

About us

LDN Apprenticeships was founded in 2010 in response to the high levels of youth unemployment in London that were caused by the 2008 financial crash. From the moment our first apprentice started work, our mission has been to create opportunities for diverse talent to realise their potential. To achieve our mission, we deliver industry focused apprenticeships and world class support that helps our apprentices to accelerate their careers and secure their futures.





LDN Apprenticeships CEO, Simon Bozzoli

Welcome to our first-ever B Corp Impact Report.

I have always believed that business should be a force for good. For a long time, I entertained the idea of setting LDN Apprenticeships up as a charity or a social enterprise to reflect my desire for our business to have a positive social impact. After all, our mission is to create opportunities for diverse talent to realise their potential.

I did not set the company up as a charity, but we have never strayed from our purpose and the positive impact that our work has on the lives of our apprentices, our clients, and our community. So, in June 2022, when LDN Apprenticeships became the country's first dedicated apprenticeship training provider to certify as a B Corp, it was a big moment for me and the team.

Achieving B Corp status came at the start of an important year for LDN Apprenticeships. Our business has grown substantially since the pandemic. We have almost doubled our revenue, tripled the number of apprentices on our programmes, and added new, innovative apprenticeship programmes to our portfolio.

We plan to sustain this growth and ensure that we continue to improve our impact. I am incredibly proud of our team's work over the past 12 months which will ensure that LDN Apprenticeships continues to thrive.

Some of the highlights for me, and for our Board of Directors, over the past 12 months include:

Launching our Corporate Responsibility and Sustainability (CR&S) Apprenticeship: We are now the leading provider of CR&S Apprenticeships in the UK. Our CR&S apprentices are trained to become champions of responsible business, covering topics such as stakeholder engagement, CR&S reporting & strategy and essential soft skills for CR&S professionals. These apprentices are becoming the social and environmental conscience for their organisations. We have apprentices leading the responsible business movement with large and small companies in a range of industries including banking, pharmaceuticals, construction, consulting, and marketing.

Exceptional employee engagement: We know that our people are key to our success. Over the last 12 months, our team have been more engaged than ever. To measure employee engagement, we use bi-annual Employee Satisfaction Surveys, which results in a verified “Employee Net Promoter Score” (eNPS). In February 2023, our eNPS rose to an impressive 74 points, with 96% of our team completing the survey. The culture we have created, the team we have built, and the company’s mission and vision are some of the key factors driving employee engagement at LDN.

Changing lives, one apprentice at a time: Since 2010, 94% of the apprentices who have completed their training with LDN have achieved a ‘positive progression’. This means that on completion of their apprenticeship, they remain at their company, move to a new role, or progress into further or higher education. Many apprentices receive a salary increase, either during their apprenticeship or after they have completed. Apprentices also take on more responsibility as they progress through their programmes. All this progression adds up to impact – our apprentices are accelerating their careers and securing their futures.

Reducing our environmental impact: I am proud of the changes we have made to reduce our environmental impact over the last 12 months. These include reducing the number of days that our team are required to commute to work and improving the energy efficiency of our building by installing new, more efficient appliances and lighting. We have also participated in the Better Futures programme, which has resulted in the creation of our first Carbon Reduction Plan, and we completed a building survey and action plan for further improvements to our HQ.

Launch of the Skills Spot C.I.C.: For 10 years, LDN Apprenticeships has offered a free youth service to young people local to our HQ in Stockwell, South London. Since the pandemic, this service has developed to include one-to-one mentoring, career advice and pastoral support. This year we took the decision to build on this work by creating a new Community Interest Company – The Skills Spot C.I.C. The Skills Spot will enable us to grow the positive social impact we have on our local community.

A lot has happened at LDN over the past 12 months. I am certain that the next 12 will be equally progressive, exciting, and rewarding for our apprentices, our clients, and our team.

I hope you enjoy finding out more about our work and our plans in our first-ever Impact Report.

Simon Bozzoli
Founder and CEO

Our B Corp Journey

Why did LDN become a B Corp?

