



# Grace Enterprises

## Impact Report 2023

For the period 1 January 2023 to 31 December 2023

Registered charity number: 1189538

Company number: 12579103





# Transforming lives through supportive employment in our sustainable businesses



We started Grace Enterprises in 2017 to tackle one of the biggest challenges in our society: long-term unemployment. It has a detrimental effect on individuals, their families and our communities, and it is an even greater challenge for those who experience multiple barriers to work due to adverse life events.

By running social enterprises which employ and support people who would otherwise struggle to find and keep a job, we are making a positive impact on those individual lives and to society at large.

2023 has been another year of growth for us, with the launch of our third social enterprise and hitting the milestone of 100 people employed to date. We also provided 25% more hours of real Living Wage work than in the previous year.

We are looking forward to further growth in the year ahead, and to playing our part in seeing our employees living life to the full.

*Matt Parfitt*

**Founder & CEO**





# THE GRACE ENTERPRISES MISSION

We run diverse businesses with the same ethos:

- employing people with barriers to work
- paying the Real Living Wage
- providing holistic support



## LIFE-CHANGING JOBS





# BARRIERS TO WORK

## BARRIERS EXPERIENCED BY OUR TEAM

12%



Alcoholism

28%



English as a second language

13%



Domestic Violence

17%



Drug misuse



24%



Homelessness

17%



In trouble with the police

11%

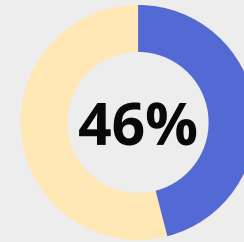


Learning difficulties

14%



Refugees



OF EMPLOYEES  
SUFFER WITH  
MENTAL HEALTH  
ISSUES

“If it wasn't for this job I'd be back where I was - doing drugs or in prison”

40%

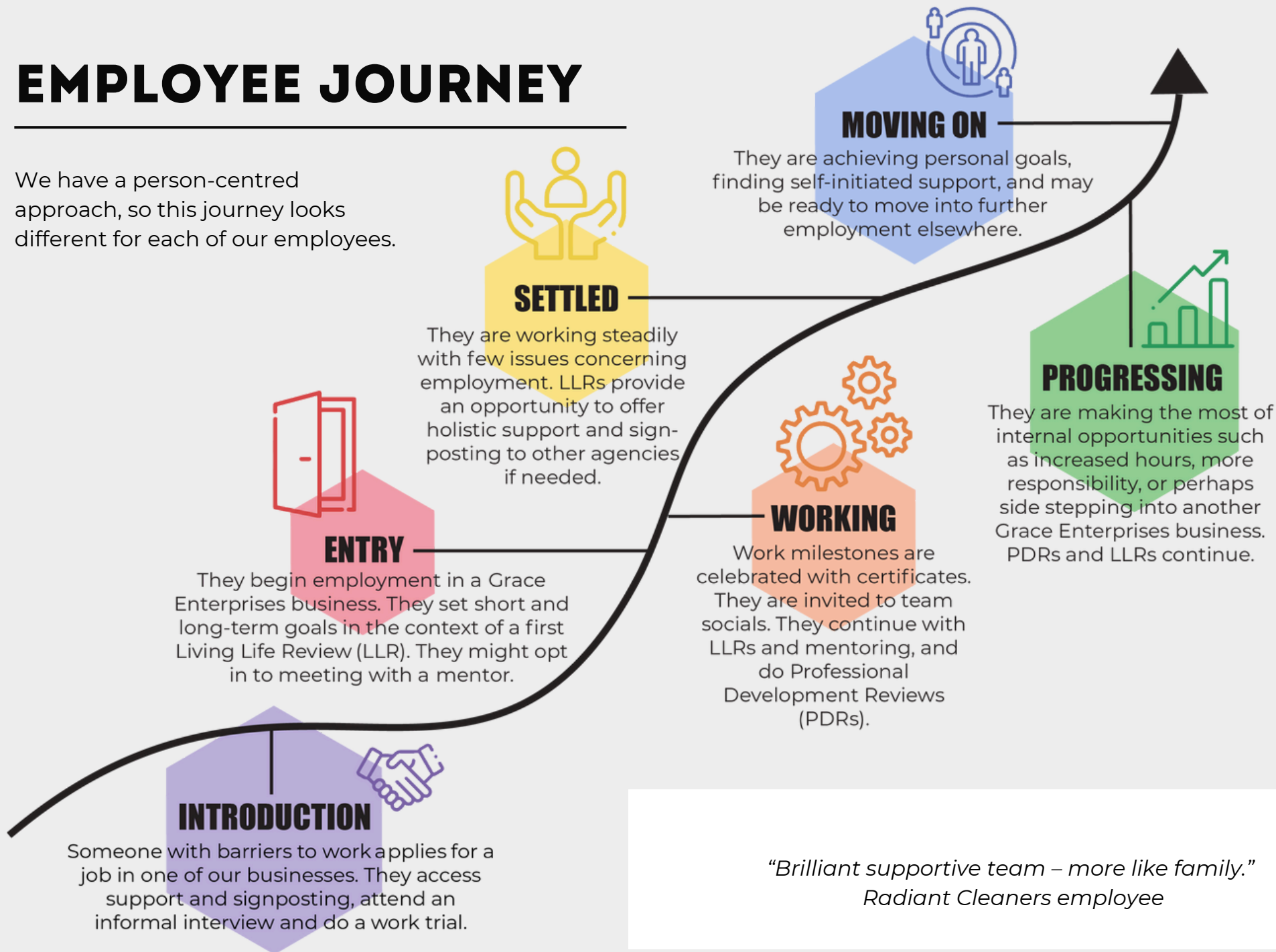
HAD BEEN  
UNEMPLOYED FOR  
1 YEAR OR MORE





