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At Resurgo, we believe that each of us has a role to play in repairing our social fabric.

But we know that good intentions alone just won't cut it, so measuring and managing our impact to a high standard of excellence is central to our ethos. Never has this been more true than through the challenges and opportunities presented to us in 2021.

Against a precarious employment landscape, and a backdrop of shifting working cultures and norms, we piloted, tested, measured, evaluated, pivoted... all with the view to ensuring our programmes delivered the highest possible levels of impact.

Recognising our approach to impact was something worth sharing, we increased our focus on social impact consulting, equipping other organisations to bring about ambitious and sustainable social change in their portion of society.

Looking back over the year, I am proud of the resilience and tenacity displayed by our team, our partners, and first and foremost, those communities we serve.

We have seen young people flourish and thrive; unemployed adults find renewed hope and purpose; and organisations effect significant positive social change. Thank you for your continued partnership that has made this all possible; I hope this report encourages you that your support really is changing lives.

With best wishes.



Jo Rice CFO & Co-Founder

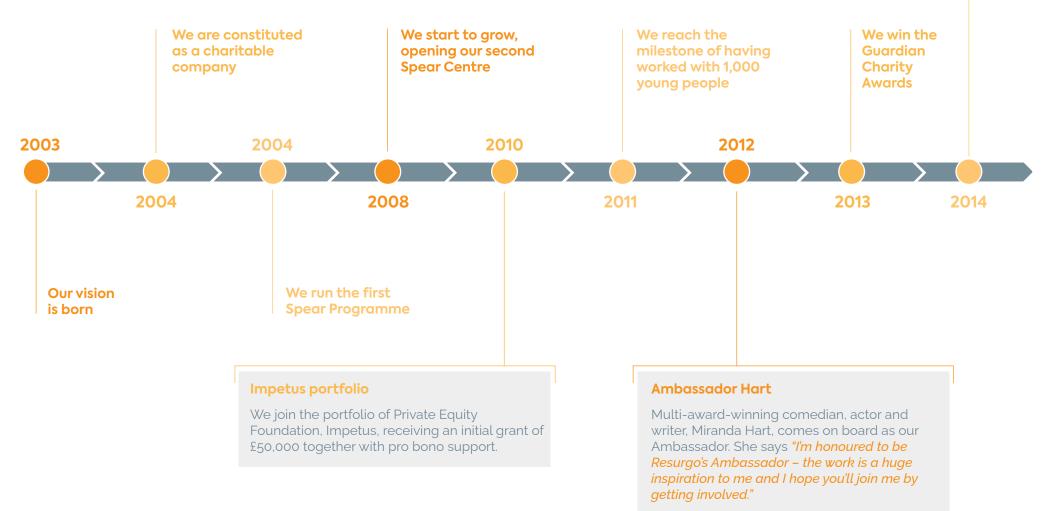


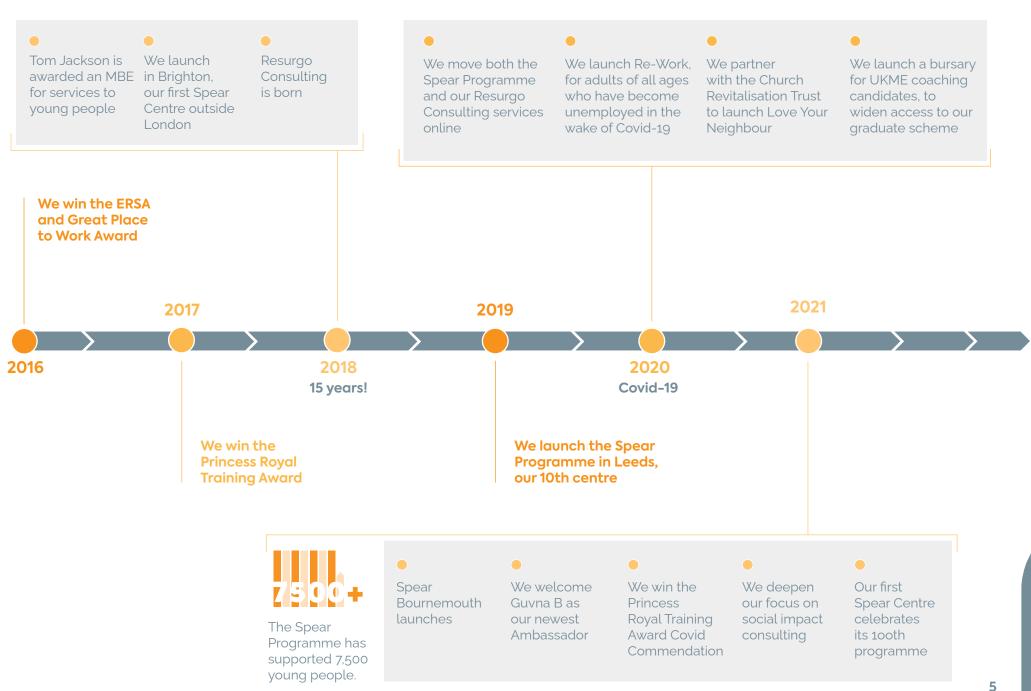
Our story

Our story stems from the vision of our Founder, Tom Jackson, who wondered - what would it look like to equip a movement of citizens seeking to strengthen society in the UK?

