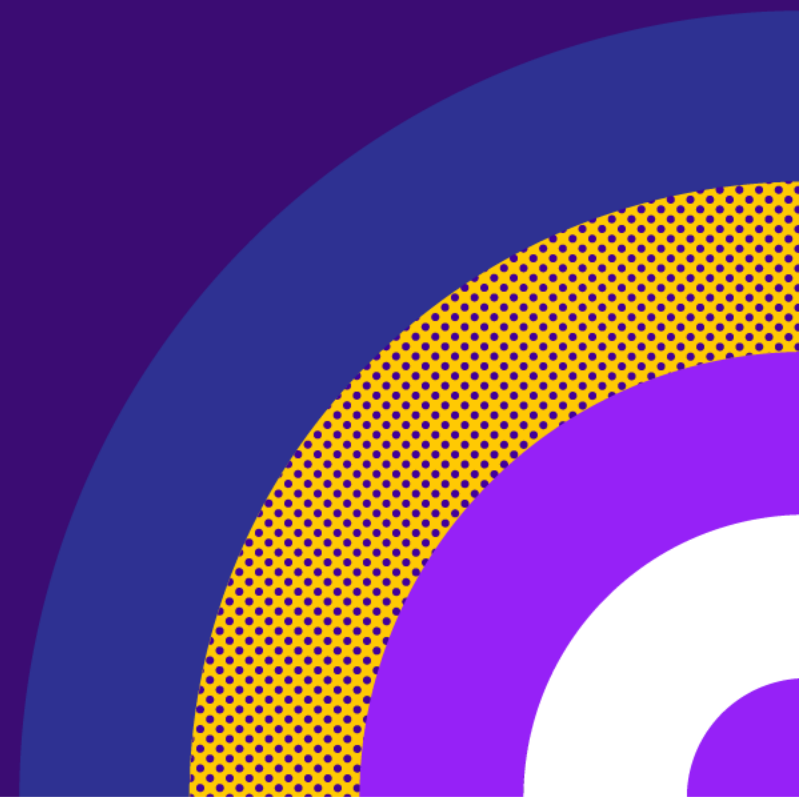




31ten ESG & B Corp Impact Report

2024



Dear Stakeholders,

As we reflect on an incredible year at 31ten Consulting, we are proud to share our journey, achievements, and aspirations with you. Becoming a certified B Corp, marked a significant milestone for us. The B Corp certification represents our collective commitment to using business as a force for good, embedding social and environmental responsibility into the heart of our operations. Joining the B Corp community has allowed us to assess and refine how we impact our clients, communities and the environment. It's not only a reflection of our values but a continual challenge to push ourselves further in creating a positive, lasting impact.

Over the past year, we've had the privilege to work on projects that embody our mission of driving meaningful change for people and places. From supporting local government and public service transformations to creating solutions that address real community needs, we are proud of the work our team has delivered. These moments highlight not just our technical skills, but our commitment to supporting equitable and sustainable outcomes across the UK and beyond.

Looking forward to the coming year, we are excited to continue our journey as a B Corp and expand our impact. We aim to deepen our partnerships, innovate new solutions and further reduce our environmental footprint. We are committed to fostering a workplace where our team can thrive, learn, and feel proud of the difference they make.

Thank you for joining us on this journey. Together, we are building a future where business leads the way in creating positive change. We look forward to what we can accomplish together in the year ahead.

Warm regards,



Chris Shepherd

Director, 31ten Consulting

Our impact

At 31ten, we measure our success not only by financial performance and feedback, but by the positive impact we create in society.

Our approach to social value focuses on developing innovative strategies that benefit the broader community, seeking to reduce environmental impact and support local economies.

Our goal is to embed social value at the heart of each project, ensuring long-term impact that resonates with communities and stakeholders alike.



April 2023 – The B Corp journey begins!

December 2023 – We're certified!

12 months on, reflecting on our progress...

