

Pulp Friction

EMPLOYING THE SKILLS
OF PEOPLE WITH
LEARNING DISABILITIES

EMPOWERING LIVES.
REDUCING WASTE.
STRENGTHENING COMMUNITIES.



SOCIAL IMPACT REPORT

REPORTING PERIOD

2025–26

Prepared for our Partners,
Funders and Civic
Stakeholders **Pulp Friction CIO** ·
Nottingham

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Co-founders Jill Cater and Jessie Carter-Kay, 2024

FOREWORD

"A message from Jessie and Jill"

CEO - Pulp Friction CIO
Jill Carter

OUR YEAR

Over the last year, Pulp Friction has continued to grow in both reach and impact. We have expanded our staff team, opened a new site, and created more opportunities for our Members to build confidence, develop skills, and thrive within their communities.

AIMS AND OBJECTIVES

Everyone deserves to feel valued, included and recognised.

At Pulp Friction, we celebrate the skills, expertise and contributions of learning disabled and autistic people.

We encourage our Members to be ambitious and proud of their achievement. Through real-life work experience, training and opportunities, we are giving our Members the foundations to succeed.

We aim to foster safe, friendly and inclusive environments for everyone to thrive in - together creating a fairer world.

" I want Pulp Friction to be good at helping people with Learning Disabilities and Autism. "

Jessie Carter-Kay, co-founder

LOOKING AHEAD

As we look ahead, we remain committed to listening to the voices of our Members, partners, supporters, and wider community to help shape Pulp Friction's future.

We are excited to strengthen existing partnerships and build new relationships with organisations and businesses that share our vision for a more inclusive society. Together, we can continue raising awareness not only of the work we do, but of the talent, and potential of our Members.

Alongside this, we will continue developing stronger systems and processes that allow us to grow our impact and reach even more people. We also look forward to expanding our events and community activities, creating more opportunities for people to connect, celebrate, and support our mission.

SECTION 01

Executive Summary

A multi-dimensional view of Pulp Friction's impact in 2025–26: combining social inclusion, environmental sustainability and community integration into a single, evidence-based story.



2025-26 AT A GLANCE

Pulp Friction: Impact Overview

Pulp Friction operates across three intertwined pillars — empowering Learning Disabled and Autistic adults, redistributing surplus food and strengthening community partnerships. The figures below summarise headline outcomes captured through operational data and this year's stakeholder surveys.



A MULTI-DIMENSIONAL IMPACT MODEL

Pulp Friction is a Nottingham-based charity empowering Learning Disabled and Autistic adults to develop social independence and work-readiness skills. Through structured engagement, real-world experience and community partnerships, we generate measurable social, environmental and economic value.

This year's evidence — drawn from Members, parents and carers, staff, host partners, community partners, environmental partners and funders — points to consistent, validated outcomes across every stakeholder group we serve.




WHAT SETS US APART

- ✓ **Lived experience at the hub:** Members shape activities, lead public-facing events and gain real responsibility.
- ✓ **Embedded sustainability:** Environmental contribution is woven through everything we do, not bolted on.
- ✓ **Multi-stakeholder validation:** Outcomes evidenced across seven distinct stakeholder voices.
- ✓ **Long-term partnerships:** Most partners have worked with us for two-plus years.

THREE PILLARS OF VALUE

Integrated Impact Snapshot

Our model creates value in three interconnected ways. Each pillar reinforces the others. Our Members deliver high-quality services in real venues. Environmental work creates the platform for those services. And community partnerships make the whole system possible.

 <h3>Social</h3> <p>Increased Member wellbeing, confidence and independence, alongside reduced isolation, stronger friendships and household-level change for the families who care for them.</p> <p>92% of carers report Member's mood & happiness has improved since joining</p>	 <h3>Environmental</h3> <p>Surplus food redistributed, kitchen waste diverted from landfill through composting and vermicomposting, and a circular system that turns excess food into community meals.</p> <p>100% of environmental partners agree we create meaningful sustainability benefits</p>	 <h3>Community</h3> <p>Perceptions shifted and increased visibility for adults with learning disabilities, with Members embedded in real workplaces, schools, allotments and civic events across Nottinghamshire.</p> <p>100% of host partners say Members challenge stereotypes</p>
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FROM BASELINE ISSUE TO SYSTEMIC CHANGE

<p>SOCIAL</p> <p>Neurodivergent adults experience high social isolation and few external chances to build friendships.</p>	<p>ENVIRONMENTAL</p> <p>Edible food is wasted, contributing to avoidable emissions and missed community benefit.</p>	<p>ECONOMIC</p> <p>Just 4.8% of Learning Disabled adults are in paid employment — a pronounced employment deficit.</p>
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Pulp Friction's Theory of Change directly addresses each baseline issue through structured, repeated, real-world activity.

