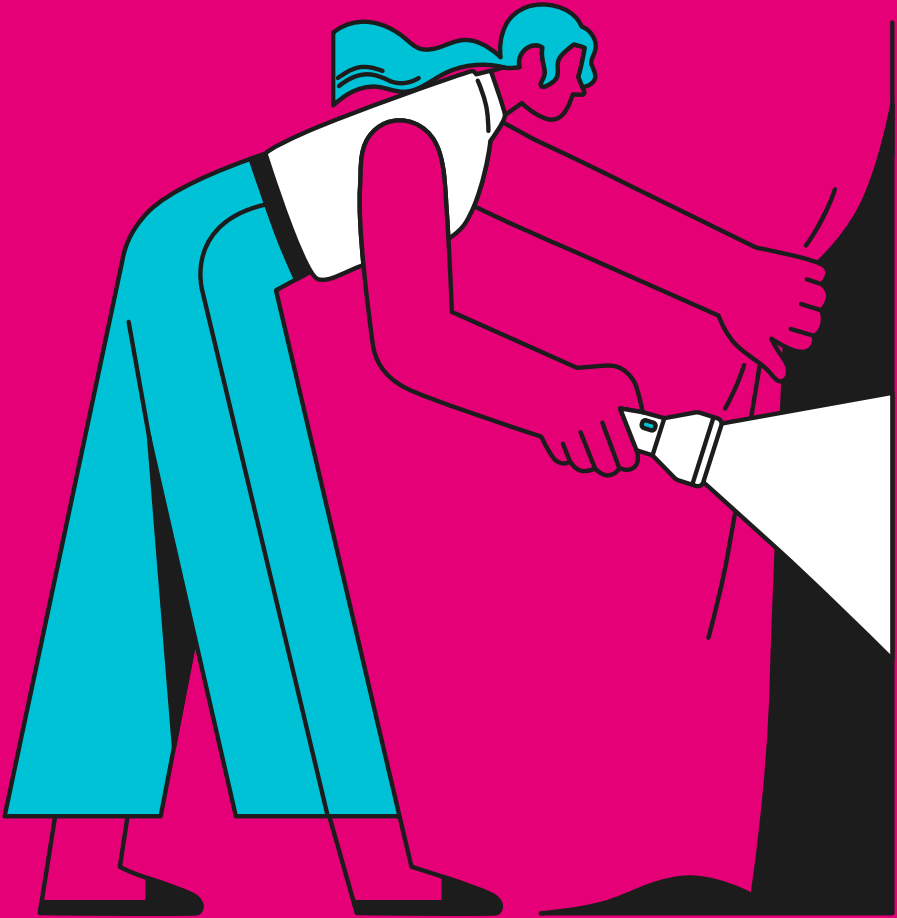


# WELCOME TO CAPACITY: 2022 AT A GLANCE



# HANG ON A TICK, WHO ARE CAPACITY?



## What are we all about?

Well, in a nutshell,

**We make  
public services  
people services**

But as you can imagine, there is much more to our story than that. So grab a brew, take five and read on...

