

Social Impact Report 2024

Our Vision

*We believe passionately
that every individual
has the right to live
a full, educated,
and inclusive
life.*





Social Mission

Our Purpose:

Social inclusion for disabled people, by disabled people

We champion social inclusion for disabled people, by disabled people.

As a disabled-led social-profit organisation, we deliver CPD-accredited training to empower, challenge stereotypes, and create inclusion pathways.

Through education, advocacy, and partnerships, we drive lasting social change.



Toucan's Story

Toucan Diversity Training CIC was founded in 2013 by **Madissa Asgari**, BA (Hons), MA, a visionary leader with a diverse ethnic background, who faced significant disability discrimination in the job market. Determined to create opportunities not only for herself but also for other disabled people, Madissa established **Toucan Diversity Training CIC** to face these challenges head-on.

Though we faced a profound loss with the passing of our founder in October 2020, Madissa's mission continues to drive us forward.

The non-executive board of directors has overall responsibility for the strategic direction of the social enterprise and its financial overview. In addition, the Board is supported by several Advisory Board members.

The board meets once a term. Their current focus is setting a solid infrastructure to secure Toucan Diversity's future in the coming years.

The day-to-day running of the organisation is led by an Operations Manager and Development Director.



Anne-Marie Asgari
Development Director



Simon Eddy
Interim Operations
Manager



• Training Offering

In Person or Online zoom

- Disability Equality Training (Bespoke)
- Inclusive Employment
- Autism Awareness
- Sight Impaired Awareness
- Invisibility Awareness/Disability
- Deaf Awareness

Online Training Portal

- Disability Awareness
- Neurodiversity into Work
- Learning Disability into Work
- Customer Service
- Deaf Awareness
- Access to Work Guide
- Assistive Technology Course



Our Numbers

Total number of Disabled People
involved in Toucan Diversity . . .

. . . **Twenty Three**

including:

- 4** Directors
- 3** Advisory Board Members
- 2** Patrons
- 8** Disabled Trainers
- 2** Disabled Staff
- 4** Volunteers

Social Media Platform



2,056



1,500



20,000



1,300





Our Training Numbers

5,144

People have attended our Training to-date
January 2025

1,047

People experienced our training in 2024
An increase of 56% attendees from the previous year

People experienced our training in
37
training sessions

100%

of attendees would recommend
our training to others

94%

of attendees have agreed to remove barriers
for their disabled customers and clients

13

Disability Training Modules

10

Modules are CPD-accredited

35%

increase of training to the previous year



Pilot Scheme Toucan's Training Academy

Through generous funding from the National Lottery Fund, we were able to launch Toucan's Training Academy in January 2024.

The group of six trainees followed an academic programme, led by our Patron, Professor Tom Shakespeare and several other disabled lecturers.



Prof. Tom Shakespeare

We are delighted to report our numbers have now increased with an additional six new accredited trainers.



Celia Chartres-Aris



Dr. Rebecca Butler



Prof. David Turner



Gethin Jones

Lecture Details

	Duration of Lecture	Period	Date
Professor Tom Shakespeare			
History of Social Model, UPIAS	45 minutes	17:30 - 18:15	10 June 2024
Moving on from Social Model of Disability	45 minutes	17:30 - 18:15	11 June 2024
Celia Chartres-Aris	Duration of Lecture	Period	Date
Equality Act 2010	60 minutes	17:30 - 18:30	25 July 2024
Dr. Rebecca Butler	Duration of Lecture	Period	Date
Disability Representation in Children's Literature	60 minutes	17:30 - 18:30	17 July 2024
Professor David Turner	Duration of Lecture	Period	Date
Disability History: Oppression and Resistance	45 minutes	17:30 - 18:15	4 July 2024
Disability History Discussion: The uses of the past	45 minutes	17:30 - 18:15	11 July 2024
Gethin Jones	Duration of Lecture	Period	Date
Session 1: My story - Find the power within	45 minutes	17:30 - 18:15	30 May 2024
Session 2: Self awareness and personal development	45 minutes	17:30 - 18:15	6 June 2024
Session 3: Think it - Say it - Do it	45 minutes	17:30 - 18:16	13 June 2024





Comments from Toucan's Trainers Academy cohorts – 2024

I am going to learn more and more about disability history as I believe that it is the cornerstone to where we should be starting any disability training. If we don't know where we have come from, we don't know where we are going and how to improve outcomes.

The knowledge provided was so awe inspiring, yet another bout of knowledge I can apply to my own talks.

I think all sessions have been really useful and well thought out. Thanks again to Toucan for a wonderful opportunity and programme.

I found it made me want to explore the subject of disability history more in my own time and gave some great examples I would use in my own training. Such as people in asylums only getting the vote in 2000 and how disabled people have done organised campaigns through out the years.



- Skill-sharing with other disabled-led CIC's

We meet quarterly with our contemporary Community Interest Companies for mutual support and skill-sharing.