SECTION 02

Social Impact: People & Households

Outcomes for the individuals at the heart of Pulp Friction — and the families who care for them. Evidence is drawn from 21 Member responses, 24 carer responses and 15 staff voices.



Member & HOUSEHOLD OUTCOMES

Outcomes for Individuals & Families

Pulp Friction provides a structured environment where routine, supported interactions and meaningful tasks combine to create measurable social outcomes. Members tell us what their experience feels like; parents and carers tell us how this changes their lives at home.



A STRUCTURED ENVIRONMENT FOR PERSONAL DEVELOPMENT

Across all Members, the consistent picture is one of belonging, enjoyment and growth. Most spend a lot of time with friends while at Pulp Friction (100%) and feel happy or very happy here. Members are also gradually trying new things and learning skills that they themselves can connect to future work.

That picture is mirrored by carers. **92% of carers report improvements in their family Members' mood, happiness and confidence and willingness to try new things, and 83% see Members completing practical tasks more independently** at home — confirming that what happens at Pulp Friction travels with Members wherever they go.

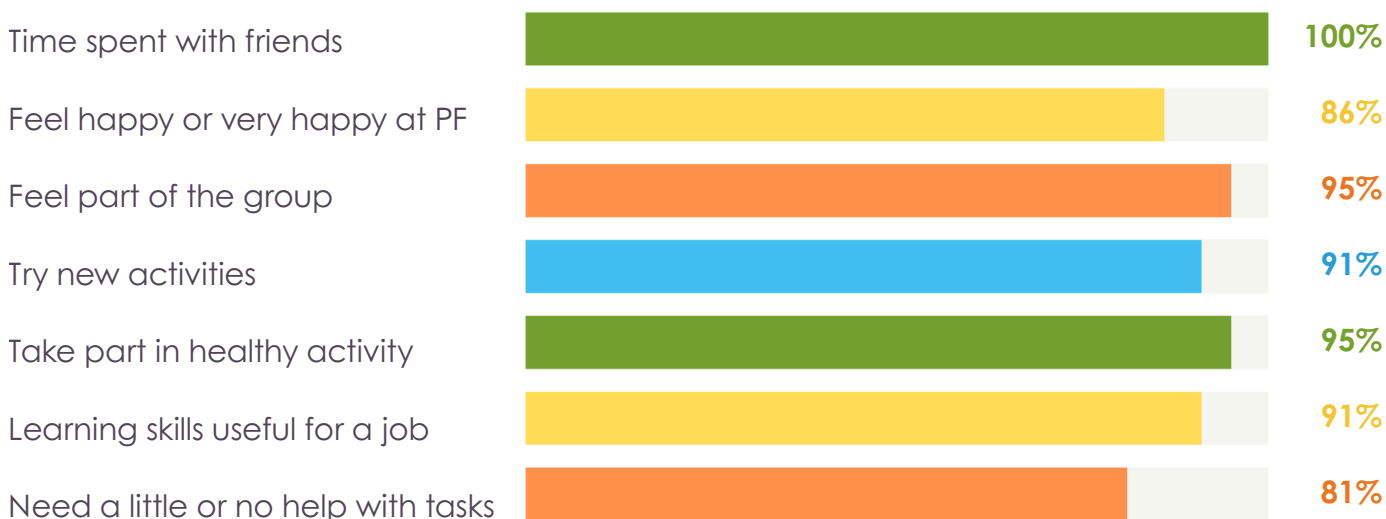
Member OUTCOME BREAKDOWN

Our Members in their Own Words

21 Members responded to our annual survey. Their answers, paired here with carer-reported observations, give us a 360° view of what changes for each individual we support.

Member-REPORTED RESPONSES

Answers containing: "Sometimes" or "A lot" / "Mostly" or "Very much" / "Mostly true" / "Completely true".