Being a B Corp puts LDN Apprenticeships at the forefront of the responsible business movement in our sector. It provides a structure for us to make a formal commitment to our stakeholders, who are central to our ability to achieve our mission. It also creates direct accountability for our Board of Directors to act in the best interests of all those stakeholders. In addition, the B Impact Assessment provides us with a framework to constantly evaluate our social and environmental performance and to improve it over time.





“LDN is continuously looking for ways to improve. I have noticed that people here are conscious of the environmental impacts of our daily activities as well as how we do business. I am proud to work with people who are not only focused on doing good work but also on doing good.

Darren Chetana
Partnership Development Representative

Our B Corp Journey

Addressing crucial economic and social challenges

To achieve our mission, we deliver industry-focused apprenticeships and world-class support that helps our apprentices to accelerate their careers and secure their futures. Since our founding in 2010, we have supported apprentices in companies large and small and in every region of England. Our apprenticeships address critical economic and social challenges, from bridging the digital skills gap to fostering justice, equity, diversity and inclusion and equipping individuals and companies with the green skills of the future.



Our B Corp Journey

How becoming a B Corp has impacted our business

LDN was the first dedicated apprenticeship provider in the UK to become a B Corp. We take our commitment to being a responsible business seriously and have implemented a range of measures to grow our positive impact on people and the planet. B Corp certification showcases our credentials and has provided us with a framework for ongoing improvement in key areas of our business. By using tools like the B Impact Assessment, we are proactively improving the positive impact we have on our stakeholders and on the planet.

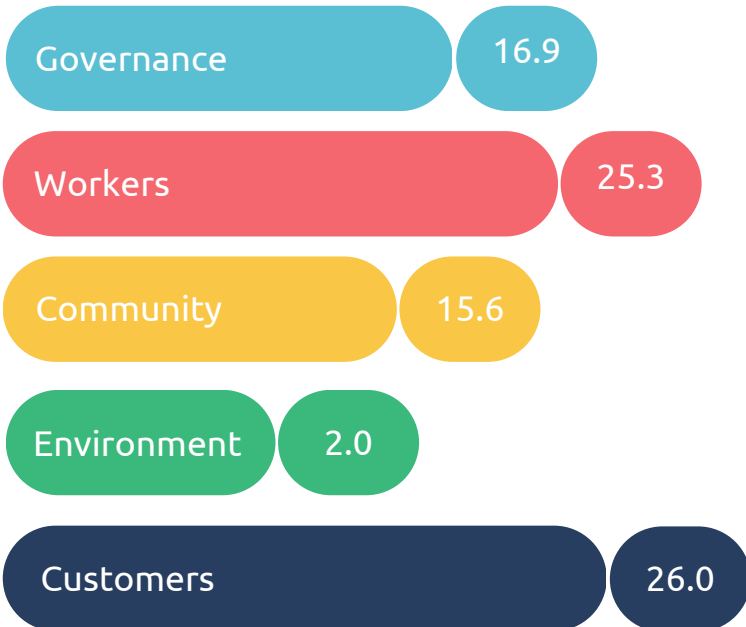


The beginning of our B Corp journey

We are proud to be leading the responsible business movement in the further education sector.

As we look towards our recertification in 2025, we are committed to making several improvements across each of the five impact areas. These will enable us to build on our current Impact Score of 85.9.

Score breakdown



85.9

85.9

LDN's Overall B Impact Score

80

Qualifies for B Corp Certification

50.9

Median Score for Ordinary Businesses

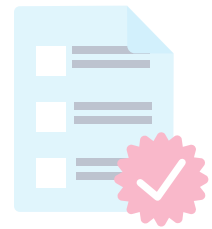


LDN
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Governance





What we did up to June 2023:



We introduced a governance guide which outlines our strategic objectives and provides a framework for support, challenge, and scrutiny from our board.



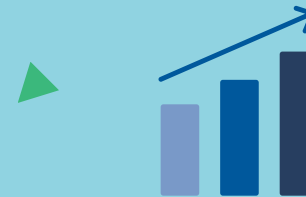
We appointed a new non-executive director with extensive knowledge of the apprenticeship sector to our Board.



We brought together our wider leadership team more regularly, involving them in creating and delivering our business plan and empowering them to be more involved in our company strategy.



