

Community Partnerships Unit

Voluntary, Community & Social Enterprise Survey 2021

Findings Report



“We’ve persevered! We’ve maintained a respectable level of support for our users in spite of all the difficulties” Transgenerational Change Limited

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 Since we started the annual surveys the very positive response rates have ensured a strong partnership continues to be built between the local VCSE sector and Hounslow Council

- 2013 (112)
- 2014 (80)
- 2015 (61)
- 2016 (105)
- 2018 (132)
- 2019 (112)
- **2021 (110)**

Introduction



The Hounslow VCSE Survey 2021 was carried out by Hounslow Council’s Community Partnerships Unit between March and June 2021.

This is the seventh annual survey of the sector and was open to all charities, voluntary, faith and community groups in Hounslow.

The survey obtains information and feedback from Hounslow’s VCSE organisations so that the Community Partnerships Unit is able to:

- Assess the state of the sector.
- Identify trends in the sector.
- Identify challenges being faced by the sector.
- Work with the VCSE sector and the Ealing and Hounslow CVS to address the issues that have been raised.

From March 2020 the Covid-19 pandemic has had a profound effect on the lives of everyone living and working in the London Borough of Hounslow. Our VCSE sector has responded magnificently to these challenges and has provided a vital lifeline for many of our residents. Thousands of volunteers have come forward to give up their time to help others and their commitment and determination to support our most vulnerable residents throughout the pandemic has been inspiring.

Our voluntary and community groups have proven to be robust and resilient, with a remarkable ability to adapt to the changing circumstances and to continue operating whatever obstacles they have had to overcome. The Council is committed to supporting them as we all work together to implement our ambitious and innovative Recovery Plan.

Section A: Background information about the groups and organisation in the VCSE sector across the borough.

5. What type of organisation are you?

	Type of Organisation	2019	2021
1	Place of Worship, Resident's Association, Friend's Group, Sports Club, Not For Profit Voluntary Group, Educational Organisation	37%	30%
2	Charitable Trust	24%	29%
3	Charitable Incorporated Organisation (CIO)	15%	10%
4	Unincorporated Association	11%	10%
5	Company Limited by Guarantee	9%	5%
6	Community Interest Company (CIC)	3%	7%

6. In which of these service areas does your organisation work?

	Service area	2017	2018	2019	2021
1	Health and wellbeing	62%	55%	54%	60%
2	Working with children and families	38%	45%	44%	52%
3	Promoting and supporting community cohesion	44%	49%	46%	50%
4	Community development	47%	42%	47%	43%
5	Promoting volunteering	46%	38%	52%	42%
5	Education and lifelong learning	40%	33%	38%	40%
6	Culture, including arts and music	36%	25%	28%	33%
7	Leisure, including sport and recreation	38%	32%	35%	27%
8	Community voice/empowerment	-	-	-	26%
9	Food support, providing cooked meals, food parcels or shopping	-	-	-	24%
10	Support for women and girls	-	-	-	23%
11	Environmental projects	24%	20%	28%	18%
12	Supporting migrants or asylum seekers	21%	15%	16%	18%
13	Advocacy, advice & support (immigration, housing, employment etc.)	24%	16%	33%	15%
14	Community safety	16%	23%	19%	14%
15	Equalities and human rights	23%	14%	24%	13%
16	Crime & ASB	-	-	-	8%
17	Promoting or supporting a faith or religion	5%	2%	16%	7%

7. What is your annual turnover?

	Annual turnover (£)	% of respondents			
		2017	2018	2019	2021
1	0	11%	15%	9%	10%
2	1 - 500	6%	8%	12%	5%
3	501 - 5k	22%	17%	20%	9%
4	5,001 - 10k	10%	12%	6%	8%
5	10,001 - 50k	9%	11%	15%	21%
6	50,001 - 100k	13%	10%	7%	10%
7	100,001 - 250k	8%	6%	12%	16%
8	250,001 - 500k	6%	12%	11%	9%
9	500k - 1m	4%	1%	7%	1%
10	1m plus	-	-	-	8%

8. How many members of staff do you employ ?

	Number of staff	% of respondents			
		2017	2018	2019	2021
1	0	40%	23%	45%	38%
2	1 - 10	48%	47%	40%	48%
3	11 - 20	4%	8%	5%	7%
4	21 - 40	3%	8%	3%	2%
5	40 +	2%	5%	5%	5%

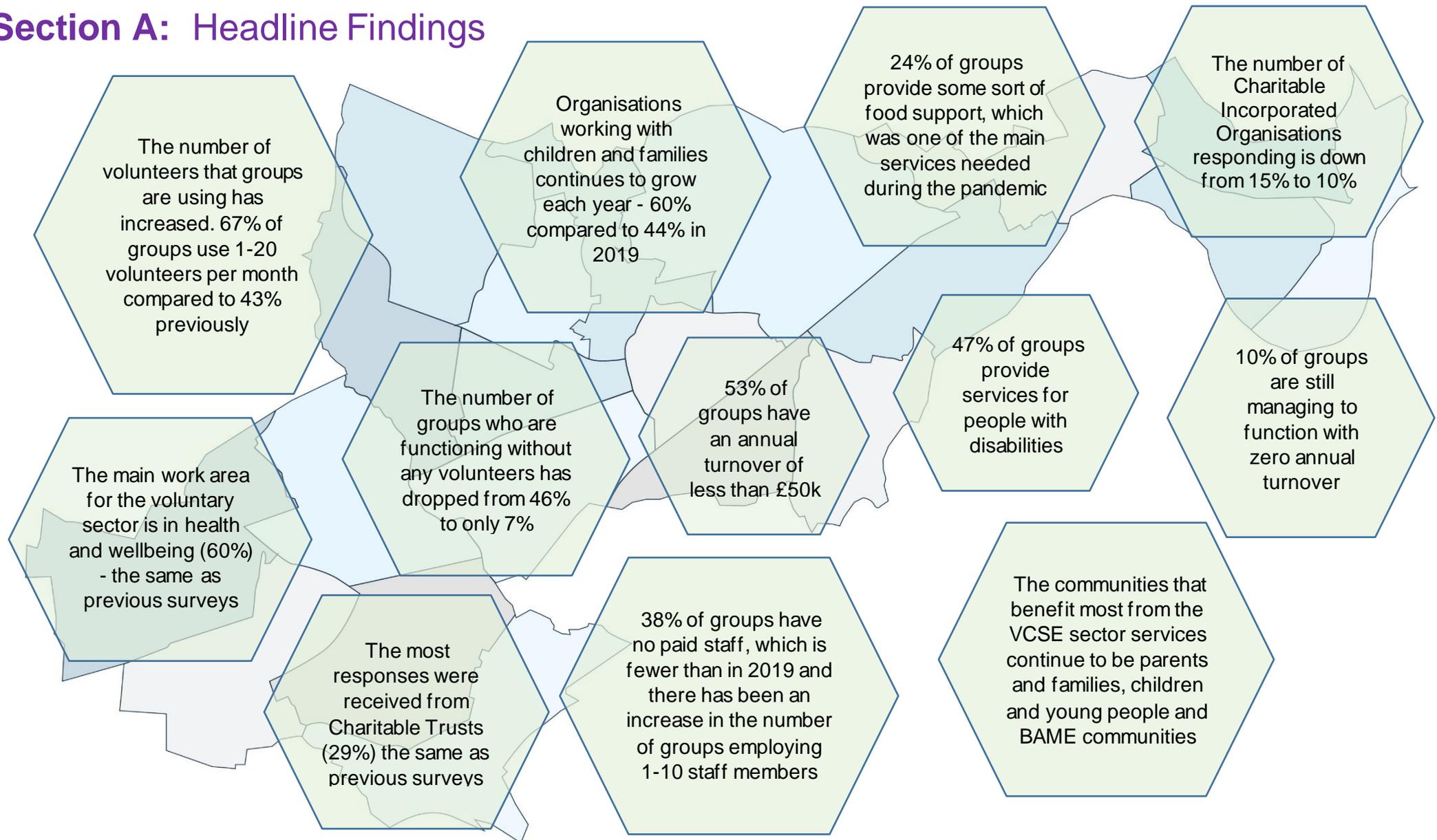
9. How many volunteers help you each month?

	Number of volunteers	% of respondents			
		2017	2018	2019	2021
1	0	11%	15%	46%	7%
2	1 - 10	30%	34%	40%	44%
3	11 - 20	2%	6%	6%	23%
4	21 - 40	5%	7%	3%	12%
5	41 - 50	4%	2%	5%	1%
6	50+	-	-	-	12%

10. Who benefits from your services?

	Service recipients	% of respondents			
		2017	2018	2019	2021
1	Parents and families	-	-	65%	63%
2	Children & young people	44%	42%	60%	60%
3	BAME communities	43%	50%	60%	59%
4	General public / everyone	54%	63%	63%	58%
5	People with health & wellbeing needs	58%	52%	62%	54%
6	Older people (aged 60+)	46%	40%	60%	50%
7	People with disabilities	-	-	-	47%
8	Women and girls	40%	33%	50%	46%
9	LBH tenants and leaseholders	21%	27%	36%	44%
10	LGBTQ+	-	-	26%	25%

Section A: Headline Findings



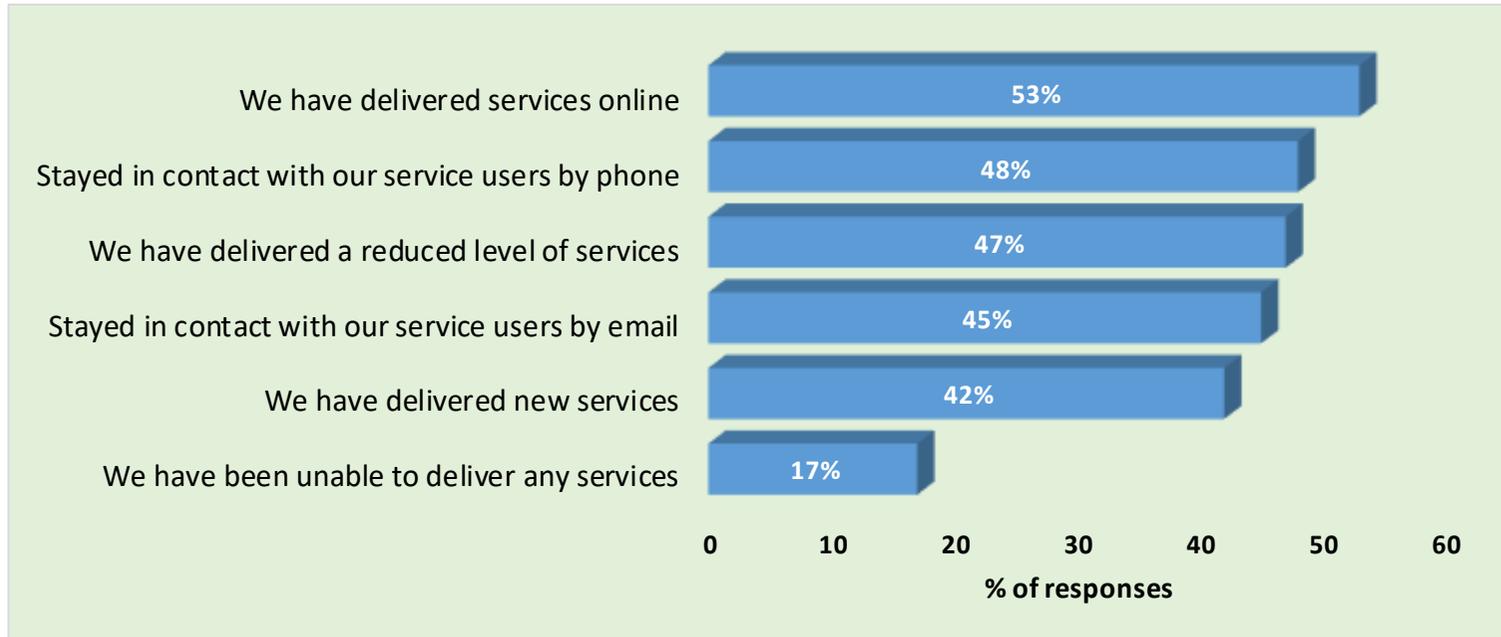
Trends



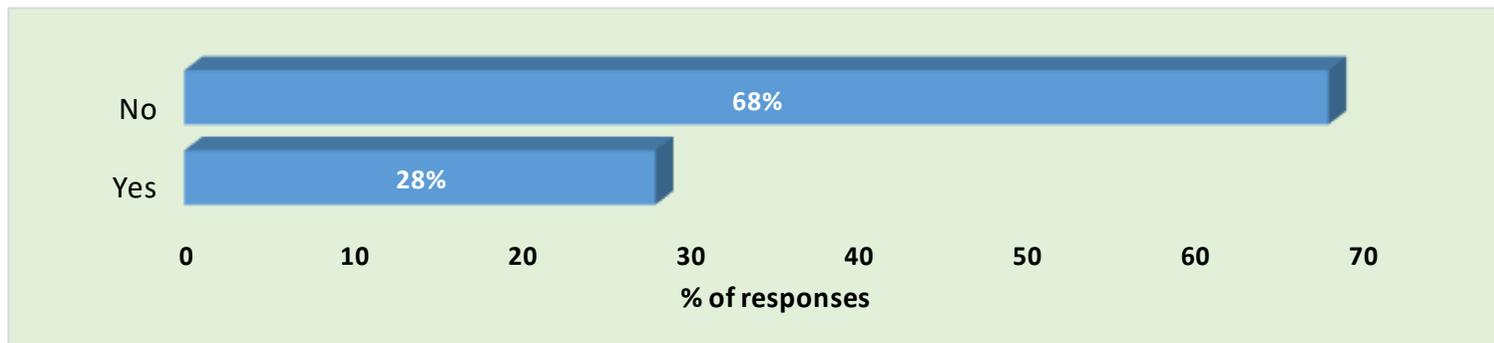
- The main work area for the sector is still health and wellbeing (60% of groups). Changes from the previous surveys include; groups promoting volunteering have dropped 10% from 2019, groups providing services in culture, arts and music continue to rise each year, as has the number of groups promoting and supporting community cohesion.
- The number of volunteers being used has risen significantly; 35% of groups have used over 10 volunteers a month, compared to 9% in 2019
- 48% of groups now employ 1-10 staff compared to 40% in 2019 and fewer groups now operate without having any staff at all.
- The annual turnover of smaller groups seems to be increasing; only 14% of groups have turnovers of less than £5k, compared to 32% in 2019, whilst the number with incomes between £5k and £100k has increased from previous years; 39% this year compared to 28% in 2019.

