

Community Partnerships Unit

Voluntary, Community & Social Enterprise Survey 2022

Findings Report



“We are proud that we have been able to support everyone that applied for help, and we could not have achieved this without the support of the Council”

Hounslow Community Foodbox, September 2022

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Introduction

The Hounslow VCSE Survey 2022 was carried out by Hounslow Council’s Community Partnerships Unit between June - August 2022.

This is the eighth annual survey of the sector and was open to all charities, voluntary, faith and community groups in Hounslow. 102 organisations responded.

The information and feedback obtained from Hounslow’s VCSE organisations will enable the Council 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.

Our VCSE sector

Hounslow’s VCSE sector has responded magnificently to the challenges of the last few years and has provided a vital lifeline for large numbers 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, and after, has been inspiring.

The Council is committed to supporting them as we all work together to implement the priorities of our new Corporate Plan, “Ambitious for Hounslow”.

Section A: General information about the groups and organisations in the VCSE sector across the borough.

5. What type of organisation are you?

	Type of Organisation	2019	2021	2022
1	Other: Place of Worship, Resident’s Association, Friend’s Group, Sports Club, Not For Profit Voluntary Group, Educational Organisation etc.	37%	30%	24%
2	Charitable Trust	24%	29%	29%
3	Charitable Incorporated Organisation (CIO)	15%	10%	18%
4	Unincorporated Association	11%	10%	17%
5	Company Limited by Guarantee	9%	5%	7%
6	Community Interest Company (CIC)	3%	7%	6%

6. How long have you been operating?

	Length of time in operation	2022
1	Less than 6 months	0%
2	Between 6 months – 1 year	0%
3	Between 1 – 3 years	4%
4	Between 3 – 5 years	8%
5	Between 5 – 10 years	11%
6	Longer than 10 years	65%

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

	Service area	2017	2018	2019	2021	2022
1	Health and wellbeing	62%	55%	54%	60%	46%
2	Working with children and families	38%	45%	44%	52%	29%
3	Promoting and supporting community cohesion	44%	49%	46%	50%	40%
4	Community development	47%	42%	47%	43%	23%
5	Promoting volunteering	46%	38%	52%	42%	17%
5	Education and lifelong learning	40%	33%	38%	40%	20%
6	Culture, including arts and music	36%	25%	28%	33%	21%
7	Leisure, including sport and recreation	38%	32%	35%	27%	22%
8	Food support, providing cooked meals, food parcels or shopping	-	-	-	24%	19%
9	Support for women and girls	-	-	-	23%	14%
10	Environmental projects	24%	20%	28%	18%	16%
11	Supporting migrants or asylum seekers	21%	15%	16%	18%	10%
12	Advocacy, advice & support (immigration, housing, employment etc.)	24%	16%	33%	15%	21%
13	Community safety	16%	23%	19%	14%	5%
14	Equalities and human rights	23%	14%	24%	13%	4%
15	Crime & ASB	-	-	-	8%	6%
16	Promoting or supporting a faith or religion	5%	2%	16%	7%	7%

8. What is your annual turnover?

	Annual turnover (£)	% of respondents				
		2017	2018	2019	2021	2022
1	0	11%	15%	9%	10%	5%
2	1 - 500	6%	8%	12%	5%	3%
3	501 - 5k	22%	17%	20%	19%	17%
4	5,001 - 10k	10%	12%	6%	8%	6%
5	10,001 - 50k	9%	11%	15%	21%	23%
6	50,001 - 100k	13%	10%	7%	10%	15%
7	100,001 - 250k	8%	6%	12%	16%	10%
8	250,001 - 500k	6%	12%	11%	9%	8%
9	500k - 1m	4%	1%	7%	1%	2%
10	1m plus	-	-	-	8%	7%

9. How many members of staff do you employ ?

	Number of staff	% of respondents				
		2017	2018	2019	2021	2022
1	0	40%	23%	25%	38%	48%
2	1 - 10	48%	47%	40%	48%	37%
3	11 - 20	4%	8%	5%	7%	9%
4	21 - 40	3%	8%	3%	2%	1%
5	40 +	2%	5%	5%	5%	4%

10. How many volunteers help you each month?

	Number of volunteers	% of respondents				
		2017	2018	2019	2021	2022
1	0	11%	15%	18%	7%	3%
2	1 - 10	30%	34%	40%	42%	48%
3	11 - 20	2%	6%	6%	21%	18%
4	21 - 40	5%	7%	3%	12%	13%
5	41 - 50	4%	2%	5%	1%	4%
6	50+	-	-	-	12%	11%

11. What is the average number of volunteer-hours per month that your volunteers contribute to your organisation?

	Volunteer hours	% of respondents
		2022
1	0 - 20	33%
2	20 - 50	25%
3	50 - 100	14%
4	100 - 150	8%
5	150 - 200	5%
6	200 - 250	2%
7	More than 250	10%

12. Who benefits from your services?

	Service recipients	% of respondents				
		2017	2018	2019	2021	2022
1	Parents and families	-	-	65%	63%	32%
2	Children & young people	44%	42%	60%	60%	34%
3	BAME communities	43%	50%	60%	59%	28%
4	People with health & wellbeing needs	58%	52%	62%	54%	28%
5	Older people (aged 60+)	46%	40%	60%	50%	25%
6	People with disabilities	-	-	-	47%	23%
7	Women and girls	40%	33%	50%	46%	24%
8	LBH tenants and leaseholders	21%	27%	36%	44%	18%
9	LGBTQ+	-	-	26%	25%	5%
10	Any client group/multiple group focus	-	-	-	-	38%

The following additional beneficiaries were identified
• Any resident of the Feltham area
• Domestic violence and crime victims
• People at risk of isolation
• Improving lives of residents of Ivybridge estate and nearby TW7 roads.
• Carers
• Anyone that needs our service
• Faith communities
• Modern slavery & domestic violence victims

13. Currently the London Living Wage is £11.05 per hour. Are you a Living Wage employer?

Option	%
Yes	52%
No	35%
Not Answered	14%

The following additional comments were provided
• No employees but if we had we would pay the London Living Wage
• We pay more than the London Living wage
• We review salaries and rises but not using living wage as the measure
• All workers are volunteers
• We are a member of the Living Wage Foundation
• We reviewed this just prior to Covid and it would have added £30K+ extra cost to our organisation, so was not affordable without other corresponding cuts which would have been arguably more damaging

Section A: General information about the VCSE sector

Headline Findings

- There were 102 respondents to the survey. **The same as last year and a small increase from 2019.**
- The most responses were received from Charitable Trusts (29%), **the same as previous surveys**
- This year we introduced a new question about the longevity of the VCSE sector, asking groups how long they have been operating. 76% have been operational for over 5 years and 65% for over 10 years.
- The main work area for the voluntary sector is in health and wellbeing (46%), **the same as previous surveys**
- 19% of groups still provide some sort of food support, **which was one of the main services needed during the pandemic**

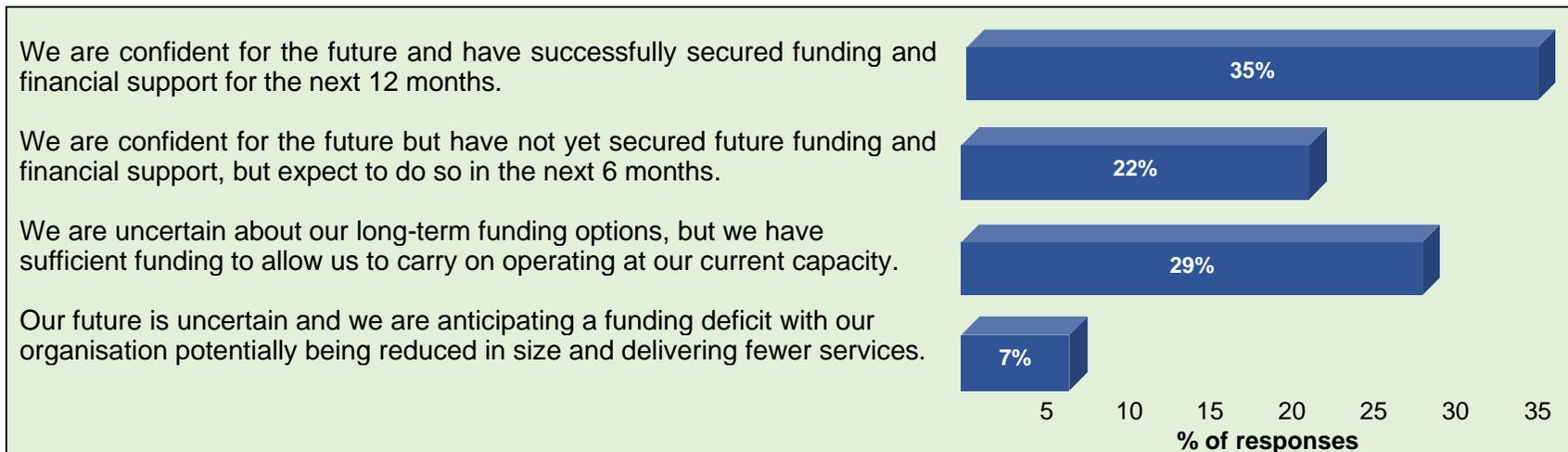
- Groups who responded to the survey were mostly small and micro: 32% had a turnover of £10K or less; 23% between £10K and £50K with only 28% having an annual turnover over £100K.
- Only 8% have a turnover of less than £500. **This particular group is much smaller than in previous years**
- Groups are employing fewer staff than in previous years - 48% of groups have no paid staff at all, **which is a significant increase on previous years.**
- The number of groups employing 1-10 staff **has decreased significantly on previous years.**
- 51% of groups who employ staff are Living Wage employers (this is a new question introduced this year)

- Since 2019 groups have been relying more on volunteers. This year only 3% are managing without any volunteers at all. **This is the lowest figure of any previous year**
- 66% of groups now use between 1-20 volunteers per month. **This is a little higher than last year, but 20% higher than in 2019.**

- The communities that benefit most from VCSE sector services continue to be parents and families, children and young people and BAME communities, **which is the same as in previous years**
- This year in the question, “Who benefits from your services?” we added the option of *any client group/multiple group focus* to identify groups that provided services to a wider range of service users. **The response to this question was 38%, which is the highest for this question.** This shows that a large percentage of VCSE groups now deliver services to a range of different types of service users.