"Apprentices and trainees rightly value the training they receive from LDN. They benefit from a broad range of high-quality learning opportunities, including masterclasses, group lessons and self-taught material. Learners put into practice the knowledge that they gain in well-planned work placements with highly prestigious firms. As a result, they feel confident in their future career opportunities." (Ofsted, 2021)



15%

Revenue Growth in the 12 months to 31 March 2023



32%

live in disadvantaged postcode areas






20%

Learner Growth in the 12 months to 31 March 2023






Plans for 2024:

-  Introduce employee training that includes social and environmental issues that are material to our company and its mission.
-  Introduce quarterly reviews of social and environmental performance by the Board of Directors so that we can integrate these factors into our decision-making.
-  Include a code of ethics and a Leadership Charter which outlines expected behaviours in the Employee Handbook.



How we will do this:

-  Run training sessions on social and environmental issues for the whole team at company inset days.
-  Add social and environmental performance reporting to our quarterly Board meeting agenda.
-  Create, disseminate, and provide training on the company's new code of ethics.





Workers





Workers

"The Workers Impact Area evaluates the company's contribution to its employees' financial, physical, professional, and social wellbeing through topics such as payment of a living wage, benefits, employee health and safety, professional development opportunities, and more."

Introduction

At LDN we are passionate about creating an equitable and inclusive culture and being a fantastic place to work. We celebrate autonomy and collaboration through clear leadership, communication, structure, and support. Our aim is to create a high performing environment, where our team can deliver outstanding service to our apprentices, our clients, and our community. We want to be an employer of choice, where all our employees' opinions are respected and they feel valued, included, and listened to.






"I love working at LDN because I enjoy being a part of something good and something I know will impact people's lives positively. I started here as an apprentice myself, with little idea of how I could put my skills to good use, but LDN offered me an opportunity to work with a team of supportive people who, although our roles may differ, have the same end goal in sight!"

Renaise Lewis
Talent Executive



What we did up to June 2023:

-  We became a Living Wage Foundation accredited employer.
-  We supported our team with the cost-of-living crisis by introducing a work from home allowance, more flexible working, and gift vouchers.
-  We enhanced the company pension contribution so staff will have a larger pension on retirement.



74
Employee Net
Promoter Score (eNPS)






4.4/5
Employee Wellbeing



4.7/5
Glassdoor Rating






Plans for 2024:

-  Provide more training to grow our in-house team of mental health first aiders.
-  Continue to develop our performance review policy to focus on individual employee KPIs (Key Performance Indicators) and Goals.
-  Ensure our job descriptions and biannual performance assessments include social and environmental considerations.



How we will do this:

-  Offer at least one externally run Mental Health First Aid training course to our team.
-  Work with managers to further develop our performance review processes and recording.
-  Revise all company job descriptions and share these with the team.



Community





Community

"The Community Impact Area evaluates the company's contribution to the economic and social well-being of the communities in which it operates, through topics such as diversity and inclusion, job creation, civic engagement and philanthropy, supply chain management, and More."

Introduction


We are deeply embedded in our local community and have built strong connections with our local authority (London Borough of Lambeth) and other local organisations. We offer a completely free Youth Club, providing a safe space for local young people to socialise and spend time. We have also expanded our youth services to meet wider needs, including the provision of employability support and careers advice. As a result, we signed up to the Lambeth Made Youth Promise and became a Youth Hub in 2021 to help young people on their career journey.





"I feel lucky to work in an organisation with such a positive and supportive culture. Things are done in a transparent way, and you are made to feel part of a team. This is all made possible by a strong culture of trust. I love the flexibility of my role and working for a business which has a direct positive impact on my local area."

Devina Ferullo
Skills Coach

What we did up to June 2023:

 We improved our collaboration with nearby community organisations and created opportunities to connect young residents to employers.

 We established The Skills Spot C.I.C to strengthen our youth offering and provide better services to local young people.

 We championed apprenticeships to our local community by attending and speaking at events, panels, and industry summits.



167

Young people supported through our youth hub, with **43%** being from vulnerable groups.



2x

Number of individuals regularly attending our Youth Club each week.



1600

People engaged through **65** internal and external events.



142

Young people attended apprenticeship fairs with **16** exhibitors from **7** different industries.