Section B: The effects of Covid-19 on your organisation

11. Since the first Covid-19 lockdown in March 2020 what changes have you made to the way you deliver your services?



12. Many organisations have delivered their services online during the pandemic. Would you like support to help you to do this?



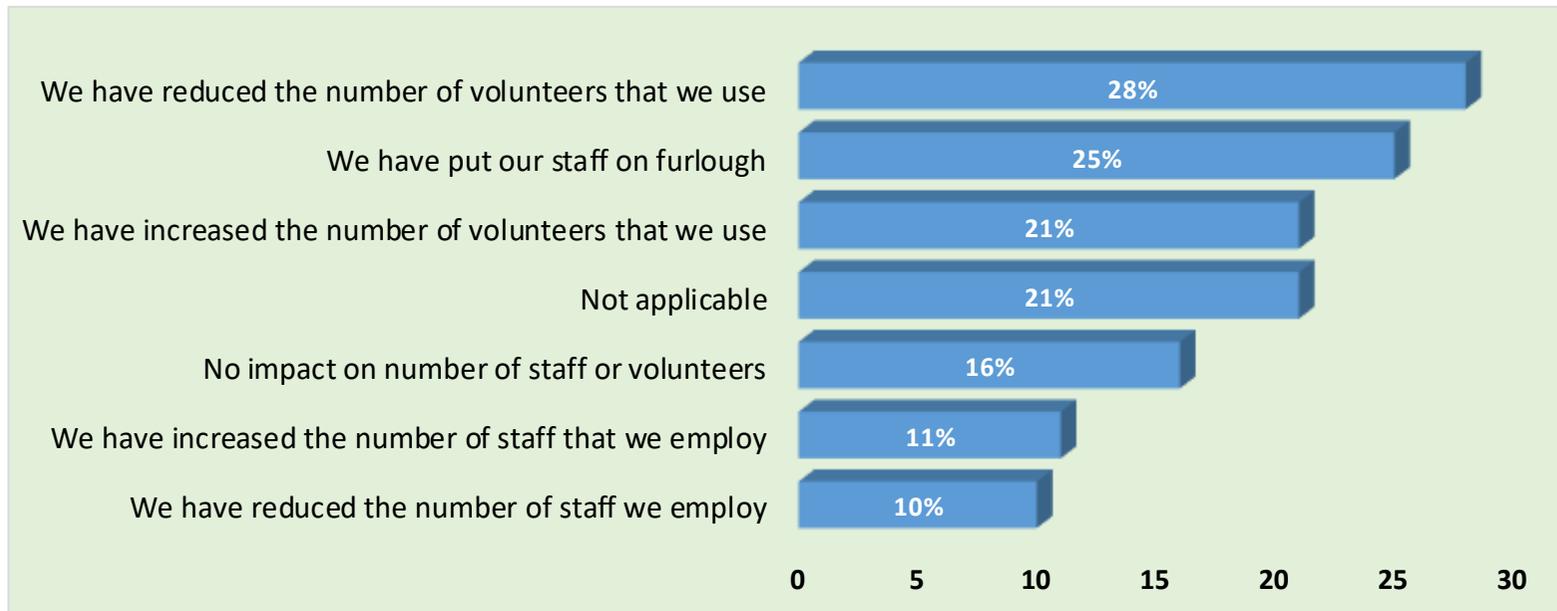
What sort of support would you find helpful?

- Help to learn digital skills
- We have developed an online referral process and we would like support to launch this and encourage other food services to join a single referral process.
- Help with running a website and Facebook page
- We are attending the EHCVS digital events to improve our knowledge and skills and, should we need further support, we will approach them.
- Training in cyber security and how to evaluate online activities practically & effectively
- Majority of our users are digitally excluded and also very poor. We require digital equipment to distribute to destitute individuals especially families.
- We managed to deliver sessions online using Zoom. However, there may be a better platform that an expert could help us to choose.
- We would like to stream our live music events online so we would need support to enable us to do that (2 cameras and laptop).

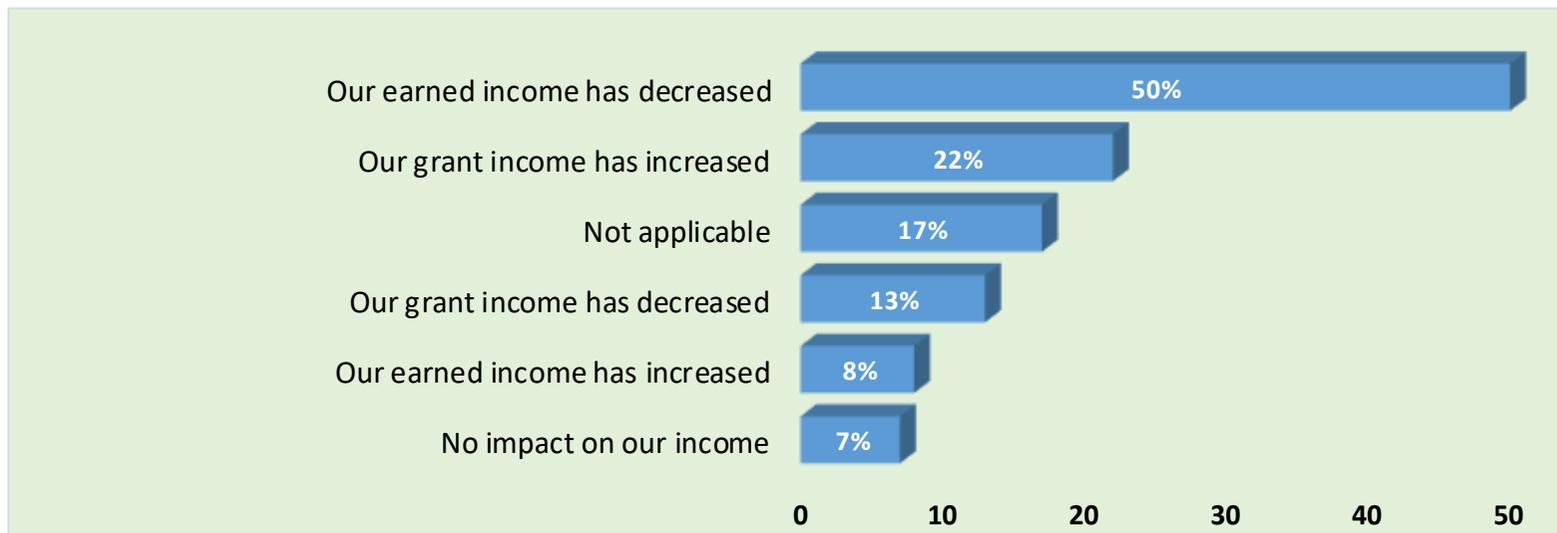
13. If you have been unable to deliver your services please could you tell us what were the barriers that stopped you?

- We host physical events and community gatherings. Unable to meet.
- Difficult to be out and about meeting people, and difficult to keep track of local building developments because documentation from LBH is voluminous.
- Understandable limitations on obtaining input from Council officers, inability to hold social events because of restrictions
- Lock down of our Group's meeting place Heston Community Centre
- The people who are really suffering are the ones not linked into any community, people who don't volunteer, people who isolate and have become agoraphobic, people who don't ask for help or support because they don't know how to or where to go, people who aren't British and are afraid to speak up and contact services for fear of being deported, or simply don't speak English. I think this virus has brought this issue into stark focus. I think the Council needs to create something, when the time is right, to reach out to people in some way but I don't know how.
- Furloughed staff.
- Reduced operational hours.
- Sources we could normally go to for fundraising haven't been available, so we've had no income over the past year.
- An ever-changing regulatory environment making forward planning very difficult
- Barriers were financial losses in March 2020, when we had to make members of the team redundant, including our Community Engagement team, and put our volunteering on hold.
- We work in schools. The closure of all schools was a significant barrier!
- The members are over 60 years of age and some lack knowledge and possession of electronic devices and some seniors are reluctant to adapt.
- Little capacity to engage with social media and need for direct engagement with community.
- We have not had access to community buildings
- Due to the lockdowns, there are many groups that cannot meet due to social distancing. Many of the larger cannot attend due to the government guidelines.

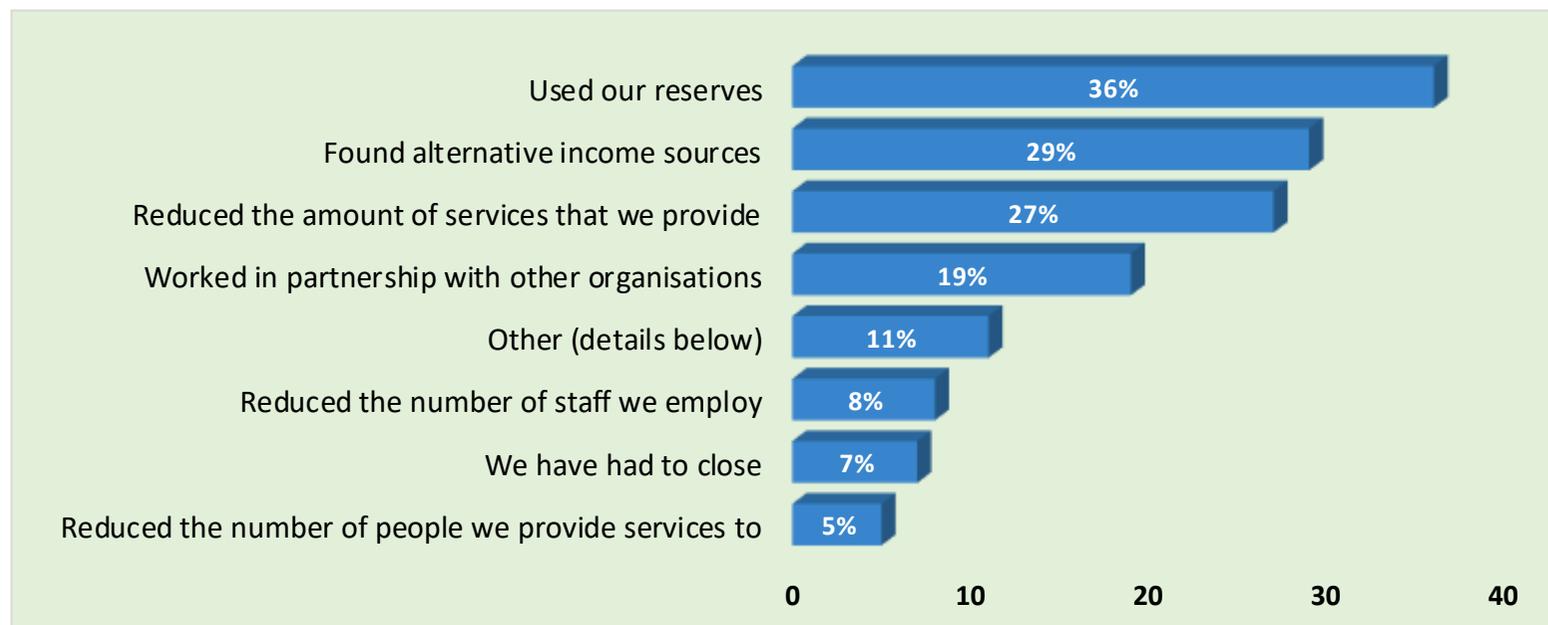
14. What have been the main impacts on your staff and your volunteers?



15. What has been the effect on your income?



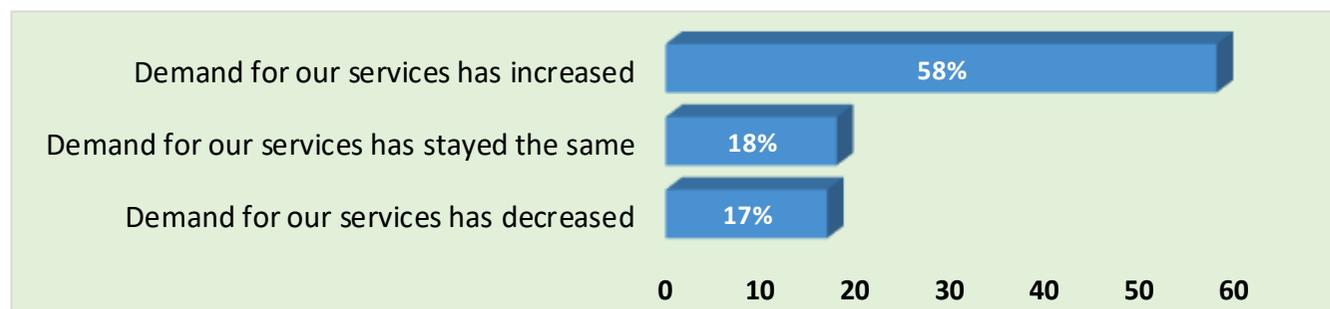
16. If you have lost income over the last year, please could you let us know how you have coped?