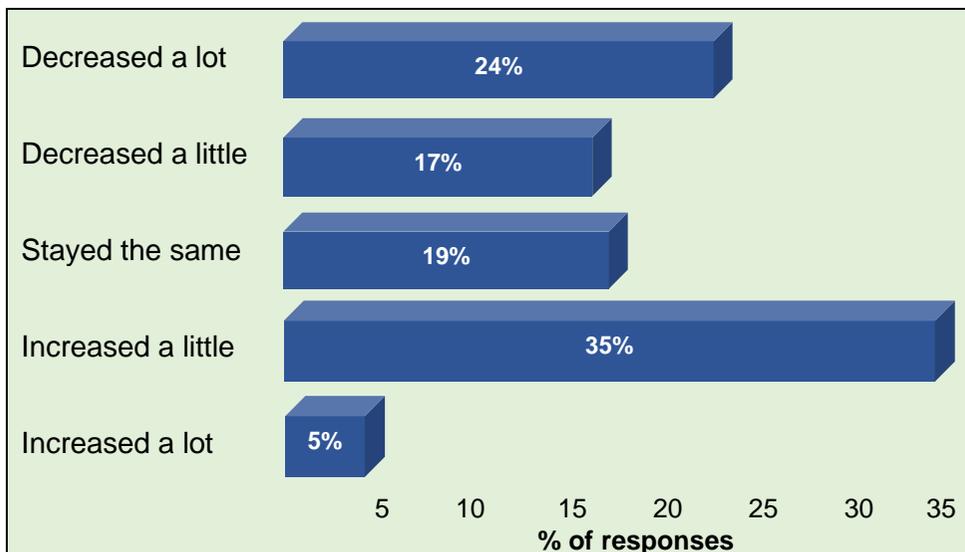
Section B: Your finances

14. Based on your current position, and projections for the next year, how would you sum up your organisation’s financial stability?

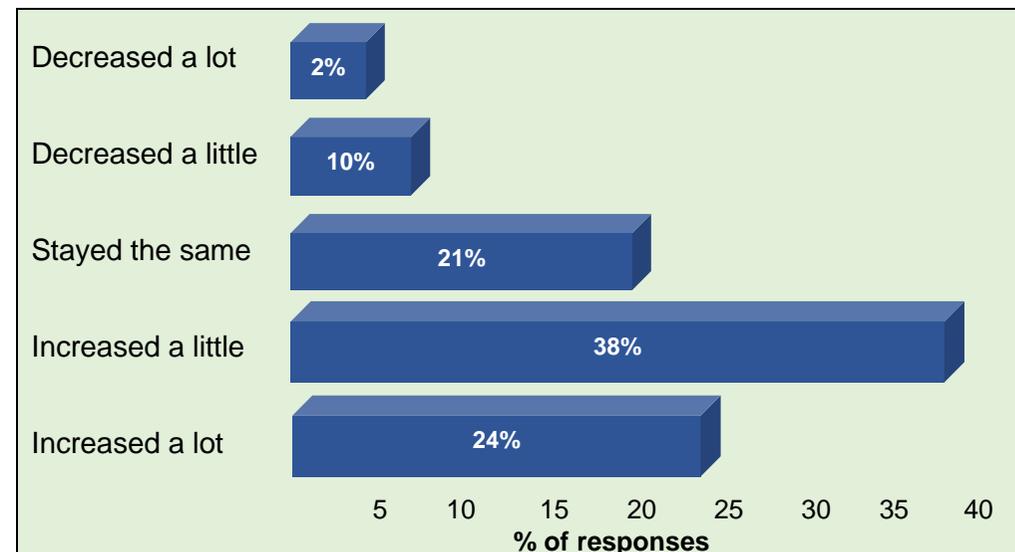


15: How has your organisation’s financial situation changed over the last year?

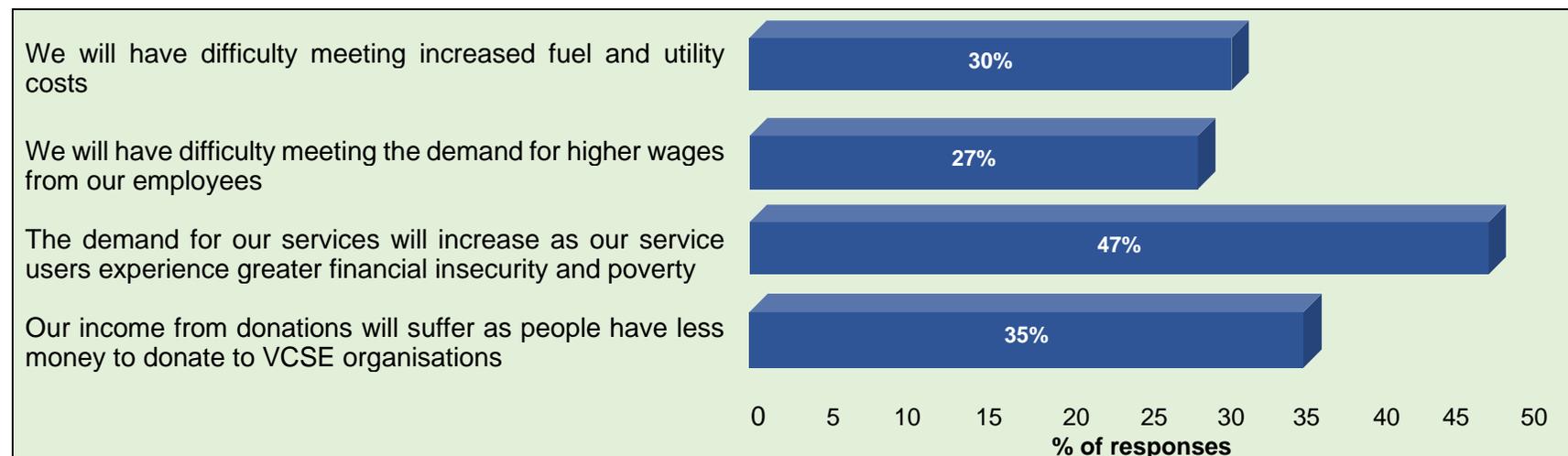
How has your income changed?



How has your expenditure changed?



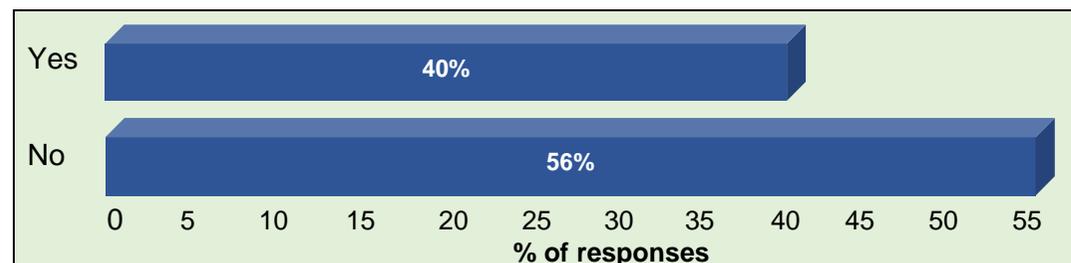
16. How do you think your organisation will be impacted by the cost-of-living crisis?



Additional information

- Our provision for bad and doubtful debts will likely increase
- We should be able to deal with cost-of-living increases by trimming our expenditure and increasing our income
- Significant increased costs on our main one-off project
- Unlikely to have a serious impact, however, potentially there may be a downturn in members taking part in the social outings.
- Cultural activities (like concerts and museums) are the first things to be cut by family and individuals who are budget restricted due to the increased cost of living. Overall "natural" attendance and admissions (as opposed to commercial event-based work) is declining
- All our hire facilities hourly rates are going up but families' wages are not, we have to pay more out but find it difficult to charge families more as they cannot afford it
- Hire rates for many community assets we use are set to increase
- With the rising cost of food / drink this will impact our budget for snacks we provide for our volunteers each week.
- Some members may not be able to afford our subscription
- There is already pressure on some members of our groups. We would have asked if where people can access food and debt advice. We are connecting with as many organisations as possible so to direct people.
- We strive to keep our charges affordable for our VCSE customer base. With increased service charges, utilities costs and inflation we are now in a position where we are increasingly subsidising our customers which is impacting us financially.
- Hire rates for many community assets we use are set to increase
- Some members may not be able to afford our subscription

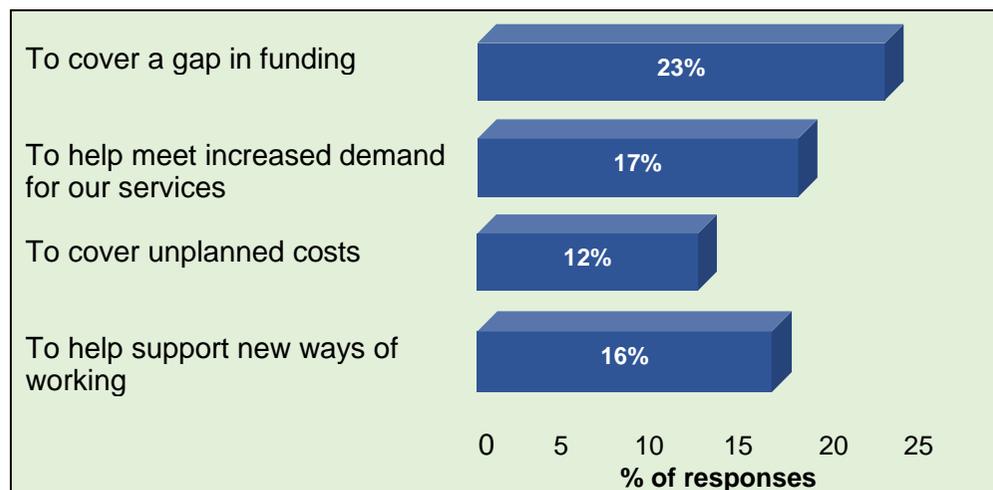
17: Have you had to use your reserves in the past year?