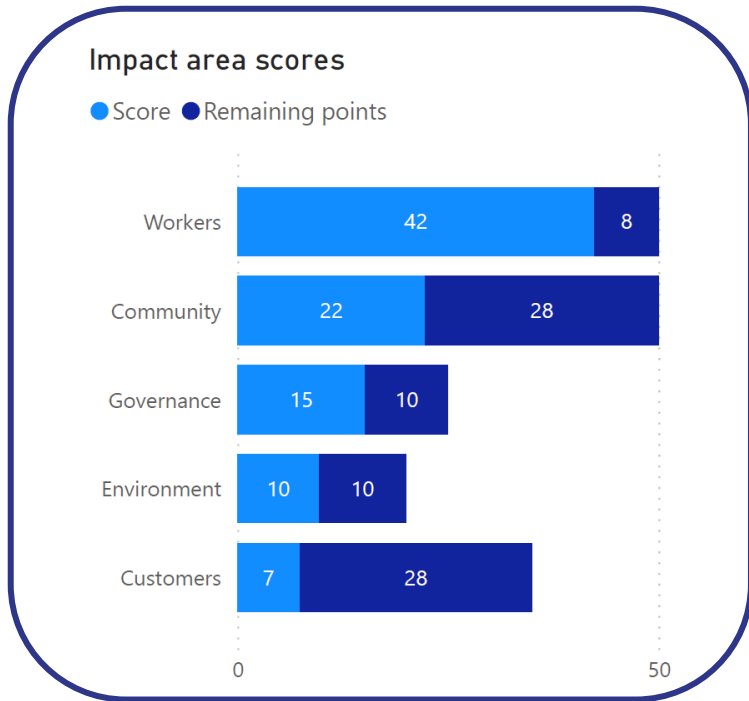
Certified B Corp

In April 2023, we embarked upon our journey to become a certified B Corporation and join the global network of companies recognised by B Lab as meeting the highest standards of social and environmental performance, accountability, and transparency. Just eight months later in December 2023, we were delighted to hear that we had been successfully certified, receiving an overall score of 97.3.

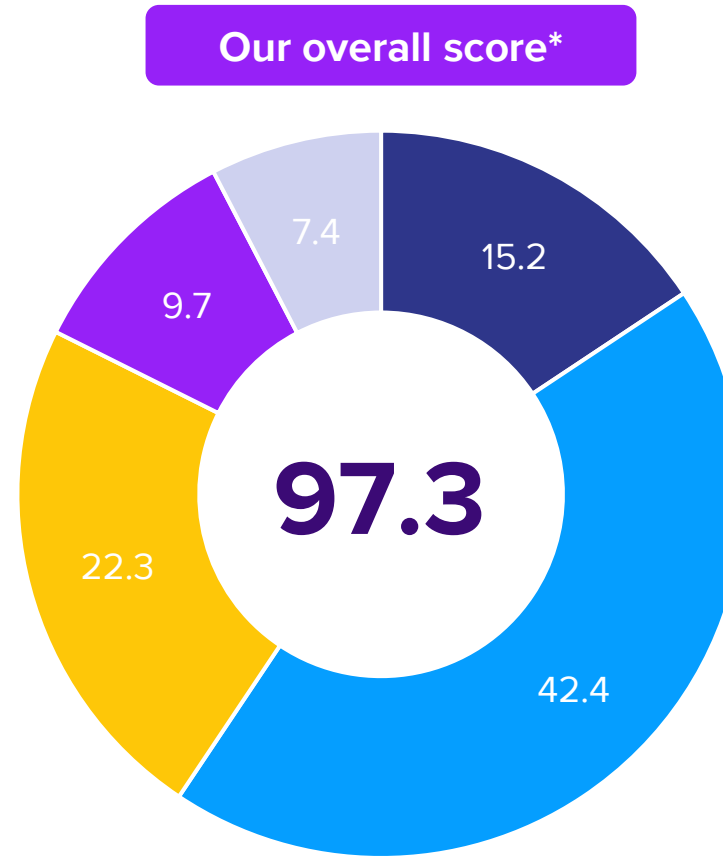
Achieving B Corp certification was a significant milestone for us, validating our efforts and commitment to sustainable and ethical business practices. We're proud to be a part of the B Corp movement, working towards the collective vision of an inclusive, equitable, and regenerative economy.