The following additional information was provided

- We had to close the charity shops but they were eligible for closed shop grants and PAYE staff received furlough.
- On health grounds we stopped all the exercise classes, which we ran 4 times per week, and substituted them with an online chair yoga session once a week. We have had to dip into our reserves in order to partially meet the cost of the classes.
- Unable to bid for grants for projects that would involve face-to-face meetings - helping disabled people to use computers, tablets and smartphones.
- Been unable to have public events, lectures, walks (all of which raised funds) or attend public events to promote, fundraising has taken longer and been more difficult than expected
- Lost over 90% of earned income streams overnight when lockdown first hit in March 2020.
- We used our reserves to keep things going. We received a 6-month Covid grant from LBH. We were unable to furlough staff as we only had 2 part time staff and we needed them to keep providing support to families. We did not anticipate this lasting so long. Our building was Covid safe but it was very difficult getting the practitioners to work.
- Our income has been maintained while our costs have decreased. So, bizarrely, we have made an increased surplus during the pandemic
- No income or outgoings during the closed period.
- If it were not for emergency funding from Arts Council England, Watermans would have permanently closed
- We haven't coped at all. We had to stop providing all of our sports & social sessions / activities we normally organise each month. We now require further Funding support to start-up these when we're able to provide them again. As mentioned previously, probably next year sometime.

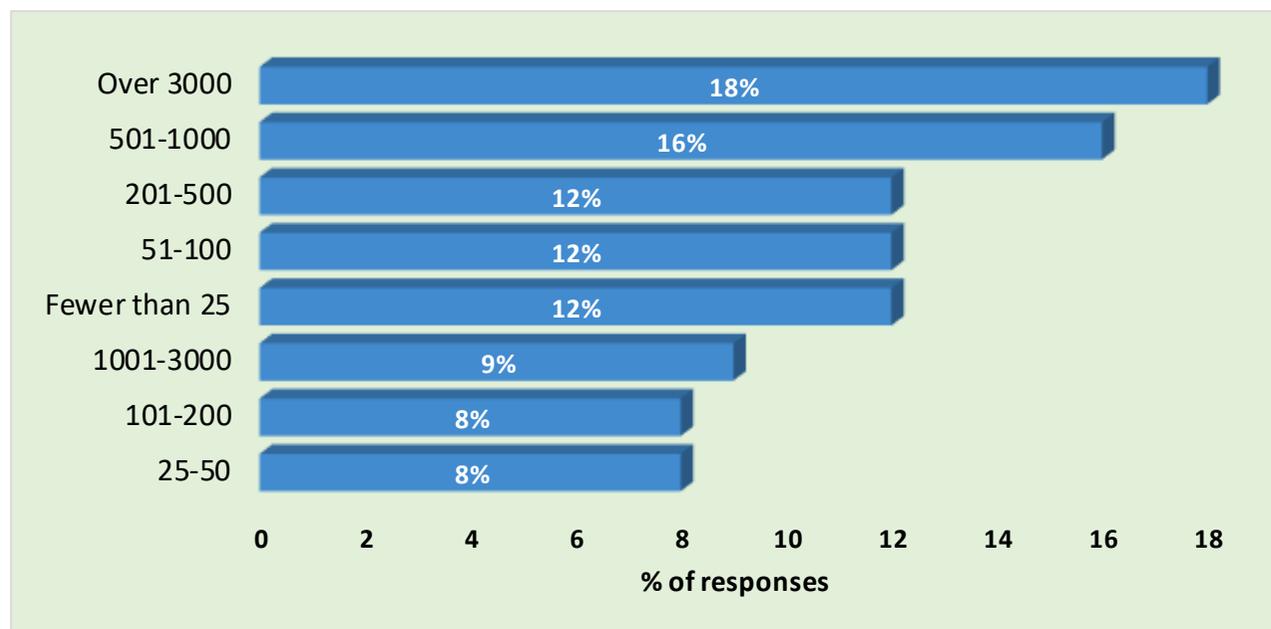
17. What has been the effect of Covid-19 on the demand for your services?



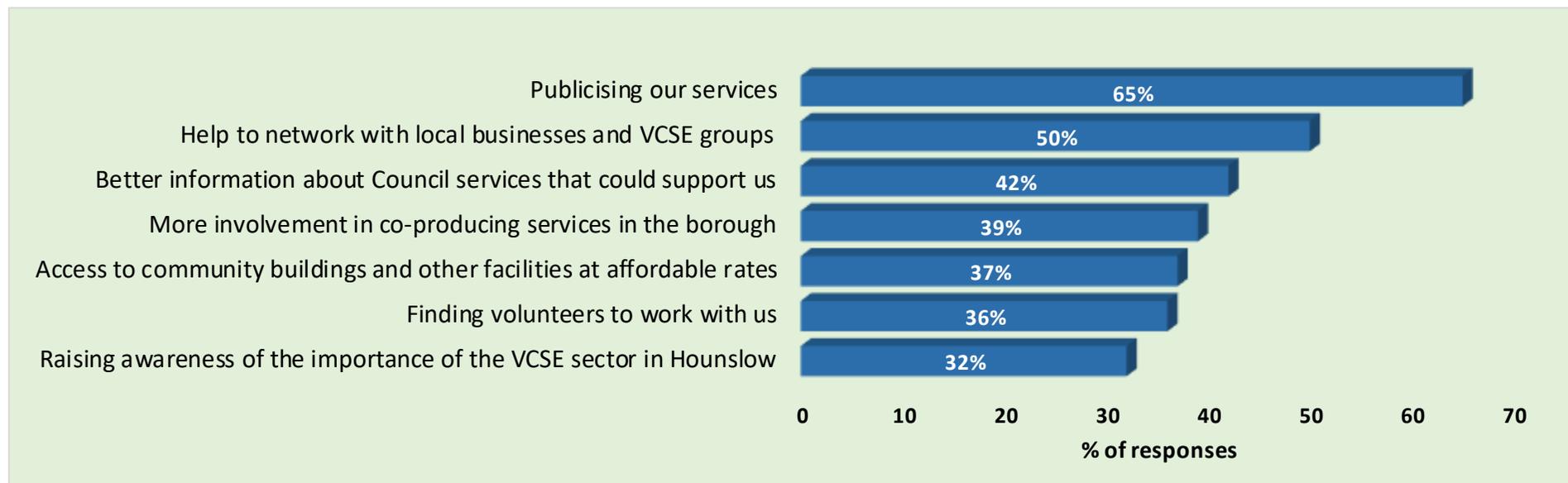
The following additional information was provided

- Big increase in interest. Larger waiting list than we can cope with
- We expect that demand will increase once lockdown restrictions end. We will be arranging livestream performances initially, and we anticipate more audience than for an equivalent in person concert.
- We had 80% increase in demand.
- We have seen increase in demand. Many people lost their jobs and therefore needed support in applying for universal credit, Council tax support, food banks referrals and negotiating utility companies on their behalf. We did many welfare call check - to see if vulnerable and disadvantaged families needed support.
- Alongside our quarterly newsletter we've been producing eNewsletters to keep members informed of developments.
- We are currently dealing with a record number of referrals
- Used by Hounslow Council as 'trusted messenger' to circulate Public Health information to religious leaders and places of worship in the borough.
- Demand dipped in every lockdown and increased after, so its been a roller coaster. This has caused significant additional workload for the central team.
- It has varied - for periods when we have been able to be open, the demand was there in full, but we had to operate all our activities at reduced capacity. When the normal activities and venue have been closed, there has been considerable demand for services online, that we were not able to completely meet due to lack of funding
- The demand for support for young people and their families has increased. With the change to online services, families needed support with online learning, emotional support, support with setting new routines and managing behaviour and support with keeping families active both physically and mentally. A lot of our families felt isolated and scared, making them more vulnerable than what they were.
- More children now have more obvious mental health difficulties
- Demand for emotional support has been high during the pandemic
- The effect has identified the needs of support for communities and allowed the LBH to identify these needs. LBH would do better to have more

18. Since the first Covid-19 lockdown in March 2020 how many people have benefitted from your services?



19. Once the Covid-19 restrictions have been lifted what type of support would you like to receive from Hounslow Council and other support agencies in the borough?



Aside from funding, what other support would you like to receive?

- To get people and companies to support our CIC, through running in our events, sponsorship, volunteering or simply spreading the word about us.
- Digital skills
- Networking with other organisations and officers
- Affordable storage.
- We have very little expectations from the Council. They were unprepared and for years failed to listen front line community organisations, specially BAME groups who were begging for help as society moved on line and left behind the most disadvantaged children, jobless adults, low income families, migrants/refugees, . No direct community engagement or long term planning/resources. Just one off short term grants.
- Better management of community halls and services
- Social media training for promoting our services, better collaboration between different charities providing similar services
- We're always looking for volunteers! It would be great to continue to network with other organisations who may be interested in seeking funding as a partnership/consortium.
- We would very much like to find partners in local business who could work with us on CSR projects, and perhaps assist with raising awareness of our work.
- The need to find affordable venue to run our services.
- Provision of community Assets for use and transparency in availing the list of available assets for use by the community.
- Support to develop and roll out a Communications Strategy within and outside Hounslow as we rely on social workers and others to refer children to our service.
- We would like help in finding suitable volunteers to support our disabled members, at our club sessions and activities programme, throughout the year.
- Decent and timely communication has always been a problem for us, and remote working has not helped at all.
- We need practical help getting council-owned buildings ready for meetings- eg signs, screens, hand sanitizer dispensers at entrances, deep cleaning. This should not be left to volunteers.
- We have greatly appreciated and benefited from the online training arranged by Hounslow CVS. We would like this to continue.
- An organogram of council services
- The Funders Fair was good but when and if possible I'd really like to see an annual "meet the VCSE" sector organised by the council in local parks, break into 3 or 4 events by ward or North Hounslow, East Hounslow, Central Hounslow, West Hounslow, South Hounslow, so local people can meet the 600 local service provision groups and they don't need to set it up if the council organises it, and reducing social contact by having smaller event outdoors in a local park)
- We need to see essential trainings run locally on important issues/topics such as safeguarding, data protection and first aid, mental health first aid, project management, monitoring and evaluation, as our staff and volunteers currently attend trainings run by Harrow Voluntary Action Limited, We need to see these publicised and offered locally and regularly.

Section B: Headline Findings

Around 50% of groups managed to stay in contact with service users through email, phone or going online

67% of groups had to reduce the services they provided, or could not provide any services at all

Main barriers to service delivery included social distancing, furloughed staff, contacting isolated people

68% of groups do not want help to deliver their services online

28% of groups have reduced the number of volunteers they use

25% of groups put staff on furlough

38% provided services to over 1000 people since the pandemic began

50% of groups have seen their earned income decrease

22% have seen an increase in grant income through LBH and other Covid support grants

58% have seen demand increase due to Covid-19. This compares to 70% for the year before

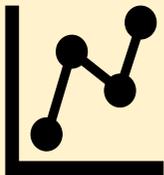
17% have seen demand decrease due to Covid-19, higher than previous years

Post-Covid the key areas of support needed are help with publicising their services, networking with other VCSE groups and information about Council support services

To cope with loss of income 36% of groups used their reserves, 29% have found alternative income sources

Trends

- 50% of groups adapted their service delivery by going online or using email /phone and many would like help to improve their digital skills.
- 38% of groups delivered services to over 1000 residents during the first year of Covid, compared to 22% in 2019 and 28% in 2018
- An ever-changing regulatory environment during the pandemic has made any forward planning very difficult for the voluntary sector.
- Once restrictions are lifted 65% would like help publicising their services - in previous years this support was needed by around 30% of groups.
- During the pandemic 50% of groups saw their earned income drop, but 22% increased the income they received through grants.
- The sector has shown financial resilience; using their reserves, finding alternative income sources or forming partnerships with other groups.
- 76% percent of groups saw demand for their services stay the same or increase due to Covid. In previous years this figure was around 95% per year. Although demand for services has increased, the rate of increase across the sector was lower than in previous years.
- 17% saw demand for their services decrease, compared to around 3% in previous years.
- There is a continuing trend towards working more closely with other VCSE groups and forming some sort of partnership or network.



Section C: Your Finances

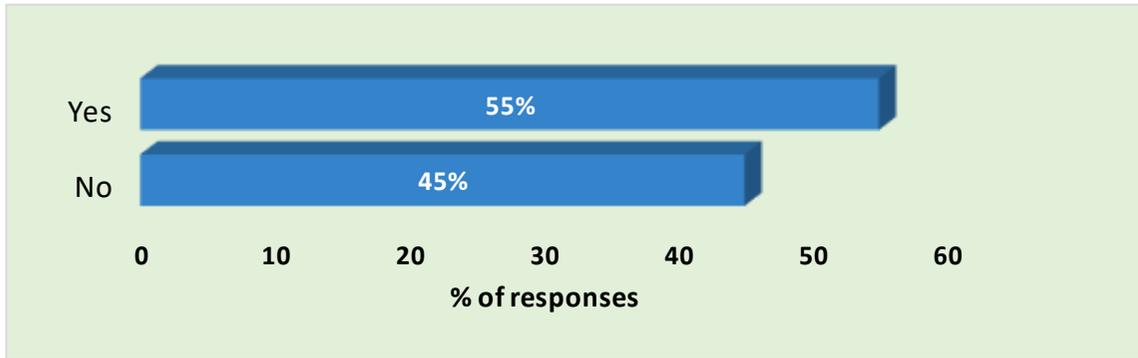
20. How is your organisation funded?

