an individual

89%

of customers agreed that their adviser helped them to meet their goals

69%

of customers felt confident about finding work as a result of our services

CASE STUDY

Maxine Wellington spent ten years caring for her three children – but now, with the help of Renaisi’s advisers, she runs Maxine Cooks, a catering company providing healthy, tasty lunches to clients in West London. She explains how she went from full-time mum to achieving her dream of having her own food business.



ABOVE: Maxine delivers her tasty lunches to clients in West London

“I stopped working when I fell pregnant with my second child. But in 2014, after ten years as a full-time mum and with my youngest in education, I decided it was time to get back to work. Knowing that I had to get a job was really scary. Things are changing all the time out there and I’d been away for so long.”

“I was introduced to Renaisi through the Job Centre. I thought I was just going to be stuck in front of a computer, job searching, but that wasn’t the case at all. I got a very, very nice adviser. He was very supportive, we had a chat and he saw where I was coming from.”

Renaisi’s employment advisers helped Maxine come up with the idea of starting her own food business, as she had always been passionate about food, and needed the flexibility of self-employment to care for her children. She has been running Maxine Cooks since November 2015, and has plans to open a café in the future.

CLICK [HERE](#) TO READ MAXINE’S FULL STORY.

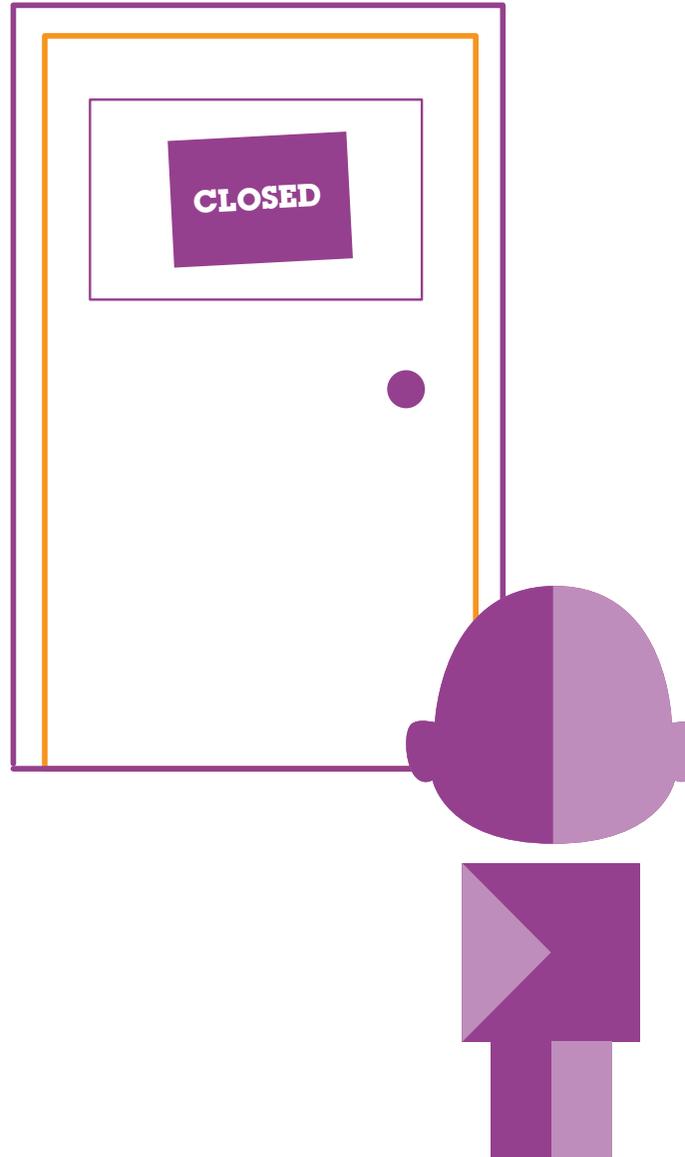
MAXIMISING OUR IMPACT

We are committed to improving our services and the experience we provide for our customers. We do this by gaining their input in a number of ways. In 2015-16, this enabled us to adapt our support to better meet the needs of both people with mental health issues and women.

That year, 36% of our customers reported that they suffer from a mental health issue (including panic attacks, depression, anxiety and/or OCD). We've been conducting interviews with staff, customers and partners, to better understand what barriers mental health poses for accessing services and work and what support approaches are most effective.

The chart, right, shows some of the barriers that our customers face when trying to find work.

BARRIERS TO FINDING WORK:



Barriers	% in agreement
Length of unemployment	41
Health issues	32
Lack of experience	28
CV	20
Childcare	16
Disabilities	15
Housing	13
Mental health issues	10
Age	7
Lack of ID	5
Criminal record	5
Debt	4
Language	4
None	11

In September 2015 we published 'Hidden Talents', a study looking at the role of work in the lives of female job seekers who used our service in East London. The study explored how women's life experiences had shaped their relationships with work. Following the study, we hosted a roundtable event, bringing together employability and women's sector providers to share learning on good practice approaches to supporting women with diverse and complex needs into work. Next, we will be looking further at how we can embed learning from the study into our own employment service.

YOU CAN DOWNLOAD THE HIDDEN TALENTS REPORT [HERE](#).

HOW WE HAVE IMPROVED

We are continually trying to improve our services so that our customers have the best possible chance of finding meaningful employment. To facilitate this we have improved our customer feedback processes by using online surveys and introducing suggestion boxes at every site.