# EMPLOYEE JOURNEY

We have a person-centred approach, so this journey looks different for each of our employees.



*"Brilliant supportive team – more like family."  
Radiant Cleaners employee*



# EMPLOYMENT OVERVIEW

## Our employees are at the heart of Grace Enterprises.

Since we began, **109 people** have been employed across our social enterprises (as of December 2023).

Our businesses require balanced teams to be able to operate successfully, but we track barriers to ensure that we are meeting our charitable objectives.

**47%**

Had major  
barriers to  
work

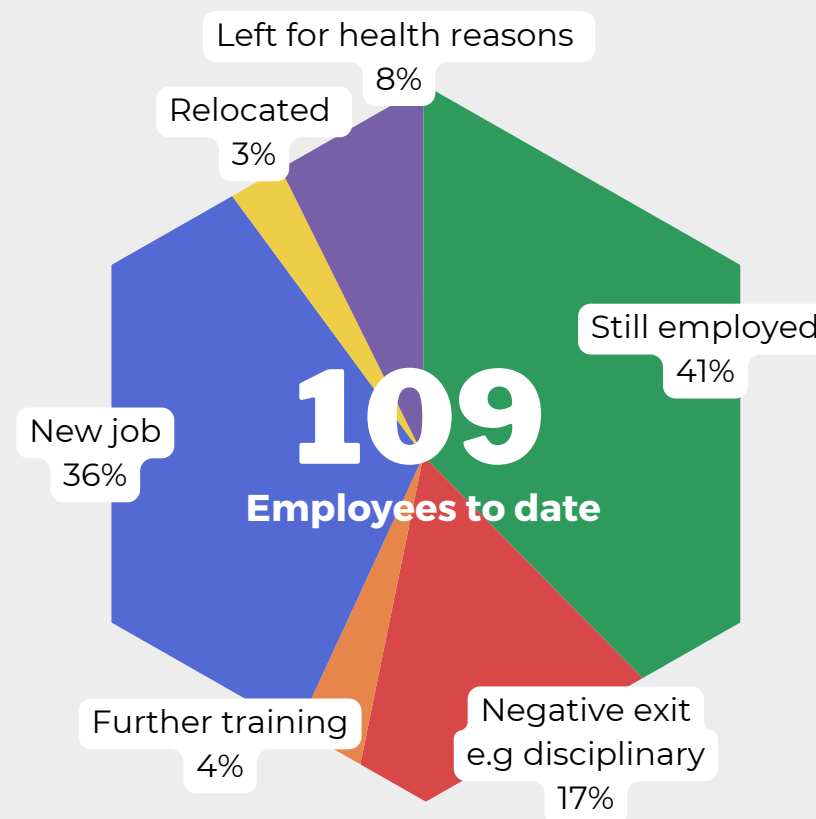
**31%**

Had minor  
barriers or  
needed a  
supportive  
employer

**22%**

Did not have  
barriers to  
work

Each of our employees has different needs and goals. For some, a job in a Grace Enterprises business provides the long-term stability they need. For others, we are a stepping stone to further employment or training.