The following additional comments were provided:

- Furlough/Pension staff contributions and cancelled entertainment fees
- Meetings suspended during lock-down so no costs during that time
- To cover the drop in earned income from paid services, from catering, etc

18. How have you had to use your reserves?



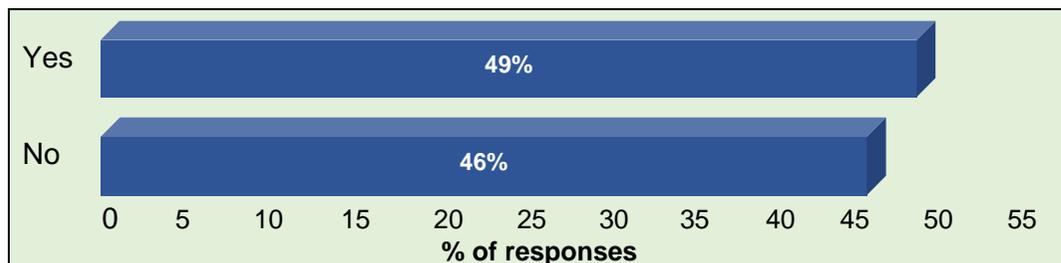
19. How is your organisation funded?

		None of our income			Less than half of our income			Around half of our income			Over half of our income			All of our income		
		2019	2021	2022	2019	2021	2022	2019	2021	2022	2019	2021	2022	2019	2021	2022
1	Your own fundraising	23%	10%	10%	46%	30%	18%	3%	10%	5%	15%	14%	16%	13%	12%	11%
2	External funding / Lottery etc.	53%	22%	7%	27%	28%	4%	7%	10%	5%	11%	14%	12%	2%	2%	2%
3	Membership subscriptions	60%	35%	5%	22%	20%	7%	5%	4%	2%	5%	4%	5%	9%	6%	7%
4	Grants from Hounslow Council	59%	25%	18%	34%	39%	31%	2%	8%	6%	5%	3%	6%	0%	0%	4%
6	Earned income or trading	64%	34%	9%	19%	18%	10%	4%	4%	13%	11%	9%	14%	2%	3%	3%
8	Support from local business	77%	33%	4%	23%	29%	4%	0%	1%	0%	0%	0%	1%	0%	0%	0%
10	Grants from other funders (new question)	-	-	9%	-	-	10%	-	-	13%	-	-	14%	-	-	3%

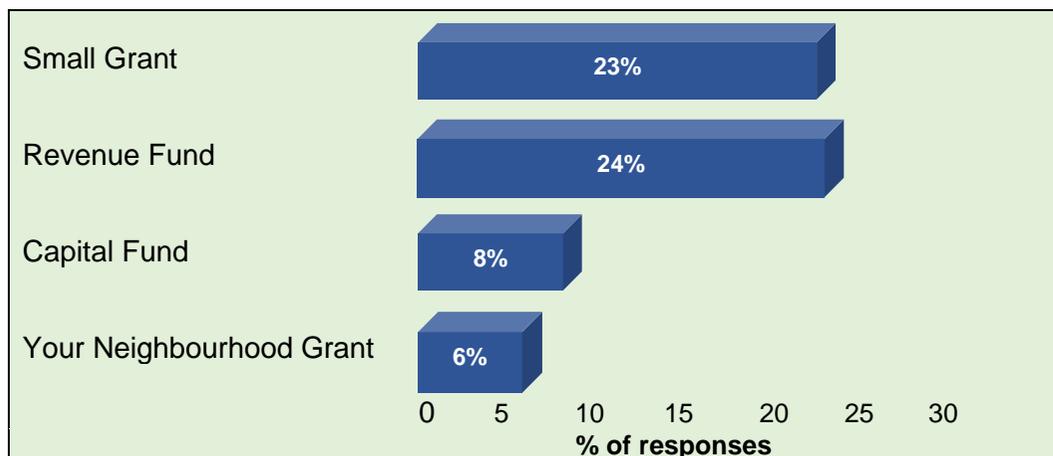
Please give details of other sources of funding

- Gift Aid
- We obtain grants which cover individual projects only; rest of income from subscriptions and occasional individual donations
- The Council have been really supportive and we have received between £10,000 to £20,000 per annum, which represents about £3,000 per month.
- Over the years we've applied and been successful to various grant makers which has with funded core costs or to fund a specific project
- Our income is wholly derived from the interest charged on our small loans
- Local partnership/business funding, individual financial donations
- Occasional help via Council

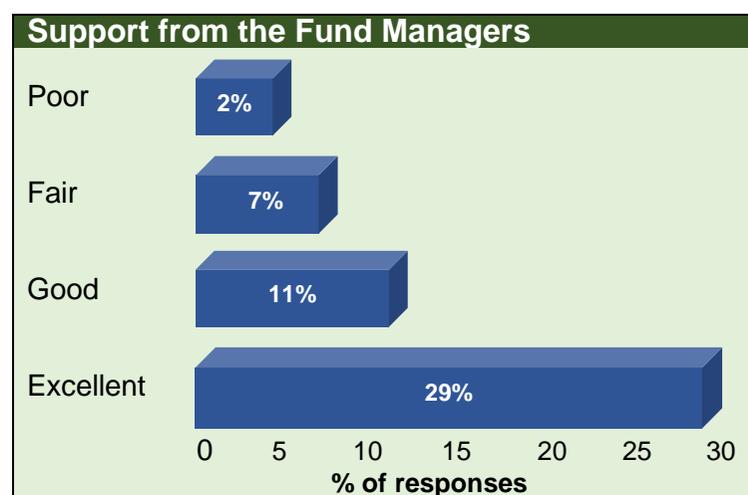
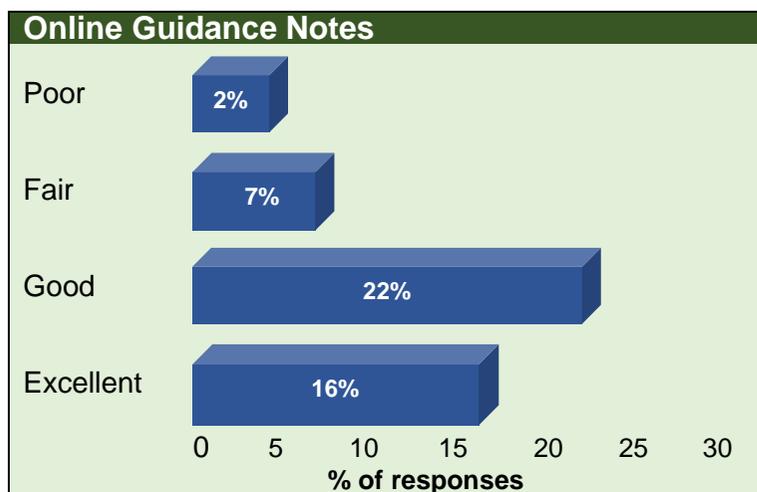
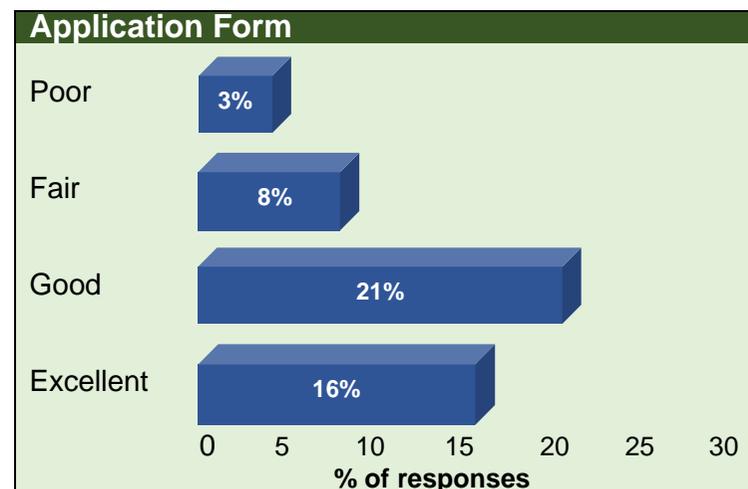
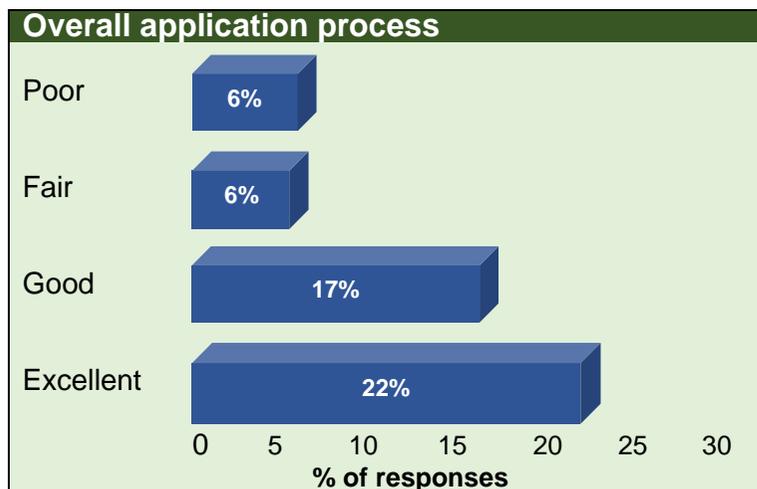
20. Has your organisation applied for funding from Hounslow Council's Thriving Communities Fund in the last 12 months?



21. What types of funding did you apply for?



22. When you applied for a grant from Hounslow Council please tell us how you found the process?



We are making improvements to our application process and your comments will help to inform this work.