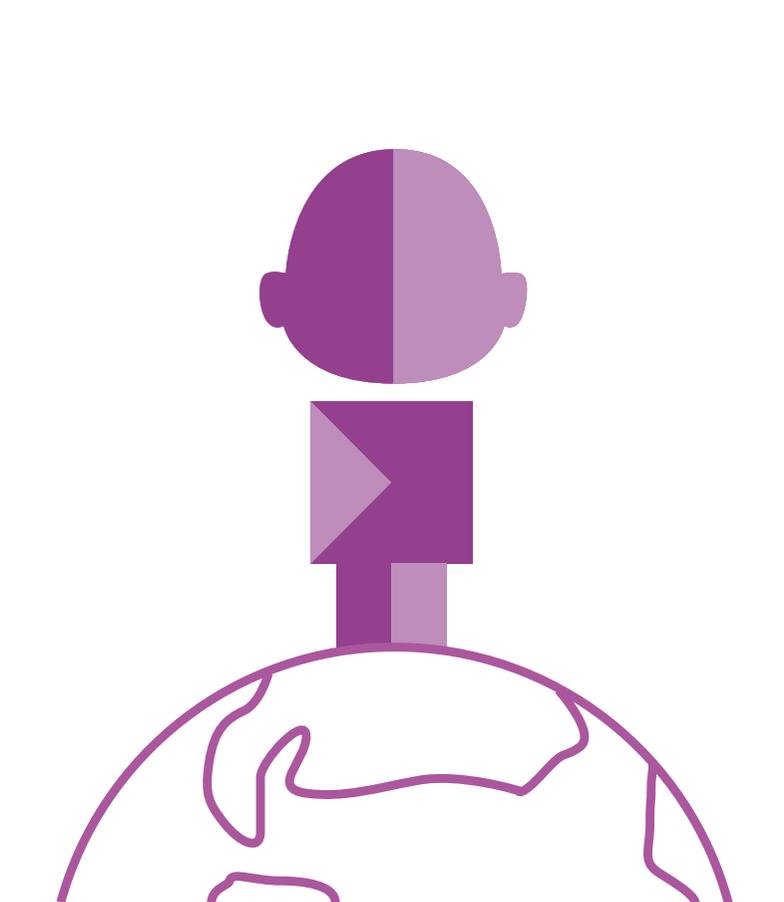


TRAINING

Our training services are available to people who are unemployed and are receiving work-related benefits. All training courses are free for unemployed people over 19 years of age, who are claiming Job Seekers Allowance, Employment Support Allowance or Income Support. All of our courses are accredited by Pearson, an internationally recognised awarding body.

OUR COURSES

(number of participants)



“This was the best course I have done, where I enjoyed learning and the positive atmosphere of all the keen students enabled me to feel empowered in myself.”

Training customer

OUR IMPACT

22
courses in 2015-16

200
different customers attended a training course

43%
of customers attended further courses

75%
of customers felt that the course had helped their chances of finding work

100%
of customers felt their teacher was approachable and helpful

100%
of customers felt treated fairly and individually

100%
of customers felt safe, respected and supported

Migrant families in London often face barriers to integration in the wider community.

This can be due to language barriers, cultural differences, and a lack of understanding of how to engage with public services like the education or health systems.

Our Bilingual Advisers help parents and children who speak a minority language to overcome these barriers. We celebrate diversity, promote relationships between different cultural communities, and support public bodies to better engage with migrant families.

Our core service was launched in 2012, working with schools and other public services across five London boroughs: Haringey, Islington, Hackney, Westminster and Lewisham. We also run a number of standalone projects to support migrant families in different areas of their lives, including health and wellbeing, education and employment.



OUR ADVISERS

Between them, our Bilingual Advisers can speak 14 languages as well as English:

¡Hola!

SPANISH

Hoi!

PORTUGUESE

Merhaba

TURKISH

مرحبا

ARABIC

Bonjour!

FRENCH

শালা

BENGALI

Cześć!

POLISH

علی کم السلام

URDU

你好

MANDARIN

Mbote

LINGALA

Is ka warran

SOMALI

Sillaw

SORANI

नमस्ते

HINDI

Buongiorno

ITALIAN



OUR CORE SERVICES



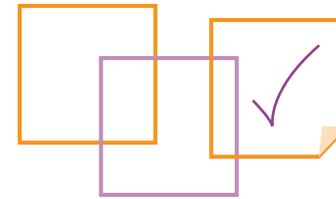
ONE-TO-ONE SUPPORT

- Mentoring
- Advocacy
- Interpreting



INFORMAL GROUP SESSIONS

- Coffee mornings
- School events
- Parents evening



FORMAL GROUP LEARNING

- Family learning
- Parenting programme
- Other projects

SPECIALIST PROJECTS

Strengthening Families, Strengthening Communities

We delivered this evidence-based parenting programme to parents in six schools, to help them achieve better outcomes for their children. Delivered in Somali and Bengali, the programme enables intercultural sharing amongst parents who might not otherwise access parenting support.

Mothers Together in Schools

Funded by the Greater London Authority, we supported 166 non-EU mothers across nine London primary schools to increase their resilience, confidence and language skills, enabling them to support their children’s learning.

Family Kitchen

We support schools to host family cooking workshops providing opportunities to learn about healthy eating and to cook and eat healthy meals together. The focus is on quality time between parents and their children, adapting recipes from their home cultures to create tasty family meals.

Time to Talk

We partnered with TimeBank to enable them to provide English language conversation classes to parents at some of the schools we work with. Classes focused on parents with low literacy levels who might not access mainstream English Language Learning provision.

Forum Theatre

We partnered with the Open University to support the delivery of cross-generational participatory theatre workshops with migrant mothers and teenagers, to explore barriers to citizenship and to promote knowledge exchange between participants.

IMPACT

PARENTS

<p>98%</p> <p>felt happier thanks to the support of our Advisers</p>	<p>98%</p> <p>felt more confident</p>	<p>98%</p> <p>said our Advisers helped them to support their children</p>
<p>95%</p> <p>felt better able to support their children’s learning</p>	<p>90%</p> <p>said our Advisers helped them to join in school activities</p>	

SCHOOLS

<p>100%</p> <p>reported that interpreting for parents who do not speak English as a first language has been beneficial to the school</p>	<p>75%</p> <p>reported that the service had supported parents with English as an additional language to access the support they need within the school</p>	<p>75%</p> <p>reported that the service had supported children to progress academically, and had helped parents to be more confident in supporting their children’s learning</p>
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“My children are proud of their background and language.”

