

CIC 34

Community Interest Company Report

For official use
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Please complete in typescript, or in bold black capitals.

Company Name in full	DATA ORCHARD C.I.C.
Company Number	8674626
Year Ending	31st MARCH 2023

PART 1 - GENERAL DESCRIPTION OF THE COMPANY'S ACTIVITIES AND IMPACT

Over the past year, we worked on 42 projects with 33 different clients, primarily charities, public sector, and social housing providers across the UK. All our projects were about using data for social, environmental and/or community good. The contexts of our projects encompass housing, children and young people, health and wellbeing, unemployment, environment, volunteering, arts and culture, animals, government, transport and more. We also had our first international client, a national charity offering innovative solutions to poverty in the USA. Just over a third of our projects were research and data analysis, a quarter were data maturity assessments, four were data strategies, three were more in-depth impact measurement projects and seven were training and capacity building.

i) Research and data analysis

The research and analysis projects we worked on included: analysis of a community consultation on healthy weight for a London borough; analysis of pet census data; processing and analysis of feedback from supporters of a horse charity; research and analysis of travel behaviour in a city as part of a long-standing tracking study; research into smoking and vaping, and an independent evaluation of healthy lifestyle services for a local authority. We investigated spatial datasets for Transport for Wales to support them in providing bilingual journey planning and information services for the benefit of Welsh people.

ii) Data maturity assessment

We continued to provide both free and paid versions of our online Data Maturity Assessment tool. To date there had been over 6,000 users mainly from the nonprofit sector. We delivered customised organisational Data Maturity Assessments for 29 organisations including charities, social enterprises and public sector organisations. We also delivered cohort assessments for Scottish Government and Superhighways' Datawise Programme for small charities in London.

iii) Data strategy

We developed data strategies with three national charities in Scotland, England and Wales and one Borough Council in South East England.

iv) Impact Measurement

We worked with a national network of 20 third sector infrastructure organisations in Wales to develop an impact measurement framework. Together with staff and service users we co-produced a clearly defined model and process for measuring impact. We also provided impact measurement support to a social enterprise running a Community Farm in the West Midlands. We analysed their existing data and feedback; interviewed service users (primarily people with disabilities and ill health) and their families and carers; developed a theory of change with outcome and impact measures; researched the scale of need for services; and provided an evaluation report with case studies. We also completed a third, final evaluation report for the Building Better Opportunities programme in Herefordshire and Shropshire where over 20 organisations supported disadvantaged unemployed people to overcome barriers to employment.

(Please continue on separate continuation sheet if necessary.)

PART 1 – CONTINUED #1

v) Training and capacity building

Training and capacity building projects were wide-ranging. We trained social workers in a local authority to use spreadsheets. We trained and supported housing association staff to map their data assets, assess data quality and establish data governance. We trained volunteers to create Welsh language mapping data. We trained public servants in Wales on data maturity. We also worked with managers in a housing association to produce accurate and timely performance data and built dashboards to view the state of services in real time.

Championing the ‘data for good’ cause

We’ve also worked nationally and internationally to provide evidence and raise awareness about the value and importance of data for the benefit of communities and society. We’ve reached an estimated 10,000 people through our championing work. This includes our blogs and website resources, monthly ‘Data4Good tips, tools and tales’ newsletter, our public events and webinars, public speaking, and our monthly Datafolk Club where we bring data staff from the nonprofit community to peer learn and share knowledge and good practice.

OUR IMPACT

i) Promoting the value and importance of data for good

Our championing activities deliver four key outcomes for those who engage. People who have attend our events and Datafolk club tell us they feel:

- inspired about the possibilities for using data in their organisation
- motivated to improve with data in their organisation
- more aware of useful resources and good practice, and
- more connected to professional peers and support.

ii) Direct impact on clients

Amongst our direct clients who provided feedback (78% did so in 2022-23), the three primary areas of benefit from our services were to ‘evidence need’, ‘improve services or products’ and ‘inform future planning and strategy’ (61% each). 50% said our work will be used to ‘communicate impact’ and/or ‘inform policies’ another said it had increased data literacy. We now have a huge portfolio of work, case studies of impact and positive testimony on our website.

iii) Building new knowledge/insights about sector data maturity

Our ‘State of the Sector Data Maturity’ research continues to provide a unique and increasingly robust and credible benchmark of the changing state of data maturity in the nonprofit sector. We published our second report in September 2022 and launched this at an online event with sector leaders, policy makers, funders and data champions from across the sector to share and explore the findings. The report and event recording continue to attract audiences.

iv) Influence on Government

The Central Digital and Data Office published the [UK Government’s data maturity framework](#), acknowledging that it was derived from Data Orchard’s data maturity framework. It is testament to the quality and value of our research and model, and our openness in freely sharing this, that our influence has been recognised. Meanwhile, our Mapio Cymru project has continued to influence the aspirations of the Welsh Government and related bodies with regards to Welsh language mapping data.