Please provide your feedback and suggestions here:

<ul style="list-style-type: none"> • We find the Word form a bit clunky to use. But overall the support is great
<ul style="list-style-type: none"> • It needs to be made absolutely clear on the application that if applying for a grant to improve Local Authority owned premises then a grant is NOT appropriate and funding can and will be retained by the Council who will project manage what is proposed. A grant is not appropriate in such cases as it is unreasonable to expect a voluntary society to have the expertise to carry out work and/or to bear cost of any overspend.
<ul style="list-style-type: none"> • The whole process for funding applications is long and takes up a lot of time for small charities who don't have big teams.
<ul style="list-style-type: none"> • I think you're looking at online application, which could be good.
<ul style="list-style-type: none"> • We appreciate the speed of grant approval and allocation of funding in a timely manner
<ul style="list-style-type: none"> • If the Council could consider multiple year grants to enhance stability and allow for the projects to embed fully within communities.
<ul style="list-style-type: none"> • The Thriving Communities Fund Managers have always been very helpful and supportive with our ideas for funding and managing our funding if successful. The support they offer is great. Thank you for all your help and support over the years.
<ul style="list-style-type: none"> • Very good, open, constructive support from your Fund Managers. Long may it continue!
<ul style="list-style-type: none"> • There was a lack of transparency in decision making even when we were asked to bid for it by LBH.
<ul style="list-style-type: none"> • The support from the managers was amazing - it made us feel like we were being helped to succeed rather than an obstacle course that you see in many other organisations
<ul style="list-style-type: none"> • I think the only thing I'd also like would be the option of an online form that you can save and return too. But I also appreciate that can make it less accessible for everyone. But I like the idea of small chunks, so I don't put it off, or get overwhelmed by a long form - it helps me to see progress.
<ul style="list-style-type: none"> • The help and guidance has been great too, so again, that's really positive.
<ul style="list-style-type: none"> • One of the most supportive teams in guiding us through the process

23. Which other funders have your received grants from?

<ul style="list-style-type: none"> • National Lottery, City Bridge Trust • Roehampton / Santander (for digital project); Lloyd's School 	<ul style="list-style-type: none"> • Hounslow Coronavirus Restart, Hounslow Business Support, Arts Council England, National Lottery Heritage Fund, Ecclesiastical,
<ul style="list-style-type: none"> • London Borough of Ealing via Future Ealing 	<ul style="list-style-type: none"> • HLF WW1 Anniversary Exhibition Grant, various others
<ul style="list-style-type: none"> • Pocket Parks, Inspire Hounslow, 	<ul style="list-style-type: none"> • Awards for All
<ul style="list-style-type: none"> • National lottery, Freshwater, LBH, Ealing Council, HCT • W G Edwards 	<ul style="list-style-type: none"> • Smarter Society BAME Business Start Ups project , Mental Health Sunshine project
<ul style="list-style-type: none"> • The Hampton Fund, Awards for All, CBT, Mercers 	<ul style="list-style-type: none"> • Arts Council England, National Lottery, BFI, Youth Music, GSK
<ul style="list-style-type: none"> • National Lottery, Awards for All, Inspire Hounslow, Postcode Lottery, Hampton Gund, Kelly Trust 	<ul style="list-style-type: none"> • St Stephens Church, Richmond Parish Lands, Postcode Lottery, Hospital Saturday Fund
<ul style="list-style-type: none"> • Freshwater Foundation in 2020 	<ul style="list-style-type: none"> • Hampton Fund
<ul style="list-style-type: none"> • City Bridge Trust, Green Recovery Challenge Fund, Richmond Civic Pride, WCGL 	<ul style="list-style-type: none"> • National Lottery Funding, The Henry Smith Charity, Emmanuel Kaye Foundation
<ul style="list-style-type: none"> • TFL and BLF 	<ul style="list-style-type: none"> • Kingston Charitable Foundation 2022 (to subscribe to Zoom)

Section B: Your finances

Headline Findings

- 57% of groups are approaching the next year confident about their finances and their ability to obtain funding and financial support.
- 36% are less certain about their long-term funding options, with 7% facing a funding deficit and reduction in the level of service delivery.
- 41% of groups have seen their income decrease over the last year, but 36% have seen their income increase a little
- 63% have seen their expenditure increase over the last year, with 24% seeing a large increase
- 40% have had to use their reserves this year, **compared to 34% last year**. This has mainly been to cover gaps in funding (23%) and to respond to increased demand for their services (17%)

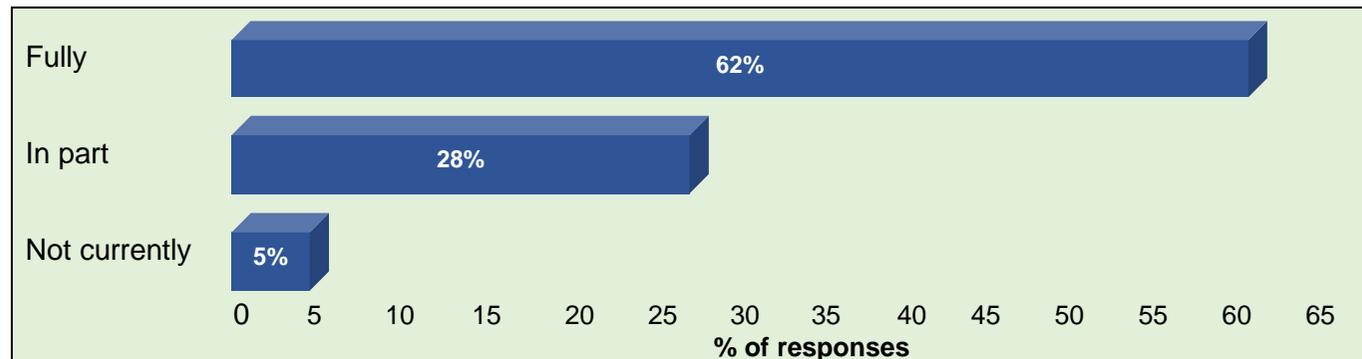
- Regarding the cost-of-living crisis all of the groups are anticipating new challenges;
 - 47% anticipate greater demand for their services
 - 43% expect income from donations to decrease
 - 40% have had to use their financial reserves last year, mainly to cover gaps in funding and to meet increased demand
 - 30% will have difficulty meeting increased fuel and utility costs
 - 26% will have difficulty meeting the demand for higher wages

- The most successful source of funding remains organisations' own fundraising activities, **the same as in previous years**.
- The number of groups obtaining grant-funding from Hounslow Council has remained constant; **47% this year / 50% last year**.
 - 10% receive most of their income from Hounslow Council, **compared to 3% last year**
- The number of groups who are obtaining funding from earned income has increased to 40%, **compared with 33% last year**.
- Financial support to the VCSE sector from local businesses has reached an all-time low, with only 4% receiving any sort of financial support, **this compares with 30% in 2021 and 23% in 2019**.
- 40% have received some level of grant funding from external funders (this is a new question added this year)

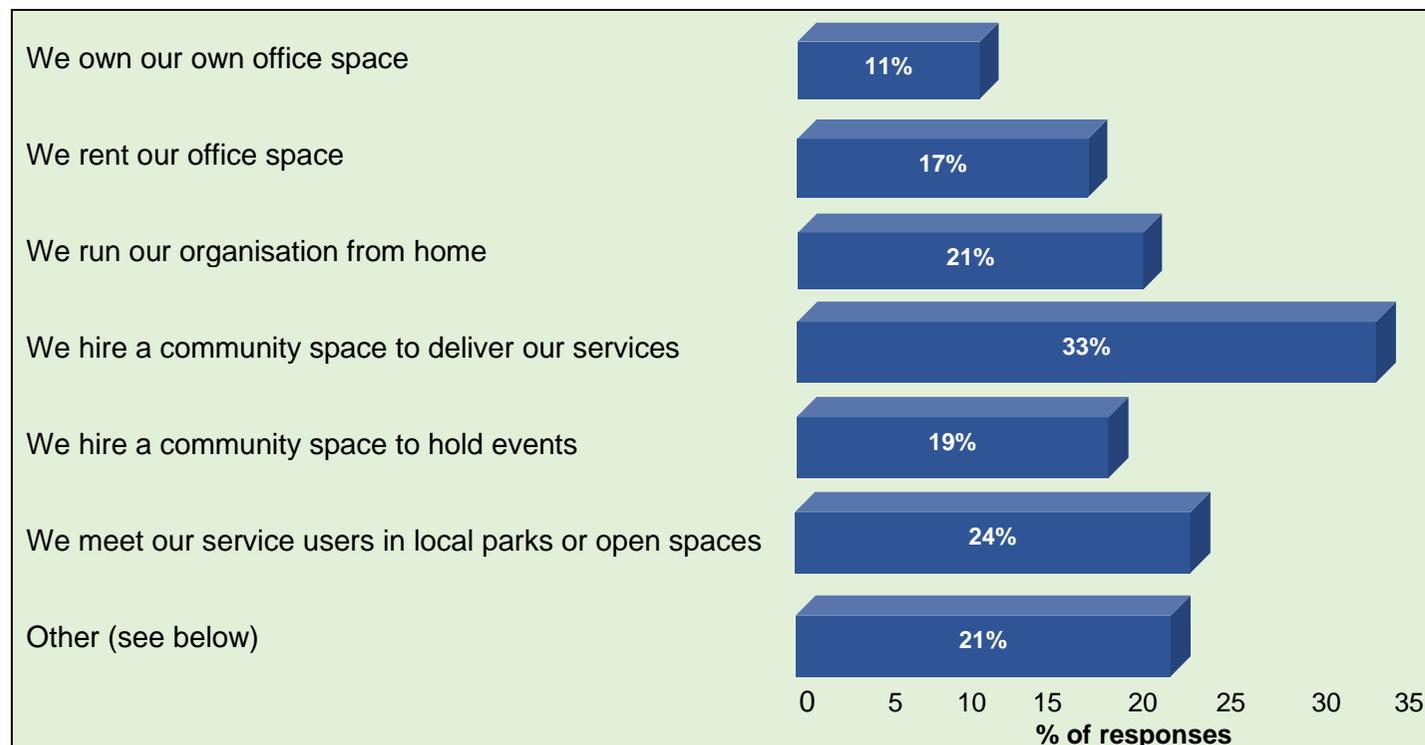
- 49% of groups have applied for funding from Hounslow Council's Thriving Communities Fund in the last 12 months, **compared to 55% last year**
 - Most applications were made to The Revenue Fund (24%) followed by the Small Grant (23%)
 - Less popular were the Capital Fund (8%) and the Your Neighbourhood Grant (6%)
- Feedback on the support provided by the Thriving Communities Fund Officers, from those who had applied for funding, has been extremely positive. 80% of the groups who applied for funding found the support to be either good or excellent.
- The main issue raised about the Council's grants process was the length of the application form and the request for an online form.
- Whilst this was also raised in last year's survey, the feedback on the changes we have already made to the application form has been generally positive.