		None of our income			Less than half of our income			Around half of our income			Over half of our income			All of our income		
		2018	2019	2021	2018	2019	2021	2018	2019	2021	2018	2019	2021	2018	2019	2021
1	Your own fundraising	24%	23%	10%	52%	46%	30%	8%	3%	10%	4%	15%	14%	12%	13%	12%
2	External funding / Lottery etc.	53%	53%	22%	27%	27%	28%	7%	7%	10%	11%	11%	14%	3%	2%	2%
3	Membership subscriptions	50%	60%	35%	23%	22%	20%	2%	5%	4%	12%	5%	4%	12%	9%	6%
4	Grants from Hounslow Council	55%	59%	25%	26%	34%	39%	5%	2%	8%	9%	5%	3%	5%	0%	0%
5	Individual donations	38%	36%	14%	42%	57%	47%	5%	2%	3%	0%	1%	3%	14%	5%	4%
6	Earned income or trading	56%	64%	34%	23%	19%	18%	4%	4%	4%	11%	11%	9%	6%	2%	3%
7	Contract with Hounslow Council	85%	88%	48%	9%	8%	12%	1%	2%	0%	1%	2%	1%	4%	0%	1%
8	Support from local business	64%	77%	33%	31%	23%	29%	1%	0%	1%	3%	0%	0%	1%	0%	0%
9	Crowdfunding	na	90%	46%	na	7%	11%	na	0%	1%	na	0%	2%	na	3%	0%

The following additional information about funding was provided

- Some contract services but not in Hounslow, we have no idea how to go about finding opportunities to deliver contract services/ commissioned services in Hounslow.
- The problem we have had recently is being rejected for funding by some major funders who support activities for people with a disability. e.g. The Mayor of London & Sports Community funding. Our club is run completely on a voluntary basis and getting time for applying for funds, is becoming increasingly difficult. Those who applied for our funding in 2019, became very discouraged when applications were rejected & very little explanation given, as to why this was so!
- Children in Need funding (we've had 6 year's worth) is about to end so external funding will drop.
- Our income is almost entirely from member subscriptions. We have, in the past, received grants from Hounslow Council, the National Lottery and the Co-op, and some individual donations. However, this year our income is solely from subscriptions, which have dwindled. It's very difficult to get grants for core activities/running costs and as we've been unable to meet we can't get funding for projects etc.

21. Has your organisation applied for funding from Hounslow Council in the last 12 months?



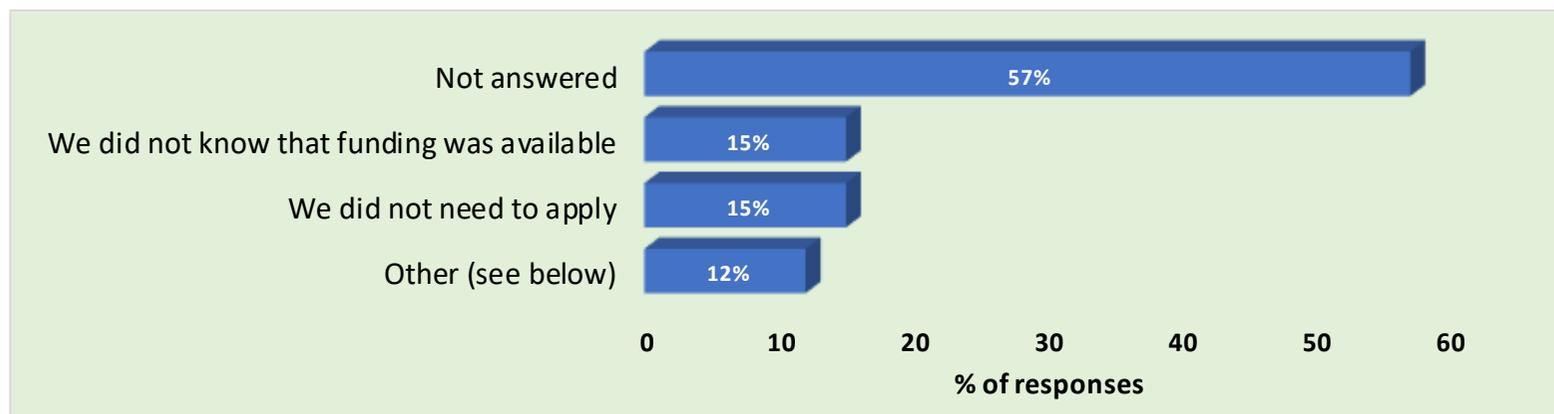
22: If you have applied for a grant from Hounslow Council, please tell us how you found the process?



The following additional information about applying for funding was provided

- The application form could be a bit shorter.
- I hate that darn form lol :) some questions appear to repeat, the word doc means boxes move around but obviously PDF is fixed
- I'd like to see a much simpler, streamlined application, maybe via an online portal, maybe it is now?
- The formatting of the application forms always causes me problems. They are designed as tables with sub-tables which do not always save and print well. Some of our staff and trustees have relatively minor sight problems. This means we need good contrast, 14pt font or above and black rather than grey [like this]. No grey background in tables.
- We were disappointed not to receive funding the second time we applied, but we appreciate that funding is limited. It would have saved us a lot of time and wasted effort if there had been a two-stage process, with the first stage being a brief summary of our project with more detail required for those progressing to stage two.
- Ellie and Michelle were amazing. They deserve hearty congratulations for their patience and support
- It was wonderful to be visited by a fund officer in the early stages and I felt encouraged that we would be able to potentially access some support

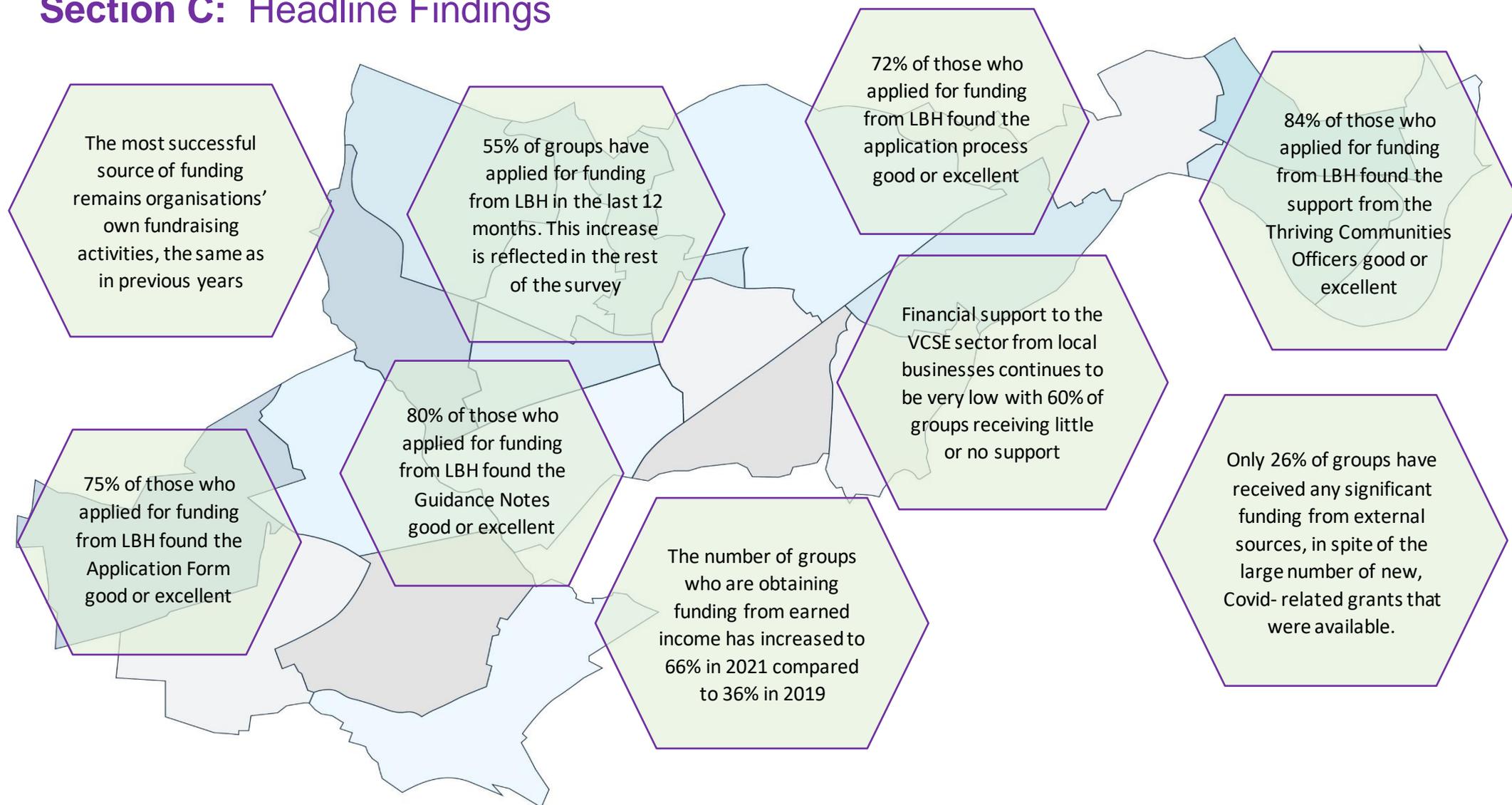
23: If you have not applied for funding from Hounslow Council please could you tell us why not?



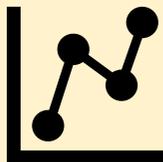
The following additional information was provided

- We have a small team (2.1 FTE) and spent most of 2020 and early 2021 delivering on the funded projects for emergency grants received.
- Other sources were available to us (CJRS) which may not have been available to others so we used that!
- Frankly having been down this road in the past - life is too short to even attempt jumping through the endless hoops, and very little help was forthcoming.
- We knew that other options were available to us and used those, thereby ensuring LBH funds were available to local organisations with no other options.
- We were extremely busy to apply as we had to make decision to either spend our limited time on writing grant application or delivering urgent services to our community

Section C: Headline Findings



Trends

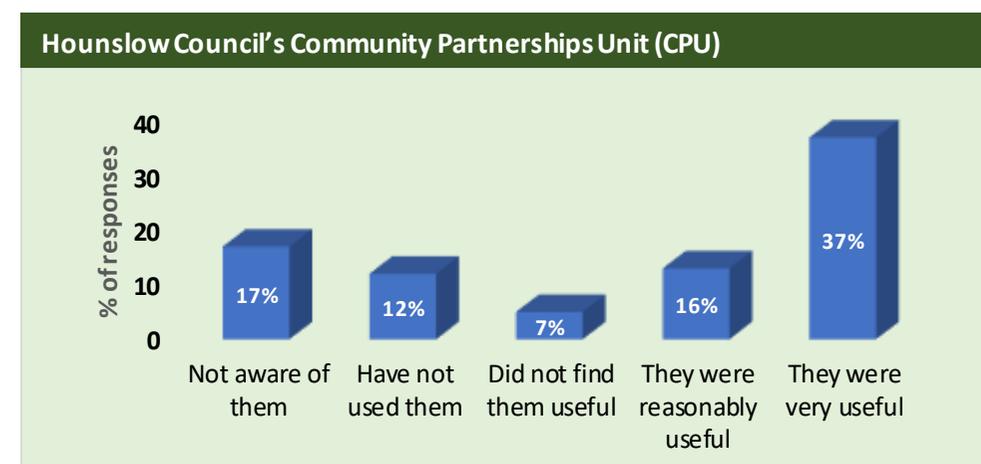
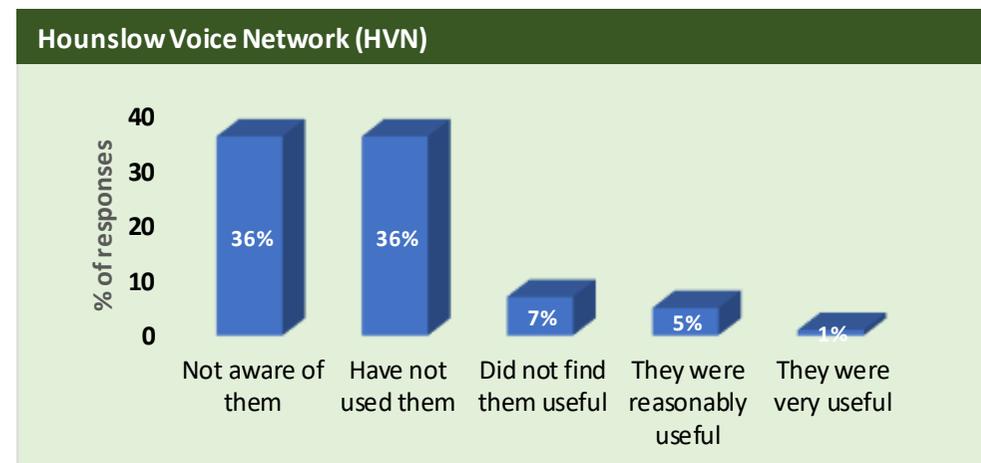
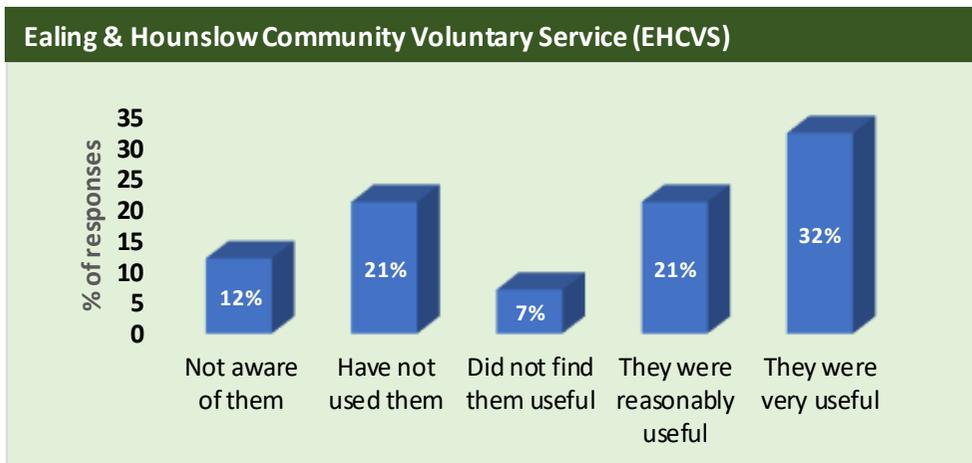


- This is the first survey of the sector since the introduction of the new Thriving Communities Fund and the Covid-related Response Fund.
- The feedback on the design and implementation of new Thriving Communities Fund has been very positive.
- Overall satisfaction with the application process for the Thriving Communities Fund has been higher than with the previous LBH grants systems. 72% of groups found the process for applying for the new fund good or excellent, compared to 66% in 2019.
- The feedback on the support and advice provided by the two new Thriving Communities Fund Officers has been extremely positive. 84% of the groups who applied for funding found this to be either good or excellent, and many positive comments have been made by groups individually.
- The main issue of concern raised about the grants process has repeatedly been the complexity and length of the application form. Whilst this is still raised in this year's survey, the feedback on the changes we have made to the application form has been generally positive.
- The percentage of groups who have received funding from external funders – such as London or UK based funders, remains low; only 26%. This continues the trend of Hounslow being a “Cold Spot” for external funding applications.

