

# Community Partner Survey 2017 Results

As a result of working directly with ELBA volunteers, **beneficiaries** have experienced:



Experienced a direct positive impact on their quality of life



Gained social interaction such as meeting people they otherwise wouldn't

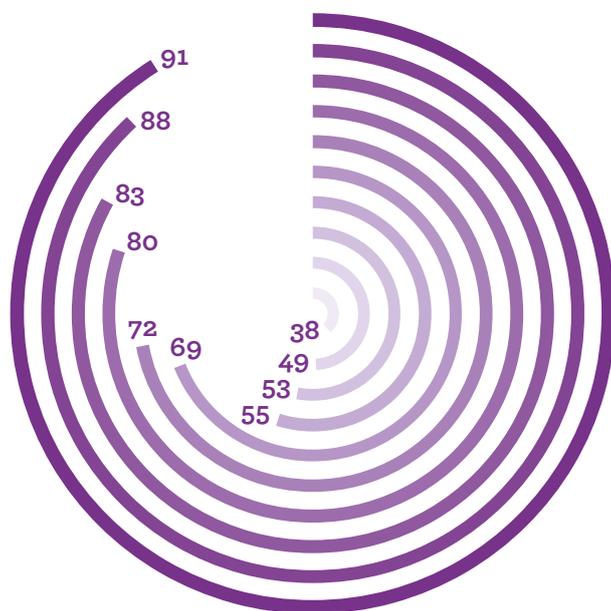


Gained knowledge and awareness in to careers and job opportunities



Gained hard skills such as interview skills or CV skills

As a result of working with ELBA, **community partners** have:



- 91% – Been able to improve services/products
- 88% – Increased pride/satisfaction in their area
- 83% – Increased their profile
- 80% – Increased use of their service/public space
- 72% – Been able to provide new services / products
- 69% – Experienced environmental benefits
- 55% – Seen increased safety in their area
- 53% – Been able to take on more staff/volunteers
- 49% – Been able to spend more time with clients
- 38% – Been able to improve management systems (e.g. IT, HR, finance)

97% of community partners are happy with the service ELBA provides the community

92% of community partners would recommend ELBA to a friend or colleague

54% of community partners would not have received the support elsewhere

All statistics represent answers only where applicable to the organisation



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# Community Works Impact 2017

ELBA's Community Works team facilitates partnerships between corporate and community organisations to benefit both parties, in two main ways:

1. Bringing the expertise of highly skilled business volunteers to support the community
2. Challenge ELBA: engaging teams of up to 100 volunteers in one day community projects

As an organisation ELBA changes according to community needs and is constantly developing the programmes it offers. From finance to legal advice to placing trustees, addressing loneliness and supporting environmental projects, ELBA finds the answer to a range of challenges facing east London community partners.

The results from our survey were fantastic.



XXX volunteers placed



XX community organisations supported



XX trustees placed

## Impact on Community Organisations

91% have a good ongoing relationship with businesses. 74% have accessed training and companies they would not otherwise have a relationship with.

91% have been able to improve existing services/products while 72% have been able to provide new services/products. "ELBA events have meant that service users have improved their confidence and motivation to come out of their homes and interact with other people and their local community. It has greatly helped tackle issues of loneliness amongst the elderly that attend. It has also given them the opportunity to have days out that they wouldn't be able to afford themselves otherwise." Carol Abbott, East London Pensioners Group.

38% improved their management systems while 49% were able to spend more time with clients and 53% have been able to employ more staff / take on more volunteers.

83% increased their profile. Marie Kerrigan at Morningside Children's Centre said "Our families have been exposed to different career opportunities by meeting people from different professions." / "Working with ELBA has definitely improved our standing within the borough – in particular the high profile corporates that ELBA have linked us up with." Jocelyn Davis, Redbridge Foodbank.

88% increase pride/satisfaction in the area. 80% experienced an increased use of the service or public space.

"The corporate volunteers have made it possible for many more people to enjoy the Core Landscapes garden area by helping to level the ground to make it more accessible and by painting the hoarding surrounding the site encouraging more people to enter the project. Numerous visitors have commented on how much they appreciate having projects

like Core Landscapes in their neighbourhood and praising the hard work that has gone into creating the site. People particularly like having a green space to relax in away from the densely urban surrounding environment." Nemone Mercer, Core Landscapes.

55% experienced an increase in safety in the area, while 69% experienced environmental benefits. "The volunteers have tackled tasks in the parks which really need doing and have helped to lift the parks." Bruce Irving, Hackney Parks.

Trustee placements were a big success, with Sharon Long, Partnership for Young London, saying, of their trustees newly placed via ELBA: "They have been a great addition to the board, fitting in really well and have taken on key roles within the various subgroups such as getting involved in a small working group looking our new strategic business plan for 2018/2020. They have also linked us up with a few business contacts which we will pursue in the future".

ELBA has long standing relationship with the east London community with 83% working with us for more than the past year with 37% having worked with us for more than 5 years. Longer term impacts were reported on increase in organisation's capacity – 89%, increase in financial sustainability – 55% and increase in organisations capability – 71%. "Having worked with ELBA for so many years it provides us with comfort that we are able to maintain our site with less financial stress for maintenance, staff pressure on having to do it in little time and a safe place for our user to attend and enjoy." Christina Jordean, Shakespeare Walk Adventure Playground.

Other long term enabled outcomes were reported as raising awareness of open spaces and venues, improved standing in their borough, board member placements and continuing corporate relationships.



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# Community Works Impact 2017



XXXX beneficiaries supported



XXX hours given



£XXm leveraged funds through volunteering

## Impact on Beneficiaries

20% of community partners surveyed had ELBA volunteers work directly with beneficiaries.

78% experienced substantive improvements in their lives as a result in activity with ELBA volunteers. Fiona Baird, Newham New Deal Partnership said: “ELBA brokered volunteers for digital inclusion projects with older people which has helped our beneficiaries learn new skills and reduce isolation.”

100% of beneficiaries experienced a positive change in their behaviour or attitude, a direct positive impact on their quality of life or gained social interactions they wouldn't otherwise have had. 91% developed new skills or an increase in their personal effectiveness, and 83% gained knowledge and awareness of job opportunities. “ELBA supported our Futures day brilliantly. The volunteers worked with the school and provided lots of support.” Aisha Naeem Sheikh, Ranelagh Primary School.

Competency progress is a key focus on many of ELBA's projects with beneficiaries. Of those surveyed 33% of beneficiaries reported improvements in aspirations, teamwork and resilience. 47% improved communication, while 20% improved self-management, 13% improved business awareness and problem solving and 7% improved leadership. “ELBA's Career's insight and skills based workshop helped with improving student's motivation, aspiration, problem solving, team working and communication skills.” Tayebah Kazempour, New City College - Hackney.

Competencies of beneficiaries improved as a result of working with ELBA volunteers:

47% COMMUNICATION

33% ASPIRATIONS

33% TEAMWORK

33% RESILIENCE

20% SELF MANAGEMENT

13% BUSINESS AWARENESS

13% PROBLEM SOLVING

7% LEADERSHIP

## ELBA's service

97% of community partners surveyed are happy with the service ELBA provides the community. 92% would recommend ELBA to a friend or colleague. While 54% said they would not receive the support elsewhere. “The fact that ELBA do all the groundwork when it comes to having the corporate volunteers makes so much difference. It enables us to actually enjoy the event without feeling the stress of the preparation.” Jocelyn Davis, Redbridge Foodbank.

ELBA's desire each year is to maximise the impact our work can have and in line with this 56% of the community partners surveyed received more than one intervention, while 17% were new to working with ELBA this year.



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