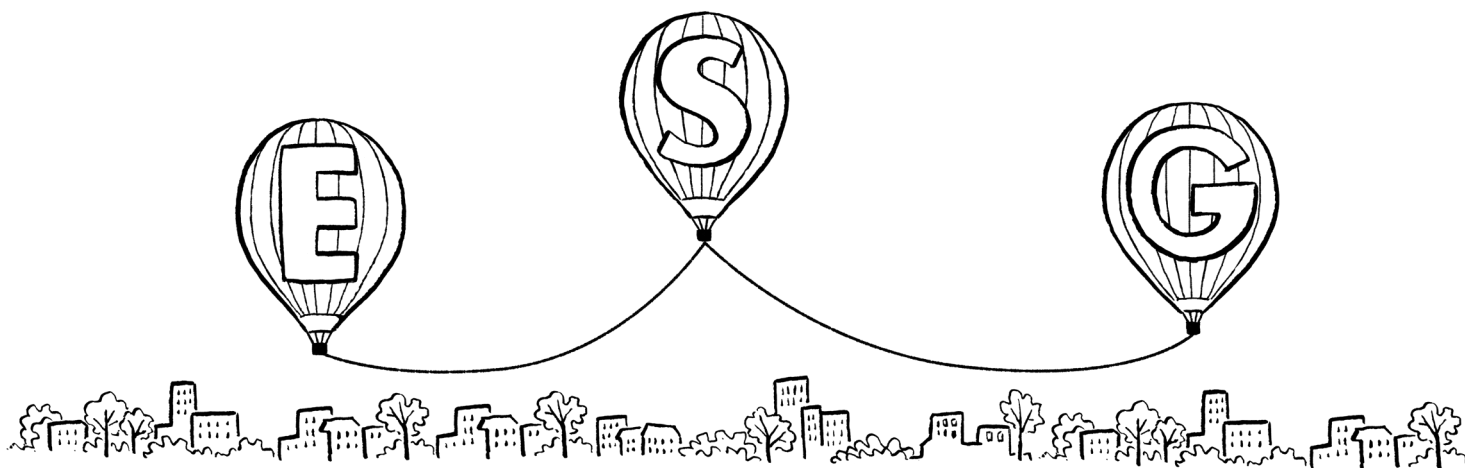


# Eastside People ESG Survey for Charities and Social Enterprises

## Insights Report Edition One

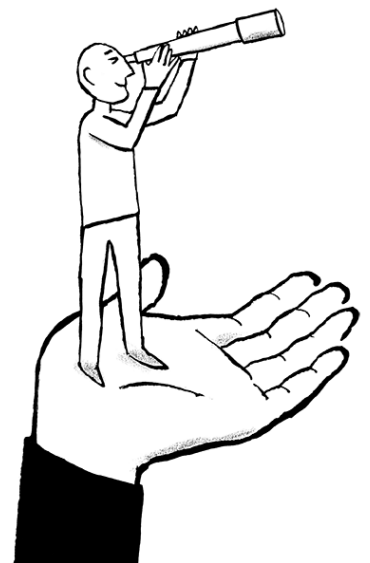


Eastside People

Bringing Change Together

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**In 2024, Eastside People launched its ESG Survey for charities and social enterprises.**

**This is a new tool, designed to enable charities and other not-for-profits to review and reflect on their environmental impact, social impact and governance practices, in a charity sector context.**

We designed the survey with a dual purpose in mind. First and foremost, we wanted to create a developmental tool for organisations to use, to assess their ESG progress. Secondly, building on the successful 10 year plus tradition of our Good Merger Index, we wanted to bring knowledge and insight to the sector – filling a knowledge gap we had identified, by providing a coherent way to track non-financial activity.

As charity leaders told us, there is a lack of tailored support, resources and knowledge-sharing opportunities to support not-for-profits here in England and Wales to develop their ESG practices.

We designed this free, online tool specifically for the not-for-profit sector. As such, we believe it is the first such tool tailored specifically to charities in England and Wales.

In this, its first year, 78 not-for-profit organisations participated in our ESG survey. This report presents our findings from the research.

And, lastly, please remember that this is just the beginning.

We hope that more organisations will engage and use the tool, thus building a bigger benchmark for everybody. We are also ambitious for more collaboration, peer-support and shared learning so that each organisation, wherever its starting point, can develop better environmental, social, and governance practices over time.

We hope you will join us for the journey...

**Richard Litchfield**

CEO

Eastside People

# Who Took Part

78

Submissions

£870m

Combined income

Spread of organisations  
sizes by income

34 Over £5m



26 £1m-£5m



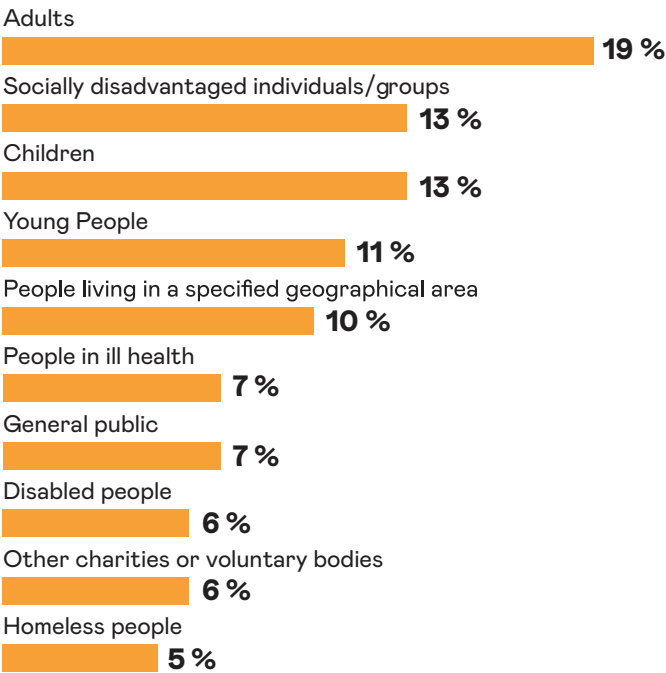
18 Under £1m



18

Beneficiary groups

Top 10 Beneficiary groups



Respondent  
Location

	Number of organisations	% of organisations
International	8	10%
Northern Ireland	10	13%
Scotland	10	13%
Wales	23	29%
England	72	92%

NOTE: Some organisations selected multiple locations.

# Why organisations signed up to complete the Eastside People ESG Survey

**“Interest in ESG and recognition of its increasing importance, however [we] know that we have limited specific work internally which relates to this as a bundle, so keen to learn more!” (c.£2m income charity)**

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**“We have an endowment and review the ESG criteria and results closely within our investments and yet, we do not do this for our own organisation. This was a chance to start this work and develop it with a comparator against other organisations as well. I plan to share the outputs of this survey with the board of trustees and to focus our attention on how we can improve our own ESG scoring, rather than pushing others to do something that we are not doing ourselves.” (c.£4m income charity)**

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**“To take time to self-assess and hopefully get some insights into what we can do better.” (c.£4m income charity)**

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**“To help us understand our progress towards improving our ESG impact, through a structured and measurable tool that could enable future comparisons against a benchmark.” (c.£10m income charity)**

# Executive Summary

**We designed this free, online tool specifically for the not-for-profit sector after charity leaders told us that there is a lack of support, resources and knowledge-sharing opportunities tailored to help them understand and develop their ESG practices. As such, we believe it is the first such tool tailored specifically to charities in England and Wales.**

As one charity CEO explains:

“Most of the tools out there that I’ve looked at are around environmental measures, but I always feel that they are designed for bigger organisations. I have been on the lookout for a couple of years. I haven’t yet seen a tool that I think would be useful or a training package really. If you google it, there’s so much out there but really nothing for our sector. So I definitely think there’s a need. I do see that there’s a gap.”