# WE ARE CAPACITY



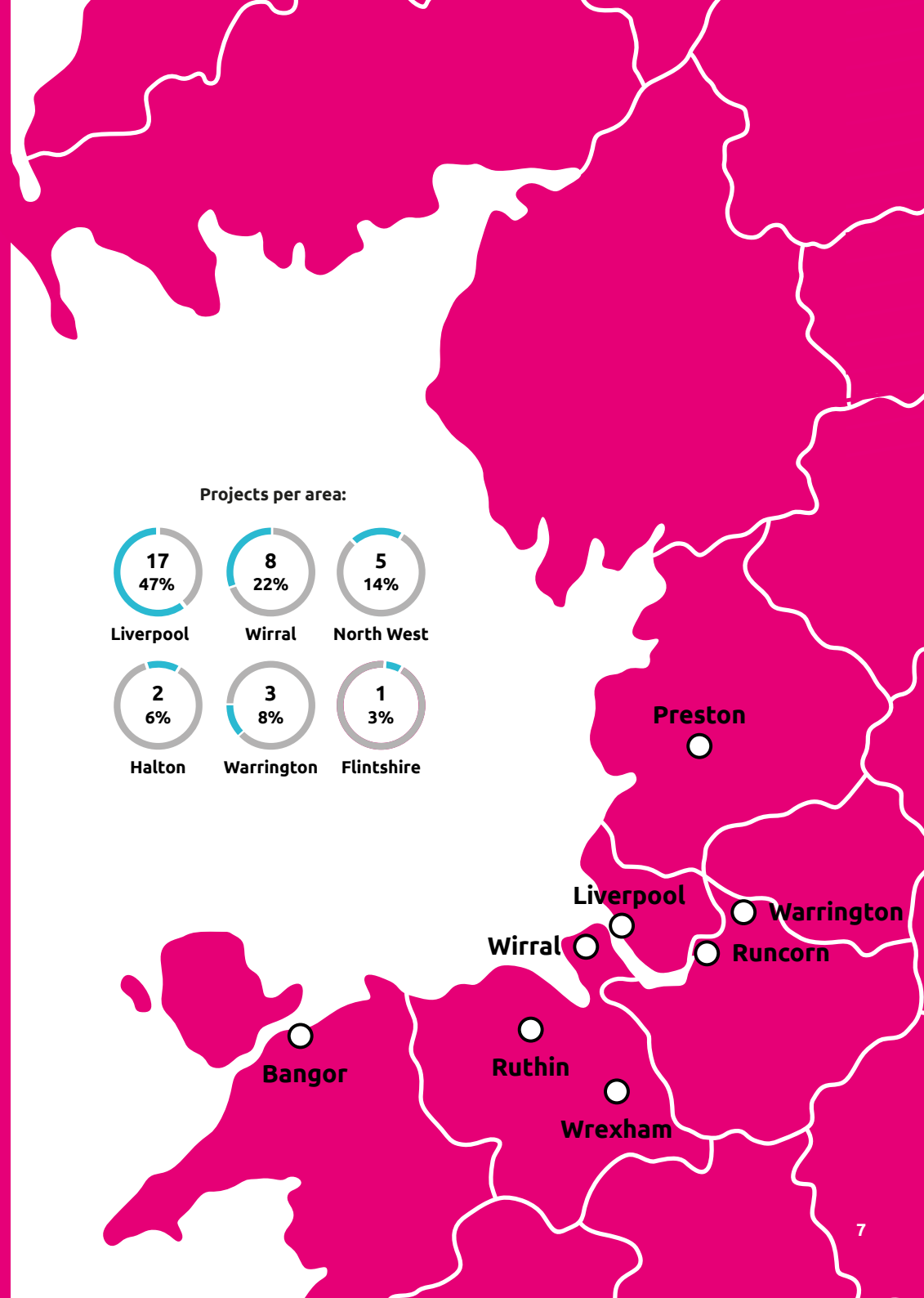
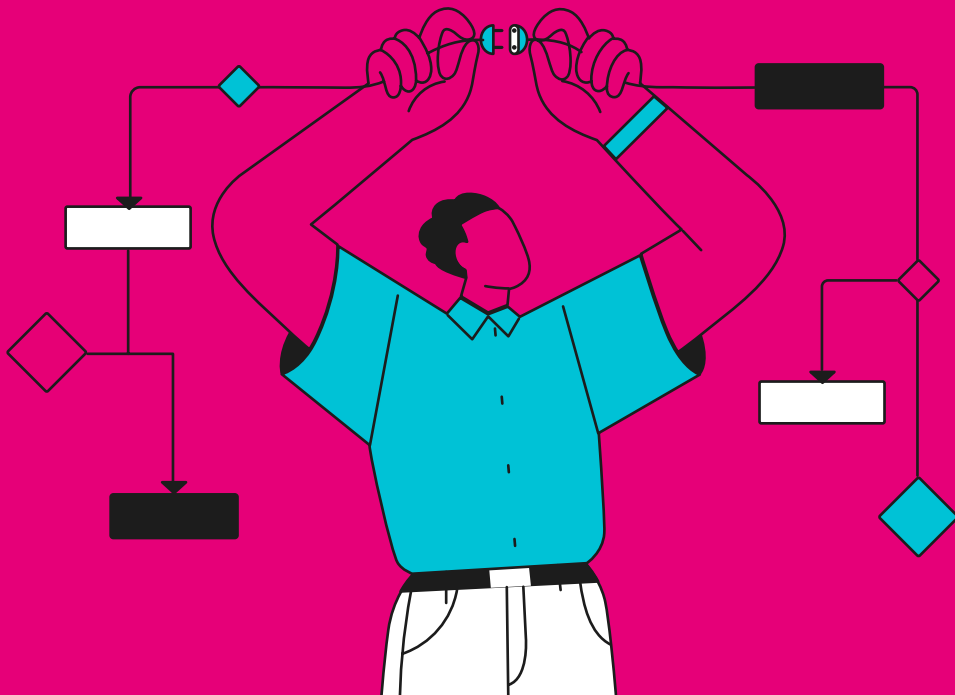
Making Public Services  
People Services

