

Made Open

Building better communities.

Positive impact report 2020.

Creating positive and sustainable social change using design and technology.

Certified



Corporation



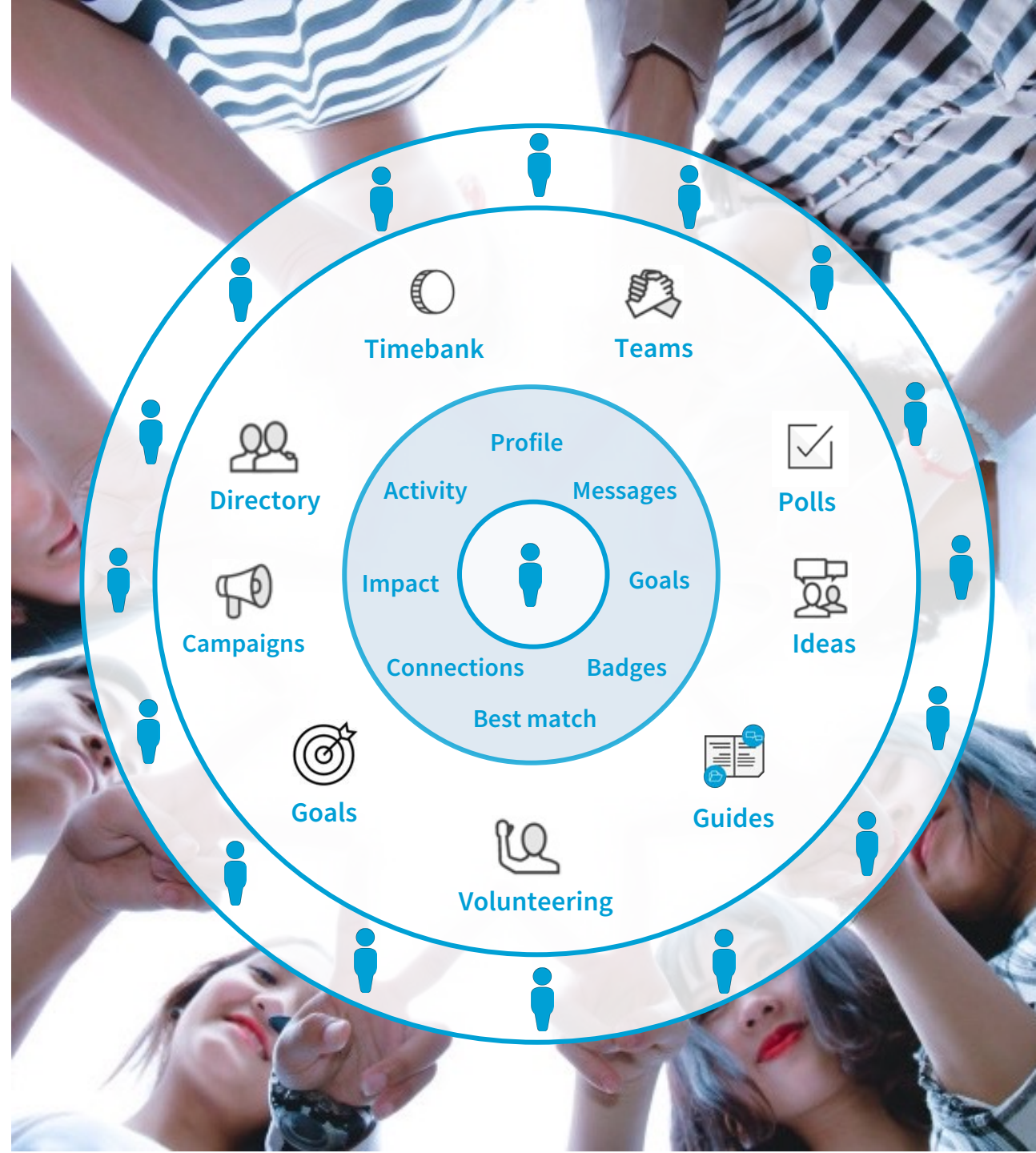
Our platform

Connecting communities

Building resilience

Harnessing assets

Making change happen



Our design process

Nurturing collaboration

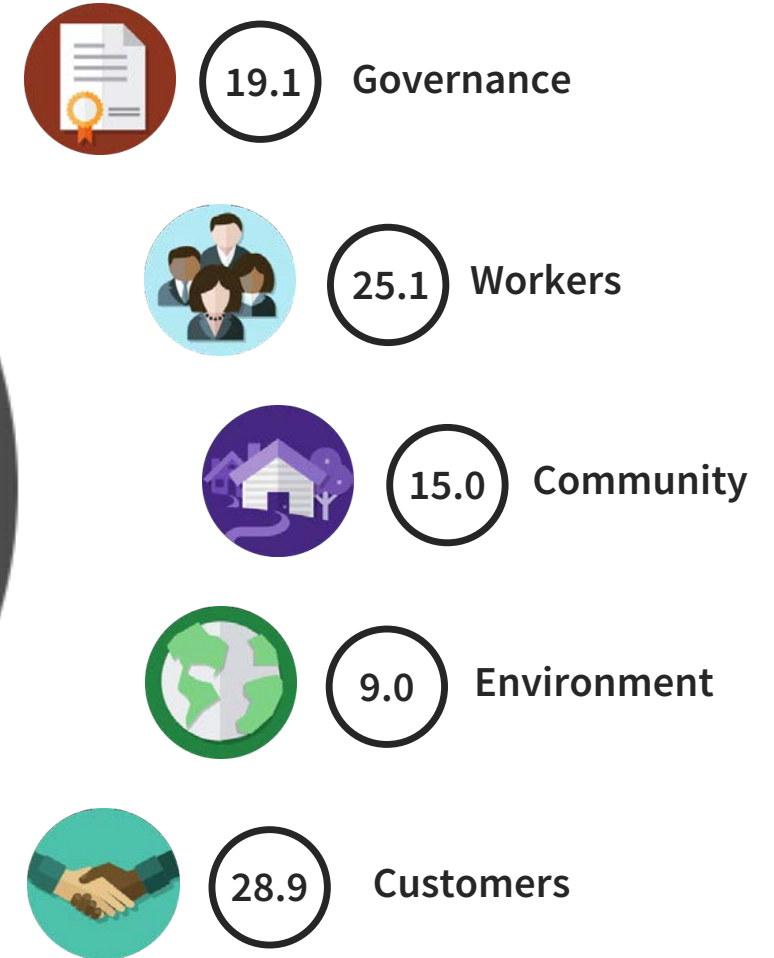
Co-creating change

Developing bold ideas

Making change happen



Our B Impact Score



We care about people
and the planet

50.9 = Median score for ordinary businesses (all businesses that have completed the B Impact Assessment).
80 = Qualifies for B Corporation® Certification

2020 platform highlights

2020 highlights

12th February 2020

Selected to join *UnLtd's Thrive* cohort for their 2020 social accelerator programme for businesses providing innovative solutions to people in later life.



Certified

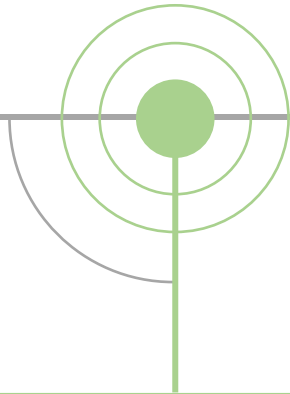


Corporation

24th February 2020

Made Open becomes a Certified B Corporation® - a for profit company that uses the power of business to build a more inclusive and sustainable economy.

January



1st January 2020

Can Do Bristol launches their *Year of Can Do 2020* campaign: inspiring and celebrating community action, volunteering and kindness in the city.

