

TELESCOPE



TELESCOPE TRAINING LTD Annual Report 2020-21





ABOUT US

Our society is faced with increasingly complex social challenges. Our siloed institutions and imbalanced power structures are not designed to enable collaboration to tackle them. People across different sectors, including policy-makers, practitioners and those with lived experience, do not have the opportunity to work together to build relationships and make tangible change.


That's where Telescope comes in.

Telescope is a social enterprise that aims to support and empower people from across the system to become connected changemakers in combating challenging social problems. We work to enable informed decision-making and evidence-based approaches to policymaking, with frontline practitioners and experts by experience participating as true partners to co-design policies that will build a more resilient and inclusive society.

Foregrounding empathy, innovative skills, and leadership development, we have a strong focus on building understanding and connection between disconnected sectors and parts of society. Our role is to be facilitators of that safe space where everyone's expertise is valued equally.

OUR PILLARS


Our Theory of Change is based on three pillars. Through our work, we aim to ensure that participants develop:



Empathy
and
understanding

We achieve this by facilitating networking and communication, bringing together people who don't normally meet.

Participants receive active listening training and are encouraged to build empathy for others not in the room (such as future generations).



Skills,
knowledge
and toolkits

Using systems mapping and other innovative tools, we teach participants to see the bigger picture. We provide them with tools to innovate and be creative, such as design thinking or futures thinking.

Through these tools, they gain tangible insights in their sector which inform future work.



Personal
agency

Society's complex challenges need leaders across sectors. We work to empower leaders at all levels, supporting participants to build optimism and a sense of agency: the belief they can make a difference. Our leaders create prototypes for tangible, collaborative change.

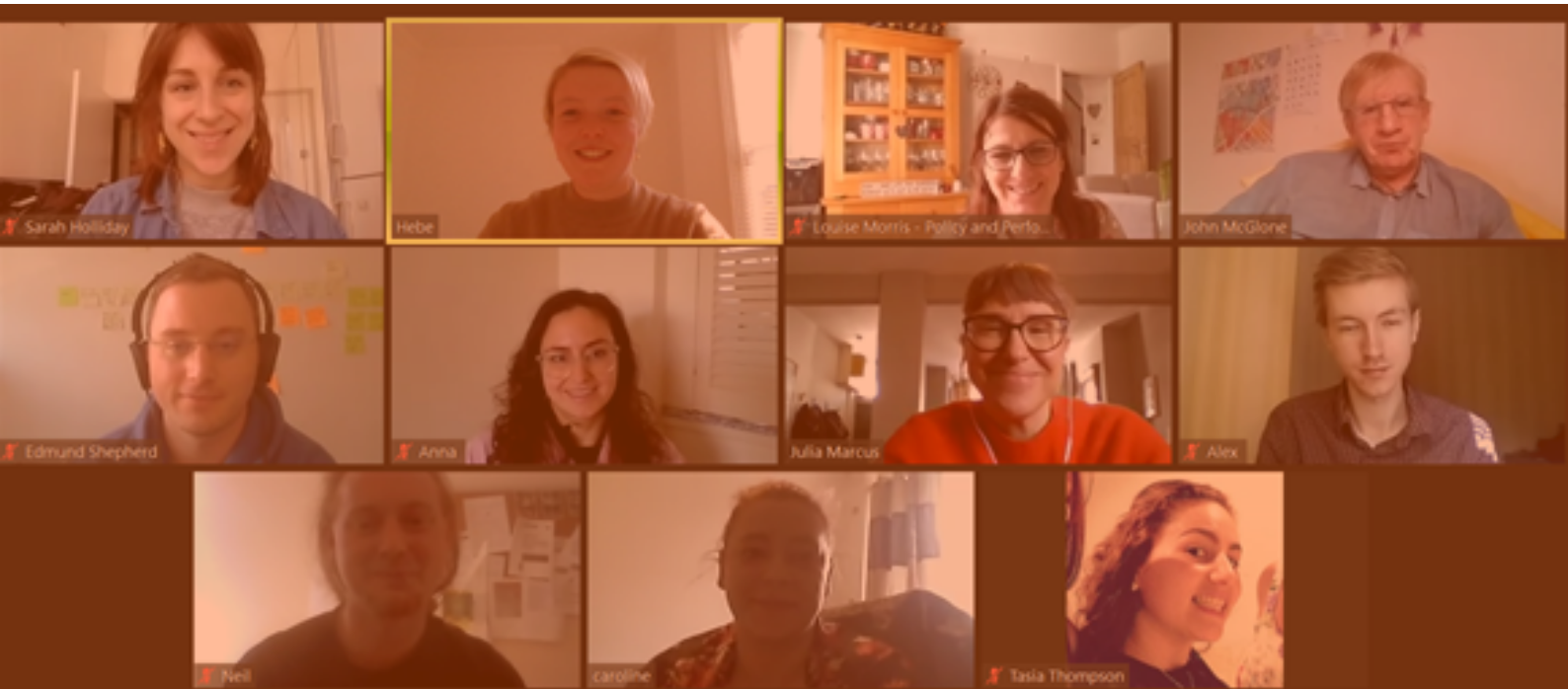
“I like the empathetic approach a lot. I’m learning and improving my ability to be empathetic and give people space. Since starting this programme, I’ve become better at that.”