Parent

“I feel connected to the school and... understand how the school system works. Feel able to ask questions about my child to their teacher when and if I need to.”

Parent

“Having someone in the school who speaks my language makes things easier and I don’t feel lost.”

Parent



CASE STUDY: CULTURE CLUB

Culture Club, a project funded by BBC Children in Need, celebrates children's different languages and cultures and gives them a sense of pride in their heritage.

In partnership with [Pinksie](#), our Advisers ran 15 weekly after-school sessions with children, using recycled materials to create different imaginary creatures, comic books and stories. Parents were encouraged to take part alongside their children. Through sharing stories in a creative setting, children learned and reflected on the importance of valuing diversity, appreciating differences between people whilst also recognising how much we have in common.

Renaissi successfully delivered Culture Club in three primary schools in 2016, and will deliver the project in a further three schools in the 2016-17 academic year.



CASE STUDY: HEALTHY FAMILIES, HEALTHY COMMUNITIES

Migrant parents and families face barriers to accessing health services, and as a result can experience poor health. To tackle this problem, we were funded by City and Hackney Clinical Commissioning Group to run health-related training and workshops, exploring how families can take care of their health and access health support if they need it. We also ran family wellbeing sessions, to improve understanding and awareness of mental health. The outcomes of the project included:

- 74% parents felt that their English had improved
- 87% felt that they had more knowledge of health and wellbeing
- 98% felt that they could communicate better with their child's school



Partnerships between civil society and local government have never been more important.

With budgets under strain across the public sector, the work of charities which provide vital services to communities is crucial. However, both public services and charities remain under pressure to demonstrate and improve the effectiveness and efficiency of their services. And to maximise their benefit to communities, they must work together effectively. But with different cultures and experience, this isn't always straightforward.

Renaissi's research, consultancy and interim management services support organisations to address these challenges. Our consultants and researchers immerse themselves in the worlds of organisations' staff and beneficiaries, where they apply expertise developed over two decades leading regeneration programmes, as well as first-hand experience of delivering services to communities. This helps organisations enhance their programmes and services, and gain a better understanding of the needs of partners outside their sectors.

WHO WE WORK WITH

In 2015-16 we delivered

19 projects for

14 clients, including

8 charities and

6 local authorities

RESEARCH

We conduct projects commissioned by clients to improve organisations' services and support for communities. The team also delivers Renaissi's own research projects, working with our service delivery teams to support them to evaluate and improve their work.

INTERIM MANAGEMENT

We assist local authorities at times of organisational or service delivery change. Our teams are embedded in council departments to support change and service delivery management and adaptation.

CONSULTANCY

We develop and implement strategies for a variety of clients, including central and local government, developers and other stakeholders. Recent work has focused on community engagement, commercial workspace, skills development, sector-specific appraisals, inward investment, business planning and area-based appraisals.

RESEARCH METHODS

We use a number of qualitative and quantitative methods tailored to the particular project and client needs. These methods are applicable to a wide variety of projects, including process and developmental evaluations, impact studies, strategic advice and delivery projects.



“Excellent – highly responsive, thoughtful, committed, and really felt it was a two-way relationship. Renaisi staff have worked above and beyond to deliver the project on time, accommodate changes from clients, and support dissemination.”

Hannah Mitchell, Head of Knowledge and Innovation, v-inspired



OUR SERVICES

(objectives of projects; number of projects)



CASE STUDY

V-INSPIRED TASK SQUAD: HELPING A DIGITAL EMPLOYMENT INNOVATION TO THRIVE

V-inspired's Task Squad is a digital innovation that supports young people on their journeys into employment, by enabling young volunteers to access short-term, paid work opportunities. The team wanted to understand how to optimise the service's online and offline elements to ensure that young people and employers had positive customer experiences. They also needed a flexible approach to impact evaluation that would not impair the user experience, and would be compatible with a growing, developing innovation.

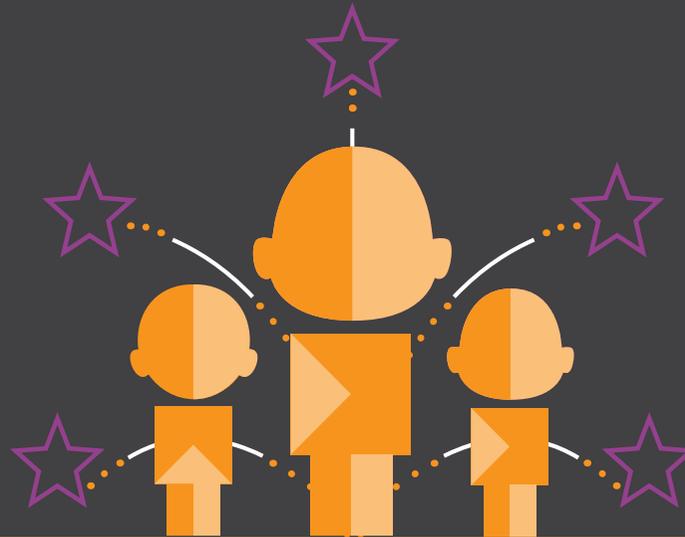
We supported vinspired to implement lean impact indicators for the programme, including online metrics as well as light-touch surveys for young people. We mapped user journeys through Task Squad and examined digital analytics data, and conducted in-depth interviews with a range of young people and employers. This enabled the Task Squad team to better understand the initiative's social impact, and make practical programme improvements. Vinspired now has an appropriate evaluation framework to help it understand Task Squad's impact as it continues to grow and develop. Our evaluation has also enabled the organisation to design a new, holistic journey for young people across their range of services and digital products.

Our full evaluation report of Task Squad is available [here](#).

CLICK [HERE](#) TO READ THE FULL STORY.