Theory of Change

We complete a rigorous Theory-of-Change workshop with David Hunter Consulting. We fully evaluate the effectiveness of the Spear Programme, re-clarify our core mission and renew our focus on long-term outcomes.





Our mission

Resurgo means to 'rise up again'.

We believe that everyone has a part to play in the transformation of society, and if we each rise up to play our part, society will flourish. We use our expertise in coaching and impact management to inspire and equip organisations to transform society.

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... shape a strong internal culture, and deepen their external impact

Through **Resurgo Consulting**, we deliver group and 1-1 coaching to teams, helping them to work together more effectively.

We also help organisations identify and pursue the social change they can create in their communities.

... equip unemployed young people

Through the **Spear Programme**, we help local churches equip young people to overcome the barriers they face to employment.

We equip and inspire organisations to...

... support unemployed adults

Through **Re-Work**, we help local churches support unemployed adults with the confidence and skills they need for their job hunt.

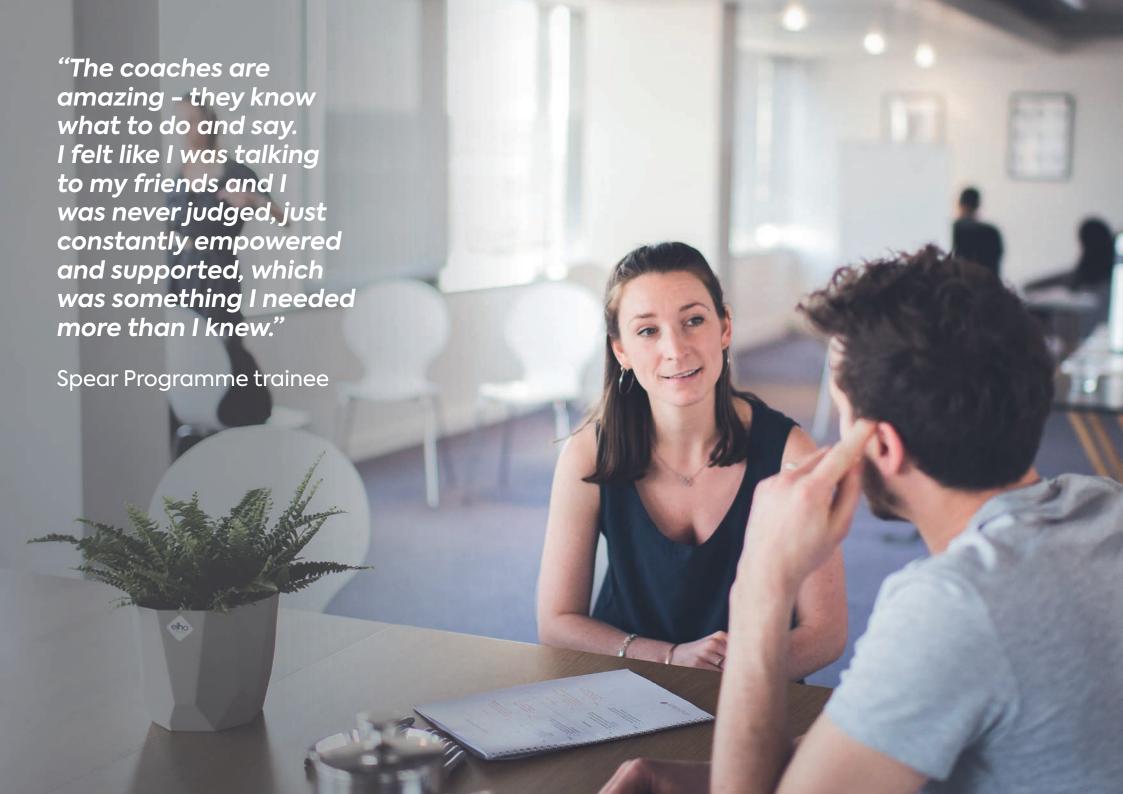
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Our reach

In 2021, we worked with **12 local partners** to deliver the Spear Programme, equipped **17 local churches** to deliver Re-Work, and delivered our coaching services to **27 clients** through Resurgo Consulting.





Our coaching expertise

Coaching is the lifeblood of everything we do.

We believe it is the key to having real lasting impact, because it equips an individual to make a change for themselves, meaning it is embedded for the long-term.

We deploy coaching techniques across everything we do, including our external work through Resurgo Consulting, the Spear Programme, and Re-Work, as well as internally with our own team.

Not sure what coaching actually is? Here's how some of our team describe it:



"Coaching is...

... empowering people to come up with their own solutions to problems, by offering high-level listening and questioning techniques."

"Coaching is...

... getting alongside someone in an 'l'm ok, you're ok' relationship, valuing the person in front you and believing that they are able to find solutions for themselves."

"Coaching helps...

... untangle the spaghetti that can take up so much headspace – unravelling them into simple actions that bring about change."



