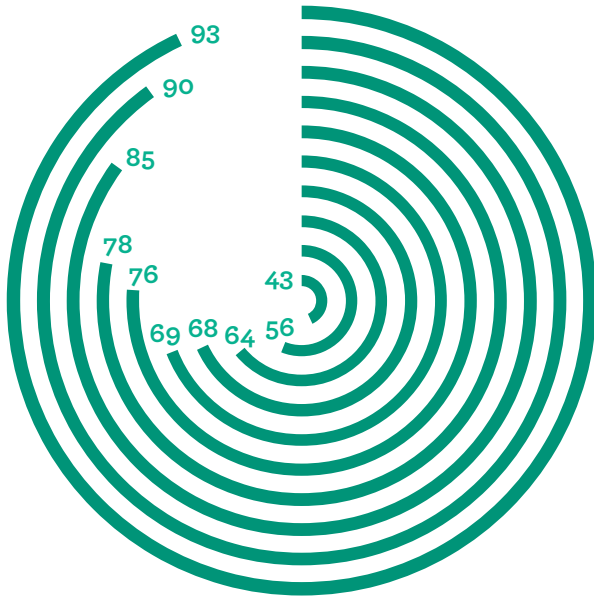




# Community Partner Survey 2019 Results

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



- 93% – Been able to improve services/products
- 90% – Increased their profile
- 85% – Increased pride/satisfaction in their area
- 78% – Been able to provide new services/products
- 76% – Increased use of their service/public space
- 69% – Experienced environmental benefits
- 68% – Been able to spend more time with clients
- 64% – Seen increased safety in their area
- 56% – improved management systems
- 43% – enabled to employ more staff/volunteers

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

83% of community partners said ELBA's work increased their organisation's capacity

62% of community partners said ELBA's work increased the financial sustainability of their organisation

All statistics represent answers only where applicable to the organisation

And Community Partners reported **beneficiaries** experienced:



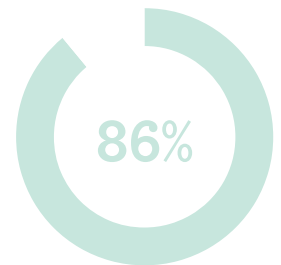
Experienced a positive change in their behaviour or attitude



Gained knowledge and awareness, i.e. insight into careers or knowledge of job opportunities



Developed new skills or an increase in their personal effectiveness



Gained hard skills such as interview skills or CV skills



# Community Works Impact 2019

ELBA's Community Works team aims to establish two-way connections between corporate and community partners. This is done through:

- 1. Connect – drawing on the professional business skills of employee volunteers to build the capacity of community partners**
- 2. Challenge – organising practical volunteering events in which up to 120 corporate volunteers engage in local projects to support the community**

Functioning as a link between the east London community and corporate organisations, ELBA draws on the time, skills and expertise of employee volunteers to build the capacity of local community organisations. Through ELBA, community partners have received support in a variety of areas; recruiting new trustees at BoardMatch events, accessing coaches/mentors through Leaders In Partnership, learning new skills at ELBA's Toolkit sessions, providing service users with access to personal and professional

skills workshops, receiving toy donations through ELBA's Toy Appeal and accessing practical volunteer support to maintain parks, gardens, community centres and other public spaces. 2019 was a significant year for ELBA with the organisation celebrating its 30th anniversary and Community Works launched 3 new initiatives: The Isolation Reduction Project, The ELBA Toolkit and a refreshed Leaders in Partnership programme.

2019's Community Survey was completed by 63 community partners. The survey contained a mix of open-ended, multiple choice and rating scale questions. Our aim was to shed light on how ELBA's work is perceived by our community partners and how we might be able to improve our services.

We are pleased to reveal that the overall response was positive and shows that employee volunteer support has a sustainable and positive impact on our community partners. Please read the outstanding results below.



**8,275 volunteers placed**



**134 community organisations supported**



**95 trustees placed**

## Who we have worked with

ELBA works with a wide variety of community partners. The survey shows that majority of the community partners focus on the community in general, with other focuses being health, education and elderly people. As a result of the launch of the Isolation Reduction Project, our community partners working with elderly people increased from 15% in 2018 to 25% in 2019, making it the fourth biggest group our community partners work with. Most community partners don't limit themselves to just one cause, with many of them focusing on several causes in society.

ELBA is happy to have welcomed a great number of new community partners in 2019; 24% in total. We are also proud to have continued working with a great number of partners for continuous periods; 76% of the surveyed have received support for over 1 year, 55% for more than 3 years and 32% have been receiving support from ELBA for 6 years or more.