Our impact



91%

of clients would recommend working with Renaisi to other organisations

82%

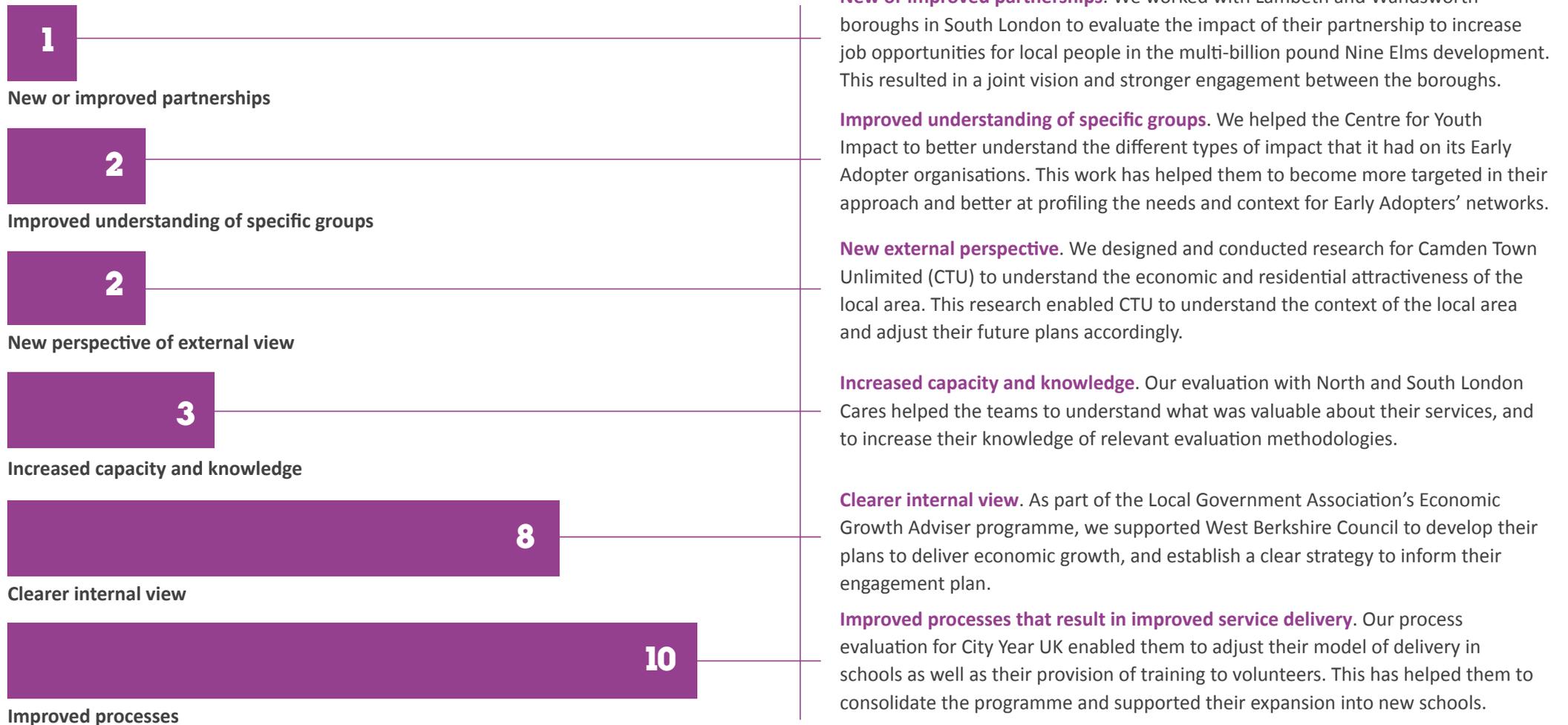
of clients rated our efficiency and project management as good or excellent

"[We valued] the commitment and personality of the people involved, and an innovative and pragmatic approach better suited to charities like ours than a rigidly academic university approach would be." **James Probert, Director of Impact and Design, City Year UK**

"Everything was tight, communication was exceptional, meetings were warm – and the Renaisi team weren't so wedded to an approach that things couldn't adjust as we did. The team never insisted they were right or led us according to their own worldview: they allowed us to be ourselves, and the evaluation was the stronger for it." **Alex Smith, CEO, North & South London Cares**

OUR IMPACT

(objectives of projects; number of projects)



“It has been a supportive and friendly working relationship, but one where I have enjoyed learning from and being gently challenged by the team.”

Bethia McNeil, Director, Centre for Youth Impact



Local people, not policy makers, are best placed to lead the improvement of their neighbourhoods.

They are closest to the issues that affect them, and so are best qualified to determine their needs and decide on solutions. Giving communities control over local assets helps to ensure resources stay in their areas. And building the capacity of residents to engage in their neighbourhoods builds social capital and leads to wider positive social outcomes.

Renaishi has 18 years' experience of supporting communities and neighbourhoods, through regeneration programmes and community engagement. We are currently a key delivery partner for an England-wide programme called Big Local. Our role is to manage the network of local advisers – 'Reps' – who work with people in local areas to develop their initiatives. In 2016, we were re-commissioned to manage the Reps for a further three years.

We also work directly with local people, empowering them to take action to improve their communities. And we support local authorities to engage with residents more effectively.



ABOVE: Burnt Oak residents exploring how Neighbourhood Planning could benefit their area

BIG LOCAL

Big Local is a Big Lottery-funded initiative that is investing up to £1m each in 150 neighbourhoods across England until 2026. At a local level, the programme is resident-led, with decision-making power placed in the hands of those who live in Big Local areas – rather than those who provide services to them.

£58m has been spent or committed by local Partnerships to date

In 2015-16 we:

- supported 60 Reps...
- ...in 150 areas
- ...and helped Reps to solve 13 major setbacks
- ran 3 Rep training days
- and supported 46 areas through a change of Rep

Big Local is managed by Local Trust. Find out more about it a www.localtrust.org.uk



ABOUT BIG LOCAL AREAS

6,800 average population of an area

89% urban

11% rural towns or villages

1,000,000
people live in Big Local areas

94,000
residents are reached by Big Local activities

3,000
residents actively involved in running activities

94%
of those with voting rights on local steering groups are residents

90%
of local steering group members feel confident that they have based their plans on what their community identified as most needed

90%+
of the programme's overall spend goes directly to areas



CASE STUDY

MONEY IN MERSEYSIDE

The six Big Local areas in Merseyside have worked together to tackle illegal money lending and improve financial inclusion. Some Big Local areas held an 'Illegal Money Lending Week' with help from the national Illegal Money Lending Team. School assemblies raised children's awareness of loan sharks which they could then share with their families.