17 of our staff are trained to Master or Professional Certified Coach level, equating to 10,500 hours of coaching experience between them.

Resurgo Consulting

Resurgo Consulting use expert coaching techniques to help organisations deepen their social impact and develop a thriving working culture.

Shaping internal culture

Our clients in 2021 spanned various sectors and industries, and included Findlay Park, Daiwa, HSBC Life, Southwest Academic Health & Science Network, and Alpha International. Having initially worked with HSBC Life's Executive Committee, we went on to support the wider Senior Management, and were later invited to coach the whole HSBC Life team, totalling 195 individuals.

We know that an organisation's internal culture lays the foundations for social change, and so we use coaching techniques to equip our clients' culture to thrive. We are passionate about people, and believe that getting the quality of working hours right has a positive reach far beyond the 9-5. We received feedback from delegates who had seen positive knock-on effects to their homelife, conversations with friends, and dynamics with their spouse.



In 2021...

27

clients

2160+

hours of coaching

550

individuals



"Resurgo Consulting are experts in people development. Their intrinsic motivation is the flourishing of people and teams. They have been a trusted partner, a sounding board, a go-to that we can be honest with, and thrash it out with; invaluable to us." - Jono Gill, Chief of Staff, MAPP

Deepening external impact

Across the country, thousands of businesses, charities, and churches are intent on making a positive impact on the world.

We're using our impact management and coaching expertise to help them deepen their impact.

Building on our experience developing the sector-leading impact of the Spear Programme, we now work with a wide range of organisations to help them enhance their impact on the individuals and communities they serve. We draw on Theory-of-Change methodology and a coaching approach to help teams navigate the sometimes overwhelming world of social impact, to reach clarity, agreement and a renewed sense of purpose for their unique social mission.

In 2021, this included coaching Findlay Park through a Theory-of-Change to a new mission statement; helping the Caring for Prison Leavers core team establish clearer outcomes and a revamped programme of content; and working closely with Impetus, the Department for Work and Pensions, and the West Midlands Combined Authority to help shape the government's Youth Hub service.

We help organisations: Prioritise... Clarify... Measure... Improve... .. exactly what type of the social issues and . their own effectiveness .. their ability to effect impact they are trying to target population(s) in bringing about real change by developing bring about, for whom, they are best placed to change and understand their intervention to bring serve, and the outcomes and to what extent. their relative areas of about more meaningful, long-lasting impact. success and failure. they hope to progress individuals towards.



Our work with COOK

In 2019, we helped COOK's team through the Theory-of-Change process to redesign their RAW (Ready And Working) Talent Programme, which helps local people facing barriers to work into sustained employment. Now, we are able to demonstrate just how valuable this process has been in the long-term. Annie Gale, Head of RAW Talent & Apprenticeships at COOK, had this to say about the experience:

"I am so grateful to [Resurgo] for all the care and thoughtful professionalism along the way. You have listened and challenged and encouraged at every step... ... The result is that we have a really clear mission, we know who we're here for, we're committed to some proper outcomes, we know how we're going to do it, and we're clear how we'll measure its success."

3 years on, their RAW Talent programme is going from strength to strength, with a significant number of vulnerable adults going through their bespoke training programme and going on to work with COOK and other employers.

"As ever, behind every number is an amazing story of someone who gets a job and turns their life around, with implications sometimes beyond wildest dreams. The ripples can go on for generations, of someone leaving prison for good, or setting themselves up in the UK having arrived as a refugee, or learning to live triumphantly with a mental health diagnosis. The numbers are good, but the people are far more inspiring Resurgo has been so instrumental in stepping things up to the next level."

Testimonials



"Working with Resurgo
Consulting showed us how
central a culture of coaching
is to our ambition of creating
a more inclusive and diverse
culture. Their experience and
commitment in bringing talent
from the most underrepresented
communities into the workplace
offers a unique starting point
for their training programmes.
They worked collaboratively with
us to ensure the training was
tailored to our unique needs as
an organisation."

Satyen Daya Executive Director and Head of UK Diversity and Inclusion, Edelman



"The expert facilitation of our session really made this training stand out from previous training I have attended. The coaches seamlessly navigated us through some difficult topics, at what was a challenging time for our team. They came with different energies which helped us as individuals better reflect on our own strengths and areas of development as part of the wider team."

George Kearney-Bambridge Deputy CEO, Envision



"Resurgo Consulting have taken our culture of feedback to a new level. Our staff survey shows big improvements in feedback and levels of trust... I don't think a day goes by without someone mentioning something we learned from Resurgo. The thing that sets Resurgo Consulting apart was that they felt like a partner not a consultant... I've recommended them to friends, from health charities to investment firms, and they're all singing Resurgo's praises too."