Section D: Support for your organisation

24. There are several support services available to help you and your organisation.

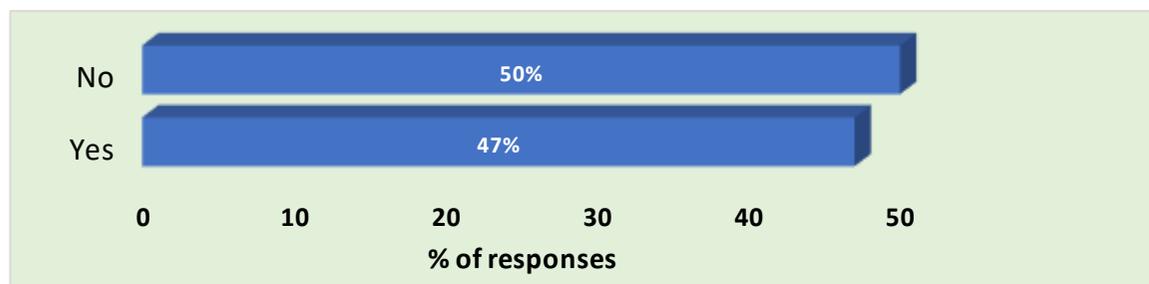
Please let us know if you are aware of them and if you have found them useful over the last 12 months?



The following additional information was provided

- Community Partnership Unit has been so supportive and great ambassadors for the Council
- There have been some new networks set up over the last year which have been very useful and supportive. I would like to see these continued - for BAME and young people
- Have not heard anything yet from Hounslow Voice Network which is disappointing, hopefully, this is just a blip.
- Support needs to be more proactive and engage with us - it is tiresome and inefficient to have to rely on word of mouth
- I would have liked more networking meetings for voluntary organisations with a fairly open agenda, covering issues similar to this questionnaire, rather than waiting until now to ask us.
- Meet the funder meetings have been very helpful!
- Network and weekly meetings held online helpful!
- EHCVS have been a huge support to our organisation. They have given me a platform to raise my concerns, be listened to. I have networked with many local organisations to identify how our Club can be of benefit to our community.
- I have been on a number of useful webinars and a part of their Digital Capacity Building project.

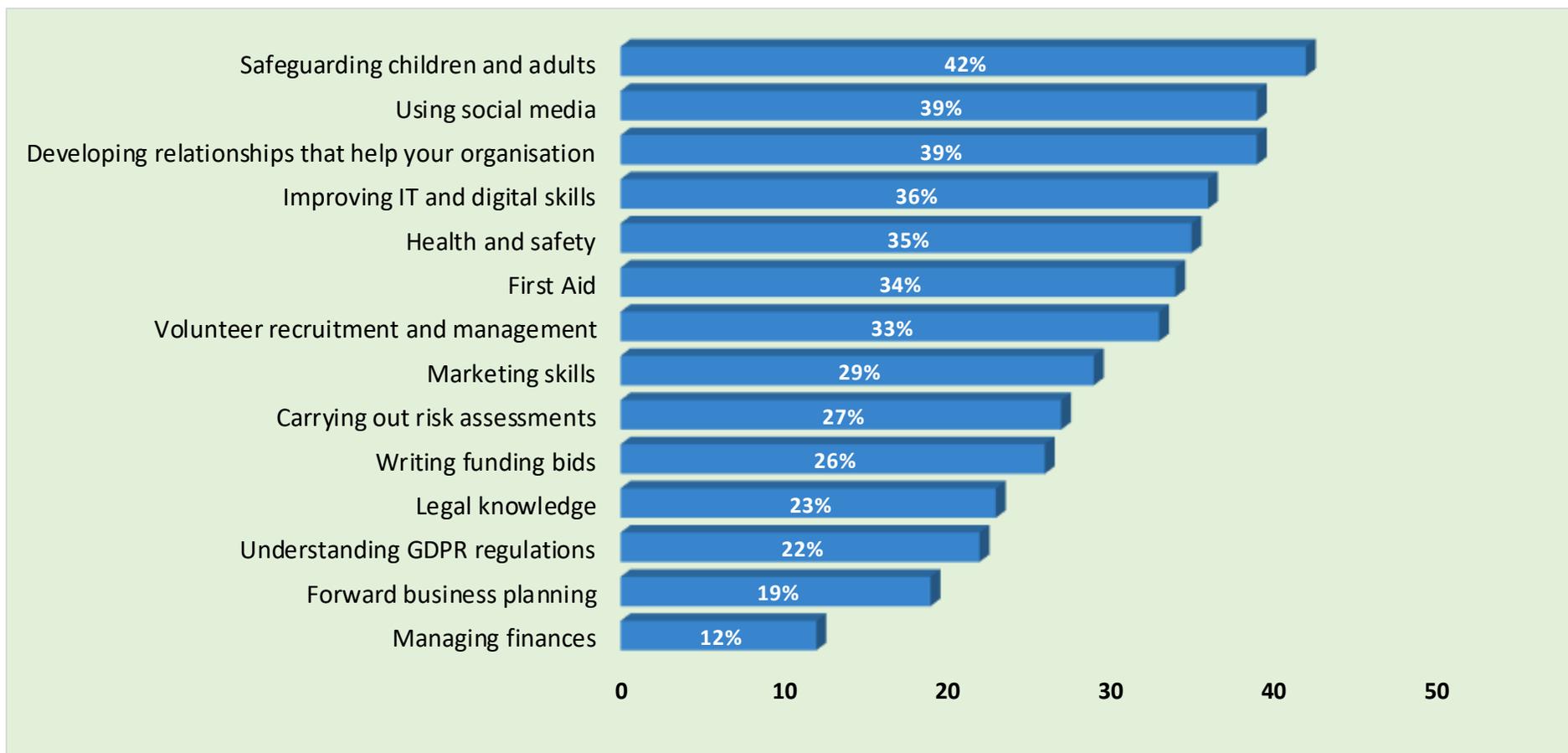
25. Have you used any other support networks over the last 12 months?



Respondents have also had support from these other organisations and networks

British Canoeing and Sport England	Home Start, Accica	Civic Voice and London Forum of Amenity and Civic Societies	Making Music UK	Institute of Fundraising Cultural Sector Network
Citizens Advice own network	Groundwork (Green Doctors)	Harrow Voluntary Action Limited	Havelock Family Centre	Befriending Network
Chelsea Westminster NHS Trust	Rotary International	Inclusion London	Richmond CVS	IFAN (Independent Food Aid Network)
Small Charities Coalition	Crosslight	Community Matters	Surplus to Supper	Charity Excellence

26. Free training courses are provided by Hounslow Council and by the Ealing & Hounslow CVS. What types of training would be useful to your organisation?



Are there any other types of training that you would find useful?

- Planning Consultancy
- Trustees' responsibilities
- Food hygiene
- Committee Governance would probably be useful, for any new future committee members that we may attract.
- Business development
- Sustainability funds, fundraising and supporting programmes longer term
- Manual handling

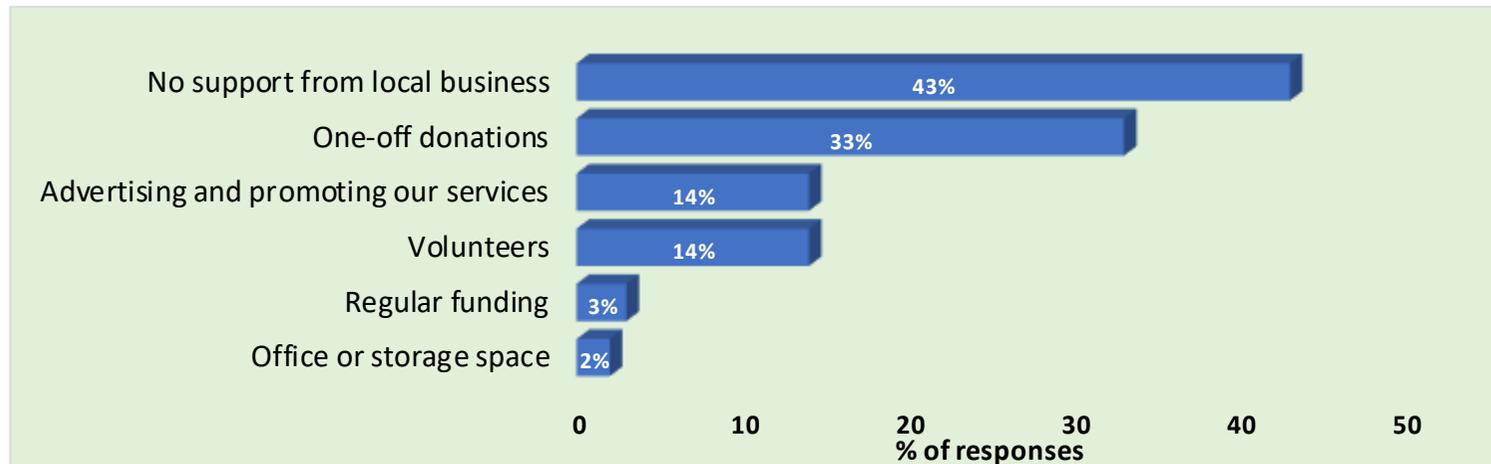
27: Do you work in partnership with any other voluntary or community organisations?

		2017	2018	2019	2021
1	Yes, we work with other VCSE organisations to deliver our services	38%	32%	34%	32%
2	No	36%	26%	16%	28%
3	No, but we would consider working with other VCSE organisations to deliver services	20%	37%	36%	22%
4	Yes, we share resources, such as staff, equipment or premises with other VCSE organisations	14%	9%	9%	15%
5	We would be interested in joining forces with another voluntary or community group to make a funding bid	-	37%	50%	26%

The following additional information was provided

- We are in year 3 of 3 of a large Big Lottery project, Brentford Together and would be interested to partner with another organisation to continue this. We worked with GAP (Global Action Plan) who carried the lead of the grant, reporting and steering which suited us as we managed the leaders and 3/4 of the activities delivery.
- As The 2000 Club has no objections to working with others, who have similar aims to our own. We would be only too pleased to share our resources / equipment with other like minded organisations, groups, clubs etc. We have learnt that working in partnership, can result in many benefits to both / each party and bring many advantages too. It reduces the amount of work each is required to make and funding needed, in providing a similar service provision. You are more assured of getting a positive outcome too.
- We post volunteering opportunities with local Volunteer Centres and infrastructure agencies. Would be interested in developing services in conjunction with others where gaps are identified e.g. mentoring and befriending with children and young people with autism.
- Maybe join with other London ME/CFS organisations if they are interested.
- We work with partners across West London. However, as the BAME community sector is very weak in LBH it's difficult.

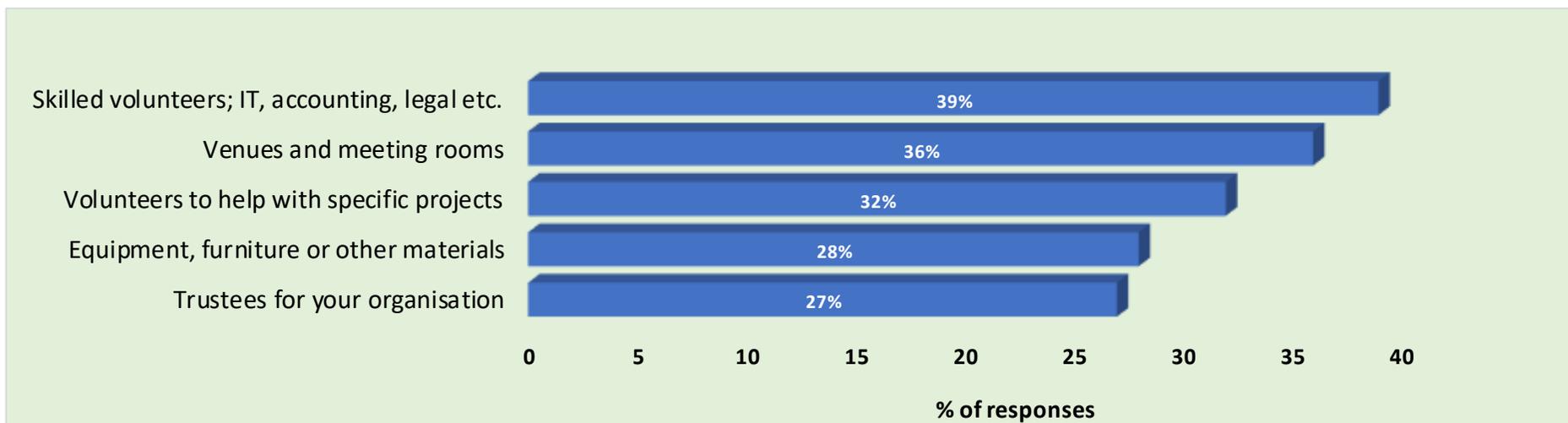
28: Have you received any support from local businesses in your area over the last 12 months?