MyClubmoor Big Local funded a money education course for local residents. They are also recommending business loans, through a local credit union, and fund grants for community enterprise projects with Liverpool Charity and Voluntary Services. Kevin Peacock, chair of MyClubmoor said:

"The beauty of Big Local is that it takes people where they are at and supports them with a long term programme."



NEIGHBOURHOOD PLANNING IN URBAN COMMUNITIES

Neighbourhood Planning is one of the government's flagship policies for devolving power and decision making to local communities. In this project, the Department for Communities and Local Government asked us to help them increase the number of deprived, urban communities that take up this opportunity to influence their local area. We worked with local voluntary and community organisations in six urban areas of England – Basildon, Newcastle, Calderdale, the Wirral, London and Tipton – to increase their capacity to advocate for Neighbourhood Planning, and support and encourage people in their areas to get involved.

[CLICK HERE](#) TO FIND OUT MORE ABOUT THE PROJECT.

WHAT WE DID

- We ran a three month training programme...
- in six pilot areas...
- and supported community engagement activities including events, films and workshops.

AS A RESULT OF THE PROGRAMME:

71%

of respondents had increased their knowledge and understanding of neighbourhood planning

68%

had increased their understanding of what they need to do to prepare a Neighbourhood Plan

76%

were as likely or more likely to talk to and encourage others to create a Neighbourhood Plan

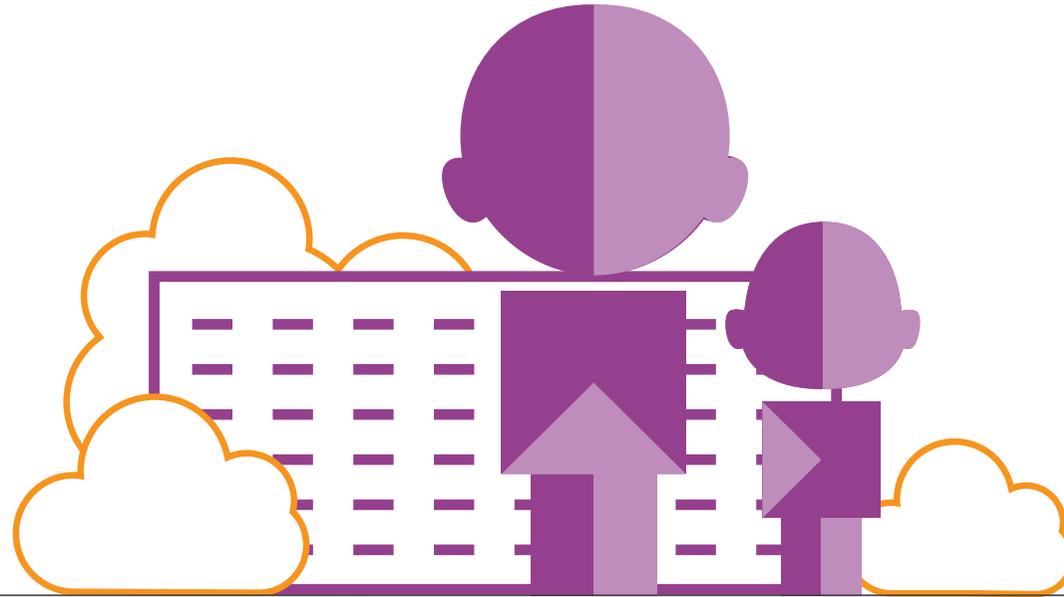
All 6

areas where we delivered the programme intended to continue the process of developing a Plan

“Renaissi staff have been helpful, supportive and professional, providing regular reports, feedback and suggestions for improving the delivery of the work, which was greatly appreciated. That the project was so successful in its outcomes, is a testament to Renaissi’s understanding of working with communities.”

Miriam Levin, Department for Communities and Local Government





SUPPORTING RESIDENTS TO HAVE A VOICE IN THE REGENERATION OF THEIR ESTATE

The Cambridge Road Estate is a 1960s housing estate of over 800 homes in the London Borough of Kingston. As part of its plans to redevelop the area, the council commissioned Renaisi to produce a [communications and engagement strategy](#) to support the involvement of residents in the process.

Our methods included surveys, door-to-door engagement, stakeholder mapping, interviews with the Estate Management staff, and, most importantly, the development of a resident steering group. We built the capacity of the steering group to become a key community partner in the regeneration and masterplanning process. Our strategy provided an action plan as well as a number of recommendations to the council regarding the involvement of the steering group, and the wider community, throughout the regeneration programme.

The project enabled the council to establish a clear strategy for their engagement delivery plan and will help them mitigate risks and manage residents' concerns during the regeneration process. Renaisi further developed our understanding of how to engage local people in the regeneration of their own assets, and how to ensure that residents' voices are heard. Given an increased interest in estate regeneration among policymakers, this is a skill that many councils will need to develop in the near future.

Renaishi brings together a unique mix of services, projects, skills and knowledge. But above all, it is our diverse team that enables us to make an impact. From those of us who work directly with individuals and families, to our consultants and researchers and senior management team – it is the interactions between our people and clients, customers and collaborators, and the way we work with and support each other, that make the difference.

CREATING SHARED VALUES

Renaishi's values are rooted in our staff. In 2015, during a collaborative process to refresh our brand, we used findings from that year's staff survey to update our corporate values – placing shared values at the heart of our business. In our 2016 survey, we explored the extent to which our staff and corporate values were aligned.

