

SPACEWORKS

Impact Report 2026/2027

About Us

Bristol Spaceworks Ltd t/a Spaceworks is a not-for-profit company, limited by guarantee, created to respond to a lack of workspace and opportunities in areas of Bristol with higher levels of unemployment and economic deprivation.

Our mission is simple: to make it easier for local people to start and grow their own businesses, helping to stimulate jobs in the communities we serve.

We currently operate seven workspaces that serve a wide range of small businesses, charities, freelancers, and social enterprises. Each of our centres is based in the heart of a residential community, keeping access local, reducing travel, and creating thriving neighbourhood hubs.



Our Values

Community

We are deeply rooted in local communities and exist to create opportunities within them.

Helpful

We support and encourage the wellbeing and success of everyone who works with us.

Secure Environment

We maintain high-quality, safe spaces that people enjoy working in.

Customer Focused

Our customers' success is central to our mission

Respectful

We believe all relationships should be built on fairness and respect.

A Note From our Chairman, Usman Yaqub

This year has been one of both achievement and transition for Spaceworks.

In September, having served on the Board for several years, I was honoured to be elected Chair by my fellow directors. This followed Neil Pirie's decision to step down after decades of service as the Chair. Neil has been at the heart of Spaceworks since its inception in 1985, helping to transform an idea into an organisation that has supported thousands of businesses, charities and community organisations across Bristol. It was especially fitting to see his contribution recognised nationally with an OBE in the King's Birthday Honours List. As a Board, we are deeply grateful for Neil's vision, determination and enduring commitment to our mission.

One of our proudest achievements this year has been achieving B Corp certification. The accreditation follows a rigorous assessment of our governance, environmental performance, community impact and treatment of workers. For a business with a mission to create positive social change, B Corp provides independent recognition that we are putting those values into action and offers a template for improvement.



A Note From our Chairman, Usman Yaqub

Significant improvements were completed at the Old Library, helping to revitalise previously vacant space and improve accessibility, safety and energy efficiency. Across our wider portfolio, we have progressed important fire safety improvements, explored opportunities for additional solar generation and battery storage, and continued planning for future sustainability investments.

Community is one of our company values and it remains at the heart of everything we do. During the year, we opened an incubator at the Old Co-op, helping 3 emerging enterprises access affordable workspace and support. We continued to bring customers together through networking events and community activities, while initiatives such as our fully booked Dr Bike sessions encouraged healthier and more sustainable travel.

I am optimistic about what lies ahead. Thank you to our customers for their continued support. In addition, I appreciate the continued hard work and commitment from the Spaceworks team, directors, and everyone who has contributed over the last 12 months.



Certified



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Corporation

Becoming B Corp Certified

In 2024, we started the process of becoming a B Corp Certified Business and we finally achieved it in 2026.

A qualifying score for B Corp Certified Business is 80 and Spaceworks achieved 92.6. We will be recertified in 3 years, so we will aim to work on the weaknesses that were highlighted in the report and exceed a score of 100.

The process of becoming certified was a significant investment in time, but it reflects our belief that doing business is more than about making profit and there is a wider purpose of benefiting the community.

Governance

A key area that matters to us is strong governance. This helps us stay true to our mission, stay transparent, and improve our impact over time.

What we did

Improve how we document and measure social impact

Achieved B Corp Certification with a verified score of 92.6, introducing independent assessment and a more structured approach to measuring and reporting impact.

Strengthen training for staff on sustainability and inclusion

Attended UWE Bristol's Inclusive Practices programme and continued to develop our approach to equality, diversity and inclusion across the organisation.

Review how we measure our long-term impact

Embedded B Corp principles into our articles of association and committed to ongoing impact measurement through annual reporting and recertification.