It's no secret that the public and third sectors are facing some tough internal and external challenges, and we need big ideas and brave leaders to tackle them.

That's where we at Capacity come in. We provide the know-how, big-picture thinking, and hands-on time to get moving on the projects that really matter: the ones that make the biggest impact on the lives of everyday people.

We don't pretend to know it all, but we graft, and we have the right connections. We help build more sustainable organisations, create engaged communities, and help overcome those pesky barriers that can stop positive change.

# WE CONNECT ACROSS THE NORTH WEST



# TO BRING OUR VISION TO LIFE



**We want the North West  
to be the best place to  
grow up, grow wise and  
grow old.**

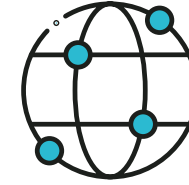
**A place where third and  
public sector services  
will work for every  
person, every time.**

10

# WE ARE TACKLING THE STICKIEST ISSUES AND SYSTEMIC CHALLENGES



Pressure on the sectors makes them reactive instead of proactive



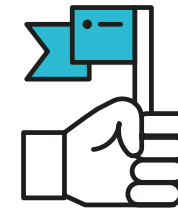
The system remains fragmented and lacks the necessary connections



Funding pressures make recruiting and retaining quality staff difficult



Not enough resources are allocated to listening deeply to communities



Leaders feel isolated, burned out and unable to challenge the status quo

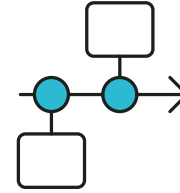


Funding is inadequate: not enough, too short term or too restricted

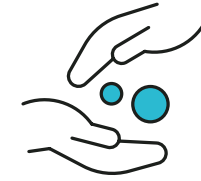
# AND FIGHTING FOR LONGLASTING CHANGE



## CHANGING THE SYSTEM...



Teams find space to be proactive and not just reactive



Funding is available for leaders to explore disruptive solutions

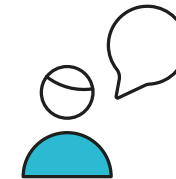


Public and third sectors are interconnected and collaborative

## SO THAT PEOPLE...



Have the skills and tools to manage their wellbeing



Are able to shape the services they can access



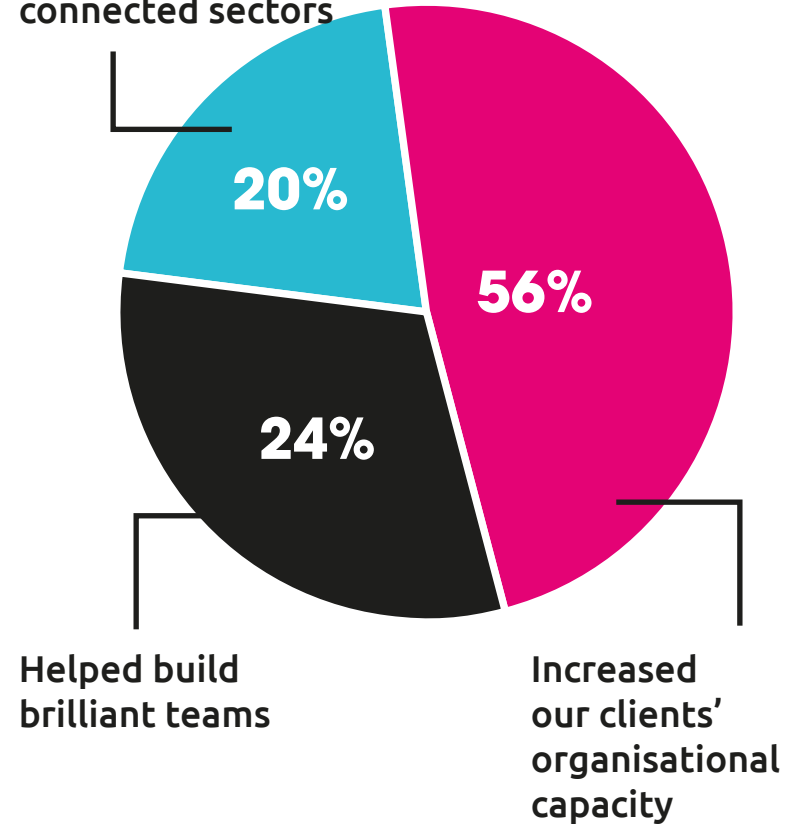
Have access to low-level support well before a crisis



