



Enable2

Social Impact Report 2021-22





Liz Weatherill
Managing Director

"When this year began, we were entering the second year of the COVID-19 pandemic. Many people in employment were continuing home-working (including our office staff!) and the landscape of the interpreting world had been forced to change to one ruled by telephone calls and video conferences. We, our customers and our interpreters were all trying to navigate the tumultuous waves of the pandemic, all of us hoping that we could soon embrace normality.

Remote interpreting has drastically risen above the heights of what we ever thought it would reach, and its ease and cost-effectiveness have made it something that is having a strong impact on the future of interpreting.

A handwritten signature in black ink that reads "Elizabeth Weatherill". The signature is written in a cursive, flowing style.



Our Mission

To be a leader in the integration of communities by providing interpreting, employment and impactful social return initiatives to support people to live healthier, happier lives.



What did we do?

98.50% of bookings fulfilled



Over 3,500 unique customers helped



Over 180,000 translated words



£27,520 reinvested

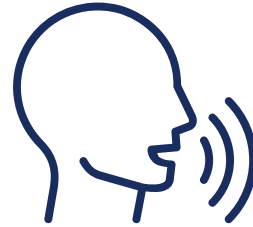


99.62% positive feedback



What did we do?

**112 new interpreters registered
speaking 60
different languages**



**108 different languages
supported**



**3.24 million minutes of
interpreting**



**9 unique organisations
supported with the Community
Investment Fund**



Feedback

Across the year, our amazing bank of interpreters have been described as:

"Thorough"

"Empathetic"

"Kind"

"Supportive"

"Knowledgeable"

"Considerate"


"Respectful"

"Reliable"

"Comprehensive"



88.1% of customers
rated our service 5
out of 5!



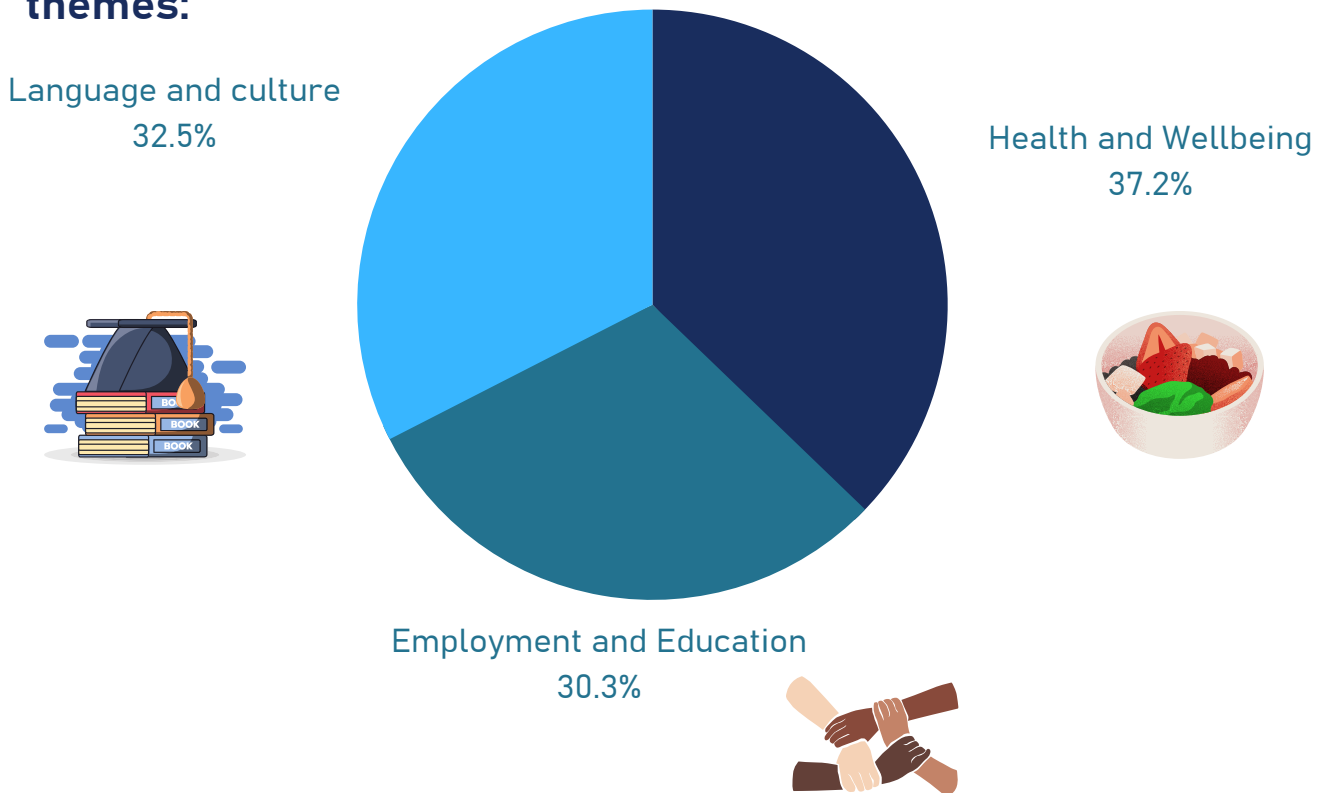
99.62% positive
customer
feedback!

Community Investment Fund

We ensure that all projects that we aid through our Community Investment Fund aid at least one of these key themes:

Health and Wellbeing
Education & Employment
Language & Culture

2021-22 division of Community Investment Fund across key themes:



Community Investment Fund



**The Country Trust - Farm
Discovery Visits**

**Get Out More CIC - Wharfedale
Breathing Spaces**



**One In A Million Free School -
Key worker funding &
Manningham project support**

Refugee Action donation



Yorkshire Asian Golf donation

Community Investment Fund 21/22: in pictures



Participants in one of Get Out More CIC's Breathing Spaces projects taking in fresh air and learning more about their relationship with nature through guided sessions with outdoor leaders.



Over this year, Enable2 fully funded trips for 84 children from schools with higher-than average rate of eligibility for Free School Meals to Gazegill farm to learn about food production, explore animal habitats and learn about life on a working farm through hands-on learning.



A child from the Gazegill farm trips that has taken quite a liking to one of their working sheepdogs!

Impact Measurement

Methodology

As in previous years, we are using the Social Value Engine to analyse the impact of our social return projects. The Social Value Engine is updated with additional proxies and accessibility features are tailored to allow for the most-user friendly and effective impact reporting possible.

Results

Using the social value engine impact measurement tool, we have calculated the value of our social return projects. Using conservative assumptions about proxy values and other variables, we have calculated this figure to be:

£16.69 per pound spent



Upskilling: Case Study

Dana Tutina: Operations Manager

Dana began working with us in 2017 as a member of the Client Services Team and has held the position of Operations Manager since May 2021.

Her keen eye for detail and no-nonsense approach to ensuring booking fulfilment has made her a valuable asset to the Enable2 Senior Management team.

During the COVID-19 pandemic, the landscape of interpreting and the way that Enable2 were having to perform their everyday operations changed overnight. Dana played a key role in supporting our team and our interpreter bank throughout the transition to remote interpreting and provided support where necessary.



**Dana has held the
position of
Operations
Manager at
Enable2 since May
2021**

"As Operations Manager, I am responsible for invoicing, payments and customer relations. It is crucial that organisations like ours have a strong operations department as this is what ensures our stability, our trust and our good reputation."