

# Community Partner Survey 23

ELBA



136 organisations supported



17,544 volunteers engaged, 10,948 directly supporting ELBA community partners



51,461 hours given



61 trustees placed



£509,098 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:

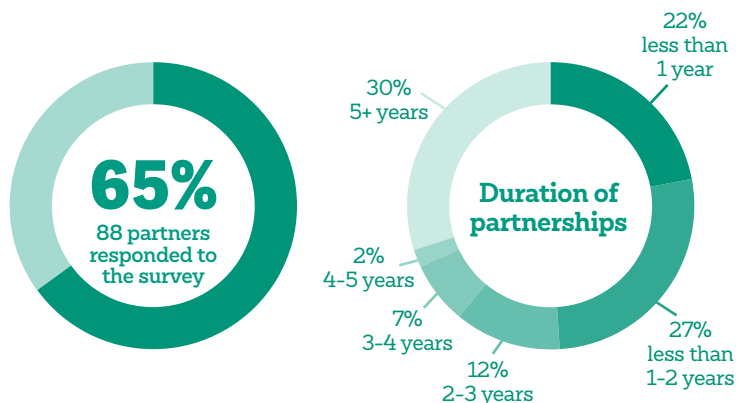
- **Connect:** drawing on the professional business skills of employee volunteers to build the capacity of community partners
- **Challenge:** organising team events in which corporate volunteers support community organisations in meeting their practical needs.
- **Employment:** focusing on improving the employability and skills of local people

Survey of Londoners 2023 data shows that the cost of living remains the most pressing issue for individuals living in the capital. 1 in 50 Londoners, including 1 in 23 children, are now homeless or living in temporary accommodation. Those that do have housing are still facing huge difficulties, with 71% saying their rent or mortgage payments have increased in 2023, and 67% are concerned about their ability to pay energy and utility bills. As a result, our community partners have experienced a huge increase in demand for their services, making the need for volunteer support greater than ever.

We work closely with these community organisations to ensure they receive support from our corporate partners in the most effective way possible, so they can continue to provide impactful services to the east London community.

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 results below.

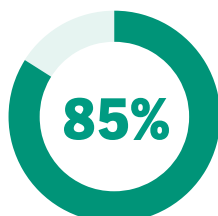
The respondents of the survey consisted of food-banks, parks, community centres, environmental charities and many more.



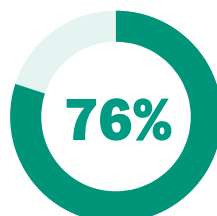
## ELBA'S SERVICE



are happy with the service ELBA provides



would recommend ELBA to a friend or colleague



would not have received the kind of corporate services elsewhere

*"The ELBA staff team are great and they understand charity needs more than most."* - Rachel Woolf, Street Storage

# Impact on Community Partners

## IMPACT ON CAPACITY

As a result of working with ELBA...



## IMPACT ON CAPABILITY

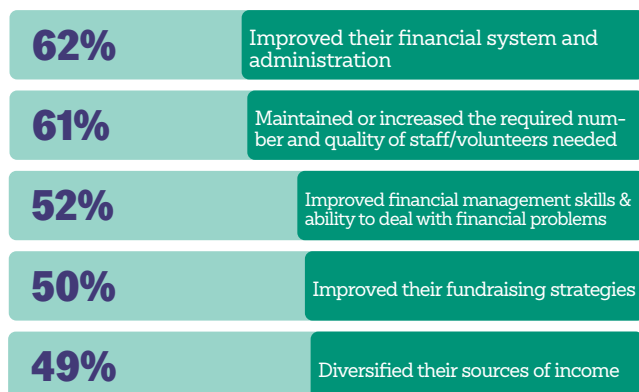
As a result of working with ELBA...