Member VOICES · WHAT THEY WANT NEXT

- "Work experience"
- "Do more cooking" / "Work in the cafe"
- "More community work"
- "Baking savoury food, cleaning"
- "Learn library skills" / "Learn about world history"

Members' own aspirations cluster around real-world work, community involvement and life skills — directly aligning with the skills pathway we illustrate in Section 5.

IMPACT BEYOND OUR Members

Parent & Carer Outcomes

Pulp Friction's impact extends past our Members and into their households. Carers told us about new independence, changed routines and a sense pride for many Members.



HOUSEHOLD THEMES

- **Reduced stress & more headspace** — carers describe feeling more settled and confident the Member is in a safe, friendly environment.
- **Stronger routines** — Members have clear "Pulp Friction days", with a strong sense of order, persistence and task completion when at home.
- **Increased independence at home** — making drinks, preparing meals, washing & drying clothes, kitchen and gardening tasks.
- **Celebration of milestones** — paid work, public speaking, barista training, traveling on the bus, making new friends.

"My daughter is now doing tasks at home independently — making her breakfast, doing washing and cleaning. She has become more confident and developed friendships and a sense of belonging."

— Parent, March 2026 carer survey

SECTION 03

Environmental Impact

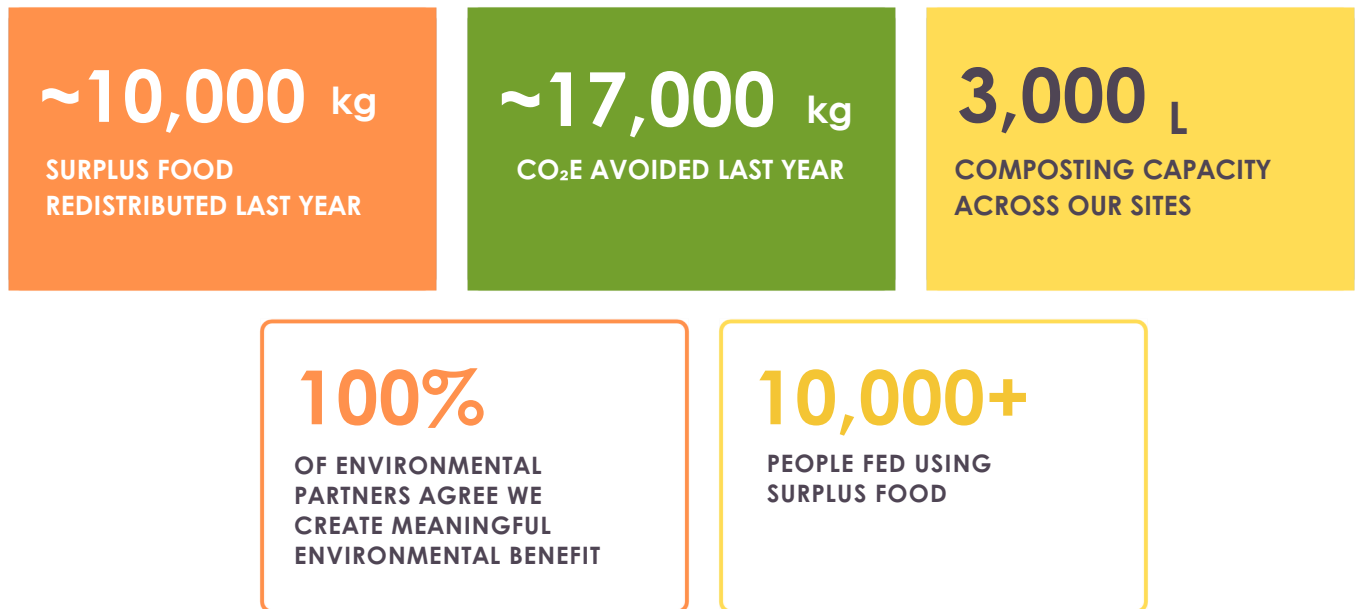
Reducing waste and creating value. How Pulp Friction's circular operations turn surplus food into community meals and waste into healthy soil.



ENVIRONMENTAL IMPACT

Reducing Waste, Creating Value

Pulp Friction is part of a circular food system. Surplus food from supermarkets and partners flows into our catering network and Community Hub. Organic waste flows back out as compost and worm-tended living soil. The figures below summarise this year's measurable environmental contribution.