Plans for 2024:

- 🎯 Further establish The Skills Spot C.I.C., creating the foundations for it to become a self-sustaining organisation and making it a driver for collaborative community engagement in our local area.
- 🎯 Introduce a volunteering scheme, providing opportunities for local people to support the development of young residents.
- 🎯 Create space to amplify youth voices and include them in earlier stages of decision-making for our youth services.

How we will do this:

- ➡ Introduce The Skills Spot C.I.C. to our partners, employers and young people and secure funding to deliver services under the brand.
- ➡ Develop job descriptions and recruit and train volunteers to support youth services at our headquarters in Stockwell.
- ➡ Create an alumni network for The Skills Spot C.I.C. and run regular focus groups and feedback sessions with members.



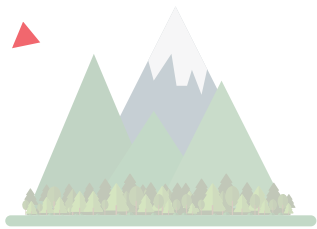
LANSDOWNE
280 South Lambeth Road, Stockwell, SW8 1UJ

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Environment





Environment

"The Environment Impact Area evaluates the company's overall environmental stewardship, including how the company manages general environmental impacts as well as specific topics like climate, water use and sustainability, and impacts on land and life."

Introduction

We are committed to playing our part to protect the environment. This year we have taken significant steps towards reducing our environmental impact. We appointed a 'Climate Champion' and partnered with Better Futures who provided training and support to key members of our team. We utilised the Climate Essentials Carbon Calculator to measure our Scope 1, 2 and 3 emissions and produced our first carbon report. As a result, we confirmed our aim to achieve Net Zero by 2030.






"I enjoy my cycle ride to work - it gives me space to think about my day and not only that, but it also keeps me fit and active. It's the most environmentally friendly way for me to commute to work. LDN provides a secure space for me and fellow cyclists to store our bikes. This encourages me to cycle in knowing I have a safe place for it during the day. It's great to see so many other colleagues cycling and walking when they can as well."

Celia Kingston
Corporate Partnership Manager



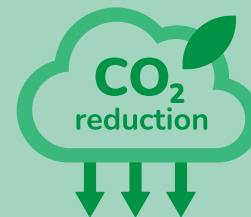
What we did up to June 2023:

-  We introduced an EMS (Environmental Management System) to measure our carbon footprint.
-  We made energy efficiency improvements by closing our office one day per week and installing a new gas boiler and energy-efficient LED lighting.
-  We created a policy statement confirming our commitment to protecting the environment.



96%

Our Carbon Footprint is 53,957 kgCo2e which is **96% lower** than the average business.*






72%

Our Carbon Intensity by Revenue is 0.0357 kgCo2e/£ which is **72% lower** than the average business.*




*Carbon measurements calculated using the Climate Essentials Carbon Calculator.



Plans for 2024:

-  Focus on sustainable procurement by introducing environmentally friendly products (paper, cleaning products, etc.) to our HQ.
-  Further enhance our EMS to improve the accuracy of our emissions measurements and produce an annual report on our progress towards our aim of achieving Net Zero by 2030.
-  Reduce energy usage and make our waste management more efficient.

How we will do this:

-  Implement policies on the purchase of sustainable, recycled, recyclable and non-single-use products.
-  Continue to use the Climate Essentials Carbon Calculator to measure our emissions.
-  Introduce new recycling and waste disposal schemes at our main site and provide ongoing training to our team on the importance of these.





Customers Apprentices





Customers

“The Customers Impact Area evaluates the value that the company creates for your direct customers and the consumers of your products or services through topics such as ethical and positive marketing, warranty and quality assurance of products and services, data privacy, data security, and more.”

Introduction (Apprentices)

Our apprentices are at the centre of everything we do. They are what makes us LDN Apprenticeships. From low tutor caseloads to the ‘Better You’ initiative – we are always looking to improve the experience our apprentices have with us and ensuring they get the most out of their apprenticeship journey. LDN is recognised as an industry leader, and our team is committed to maintaining this status and to ensuring that our apprentices have the best possible experience during an important time in their lives.



