

TELESCOPE

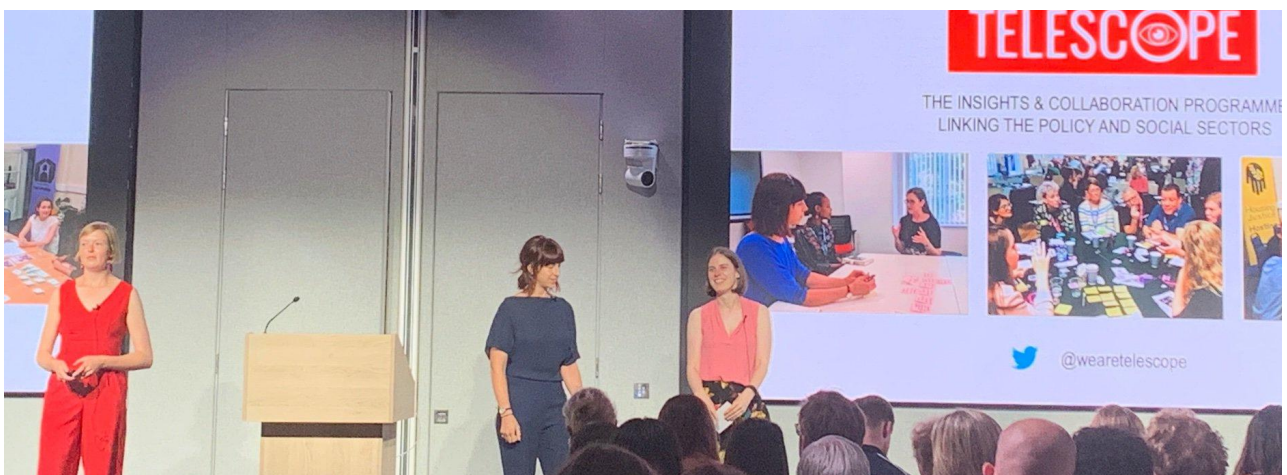
TELESCOPE TRAINING LTD Annual Report 2019-20





WHO WE ARE

Telescope is a new social enterprise that connects policy and social sector workers for collaborative, practical learning experiences. We support people working on the frontline to play a role in shaping the policies to build a more resilient and inclusive society.



TEAM

Hebe Foster, co-founder, business development lead
Dr Sarah Holliday, co-founder, partnerships lead
Dr Ruth Martin, co-founder, strategy & impact lead
Nicky Dunlop, consultant

CONTACT US



[linkedin.com/company/wearetelescope](https://www.linkedin.com/company/wearetelescope)



@wearetelescope



@wearetelescope



FRONTLINE

"Policymakers sometimes seem a million miles away".

"How can we translate what we say into language the civil service can understand?"

Our society is facing ever more complex challenges.

Frontline services, civil society and governments are all struggling to keep pace.

The UK's policymakers are motivated to make positive change, but struggle to find ways to learn from people tackling issues on the frontline.

Meanwhile, professionals working in the social sector have deep expertise and ideas about how to make services better.

Now more than ever, we need to find collaborative solutions for long-term challenges, so we can build a better society for the future together.

POLICY

"We need anything that helps to blur the lines between frontline and policy a bit."

OUR PROGRAMMES

We run bespoke training and learning programmes, in-person and online, which combine insight-gathering, innovation thinking tools and collaborative working practices.

Our core principle is that every system is built on relationships. Our aim is two-fold: to spark creative interventions among our participants which lead to meaningful policy change, and to build a network of like-minded individuals driven to collaborate for change.

We are guided in our work by our responsible business principles as set out in our Articles of Association.



Insights into the realities of people's roles in tackling key social challenges



Practical understanding of design thinking, innovation and problem-solving tools



Lasting, supportive connections with policymakers, frontline workers, and social innovators

87%

of 45 participants enjoyed the programme, with 82% wishing to participate again.

Since our launch in May 2019, we have run seven prototypes & pilots of our programmes, in-person and online.

