



social  
enterprise  
direct



THE SOCIAL ENTERPRISE MARK  
TRADING FOR PEOPLE AND PLANET

## 'Making a Mark'

### Mark Holder Social Impact Declaration

#### Social Enterprise Direct

Social Enterprise Direct offers inbound, outbound, and customer service agents, working from our state of the art contact centre in Stornoway and Glasgow's Merchant City.

We are committed to creating sustainable employment, and are very proud of our track record in helping people find work.



Social Enterprise Direct is the trading arm of Advice Direct Scotland, a charity that supports all Scottish citizens. The charity delivers a full Citizens Advice Bureau service over the phone and online. We give information to those who need it most, at times of crisis, to resolve their problems. It is our mission to create sustainable employment by generating revenue through offering bespoke contact centre services and training. This generates profits that are invested to support the charity's activities.

The Social Enterprise Mark criteria includes a requirement for all applicants and renewing Mark Holders to provide 'social impact statements', which illustrate how they are striving to meet their social/environmental objectives.

Below are examples of how **Social Enterprise Direct** is Making a Mark, striving to make a difference to local communities.

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## Social inputs – providing sustainable employment

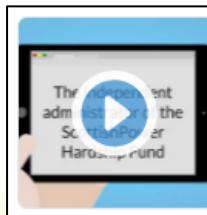
Our social enterprise provides sustainable employment to 15 people, who are either from disadvantaged backgrounds or who were unemployed prior to starting with us. All employees are paid above the Living Wage and all positions with us are permanent. We seek to create sustainable and lasting employment, provide careers to those who would otherwise struggle in the workplace.

Social Enterprise Direct administers the Scottish Power Hardship Fund, which provides advice, guidance and grants to those citizens living in fuel poverty.

## Social outputs – reinvesting profits for social benefit

Last year our turnover was **£241,004**. All profits were either reinvested in the social enterprise or were gifted to our parent organisation, Advice Direct Scotland, trading as Citizens Advice Direct. During this time, Citizens Advice Direct helped over **76,000** people.

The Scottish Power Hardship Fund, which we administer on the company's behalf, has awarded over **£3.5 million** to citizens living in fuel poverty.



**We can help with ScottishPower energy debt**  
Social Enterprise Direct is the independent administrator of the ScottishPower Hardship Fund. Current and recent ScottishPower customers who are having diffi...  
[youtube.com](https://www.youtube.com)

## Social outcomes of activities

A number of staff members, who would otherwise not be given the opportunity, have successfully integrated themselves into the workplace. Examples include a young ex-offender who had shown no interest in working, who now thrives in the workplace environment, and the current Team Leader, recently promoted due to his ongoing commitment and work ethic.

Our parent company benefits greatly from the income we generate, and manage to help thousands of extra citizens with a range of issues because of this.

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