Section C: The premises and spaces that you need

24. Have you moved back to face-to-face, in person activities?

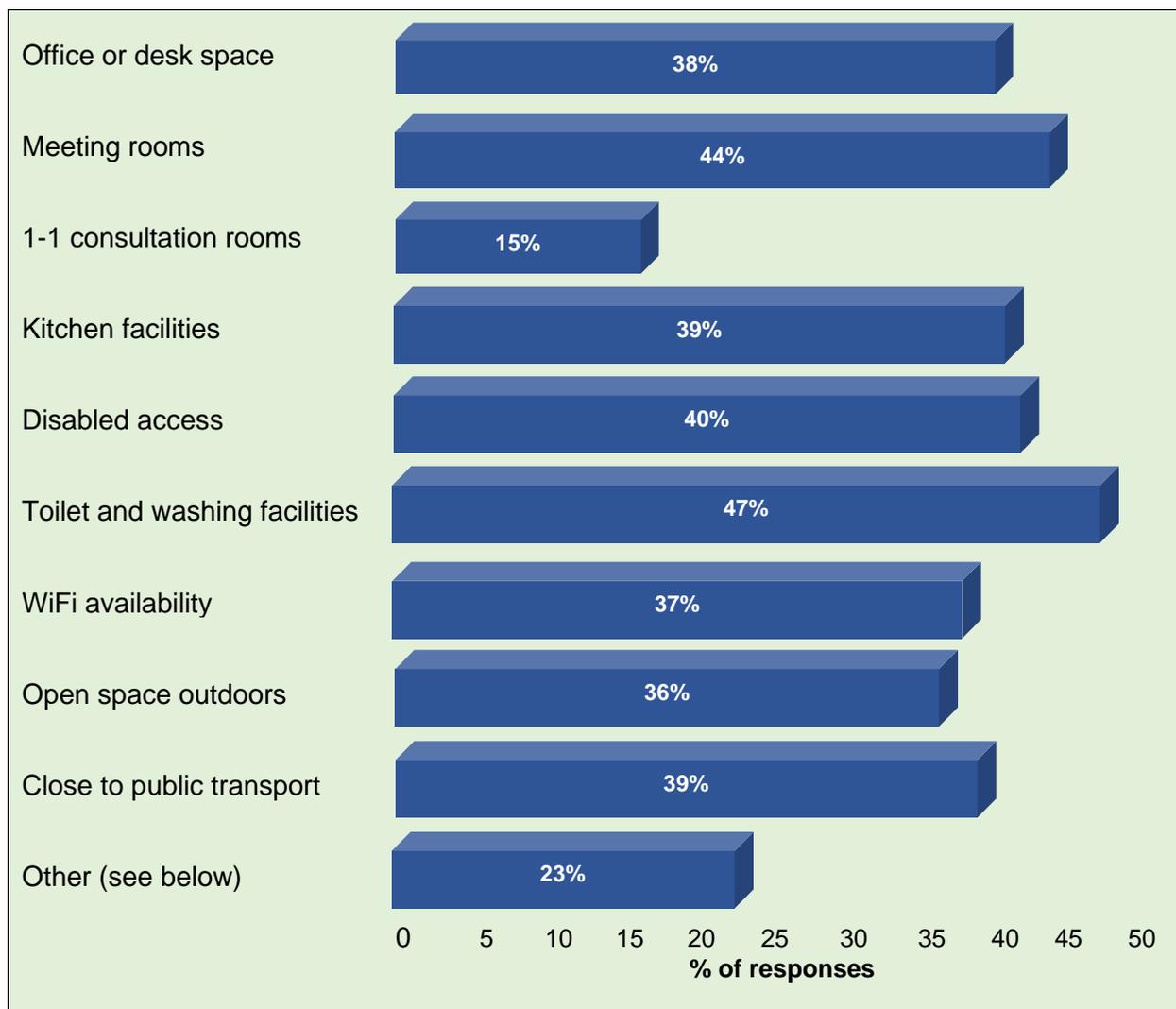


25. What sort of premises or community space do you use ?



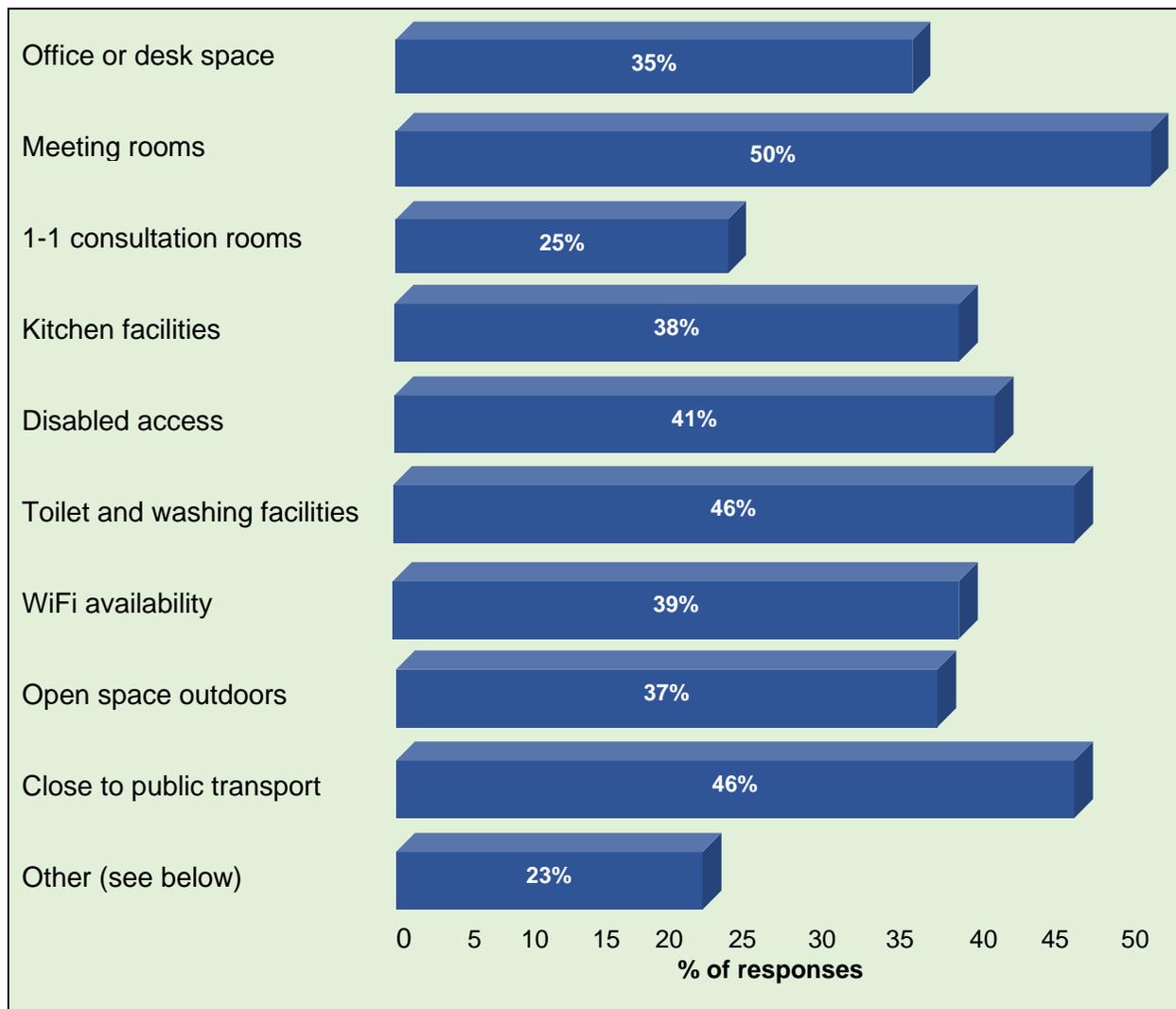
Other types of community space being used
• Organiser working from home via Zoom, talks and events in public spaces
• Our premises are provided free of charge by Feltham HIRA Association
• We are not a service provider; for meetings we book a community space as needed
• We hire sports halls in secondary schools whose basketball court meets the standard set by basketball England.
• We have an office space provided to us by St Stephens Church
• We deliver in schools so the majority of our work is there.
• We share accommodation with other credit unions
• We manage and run from the BridgeLink Centre
• We meet at diners like Gregg's Bakery.
• Leaseholders of our club premises
• For our meetings we use commercial premises
• We have a lease remaining for 25 years
• We manage Canopi (CAN Mezzanine) Hounslow - a community resource centre providing affordable office space for VCSE
• Local churches
• Local venues (Free)
• We rent a garage from Hounslow Council to store camping equipment. The rent has steadily increased and is now much more than we can afford. The garage rent threatens our continued existence.
• We deliver services from our venue in Brentford. We are currently delivering mostly in-person, but trying to build up our online offer to serve people who find it difficult to come to the venue (eg people with mobility issues, people with young children, etc). As our staff team is so lean, we only have our front-line staff working in the venue - and all others working from home still - to minimise the risk of covid infection amongst front-line staff and the consequent risk of having to close the building because we can't staff it.
• Church of England church building
• We have a virtual office for post etc, have meetings online and face to face and hire a meeting space when needed.
• We use the boat club at Ferry Quay (TKSS)
• We deliver in schools (and homes), and via telehealth - we would love our own space though, as this would give a better therapeutic space for children, young people/adults and families

26. What sort of buildings, facilities or community spaces do you *currently have access to*, for delivering your services?