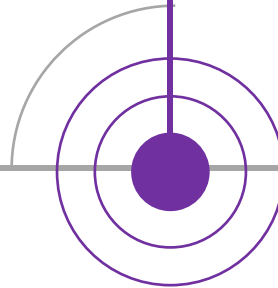


29th January 2020

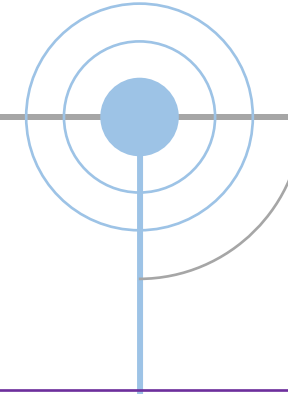
We launch a new polling feature, which lets licensing partners and members measure the community's opinion at a specific moment in time.



February



March



17th March 2020



We launch *Parents1st* community platform, which provides UK parents with open access to a range of quality perinatal tools and resources.



25th March 2020

In partnership with Timebanking UK, we launch *Communities Together* - a national timebanking platform for the UK in response to the Coronavirus.

2020 highlights

4th May 2020

Sustainable Fashion Exchange '**UNTAGGED**' launched using our platform: letting people exchange their unworn clothes instead of buying more new stuff.

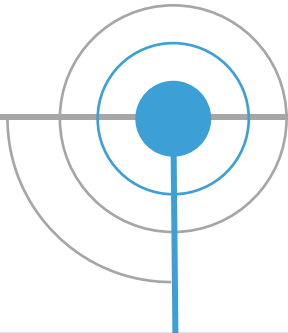


May 2020

Hexitime refocuses their skill exchange to recruit volunteers for the NHS' Nightingale Hospital and members offer help to healthcare workers.



April



April 2020

Age UK Cornwall launch their new platform with a Coronavirus focussed campaign: reacting to the pandemic by redirecting their focus to create one database for Covid-19 support in Cornwall.

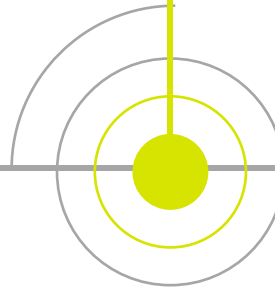


22nd April 2020

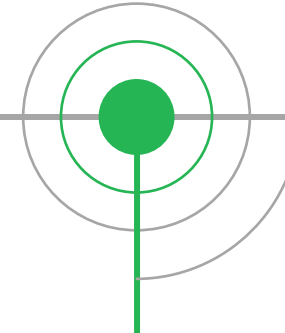
Monmouthshire County Council launch **Our Monmouthshire** with dedicated Site Coordinator support from our team to set up a neighbourhood timebank for the county during the pandemic.



May



June



June 2020

Deputy Mayor for Bristol City Council, Cllr Asher Craig, looks back at a "phenomenal" time for **Can do Bristol**, where membership went from 1,000 to 8,700 in 50 days.



June 2020

The **West Wales Partnership** sees early successes from their soft launch of three bi-lingual timebanking platforms:



2020 highlights

1st August 2020

Cornwall Link launch a new campaign: “Cornwall’s veterans should not be forgotten” to support the oldest veterans during COVID19.

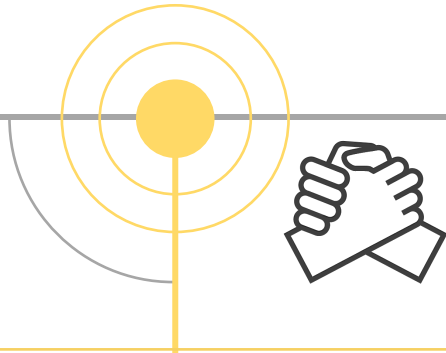


August 2020

Wessex Community Action soft launch new platform **Wiltshire Together.**



July



July 2020

Awarded grant funding from **SWASHN** to deliver a more effective, holistic and ‘person-centred’ social prescribing model, that will capture a more detailed picture of an individual’s needs and their various social interactions.