Since certification we have embedded the B Impact Assessment into our Business Plan, setting measurable goals and targets and have established an ESG Working Group that delivers on our ambitions to continuously improve our impact as a Business.

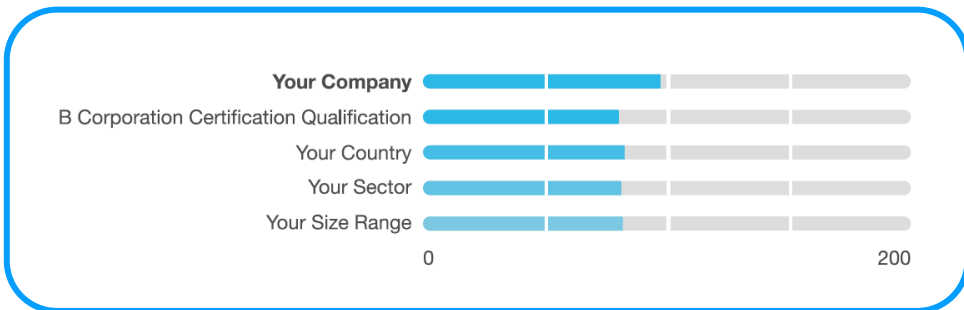
We have ambitious plans to develop our business operations further and improve our score at the next recertification



Our plans will focus on improving scores across all impact areas but will focus on community and customers



We will look to target an overall score of 100+ at our next certification



This ESG and B Corp Impact Report serves as a transparent and comprehensive assessment of our commitment to sustainability, social responsibility, and ethical governance. As both an organisation focused on Environmental, Social, and Governance (ESG) principles and a certified B Corporation, this report underscores our dedication to balancing profit with purpose.

This report aims to:

1. Demonstrate Our Dual Commitment

Highlight how our ESG initiatives and B Corp certification work in tandem to create meaningful environmental, social, and economic impacts, aligning with the highest standards of accountability and transparency.

2. Showcase Measurable Impact

Provide stakeholders with clear, data-driven insights into the tangible results of our efforts—such as reducing carbon emissions, advancing workplace diversity and inclusion, supporting the communities in which we work, and fostering ethical practices.

3. Highlight Continuous Improvement

Outline the progress made toward our ESG and B Corp objectives while identifying areas for growth, innovation, and greater impact, ensuring that we remain committed to continuous improvement.

4. Demonstrate Leadership in Business for Good

Emphasise our role as a leader in the global movement for responsible business practices, showcasing how we leverage ESG and B Corp principles to inspire industry-wide change.

This report serves as both a reflection of our commitment to responsible practices and a tool for holding ourselves accountable to the high standards we've set, driving meaningful change for our stakeholders and the broader community.

2024 in review

- To expand and **develop our Social Value Programme (SVP)** through creation of an SVP tracker that provides accountability and clarity on the initiatives we offer and undertake as a business.
- To grow and **expand our charitable donations and activities** and **broaden the range and number of social value initiatives.**
- To explore and promote activities to improve on our **B Corp accreditation** and score, using the annual impact report for monitoring and measurement.
- To develop an approach to customer / **client feedback** to assess, learn and improve on our services and capture data on the outcomes being supported and delivered through our work.
- To explore opportunities to further mitigate our **environmental impact** through our office and business practices.
- To **commit resources** to ESG and social value initiatives which are in proportion to our business growth and size to ensure they are sustainable.

KPI 1: Charity

Increase in charitable donations and activities year on year, with business support

KPI 2: Social Value

Social Value tracker in place to capture #days and £value of contributions

KPI 3: Social Value (2)

Increase in the range and number of social value initiatives undertaken

KPI 4: Client Feedback

Client feedback – qualitative and quantitative received on >50% of our jobs

KPI 5: Policies

Updates made to the family of ESG policies to make these a suite of related documents

KPI 6: Involvement

Expanding membership of the ESG group and increasing participation of staff in ESG initiatives

A snapshot of what we've achieved in 24/25

We all contributed to over **1 million** collective steps for Mental Health Awareness Week

We volunteered at 'The Posh Club'; a glamorous performance and social club for older people

We established a Women's Network to empower, connect, and inspire women to thrive both personally and professionally