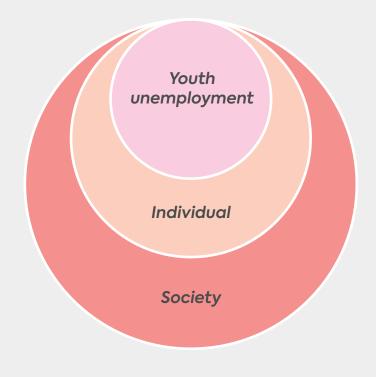
Andy Ratcliffe
Then Chief Executive Officer, Impetus



The Spear Programme

Youth unemployment has a significant impact on individuals, both in the immediate and the long-term. Not only that, the limitations it causes for social mobility can have lasting effects on communities and society as a whole.

The impact of youth unemployment



- 465,000 young people aged 16-24 were unemployed in December 2021¹
- 93,000 of these young people are long-term unemployed (6 months or longer)¹
- The number of young people claiming benefits has increased 28% since March 2020¹
- Individuals experience both long-term physical and mental health effects², as well as long-term scarring effects on future earnings³
- UKME (UK minority ethnic) individuals are more susceptible to delayed re-entry and wage penalties than their white British peers⁴
- Unemployed young people are estimated to cost the economy £120,000 over the course of their lifetime⁵
- A delay in young people entering the workforce can slow economic growth⁶
- Areas of high youth-unemployment see increased levels of crime and anti-social behaviour⁷

Our solution

We believe young people have huge potential. The Spear Programme supports 16-24 year olds facing barriers getting into work with the confidence, motivation and vital skills they need to find their place in society and succeed in long-term employment.

The programme is delivered in partnership with local churches, and by expert coaches, who provide both **practical training**, such as writing an impactful CV and interview practice, as well as coaching to overcome challenging **attitudes** and **behaviours**.



855

young people enrolled on the Spear Programme

12

different centres ran the Spear Programme 155

organisations referred young people to us

How does it work?

We engage

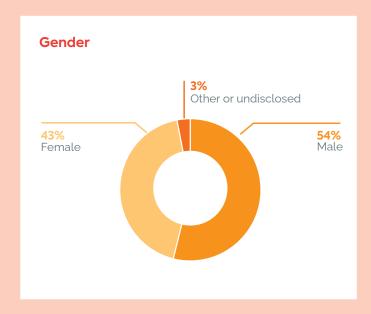
Every Spear Centre works in partnership with local referrers to identify young people most in need of the Spear Programme.

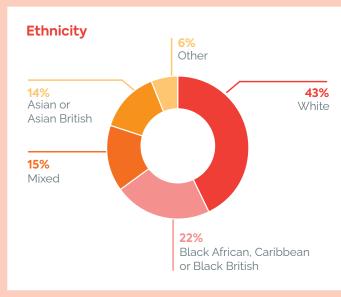
We equip

Spear Foundation lasts for 6 weeks. Delivered by highly trained coaches, it has one simple aim: getting young people ready for work or education.

We support

Spear Career provides a year of follow-on support as our trainees gain greater independence and move into work or education.

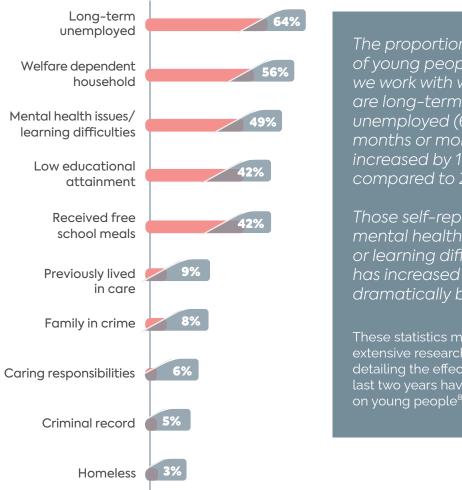




Who do we work with?

To enrol on the Spear Programme, you need to be aged 16-24, currently NEET (not in education, employment or training) and facing at least one barrier to employment.

% of enrolled trainees



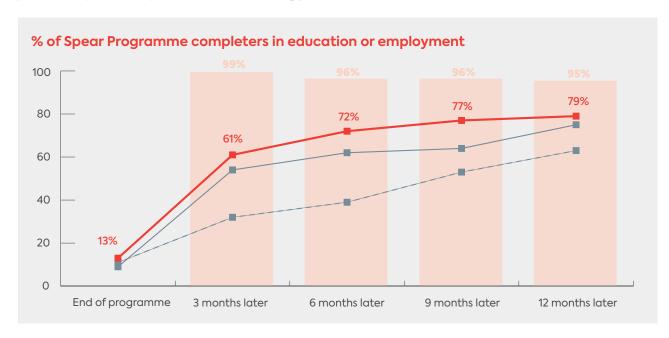
The proportion of young people we work with who are long-term unemployed (6 months or more) has increased by 19% compared to 2019.

Those self-reporting mental health issues or learning difficulties dramatically by 48%.

These statistics mirror extensive research detailing the effects the last two years have had on young people⁸.

Our outcomes...

Rigorous measurement of our outcomes continues to be one of the central pillars of our impact methodology.



% of trainees with whom we are in touch: We are in touch with almost every completer throughout the year after Spear Foundation, giving us huge confidence in our outcomes, and extraordinary insight into the effectiveness of the programme.