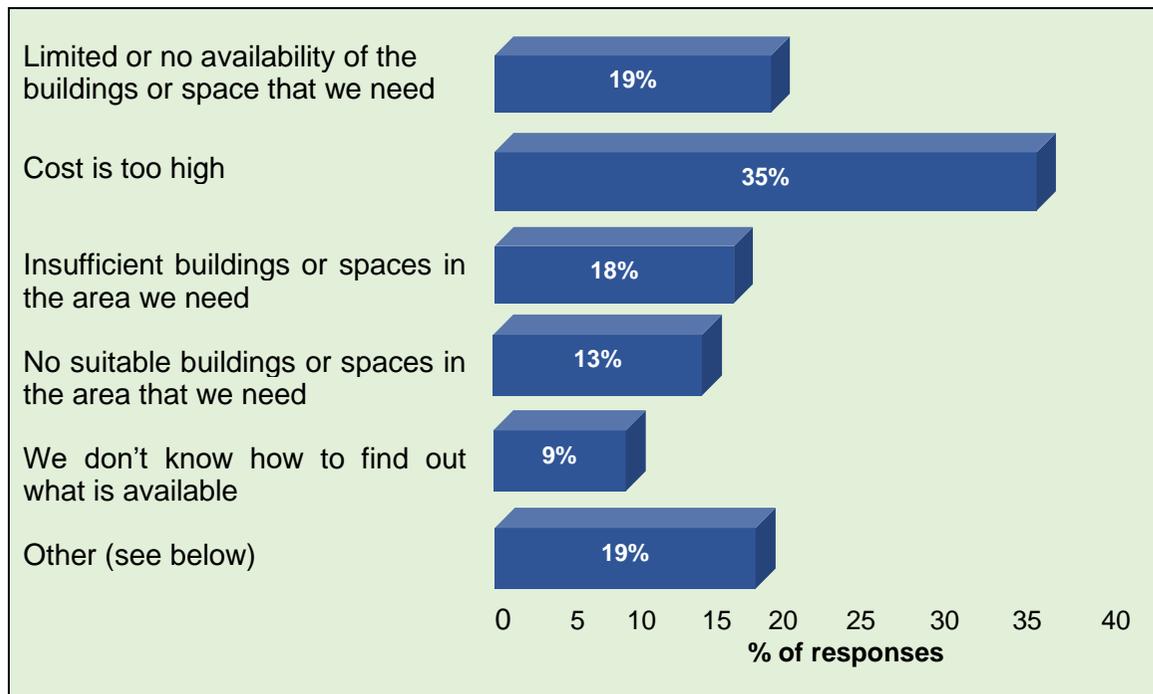
Other types of <i>current</i> facilities
<ul style="list-style-type: none"> • Free use of council space and places of worship
<ul style="list-style-type: none"> • We meet online and sell publications through our website
<ul style="list-style-type: none"> • Large storage shed for food supplies
<ul style="list-style-type: none"> • The whole BridgeLink Community Centre
<ul style="list-style-type: none"> • Brentford Leisure Centre and Ferry Quays
<ul style="list-style-type: none"> • Usually premises of local places of worship
<ul style="list-style-type: none"> • I am based at home but have use of Hounslow House when needed. Volunteering Matters has an office in London which I can also use
<ul style="list-style-type: none"> • We currently use The Bridge Primary Centre for our Youth Bonds Project and Chiswick House & Gardens for our Writing Project. We have a virtual office for post and hire meeting rooms when needed.
<ul style="list-style-type: none"> • We meet weekly at Hounslow Youth Club, bi-monthly at Watermans Art Centre, occasional Kew Gardens and Bedfont Lakes. Osterley Goals, and Heston Football Club.
<ul style="list-style-type: none"> • We have developed a hybrid working pattern with staff working both from home and from an office base.
<ul style="list-style-type: none"> • Our services to families are delivered in their own homes, we meet families outdoors and run our group programme in the Children's Centres.
<ul style="list-style-type: none"> • As Covid is still rampant (and members are concerned about Covid as they are a) chronically ill and b) already ill with something that looks like long Covid, we have tried to meet in open spaces. We can't afford to hire anywhere

27. What sort of buildings, facilities or community spaces *will you need in the future* to deliver your services effectively?



Other types of facilities that are needed
<ul style="list-style-type: none"> • Our "front line" work will continue to be in schools. However, we will need to maintain a conventional office for admin, finance HR etc
<ul style="list-style-type: none"> • We will be building an eco-cabin, leased by LBH
<ul style="list-style-type: none"> • Venues that have adequate parking facilities for our members the majority of whom are disabled.
<ul style="list-style-type: none"> • Primary and secondary schools indoor basketball or multi-sport gyms to be used solely for sports after school/ weekends/during all school holidays.
<ul style="list-style-type: none"> • Larger enclosed outdoor area
<ul style="list-style-type: none"> • New membership applications are expected as we are coming out of pandemic. Therefore, we may need more room for our association.
<ul style="list-style-type: none"> • Church Hall for talks or fundraising event
<ul style="list-style-type: none"> • In the near future we hope to use our smaller community centre for 1: 1 outreach services
<ul style="list-style-type: none"> • We are looking for a bigger space to be used by all the community, our centre is too small for our
<ul style="list-style-type: none"> • For Our Food Kitchen to move from Marquee (100 Meals delivered 7 days a week)
<ul style="list-style-type: none"> • We need access to local community halls
<ul style="list-style-type: none"> • We are getting a lot of demand for activities like yoga. The club hall can only accommodate safely 20 users. We need to have access to a hall that can accommodate around 30 service users safely. To sustain the services the rent for hiring a hall or meeting room should be affordable.
<ul style="list-style-type: none"> • Gym/exercise space

28. What is preventing you from finding the type of spaces that you need to deliver your services?



This additional information was provided	
•	We need more partnerships with schools to provide our frontline work.
•	We would like to use children's centres but since one of our members who worked there left and further efforts to contact them have drawn a blank.
•	We only work in parks and open spaces, and some participants tell us that they do not feel safe in the parks that we work in. Additional facilities e.g. plenty of benches, access to toilets etc would mean that there were more options available to us.
•	We tailor our delivery according to the project. We do a community need assessment and a project plan and a risk assessment - premises is part of that assessment
•	Lack of a central list of properties in the borough that can be converted to community use or any empty buildings that can be used for community use.

Additional information (continued)	
•	After meeting in the borough of Hounslow for over 50 years, we were obliged to cross the borough boundary into Twickenham in 2011 as we could not find anywhere to meet in Hounslow.
•	We are working to relocate to a new building in Brentford Town Centre, as our current building is near the end of its useful life and our current site now has planning consent for housing development.
•	We need assistance to find a venue that we could use for our activities without disruption to our service.
•	We are currently able to negotiate the cost of what we need. How long will this last though. Everyone is in the same position, the cost of living has gone through the roof.
•	The only limit is the number of schools prepared to partner with us.
•	Bedfont Lane Community Centre is underutilized. the building is huge and should be converted into a co-working space for voluntary groups. This will help organisations to have their space and meeting rooms etc available.
•	Similarly, there are some locked rooms at Belvedere House. The Council team that is managing the locked rooms in Belvedere House are not utilising them properly. The rooms are always locked. Even we send the query for using those locked rooms for our group activities. But we never heard back from them.
•	We need something that is accessible, local to everyone, ideally has parking and that we can get free of coas we don't have funds for hiring a space

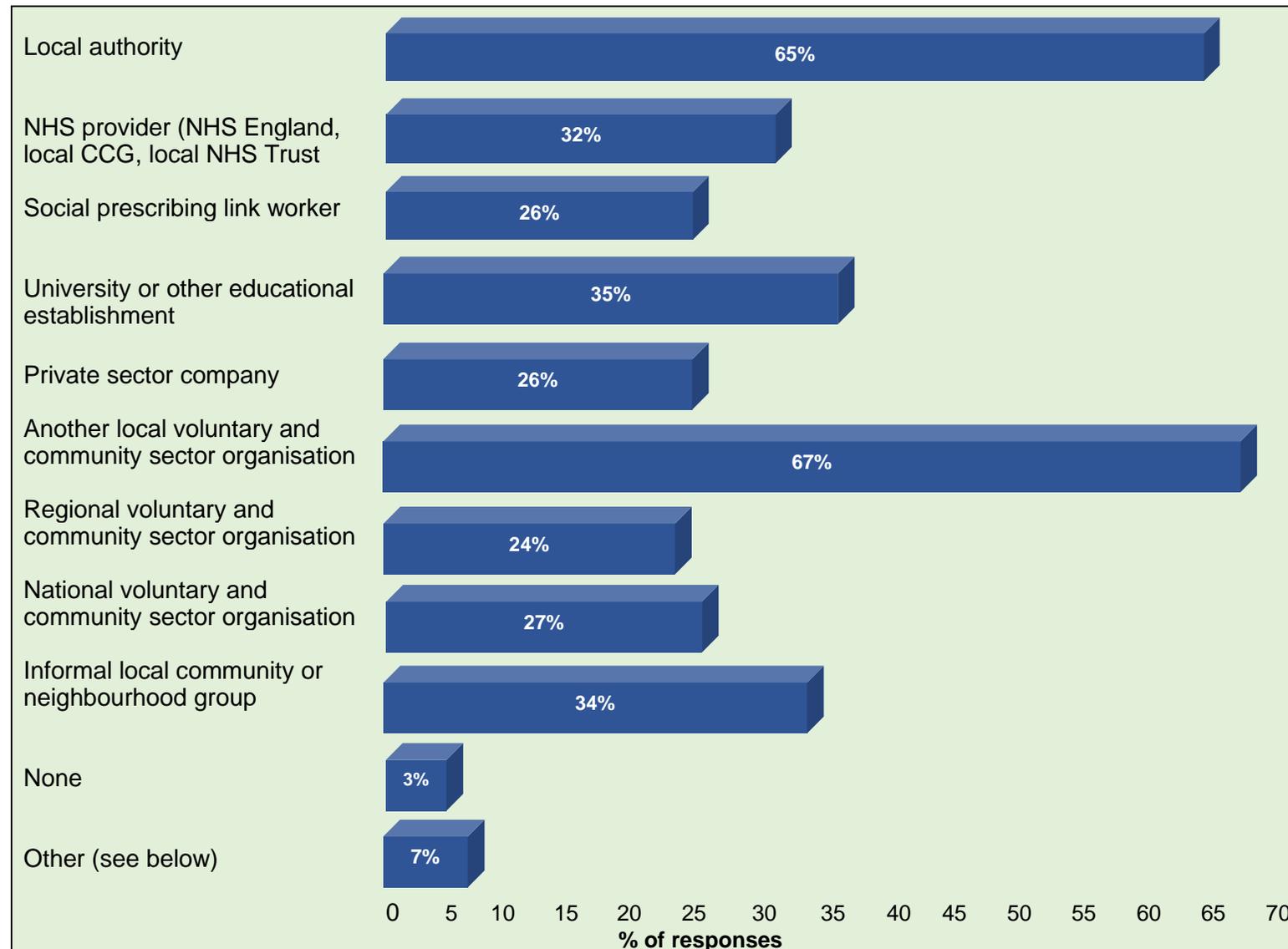
Section C: The premises and spaces that you need

