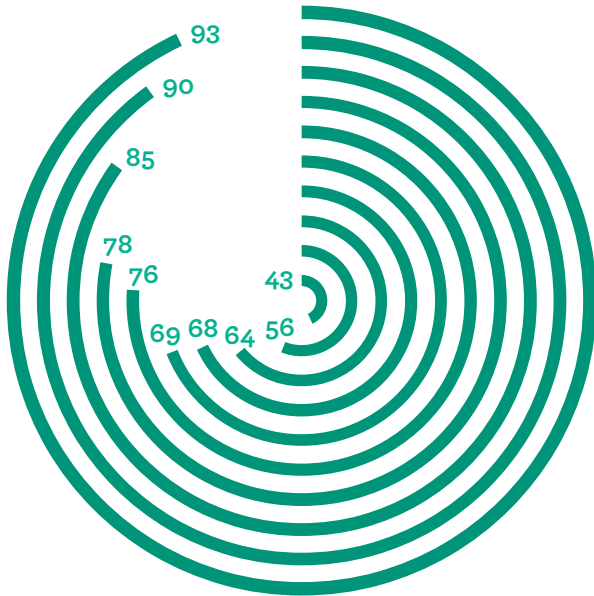




Community Partner Survey 2019 Results

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

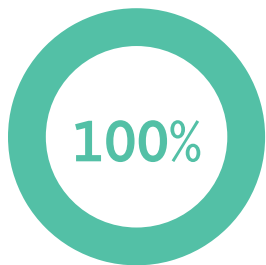
62% of community partners said ELBA's work increased the financial sustainability of their organisation

All statistics represent answers only where applicable to the organisation

And Community Partners reported **beneficiaries** experienced:



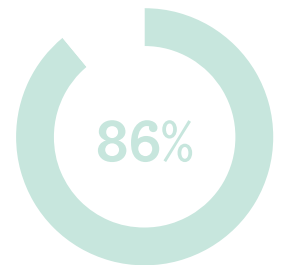
Experienced a positive change in their behaviour or attitude



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. The aim of this survey 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.

Please read the outstanding results from the survey below:



8,275 volunteers placed



50,006 hours given



£1.2m leveraged funds through volunteering

Who we have worked with

The majority of the community partners ELBA works with focus on the community in general, with other focuses being health, education and elderly people. Many community partners focus on a mix of different causes in society.

Of those surveyed, 24% of community partners have received support for less than a year, 76% have received support for over 1 year, 55% for more than 3 years and 32% for 6 years or more.

Impact on Community Organisations

Impact on organisations: 93% of community partners said that they could see great improvements in their existing services and products, and 78% could see improvements in the establishment of new ones. 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.

Andrew Crisp, the Fastlaners Manager at UpRising stated: *“ELBA has supported our Fastlaners employability programme. We work closely with corporate partners to host and run our workshops, and ELBA's support has been incredible in opening up the number of organisations that we have been able to work with on this.”*

Impact on indirect beneficiaries: As a result of volunteer support, 90% of community partners were able to increase their profile, 85% saw increased pride and satisfaction in their area, 76% saw increased use of their service or public space, 64% were able to increase safety in their area and 69% experienced environmental benefits.

Michelle from Tower Hamlets Cemetery Park stated: *“The physical improvements ELBA helped make to the parks we work in have improved user experience, reduced anti-social behaviour and improved biodiversity.”*

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

Impact on direct beneficiaries

21% of our community partners worked directly with beneficiaries. 100% of these beneficiaries saw a change as a result of the activity with volunteers: 75% experienced a substantive improvement in their lives and 60% experienced a long-term change in their circumstances. 100% 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, 77% of beneficiaries reported improvements in teamwork skills, 69% reported improvements in communication (spoken and written), 62% in aspirations, 31% in business awareness and 15% in problem-solving.

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 the community partners themselves. Danny O'Sullivan, Fundraising manager at AHOY Centre, commented on one of ELBA's toolkit workshop sessions, which focus on professional skills for community partners: *“Recently, members of the team participated in a workshop based on presentation skill - of which there has been a clear improvement to their confidence in public speaking.”*

100% of the beneficiaries gained social interaction and met people they otherwise wouldn't have. 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.”*

ELBA's service

95% of community partners surveyed reported that they are happy with the service ELBA provides the community with 97% stating 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, proactive, 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.