PART 2 – CONSULTATION WITH STAKEHOLDERS – *Please indicate who the company’s stakeholders are; how the stakeholders have been consulted and what action, if any, has the company taken in response to feedback from its consultations? If there has been no consultation, this should be made clear.*

Data Orchard’s stakeholders are charities, housing associations/registered housing providers, public sector organisations and social enterprises interested in using data for social, community, and environmental good. There are four key ways we consult our stakeholders about our services:

i) Client feedback

On completion of projects, we invite clients to provide feedback about their satisfaction, service quality, and the impact of our services. In 2022-23 78% of clients responded to our feedback request. Of these 95% told us they were ‘very satisfied’ with our service. Across the board, clients reported our service quality as 'excellent' or 'good'. 'Working relationship/ customer service', and 'advice/guidance' were rated most highly. None of our clients rated any aspect of our service as less than OK. Our Net Promotor Score this year was 61 on a scale of -100 to +100 and we received some glowing testimony on why clients would recommend us. We always ask stakeholders how we can improve and have implemented changes to our approach, tools and training where appropriate, based on their feedback. Note we usually also conduct rapid evaluations at the end of workshops with our clients (in 2022-23 we delivered over 20 workshops with clients).

ii) Workshop/Event discussions and feedback

We typically conduct rapid evaluations with clients at the end of workshops with staff. For our public events we often invite stakeholders to speak or be on panels with discussions and audience Q&As. For Datafolk club we capture input from participants during the sessions. We also request feedback after every event. These have resulted in us adapting our workshop sessions in practical and technical ways and also enabled us to capture stakeholder ideas on topics for future sessions.

iii) State of the Sector Data Maturity Research

With over 6,000 users completing self-assessments using our data maturity tool, we have a huge body of data and evidence around the sector’s challenges and needs. We share this as widely as possible via our State of the Sector reports and respond to those needs through designing training and services, particularly around building data skills and knowledge.

iv) User Feedback from our data maturity assessment tool

Users of our Data Maturity Assessment tool, including resellers, provide regular feedback about their experience and ideas for improvement. We also conduct an annual impact evaluation survey of users (both free and premium versions) in which we also ask how the tool can be improved. Product improvements are regularly implemented in response to this. We launched the tool on version 17 in 2019 and are now on version 23, a next version with more features and improvements is due to be launched in 2024.

All of the above approaches to stakeholder consultation have contributed to Data Orchard’s new theory for change. The key challenges our stakeholders experience and the outcomes we seek to achieve through our work will contribute to our new mission “to enable nonprofit organisations to use data effectively to achieve their goals”. We have therefore set new goals for meeting the sector’s data support needs in our 2023-26 strategy period.

PART 3 – DIRECTORS’ REMUNERATION – *if you have provided full details in your accounts you need not reproduce it here. Please clearly identify the information within the accounts and confirm that, “There were no other transactions or arrangements in connection with the remuneration of directors, or compensation for director’s loss of office, which require to be disclosed” (See example with full notes). If no remuneration was received you must state that “no remuneration was received” below.*

The aggregate amount of emoluments paid to or receivable by Directors in respect of qualifying services was £96,705 (gross salaries paid for during this accounting period). There were no other transactions or arrangements in connection with the remuneration of directors, or compensation for director’s loss of office, which require to be disclosed.

PART 4 – TRANSFERS OF ASSETS OTHER THAN FOR FULL CONSIDERATION – *Please insert full details of any transfers of assets other than for full consideration e.g. Donations to outside bodies. If this does not apply you must state that “no transfer of assets other than for full consideration has been made” below.*

No transfer of assets other than for full consideration has been made.

PART 5 – SIGNATORY (Please note this must be a live signature)

(DD/MM/YY)

The original report must be signed by a director or secretary of the company

Signed

Date

Please note that it is a legal requirement for the date format to be provided in full throughout the CIC34 report.

Applications will be rejected if this information is incorrect.

Office held (delete as appropriate) Director/Secretary

You do not have to give any contact information in the box opposite but if you do, it will help the Registrar of Companies to contact you if there is a query on the form. The contact information that you give will be visible to searchers of the public record.

Tel	
DX Number	DX Exchange

When you have completed and signed the form, please attach it to the accounts and send both forms by post to the Registrar of Companies at:

For companies registered in England and Wales: Companies House, Crown Way, Cardiff, CF14 3UZ

DX 33050 Cardiff

This template illustrates what the Regulator of Community Interest Companies considers to be best practice for completing a simplified community interest company report. All such reports must be delivered in accordance with section 34 of the Companies (Audit, Investigations and Community Enterprise) Act 2004 and contain the information required by Part 7 of the Community Interest Company Regulations 2005. For further guidance see chapter 8 of the Regulator's guidance notes and the alternate example provided for a more complex company with more detailed notes.

(N.B. Please enclose a cheque for £15 payable to Companies House)