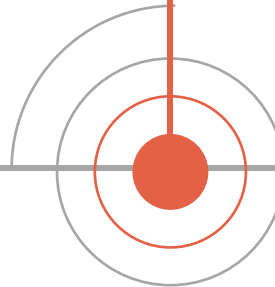


July 2020

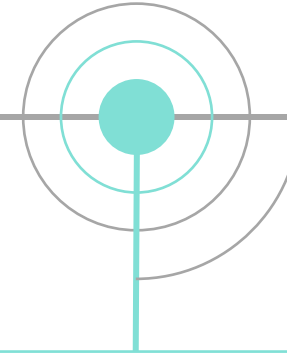
Platform Improvements launch: **Timebank updates**, making it easier for admins to view and message members as part of the application flow. **Member notifications.** New for members who start conversations with other members.



August



September



7th September 2020

Hexitime launch a new campaign: “A Community of Opportunity - Supporting BAME Colleagues in the Workplace”.



Made Open team host [webinars](#) for **Our Monmouthshire**, focussing on timebanking and the community directory.



2020 highlights

13th November 2020
Can Do Bristol gather over **260 volunteers** to help people in need during the winter months.



260



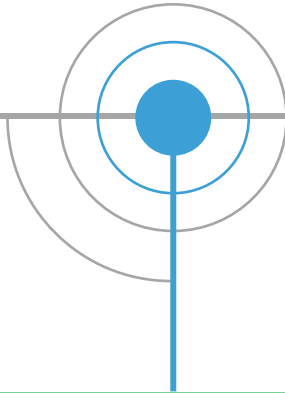
30th November 2020
Wiltshire Together exceed **200 new members**



30th November 2020
Amazing stories of neighbours keeping connected during lockdown. [Read more.](#)



October



5th October 2020

We officially launched **Wiltshire Together** - a resource hub for anyone seeking information about events, activities and volunteering opportunities across Wiltshire.

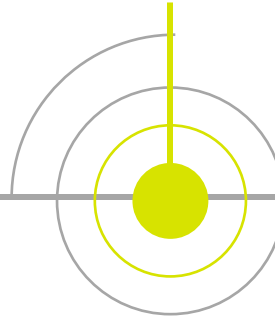


28th October 2020

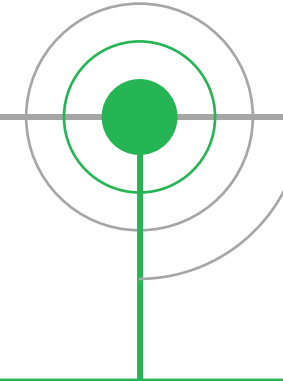
Age UK Mid Devon launch their new community platform, **U-Connect**, aiming to reduce loneliness and isolation, producing the means for local communities to flourish.



November



December



2nd December 2020

We hosted our first networking webinar for our new community platform: the **Made Open** Network.



14th December 2020

Hexitime was shortlisted for “Best Not for Profit Organisation” working in partnership with the NHS at the HJS partnership awards 2021.



In 2020 we supported

13 community platforms

16,429 members

1,584 new activities

21 campaigns

20 new project teams with **243** members

8 timebanks with **56** new offers and **20** new requests

560 timebank hours completed

436 new volunteer pledges

897 member badges awarded to date (rewards)



Social impact highlights



We measure the positive impact of our work through both community platform statistics and user stories.



Residents and businesses in Bristol signed up to support their community through COVID 19.



770% increase in membership in 8 weeks



3,968 people volunteered to the COVID response



Sustainable cities

It's been phenomenal. People have helped out of the kindness of their heart. I've never seen anything like it. Bristol has stepped up to the plate.



Cllr Asher Craig, Deputy Mayor,
Bristol City Council



Since Covid 19 arrived in Pembrokeshire, Connect volunteers have been pulling together to support their community.

Some talented people turned their hands to making the PPE.



342 members signed up in 2020



67 in progress and completed exchanges



Sustainable cities

Thank you all so much!

Our volunteers are delighted as they have been worried about us not being able to source any masks.



Kerri from SPPOT



Hexitime

Hexitime launched several campaigns in 2020. The most impactful campaign supported BAME colleagues in the NHS.



78 members (7%) supported the campaign



30+ activities were added by members



10% increase in timebanking activity during the campaign period.