Our values are:

NURTURING: invest in and support our staff to ensure they excel

TRUSTWORTHY: maintain a reputation for high quality delivery for our clients

INFLUENCING: promote best practice and encourage change that benefits people, organisations and communities

LEARNING: evaluate, refine and improve what we do

SUSTAINABLE: invest in our business to increase our social impact

COMMITTED: go the extra mile to help people and places to thrive

ETHICAL: treat clients and staff with sensitivity, respect and fairness and always strive to create social value



HOW WE UNDERSTAND OUR PEOPLE

Each year, we conduct a survey of all our staff. As well as examining the extent to which creating social impact motivates our people, we also aim to understand whether Renaishi supports them to do this – and if we can do this better.

In 2016, 54% of our staff completed the survey.

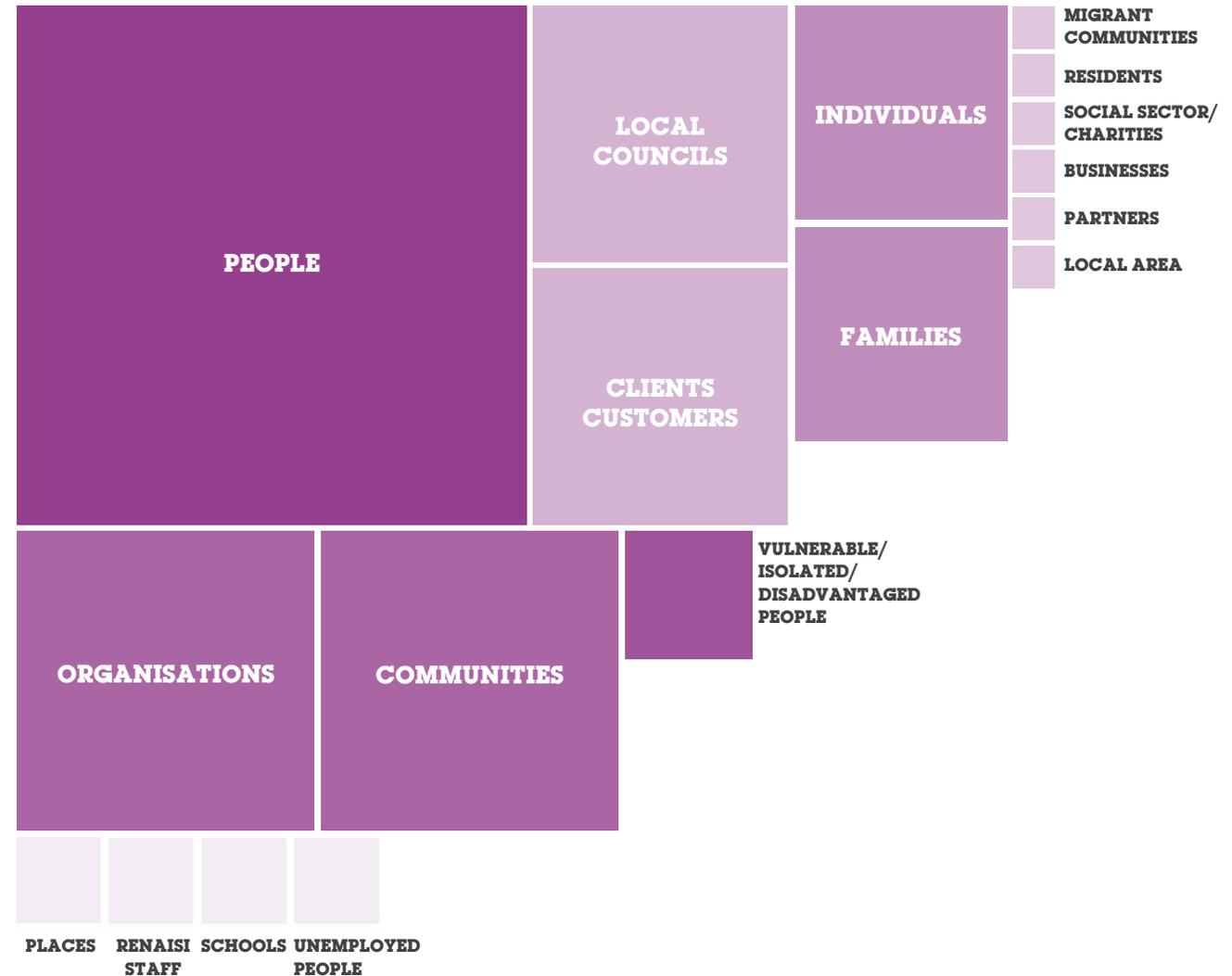
YOU CAN FIND MORE INFORMATION ABOUT OUR TEAMS HERE:

WWW.RENAISI.COM/OUR-PEOPLE

HOW OUR PEOPLE UNDERSTAND OUR IMPACT

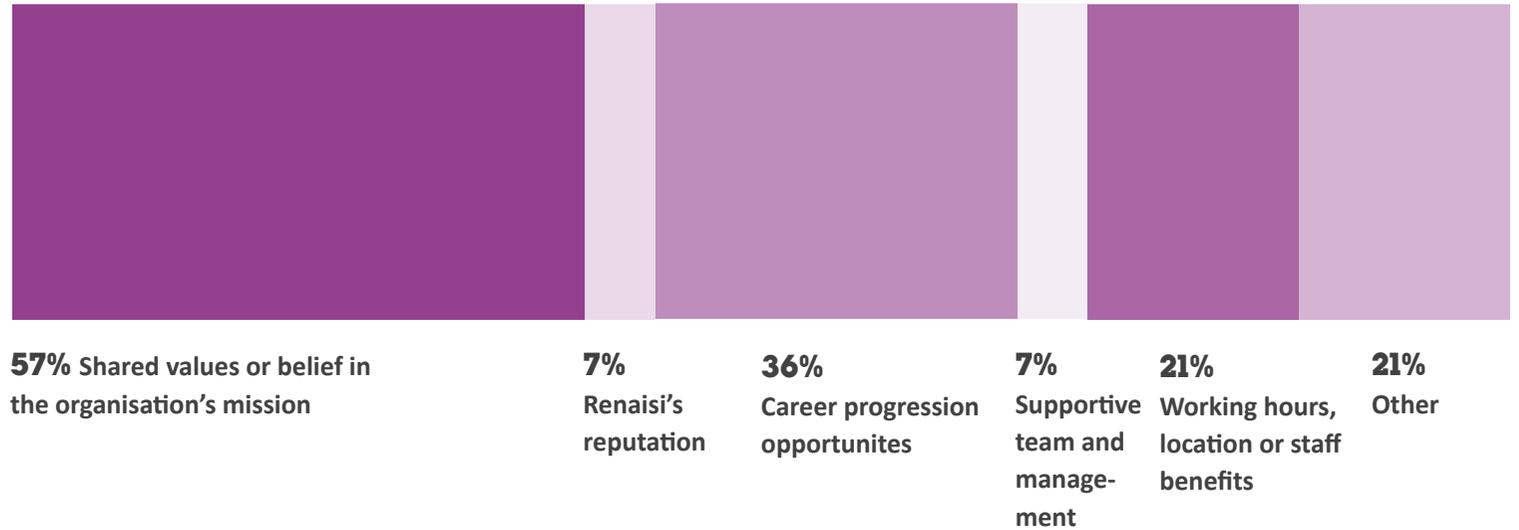
We asked our staff what impact they feel Renaishi makes. This was their response:

STAFF PERCEPTIONS OF RENAISI'S IMPACT : WHO? (>NUMBER OF MENTIONS)



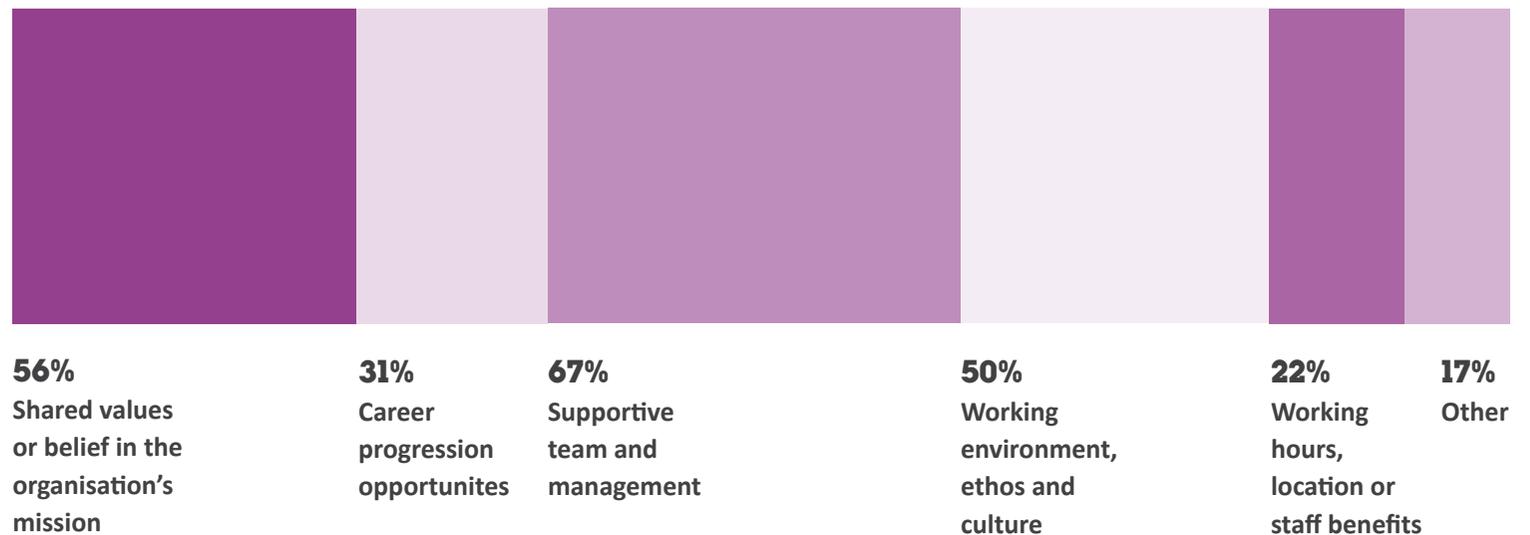
WHAT MOTIVATED NEW STAFF TO JOIN RENAIISHI?

18 new staff joined Renaishi in 2015-2016. Most of these (57%) said they were motivated to do so by values or Renaishi's mission.



WHY HAVE STAFF STAYED WITH US?

The most popular reason for staying at Renaishi was our colleagues - 67% of us said we have stayed because of supportive team or management. Creating social value was the next most popular reason (56%). 50% said that working environment, ethos or culture was a reason for staying.



WHAT'S THE BEST THING ABOUT WORKING HERE?

People – whether our colleagues or clients – was comfortably the most popular aspect of our work that we found enjoyable.

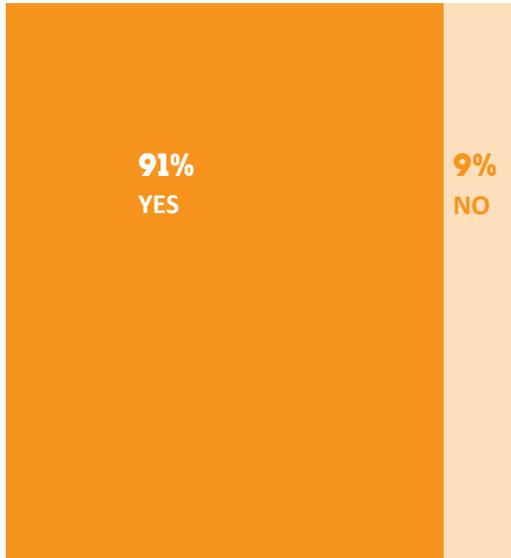


HOW DO WE DESCRIBE OURSELVES?