We certified as a London Living Wage Employer

We hosted an intern from the London School of Economics

We developed a client satisfaction questionnaire that included a charitable donation for each one completed

We developed a Progression Framework in response to requests in our staff survey to provide clearer role expectations

We held our annual 31ten Bake Off to raise funds for charity

We provided pro-bono support to Furnishing Futures, a charity who create trauma informed healing homes for women & children escaping domestic abuse

We relaunched 31ten's Black History Month shopping challenge to support black-owned business or to expand our understanding of black culture in the UK

Our team mentored young people as part of the Career Ready programme

We launched our YCN training offer, providing access to all staff to an online learning platform

We undertook unconscious bias, neurodiversity awareness and mental health first aider training

We reviewed and enhanced our maternity and paternity policy

We launched a report on 'What's Next for Local Government' at mission-driving social enterprise 'Sohaila' in Hackney

Impact Areas – we are committed to continually improving on all 5 pillar areas:

Governance, Workers, Customers, Environment & Community

We said we would

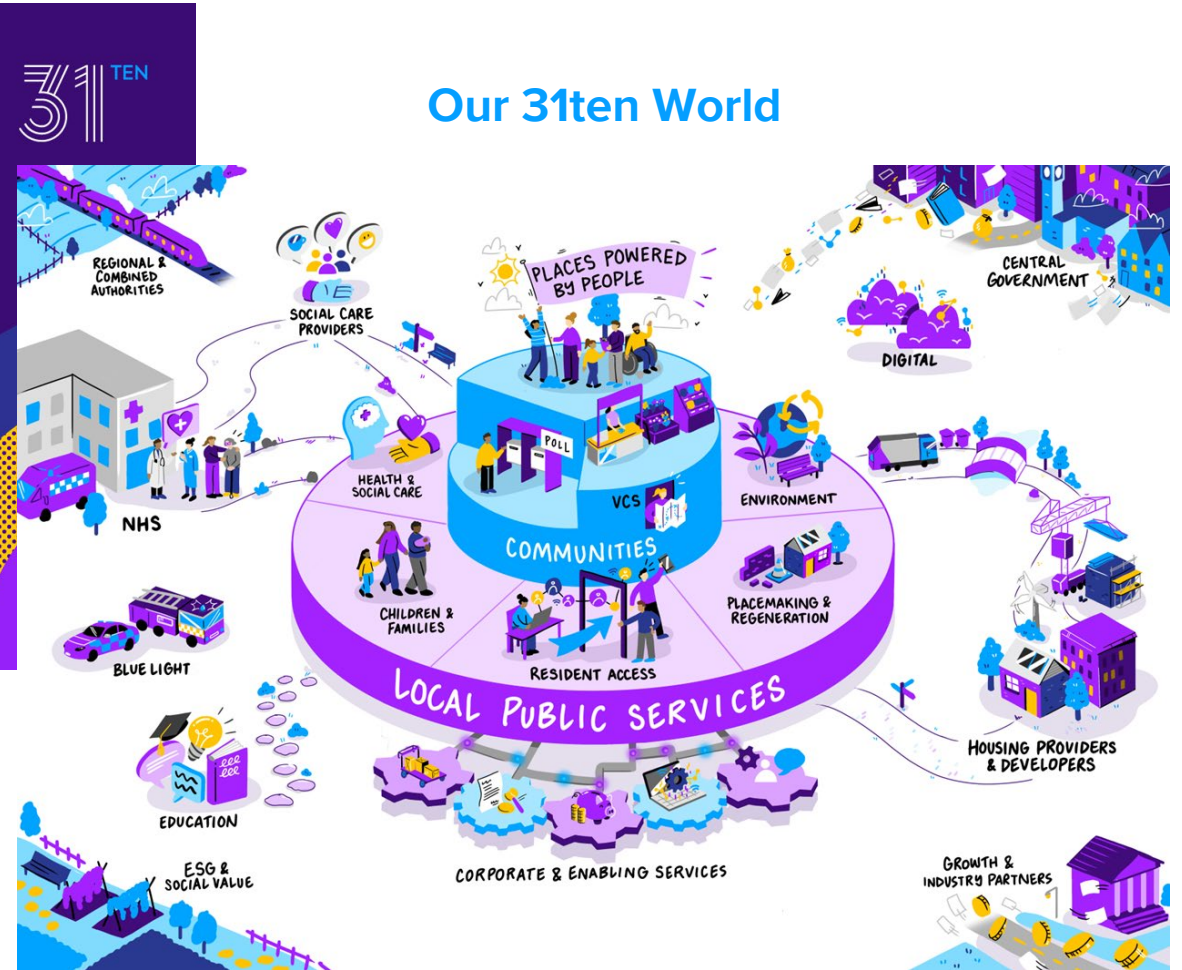
- **Improve our internal governance arrangements** by striving to make decision making efficient and effective across all of our governance
- **Review and update all policies** under our suite of ESG documents.