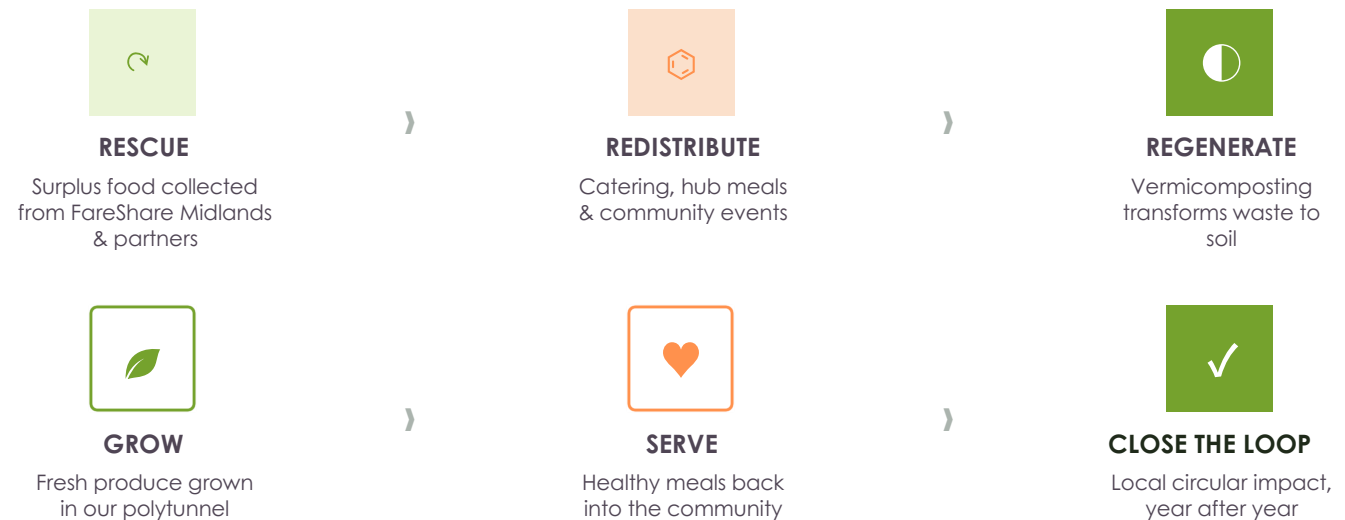
A CIRCULAR SYSTEM

Pulp Friction sits at the meeting point between food rescue, community catering and waste minimisation. We collect surplus food from FareShare and other partner suppliers, redistribute what we can through our catering operations, compost what cannot be eaten, and grow fresh produce in our polytunnel to close the loop locally.

CIRCULAR ECONOMY IN ACTION

From Rescue to Regeneration

A walk-through of how surplus food enters the Pulp Friction system and what happens to it.



PARTNER VOICES · ENVIRONMENTAL BENEFIT

"Pulp Friction are absolute ambassadors for the worms — vermicomposting is ingrained within the culture of the organisation. The positive ecological impact of years of diverting waste into nutrient-rich organic fertiliser is vast."

— Anna, *The Urban Worm*

"Pulp Friction are an excellent organisation working hard to ensure they are sustainable and environmentally friendly in their work."

— FareShare Midlands ·

WHY THIS MATTERS

Reducing food waste is one of the highest-impact climate actions available at the local level. Every kilogram of edible food we redirect from landfill avoids both methane emissions and the embedded carbon footprint of producing replacement food.

SECTION 04

Operational & Community Site Impact

How Pulp Friction operates on the ground at fire stations, schools, allotments, churches and community spaces. And why every host partner this year said we add value.



OPERATIONAL RELIABILITY

Operational Impact & Integration

Pulp Friction operates as a consistent and reliable service inside host organisations. This year's host-partner survey returned a 100% positive scores across every operational dimension we tested — service reliability, value creation, social interactions and skills observed on-site.