Another participating organisation told us:

We found frameworks for assessing where we were on ESG matters didn’t fit well for a charity (e.g. B Corp is just “not for charities”), so were pleased to have something relevant that guided self-assessment. (c.£13m income charity)

In this, its first year, 78 not-for-profit organisations participated in our ESG survey.

This report presents our findings from the research. In the sections below, we analyse each element of ESG, exploring trends across the sector in detail. We do so with one eye always on the question of how – and where – ESG, as a concept, can bring value to our sector.

We have identified three key overview findings from our first-year data. We explore these in detail in the ‘Key findings: ESG trends in the not-for-profit sector’ section of this report.

1. Not-for-profit organisations of all sizes are interested in ESG. Many organisations are early in their ESG journey, but they are keen to advance their progress.
2. At a time when not-for-profit organisations face a host of challenges and competing demands on their resources, staff considerations (flexible working, pay, engagement, health and wellbeing) are a clear priority and an area where organisations report the most significant progress across the whole survey.
3. While organisations consider environmental concerns important, overall, they are a lower priority than social and governance concerns and indeed organisations’ environmental progress lags behind accordingly.

These key findings also provide a framing lens for the deeper-dive sections of this report which contain discrete analysis of our findings on environmental impact, social impact and governance practices across the sector.

In addition, this report also shines a spotlight on equality, diversity and inclusion. As our findings indicate, while participating organisations consistently told us that they are committed to embedding equality, diversity and inclusivity across their organisation (99% reported it as either ‘important’ or ‘very important’ for them), a majority of organisations also told us that they were still in the early stages of this journey.

🔗 [Download a full list of the survey questions:](https://eastsidepeople.org/resource/esg-assessment/)  
<https://eastsidepeople.org/resource/esg-assessment/>

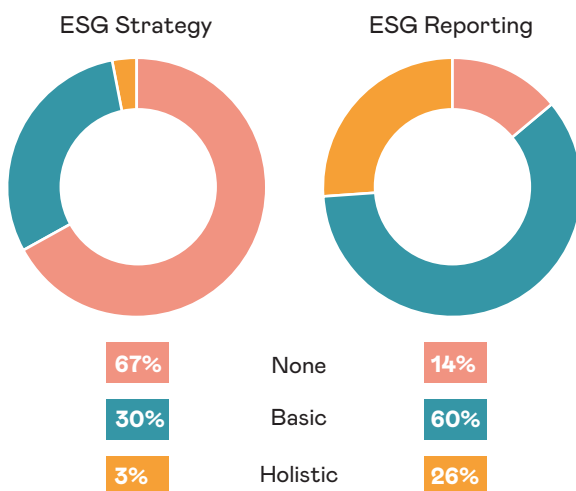
# Key findings: ESG trends in the not-for-profit sector

**Not-for-profit organisations of all sizes are interested in ESG. Many organisations are early in their ESG journey, but they are keen to advance their progress. While there is real appetite from organisations across the sector to engage with ESG, most organisations (67%) do not yet have a basic ESG strategy, and very few have a holistic, fully integrated strategy (3%).**

Almost half of participating organisations are 'considering developing' an ESG strategy, indicating that they are engaged with ESG as a concept but have not yet defined what it means for their organisation.

Meanwhile, a significant minority of participating organisations told us that they 'do not see the need' for an ESG strategy, suggesting scepticism around the concept of ESG, as a holistic framework for measuring their organisation's impact on society and the environment, its governance and accountability.

## ESG STRATEGY AND REPORTING %



### On ESG strategy, we asked 'Does your organisation have an ESG strategy?'

Participants selected an answer from:

- **No**, and we do not see the need for one (e.g. because these areas are being/can be addressed in other documents).
- **No**, but we are considering developing one.
- **Yes**, we have a basic ESG strategy, but it's a work in progress and focuses on individual components of ESG.
- **Yes**, we have a holistic ESG strategy that is partially integrated across our organisation.
- **Yes**, we have a holistic ESG strategy that is integrated across all areas of our organisation.

### On ESG reporting, we asked 'To what extent did your organisation report on environmental, social and governance factors in your last annual report?'

Participants selected an answer from:

- **N/A: We do not currently report** on ESG.
- **Minimally**: We only included the ESG information required by law or our regulators.
- **Partially**: We reported more ESG information than required but only in select areas.
- **Comprehensively, but separately**: We provided detailed information on environmental, social and governance performance but addressed these areas separately.
- **Comprehensively and integrated**: We provided comprehensive ESG information within a dedicated ESG section of the report.

## Key findings continued

### Organisations told us:

*“This is a really important area for us and one that we need to start working on.”*  
(under £1m income charity)

*“We are starting out with this important work and keen to be plugged into a network for best practice and support.”*  
(under £1m income charity)

*“This [survey] is really timely to offer some insights into these key areas that we know we need to focus on and prioritise.”*  
(c.£6m income charitable incorporated company)

*“Want to create an ESG strategy but wasn’t sure how to approach it.”*  
(c.£23m income charity)

*“We needed to assess where we were in relation to ESG and didn’t really know where to start.”*  
(c.£60m income charity)

### Insight



#### ESG Accreditations

76% of organisations told us that they make use of at least one external ESG accreditation.

51% of organisations told us that they make use of multiple ESG accreditations.

THE EXTERNAL ACCREDITATIONS, AUDITS, STANDARDS, FRAMEWORKS MOST FREQUENTLY USED BY PARTICIPATING ORGANISATIONS ACROSS ALL ESG AREAS.

Type of accreditation	Number of organisations	% of organisations
Disability Confident Employer	25	32%
ISO Accreditations	14	18%
UN Sustainable Development Goals	14	18%
Social Value Reporting	11	14%
Investors in People	8	10%
National TOMS Framework	8	10%

We analysed the data to understand whether certain accreditations were more or less popular with organisations of various sizes but in fact we found that popularity was largely consistent across participating organisations of all sizes.

The only exception to this was the National TOMS Framework – none of the smaller participating organisations (with under £1m turnover) told us that they currently used this – which is a requirement for those involved in public sector commissioning markets.

See references section on page 29 for an index of all ESG related external accreditations, audits, standards, frameworks and marks participating organisations told us they use, with links for further information.



## Key findings continued

**At a time when not-for-profit organisations face a host of challenges and competing demands on their resources, staff considerations are a clear priority across the sector, and an area where organisations report significant progress.**

### AVERAGE IMPORTANCE RATING FOR EACH SECTION OF THE SURVEY

ESG Area, divided by survey section	Average score
<b>Social impact</b> Your organisation's people	<b>3.81</b>
<b>Governance</b> Your board development	<b>3.75</b>
<b>Social impact</b> Your organisation's impact	<b>3.54</b>
<b>Governance</b> Your organisation's reputation, accountability and public trust	<b>3.53</b>
<b>Environment</b> Your organisation's footprint	<b>2.81</b>

NOTE: Participating organisations rated importance on a scale of 1-4, with 1 representing 'not important' and 4 representing 'very important'.

In the context of an ongoing staff recruitment and retention crisis affecting large parts of the sector, every organisation that answered our questions around staff engagement and staff wellbeing told us that these were either 'important' or 'very important' to their organisation. It was encouraging to find that organisations also believe they are making good progress in these areas.

### SOCIAL IMPACT. YOUR ORGANISATION'S PEOPLE – PROGRESS RATINGS BY QUESTION

	Average Score	Advancing & Advanced	Advanced
<b>Flexible work</b>	3.29	71%	48%
<b>Staff engagement/ input</b>	3.09	76%	33%
<b>Staff pay</b>	3.09	86%	22%
<b>Staff wellbeing</b>	3.04	81%	23%
<b>Average progress rating across entire survey</b>	<b>2.48</b>		

NOTE: Participating organisations rated their progress on a scale of 1-4, with 1 representing 'starting out' and 4 representing 'advanced'.

[See page 28 for Definition of Terms](#)

## Key findings continued

### Insight



#### The Real Living Wage

Organisations recognise that their progress in relation to offering staff a fair reward through pay and benefits lags behind other elements of staff experience. Indeed, 26% of organisations told us that they were not paying all staff a Real Living Wage.