How did we do?

- Developed a set of **governance principles**
- Produced two key baseline documents – 5 year Growth Plan and Annual Business Plan to **guide decision making and provide a framework for performance monitoring**
- **Developed updated governance proposals** to retain an agile, adaptive and transparent approach to decision making
- **Updated all policies** under our suite of ESG documents
- **Developed our ‘31ten World’** to describe the complex landscape in which our clients operate and help communicate our own broad service offering

Our Growth Plan

Blueprint for Growth
2025 - 2030



We said we would

- Create a **programme of training** for our staff
- Identify key skills and knowledge to support progression in the business
- Continue our **Annual Staff Survey** as a key source of information to drive our priorities as a business
- Continue to offer an **EDI programme** of events, including Mental Health Awareness Week MHAW and Black History Month (BHM).

How did we do?

- **Developed and ran our own ‘Core Consulting Skills’ training course** for all our staff We also **launched our YCN training offer**, providing access to all staff to an online learning platform
- **Produced a Progression Framework**, setting out key role expectations
- Produced and ran **our Annual Staff Survey** to gather key insights and feedback from our staff.
- We **reviewed and enhanced our maternity & paternity policy** and certified as a **London Living Wage Employer**
- We **established a Women’s Network** to empower, connect, and inspire women to thrive both personally and professionally
- Ran a programme of events for MHAW and BHM

Our Women's Network Mission

31TEN Mission Statement

The mission of the 31ten Women's Network is made up of the following three elements. The purpose of creating this statement is to provide a clear explanation of why we have established the Network and what we hope it will achieve.

Inclusive and supportive community for women*

The mission of the network is to empower, connect, and inspire women to thrive both personally and professionally. We want to cultivate an inclusive and supportive community where women come together to share knowledge, resources, and experiences.

Supporting women to develop skills and progress

Through meaningful collaborations, mentorship opportunities, and community initiatives, we aim to foster growth, confidence, and leadership skills in women, both in 31ten and the wider community throughout their career journey.

Championing gender equality

By championing gender equality, raising awareness of the issues that impact women in the workplace and society, and advocating for women's advancement, we aspire for all women to reach their fullest potential and make a lasting impact in their workplaces and beyond. The network also creates a space for male colleagues and peers to be allies in supporting this mission.

2 Introduction to 31ten Women's Network

*All references to women throughout this document include all female-identifying colleagues



Our Mental Health Awareness Week Challenge

1 Million steps for MHAW

Hello 31ten Consulting,

In addition to the YCN workshop and breakfast, we've set an additional challenge for next week that ties in with this year's Mental Health Awareness Week theme: "Movement: Moving more for our mental health".

Regular movement is one of the most important things you can do to help protect our mental health as it helps increase energy, reduce stress and anxiety, and boost self-esteem.

So, here's the plan: we're aiming to hit **1 million** collective steps for Mental Health Awareness Week 🏆

Now, before panic sets in, with everyone on board, that's just over 4,000 steps each day, starting on Monday.

We have set up a group on StepUp. It only takes a couple of minutes to sign up, and it allows us to pool our steps as a team. (And yes, it shows who's leading the charge because we know how much we all love a little healthy competition 😊)

Launching the Progression Framework at our Summer Away Day

We said we would

- Develop an approach to **customer/client feedback** to assess, learn and improve on our services and capture data on the outcomes being supported and delivered through our work.