Plans for 2026/27

Continuous improvement through B Corp

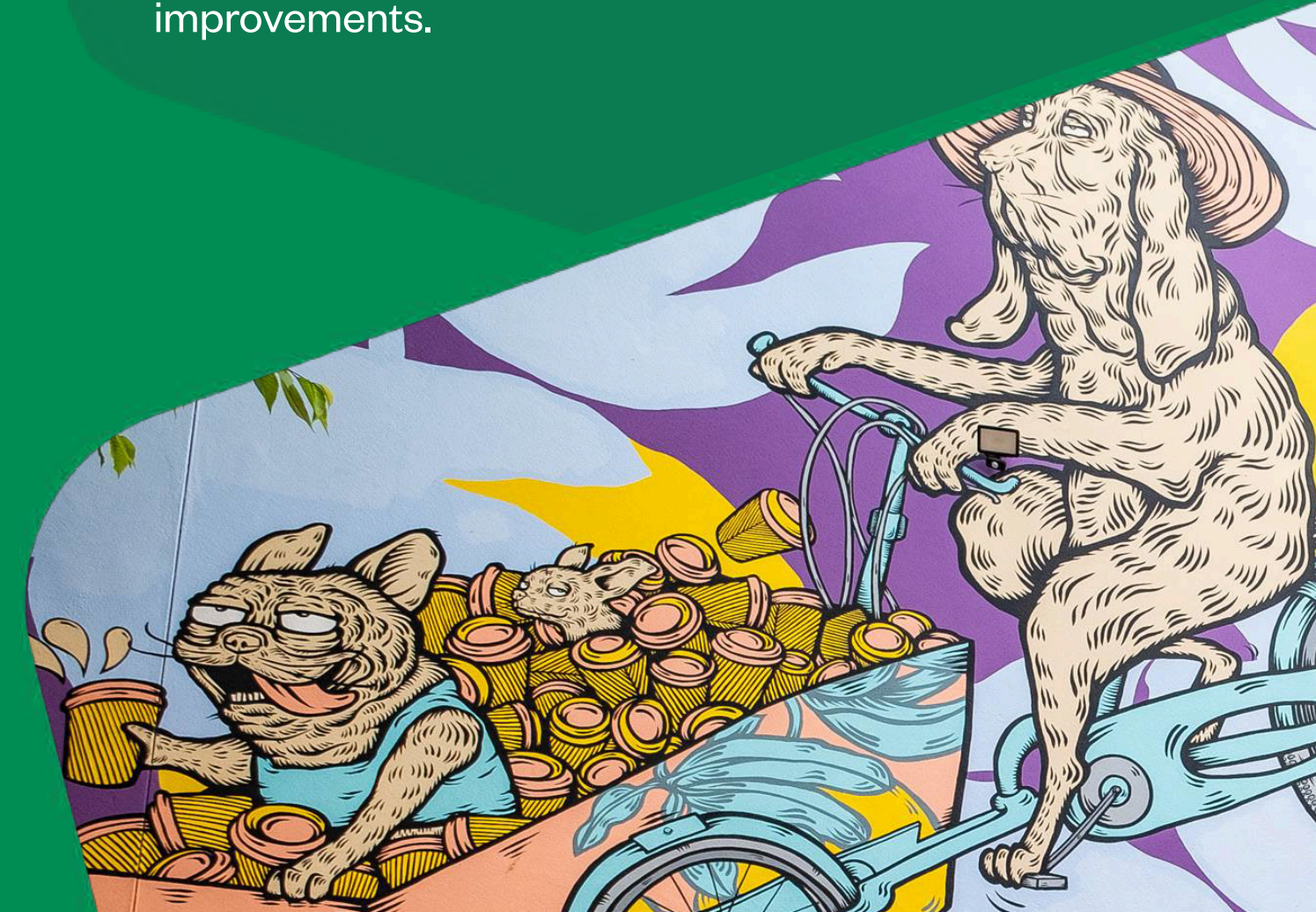
Use findings from our B Corp assessment to strengthen governance, accountability and social and environmental performance.

Measure stakeholder outcomes

Develop better measures of the difference we make for customers, staff and local communities, not just our activities.