100%

OF HOSTS SAY PF SERVICES ARE RELIABLE & WELL ORGANISED

100%

OF HOSTS SAY PF ADDS VALUE TO THEIR ORGANISATION OR SPACE

100%

OF HOSTS SAY MEMBERS CONTRIBUTE POSITIVELY ON-SITE

100%

OF HOSTS SAY MEMBERS INTERACT POSITIVELY WITH STAFF, VISITORS & THE LOCAL COMMUNITY

100%

OF HOSTS AGREE STEREOTYPES ARE CHALLENGED AT THEIR SITE

100%

OF HOSTS HAVE OBSERVED IMPROVEMENTS IN MEMBERS' WORK-RELATED SKILLS

ENGAGEMENT INTENSITY

Most host partners report high frequency interaction (daily or weekly engagements) and have worked with us for over two years. This consistency is what underpins the operational credibility partners describe.

- Long-tenure host partners (2+years).
- Regular weekly cleaning, catering, gardening and hospitality work.
- Embedded into routine site operations, not just periodic visits.

WHERE WE WORK — EXAMPLES

- ✓ **Nottinghamshire Joint Fire & Police HQ** — Hosts PF's 120-seat commercial canteen at the Joint Police and Fire Headquarters.
- ✓ **Bestwood Park Church** — Hosts PF's primary Community Skills and TrainingHub and partners on the weekly community meal.
- ✓ **Methodist Church (Nottingham North East Circuit)** — Generally supports the Hub and community lunch provisions at Bestwood Park.

CHANGING PERCEPTIONS THROUGH VISIBILITY

Perception Shift & Social Value

When Members work alongside the public by serving food, running events or leading workshops, perceptions change. This is one of Pulp Friction's most distinctive contributions and the evidence is consistent across hosts, community partners and civic stakeholders.

MEMBERS ↔ STAFF ↔ COMMUNITY

Host partners describe a noticeable change in how their own staff and visitors interact with Members over time — moving from supervisory dynamics to genuine teamwork.

"I have seen staff go from wanting to 'look after' Pulp Members, to seeing them as an effective part of the wider team at NFRS."

— Christopher Emmott, Nottinghamshire Fire & Rescue Service

"Without Pulp Friction's support the course wouldn't have been able to run. We have never worked with a charity that has made our SEND children feel so welcomed."

— K Fisher, Fernwood School

THREE MECHANISMS OF PERCEPTION CHANGE

01

Visibility

Members are seen, heard and contributing in mainstream venues such as fire stations, schools, festivals and allotments.

02

Participation

Members are given real responsibility serving customers, leading parts of workshops, and taking payments.

03

Contribution

Members generate tangible outcomes for the host — clean spaces, served meals, new courses delivered.

"SITE OPERATIONAL INSIGHTS" · WHAT WE LEARNED THIS YEAR

What works

- Long-tenure relationships and trust with partners.
- Members embedded in routine operations, not bolted on.
- Member-led delivery of public-facing tasks.

What improves the atmosphere

- Visible Member roles in customer-facing tasks.
- Consistent presence at the same site.
- Host staff seeing Members as colleagues over time.

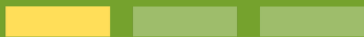
Where the process can improve

- More visible Member roles (e.g. taking payments).
- Member training records and clearer outcomes per role.

SECTION 05

Skills Development & Partnerships

Building skills through inclusive partnerships. How structured engagement with education and community organisations creates a real progression pathway for our Members.



A SKILLS ECOSYSTEM

Building Skills Through Inclusive Partnerships

Pulp Friction is more than a programme, it is a structured skills ecosystem. Members progress through repeated, supported engagement, while partnerships with education providers and community organisations connect that progression to the real world.



A DEVELOPMENT SYSTEM, NOT A SINGLE PROGRAMME

Most learning at Pulp Friction happens through consistent, repeated, supported real-world tasks such as catering shifts, gardening rotations and cleaning routines, across long-term partner sites. Structure plus repetition plus social interaction creates progression.

Observations from our staff reinforce this: 100% of staff say Members show increased confidence trying new activities over time and the same proportion see Members completing tasks more independently as they spend more time with us.

PARTNER-VALIDATED EFFECTIVENESS

- ✓ Community partners rate overall success at **4.88 out of 5** on average.
- ✓ Most have partnered with us for **over 2 years**.
- ✓ Partners report that the dominant outcome that we generate is "**enhancing practical and vocational skills for Members**".
- ✓ Engagement spans weekly and ad-hoc collaboration.