**WE'RE  
HANDS-ON**

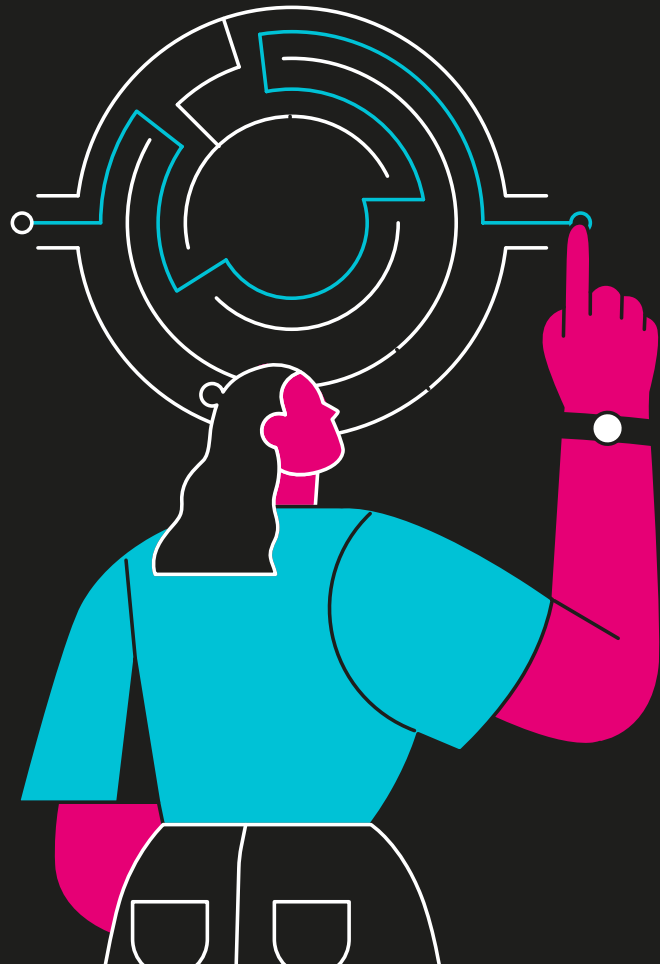
## IN 2022, OUR PROJECTS

Broke silos and  
connected sectors





# IN 2022 WE GOT STUFF DONE



**25** organisations worked with

**20,922**

hours of staff time invested in great projects

**1,200**

people consulted to inform services

**6.25M**

in funding secured for voluntary and social enterprise organisations

# TO STRENGTHEN OUR PARTNERS IN THE PUBLIC AND THIRD SECTORS



**75%**

of our partners say they are better equipped to explore disruptive solutions

**88%**

of our partners say their staff are better connected

**100%**

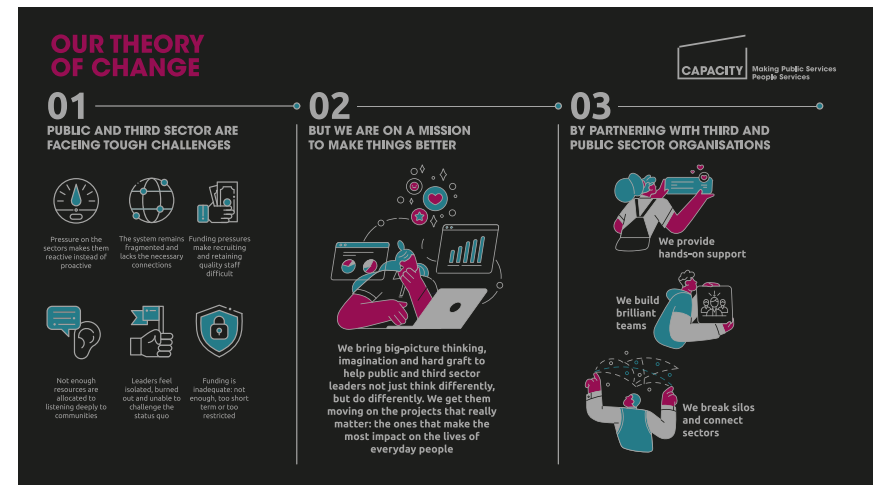
of our partners say their team was able to find space to be proactive and not just reactive