How did we do?

- Created and launched our **client satisfaction survey**, capturing valuable feedback and a donation of £50 to charity
- Developed and offered a range of **social value contributions** through proposals developed with new and potential clients
- Consulted with a wide range of our clients to understand the opportunities and challenges facing local government. We then launched a report on '**What's Next for Local Government**' at mission-driving social enterprise 'Sohaila' in Hackney.

We launched a report on 'What's Next for Local Government'



We said we would

- Explore opportunities to further **mitigate our environmental impact** through our office and business practices

How did we do?

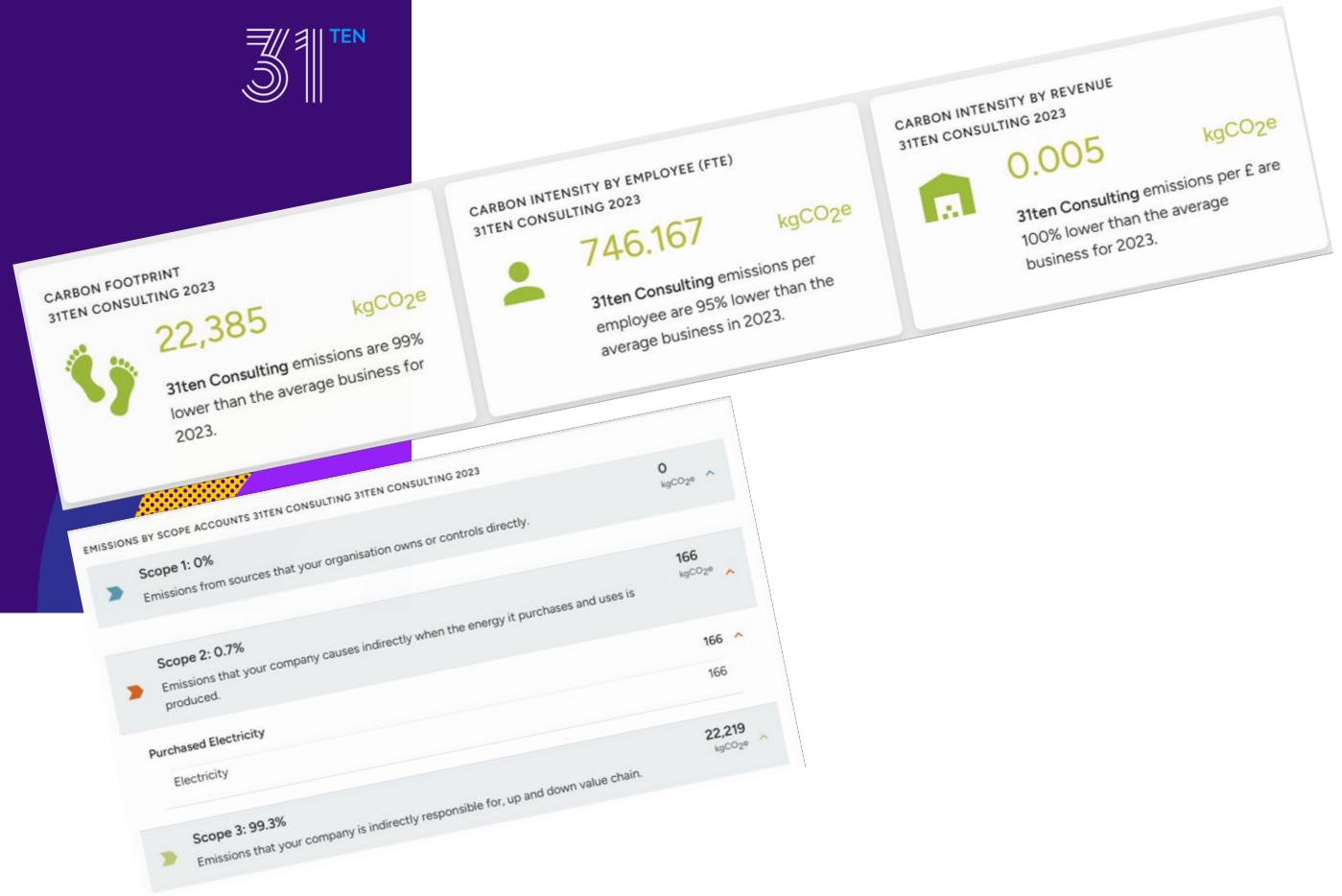
- Undertook an **updated carbon assessment**
- Researched opportunities to donate to a **climate positive cause** as our carbon offsetting approach
- Continued our contractual arrangements with 'First Mile' a B Corp waste management specialist to promote eco-friendly practices