Improve impact reporting

Introduce clearer reporting against agreed social and environmental objectives to support Board oversight and decision-making, e.g. feedback surveys and B Corp improvements.



Workers

It is important to recognise how much of an important asset our team is. When we invest in our people, it strengthens everything we do.

What we did

Offer clearer pathways for internal progression

Increased investment in staff development through regular reviews and targeted training, including project management and specialist technical qualifications for team members.

Track staff wellbeing and satisfaction more systematically

Introduced an employee satisfaction survey, with all respondents reporting high levels of teamwork, wellbeing support, flexibility and feeling valued within the business.

Continue to improve wellbeing support and benefits

Supported flexible working arrangements to help balance work and family responsibilities, alongside maintaining enhanced wellbeing and employee benefit packages.

Plans for 2026/27

Improve workload balance across the team

Review workload allocation and gather feedback to ensure work is shared fairly and resources are targeted where most needed.

Repeat and expand employee feedback surveys

Continue regular staff surveys to track satisfaction trends and identify opportunities to improve the employee experience.

Invest in skills and career development

Build on recent training programmes by supporting further professional development and helping staff develop skills for future roles.



Community

Our spaces are community first. We exist to support local people to succeed, connect, and grow.

What we did

Grow the incubator programme

Launched our BS5 business incubator and welcomed three startup businesses, providing affordable workspace, networking opportunities and practical support to help them establish and grow.

Explore partnerships for business support, training and mentorship

Partnered with Why TKO and UWE Bristol to connect customers with funded training, leadership development and business support opportunities.

Use customer feedback to drive improvements

Achieved a strong response rate to our customer survey and used the feedback to prioritise building maintenance in specific parts of buildings and service improvements.

Plans for 2026/27

Support the next incubator cohort

Welcome future incubator businesses and continue helping entrepreneurs access affordable workspace, networks and practical business support.

Measure customer outcomes

Gather evidence of business growth, employment and organisational development to better understand the long-term impact of our services. This helps boost our B Corp score.

Strengthen community impact

Develop a framework for charitable giving.



Environment

We want our buildings to inspire our customers to take sustainability seriously—and we aim to lead by example.

What we did

Greater energy independence

Our solar installations generated an estimated 76 MWh of renewable electricity during 2025, enough to avoid around 15 tonnes of CO2 emissions, while increasing our energy independence and reducing operating costs.

Reduce our reliance on gas boilers

Installed app-controlled electric radiators at the Old Library, creating a test case for lower-carbon heating and improved energy management.

Share sustainability tips with customers

Continued to promote recycling, responsible waste disposal and energy-saving initiatives, while improving recycling facilities and food waste collection across our centres.

Improve EPC ratings

Completed property improvements that resulted in all buildings at Easton Business Centre now achieving EPC rating C.

Plans for 2026/27

Heat mitigation

Investigate a range of solutions to mitigate rising temperatures so they can be used year-round.

Expand low-carbon heating solutions

Evaluate app-controlled electric heating systems at other sites, reducing reliance on gas and improving energy management and cost recovery.