“LDN really care about their apprentices and want them to succeed. Everyone who I have met at LDN is so lovely and kind. They are very supportive and are with you every step of the way, ensuring you are keeping well and have everything you need to do the best you can. LDN has a brilliant community for apprentices, and I really like that as it gives you a chance to get to know your fellow apprentices and your coach. I have really enjoyed my apprenticeship working with LDN!”

Vera O'Driscoll

Corporate Responsibility and
Sustainability Apprentice



What we did up to June 2023:



We launched the 'Better You' initiative. This is a community for apprentices to get involved in social action projects, skills competitions, and awards.



We introduced a class representatives programme, giving apprentices the opportunity to act as champions, buddies, and leaders for their peers.



We improved accessibility for our apprentices by adding transcripts to online learning materials.



74

Net Promoter Score



48%

Ethnic minority background



48%

Identify as female



94%

Positive Progression






32%

Live in disadvantaged postcode areas








Plans for 2024:

-  Add even more accessibility features to our learning content by adding alt text to images and making links more user-friendly.
-  Further improve our LDN class representative programme, using the class representative group to improve learner participation and learner voice.
-  Introduce cross-pathway events for enhanced social learning opportunities for our learners.



How we will do this:

-  Provide alt text on images and enhance our links and buttons to work with the most common screen reader browser extensions.
-  Host more regular meetings of our class representative group, formalise working arrangements for the group and regularly gather feedback from them.
-  Bring apprentices from different apprenticeship pathways together in person so that they can network and learn from each other.



Customers
Employers





Introduction (Employers)

Our clients, the companies that employ our apprentices, are central to our mission to create opportunities for diverse talent to realise their potential. Every day, our team innovates to find new ways to engage with and support employers. In addition to working with increasingly well-known companies, over the past 12 months we have rapidly increased the number of organisations we are working with. Growing our client list and working with more employers means that we can create more opportunities for our apprentices, fuelling our mission.



“As a line manager, I have received invaluable assistance from LDN. They have guided me on effectively integrating an apprentice into our team, enabling a seamless transition and fostering a positive working environment. Their proactive approach is evident through their regular updates, ensuring I am always well-informed about progress and any necessary adjustments that may be required.

Andrew Donnelly
Delivery Lead
Close Brothers (Banking Division)

B B Corp Customers



Futureheads



What we did up to June 2023:



We consulted with and supported our clients, resulting in an average increase of 5.6% in salaries across our apprentice cohort between April 2022 and March 2023. On average, apprentices on programme with LDN now earn £20,221 p.a, up from £14,382 p.a in 2019.



We developed and launched the LDN Employer Hub, an online portal which enables our employers to manage their apprenticeship programmes from one central, online platform.



We launched the Employer Advisory Board for our new Digital Learning Designer Apprenticeship, which will be a crucial new offering for many of our clients and which is an important part of our growth strategy.



£5,839

Average increase in apprentice salaries between 2019 and 2023





8.8%

Average increase in apprentice salaries between 2022 and 2023








Plans for 2024:

-  Introduce our employer support resource, providing online, on-demand learning materials to companies that want to make a success of their apprenticeships.
-  Make enhancements to our Employer Hub so that it is easier than ever to do business with LDN and to create, manage and fulfil opportunities for our apprentices.
-  Relaunch our Digital Marketing and Publishing apprenticeships following the review of the apprenticeship standards by the Institute for Apprenticeships and Technical Education.

How we will do this:

-  Build out the MVP (Minimum Viable Product) for our Employer Support Resource and launch this to selected employers.
-  Work with partners to analyse the performance and functionality of the Employer Hub and then implement changes.
-  Work with Trailblazer Groups to understand the revisions to these apprenticeships and mobilise internal resources to develop revised content.



Thank you for reading our impact report! We hope you have enjoyed finding out more about LDN Apprenticeships and our commitment to making our business a force for good. Without the support of our apprentices, clients, team and community, LDN Apprenticeships would not be the organisation that it is today. Thank you from all of us for your support! Here's to the next 12 months of impact!





LDN
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Certified



Corporation

LDN Apprenticeships Ltd is a company registered in England and Wales with company number 07445563 and with its registered address at 278-280 South Lambeth Road, London, SW8 1UJ