We undertook an updated Carbon Assessment

Carbon Impact Assessment

FY23/24

November 2024



We said we would

- Expand and develop our **Social Value Programme (SVP)** through creation of an SVP tracker that provides accountability and clarity on the initiatives we offer and undertake as a business.
- Grow and expand our **charitable donations** and broaden the range and number of **social value initiatives**.

How did we do?

- Created our own **Social Value Tracker**
- Organised and participated in 7 social value initiatives across the year
- Raised over £1400 in charitable fundraising, including a business match
- Our team **mentored young people** as part of Career Ready and Reach Out programmes
- We **hosted an intern** from the London School of Economics through the Mitchell Family Trust Programme, creating opportunities for students from underrepresented backgrounds
- We certified as a **London Living Wage Employer**

Social Value: Volunteering and Pro-bono consulting



Volunteering

31ten fielded teams of volunteers to support two London, community impact charities:

<<<< The Posh Club

Three volunteers spent a day at The Posh Club Hackney - a performance and social club for older people. They worked with other volunteers to transform the church hall and wait tables at a 'posh' 1940's afternoon tea with three live acts, wearing black tie and joining in the intergenerational festivities.

Furnishing Futures >>>>

Furnishing Futures create trauma-informed healing homes for women and children who have escaped domestic abuse using items donated by the interiors industry that would otherwise end up in landfill. Seven volunteers helped the charity prepare for its summer warehouse sale selling donated items that weren't best suited to these homes.



Pro Bono Consulting

Having established a great working relationship with Furnishing futures through our successful volunteering day, 31ten felt it could add more value to the charity by offering its consulting expertise on a pro-bono basis.

With a small team, and demand for its services greater than supply, the charity hadn't been in a position to fully measure its impact.

31ten has worked closely with Furnishing Futures to produce an impact report for the charity. This report demonstrates the value the charity creates, and will be used by Furnishing Futures as evidence of its impact, to help leverage further funding, promote the work it does and secure further partnerships with the interiors industry.

Goals



Governance

- Refresh our Blueprint for Growth to capture our strategic ambition for the next 5 years
- Implement new governance arrangements following our internal review
- Review our back-office processes and procedures to support decision making
- Continue our Women's Network, People, EDI and ESG working groups to enhance our policies and practices



Workers

- Introduce even more progressive policies for our employees
- Host another intern over the summer through the Mitchell Family Programme
- Continue our Annual Staff Survey as a key source of information to drive our priorities as a business
- Continue to build on our EDI programme of events
- Start an apprentice recruitment programme to support growth



Environment

- Continue our commitment to minimising our environmental impact by being a paperless office and using First Mile, our Waste Management partner, who offer a 'Zero to landfill' promise
- Donate or contribute to a climate positive cause as our carbon offsetting approach



Community

- Grow and expand our charitable donations and broaden the range and number of social value initiatives
- Increase team participation in volunteering hours
- Continue to provide mentorship for local students from underrepresented backgrounds