*Employment statistics across Grace Enterprises, from the launch in 2017 to December 2023.*

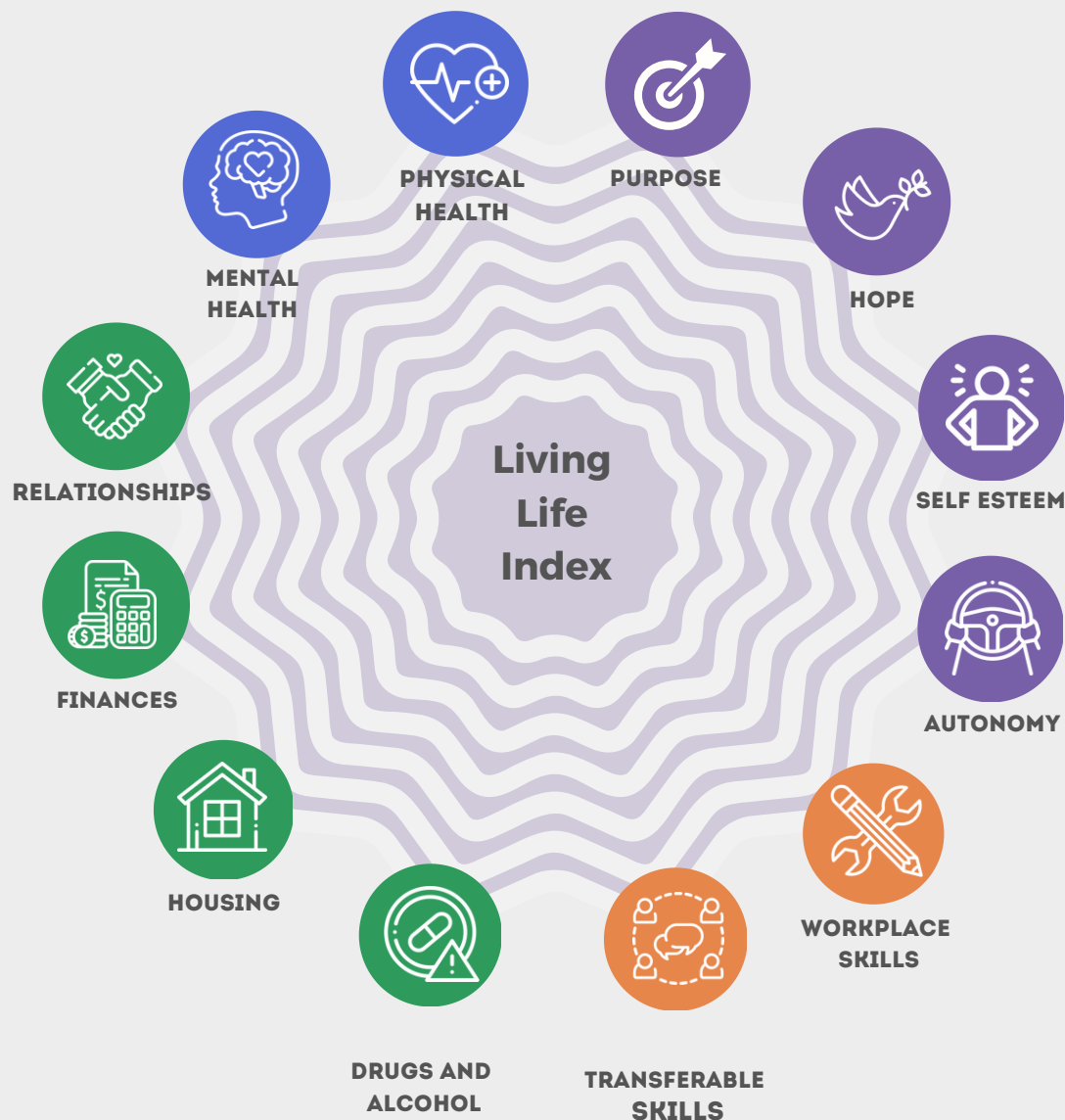
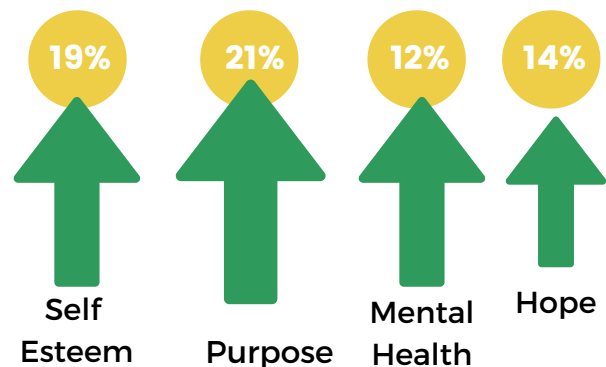