DO WE FEEL RENAIISI SUPPORTS US TO MAKE A POSITIVE SOCIAL IMPACT?

The majority of us agreed that Renaishi supports us to make a positive social impact and it does this by giving us the opportunity to work on projects with a social focus.



“By giving me the opportunity to work on projects that effect positive change”

WHAT DO WE DO OUTSIDE RENAIISI TO MAKE A POSITIVE SOCIAL IMPACT?

32 of us said we did something outside Renaishi to make a positive impact. Charitable giving was the most common way in which we made a positive social impact outside work, followed by volunteering.

SUPPORTING OUR STAFF TO THRIVE

In our 2015-2016 staff survey, we also asked staff about their wellbeing needs and what Renaishi could do support them. The findings have informed the development of a new wellbeing policy for Renaishi. Due to launch in 2017, this will set out how the wellbeing of our different teams can be supported in the most appropriate and effective ways. To do this, we’re developing it collaboratively with staff.

Impact	number in agreement
Volunteering/pro bono work	14
Donations to charity	20
Fundraising initiatives	7
Charity trustee	3
School governor	1
Mentoring	9
Campaigning	9
Union membership	3
Paid projects for social causes	1
Other	3

BRINGING PEOPLE TOGETHER TO MAKE AN IMPACT

In October 2015, we launched Renaisi Friends: a new platform to discuss and think about solutions to the challenges which face communities. Over 200 people attended our launch event, where they contributed their views as to what the new Mayor of London's priorities for investment should be. We captured the findings in our report, ['If I were Mayor of London'](#). And in December, our ['Hidden Talents' event](#) brought together employment service providers and women's sector organisations to explore how women facing socio-economic challenges can be better supported into and at work.

We are continuing to develop our network with events and networking opportunities on a range of relevant subjects.

**TO FIND OUT MORE ABOUT IT
AND REGISTER AS MEMBER, VISIT
WWW.RENAISI.COM/FRIENDS**



This report marks an early stage in our work on our impact. For us, the purpose of evaluation is to improve and create better value for clients and customers, not just to report on what has been achieved. As such, we want to prioritise the following areas of service delivery and impact measurement for further development over the coming year and more.

IMPROVEMENTS TO OUR MONITORING AND EVALUATION PRACTICE

Our **Employment team** will streamline survey questions asked of clients; gather feedback throughout the year, rather than periodically; and analyse findings on a more regular basis to enable faster improvements to service delivery.

Our **Bilingual Adviser service** will improve survey questions asked of parents and schools, and ensure these align with the service's theory of change; ensure that questions asked of parents and schools are consistent, to enable triangulation of findings; gather feedback three times per year, rather than annually; and analyse findings on a more regular basis to enable faster improvements to service delivery.

Our **research, consultancy and interim management team** will gather feedback throughout the year, rather than periodically; and will analyse findings on a more regular basis to enable faster improvements to service delivery.

IMPROVEMENTS TO OUR SERVICE DELIVERY

Based on feedback from clients and customers, we have already implemented the following initiatives to improve our service delivery.

Employment team: we have opened a new office in Haggerston with more space for one-to-one support, and we are developing an improved offer for clients experiencing poor mental health.

Bilingual Adviser service: we have used the feedback from parents and schools to improve service design, and expand our offer to schools and other public services.

Research, consultancy and interim management team: we have improved our project management processes, and are implementing additional training on research methods for our team.

Staff wellbeing: we have used the staff survey to inform a new organisation-wide wellbeing initiative, and have improved our internal communication channels.

FUTURE AMBITIONS

- 'Live' data rather than driven by reporting timescales
- Higher response rates, by improving accessibility of surveys etc
- More research projects driven by client needs, like Mental Health and Women in Work
- Better use of evaluation data to inform strategic decisions
- Better use of evaluation data to inform programme design and delivery
- More sharing of research findings with external partners and stakeholders, through Renaisi Friends network and online

EMPLOYMENT AND TRAINING

- Ongoing monitoring of management data
- Employment client survey: 98 respondents, January - March 2016
- Training client survey: 13 respondents, February - March 2016

BILINGUAL ADVISERS

- Ongoing monitoring of management data
- Parents survey: 58 respondents, May - July 2016
- Schools survey: 9 respondents, July - August 2016
- Healthy Families, Healthy Communities participants survey: 47 respondents, July 2016

RESEARCH, CONSULTANCY AND INTERIM MANAGEMENT

- Qualitative coding of project management information
- Client survey: 11 respondents, June - July 2016

NEIGHBOURHOODS AND COMMUNITIES

- Ongoing monitoring of management data
- Information about Big Local taken from [Local Trust's July 2016 data release](#)
- Money in Merseyside case study adapted (with permission) from [Local Trust](#)
- DCLG neighbourhood planning evaluation: Comparison of pre survey results (71 respondents, January 2016) and post survey results (46 respondents, May 2016)

STAFF SURVEY

- Staff survey: 47 respondents, April - May 2016

For more information about our approach to impact analysis, please contact Alice Thornton at a.thornton@renaisi.com.

The creation of this report has very much been a team effort. Renaisi is grateful to the following people for their vital contributions:

- All of our clients, customers and friends who contributed their thoughts and feedback on their experience of working with us in 2015-16. In particular, we are indebted to Pippa Knott, Joe Gray and Siân Whyte for their useful and insightful feedback on how we visualise our impact; as well as Local Trust for their permission to include information and images from Big Local
- Our clients who kindly agreed to feature in case studies and testimonials: Maxine Wellington, Hannah Mitchell, Bethia McNeil, James Probert, Miriam Levin and Alex Smith
- The Renaisi team that led the creation of our report: Alice Thornton, Rhiannon Britt and Toby Hopwood
- Renaisi's board members and senior team, who contributed their time and ideas
- Renaisi staff who enabled us to create our impact and supported the collection of data in their service areas
- Greg Stevenson for designing the report and helping us to communicate our impact in an engaging, visual way

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