## Impact on Community Organisations

We have asked those surveyed how they rated ELBA's impact on their organisations. 93% agreed that they could see great improvements in their existing services and products with 78% seeing improvements in the establishment of new ones. Andrew Crisp, Fastlaners Manager at UpRising stated: *"ELBA has specifically supported our Fastlaners programme, an employability programme that we run four times a year for 8 days at a time. We work closely with corporate partners to host and run our workshops, so ELBA's support has been incredible in opening up the number of organisations that we have been able to work with for this."*

As a result of volunteer support, 90% of our community partners were able to increase their profile. Nighat Bhola, chairwomen of HUMDUM stated: *"As a food bank we appreciate any type of assistance. ELBA's team challenges with the corporates has helped us raise our profile by making such companies aware of what we do. We are very grateful as these additional bonuses have helped us provide a variety of food to our service users [...]."*

Volunteer support also had a great influence on indirect beneficiaries; 85% of our community partners mentioned they saw increased pride and satisfaction in their area, 76% increased the use of their service or public space, 64% were able to increase safety in their area and 69% experienced environmental benefits. Michelle Lindson, the Community Development Coordinator of Tower Hamlets Cemetery Park stated: *"The physical improvements ELBA have helped make to the parks we work in have improved user experience, reduced anti-social behaviour and improved biodiversity."*

Looking at the community partners organisation structure, 56% were able to improve their management systems, such as IT skills and HR structure, 43% were able to employ more staff and/or take on more volunteers and 68% were able to spend more time with clients.

ELBA is pleased to see that 57% of community partners have benefited in more than one of the impacts named above, making its support more diverse and broad. This impact goes hand in hand with a positive ongoing relationship between community partners and corporate volunteers with 86% of the community partners reporting they would not have received this support elsewhere.



# Community Works Impact 2019



5,113 direct beneficiaries supported



50,006 hours given



£1.2m leveraged funds through volunteering

## Impact on direct beneficiaries

21% of our community partners have worked directly with beneficiaries. 100% of these beneficiaries saw a change as a result of activity with volunteers, 75% experienced a substantive improvement in their lives and 60% experienced a long-term change in their circumstances. 100% of the beneficiaries experienced a positive change in their behaviour or attitude, 80% saw a direct positive impact on their quality of life.

Competency progress is a key focus of many of ELBA's projects with beneficiaries. Of those surveyed, 62% of beneficiaries reported improvements in aspirations, 31% in business awareness and 15% in problem-solving. The largest improvement in competencies can be seen in teamwork (77%) and communication (spoken and written) (69%).

Andrew Brockbank from Hackney Council, who works closely with ELBA on the Hackney East Project shares how their beneficiaries have benefited from support: *"Supporting Hackney Residents has given residents improved confidence and independence to conduct their job search activities and improve performance at job interviews."*

100% of beneficiaries gained knowledge and awareness such as insight into careers or knowledge of job opportunities. 100% developed new skills or an increase in their personal effectiveness, experiencing a positive change in their behaviour or attitude. 86% gained hard skills such as interview or CV skills. Hard skills were not only gained by the beneficiaries, but also by community partners themselves. ELBA's toolkit, which was launched in 2019, provides employees of ELBA's community partners with the opportunity to develop key professional skills through volunteer facilitated workshops. Danny O'Sullivan, Fundraising manager at AHOY Centre commented on one of these sessions: *"Recently, members of the team participated in a workshop based on presentation skills - of which there has been a clear improvement to their confidence in public speaking."*

100% of the beneficiaries gained social interaction such as meeting people they otherwise wouldn't have. With the launch of the Isolation Reduction Project, we aim to continue bringing people together to establish meaningful connections. Gillian Gold from Jewish Care shared how ELBA's Isolation Reduction Project helped establish such connections: *"The volunteers were empathetic, fun and the service users benefitted from spending quality time with them. Our service users are older people and thrive on interacting with younger people, new faces. It enhanced their day and lifted their spirits."*

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

77% TEAMWORK

69% COMMUNICATION

62% ASPIRATIONS

31% RESILIENCE

31% BUSINESS AWARENESS

15% SELF MANAGEMENT

15% PROBLEM SOLVING

Experienced some change as a result of activity

100%

Experienced a substantive improvement in their lives

75%

Experienced a long term change in their circumstances

60%

## ELBA's service

95% of community partners surveyed reported that they are happy with the service ELBA provides the community with 97% stating that they would recommend ELBA to a friend or colleague. 52% said they would not have received the support elsewhere. *"The ELBA team have been excellent, highly pro active, responsive, professional and positive - a real pleasure to work with in addition to enabling access to the programmes we've been part of."* - Amanda Dubarry, CEO of Caritas Anchor House.