# LIVING LIFE INDEX

We have developed the Living Life Index (LLI) to enable us to effectively support employees throughout their time with us. This is one way we ensure that those with barriers to work are able to thrive holistically and move forward in their lives.

In regular one-to-one Living Life Reviews, we ask employees to reflect on how they currently feel about each of the twelve factors.

Apart from in finances (+22%), we see the most significant increases in the areas of Purpose, Self Esteem, Hope, and Mental Health.







# THE LIVING LIFE INDEX HELPS US TO:

**Facilitate transformation** through a process of reflection and action-planning, and providing a context to offer relevant advice and guidance.

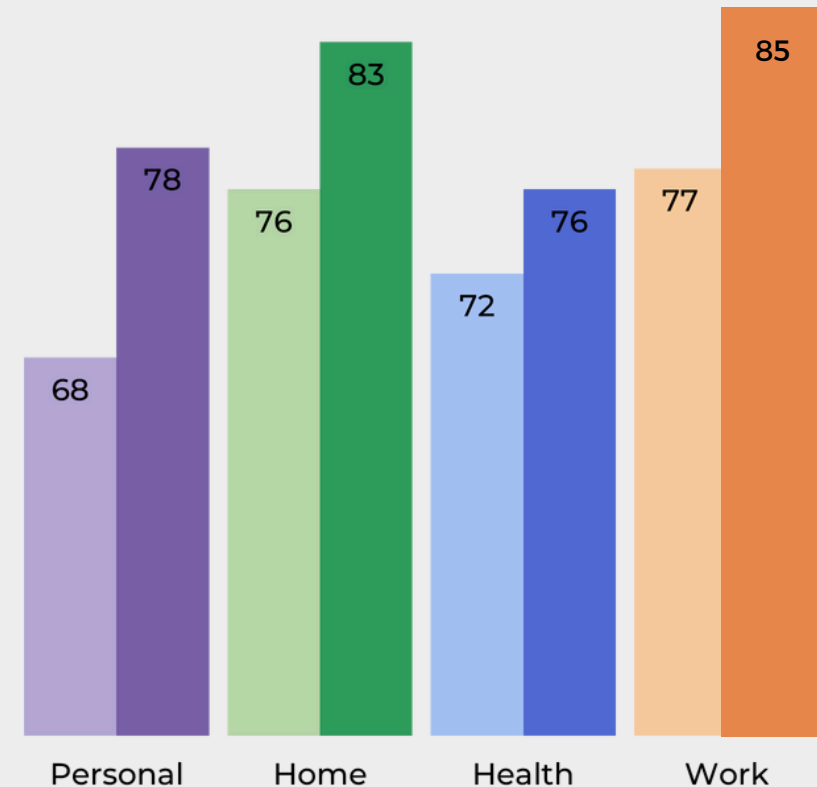
**Monitor transformation** by enabling us to measure and assess the change in employee's lives so that we can demonstrate our social impact.