Trainees since September 2020: Spear continues to be exceptionally effective at supporting young people into education or employment – in fact more so than prepandemic. The job market is likely to have been a contributing factor here.

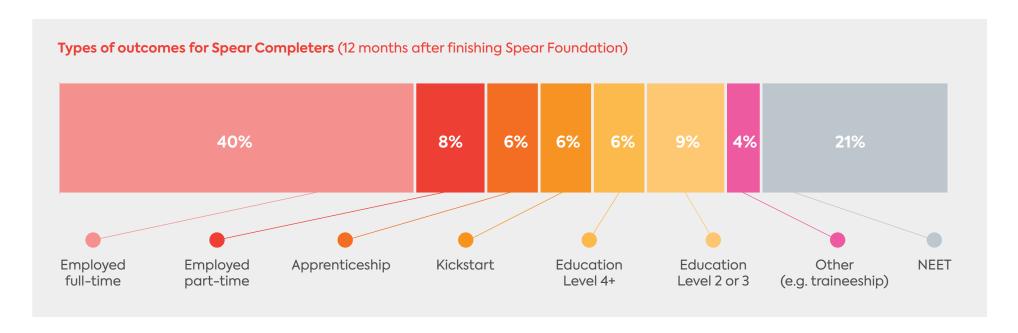
Trainees directly impacted by initial lockdowns (Mar-Jul 2020): Our outcomes temporarily dropped as trainees were badly affected by lockdown disruption and job market turmoil. Our rapid redesign of the programme allowed us to respond effectively (see page 24).

Trainees pre-Covid (2019): Included for wider context.



... at 12 months

The quality of relationships that our coaches maintain with Spear completers is fundamental to our model of coaching support, but also gives us real insight into the type of outcome that young people are achieving.





of our trainees are in work, education or training at 12 months

Full-time employment

Full-time employment is the single biggest outcome category for Spear completers, and grows proportionately across the year, giving us confidence that trainees are moving into quality outcomes.

Kickstart

The government's Kickstart scheme (paid work placements for young people on Universal Credit) also shows up in our outcomes. This is as a result of our Spear coaches developing strong relationships with their local Job Centres.

Education

More than half of our trainees have low qualifications when starting the Spear Programme. We have strengthened our programme to better support these trainees into education, maximising their chances of getting into sustainable work in the future.

Ayeisha's story

"Over the past few years, I've suffered significantly with borderline personality disorder, to the point I didn't ever think I could get better.

Alongside that, I found myself in a really bad, abusive relationship, and my confidence hit an all-time low. I didn't think I'd be able to get back into work, and I thought I would just stay at my lowest and not get any better.

Then my support worker approached me and told me about the Spear Programme. I was interested because I wanted to make something of myself. When I first started, I was really reserved with my camera off all the time, but throughout the weeks I've come out of my comfort zone - which is all thanks to the Spear coaches approaching me with such understanding. They taught me so many things, like how to approach people and how to present myself.

A few weeks into Spear, I had a breakdown. I thought that Spear would just get angry at me, but they didn't. My coaches kept reaching out to me to make sure that I was OK, and that I had everything that I needed. And that's when I realised that Spear just want what's best for me, and really want to see me strive to be the best that I can possibly be.

I want to be a project manager. I've been applying for apprenticeships to get into project managing, and I've got through a few of the stages for a project managing apprenticeship. I don't think I would have got to where I am if it weren't for Spear. I can't even put into words how grateful I am to my Spear coaches - they have helped me so much. I can't wait to see what the future holds. Now, I feel like mental health isn't the only thing that defines me. I'm capable of so much and I will achieve so much."



Ayeisha is now employed as a Project Management Assistant with Mace Group. Watch her tell her story:





"My hope was in the gutter, but now I feel I can take on the world."

- John, Spear Islington

"I found Spear really lifechanging... My self-leadership, attitude and professionalism have all increased."

- Nazib, Spear Bethnal Green



Long-term impact

We know that the Spear Programme brings about huge impact for our young people within 12 months of the programme.

Our primary outcome measure tells us that 79% are successful at this point. But how do we know that the impact goes beyond a year, bringing about long-lasting, life-transforming change for young people?

To answer this, we surveyed **618 past trainees**, all of whom had completed the Spear Programme between **1** and **10** years prior to the survey, giving us unique insight into the long-lasting impact of our work.



What did we find out from our survey respondents?







92%

had spent all or most of their time in work or education since completing the Spear Programme. 95%

said that getting into work or education had improved their life. **74%**

said getting into work gave them more hope for the future. 54% had improved mental or emotional health and 80% of those with a criminal record had moved away from crime. 91%

said it was the Spear Programme that played a key part in getting them into work or education.

oear Programm

"What impact has finding work had on your life?"

"I can PLAN my future and take days off without feeling insecure about money."

Spear Brighton trainee, completed in 2019

"I've become more social which has been good for my mental health."

Spear Hammersmith trainee, completed in 2014

"I've used the money to now open my own business and I'm trying to grow."

Shema, completed in 2014

"I feel like I am actually worth something."

Luke, completed in 2014

"I'm happier."