The following additional information was provided

- Nothing last year everyone was in lockdown.
- This question should include faith groups. We distributed meals and groceries donated by the Open Kitchen, Mosque and Gurdwara. The Gurdwara also donated and installed a replacement PC
- We received a one-off donation of £5K from a local business towards our crowdfunder in December 2020. We also received support from an estate agent, allowing us to piggy-back their household drop to every house in Brentford with a postcard survey asking residents what they wanted from Watermans when we reopen.
- We cooperate with Polish Radio London and Magazine Cooltura and its social media on regular basis.
- Yes, we would like to seek more support. It has been difficult in the last year, but keen to build on local business support in the future

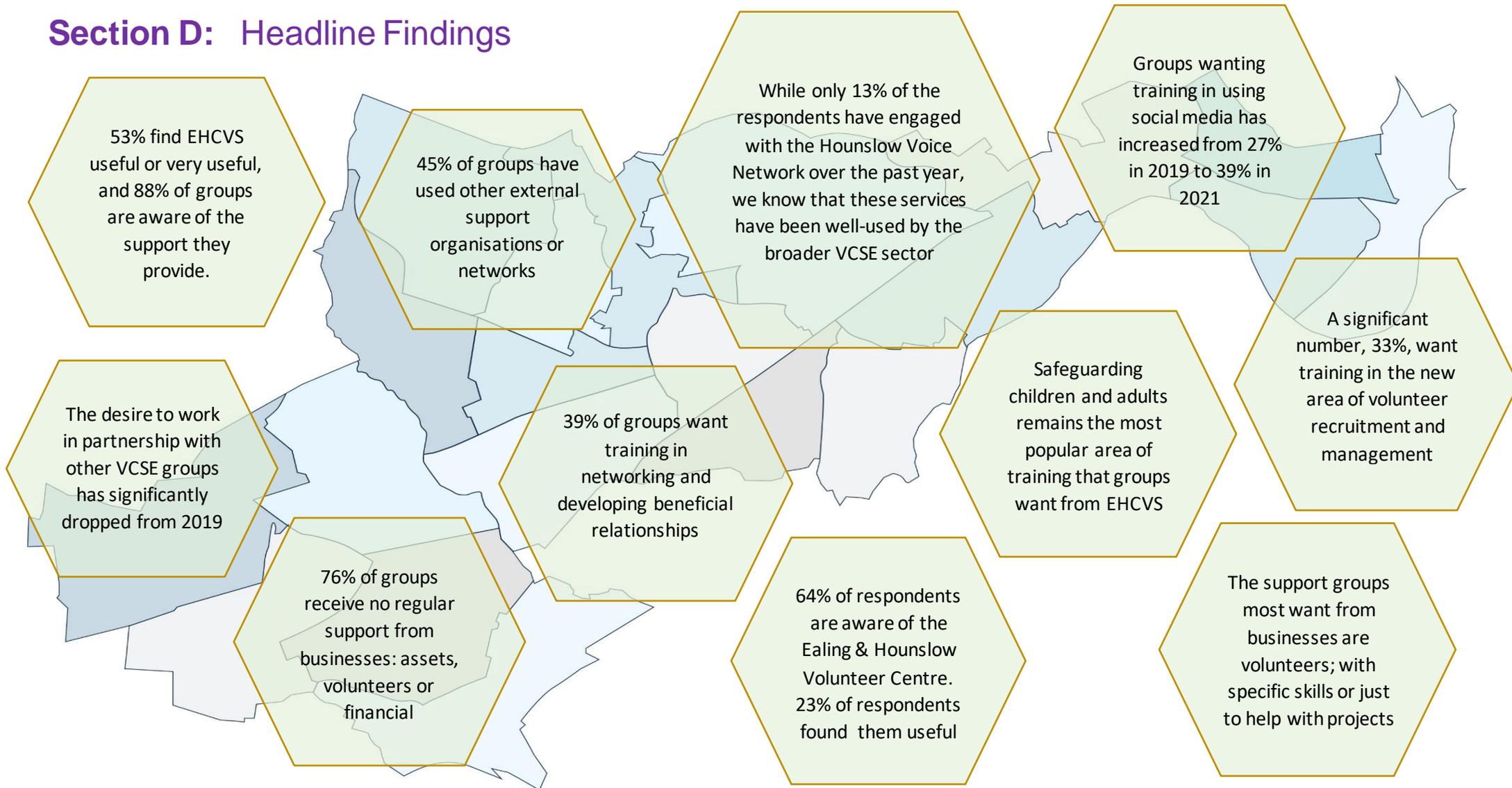
29. What kind of support would you like to receive from local businesses?



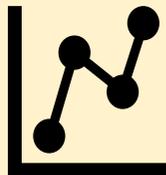
The following additional information was provided

- Help with publicity
- It is always really good to link to the professional part of the community, the more we collaborate and connect the better. We are always happy to explore options from receiving physical volunteering to fundraising, one off professional help for something specific.
- We are able to access Hounslow House for our work e.g. hot desking and training rooms. We are keen to work with local businesses to promote our services and recruit volunteers and generally build relationships that support children in care e.g. work experience as they leave care
- Venues for theatre productions or rehearsal/workshop space.
- Raising awareness our services to their staff, customers and services. Employee fundraising. Charity partnerships
- Fundraising or Marketing volunteers

Section D: Headline Findings



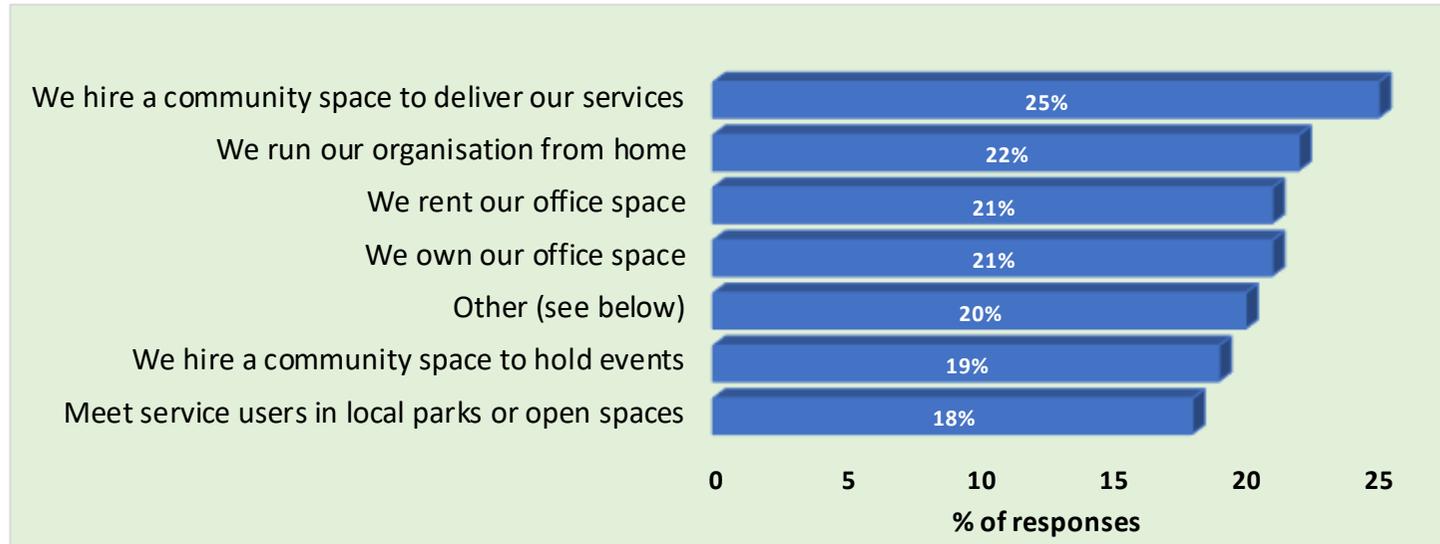
Trends



- The feedback on the support being provided by The Council's Community Partnerships Unit and the Ealing & Hounslow CVS, is positive, with 80% of the respondents being aware of both organisations and 53% finding both of them either reasonably useful or very useful.
- The new Volunteer Centre began operations in April 2020 and has operated, to date, under Covid restrictions. Services were suspended or reconfigured to allow it to provide the necessary Covid volunteer response. The level of engagement with the new service is slightly higher than for its predecessor, Volunteering Hounslow, and it is hoped that ongoing promotion and outreach will increase this further.
- The new Hounslow Voice Network was established in March 2020 and since then has focused almost entirely on Covid-related issues. Due to Covid it has still to be formally launched
- The most in demand training is still in the area of safeguarding for children and adults (42%), but there is a large increase in the demand for training in social media and IT and digital skills. A new trend is the demand for training to develop beneficial networks and relationships.
- The low level of support from local businesses to the voluntary sector has again been identified, as in previous surveys.

Section E: Office facilities, workspaces and meeting rooms

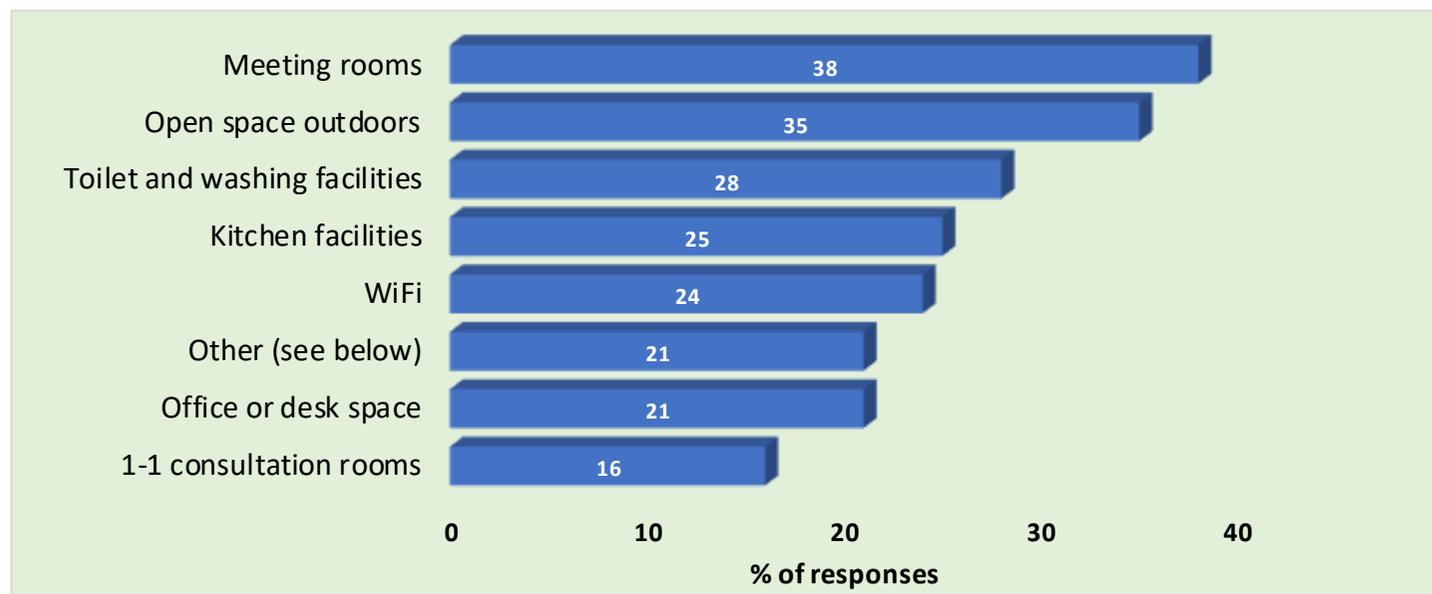
30. What sort of premises or community space do you use?



The following additional information was provided

- We have permanent and temporary community centre premises
- We hire space by the hour if required. Storage is becoming an issue as the organisation grows
- We do not have any premises - for social events we hire Isleworth Public Hall
- We moved our meetings out of Hounslow about 9 years ago as we were unable to find an affordable meeting place in the borough. We now meet in a youth centre in Twickenham though we continue to have many members from Hounslow borough.
- Each of the trustees lead on specific areas and all work from home.
- Our office is on the first floor. We need a more accessible space. We need archive storage for records to be kept for up to seven years.
- Premises provided free of charge by Feltham HIRA Association.
- We use the local Methodist Church
- We can use Hounslow House - based within the Children's Services teams. But mainly work from home, especially over the past year.
- Before Covid we usually held meetings in places of worship and have used Council space.
- We deliver our services in a leased venue, in high streets, parks & other public spaces, in schools, youth centres, other VCSE groups' spaces, in libraries, in community cafes, etc across the borough
- We are kindly hosted by GSK.
- We have a room at Polish Radio London in Isleworth, however all our activities are run by people who are working from their home.