-- Edmund, 2021
Royal Borough of Greenwich

“I'm feeling optimistic about being able to change things - even if it's just the smallest change.”

-- Caroline, 2021
Expert by experience

WHY WE DO IT



We believe that there is deep expertise and insight across all parts of our society. But the silos and power dynamics that exist prevent these experts from working together effectively to tackle social challenges.

Our work aims to bridge these silos and empower people with the skills, insights and agency to combat challenging social problems collaboratively. We want our participants to feel optimistic about their ability to lead real change in their sector, supported by a strong network of like-minded people across different roles and organisations.

HOW WE DO IT

Our core principle is that every system is built on relationships - relationships between people.

Our learning programmes use carefully-designed service design and innovation tools to facilitate open, meaningful, insightful conversation between people who rarely have a chance to connect. Participants are encouraged to share their insights, identify pain points in their sector, and collaborate to create a material positive impact on society and the environment.

Key principles which underpin our programme design include:

- Empathy-led action
- Equality and equity
- Co-production, through collaborative working and a level playing field
- Valuing lived and frontline experience alongside other forms of evidence

OUR VALUES



Collaborative

We value a diversity of voices and aim to create a level playing field for those whose voices are less heard. 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 carry out continuous research among our practitioner and policymaking communities. We use reflection as a key tool both within our programmes and in our research.



Creative

We use a range of different tools to run thoughtful programmes that prompt innovative ideas.



Fair & equal

We focus above all on a level playing field. We value team members, partners and clients equally, and always treat people fairly. By operating on basic norms of integrity and respect, we aim to be inclusive of diverse groups, and supportive of those who are vulnerable.



Bold

We want to use our work and programmes to leverage the greatest social impact we can.

OUR IMPACT

As for many small businesses and charities, this last year has been challenging for Telescope. But our pivot online in March 2020 proved successful, and we worked with some amazing policy and frontline participants in transport and justice.

"There has to be a point where despair turns to hope - or change is just impossible." -- *John, 2021, expert by experience*

10/10

of participants
made new connections
in their sector

10/10

of homelessness
participants felt empowered
+ motivated to make change

9/10

of participants learnt
new insights in their
sector

7/10

of homelessness
participants will stay in touch
with new connections

9

experts by experience
worked with us, receiving
financial + other support

YEAR 2 HIGHLIGHTS

This year's programmes spanned transport and homelessness, working with central government, local authorities and charities.

Programme work

Allia Impact Accelerator

We were delighted to be accepted onto the Allia Impact Accelerator, receiving six months of intensive support to boost our marketing and improve our pitch.

We secured our first workshop funded by central government in July, supporting probation officers and community organisations in Cardiff.

Ministry of Justice

New team member

Making use of the government's Kickstart scheme, we were thrilled to welcome Anisa on board as our marketing & sales assistant.

We raised our first investment, taking on a new shareholder in the process. This funding will help streamline our sales process and increase capacity.

Equity investment

Human Learning Systems

With support from Collaborate CIC, we've launched a new Learning Community focusing on supporting participants to sustain the change they want to see.

FUTURE ROADMAP

The next year remains uncertain, but very exciting, with several contracts on the horizon and new avenues of research and programme design. We're delighted that you are following our journey. We hope that we can inspire you, too, to make change, however small.

Expanding our thought leadership

We'll be working to contribute our learnings and ideas around building empathy to the fast-growing sector of collaboration and systems change.

Launching our learning community

We want to support our participants to make change over the long-term, despite bureaucracy and red tape. Our Learning Community kicks off in early October.

Expanding programme work

In coming months, we'll take on new work in homelessness and justice, and will be exploring our expansion into environmental challenges.

Mutual mentoring programme

We aim to build a meaningful mutual mentoring programme for central government policymakers, connecting them with frontline staff and service users on an equal footing.



TEAM

Hebe Foster, co-founder, business development lead
Dr Sarah Holliday, co-founder, programme lead
Dr Ruth Martin, co-founder, strategy & impact lead

CONTACT US

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

THANK YOU