Headline Findings

- 62% of groups are now back to fully delivering their services in person and face-to-face, with 28% doing this in part
- A range of spaces are being used to deliver services;
 - 21% run their group from home. **This is the same as last year**
 - There is a greater reliance on using parks and open spaces, with 36% of groups using them to meet their service users. **This is a large increase from last year (18%)**
 - 27% use office space, which they either own (10%) or rent (17%). **Fewer groups own their office space compared to last year (21%)**
 - Community spaces are clearly very important; 33% hire them to deliver services, 19% to run events. **This is an increase from last year – where 25% hired community space to deliver services and 10% to hold events**
 - Very positively, no groups told us that they were finding it impossible to either meet their service users online or in person. **This compares to 17% groups last year who were unable to deliver any kind of service at all.**
- Currently only 38% of groups have access to office or desk-space and 44% have access to meeting rooms – with only 15% having access to 1-2-1 meeting and consultation spaces
- Only between 35% - 40% currently use facilities with disabled access, kitchen facilities, WiFi or close to public transport
 - Consequently the facilities most in demand are: meeting rooms (51%), toilet and washing facilities (46%), proximity to public transport (46%), disabled access (41%), Wi-Fi (39%), kitchens (38%), outdoor space (37%) and office and desk space (35%).
- 35% of groups identified cost as being the main barrier to accessing the facilities and spaces needed to deliver services. **This is an increase on last year (22%)**
- Other main barriers to finding suitable spaces were the same as last year:
 - Limited or no availability of the buildings they need (19%)
 - Insufficient buildings or spaces in the area they need (16%)
 - Lack of suitable spaces in the right location (13%)
- Fewer groups said that they don't know how to find out what is available (9%) compared to last year (16%)
- Respondents also noted the lack of access to schools, children centres, leisure centres and underutilised spaces in our community centres.

Section D: Working in partnership

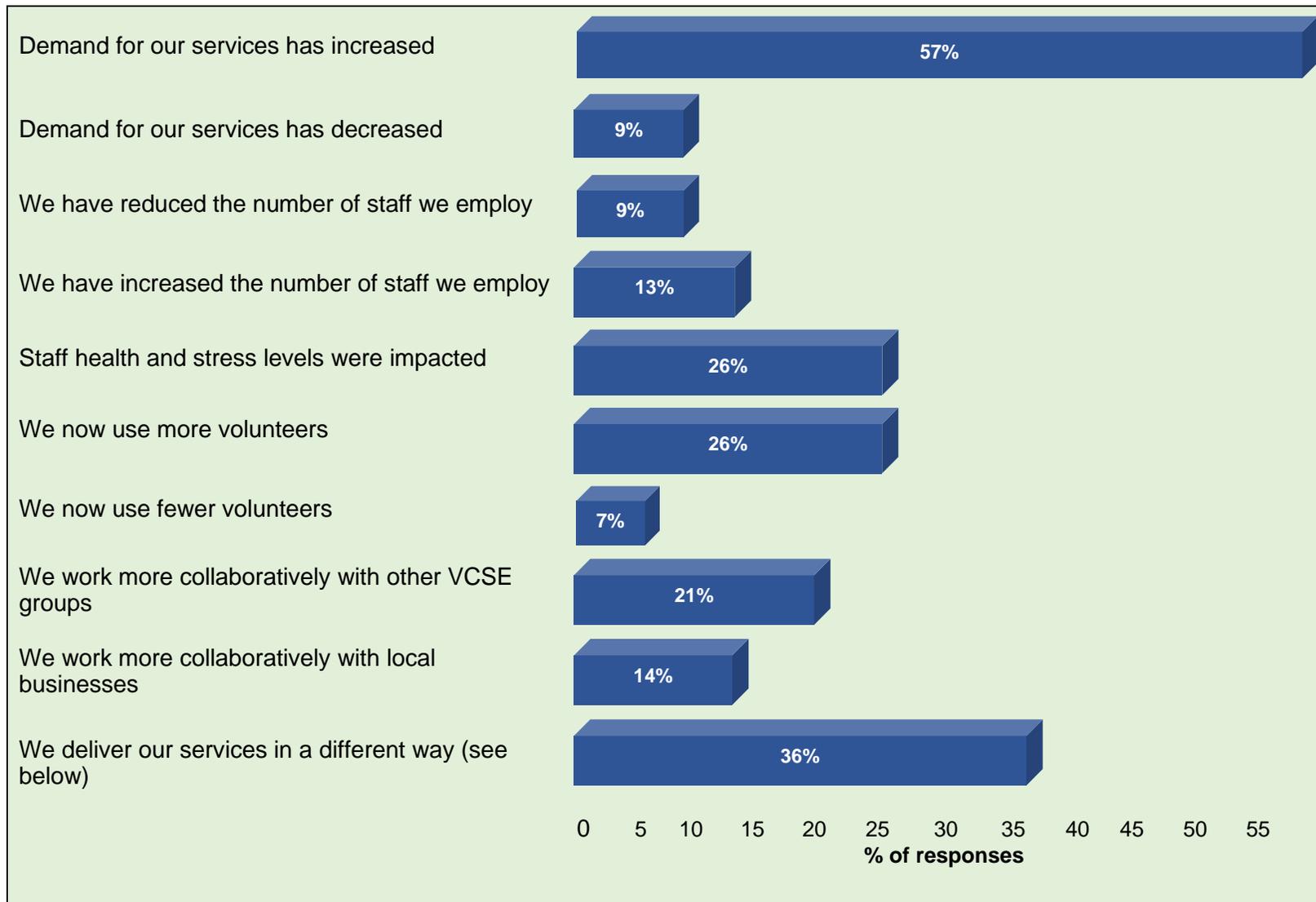
29. In the last year, which types of providers have you worked in partnership or collaborated with?



Other types of collaboration
A few primary and secondary schools
Rotary clubs in UK and internationally
Non-local faith organisations
Thamesbank is a shared owner of a regional service provider co-op.
We work with Woodcraft Folk both regionally and nationally.
We have worked with Chiswick House & Gardens, Gunnersbury Park & Museum, Busy Bees, Thistleworth Tennis Club, The Mulberry Centre, supported Carers week and supported The Idle women event at Waterman Park and regular attendance at Mental Health Group meetings.
Local schools - we'd love to do more with other different organisations, too