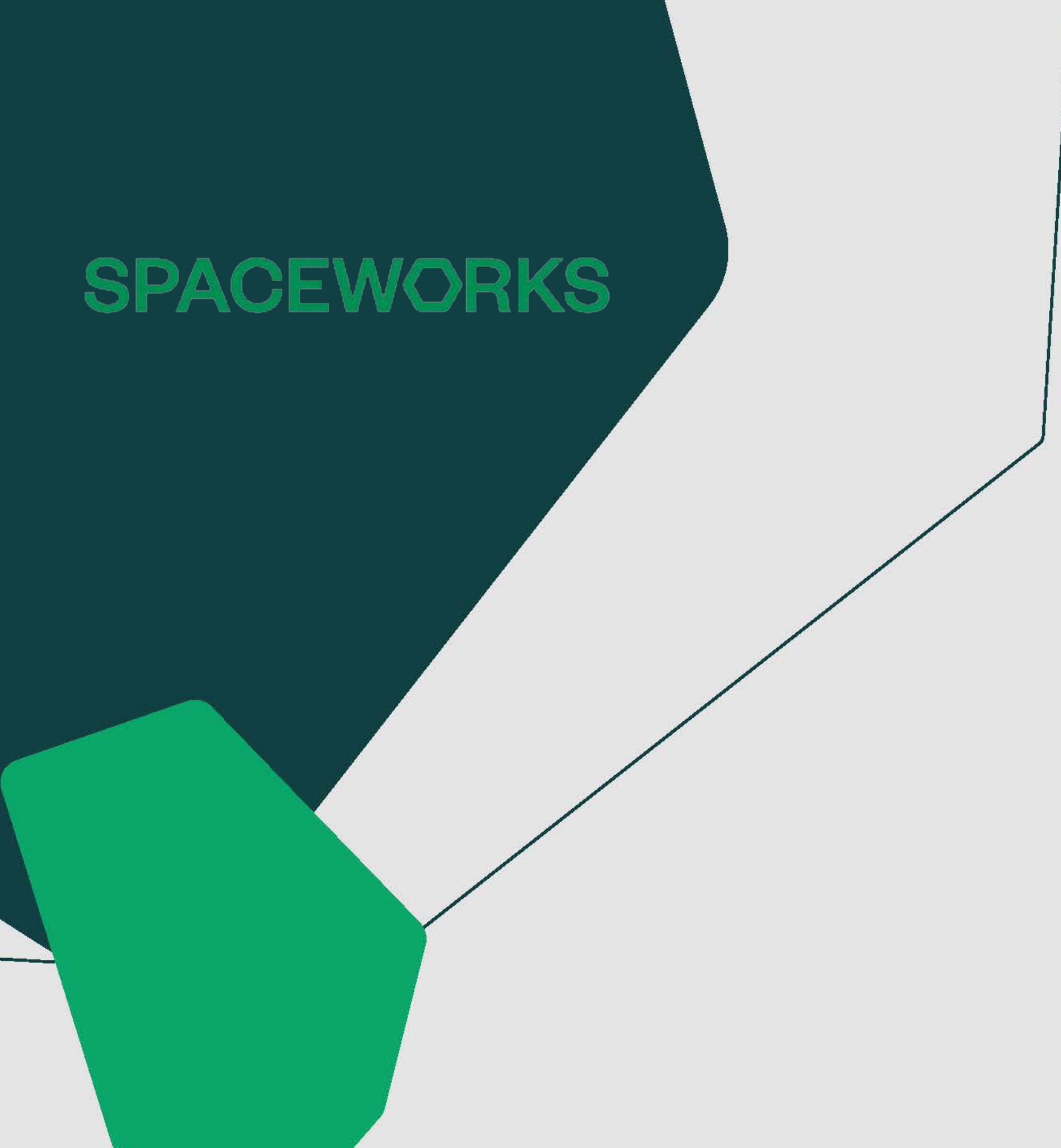
Reduce waste and resource consumption

Review products and suppliers to reduce waste, including changes expected to save around 40 kilometres of toilet roll annually.

Use environmental data to target improvements

Use annual energy, water and carbon benchmarking to identify the buildings and systems with the greatest opportunity for improvement.



The logo consists of the word "SPACEWORKS" in a bold, green, sans-serif font. It is positioned on a dark teal background that forms a large, irregular shape on the left side of the slide. A thin black line extends from the bottom right of this teal shape across the middle of the slide. In the bottom left corner, there is a smaller, bright green irregular shape.

SPACEWORKS

Final Word

Thank you to our board of directors, team, customers and the community which supports our work.

We welcome your thoughts, ideas, and feedback. Please get in touch on email matt@spaceworks.org.uk or connect with us online at www.spaceworks.org.uk or find us on LinkedIn.