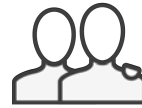
Sustainable cities

My request was for a facilitator to run a session on our revised governance for the elective care access board. The session was very successful - we have agreed on the terms of reference for the new access board which went live yesterday.



Anil Vara
Senior Operational and
Improvement Manager

Behavioural insights



More people are offering help that requesting help across all the communities we support.



3,881 more volunteer pledges than 2019.



Timebankers are completing more hours per exchange.



707 members received badges this year.

Client satisfaction

Client satisfaction

Made Open is rated Great



[Click here to read client reviews](#)

Made Open are nothing less than first class

Made Open are nothing less than first class! Their integrity, commitment and patience in building both the relationship with their clients and the actual community platform, means we have felt supported and listened to throughout our journey with them... [read full review](#)



Amber Skyring



Staff satisfaction

PASSION LED

Strongly agree

I feel I am a valued member of the team. 100%

My work gives me a feeling of personal accomplishment. 75%

I feel encouraged to come up with new and better ways of doing things. 100%

I am setting realistic goals. 50%

My job allows me the flexibility I need to achieve a satisfactory work life balance. 75%

I value the on-going professional development opportunities. 75%

People at Made Open are treated with dignity and respect. 100%

Read our full staff satisfaction report [here](#).

Our business footprint

Business operations

In 2020, we made proactive decisions to try to reduce our impact on the environment. From spending local, to downsizing our office space.