Our partners & collaborators



Skylarks Charity
activities & therapies for children with disabilities and additional needs



Owl XL CIC
a certified social business with Social Enterprise UK



Parallel Windsor
youth enterprise



UNIVERSITY OF
PORTSMOUTH



Isle Access CIC
promoting accessibility and inclusion to the Isle of Wight



Liberty HR Recruitment Ltd



Passion 4 Social CIC
a platform for social entrepreneurs & changemakers



Happy Smiles Training CIC
empowering disabled people to success



This New Ground
elevating the artistic talents of those with learning disabilities



Action-attainment
Skills learnt for life
Action-Attainment CIC
working with neurodiverse people and those around them



Community Kettle
BRINGING PEOPLE TOGETHER
Community Kettle CIC
promoting mental wellbeing



Gov. DWP Jobcentre Plus



Novatech Limited
custom computer hardware and IT managed services



Yellow Door
support & prevention services for the abused

Goodbye Awkward.
Hello Different!

Fundraising Events 2024

Total amount raised **£7,009**

We are so grateful for all the fantastic support



▲ Skydivers in Salisbury aided our fund raising efforts.

▼ Supporters abseiled the Spinnaker Tower, Portsmouth, with others abseiling in the Falklands!

Great South Run Marathon





Testimonial

Yellow Door



From the first contact I was hugely impressed with the professionalism, expertise and enthusiasm of the team at Toucan Diversity.



The training was relevant, tailored and engaging which has supported our staff and our organisation to ensure we are reducing barriers to ensure our service users are able to access our services.

The sessions have also supported us as an employer so we can be more inclusive and accessible for our team. I would highly recommend Toucan Diversity's training to other agencies.



*Nicci King CEO
Yellow Door
December 2024*

Testimonial

Elmhurst Primary Trust

The training was brilliant. It was thought-provoking, nuanced and provided lots of opportunities for us to think about (and discuss) the impact of our language, even when words are said with kind intentions.



A special thank you to Pippa for delivering it so clearly and in such an engaging way.

It was excellent to hear about your life and experiences which you generously shared and also think more broadly too about a wide range of people with invisible disabilities.

Rosie Baron

SEND Teacher Elmhurst Primary Trust

October 2024

Zoom Session





Testimonial

Chichester Cathedral



We were looking for a 'Disability Awareness' training course for our staff and volunteers.



Toucan Diversity came highly recommended and I'm so grateful for that recommendation! Alexandra and Anne-Marie worked with us to design sessions that were specific to the Cathedral, expertly delivered by Alexandra, an accredited disabled trainer who was able to share her experience firsthand. The training had a really positive impact on our team, feedback after the sessions included:

"Informative and thought provoking"

"opened my eyes"

"beautifully presented"

Thank you, Toucan Diversity, we look forward to working together on future projects.



Carolyn Atkinson

Volunteer & HR Coordinator

Chichester Cathedral

May 2024



Goodbye Awkward.
Hello Different!

Testimonial

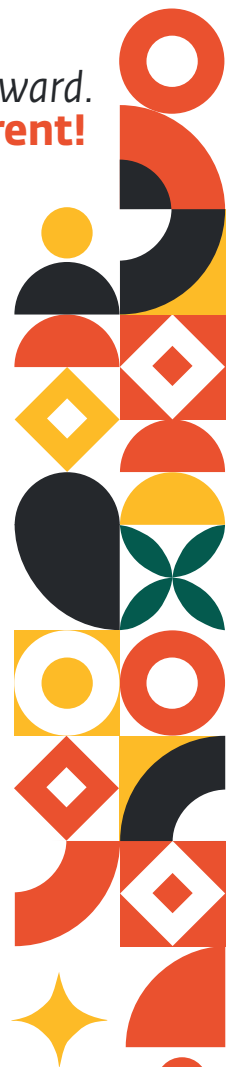
Condor Ferries

I would highly recommend Toucan Diversity CIC, excellent training material, is flexible and adaptable to tailor course content, and extremely efficient to put together and roll out training.

I am very much looking forward to continuing to work together on further projects.



*Amber McIvor-Main
Customer Service Manager
Condor Ferries
April 2024*



15





Testimonial

University of Portsmouth



We are very pleased to be working with Toucan Diversity Training in the delivery of our disability awareness training to staff.



**UNIVERSITY OF
PORTSMOUTH**

The Toucan team are highly professional and knowledgeable in this area and the feedback from the staff attending has been very positive, rating highly both the delivery and content of the training provided.



*Dave Small
University of Portsmouth
Equality & Diversity Manager
2018*



Toucan Diversity Training CIC

Toucan Diversity's Innovation Space 1 - 2 Hampshire Terrace Portsmouth PO1 2QF
T: +44 (0)333 577 2272 E : info@toucan-diversity.org.uk W: www.toucan-diversity.org.uk