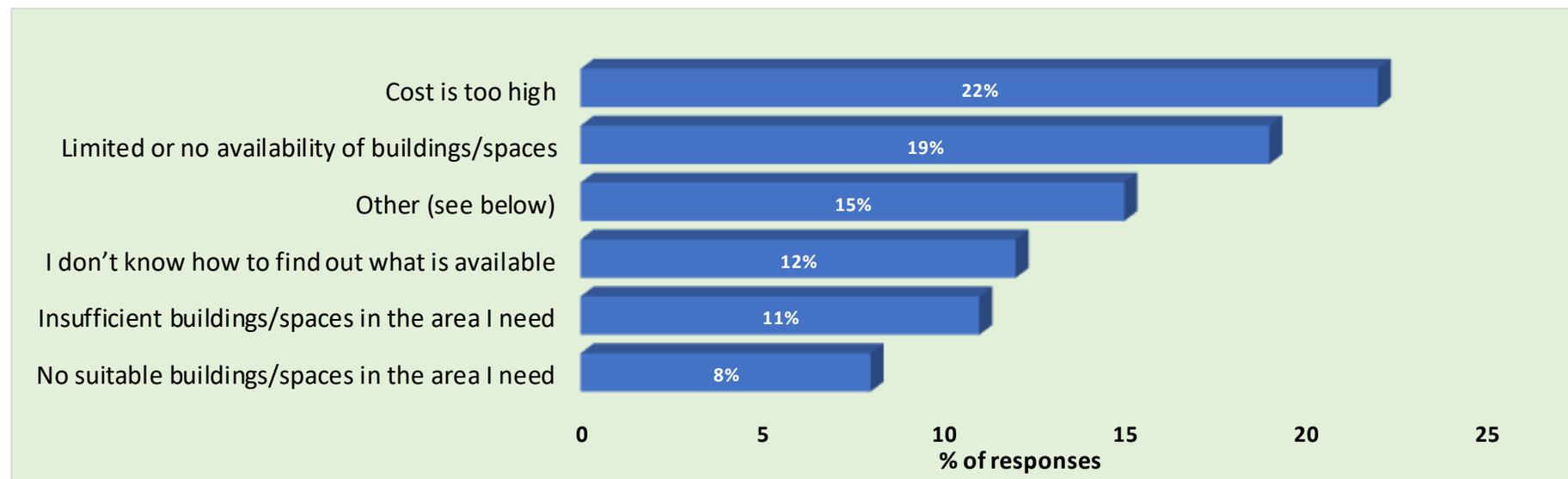
31. When the Covid -19 restrictions are relaxed what sort of buildings, facilities or community spaces will you need to deliver your services effectively?



The following additional information was provided

- Food storage areas
- Hall and affordable storage space.
- There are no purpose designed rehearsal/concert venues in the borough. We rehearse and put on concerts in local churches with the help of parish councils.
- Increased use of Hounslow House to host 'Meet The Funders' events with a wider variety of potential funding streams. The Big Lottery Fund, Trust For London, etc. have limited criteria which excludes many small organisations.
- All must be fully accessible for people with disabilities. This includes good lighting and doors that are not too heavy to open.
- Office must be private, not open-plan as we have phone calls relating to casework.
- Kitchen space to cook food from and operating space to deliver hot meal services and food boxes.
- There is limited community space in the borough, obviously, so we regularly have to use spaces which are not ideal for delivery of workshops, participation programmes, etc. There are alternatives such as those listed above and partners around the borough are open to sharing space
- Large communal spaces are especially good for our Festival events (Older Peoples Festival and Feltham Festival. However, we would like areas for exhibitions and other community events throughout the year.
- Space to deliver creative workshops (large space with tables , chairs and electricity)

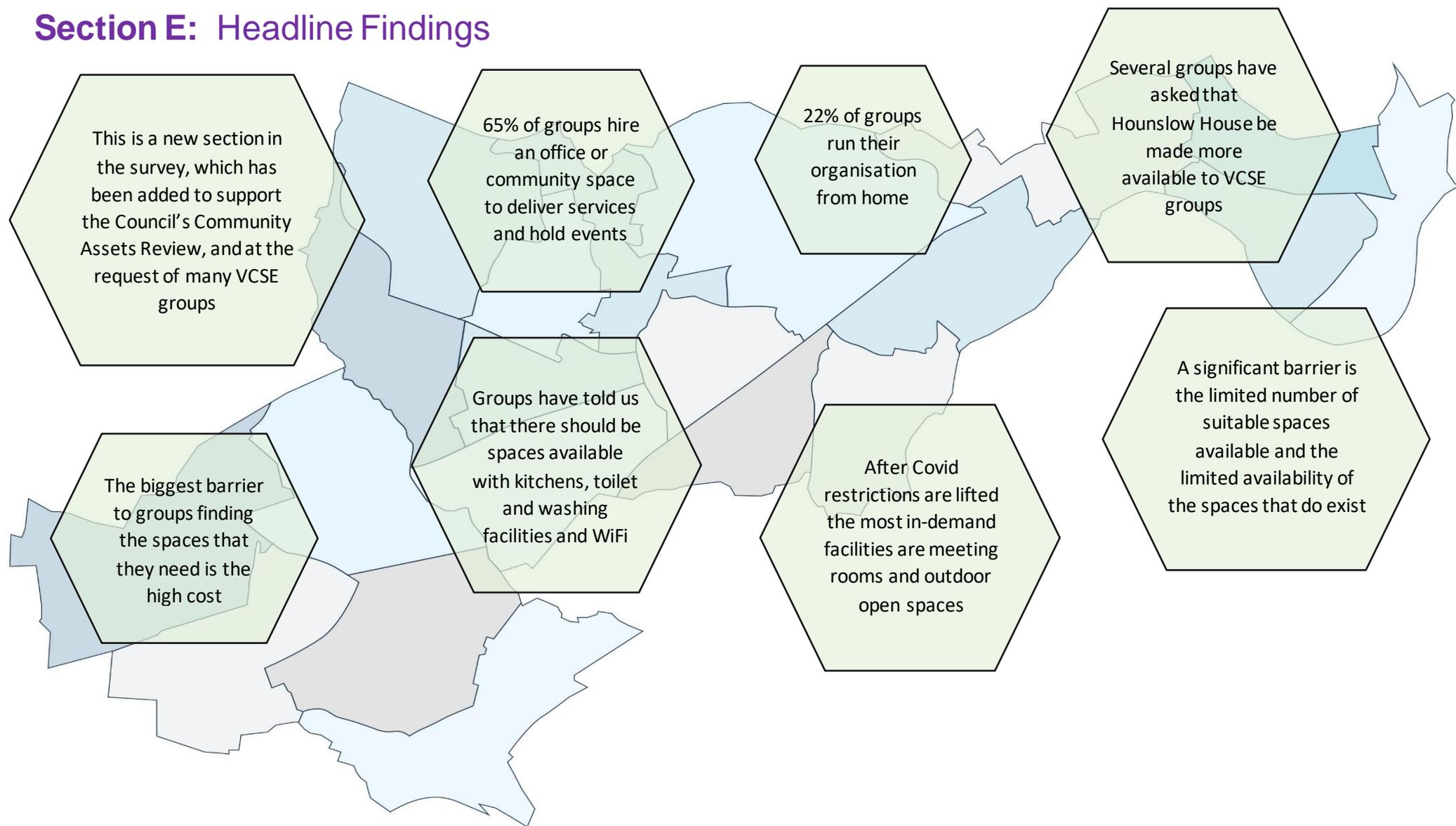
32. Are there are particular barriers to you accessing the type of spaces that you need to deliver your services?



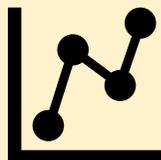
The following additional information was provided

- We are working with the Council to find a solution regarding premises
- No barriers
- We cannot afford the high rent being asked. We provide vital service to residents and on many occasions behalf of the LA. If the LA gives us access to their unused buildings community spaces in high need areas (Hounslow Central, Brentford, etc) that would help us and the LA to reach more people in great need further reduce problems in the future.
- As our members are disabled and most are 100% dependent on their cars adequate parking is a major concern.
- Ideally we want to have all our rooms in the same building.
- No large performance spaces in Hounslow....so we go to H&F or others!
- We use the worship space in the church which means we always need storage space .
- We use the buildings mainly in the early evening so cost and availability is a contributing factor
- We'd like more security of tenure / longer lease on the ground rent so we could install solar panels

Section E: Headline Findings



Trends



- This is a new section of the survey with questions aimed at learning more about the facilities and spaces that organisations in the voluntary sector are currently using and how the supply, availability and standard of facilities could be improved.
- As part of the Borough Recovery Plan the Council is working with stakeholders in the community to develop a greater understanding of how our community assets are currently being used.
- In previous surveys respondents have told us that one of their greatest challenges is finding appropriate, accessible and affordable space.
- The main obstacle to finding suitable premises is the high rental cost, and this has appeared in previous surveys as one of the key challenges that voluntary and community groups have to face.
- The main message that we are getting from the sector is that there is not enough community space available to them in the borough.

33: We would like to end on a positive note. Please tell us about your single proudest achievement during this most extraordinary and challenging year.

EHM Legacy CIC	Our virtual events have been amazing. We have kept the community engaged and motivated over the last year. Giving them goals and challenges which has given purpose. It's been wonderful to see people enjoying the new adventures we created. It's been available to all abilities and social media made everyone feel involved together.
Chiswick Pier Canoe Club	We managed to engage more than 60 people in taster sessions and matched our previous year's membership levels.
Hounslow Community Foodbox	We have provided emergency food to 9000 adults and children in need - we have managed to help everyone that has requested support and mobilised a home delivery service supported by over 100 volunteers and being awarded Volunteer Organisation of the Year by West London University!
Sunshine of Hounslow	All the training through our Borough was very helpful during the pandemic to guide organisations, otherwise we didn't know where to start and it keep us occupied. Brilliant support - proud of our Borough.
Let's Go Outside and Learn CIC	To have been able to keep going and to be positive for our participants despite everything. Our message has always been positive, but everyone else understand how important nature is now!
Chiswick High Road Action Group	Getting a Facebook page up and running, alerting local people to developments and proposed developments along and close to Chiswick High Road which we believe detract from the character and context of Chiswick.
The Isleworth Society	Keeping in touch with our members and completing at least some projects
Hounslow & Twickenham Woodcraft Folk	Keeping going!
Goldy Goldy Women's Group	Members kept in touch by Zoom
Feltham History Group	Normal service has not been possible due our dependency on meeting place as noted above
Hounslow Symphony Orchestra	Staying connected with our superbly talented group of musicians and remaining viable so we will be ready to perform again when restrictions ease.
Hounslow Citizens Advice	Despite moving all our services remotely in a very short notice, we have managed to deal with the huge demand. Our staff and active volunteers did an amazing job, generating more that £5M for clients at no cost to them.
ILAYS	Is to be able to continue providing our services through the pandemic so that our serve users never felt abandoned when they needed us most!!
Hounslow Gurdwara	Holding workshops on zoom, day out at Kew (socially distanced)
Hounslow Friends of Faith	We have hold regular meetings on Zoom
Friends of Cathja	We all got through it apart from Bob (RIP). We pulled together not apart.

Outside Chance	Apart from finally winding up Outside Chance after 21 years, solvent and in demand, a process hugely delayed at Companies House and the Charity Commission by COVID19 regulations, we appointed an independent data researcher to determine our user feedback over our 16 years in young offender units ending in 2016 and our 17 years in London schools ending in 2019, our Average Overall Feedback Score was 99% from schools and 97% from YOIs. Our Complaints Procedure was never invoked once in our 21 year history during which we presented our workshops to 10,400+ juvenile and young adult offenders and 175,000+ school children and young people.
Hounslow Borough Respiratory Support Group	That we managed to retain our members and deliver a service albeit that the Trustees, with the help of our new volunteers, had to devote much more time than we did pre pandemic.
Centre for Armenian Information & Advice	Helping the most disadvantaged in our community with emergency support such as advice and food delivery throughout the three lockdowns
Hounslow Community Centre	Managing to keep the Playgroup open as there are children who have special needs. Support groups such as AA and gamblers anonymous were vital to remain open so that these vulnerable groups would still get what they needed.
Heston and Isleworth Old Peoples Welfare Committee	Staff cooking and delivering food from their homes to our most venerable members
Hounslow Soup Kitchen	Hounslow Soup Kitchen has grown from strength to strength and is proud to ensure that nobody faces extreme food poverty in Hounslow. We continually alleviate suffering despite no financial support from the Council, who have side-lined us since day one. We're proud of our resilience despite opposition. Nothing can stop us achieving our goal of aligning with the UN SDG- zero hunger.
Hounslow Rotary Club	As part of our Covid response and promotion of vaccination, leading the charitable support of care leavers this year with laptops, Christmas parcels etc. and laying the foundations of an international peace project
Disability Network Hounslow	All our staff and trustees have been battered and devastated by personal health concerns, bereavements and other stresses, yet they have done more than most to help people they hardly know, sometimes when statutory services are unavailable.
UWLSU	Supporting students to complete their education during COVID.
Rotary & U3A	We have continued to raise funds and socially meet via Zoom.
St Pauls Church Hounslow West Foodbank	We have run a big Christmas campaign that was well received by our community We have resourced our community with clothing and equipment whilst charity shops have been closed.
Chiswick Pier Canoe Club	Introduced around 50 people to paddling on the Thames despite COVID
Hounslow Music Service	Surviving!
Friends of Northcote Nature Reserve	Surviving!