**Increase our effectiveness at transformation** by showing us which aspects of life are tending to hold our employees back, providing insights that help us improve our employment model.



We tend to see improvement when comparing employees' numbers from the start of their employment with their latest review.

## IMPACT OF EMPLOYMENT WITH GRACE ENTERPRISES



*Collated LLI scores for all employees, grouped by domain.  
Pale = average % of first LLI scores in the domain.  
Dark = average % of most recent LLI scores in the domain.*

*Each of the twelve factors is self-scored out of 10 by employees, and average percentages are used for evaluation purposes.*



# EMPLOYEE ATTRIBUTION

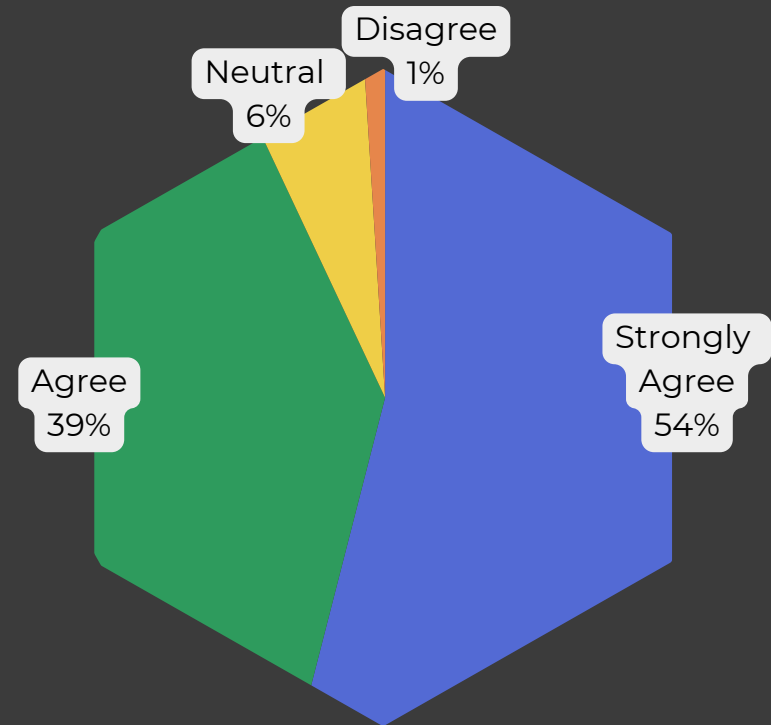
While external factors have both positive and negative effects on our employees' lives and wellbeing, 93% of our team agree that working for a Grace Enterprises business has a positive effect on their life.

## MENTORING

To complement the support given within work, we have a team of voluntary mentors who offer additional 1:1 encouragement and support to those who opt in to our mentoring programme.

**10** employees met regularly  
with a mentor in 2023

## PERCENTAGE OF EMPLOYEES WHO CONSIDER EMPLOYMENT WITH GRACE ENTERPRISES BENEFICIAL



*"I can't believe the support I've had. That is more important to me than the job to be honest. It's good to have something to do with my time but the way I was supported through my relapse was amazing. I never thought I'd still have a job after that." Radiant Cleaners employee*



# 2023 FOCUS

**IN 2023 WE PROVIDED EMPLOYMENT TO 61 PEOPLE**

**25 were new employees**



**36 continued working from the previous years**



6 of the new starters were Ukrainian refugees, who often face language barriers when looking for work in the UK, as well as overcoming the trauma of having had to leave a war zone.

***"Thank you! I'm feeling better when I start to work."  
Radiant Cleaners employee from Ukraine, December 2023***







# RADIANT CLEANERS – 2023 HIGHLIGHTS

## ✓ LIFE-CHANGING CLEANING

Radiant Cleaners was the first Grace Enterprises business, launched back in 2017. It grew by 16% (in terms of hours of cleaning done) in 2023.

### OUR TEAM LOVE:

🕒 **Consistent Hours**

📅 **Regular Routine**

🌱 **Opportunities for Growth**

# 16500

hours of real Living Wage work

# 30

employees at  
Dec 2023

Dean\* was referred to us by a local drug and alcohol service – he had maintained recovery for over two years and was keen to get back to work. He'd been unemployed for years and believed no-one would ever employ him again due to his background. Dean wanted a reason to get out of the house each day and to be a good role model to his young son. He needed an understanding and supportive employer to give him a chance.