13%

Increase in sustainable purchasing



6%

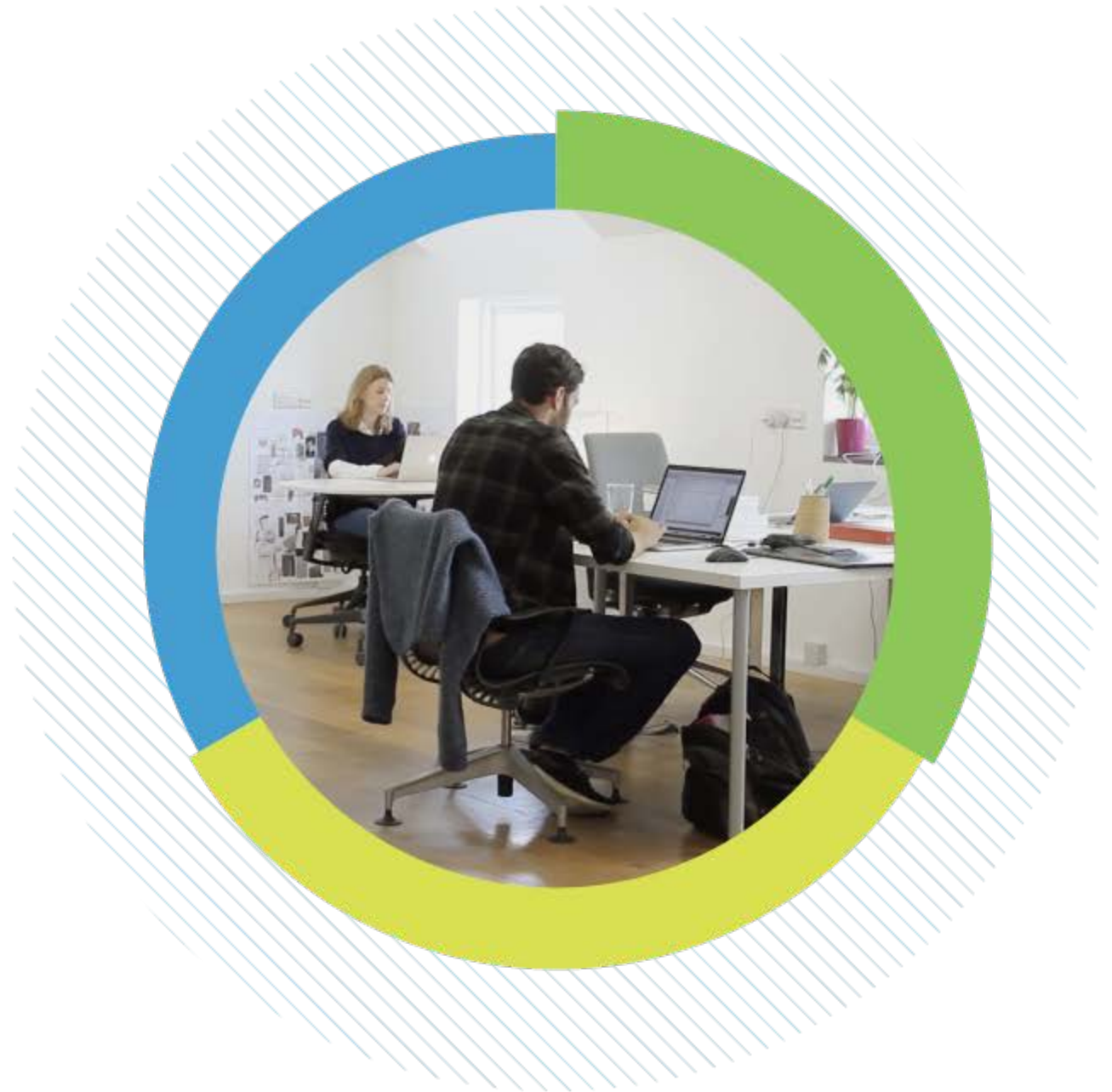
Increase in sustainable spending



32%

Decrease in travel

Figures based on comparison to our 2019 impact report



Our SD goals:

Our chosen goals from the UN's 17 Sustainable Development goals

Our team chose these priorities:

1. Sustainable cities and communities*
2. Climate action*
3. Responsible consumption and production*
4. No poverty
5. Affordable and clean energy
6. Clean water and sanitation

**Measurable*



Our pledges

In 2019 we said...

We would bind our purpose into our business.

We would attend events, share ideas, support projects & share information. We would continue to research the beneficiaries of our platform and understand our communities in more detail.

We said we would continue collecting donations for our local foodbank

In 2020 we...

Amended our articles of association committing our purpose into our business.

Coronavirus hit so instead of our planned actions we downed tools and created a national platform, Communities Together, to help support those in need.

We moved offices & were unable to take donations for the foodbank. We want to improve in this area.

We're proud that we..



Enabled people to **create change on their own communities.**

Empowered people to be resilient and support each other through timebanks.



Reduced loneliness by linking people up with community activities and members.

Created long term, low cost solutions for many people who struggle to access community services.



Our plan for 2021

What we'd like to do next year.

As a Certified B Corporation[®], we measure the impact of our business operations and have newly aligned ourselves to six of the UN's Sustainable Development Goals*.



**[The 2030 Agenda for Sustainable Development](#), adopted by all United Nations Member States in 2015, provides a shared blueprint for peace and prosperity for people and the planet, now and into the future. At its heart are the 17 Sustainable Development Goals (SDGs), which are an urgent call for action by all countries - developed and developing - in a global partnership.*



1. Make cities and human settlements inclusive, safe, resilient and sustainable

What do we want to see?

- ✓ People are taking the lead in fixing their own problems.
- ✓ People are active in their community.
- ✓ People are more connected.

11 SUSTAINABLE CITIES
AND COMMUNITIES





2. Ensure healthy lives and promote well-being for all at all ages

What do we want to see?

- ✓ People are less isolated.
- ✓ People are reporting improved outcomes for themselves.
- ✓ People are helping out in their community.

3 GOOD HEALTH
AND WELL-BEING





3. End poverty in all its forms everywhere

What do we want to see?

- ✓ People below the poverty line are supported and connected.
- ✓ People are less excluded from online connections.
- ✓ People are less excluded from their local community.

1 NO
POVERTY





Practical action

- Donate time and skills eg: donate a platform to a community of practice that aligns with our SD goals
- Grow nature eg: plant trees in our local communities.
- Reduce consumption eg: Work with our landlord to reduce energy usage, reduce travel etc
- Support local charities working towards our goals eg: Corporately support Surfers Against Sewage.
- Support our staff's goals to make a difference each year. eg: give time for volunteering
- Actively support B Corp campaigns.
- Share information and raise awareness