In the current economic times, perhaps organisations are paying greater attention to non-pay related staff considerations, believing this is where they can make more impact – in contrast to pay and benefits, where they are constrained by challenging finances coupled with a need to prioritise impact on beneficiaries in order to fulfil their charitable objectives.

### Organisations told us:

*"We do the best within our budgets."*

(c.£1m income charity)

*"Whilst we cannot pay large salaries we are trying to improve conditions of employment, CPD, Clinical Supervision, 360 Wellbeing benefits etc."*

(c.£2m income charity)

*"We aim to pay our staff as much as we can afford."*

(c.£2m income charity)

*"We feel slightly constrained in this area by the notion of 'how do we spend charity funds, which have almost all been raised by bereaved people?' However, over time we have become more confident in the notion that expending resources to keep staff happy will ultimately benefit the people that we support through our information and services."*

(c.£4m income charity)

*"Some of the things we would like to do are not within our gift to control due to limited funding."*

(c.£5m income charity)

*"After years of economic decline, a lack of funding in our sector has stifled how much staff can be remunerated through salary. However, staff well-being and happiness is paramount to the organisation."*

(c.£22m income charity)

*"We strive to reward our staff through pay and benefits the best we can in the financial envelope available."*

(c.£60m income charity)

## Key findings continued

**While organisations consider environmental concerns important, overall they are a lower priority than social and governance concerns.**

### AVERAGE IMPORTANCE RATINGS ACROSS ESG SURVEY

Survey section	Average importance rating
Environmental impact section	2.50
Social impact section	3.68
Governance practices section	3.64

NOTE: Participating organisations rated importance on a scale of 1-4, with 1 representing 'not important' and 4 representing 'very important'.

This lag appeared consistently across participating organisations of all sizes.

A number of organisations explained that while they considered environmental issues important, unless they were required by a regulator or funder, they couldn't justify prioritising these issues in a way that might dilute their mission-related activities and impact.

Furthermore, organisations told us that their environmental progress lagged behind their social and governance progress. This lag appeared consistently across participating organisations of all sizes.

### AVERAGE PROGRESS RATINGS ACROSS ESG SURVEY

Survey section	Average progress rating
Environmental impact section	1.59
Social impact section	2.77
Governance practices section	2.75

## Organisations told us:

*"It's something we talk about from time to time as being important but feels like an extra thing on top of our mission around homelessness." (c.£2m income charity)*

*"Striking the balance between financial impact and environmental impact for a charity is important. Some environment wants are too expensive to report and manage." (c.£3m income charity)*

*"We know it's important but don't know where or how to start. We also aren't quite sure what our role and the scope of this work could be within our organisation." (under £1m income charity)*

*"We have carbon footprint (data), have planned workstreams to follow up to reduce this impact, but have not really begun action on those plans. We'd expect to be rating ourselves 'Advancing' in a year's time." (c.£13m income charity)*

## Key findings continued

**9% of participating organisations had an environment-focused mission. As is to be expected, they reported being more advanced in this area.**

Question	Average Importance Rating	
	All participating organisations	Organisations with an environment focused mission
We monitor and take steps to address the negative environmental impact (real or potential) of our workforce.	2.77	3.29
We monitor and take steps to address the negative environmental impact (real or potential) of our activities and services.	2.82	3.29
We monitor and take steps to address the negative environmental impact (real or potential) of our assets and resources.	2.84	3.00
We contribute to ecological action in our local community/ communities.	2.32	3.00
We contribute to wider ecological action at a regional, national or international level.	2.03	3.17
<b>Average all Environmental questions</b>	<b>2.56</b>	<b>3.15</b>

NOTE: Participating organisations rated importance on a scale of 1-4, with 1 representing 'not important' and 4 representing 'very important'.

These organisations are well-placed to provide examples of good practice. See our spotlight on environmental organisations in the environment section below.

## Organisations told us:

*"We have commenced our journey to carbon net zero and have in place a carbon management strategy and carbon reduction plan, though this plan is at an early stage of implementation."*

(c.£14m income charity)

*"To date our organisational response to the environment has been largely driven by regulatory drivers. As an organisation that supports vulnerable people and that is funded by central government our priority is always to provide quality support and respond to regulation. There has not been much opportunity to reach beyond the regulatory requirements due to limited resources and financial parameters."*

(c.£60m income charity)

## Spotlight on Equality, Diversity and Inclusivity (EDI)

In several places across the survey, we asked participants to reflect on the importance of Equality, Diversity and Inclusivity (EDI) for their organisation\*. We wanted to embed EDI within environmental, social and governance practices, rather than treat it as a standalone section. In governance, for instance, we asked to what extent organisations are making decisions through listening to a diverse range of voices.

In this year's survey, we also asked about the representation of people from Black, Asian and/or other racially minoritised communities in recognition of the increased focus on racial inequality from institutions and organisations, including in the UK charity sector since 2020, when Black Lives Matter protests around the world shone a light on racism here in Britain. This focus provides a means for us to chart progress in this area in future years.

Notably, while participating organisations consistently told us that they are committed to embedding EDI across their organisation, most organisations rated their progress in this area as 'starting out' or 'developing' (56%). In total 99% told us this was either 'important' (17%) or 'very important' (82%). This represents the most significant gap between importance and progress ratings across the survey and an area of significant and urgent challenge for our sector.

### DISCREPANCY BETWEEN 'IMPORTANCE' AND 'PROGRESS' RATINGS

Survey question	Average importance rating	Average progress rating	Variance between scores
We are committed to embedding equality, diversity and inclusivity across our organisation and proactively pursue this goal.	3.81	2.48	1.33
All survey questions	3.43	2.48	0.95

## Opportunity for Progress

There is clear appetite and need for organisations to do more to embed EDI across their organisations. This is an area where organisations could clearly benefit from access to more support and resources.

### Organisations told us:

*"The more we progress on this, the more we realise how far we still have to travel."*  
(under £1m income community based credit union)

*"We consider our organisation to be inclusive but there are barriers to communities of specific protected characteristics which we need to consider more deeply and develop and fundraise [...] to address."*  
(c.£1m income charity)

*"The launch of the Socio-Economic Background (SEB) staff network, provides vital support to individuals from disadvantaged backgrounds. This initiative is complemented by our removal of the 2:1 degree requirement from job descriptions, which broadens access to talent by reducing unnecessary barriers to entry. We also implemented gender-neutral language across our recruitment practices, which has created a more inclusive process. [...] Our external Anti-Racism training has reinforced our organisational commitment to tackling racial inequality. We are also exploring Disability Confident accreditation and Stonewall benchmarking, to enhance our inclusivity standards for individuals with disabilities and the LGBTQIA+ community, respectively."*  
(c.£4m income charity)

\*EDI-related questions appear in several sections of the survey: General; Social Impact (Your organisation's people); Governance (Your board development); and Governance (Your organisation's reputation).

## Spotlight on EDI continued

We recognise that representation of any specific groups and communities in leadership roles is a nuanced issue, with expectations varying between organisations to take account of their location, activities and beneficiary groups.

We identified a significant lack of representation for Black, Asian and other racially minoritised communities at senior executive level.

69% of participating organisations had no Black, Asian or other racially minoritised community representation at all, at senior executive level.

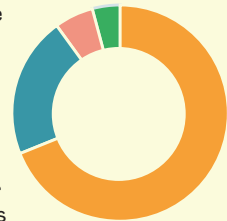
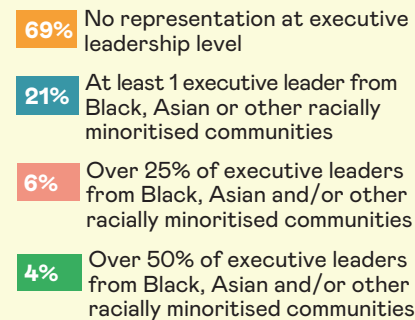
At Board level, 32% of participating organisations had no Black, Asian or other racially minoritised community representation. This means that 68% of organisations had at least one board member from a Black, Asian or other racially minoritised community.