Brentford Voice	Establishment of a community-wide liaison group to work with Ballymore the developers of a large part of Brentford Town Centre
Southern AVE Residents Association/ Bedfont Lane Community Centre	Helping a young pregnant female who came to us via refuge, who had been abused. We managed to provide her with everything that she needed for the baby.
The Extra Mile	The Pandemic has significantly increased the referral of cases to us. Despite being an organisation staffed only by (elderly) volunteers, we have met every demand upon us. On Monday 12th January alone we dealt with a record 21 referrals - that is 21 families helped in a single day.
Hounslow Phab	To stay afloat and open and be ready as soon as we can. To provide food for the local community and those who are vulnerable by successfully receiving Covid response grants
Shewise	Despite all odds and lack of facilities, we have continued to provide meal service to the homeless and vulnerable community and we will continue to do so. Through digital means we continue to provide support to our vulnerable women and it's a good feeling to know that they haven't lost hope yet.
THE 2000 Club	I'm afraid to say, we have had no proud achievement over this last year. This has been mainly due to the Covid 19 Pandemic and government restrictions as a result of this. We have had to discontinue our service provision to people with a disability.
Hounslow Allies, Volunteering Matters	We have managed to deliver the service in different ways e.g. recruiting, training volunteers and where possible, matching volunteers with children referred to us through Children's Services. We do our training via Teams and volunteers have kept in touch with their young people via Whats App, phones and Skype - as appropriate. Having said that, everyone is delighted that face to face visits are getting going again!
Our Barn Community	That we are still running.
Hounslow Friends of Faith	Celebrated 20 years of Hounslow Friends of Faith's engagement in promoting harmony, respect and understanding among different faiths. Held a zoom meeting to mark the anniversary and launched a history of HFOF booklet and created a knitted banner showing the symbols of all major faith and belief groups in the borough.
St John Ambulance	We are St John Ambulance Community First Responders and have helped deliver emergency care and helped delivery of food to the elderly and the needy. Our volunteers have also helped give vaccination jabs.
Punjabi Theatre Academy, UK	During this challenging year, our best achievement was to use arts and cultural activities to help residents overcome social isolation. Many had been confined to their homes and had been shielding. This severely limited their physical contact with others and coupled with a low digital proficiency meant that some users had been feeling very lonely and vulnerable.
Feltham Food Bank	Partnership working with other local groups to provide food to more than 120 local families every week throughout the pandemic.
Hounslow Music Service	Surviving!
Hounslow & Brentford Friends of the Earth	Contribution to climate awareness

Watermans	Pivoting our regular programme with Disabled Children & Young people, and their families, to online delivery within 4 weeks of the pandemic hitting. We have maintained and developed this programme throughout the year and will continue to provide it post-COVID (subject to funding) for children with high/complex needs and their families who find it difficult to leave their home to attend the venue regularly
Live Music in Hounslow	We are proud of being able to organise online live music events to raise money for charity.
Riana Development Network	People and organisations collaborating, sharing resources and supporting residents and those in need. Unprecedented number of volunteers giving free time to support others in need in the society. As an organization, being able to rise to the occasion and adapt to meet the needs of Hounslow residents has been incredible.
Feltham Arts Association	Providing high quality art activity packs for over 2500 residents in the borough of all ages and meeting children and families across the Summer in local parks to celebrate creativity in some of Hounslow's treasured green spaces.
CAN Mezzanine Hounslow	Following the first lockdown - despite the operational challenges presented by the pandemic - we, with the support of our staff team, customers and contractors, have remained open and provided a COVID secure work environment to enable organisations to continue to access their office space and deliver their essential services to their service users and Hounslow residents.
Retired Members Association - Heston	Unfortunately, due to closure of all services and restrictions on movement it had been impossible to achieve or do anything and is best the year 2020 is excluded from the calendar.
Golden Opportunity Skills and Development (GOS&D)	Delivering food to 340 vulnerable families at the height of the pandemic. The smiles and appreciation from those supported brought joy to our volunteers and staff.
Shared Enterprise CIC	Supporting some fantastic people to develop some wonderful ideas and enterprises
Hounslow Action for Youth Association	To be able to continue to support our young people and their families via digital platforms and telephone services. To be able to respond quickly to the changing world of Covid-19 and move our services online.
Learn English at Home	Demand has increased for our services and we have expanded our team to meet the needs of vulnerable residents and that our services have been delivered remotely and impactfully in very challenging circumstances with residents with limited English and who face digital exclusion.
Feltham Arts Association	Managing to deliver a service to people in the most challenging circumstances and receiving a letter from the Lord Lieutenant, Sir Kenneth Olisa acknowledging our work in the community. This was thanks to Mayor Tony Louki and was so appreciated by our volunteers, trustees, local artists who made it all happen.
Hestia	Keeping all of our services open, keeping SUs and staff safe (no major outbreaks of CV19 and a staff absence rate at less than 4% total), opening 13 new services to meet demand including MH crisis and DA emergency services, supporting the mental wellbeing of our staff and SUs including free sessions, digital access, food drops, welcome kits and a Black Lives Matter review.

Middlesex Association for the Blind	Hearing the individual stories of clients who would simply not have coped without us this year. Sometimes we felt we were all holding on with our finger nails, but hold on we all did, and hearing the difference we have made in clients lives is moving. "Without MAB, I would not have got through lockdown", is something that many clients have said in different forms. In Hounslow in particular, we are absolutely thrilled to have a Support Worker back on the ground thanks to the funding we received from Hounslow Thriving Communities Fund. Perhaps, if we hadn't had the pandemic, this wouldn't have happened. Thanks to all of you for seeing the value in the work that we do, and for funding us.
London Cycling Campaign	The launch and success of our cycle buddies scheme across London and within the NHS. Which we would love to spread to Hounslow - just need some funding to set it up and support volunteers
Thames Explorer Trust	Keeping all our staff, including some of our team of freelance teachers, raising substantial grant funding and adapting our programmes effectively for the future
Transgenerational Change Limited	We've persevered! We've maintained a respectable level of support for our users in spite of all the difficulties
Chiswick House and Gardens Trust	Bringing the community together through our #WeLoveChiswickHouse campaign, which raised £120,000 in 120 days, with thanks to the incredible volunteer and pro bono support of the community.
DanceWest	It's very hard to say one thing, we are really proud of being able to support 34 freelance artists with part-time work since March 2020 - May 2021 the majority of our team have been employed, paid and we have learnt to adapt our services!
The Purple Elephant Project	Surviving a global pandemic in our first year of operating!! But mainly being able to be a strong, caring, flexible and responsive support to children and families in our community through a really difficult time.
St Johns with St Mary's church	Being involved in the Food Network meetings and starting the Family Food Club with other volunteers,
Spark!	Working with 60 disadvantaged girls in Hounslow on our CONNECT Mentoring scheme (partnering with 50 members of GSK's Women's Leadership Initiative). The outcomes have been fantastic, and we look forward to hearing how the girls' progress.
Hounslow Parent Carers Forum	We have kept the doors open, initiated new projects and supplied and supported training on digital devices
Hogarth Charitable Trust	We were able to deliver a 4-week summer programme with the support of the local authority. Most if not all of our activities took place outdoors, due to Covid-19 restrictions and we had over 80 young people attend.
London Spark	We are very small organisation run by friends and people who are passionate about their job. Some of our service is run by volunteers. We introduced new service as mental health support and employability to help our community to dealt with pandemic effect.
Hounslow Toy Library for Children with Disabilities	We maintained the building and refurbished the disabled toilet. We kept in touch with members and improved our technical skills - learning Mailchimp and Zoom!!! We are heartened that families are eager to return to the Toy Library and many members have offered help including 5 parents who have expressed an interest in joining the Management Committee.
St Paul's and The Good Shepherd	Feeding so many people in need at this time - sad but a privilege to be able to help so many

Trinjan	Receiving The Prime Minister's Points of Light Award for providing our services online during lockdown.
The Mulberry Centre	Transforming our services to remote ones. Re-skilling our volunteers to deliver online/telephone services Responding to high demand for emotional support. Providing new services befriending and welfare & benefits Increasing number of volunteers during the pandemic
Creative Spaces London	Working with such a diverse community that has consistently pulled together and supported one another through such a difficult time. Whether it was food deliveries, care packages, words of encouragement or sharing useful information it has been wonderful to see the little drops of kindness that people give every day.
Sri Chaitanya Saraswat Math	Not only have we been able to maintain our food distribution services during the course of the pandemic, but we have also been able to increase our numbers, too! We have been able to serve the community in need with thousands more meals during an extraordinarily challenging year. It makes us very happy that we've been able to achieve this through teamwork and dedication.
Bridgelink Centre	Keeping solvent. Maintaining some services throughout the pandemic (Foodbank). Funding for Community Projects Manager. Development of trustees and policies that support Centre.
Hounslow Community Centre	Our proudest achievement is that we have kept going since the lockdown. We have been running nearly 40 years supporting the local community and running a playgroup that remained open in lockdown for special needs children and parents that are keyworkers. The support groups such as AA, NA and GA have been able to remain open in lockdown supporting vulnerable people in a difficult time.
Age UK Hounslow	Being able to continue serving the older and vulnerable residents of Hounslow remotely during the pandemic and reaching so many additional residents.
Musical Museum	Securing over £250,000 of emergency funding and grants to support the Museum through the pandemic whilst also allowing us to: invest in our programme of digital transformation; remodel and reinterpret the galleries increasing attractiveness and relevance; and developing new ways for visitors to engage with the collection through use of new technologies.
Network MESH West London	Keeping the charity running: introducing Zoom socials and committee meetings and sending out two newsletters to all members.
Friends Of Bedfont Lakes Country Park	We have had more paying members as more people have discovered the benefits of outdoor places
The WB Yeats Bedford Park Project	We've raised £25k to take us through the setup and planning stage, achieved our planning permission, and raised £109k of our £134k target (with £35k from LB Hounslow!)
Messiah07 CIC	The proudest achievement has been that we were providing services prior to lockdown and these services have been greatly missed and there is a huge need for services that we provide more than ever to come back due to Covid-19 and this has been at the request of our service users and families we have grown to the needs of our community. This encourages us to push through the negative to form stronger communities for positives future for all.
Thamesbank Credit Union	Managing to continue growing and developing and hopefully turn a profit at end of September.

Ivybridgelinek	Hosting Dr Bike sessions - held outside last summer. These sessions got people out of their homes to get their bikes safety checked and improved, and some children actually learned how to cycle properly on the day.
Home-Start Richmond Kingston & Hounslow	How we have adapted to the challenges of the pandemic - how adaptable staff and volunteers have been and that we have put families at the centre of our planning and decision making throughout.
London Borough of Hounslow Swimming Club	Keeping our club from collapse and relaunching the club with a new vision and purpose.
Thamesbank Credit Union	Despite all of the challenges we have taken all of our services online and we now recruit the majority of our new members through online searches. New member recruitment is running at about 30 a month. Sadly most are being recruited from Ealing; Kingston and Spelthorne.
Ilays	I'm most proud of the way I helped to organize my Ilays organisation drive fundraiser, making it possible for us to bring in more toys than had ever been brought in the history of the toy drive.
Chiswick Horticultural & Allotments Society	In a year of isolation and loneliness, we managed to continue running our agricultural supplies operation so our members (allotment holders and those with gardens) could continue to enjoy healthy outdoor exercise.
Centre for Armenian Information & Advice	Responding to the needs of our community during the Pandemic. Without our initiatives, intervention and operations many more would have suffered, starved and remained isolated/voiceless. We are unable to meet all their needs, but we are the only ones who understand them as they had to cope not just with a pandemic but the trauma or war, loss of friends/relatives and more.
Metropolitan Water Board Railway Society/Hampton & Kempton Waterworks Railway	Getting ready to re-open to the public and preparing the foundations for a new engine/carried shed to better protect/maintain our equipment.
Punjabi Theatre Academy	Recently Punjabi Theatre Academy were certified as "Census Champions" for assisting the BAME community with their language skills for the Census application. We were successfully able to answer questions by including members from the Office for National Statistics on our Zoom sessions. Our audience were able to get professional help during these times. Furthermore, many organisations had to shut down however, Punjabi Theatre Academy is still here, working hard to achieve what they can for the community and will continue to entertain their audience even if that means having to use a digital platform.

Appendix: Thank you to all of these groups for taking part in the survey and for providing so much valuable feedback

EHM Legacy CIC	Feltham Food Bank	Learn English at Home
Chiswick Pier Canoe Club	Hounslow Music Service	Feltham Arts Association
Hounslow Community Food Box	Friends of Northcote Nature Reserve	Hestia
Sunshine of Hounslow	Brentford Voice	Middlesex Association for the Blind
Let's Go Outside and Learn CIC	London Borough of Hounslow Swimming Club	London Cycling Campaign
Chiswick High Road Action Group	The Extra Mile	Thames Explorer Trust
Chrag	Hounslow Phab	Transgenerational Change Limited
The Isleworth Society	Shewise	Chiswick House and Gardens Trust
Sunshine Of Hounslow	The 2000 Club	Dance West
Hounslow & Twickenham Woodcraft Folk	Hounslow Pensioners Forum	The Purple Elephant Project
Goldy Goldy Women's Group	Hounslow Allies	St John's with St Mary's Church
Feltham History Group	Our Barn Community	Spark!
Hounslow Symphony Orchestra	Hounslow Friends of Faith	Hounslow Parent Carers Forum
Hounslow Citizens Advice	St John Ambulance	Hogarth Charitable Trust
Ivybridgelinek	Punjabi Theatre Academy, UK	London Spark
Hounslow Gurdwara	Volunteering Matters	Learn English at Home
Hounslow Friends of Faith	St Paul's Church Hounslow West Foodbank	St Paul's and the Good Shepherd
Friends of Cathja	Hounslow & Brentford Friends of the Earth	Trinjan
Outside Chance	Watermans	The Mulberry Centre
Hounslow Borough Respiratory Support Group	Live Music in Hounslow	Creative Spaces London
Centre for Armenian Information & Advice	Centre for Human Development	Sri Chaitanya Saraswat Math
Hounslow Community Centre	Riana Development Network	Bridgelink Centre
Heston and Isleworth Old Peoples Welfare Committee	Hounslow Toy Library for Children with Disabilities	Golden Opportunity Skills and Development (GOS&D)
Hounslow Soup Kitchen	CAN Mezzanine Hounslow	Age UK Hounslow
Hounslow Rotary Club	Retired Members Association - Heston	Musical Museum
Disability Network Hounslow	Thamesbank Credit Union	Network MESH West London
UWLSU	Messiah07 CIC	Friends Of Bedfont Lakes Country Park
Rotary & U3A	Hounslow Action for Youth Association	The WB Yeats Bedford Park Project
Ilays	The Extra Mile	Chiswick Horticultural & Allotments Society
Punjabi Theatre Academy	Home-Start Richmond Kingston & Hounslow	
Metropolitan Water Board Railway Society/Hampton & Kempton Waterworks Railway	Southern Ave Residents Association/ Bedfont Lane Community Centre	