Spear Harrow trainee, completed in 2016

"Working is good in providing for my ill mother."

Jack, completed in 2014

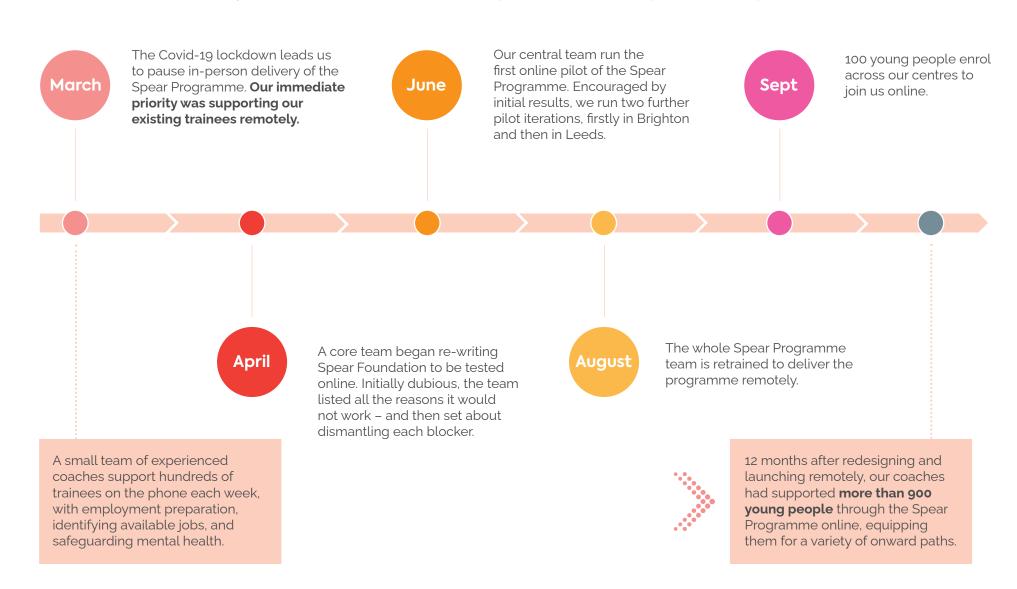


"I used to think that my only worth was the abuse I had experienced. But the kind people of Spear taught me something that stuck: "You always have a choice". It took me a while, but now I am stronger, more confident, and willing to voice my opinion."

Elizabeth, completed in 2017

2020 - a year of innovation

Since its inception in 2004, the Spear Programme has been delivered by highly-skilled coaches in our training rooms across the country. But the Covid-19 lockdown of March 2020 compelled us to pivot.



What about trainees without technology?

We helped equip trainees with internet dongles, and tailored the programme content so those who didn't own a laptop could join using their phone.

For some trainees, like Heather, joining us online actually better suited the challenges they were facing.

How does coaching work online?

Fundamental coaching principles - such as drawing on the whole group, being fully present, and high-level listening and questioning - are the same online and in person.

That, alongside plenty of practice getting to grip with the intricacies of Zoom.

How do you keep it relational?

With real intentionality

We were hugely encouraged by the community that was built online; a lot of feedback from our trainees named how their online Spear sessions gave them point of connection and community during lockdown.



"I had huge fear of... travelling; I would get panic attacks when I left my house. I was nervous about committing to getting [to Spear] each day for six weeks... but then a text came through saying they were doing online sessions. [...] By the third week I was coming out of my shell, contributing more in sessions, and pushing myself forward. The Spear Programme has taught me that I can do more than what I thought."

Heather, Spear North Kensington



"In the one to ones with the coaches, they always acknowledge how you're feeling and what you're struggling with personally. They'll never know how much that really meant to me.

[The coaches] ask you to think on the problems you're having, and how you can grow to become better. They never just give you solutions to your problems; it really helps they don't just give you an answer. You have to come up with your own answer. You've really got to put in the work."

George, Spear Harrow



"I was basically alone for the past year. So going online and being with people really boosted my selfconfidence; I feel like myself again."

Hassan, Spear Camden

"I enjoyed being on the Spear Programme with other people who are in similar situations - this helped motivate me more than when I was trying to do everything myself."

Gabriel, Spear Clapham Junction

External evaluation

As part of our drive for excellence we actively seek out opportunities for external evaluation of the Spear Programme.

This compliments our self-evaluation process, and helps us maintain a rigorous standard of delivery and impact measurement. A summary of our key findings from past studies is included below.

See Our Impact Approach on our website for more.

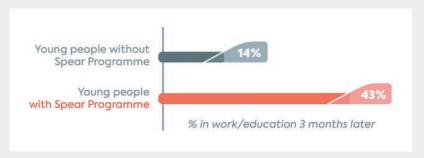
2016: The Tavistock Institute

The Tavistock Insitute's formative evaluation concluded that the Spear Programme plays a significant role in preparing young people facing barriers to work for employment, highlighting four particular contributions:

- Developing mindsets most notably young people's confidence, motivation and ambition
- Improving knowledge including awareness of future options and behvioural expectations
- **Improving skills** particularly communication and job applications
- Increased well-being improving young people's "whole self' and self-efficacy

2019: Longitudinal Educational Outcomes (LEO) data

This ground-breaking benchmarking project in partnership with Impetus, used a new government dataset, the LEO data, the first of its kind, to enable the tracking of young people's outcomes through education and into employment.