It is interesting to note how this compares with representation in the private sector. In March 2024, the Parker Review<sup>1</sup> found that 70% of FTSE 250 companies have at least one ethnic minority director on their board. So our survey has found that not-for-profit organisations are on a par with large companies in terms of board representation. Nevertheless, many organisations in both sectors still have a long way to go in this area.

Notably, 23% of participating organisations (almost 1 in 4) told us that they had no one from Black, Asian or other racially minoritised communities on either their senior executive leadership team or their board. When we analysed the data by organisation size, we found that the smaller participating organisations (i.e. those with an annual turnover under £1m) are generally performing less well in this area, with 31% of these organisations telling us that they have no one from Black, Asian or other racially minoritised communities on either their senior executive leadership team or their board.

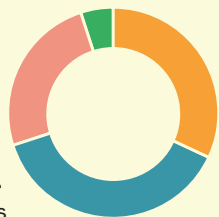
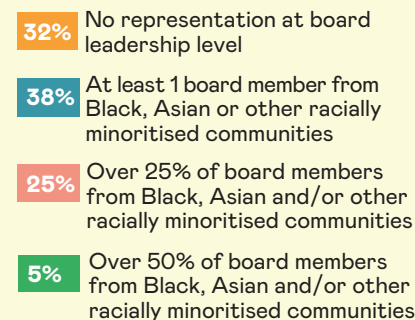
### REPRESENTATION OF BLACK, ASIAN AND OTHER RACIALLY MINORITISED COMMUNITIES AT EXECUTIVE LEADERSHIP.

% OF PARTICIPATING ORGANISATIONS WITH:



### REPRESENTATION OF BLACK, ASIAN AND OTHER RACIALLY MINORITISED COMMUNITIES AT BOARD LEVEL.

% OF PARTICIPATING ORGANISATIONS WITH:



### Organisations told us:

*"We link up with recruitment partners to source candidates from a wide source/pool of people from diverse backgrounds. We actively promote inclusion for all as a charity supporting adults with learning difficulties. Our learning & development strategy and working practices ensure that teams are skilled in promoting equality, diversity & inclusion. We are a disability confident employer and are accredited for this. We are implementing a new applicant tracking system [...] to ensure that no bias can occur." (c.£1m income charity)*

<sup>1</sup> The Parker Review, p9, accessed on 20 December 2024 at: [The-Parker-Review-March-2024.pdf](#)



# Deep Dive: Environmental Impact

## Introduction

Organisations told us that environmental concerns are important to them, albeit as a lower priority than social and governance concerns. Of the three areas of ESG, environmental progress lags behind their social and governance progress, with many organisations acknowledging that they are early in their journey in this area, though they are keen to advance their progress.

**Most participating organisations told us they considered it 'important' or 'very important' to monitor and take steps to address the negative environmental impact of their activities and services (71%), their assets and resources (70%) and their workforce (63%).**

When we asked participating organisations about their progress monitoring and taking steps to address the negative environmental impact (real or potential) of their activities and services, only 10% rated themselves as 'advancing' or 'advanced'.

When we asked about their progress monitoring and taking steps to address the negative environmental impact (real or potential) of their assets and resources, only 16% rated themselves as 'advancing' or 'advanced'.

When it came to monitoring and taking steps to address the negative environmental impact (real or potential) of their workforce, only 15% rated themselves as 'advancing' or 'advanced'. We also noted that smaller organisations tended to focus on areas of staff travel and digitisation/reduction of paper waste.

## DISCREPANCY BETWEEN 'IMPORTANCE' AND 'PROGRESS' RATINGS

Question	% organisations rating as 'Important/Very Important'	% organisations evaluating their progress as 'Advancing/Advanced'
We monitor and take steps to address the negative environmental impact (real or potential) <b>of our workforce.</b>	63%	15%
We monitor and take steps to address the negative environmental impact (real or potential) <b>of our activities and services.</b>	71%	10%
We monitor and take steps to address the negative environmental impact (real or potential) <b>of our assets and resources.</b>	70%	16%

## Organisations told us:

*"Our workforce only travel to the office once a week now and work from home the rest of the time. Travel by car is cut to a minimum, with Zoom meetings and travel by train taking over."*

(under £1m income charity)

*"We have done an eco audit and are embedding its findings and changes needed."*

(c.£2m income charity)

*"We have a young people's group that are engaged with trustees on the environmental impact of our endowment/investment portfolio. This has progressed our ESG focus across the portfolio and we are reviewing divesting from fossil fuels currently."*

(Buttle UK)

## Deep Dive: Environmental Impact continued

### Good Practice

#### 360Giving

**“We provide digital and data platforms, so servers and equipment are our largest environmental impacts.”**

Actions included:

- Changing our host to one which uses renewable energy.
- Reducing our data and backups to reduce the number of servers used and consolidating platforms on servers.
- Optimising data processing in batches overnight to reduce energy usage, regular defragmentation and maintenance of the data on servers to ensure they are operating as efficiently as possible.
- Reducing our equipment purchases – rotating servers reaching end of life to backups and non-front-line services like monitoring data to extend life.
- Looking at ESG credentials of all suppliers as part of our procurement processes – Living Wage Employers, majority are co-ops, supporting sector initiatives.

#### c.£9m income charity

**“Steps being taken include a clearly defined environmental policy and environmental action plan which is published on our website.”**

Actions included:

- We are Green Small Business Certified (alternative to ISO 14001 accreditation). Achieving and maintaining certification includes creating, implementing and continually reviewing our Environmental Action Plan.
- Currently reviewing best way to measure and monitor our carbon footprint.
- Established Green Group.
- Automated reminder to shut down machine daily – encouraging colleagues to think about environmental impact.
- Decisions around environmental impact of selecting new office space.
- Environmental considerations in travel policy.
- Encouraging colleagues to explore green providers for energy, broadband etc.
- Considerations around partners’ environmental impact part of due diligence.

#### Brook Young People

**“We have in place a comprehensive Carbon Management Strategy to PAS 2060 specifications – a gold standard in carbon neutrality claims.”**

Actions included:

- Our first carbon footprint report was completed and independently verified in 2022 and calculates our total carbon footprint for the 2022 calendar year in CO<sub>2</sub>e, broken down by source. Our Carbon Reduction Plan takes this benchmark and sets out the actions we will take to target Net Zero emissions across all our activities by 2050.
- Our proposed actions encompass behavioural change, investment and procurement. We have taken action to switch our electricity contracts to 100% renewable REGO backed electricity and are implementing measures within our premises such as energy efficient LED lighting.

#### Thomley Hall Centre Ltd

**“Thomley has taken significant steps to decarbonise its operations, promote nature recovery, and improve its environmental sustainability.”**

Actions included:

- Biodigester installed.
- Replacement of all lighting to energy-efficient LED bulbs.
- Elimination of single-use plastic items.
- Installing PV Solar Panels, EV Charging Points and E-Bike Charging Points.
- Adoption of hybrid working for staff members who do not need to be on site to carry out their duties.
- Use of Cloud-based computing systems to reduce the amount of computer hardware we need to purchase and replace.
- Extension of our Sensory Garden to create more green space.
- Creation of a Horticultural Area.
- Creation of the Eco-Woodland Outdoor Learning and Adventure Centre.

[We also] take into account the environmental and sustainability guidance contained in Local Plans.  
[We are] participating in the Joint Local Plan 2041 consultations.”