Dean has gone from strength to strength at Radiant Cleaners, increasing his hours and gaining additional work alongside his cleaning. He has continued working with us for two years despite having some significant health issues.

***"I hate to think what my life would have been like for the last two years without this job! It's not about the money or the hours. When someone asks me "What do you do?" I can say "I work, I'm a cleaner" instead of having nothing to say."***

Dean has seen his relationships, autonomy and purpose improve since starting work. He decided to begin meeting with a mentor which has already improved his confidence and is helping him to overcome some social anxiety.

*\* name changed for privacy*



# JUBILEE EVENTS – 2023 HIGHLIGHTS

## ✓ LIFE-CHANGING EVENTS

Jubilee Events provides marquee hire and events services. It was launched in January 2022, and sales increased by 36% in 2023.

### OUR TEAM LOVE:

 **Team Context**

 **Seeing New Places**

 **Satisfying Work**

630

hours of real Living Wage work

7

employees at Dec 2023

Ben\* was a regular volunteer at the Grace Church food bank but had experienced various barriers to paid work, including complex mental health challenges. With support and encouragement, Ben joined the Jubilee Events team in 2022, and now also works for Radiant Cleaners.

The team dynamics and practical logistics have been challenging at times but Ben is continuing to develop his insight and ability to communicate well with the wider team.

Ben has now been working for 18 months and has seen his self-esteem and work skills grow in that time.

***"I love working for Jubilee Events, it's helped me so much with getting back into work - something that looked far away a year ago. It's allowing us all to build friendships by helping each other grow to become our best."***

*\* name changed for privacy*





# HALF THE STORY – 2023 HIGHLIGHTS



## LIFE-CHANGING BISCUITS

Half the Story was developed in partnership with Green Pastures, a housing charity. It was launched in July 2023.

### OUR TEAM LOVE:



**Safe Environment**



**Learning New Skills**



**Working Together**

# 1500

hours of real Living Wage work

# 9

employees at Dec 2023

Kat came to the UK from Ukraine due to the war. She was able to stay with a distant relative but struggled to find meaningful work. Back home in Ukraine she had been working as an architect but found herself simultaneously overqualified and under-experienced here:

*"I needed a job and a safe place to come to my senses from all those unexpected changes. I heard about Grace Enterprises as a company that cares about people. And now I see that it is so. People are treated as people and not as a resource."*

*Finding a job can be a very mentally challenging task. This creates a closed circle: mental problems and anxiety did not allow me to present my capabilities in the labour market fully, and the lack of work creates greater pressure on my mental state. And Half of the Story broke that circle for me."*

Kat has proven to be an invaluable member of the team and has been promoted to Bakery Supervisor. The job is helping her move towards her long-term goal of working in the field of architecture.





# THE FUTURE

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## Over the next year we aim to:

- Develop our wider influence across society, in partnership with other organisations
- Grow our businesses, particularly Half the Story, to create more employment opportunities and more hours of work
- Strengthen our people-related processes to continually improve the experience for our employees

Looking further ahead, we plan to continue launching new businesses to provide more jobs and see more lives changed.



**“Next year I would like more hours of work”  
Radiant Cleaners employee, December 2023**





# FUNDERS & PARTNERS

## Funders

We are so grateful to all the individual donors and organisations who support our ongoing work.

Some of our funders include:



## Key Partners

Grace Enterprises was launched by **Grace Church Nottingham** in 2017. They continue to provide invaluable support in a range of ways.



Our latest business, Half the Story, is a joint venture with **Green Pastures**, a homelessness charity. Their wider support has been highly significant.



We are proud to partner with the **Living Wage Foundation**, paying the real Living Wage across all our businesses.



Our businesses are all registered social enterprises, and we are grateful for the influential work done by **Social Enterprise UK**, who do so much to champion social value and a fairer world.





# Grace Enterprises

Partner with us:



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**0115 698 0224**

@GraceEnts on social media

Registered charity number: 1189538

Company number: 12579103

