



ELBA

Community Partner Survey

2022 Results



145 organisations supported



12,488 volunteers engaged,
7071 directly supporting
ELBA community partners



34,308 hours given



41 trustees placed



£336,713 in financial contributions

INTRODUCTION

ELBA's mission is to drive positive change in east London communities by connecting corporate partners with community organisations. Each year, we ask how our community partners have perceived the support they have received. The community partners we have surveyed have worked with the following ELBA programmes:

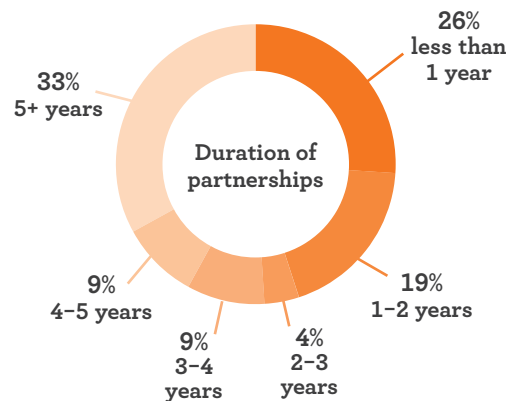
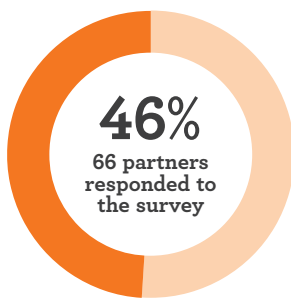
- **Connect:** drawing on the professional business skills of employee volunteers to build the capacity of community partners
- **Challenge:** organising team events in which corporate volunteers engage in local projects to support the community
- **Employment:** focusing on improving people's employability

The cost of living crisis has had a detrimental impact on the lives of millions of people in the UK, with inflation reaching a 41-year high. 3 million households have been unable to afford to heat their home, with 1 in 5 households saying they have

already faced a 'heat or eat' dilemma. Many of our community partners have experienced a huge increase in demand for their services, making the need for volunteer support greater than ever. ELBA have worked closely with our partners to help support the community through this difficult and turbulent time and will continue to tackle this, along with many other issues, with the fantastic support of our corporate partners.

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

The respondents of the survey consisted of foodbanks, parks, community centres, youth centres and many more.



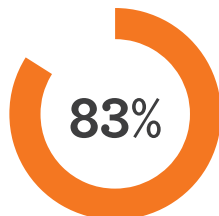
ELBA'S SERVICE



are happy with the service ELBA provides



would recommend ELBA to a friend or colleague



would not have received the support elsewhere

"You are the pinnacle of corporate (volunteering) services. Carry on doing the great work you do."

- Kenneth Greenway, Tower Hamlets Cemetery Park

IMPACT ON COMMUNITY PARTNERS

IMPACT ON CAPACITY

As a result of working with ELBA...

81% reached or engaged more clients/beneficiaries

78% increased the use of their service / public space

72% spent more time with clients/beneficiaries

70% employed more staff/took on more volunteers

67% introduced new services/products

“Team Challenge Days provide paid work to our sessional staff - we were able to train several of our regular volunteers in the last year to lead sessions.”

- Sam Sweeting, Spitalfields City Farm

IMPACT ON THE ENVIRONMENT

32% of our community partners have worked with ELBA on supporting the environment. As a result...

100% improved biodiversity

90% engaged in meaningful discussions and conversations on environmental impact

89% improved knowledge on the environmental impact of their beneficiaries/area they work in

78% reduced plastic waste in the area

71% reduced carbon emissions

“ELBA’s support has been great for reaching new partners and getting more people involved in the (river cleaning) project.”

- Michael Jones. Hubbub Plastic Fishing

IMPACT ON ORGANISATIONAL AND FINANCIAL STABILITY

As a result of working with ELBA...

68% have identified opportunities and minimised threats, e.g. through new partnerships and legal contracts

63% have diversified their sources of income

61% have maintained or increased the required number and quality of staff or volunteers needed

60% have improved their fundraising strategies

59% have improved their financial management skills and ability to deal with financial problems

“BoardMatch recruited us two new Trustees...their input has supported our senior staff with budget setting, financial management and decision making, during a time of change and challenging fundraising environment.”

- Susan Langford, Magic Me

IMPACT ON CAPABILITY

As a result of working with ELBA...

96% generated new ideas & gained space for creative strategic planning

94% improved existing services / products

91% improved operational processes or management systems

87% improved staff or volunteers’ knowledge and/or ability

81% increased their profile

IMPACT ON BENEFICIARIES

40% of ELBA community partners surveyed have had our volunteers work directly with their beneficiaries. Of these...

100% experienced a positive change in behaviour or attitude

100% experienced a direct positive impact on their quality of life

100% gained social interaction, i.e meeting people they otherwise wouldn't, for example through receiving letters or befriending calls

83% experienced a long-term positive change in circumstances, e.g. they got a job or passed a test

75% developed new skills or an increase in personal effectiveness such as IT, presentation skills or being able to read better

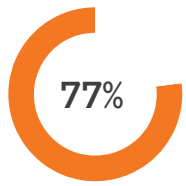
“Volunteers interacting with older people brightened their day, helping to improve mental well being & reducing isolation”.

- Joy-Caron Canter, RDLAC

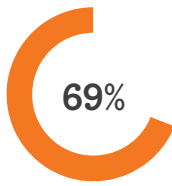


LONG-TERM IMPACT

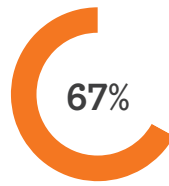
We asked our community partners how they rated ELBA's long term impact:



77% improved their capacity



69% improved their capability



67% improved their financial sustainability



59% maintained/improved their physical environment



48% improved their environmental impact

COST OF LIVING INFORMATION



13,987 toys donated to children at Christmas



1,100 items donated to our foodbank partners



100% of users of our foodbank and community kitchen partners experienced an increase in food security as a result of volunteer support



£10,900 donated in energy credits



550 laptops, tablets and desktop PCs upcycled and donated



450 young people supported with computer kits to use at home, thanks to the Raspberry Pi Foundation



“Our families are among the most vulnerable in the borough, a high percentage of those on benefits, no recourse to public funds and low income. The toys that we get from ELBA will be for those children who might not otherwise have any toys over the festive period.”

- Nivedita Samji - Sebright & Daubeney Children's Centre

WITH THANKS

ELBA wants to thank our community partners for their amazing work in the community; by building bridges between different organisations we have been able to drive positive change and will continue doing so in 2023.

