



## 'Making a Mark' Mark Holder Social Impact Declaration

### Real People HR

Real People HR is an award-winning HR consultancy and social enterprise, providing bespoke leadership and HR support for employers.



**real people**  
managing people made easy

Our mission is to increase the confidence, capacity and capability of managers in the charitable, social business and commercial sector to improve standards of people management.

We are proud to be part of St Mungo's homelessness charity and housing association and 100% of our profits are gift-aided back to support them in their work to help people recover from the issues that create homelessness.

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 **Real People HR** is making a mark, striving to create a positive impact on people and planet.

### Raising standards in people management

We work with 80-100 organisations nationwide, increasing their sustainability and quality of products/services by raising standards in people management. Our approach, values and commitment mean that our impact goes way beyond HR. We enable clients to:

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- **Save money** – e.g one customer confirmed a percentage decrease in their sickness absence rate of 31% (saving £70,000 per year).
- **Increase client satisfaction** - better services/products are a direct result of more confident, skilled, accountable managers.
- **Develop positive cultures and high engagement** – e.g. one clients reports 96% of their staff say it is a great place to work since the improved management of staff.
- **Be recognised and accredited** – two of our customers were awarded IIP Silver in 2015/16.

## Enabling organisations to build from the bottom up

The full impact of our work is exemplified by partnership with St Mungo's; Following a merger of St Mungo's and Broadway in 2014, their priority was to unify staff and boost commitment and engagement.

We developed a programme which has underpinned their bid to create a sustainable, high performing, client-centred culture. We created a bespoke Leadership Development Programme (LDP) to up-skill all 300 managers and increase their confidence and capability. The LDP evaluation shows consistently 'excellent' ratings from managers involved.

Our work with St Mungo's is typical of how we work with internal staff, enabling them to build their own organisation from the bottom up, maximising a long term ROI for the customer, their staff and their clients.

## Supporting people to move on from homelessness

100% of our profits are gift-aided to St Mungo's. Their vision is that everyone has a place to call home and can fulfil their hopes and ambitions. The focus is on ending homelessness and rebuilding lives.



For nearly 50 years, St Mungo's has been at the forefront of efforts to tackle homelessness. We draw on this history to help St Mungo's achieve their ambition for 2021: to reverse the rise in rough sleeping in the country and to at least halve the number of people who sleep rough in the areas where St Mungo's work.