*"It has improved our track record immensely in the City of London, therefore opening up more opportunities, applications for funding and above all popularity among users."*  
- Madhumita Bose, Forget Me Not Project

## IMPACT ON ORGANISATIONAL & FINANCIAL SUSTAINABILITY

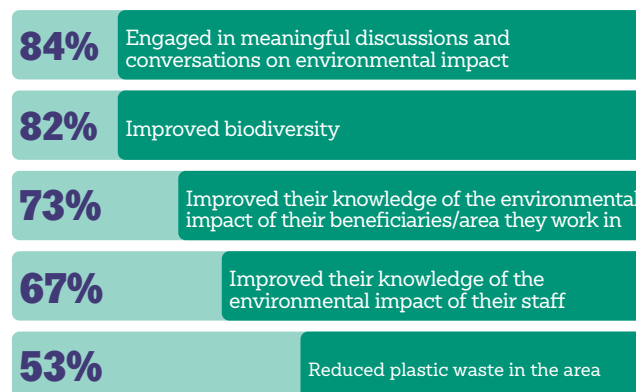
As a result of working with ELBA...



*"The service is very valuable to us, money raised through CSR events helps us run community events all year round."*  
- Dave Bedford, Lower Regents Coalition

## IMPACT ON THE ENVIRONMENT

37% of surveyed community partners have worked with ELBA on supporting the environment. As a result...



*"The work of the volunteers has enabled more use of the garden. We can now measure species and numbers to contribute to National surveys and use the data from the garden in Science and Maths."*  
- Judith Stanley-Smith, Cayley Primary School

# Impact on Beneficiaries

36% of ELBA community partners surveyed have had our volunteers work directly with their beneficiaries. Of these...



*"ELBA has supported Luminary by providing essential employment skills workshops for our trainees on Speaking with Confidence. Our trainees have benefited from learning new skills during these workshops, building their confidence, and meeting other women who work in different sectors to encourage and aspire them on their employment journey."*  
- Grace Newby, Luminary Bakery

# Case study: RDLAC and ELBA

## A partnership transforming lives and environments in east London

In 2023, the Royal Docks Learning & Activity Centre (RDLAC) witnessed transformative changes through its partnership with the East London Business Alliance (ELBA), a collaboration that has redefined community support and environmental stewardship in the Royal Docks area. Teddy Cannon, one of RDLAC's co-directors, shares a compelling story of growth, outreach, and ecological impact through this partnership.

### A multipronged approach to community support

ELBA's involvement enabled RDLAC to significantly enhance its services and reach. From donations of toys, clothes, and energy vouchers to the provision of IT equipment, ELBA has been a cornerstone in RDLAC's efforts to meet the multifaceted needs of their community. The partnership also facilitated the expansion of RDLAC's food bank into a more comprehensive food and wellbeing hub, supporting 150 families weekly. This expansion was not just quantitative but qualitative, introducing a food club that operates on a nominal fee, reducing the stigma associated with food banks and ensuring more frequent access to essential supplies for the community.

### Volunteer power and environmental stewardship

The power of corporate volunteering was harnessed effectively through ELBA in 2023, with 24 teams dedicating their time and skills to various projects. These efforts not only helped in the day-to-day operations but sparked innovative ideas like the food club. Volunteers played a crucial role in environmental projects, regenerating green spaces and contributing to the ecological well-being of the area. These projects ranged from cleaning up derelict sites to establishing a community growing garden, all of which have direct ecological benefits, such as promoting biodiversity and enhancing the community's connection to nature.

### Strengthening community bonds through inclusion and engagement

One of RDLAC's key successes in 2023 was fostering a stronger sense of community through inclusive events like community lunches and gardening clubs. These initiatives were made possible by ELBA's support, facilitating larger volunteer teams that enabled RDLAC to serve approximately 80-100 people in monthly community lunches and engage 40 young people weekly in youth gardening sessions. Such activities not only provided practical benefits but also helped in integrating community members, including asylum seekers,

further into the community by offering volunteering opportunities to improve their English and understand British culture.

### Looking forward: growth and learning opportunities

As RDLAC looks to the future, it seeks to leverage the lessons learned from its partnership with ELBA to explore new growth avenues. The need for skills and training in areas such as marketing and social media strategy has been identified to enhance RDLAC's digital engagement and ensure the sustainability of its services. Moreover, the organisation aims to continue its environmental projects with a focus on inclusivity and expanding its biodiversity efforts.

**“ELBA have been and continue to be our biggest form of support. They've offered training, resources for our staff volunteers and access to corporate volunteers, enabling us to undertake significant projects that enhance and grow our current initiatives. Importantly, they've played a crucial role in the expansion and development of our food and wellbeing services, reaching more people in our community than ever before.”**

**- Teddy Cannon, Co-Director, RDLAC**