We recently completed our first two online six-week programmes in justice, and transport, which were a resounding success. Our justice programme supported the pair to build strong connections and a concrete action plan to support greater ethnic diversity in the Ministry of Justice.

Participant feedback has highlighted:

- the value of making new empathy-based connections
- the empowerment that comes with realising frontline & policy experts share the same mission
- the benefits of learning different problem-solving skills.

"This had real value for me - primarily that I now understand a bit better how I can get something to happen." -- 2020 participant

82%

of online & offline participants gained new insights into the challenges within their sector.

3

programmes in the pipeline across homelessness, the green recovery & social care.

OUR VALUES

Collaborative

We value a diversity of voices and aim to create a level playing field to ensure people's voices are heard. We believe empathy can power meaningful change, and we want to ensure everyone has the power and opportunity to improve society together.

Insights-driven

We value lived experience and undertake regular research among our community of frontline & policy experts. Our processes are iterative and strongly inspired by the Lean Startup model.

Creative

Our programmes combine imagination & creativity with pragmatism, and are designed to provoke both thought and action among participants. Self-reflection is a key tool.

Fair & equal

We focus on diversity of voices. We value team members, partners and clients equally, and always treat people fairly. By operating on norms of integrity and respect, we aim to be inclusive of diverse groups, and supportive of marginalised voices.

Bold

We are ambitious with our work, aiming to generate widespread impact across sectors, on the frontline, and at the highest level of government.

COLLABORATIONS

We ran three prototypes & pilots with Housing Justice, working with their shelter staff and engaging with their main office staff.

Housing
Justice

States of
Change

It was an honour to collaborate with States of Change on their Learning Festival for Public Innovation in June. Participants brought brilliant insights & enthusiasm to our workshop.

We ran our first in-person one-day programme with Age UK Lewisham & Southwark and look forward to collaborating with them again.

Age UK

Power
With

Collaborating with Power With, a new social enterprise, has allowed us to learn how to draw on lived experience of social challenges in a sensitive & meaningful way.

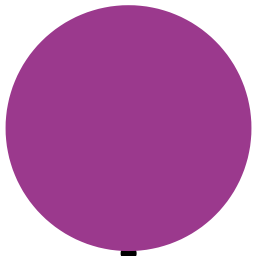
We shared insights from our community of frontline workers with the Civil Service Reform team as part of their agenda-setting consultation process.

Civil Service
Reform

Advisory
board

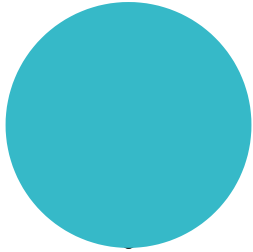
Reflecting on the gaps in our expertise, we have appointed an advisory board with skills across frontline service, UX, design, policy and business strategy. We look forward to working with them.

FUTURE ROADMAP



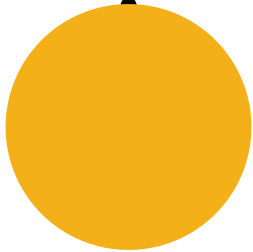
Online cohort programmes

Programme confirmed in homelessness prevention, starting autumn 2020. Programmes in green recovery and health & social care planned for year end.



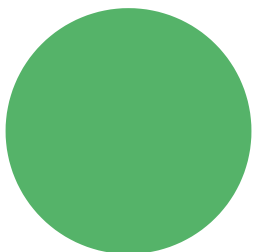
Learning from lived experience

Ongoing conversations with Power With about how best to incorporate the voices of those with lived experience of social inequalities into our programmes.



Bespoke contracts

We aim to broaden our customer base and deliver bespoke programmes for organisations seeking a more collaborative approach within their ways of working.



Thought leadership

We believe in openly sharing knowledge and experience, and aim to be true to our values as an organisation by sharing more of our learnings as our programmes develop.



www.wearetelescope.org
[@wearetelescope](https://twitter.com/wearetelescope)