A FIVE-STAGE PROGRESSION

The Skills Progression Pathway

A simple, evidence-grounded model of how Members move from initial exposure to real-world readiness, while being supported every step of the way.



INPUT → ACTIVITY → OUTPUT → OUTCOME → IMPACT



Input

Members, staff, partner volunteers



Activity

Catering, gardening, cleaning, events



Output

Tasks done, hours worked, skills practised



Outcome

Confidence, friendships, work-readiness



Impact

Independence, employment, perception shift

EVIDENCE BEHIND THE PATHWAY

- 91% of Members say they're "mostly" or "completely" learning skills useful for a job.
- 100% of host partners have observed Members' work-related skills improve over time.
- Staff describe enabling Members to lead workshops, speak on the radio and gain paid work.

WHY PARTNERSHIPS MATTER

Partnership Value & Voice

Education and community partnerships are how skill-building at Pulp Friction translates into real-world experience. We asked partners what they get out of the relationship and what they would say to a peer organisation considering working with us

<p style="font-size: 2em; font-weight: bold;">4.88/5</p> <p>AVG. PARTNER SUCCESS RATING</p>	<p style="font-size: 2em; font-weight: bold;">75%</p> <p>OF COMMUNITY PARTNERS HAVE WORKED WITH US 2+ YEARS</p>	<p style="font-size: 2em; font-weight: bold;">88%</p> <p>OF PARTNERS WANT TO EXPAND THEIR COLLABORATION WITH US</p>
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WHY PARTNERS CHOOSE PULP FRICTION

01

Practical, vocational skills

- Real-world task delivery
- Catering, cleaning, gardening
- Customer-facing work

02

Inclusive community spaces

- Visible diversity at site
- Welcoming SEND learners
- Bridging different groups

03

Real-world learning for partners

- Volunteer experience for students
- SEND course delivery support
- Live event & programme

04

Environmental alignment

- Surplus food redistribution
- Community sustainability
- Shared green values



NOTTINGHAMSHIRE
Fire & Rescue Service
Creating Safer Communities



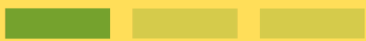
NOTTINGHAMSHIRE
POLICE
PROUD TO SERVE



SECTION 06

Civic Value & System-Level Contribution

Pulp Friction's role in regional inclusion, sustainability and community resilience. And the case for continued investment from funders, civic stakeholder and policy partners.



CIVIC VALUE & STRATEGIC ALIGNMENT

Regional Impact & System Contribution

Pulp Friction is part of regional systems so we go beyond just an isolated impact. Funders, civic partners and community stakeholders this year affirmed our strategic alignment with wider social priorities of inclusion, sustainability and community resilience.



STRATEGIC ALIGNMENT IN NUMBERS

All funders surveyed gave the highest possible rating for impact and project success, and confirmed their intent to continue supporting our mission.

Community partners independently reported that Pulp Friction's work is well-aligned with their organisations' missions and that they want to expand collaboration further (88% positive).

WHERE PULP FRICTION SITS IN THE SYSTEM

A Four-Pillar Contribution to Regional Value

Inclusion, sustainability, community cohesion and economic value — the four ways Pulp Friction contributes to Nottinghamshire's social and environmental ecosystems.



Inclusive Participation Systems

Reducing barriers for underserved adults, offering visible roles in mainstream venues, real responsibility and Member-led delivery.



Local Sustainability Ecosystems

Food. redistribution, vermicomposting and circular catering embedded in long-term partner relationships.



Community Cohesion

Increasing genuine interaction across groups including staff, Members, students and the public at partner sites.



Economic Value Creation

Reducing long-term service burden, expanding paid work pathways and demonstrating SROI on small grant awards.

PUBLIC VALUE & SROI LOGIC

Funders this year affirmed that Pulp Friction "delivers strong social return on investment relative to the funding or support it receives."

FUNDER & CIVIC VOICES

"It's apparent that environmental sustainability runs through everything that PF does, which sets them apart from other organisations which may appear to be doing similar work."

— Hannah Carty, *Procure Plus*

"Pulp Friction are an important part of the foodscape in Nottinghamshire — their professional, supportive and inclusive approach is a model to aspire to."

— Kathy Holmes, *Nottinghamshire County Council*

SECTION 07

Case Studies: Lived Impact

Three structured stories that translate quantitative findings into real, human impacts. A Member journey, a household ripple effect and a partner perspective.