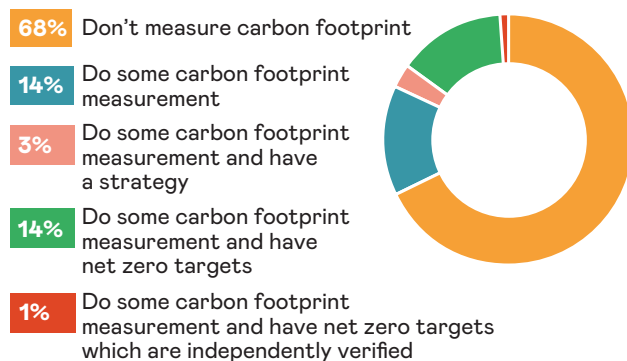


## Deep Dive: Environmental Impact continued

While progress on environmental impact lags behind progress in other ESG areas, organisations of all sizes are evidently engaged in monitoring and taking steps to address their negative environmental impact.

In this context, it is notable that only one third (32%) of participating organisations undertake any form of carbon footprint measurement, and under half of these (15% of participating organisations) have a strategy in place to reduce to net zero. In particular, of the 18 participating organisations with an annual income of £1m or less, only one told us that they do any form of carbon footprint measurement.

### HOW ORGANISATIONS MEASURE THEIR CARBON FOOTPRINT (%)



According to data published by RMI in 2023<sup>2</sup>, carbon footprint and other emissions measurement systems have become the default way to measure environmental impact in the private sector.

While these carbon footprint and other emissions measurement systems have become the default way to measure environmental impact in the private sector<sup>2</sup>, our ESG survey data and feedback suggests that this approach may be less suited as a measure for not-for-profit organisations, in particular for smaller charities.

### Opportunity for Progress

**There is clear appetite and opportunity for organisations to do more to mitigate their negative environmental impact. This is an area where organisations could clearly benefit from access to more support and resources.**

**Not-for-profit organisations are primarily focused on monitoring and addressing their own negative environmental impact. By comparison, they are less engaged with participating in ecological action in the wider community.**

This trend appeared across participating organisations of all sizes. Even among relatively larger organisations (the 34 organisations with an annual income above £5m), those that are engaged with ecological action in the wider community, are generally more focused on activities that contributed to local communities, rather than action at a regional, national or international level.

The 9% of participating organisations with a specifically environment-focused mission buck this trend. They told us they place equal importance on their organisation's environmental impact and their role as a contributor to wider ecological activity.

<sup>2</sup> Over 23,000 companies globally (representing more than 50% of global market capitalisation - which means the total value of all listed shares in all global stock markets) are reporting their emissions data to CDP (a not-for-profit that runs a global disclosure system that companies use to manage their environment impact). [RMI, accessed 19 December 2024] [Corporate Climate Action: Analyzing the Recent Surge of Climate Commitments - RMI](#)

## Deep Dive: Environmental Impact continued

### Spotlight on organisations with a specifically environment-focused mission



**Seven organisations with a specific environment-focused mission participated in the first year of Eastside People's ESG survey. These organisations work in a range of fields, including the financial sector, social justice, provision of community support and spaces, conservation and ecosystem restoration.**

They told us about the innovative, progressive environmental activities taking place at their organisations.

These are examples of the activities being undertaken by four of the seven organisations:

**“ [We have] Started activities with children and adults to encourage grow plants and flowers around the building. ”**

(Ravensthorpe Community Centre Ltd)

**“ We have responsible sourcing policies that include vegetarian and local sourcing for all food provided;** travel policies that minimise impacts and encourage use of trains and other lower-carbon transport options; we work with our suppliers to reduce impacts of all activities; we calculate our environmental impact and where these are unavoidable we mitigate through e.g. purchase of verified carbon units.” **”**

(c.£10m income charity)

**“ We are creating tangible change in the behaviours of investors,** other financial sector actors and policy makers to address climate change and biodiversity loss. **”** (c.£7m income charity)

**“ As an organisation focused on the environment [...] we actively take steps to address negative environmental impact and champion others to do so.** We have outlined in our strategy the aspiration to be climate positive by 2030 and have a carbon reduction plan in place. Employees are asked to include ways to improve environmental impact within their annual goal setting.

Employee carbon impact is monitored annually and we have invested in increased recycling facilities to support reducing employee impact. Our environmental policy specifically references Employee support and training in relation to environmentally friendly practices and procurement.

We are a Climate Perks employer giving our employees up to 2 days additional leave to support sustainable holiday transport rather than flying... We have a suite of sustainability policies that aim to address environmental impact with regards to Net Zero, Land Management, Water Use, Waste Control, Pollution, Events & Fundraising, Employee support, eco anxiety and products and services. We have an Ethical Partnerships subgroup that supports ethical decision making in relation to partnerships... We have an Ethical investments and procurement policy in place to support decision making to address negative environmental impact... [We] listen to local communities wants, needs and aspirations and support them to achieve this in a nature friendly way. We supply communities with advice and tools to advocate for nature through their local MPs. **”** (Derbyshire Wildlife Trust)

# Deep Dive: Social impact

## Introduction

Staff considerations are a clear priority across the sector and an area where organisations report most significant progress. Indeed, organisations progress on social impact overall is relatively advanced. However, there are still significant areas where organisations want and need to do more to understand and improve their impact on beneficiaries and the wider community.

See questions 10-20 in the survey for a full list of social impact related questions.

**Not for profit organisations consider staff experience a high priority. Indeed, participating organisations consistently rated staff considerations a higher organisational priority than impact on the wider community.**

(See survey results in first chart on page 9)

Staff considerations explored in the survey include provision of flexible work arrangements; pay and benefits; staff engagement; health, wellbeing, development and safety; and equality, diversity and inclusion. (See survey questions 10-14)

In terms of progress in these areas, participating organisations reported making greatest progress on developing flexible working practices – across the entire survey, on average organisations reported being most advanced in this area. (See survey results in second chart on page 9)

Some participating organisations explained that staff experience is a high priority for them, in part to mitigate sector salaries which they recognise are low compared to the private and public sectors.

## Organisations told us:

*“As sector salaries are low, we try to fully adopt other ways to reward and benefit staff. Flexible working is one key area in this. Staff can choose when and where they work, within reason.”*

(Rainbow Services)

*“Whilst we cannot pay large salaries we are trying to improve conditions of employment, CPD, Clinical Supervision, 360 Wellbeing benefits etc.”*

(c.£2m income charity)

*“Each year, we have 2 paid ‘wellbeing days’, which are in addition to employees’ annual leave entitlement, to prevent burnout and promote regular breaks from work.”*

(c.£4m income charity)



## Deep Dive: Social Impact continued

### Good Practice

#### c.£2m income charity

"Last year [we] changed annual leave policy to enable staff to have bank holidays as part of their A/L provision, i.e. no one is required to take bank holidays off, so if they choose they can work on a bank holiday and use that day to take annual leave another time; in response to feedback and in particular to accommodate staff who don't celebrate the festivals around which many of our bank holidays are centred."

#### c.£4m income charity

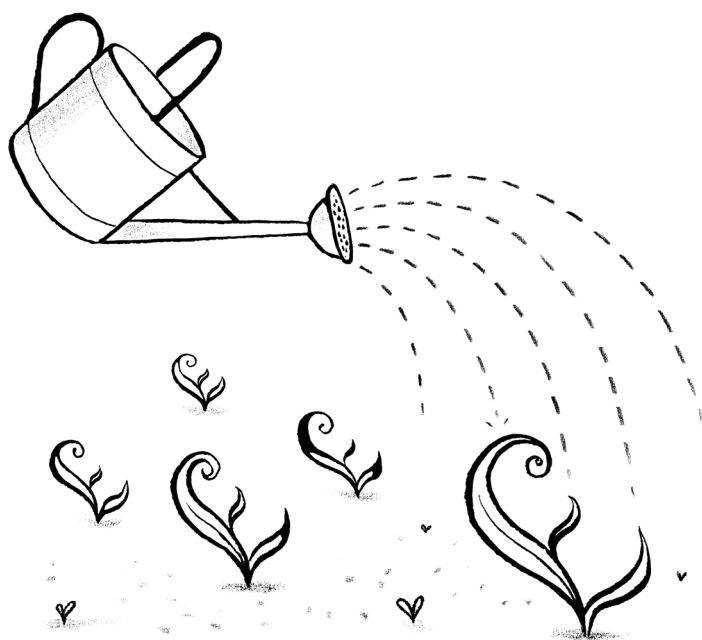
"We have 'deep work Wednesdays' in place which are free from meetings and staff can choose to focus on their development and goals during this time."