Customer

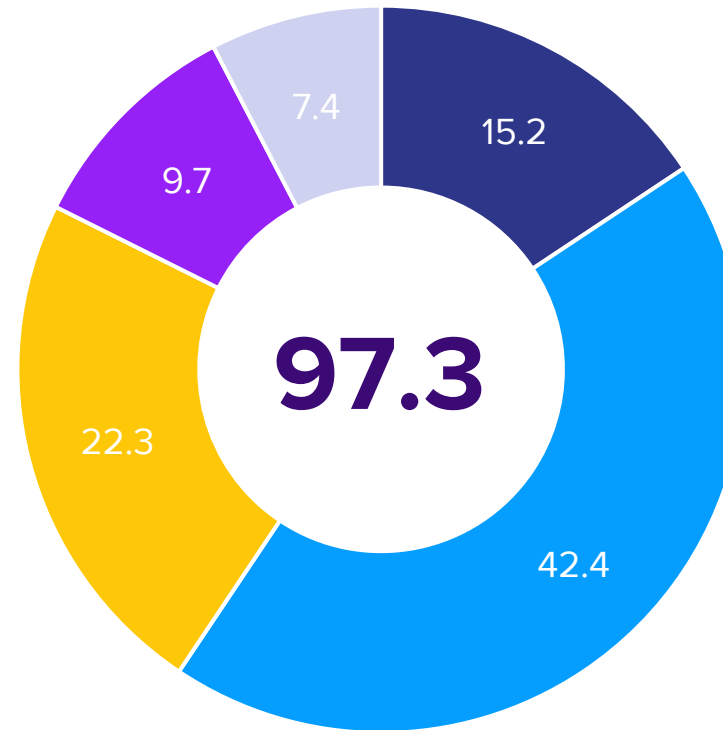
- Increase the proportion of jobs on which we secure feedback from clients on
- Continue to review our communications to ensure our mission is clear and there is clarity on the services we offer

Appendix

31^{TEN} B Corp Score Breakdown

Workers	42.4
Financial Security	15.1
Career Development	4.6
Engagement and Satisfaction	5.2
Health, Wellness & Safety	9.9
Career Development (Salaried)	1.4
Engagement & Satisfaction (Salaried)	2.9
Community	22.3
Diversity, Equity, and Inclusion	7
Economic Impact	8
Civic Engagement and Giving	3.6
Supply Chain Management	1
Governance	15.2
Mission & Engagement	1
Mission Locked	10
Ethics & Transparency	4.2
Environment	9.7
Environmental Management	3.6
Water	0
Air & Climate	3
Land & Life	3

Customers	7.4
Customer Stewardship	2.9
Support or Underserved/Purpose Driven Entreprises	4.5

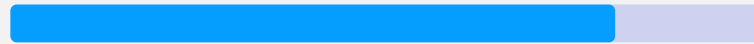




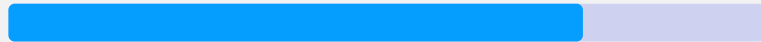
Workers

Questions Answered: 48/48

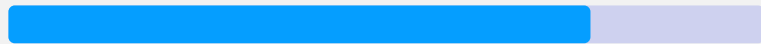
Overall Score: 42.4



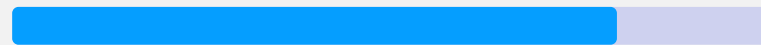
Financial Security 15.1/20



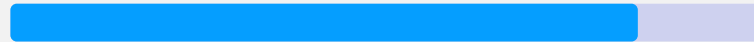
Career Development 4.6/6



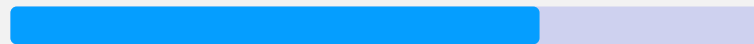
Engagement & Satisfaction 5.2/6.5



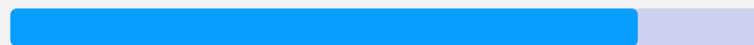
Health, Wellness & Safety 9.9/12



Career Development (Salaried) 1.4/2



Engagement & Satisfaction (Salaried) 2.9/3.5



Community

Questions Answered: 38/38

Overall Score: 22.3



Diversity, Equity & Inclusion 7.0/15



Civic Engagement & Giving 3.6/12



Economic Impact 8.0/15



Supply Chain Management 1.0/8





Governance

Questions Answered: 24/24 Overall Score: 15.2



Mission & Engagement 1.0/6



Mission Locked – Impact Business Model 10/10



Ethics & Transparency 4.2/9



Environment

Questions Answered: 32/32 Overall Score: 9.7



Environmental Management 3.6/7



Water 0.0/2



Air & Climate 3.0/7



Land & Life 3.0/4



Customers

Questions Answered: 21/21 Overall Score: 7.4



Customer Stewardship 2.9/5



Support for Underserved Enterprises 4.5/35





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