CASE STUDY 01 — A Member JOURNEY

Impact in Practice

A composite Member journey, drawn from this year's Member survey responses and supported by staff observations.

STAGE 01 · JOIN

Initial engagement

Most Members start with moderate participation and already enjoy spending time with friends, but only have some choice over which activities they do (62% answer "Sometimes"). A good starting point with room to increase empowerment.

→ **Indicates a welcoming entry, but space to grow Member agency.**

STAGE 02 · BELONG

Feeling welcomed and supported

86% of Members report feeling "Happy" or "Very Happy" at Pulp Friction; 95% feel they're "Mostly" or "Very much" part of the group here.

→ **Inclusive environment validated by Member self-report.**

STAGE 03 · GROW

Confidence builds with structure

91% of Members say they are learning things that will help them get a job. They begin to try new activities and engage more consistently. 100% of staff confirm Members show increased confidence trying new activities over time.

→ **Active engagement and growing confidence, validated internally by staff.**

STAGE 04 · DEVELOP

Real-world skill direction

Members express clear, goal-oriented aspirations: practical life skills (cooking, cleaning), education (history, library skills) and community involvement. The shift toward goal-setting marks a transition from participation to development.

→ **Member-led goal-setting and real-world skill direction.**

STAGE 05 · OUTCOME

Visible, lasting impact

Increased participation and confidence, stronger social connections, reduced reliance on support, movement toward independence and contribution, sometimes culminating in paid work, public speaking or co-leading workshops at SEND schools

CASE STUDY 02 — HOUSEHOLD IMPACT

The Ripple Effect at Home

When a Member's confidence grows, their household dynamic changes too.

BEFORE

Carer reported baseline indicators describe high dependence on family for everyday tasks, limited social networks of one's own, narrow daily routines and a heavier emotional load on parents and carers.

AFTER

Carers describe Members independently making drinks, preparing meals, washing and drying clothes, building friendships of their own and growing in emotional confidence.

THREE SPILLOVER EFFECTS BEYOND THE PARTICIPANT

01

Increased independence at home

- "Making her bed every day"
- "Cooking meals"
- "Washing and drying her clothes"
- "Travelling on the bus on her own"

→ **83% of carers report greater independence.**

02

Reduced caregiver burden

- More balanced household dynamics
- Carers feeling reassured
- Time to do things for themselves
- Friendship networks among other carers

→ **92% of carers find more time for themselves.**

03

Long-term potential

- Increased task focus and persistence
- Strong sense of routine and order
- Members moving toward employment
- Growing community contribution

→ **88% of carers see tangible work-ready skills.**

"He gained paid work and this made him feel valued. [He] learned how to use equipment correctly in the kitchen environment [and] how to be part of a team. I have been able to join in more pursuits I enjoy."

— Carer, March 2026 carer survey

CASE STUDY 03 — PARTNER PERSPECTIVE

A Partner's View of Pulp Friction

A composite picture from 8 community partners, 2 host partners, 2 environmental partners and 2 funders surveyed in early 2026.

SIX CHARACTERISTICS OF A PULP FRICTION PARTNERSHIP

01

Long-term & trusted

Most partners (75%+) have engaged with us for two or more years.

02

Highly effective

Average success rating 4.88/5. All funders rate impact and project success at the maximum.

03

Skill development is the value

"Enhancing practical and vocational skills" is the dominant impact theme reported.

04

Mutually beneficial

Partners describe added value to their own provision of events, services and courses.

05

Strategically aligned

100% of community partners say PF aligns with their mission. 88% want to expand collaboration.

06

Tangibly visible in community

From cleaning community rooms to delivering Level 1 Public Service courses — Members are visible.

STRENGTH OF THE QUALITATIVE EVIDENCE BASE

7

STAKEHOLDER VOICES

Members, parents/carers, staff, hosts, community partners, environmental partners, funders.

74

TOTAL SURVEY RESPONSES

Across all stakeholder groups in early 2026

"The journey at Nottinghamshire Fire and Rescue Service has been amazing. Pulp Friction have helped the 'lived experience' of staff around disabilities, and specifically learning disabilities."

— Christopher Emmott, Nottinghamshire Fire & Rescue Service