#### Brook Young People

"We have recently introduced a four-day working week (or a 20% reduction in hours for part-time staff) with no reduction in pay. Our staff have complete freedom in how they use their non-working day – volunteering, studying, other employment, caring responsibilities, or hobbies/relaxation. A 6-month pilot was robustly evaluated and demonstrated significant benefits in terms of both flexibility and health and wellbeing."

The mental and physical health of staff improved during the pilot, with 48% of participants reporting an improvement in their mental health and 41% reporting an improvement in their physical health. This is supported by sickness absence data, with a reduction in the sickness absence rate from 3.37% to 2.12%. 60% of participants reported an increase in their life satisfaction, with improved work-life balance a prominent theme.

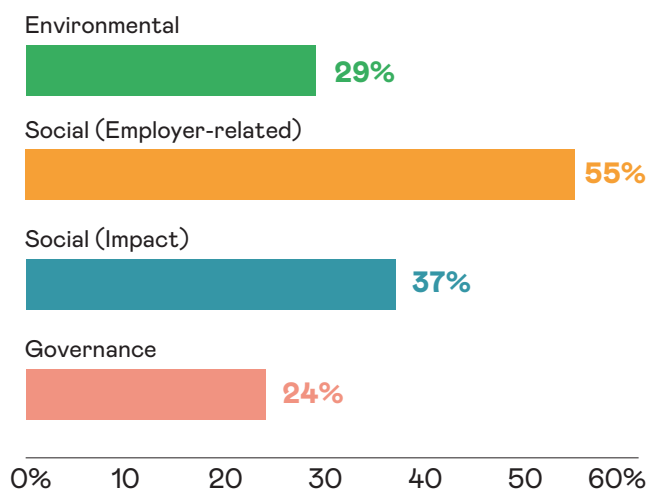
The results of Brook's pilot broadly mirror the findings of the international pilot and achieved a greater positive impact against some indicators. In particular, Brook's pilot saw a larger improvement in mental and physical health and a larger reduction in burnout."



## Deep Dive: Social Impact continued

**Considerably more organisations are making use of the wide range of external accreditations, audits, standards, frameworks or marks available to benchmark their performance and recognise achievements as employers, than in any other ESG area.**

### PROPORTION OF PARTICIPATING ORGANISATIONS USING EXTERNAL ACCREDITATIONS



Notably, almost one third of participating organisations (25 in total) told us that they have signed up as a Disability Confident Employer.

**When it comes to impact on beneficiaries and the wider community, many participating organisations told us that they still have work to do to effectively measure and evidence their impact.**

While most organisations (75%) said that gathering evidence on the difference they make to beneficiaries was 'very important' to them, relatively few (only 17%) rated their progress in this area as advanced.

### Opportunity for Progress

**There is clear appetite and need for organisations to more effectively gather evidence of their impact on beneficiaries. This is an area where organisations could clearly benefit from access to more support and resources.**

### Organisations told us:

*"Impact is everything. We have two theories of change for specific programmes but we don't have an organisational theory of change. We also don't sufficiently collect, analyse and utilise programme impact data to drive improvements. This is an area we know we need to work on."*  
(under £1m income charity)

*"We are embarking on developing an evaluation framework for the organisation and recognise that we need to have clearer and consistent approaches to collecting and analysing data."*  
(c.£1m income charity)

*"The impact we make on people is extremely important to us as we only have one chance to get it right in end-of-life care. We believe we do a good job as the feedback we receive is strong and we have very few complaints. We do not, however, measure impact in many other ways and we want to develop that understand it more and apply a measurement to every aspect of our activities and not just a feeling of patient care."*  
(c.£18m income charity)

## Deep Dive: Social Impact continued

**When it came to contributing to the community 'beyond' our direct work with beneficiaries, 20% of organisations told us they were 'starting out' in this area. This was the highest 'starting out' percentage across the survey.**

Importance Ratings	Average Score	Not Important	Slightly Important	Important	Very Important
We have a theory for how we make and achieve impact	3.64	1%	3%	27%	69%
We gather evidence on the difference we make to our beneficiaries	3.74	0%	1%	23%	75%
We spend time reflecting on our evidence and then make decisions based on it	3.60	0%	3%	35%	62%
We contribute positively to our communities beyond our direct work	3.19	18%	39%	35%	8%

Progress Ratings	Average Score	Starting Out	Developing	Advancing	Advanced
We have a theory for how we make and achieve impact	2.57	13%	34%	36%	17%
We gather evidence on the difference we make to our beneficiaries	2.57	14%	32%	37%	17%
We spend time reflecting on our evidence and then make decisions based on it	2.49	12%	42%	32%	14%
We contribute positively to our communities beyond our direct work	2.31	20%	43%	20%	17%

### Organisations told us:

*"We spend time reflecting on our evidence and then make decisions based on it, including where we allocate resources at all levels in our charity. One of the reasons we are successful is because we can and do measure our impact and are able to evidence it. This comes at a cost in terms of time and money, but the ROI outweighs that."*  
(under £1m income charity)

*"Our strategy is based on an outcomes framework to achieve our impact which has a suite of indicators for us to measure the effectiveness of activities to deliver the outcomes. Plans are prioritised on an outcomes basis. Evaluation mechanisms in place for all activities – although recognising that because one of our values is openness and we want people to access our website and services without logging in or being identifiable, we only have proxy measures in some areas and then undertake annual surveys and research to get more qualitative feedback on our outcomes and impact."*  
(360 Giving)

*"In the last few years alone, we have been focused on putting our residents at the heart of what we do, completing a full Resident Satisfaction Survey and a resident-led Mission and Values refresh. We action changes based on the clear model of 'We Asked, You Said, We Did', demonstrating our commitment to following residents' views."*  
(The Finchley Charities)

### Insight



#### Theories of Change

Almost all participating organisations (96%) rated the following statement as either 'important' or 'very important':

**We have a theory for how we make an impact, how we achieve this and why we're confident this is the best approach.**

Yet only 22% of participating organisations told us that they have a current theory of change or similar published on their website,



# Deep Dive: Governance Practices

## Introduction

Organisations told us that governance concerns are a high priority for them and an area where their progress is relatively advanced, in particular when compared to environmental concerns. Nevertheless, many organisations still have significant work to do to achieve best practice in some key areas of governance.

See questions 21 onwards in the survey for a full list of governance related questions.

**Activities and issues around board development are a top governance priority for participating organisations, who rated these as more important, overall, than issues of reputation, accountability and public trust. Nevertheless, many participating organisations' governance practices do not fully adhere to the Charity Governance Code.**

To read these questions in full, please see the 'Governance: Your board development' and 'Governance: Your organisation's reputation, accountability & public trust' sections of the survey.

## AVERAGE IMPORTANCE RATINGS FOR ALL GOVERNANCE QUESTIONS

Section/ Question	Average Importance Rating
<b>Your board development</b>	
Our board comprises members with a relevant balance of skills, diversity and experience.	<b>3.79</b>
Our board members have the capacity, commitment and opportunities to be effective strategic decision-makers.	<b>3.86</b>
Our board members build trusted relationships with each other and our executive.	<b>3.69</b>
We have appropriate systems, structures and committees in place to ensure effective board engagement and strategic focus.	<b>3.82</b>
We equip our board members with the support, tools and information they need to thrive in their roles.	<b>3.60</b>
<b>Average</b>	<b>3.75</b>
<b>Reputation, accountability &amp; public trust</b>	
We communicate clearly to stakeholders about our purpose and strategy, and how we are progressing in relation to these.	<b>3.60</b>
We make well-informed decisions by drawing on input from a diverse range of stakeholders including service-users and the wider community.	<b>3.61</b>
We maintain accountability, using a well-publicised, accessible process to manage and resolve complaints, and we learn from such incidents to improve our performance.	<b>3.58</b>
We consider how collaboration, partnership or merger might enable us to be more effective.	<b>3.35</b>
<b>Average</b>	<b>3.53</b>

## Deep Dive: Governance Practices continued

### Organisations told us:

“[Our] comprehensive induction programme for new trustees includes internal briefings across teams, external visits to see service delivery in action, an experienced trustee buddy, check-ins with chair/vice-chair and access to external training where wanted / needed.”