**63%**

of our partners say they were able to better listen to everyday people and tailor their services accordingly

# WE ALSO SPENT A LOT OF TIME THINKING ABOUT OUR PATHWAY TO IMPACT

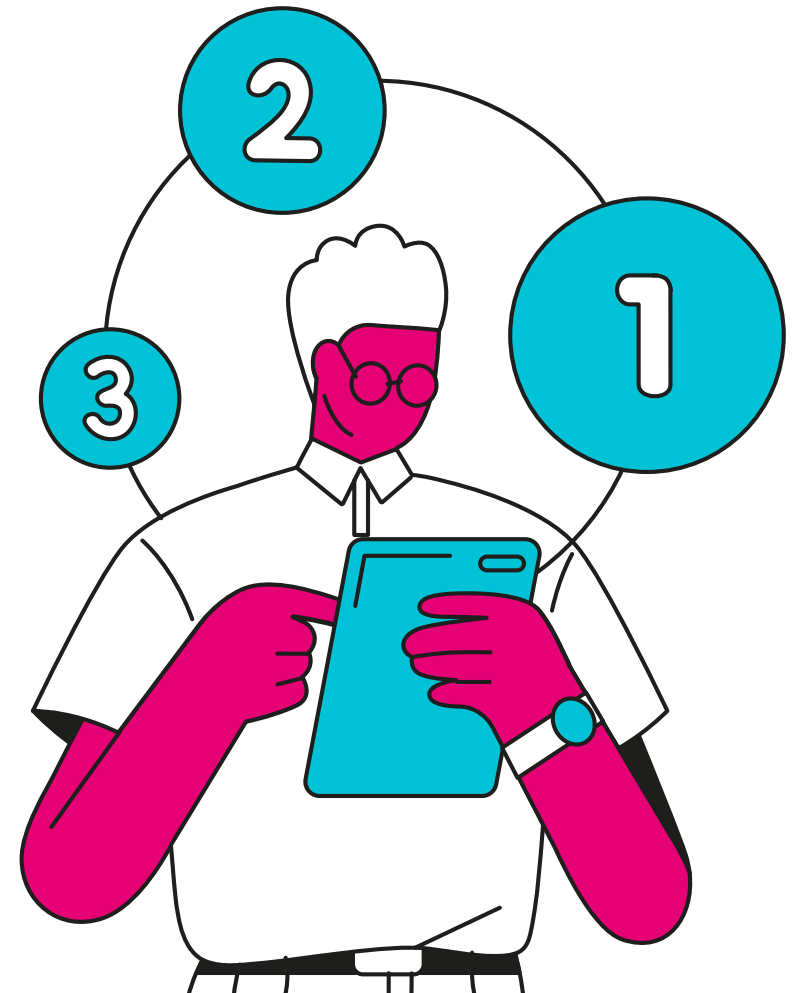
And developed an exciting Theory of Change to guide our work



Tap play to see our Theory of change

**BUT ABOVE  
EVERYTHING,  
WE KEPT OUR  
FOCUS ON  
WHAT MATTERS  
MOST:**

# IMPROVING PEOPLE'S LIVES





**I'VE GOT  
MY SON  
BACK"**



Steve's mum sent a card to our partner organisation Recycling Lives after Steve, who had been back and forth through the system, became part of their workshop after his last time in prison. Steve was able to gain the confidence he needed to make positive changes in his life.

At Capacity we have worked closely with Recycling Lives over the past 5 years, helping them with business planning, finance management and bid-writing, among other things. We were able to help them secure £600,000 of funding that allowed Recycling Lives to grow their services across the UK.



**Making Public Services  
People Services**

[thisiscapacity.co.uk](http://thisiscapacity.co.uk)