The Spear Programme **beat the benchmark**, with our trainees being 3x more likely to be in work or education three months after completing the programme.

Later this year...

We are currently supporting the development of the Employment Data Lab, in partnership with the Department of Work and Pensions, a pioneering study into outcome quality. The quality of our impact measurement approach has allowed us to be one of the first organisations to go through this evaluation, and we look forward to reviewing the results later this year.

Our next steps

One of our strategic goals this year is to expand our reach across the UK, particularly into regions where we currently don't have a presence.

Following the successful launch of Re-Work (see page 29), we saw an opportunity to think differently about how the Spear Programme could be delivered in order to support even more young people.

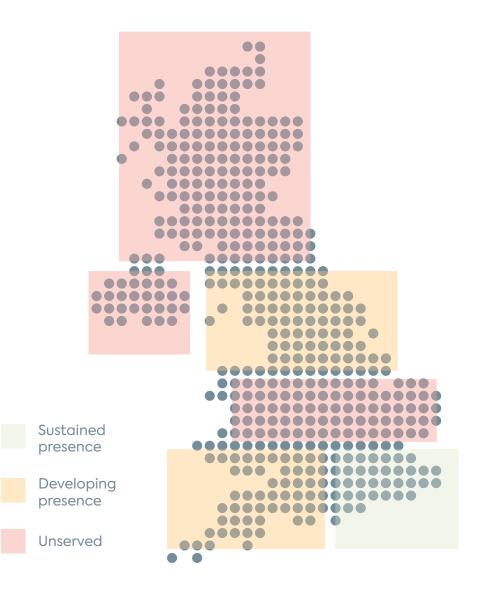
In 2021, our existing Spear centres ran 5 pilot programmes of a streamlined version of the Spear Programme, supporting 46 young people. These pilots helped us answer a number of questions:

- How do we best build and maintain community?
- How much contact time, and what elements of the curriculum, are needed in order to bring about meaningful change?
- How can we use **volunteers** more effectively to support in the delivery of the programme?
- How can we reduce costs in order to make the programme accessible to a wider range of partners across the UK?
- How can we achieve all of the above while still bringing about a significant impact for the young people we serve?

We are really encouraged by the early outcomes of these pilots; 69% of the trainees are in work 3 months after completing.

We are excited to have partnered with Preston Minster as our first location to trial this new model, with the view to working with a number of other local churches during 2022. Tapping into existing church networks provides unique opportunity for us to scale, whilst still remaining highly committed to the Spear Programme as it stands, with its tried and tested curriculum.

Regional presence in 2021



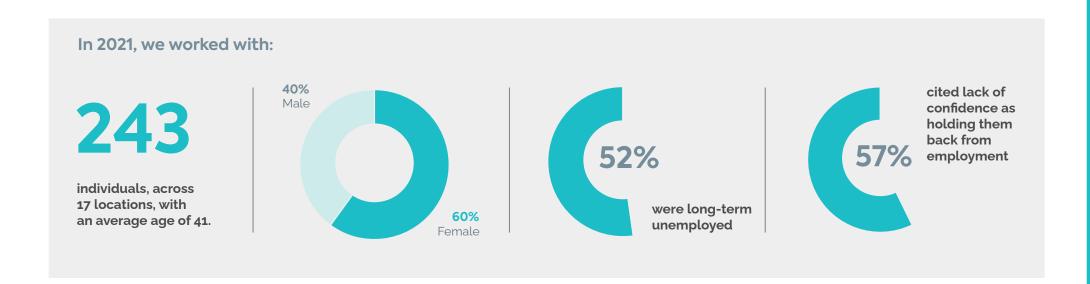


Re-Work

Re-Work is a free programme, delivered by local church partners, that equips unemployed adults with the skills, mindset and confidence they need to re-enter the workplace.

Re-Work was launched in July 2020 with the expectation we would see soaring unemployment rates in the wake of Covid-19. With 16 years' experience providing employment support through the Spear Programme, we were expertly placed to respond to this need, by expanding our offering to equip adults of all ages.

Trained coaches and volunteers from local church congregations lead participants through a series of six online group sessions. These cover topics including confidence, communication skills, professional network and online presence, interview tips and practice, and CV refinement.