(c.£2m income charity)

“We make sure we have regular engagement opportunities for the board which include two in person away days with opportunities to engage in a relaxed environment after the meeting, a comprehensive induction plan, a buddy system and meet and greets to our services.”

(Avenues Group)

“Board members have an annual review – not appraisal but have 121 with the chair of the board. The Code of Governance was reviewed by two of our own board members.

We have trustee visits to departments and our retail outlets to demonstrate well-led and also create good working relationships with staff. This allows board members to have feedback first-hand. Our board members are engaged and supportive of the senior leadership team. They are responsive to communications and do attend hospice events on their own time.”

(St Andrew’s Hospice)

**While most organisations told us that having a relevant balance of skills, diversity and experience on the board is important to them, organisations with over £1m turnover were far more likely than smaller charities to consider this a top priority.**

90% of organisations with £1m+ turnover (‘larger organisations’) said this was ‘very important’ to them, compared to 53% of organisations with under £1m turnover (‘smaller organisations’).

These larger organisations also reported more progress in this area than smaller organisations, although the disparity between the two groups was less pronounced: 68% of these larger organisations rated their progress as ‘advancing’ or ‘advanced’ (the two most advanced ratings available) compared to 47% of smaller organisations.

### OUR BOARD COMPRISES MEMBERS WITH A RELEVANT BALANCE OF SKILLS, DIVERSITY AND EXPERIENCE.

Smaller Organisations



Larger Organisations



All Organisations



0 20 40 60 80 100

 % rating this 'very important' to the organisation

 % rating their progress as 'advancing' or 'advanced'

Participating organisations of all sizes reported board recruitment challenges. Some organisations are also changing their approach to recruitment, to reflect an increasing awareness of the need, and benefits, of a more diverse board.



## Deep Dive: Governance Practices continued

### Spotlight on the Charity Governance Code's good governance standards



Of the 60 'larger' organisations with £1m+ turnover,\* only 48% told us that they had undertaken an external evaluation of their board effectiveness in the last 3 years – despite this being Charity Governance Code recommended practice for larger charities.<sup>3</sup>

Furthermore, 39% of all participating organisations (30 in total) told us that they have at least one trustee who has served on the board for more than 9 years. This includes 37% of larger organisations (22 in total). The Charity Governance Code recommends that where trustees have served beyond 9 years, any reappointment is 'subject to a particularly rigorous review and takes into account the need for progressive refreshing of the board'.<sup>4</sup>

Ten (17%) of the larger organisations had both not undertaken an external board evaluation in the last 3 years, and had at least one trustee with more than 9 years' service on the board.

\*Including 57 charities, 3 CICs and 1 undeclared.

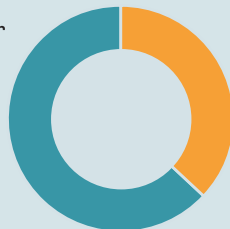
#### EXTERNAL REVIEW OF EFFECTIVENESS IN LAST 3 YEARS†

- 48% Have undertaken review
- 52% Have not undertaken review



#### TRUSTEES WITH OVER 9 YEARS SERVICE†

- 37% At least one board member with over 9yrs' service
- 63% No board members with over 9yrs' service



†Larger' organisations with £1m+ turnover

### Organisations told us:

*"There is a skill shortage in our area and therefore we struggle to find the right candidate for the role of trustee."*  
(under £1m income charity)

*"We are a medium sized charity and it's a challenge to attract trustees of any skills, diversity and experience, there is considerable competition in our area."*  
(under £1m income charity)

*"Historically, the board's "diversity" has been in the sense of their various areas of expertise - i.e. business admin; finance; IT security; medical / NHS; legal, etc. Only recently have we started to consider diversity of background / experience."*  
(c.£4m income charity)

*"We try to be clear about the time commitment of being a trustee on our board at recruitment stage but it tends to conflict with the fact that we are trying to recruit trustees with current professional experience who tend to be extremely busy in their professional capacity."*  
(c.£60m income charity)

<sup>3</sup> Principle 5.8.2 of the Charity Governance Code for larger charities: <https://www.charitygovernancecode.org/en/pdf>

<sup>4</sup> Principle 5.7.4 of the Charity Governance Code for larger charities and principle 5.7.3 of the Charity Governance Code for smaller charities: <https://www.charitygovernancecode.org/en/pdf>

## Deep Dive: Governance Practices continued

**We asked participating organisations to rate their progress against four statements relating to their reputation, accountability and public trust. Over half of these rated their progress as less advanced, saying they were ‘starting out’ or ‘developing’ in answer to three out of the four statements.**

These three, relatively less important statements were:

- We communicate clearly to stakeholders about our purpose and strategy, and how we are progressing in relation to these. (Survey question 27)
- We make well-informed decisions by drawing on input from a diverse range of stakeholders including service-users and the wider community. (Survey question 28)
- We consider how collaboration, partnership or merger might enable us to be more effective. (Survey question 30)

Participating respondents did not explain why they’d given these statements lower progress ratings in their reflections. However, many evidenced considerable organisational attention in these areas.

It may simply be that not-for-profit organisations are under pressure and as they work to deliver on so many fronts this limits their progress in these areas.

As one participating organisation reflected:

*“We do try to include as many people in the decision making of the charity as possible and draw from our wide range of stakeholders. This can be challenging as we are a small team all trying to do too much but we do understand the importance of this and many of our services have come from the minds of our service users themselves and then are developed by the team.”*  
(under £1m income charity)



# Appendix I: Design Principle

**In late 2023, we began the task of developing a new ESG tool designed specifically for the not-for-profit sector in England and Wales.**

Our first step was to ask a group of 15 charity funders and chief executives to test whether there was a gap in ESG data, insights and resources within the sector. These stakeholders told us that:

- ESG is increasingly a priority for organisations across the not-for-profit sector.
- Expectations around ESG reporting and transparency are increasing.
- Funders, donors and boards are seeking greater reassurance on key non-financial matters, many of which fall within ESG. As one participating organisation said: “Environmental concerns are increasingly important in terms of local government contracts and tenders.”
- Current staff and beneficiaries want to know that not-for-profit organisations don’t just care about these matters (in particular around the environment), but they want to see organisations taking action. As a new generation joins the workforce, this trend is likely to strengthen.
- There is a demand for more resources and support:
  - Through simple tools that can help organisations track what they’re currently doing
  - At a strategic level, to support organisations to map out a route to progress.

To meet these needs, we designed a reporting tool that would allow organisations to assess their progress on:

- 1.** Environmental impact (organisational footprint and wider ecological contribution).
- 2.** Social impact (workforce practices and approach to impact measurement).
- 3.** Governance practices (board development and reputation, accountability & public trust).

With its primary purpose being as a developmental tool, we designed some key ESG survey features that would support organisations to reflect on their practices and progress. In particular:

- We designed the tool so that it could be completed collaboratively by a team of colleagues including board members.
- We produced a bespoke, confidential report for every organisation that completed the survey, together with an action plan template to support them to advance their ESG planning and activities.
- The ESG survey is intended to be an annual reporting tool, with a yearly reporting window, when organisations can return to the development tool using it to record and reflect on their progress year on year.

