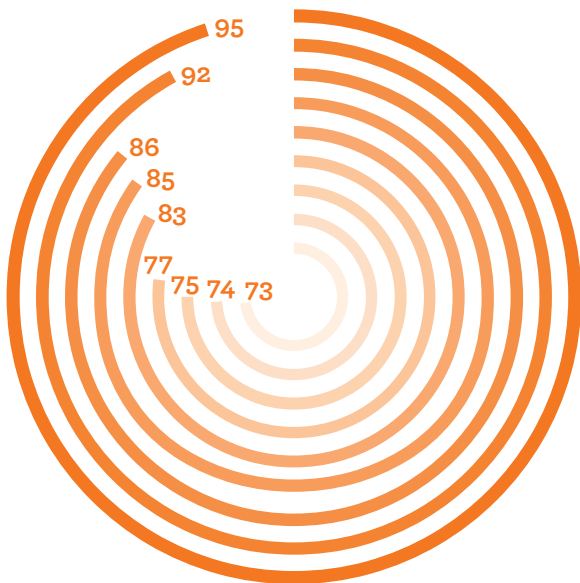




# Community Partner Survey 2018 Results

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



- 95% – Been able to improve services/products
- 92% – Increased their profile
- 86% – Increased pride/satisfaction in their area
- 85% – Been able to provide new services / products
- 83% – Increased use of their service/public space
- 77% – Been able to take on more staff/volunteers
- 75% – Been able to spend more time with clients
- 74% – Experienced environmental benefits
- 73% – Seen increased safety in their area

95% of community partners are happy with the service ELBA provides the community

82% of community partners said ELBA's work increased their organisation's capacity

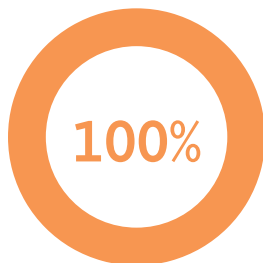
65% of community partners would not have received the support elsewhere

All statistics represent answers only where applicable to the organisation

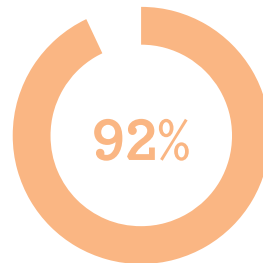
And Community Partners reported **beneficiaries** experienced:



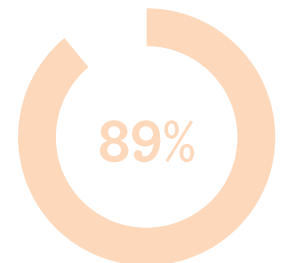
Experienced a direct positive impact on their quality of life



Gained hard skills such as interview or CV skills



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



Gained knowledge and awareness of careers and job opportunities

# Community Works Impact 2018

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

1. Connect: ELBA: 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 communities.

See the results from our survey below.



8,275 volunteers placed



46,387 hours given



£1.05m leveraged funds through volunteering

## Impact on Community Organisations

93% have a good ongoing relationship with businesses. 83% have accessed training and companies they wouldn't otherwise have a relationship with. Anthony Harmer from ELATT said, "Through ELBA, ELATT students were able to access a number of business visits and training sessions, and through ELBA's excellent BoardMatch service, our board of Trustees recruited two new high-calibre governors – we couldn't have done this without ELBA!"

95% have been able to improve existing services/products while 85% have been able to provide new services/products. Alexandra Donnelly from Creative Support said, "Our service users have explicitly said the [socially interactive] events have been the best ones yet and the older people always look forward to more."

60% improved their management systems while 75% were able to spend more time with clients. 77% have been able to employ more staff / take on more volunteers.

92% increased their profile. "Most volunteers via ELBA didn't even know the park existed [before] and feel very proud of their volunteering achievements," Stella Fox, West Ham Park.

86% increase pride/satisfaction in the area. 83% experienced an increased use of the service or public space. Xanthippi Karkanto from Shoreditch Adventure Playground said: "Our spaces have become more welcoming and inclusive for the young people and their families."

73% reported increased safety in the area. 74% reported environmental benefits.

This year is ELBA's 30th Anniversary. ELBA has been making an impact in the community for three decades, with 83% of our community partners working with us for more than one year, 37% having worked with us for more than 5 years. Longer term impacts were reported: 82% reported an increase in organisations' capacity, 60% an increase in financial sustainability, and 74% an increase in organisations' capability. Other long-term enabled outcomes were reported as development of staff and beneficiaries, strong board members, profile raising, increasing commercial knowledge and more.

## Impact on beneficiaries

Just over a quarter of the community partners surveyed had ELBA volunteers work directly with beneficiaries. 100% experienced some change in their lives as a result of activity with ELBA volunteers, while 90% experienced substantive improvements and 57% experienced a long-term change in their circumstances.

Competency progress is a key focus of many of ELBA's projects with beneficiaries. Of those surveyed, 43% reported improvements in aspirations, business awareness, problem solving and teamwork. 67% reported improved self-management, 82% improved communication and 92% gained social interactions. 100% of beneficiaries developed new skills or an increase in their personal effectiveness, experienced a positive change in their behaviour or attitude, and gained hard skills such as interview or CV skills. "The workshop on business planning for the future was really helpful for upskilling our leadership in strategies and the GDPR workshop was SO valuable I quote it almost daily." Alice Williams, Kahaila.

100% reported a direct positive impact on their quality of life and 89% gained knowledge and awareness of careers or job opportunities. "[Volunteers] really opened up to our students about their lives, their careers and how they got to where they are now. They developed their problem solving and team working skills working in teams on an issue they would not have come across in their lives." Kaine Yiakmoumi, London Skills for Growth.

## ELBA's service

95% of community partners surveyed are happy with the service ELBA provides the community. 94% would recommend ELBA to a friend or colleague. 65% said they would not receive the support elsewhere. "ELBA have been there for us and are very solution based in their approach" Christine Trumper, Community Solutions.

ELBA's desire each year is to maximise the impact our work has. In line with this, 62% of the community partners surveyed received more than one intervention, while 17% were new to working with ELBA this year. There was a 52% response rate to our survey.



30 Years of Service