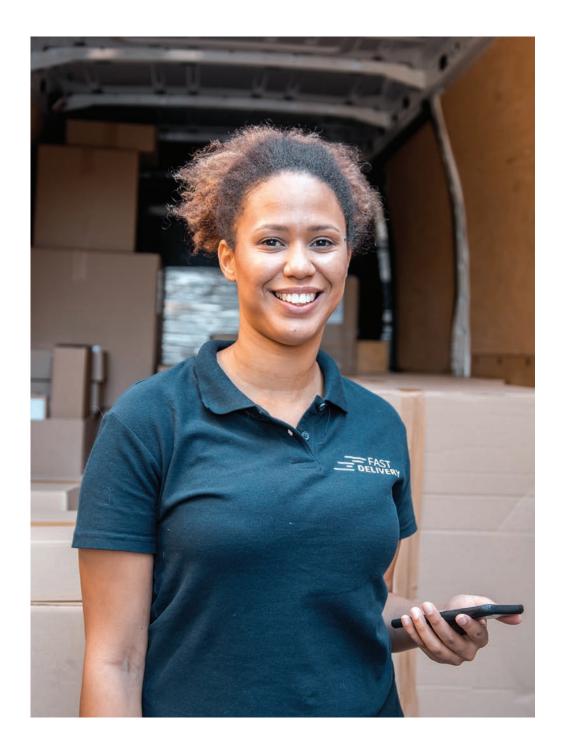
"Re-Work was absolutely fantastic for me. Spending two and a half hours each Wednesday made the week feel really productive – it was something fresh and new that brought life to my job hunt." - Sara, Re-Work Bristol participant



"At the first lockdown, as it evolved, we realised... the negative impacts of being long-term unemployed on relationships, on mental health. We thought, 'let's see what we can do to change the face of unemployment in our city.' And Re-Work for us is a no-brainer." - Rachel, Preston Minster

"When we heard about Resurgo and their Re-Work Programme, it was an easy decision to get involved. The programme has proved to be an excellent way to engage with people in need, both locally and further afield. The Resurgo team have been brilliant, supporting us as coaches with training, the likes of which we've never received before. As a result, we've had several great success stories of participants joining us, growing in confidence, applying for jobs and being successful!"

- Paul. Re-Work Lincoln Co-Ordinator



Dan's story

"Before Re-Work, I felt really defeated by trying to find employment. I was very depressed and felt the harshness of being rejected 100% of the time.

I felt like I needed a second pair of eyes, so when I came across Re-Work in my local area of Lincoln, I decided to just jump in - I didn't even have my CV updated.

Throughout the six weeks we worked on all aspects of job-hunting including confidence, behaviour and attitude. The best thing about the course was definitely meeting people from all sorts of backgrounds. The small group nature meant we became like a family – I felt it was okay to be vulnerable and like I wasn't alone or isolated. Re-Work has helped to boost my confidence and self-esteem. It's helped me to get a better attitude and feel like I'm worth it and that I can be a good worker.

After finishing, I feel like a completely new person. I feel a lot more comfortable in myself; I feel encouraged and I have this 'go for it' attitude now. After so many rejections, thanks to Re-Work and all their advice, I've now got a job as a Customer Assistant in the local Lincolnshire Co-Op!

To someone thinking about [joining Re-Work], just know there's no need for qualifications and no conditions - you just turn up as you are. Whatever shame or guilt you might be feeling goes away after a week; it's a safe space if you're feeling low, where the coaches genuinely care."

At his request, Dan is not pictured.



of Re-Work participants were in employment, education or training at 3 months.





We are aware that the labour market is showing signs of improvement⁹, and that spreading the net wide to support any and all unemployed adults hasn't best served local audiences. To that end, we are now working with our local partners to target their Re-Work centres towards adults struggling in their particular communities, such as Afghan resettlers or ex-offenders.



Our ambitions

Our goal remains resolute – to transform society together. We feel confident about the quality of our programmes, and so as we seek to deepen our impact, we will increasingly focus on the quantity and breadth of our work.

We'll increasingly harness our expertise in coaching, impact management and programme delivery, with a view to inspiring and equipping other organisations to effect positive change in their portion of our shared social fabric.

In the next three years, our goals include:

To establish a sustained presence in every region across the UK

To develop our impact consultancy offering, in order to transform the way businesses engage with social value

To support churches and charities across the UK to deliver high-impact social programmes







With special thanks

Our Trust and Foundation Partners













Our Corporate Partners







FINDLAY PARK



















SpencerStuart





TOWERBROOK

We would also like to recognise our generous individual supporters, the support of the Bruno Schroder Trust, and the following organisations:









Footnotes

- 1. Powell, A., Francis-Devine, B. and Clark, H. (2022). Youth Unemployment Statistics. https://researchbriefings.files.parliament.uk/documents/SN05871/SN05871.pdf. House of Commons Library.
- $2. The Health Foundation (2021). [online] \ https://www.health.org.uk/publications/long-reads/unemployment-and-mental-health).\\$
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- 4. Li, Y. and Heath, A. (2018). Persisting disadvantages: a Study of Labour Market Dynamics of Ethnic Unemployment and Earnings in the UK (2009–2015). Journal of Ethnic and Migration Studies, 46(5), pp.1–22.
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- 6. Center for American Progress. (2013). The High Cost of Youth Unemployment. [online] Available at: https://www.americanprogress.org/article/the-high-cost-of-youth-unemployment/.
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- $Youth \ Futures Foundation (2022). \ [online] \ https://youthfutures foundation.org/news/unemployment-rate-for-young-people-returns-to-pre-covid-levels/)$
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Resurgo Trust

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