Our ESG Survey is not intended to replace or compete with any of the frameworks or standards organisations may already be using. Instead, it’s a resource designed to complement what’s already out there by:

- Gathering and sharing benchmarking data.
- Seeking to understand what frameworks, standards and other tools organisations are already using in order to signpost more organisations to useful resources.
- Capturing insights from the sector and sharing them as widely as possible.

It is our hope and intention that in this, its first year, our ESG Survey provides a starting point for more collaboration, peer-support and shared learning across the sector.

In this way, we aim to initiate an internal, not-for-profit sector conversation that considers ESG on our own terms.

## Appendix 2: How it works

In its first year, the survey was accessible online during a reporting window from 26th September to 31st October 2024.

**We sought to make the survey as easy to use as possible. Once organisations logged in, they were able to download the survey in full, so that they could share with colleagues and prepare their answers offline. We encouraged respondents to set time aside with colleagues, to discuss the questions and develop their responses together, to make the most out of the survey's potential as a developmental tool.**

Respondents did not have to complete the survey all at once. Their progress was saved along the way, so that they could add and amend responses as many times as needed before submission.

We recommended that organisations set aside 1-3 hours to complete all sections of the survey, though organisations that involved more colleagues and used the questions as discussion prompts spent additional time on those activities.

At the start of the survey, we asked some general questions about the participating organisations and their ESG practices.

Participants then worked through three separate sections, exploring their organisation's activities and practices in relation to 1) environmental impact, 2) social impact, and 3) governance practices.

In each of these three sections, we asked participants to consider a series of statements; to rate each statement's importance to their organisation; and then to assess their activities and progress in relation to the statement measured against a set of maturity progress ratings from 'starting out' to 'advanced'.

📎 Download a full list of the survey questions:

<https://eastsidepeople.org/resource/esg-assessment/>

### Definition of Terms

**We provided the following guidance definitions for these maturity ratings, referred to as 'progress' ratings throughout this report:**

**Starting Out** We are only just starting out in this area; we know we have work to do/face challenges and are aware there may be risks to consider; we are interested to understand more; we don't yet have mechanisms in place to collect data or measure impact; we don't yet have a plan/strategy (but we want or need one); we are currently taking little or no action; we want to start taking action though we aren't necessarily sure how to approach next steps.

**Developing** We have analysed the challenges we face in this area and understand what we need to do; we have done an initial/basic risk assessment; we have some mechanisms in place to collect data and measure impact; we have a basic plan/strategy, though it may not yet be integrated into our wider organisational strategy; we have taken some action and made some progress but we are still fairly early on in our journey; there is more we can do.

**Advancing** We are doing well in this area and we've taken significant steps to overcome any challenges we face; we have a good understanding of associated risks and measures in place to manage these; we have effective mechanisms in place to collect data and measure impact, and we use this information to report on our progress; we have a robust plan/strategy in place which integrates activity in this area into our wider organisational strategy; while there may be more we could do, we are proactive in this area and believe we are making good progress.

**Advanced** We have confidence (through evidence) that we are excelling in this area; we have successfully overcome challenges and have the systems in place to overcome new challenges that may arise; we have a comprehensive risk assessment and management procedures in place; we have robust mechanisms to collect data and measure impact, and use this information to regularly report on our progress; we have a comprehensive strategy/plan in place which both informs and is informed by our wider organisational strategy; our progress in this area is embedded across the organisation and consistent over time.

# Appendix 3: Acknowledgements and Resources

## Acknowledgements

**This tool has been developed by and for the sector with generous support from our early adopting charities:**

Alzheimer's & Dementia Support Services,  
Brook Young People, ShareAction, Family Action,  
Justlife Foundation, Making Space, Rainbow  
Services, Rennie Grove Peace Hospice Care,  
St George's Hospital Charity, St Helena Hospice,  
West Kent Mind.

All these contributors participated in our pilot survey in summer 2024, devoting considerable time and energy to helping us shape the ESG survey. We are indebted to them for their feedback, insight and commitment, which has transformed our ESG survey into a truly sector-led resource.

We also worked closely with ACEVO – the membership body for charity CEOs – who provided feedback on the design, shared it with its members and are helping to disseminate insights & trends, in order to amplify the survey's reach and impact. We are grateful for their support and involvement.



Author: Rebecca Hammond  
Research Support: Hannah Coleman  
Designer: Suzanne Branston  
Survey Tool Development: Fidabona

## 🔗 Links to ESG related external accreditations, audits, standards, frameworks and marks

Adventure Activities Licensing Authority  
Age Friendly Employer Pledge  
BCorp Certification Standards  
British Association for Sustainable Sport  
CGI ESG Maturity Matrix  
Charity Governance Code  
CIPD Good Work Index  
Climate Perks employee benefits scheme  
Care Quality Commission  
DSC Governance App  
Dementia Friendly Organisations  
Digiboard  
Disability Confident Employer  
Diverse Sustainability Initiative  
Employers Network for Equality & Inclusion (ENEI)  
Race Equality Hub  
Fair Employment Charters  
Foundation Practice Rating  
Fundraising Regulator  
Global Biodiversity Framework  
Global Reporting Initiative Standards  
Green Small Business Certification  
Harvard Business Review 5 stages of DEI maturity  
Impact Reporting and Investment Standards  
Inclusive Employers Standard  
Inclusive Excellence Framework  
Investors in People  
Investors in the Environment  
Investing in Volunteers  
ISO Standards on Environment (ISO 14001)  
ISO Standards on Governance  
ISO Standards on Workforce Management  
Key Biodiversity Areas Monitoring  
King's Award for Voluntary Service  
Living Hours standard  
Living Pension standard  
Matrix Standard for Information, Advice and Guidance  
Menopause Workplace Pledge  
Mindful Employer  
National TOMS Framework  
National Youth Agency Quality Mark  
Neurodiversity Inclusivity Confidence Award  
NPC Theory of Change in Ten Steps  
PAS 2060 Carbon Neutrality Standard  
Qualsafe Mental Health First Aid  
Real Living Wage  
SDG Impact Goals  
Smart Carbon  
Social Return on Investment  
Social Value Reporting  
Stonewall UK Workplace Equality Index  
Sunday Times Best Places to Work  
Sustainability Reporting Standard for Social Housing  
Trusted Standard  
UN Sustainable Development Goals  
Volunteer Friendly Award

# What Next?

**The ESG survey is an annual reporting tool with a window when organisations can return to the assessment, using it to record and reflect on their progress year on year.**

Report data and analysis can be shared with leadership teams, boards, donors and funders, who will be able to use the findings to identify key areas where more proactive approaches and additional resources are needed.

In the future we aim to provide more tools and resources so that organisations can understand where they are in their development as well as have easier ways to improve their performance in environmental, social or governance areas.

We are also particularly interested to engage with funders and partners who would find value in being connected with this project, and act as ESG supporters to help charities to build capacity in this area.

**The next edition of the survey will be open from:  
Tuesday 27th May 2025 to Friday 25th July 2025**

**Sign up here:**

[🔗 https://eastsidepeople.org/resource/esg-assessment/](https://eastsidepeople.org/resource/esg-assessment/)



# About Eastside People

**Eastside People delivers consultancy and recruitment services for charities and social enterprises. We do this through a community of experienced professionals committed to helping not-for-profit leaders build the capacity and impact of their organisations. We work as consultants, interims, mentors, senior executives or board members, giving social sector organisations access to the very best senior level capacity.**

We also provide data and insights, disseminating evidence and experience which is learned on consultancy and recruitment jobs. Prior examples include hundreds of organisational diagnostics as well as the Good Merger Index – a decade long survey of charity's experiences with mergers and collaboration.

We are recognised as one of the top social enterprises in the country featuring within the Natwest SE 100 Index of the UK's 100 most impressive social enterprises and have a Foundation which provides an alignment of purpose with the clients we serve.

**Find out more at: <https://eastsidepeople.org/>**

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Eastside People

Doing Good Better