Section E: Your Post-Covid Recovery

30. What has been the main impact of Covid - 19 on your organisation and the way you deliver your services?

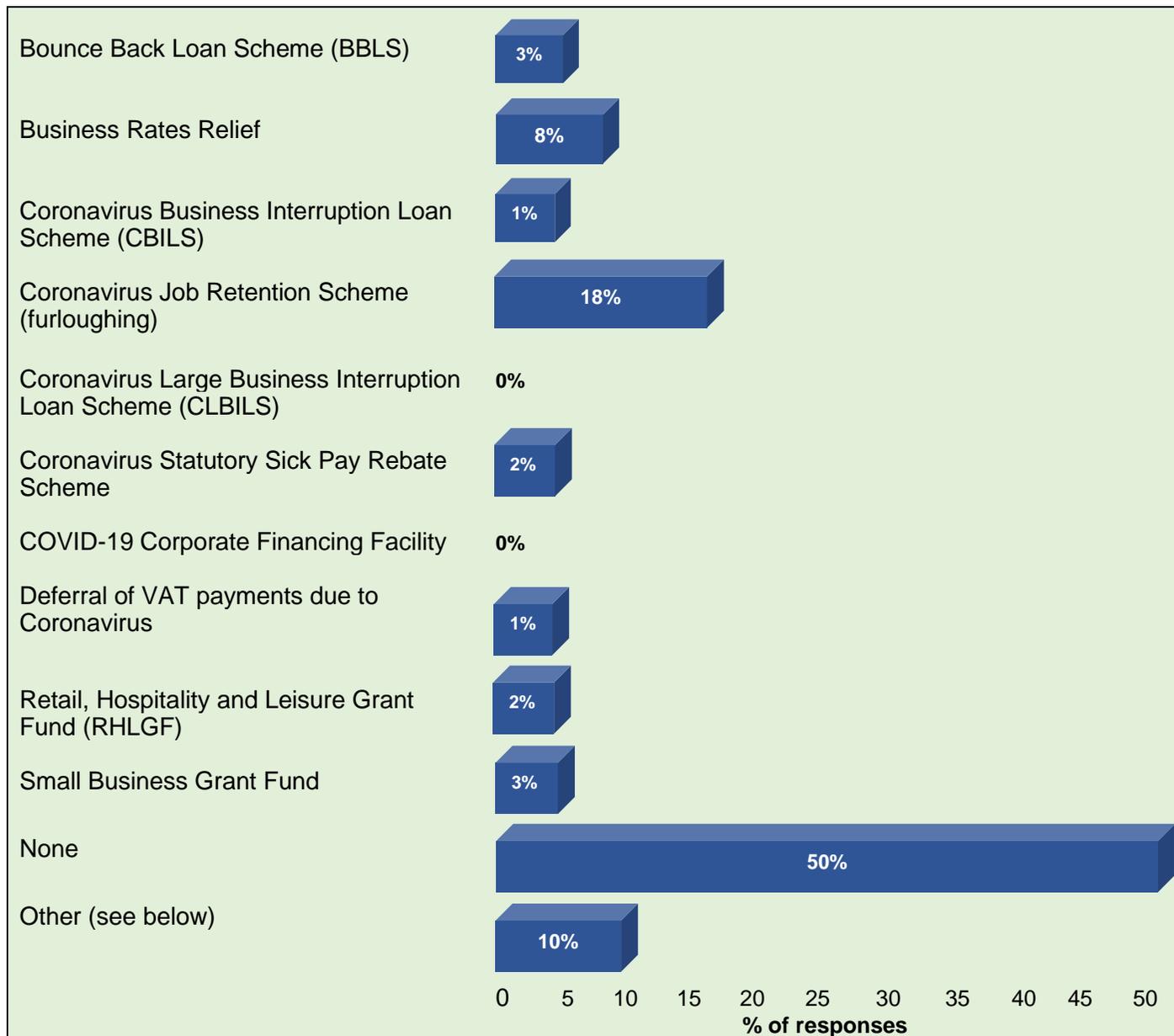


Additional comments	
<ul style="list-style-type: none"> We use online communications much more now but that's as much as the fact that society has changed, pushing the digitally excluded off the grid and we are having to pick up the pieces to support them. 	<ul style="list-style-type: none"> With the increased demand for our services we have tried to make links with employer groups such as LBH Staff; RHP staff; HRCH staff this has proved to be a challenge.
<ul style="list-style-type: none"> Fewer people coming forward to volunteer 	<ul style="list-style-type: none"> We have a booking in system and have more staff to member ratios.
<ul style="list-style-type: none"> Volunteers are now asking for increased disbursements due to travel and time cost and more reluctant to volunteer as before 	<ul style="list-style-type: none"> User groups have been slow to return - most have vulnerable members, so need larger spaces to feel comfortable.
<ul style="list-style-type: none"> We work from home alone to prevent the spread of Covid 19 and contact members every two weeks. 	<ul style="list-style-type: none"> We have a combination of face-to-face delivery and online using various platforms for service delivery.
<ul style="list-style-type: none"> Some services delivered in people's own homes 	<ul style="list-style-type: none"> We have improved our food offer - focus on healthy eating
<ul style="list-style-type: none"> More hybrid and more remote 	<ul style="list-style-type: none"> Our talks went online. Fundraising stopped
<ul style="list-style-type: none"> We have created a YouTube channel so that we can reach a wider audience and deliver concerts and events at home. We have revamped our IT to allow remote working. 	<ul style="list-style-type: none"> We transitioned to an interactive web site and moved completely away from paper forms. The next stage is to move towards a mobile telephone app to make easier access to our services for our members.
<ul style="list-style-type: none"> Income is still depressed & costs are still rising - whilst funding remains at standstill 	<ul style="list-style-type: none"> We held meetings on Zoom during lockdown but went back to 'normal' meetings as soon as we could.
<ul style="list-style-type: none"> Our talks went online. Fundraising stopped 	<ul style="list-style-type: none"> Recruitment & retention of staff has become difficult due to low pay
<ul style="list-style-type: none"> The demand for our services has increased. It means we need more support from volunteers. 	<ul style="list-style-type: none"> We will have a deficit this year and emergency funding/government support is no longer available

31. Are there any other long-term changes that you have made to your organisation post-Covid?

<ul style="list-style-type: none"> We have gone digital! This was a huge amount of work, but has made a massive difference to our efficiency and client offering. 	<ul style="list-style-type: none"> We have had to change our meeting venue, which is more difficult for some of our members to get to.
<ul style="list-style-type: none"> Lost our original venue - moved to a new venue 	<ul style="list-style-type: none"> Focussed on improving customer contact by using newsletters
<ul style="list-style-type: none"> Regular team meetings will remain online as effective use of everyone's time. Hybrid working model developed and implemented. 	<ul style="list-style-type: none"> The long-term change that we have made to our organisation since Covid is to wear face mask when in a group of people.
<ul style="list-style-type: none"> We have moved to a new cloud-based client relationship and booking system, which has allowed less 'paperwork' and more client time. 	<ul style="list-style-type: none"> Due to the increased demand we are constantly exploring different ways to increase capacity and to generate income. We are looking to engage with local business to support our work.
<ul style="list-style-type: none"> We eliminated face to face for the sake of safety of employees. This has resulted in a faster much simpler operation. 	<ul style="list-style-type: none"> Staff having the opportunity to work from home on certain days based on the need of the organization.
<ul style="list-style-type: none"> Most meetings now online and booking service used for all events 	<ul style="list-style-type: none"> A continuous risk assessment and making PPE available within our building. Observation of the protocols developed during the pandemic and adhering to these.

32. Was your organisation successful in accessing any of the government’s financial assistance for business in response to Covid-19?



These additional comments were provided
We received additional funding from our usual funders for Covid response
London Response Fund
We received funding from the Council accessing government grants
Culture Recovery Fund via Arts Council

33. Following the Covid pandemic what do you think your service-users most need from your organisation and the communities you serve?

<ul style="list-style-type: none"> Continued access to free activity. 	<ul style="list-style-type: none"> Normality, reassurance, togetherness
<ul style="list-style-type: none"> Variety of support. We need to be able to adapt to their needs something which funders often lag behind with restrict on the use of grants. 	<ul style="list-style-type: none"> Provide support in accessing welfare benefits and other cost of living related support services.
<ul style="list-style-type: none"> Resumption of activities and events which give opportunities to meet together 	<ul style="list-style-type: none"> Somewhere to socialise with colleagues and make new friends and take part in any activities that the Branch provides
<ul style="list-style-type: none"> A regular return to events being provided. 	<ul style="list-style-type: none"> To be able to rent rooms cheaply
<ul style="list-style-type: none"> The big impact for us is the cost of living crisis. 	<ul style="list-style-type: none"> To socialise and follow interests with company.
<ul style="list-style-type: none"> To get back to things the way they were before the pandemic 	<ul style="list-style-type: none"> To eat healthily and have help to do so
<ul style="list-style-type: none"> Mental health and financial support. 	<ul style="list-style-type: none"> To have access to advice and information
<ul style="list-style-type: none"> More events to bring community together and activities outside, especially for young children and elderly. 	<ul style="list-style-type: none"> Increased need for food support. We work closely with the Community Solutions team to signpost to other services.
<ul style="list-style-type: none"> Food, household cleaning product and hygiene product and mental health care support. 	<ul style="list-style-type: none"> The covid pandemic has caused many healthy living and exercise problems. So, service users want to know more about healthy eating.
<ul style="list-style-type: none"> Some need reassurance that it is safe for them to meet with others. 	<ul style="list-style-type: none"> Respite and advice and support for carers - they need reduced isolation
<ul style="list-style-type: none"> Most of our members are older people and are wary of the continuing risk of infection. Finding a safe well-ventilated meeting place is difficult so we continue to meet online 	<ul style="list-style-type: none"> As more people struggle financially more will be seeking our services for support. our welfare benefit and money advice service has more than doubled in the last two years and we are predicting this trend to continue.
<ul style="list-style-type: none"> Parents also in need of support to lessen feelings of isolation and also to learn parenting skills and strategies 	<ul style="list-style-type: none"> Our young people need the regularity of our service, to be able to meet face to face. To engage with others their own age
<ul style="list-style-type: none"> Covered basketball/multisport facilities in parks, so if the rain falls, sports can still carry on in parks 	<ul style="list-style-type: none"> Reassurance of business as usual. Reviving contacts and projects and relationships that existed previously.
<ul style="list-style-type: none"> A bespoke multi sport arena where sports can be facilitated 24 hours a day 7 days per week. 	<ul style="list-style-type: none"> A mix of support from face to face, remote and a mix. Digital equipment, digital access and support to access technology.
<ul style="list-style-type: none"> They need us to be readily available and have the capacity to see them when they need us and for the length of time they require. 	<ul style="list-style-type: none"> A safe place to come to. An increase in refugees attending Fellowship Meals
<ul style="list-style-type: none"> More 1:2:1 mentoring sessions for emotional wellbeing. 	<ul style="list-style-type: none"> Sustainable projects supported by longer term funding
<ul style="list-style-type: none"> Ability to provide accurate and timely information when needed 	<ul style="list-style-type: none"> Face-to-face contact, community activity
<ul style="list-style-type: none"> To address mental health and other wellbeing issues as a priority 	<ul style="list-style-type: none"> Reliable community based individually focussed support
<ul style="list-style-type: none"> Social interaction with others 	<ul style="list-style-type: none"> Activities and events that bring people together.
<ul style="list-style-type: none"> Retraining to be job ready and to look into other careers 	<ul style="list-style-type: none"> A return to 'normality'.
<ul style="list-style-type: none"> Our VCSE customers continue to need centrally located, affordable, workspace and a range of meeting room facilities (including 1-2-1 counselling rooms) to enable them to effectively deliver their services to their clients and beneficiaries. 	<ul style="list-style-type: none"> Increased grant funding requests to support families and increased request for assistance from professionals that are unable to source assessed equipment from statutory services

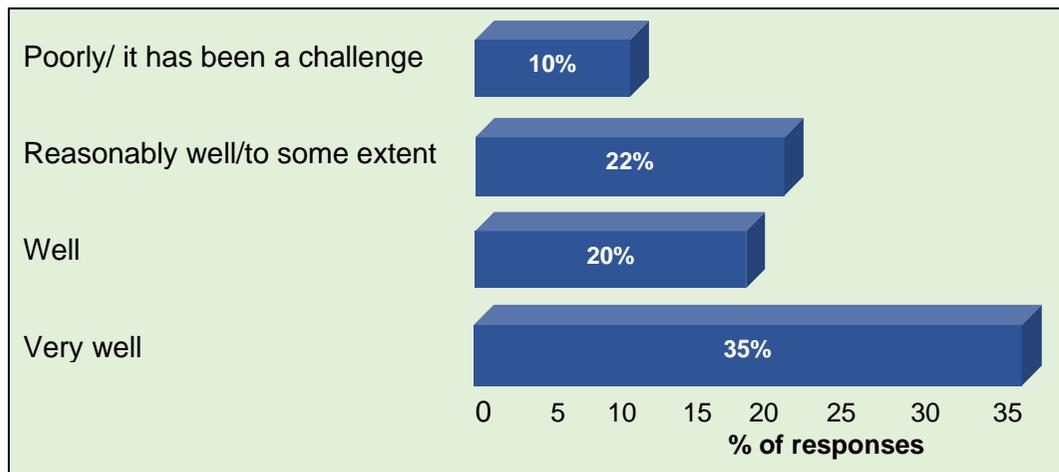
<ul style="list-style-type: none"> • Support to provide better quality open spaces 	<ul style="list-style-type: none"> • Paid-for services need to remain low-cost
<ul style="list-style-type: none"> • In person or phone advice & subsequent help. 	<ul style="list-style-type: none"> • Return to regularity/consistency of service
<ul style="list-style-type: none"> • Information on how to hold the Council to account 	<ul style="list-style-type: none"> • More face-to-face activities, events, and showcases
<ul style="list-style-type: none"> • Immediate and accurate advice about the services being provided by (part time) GPs and updates of measures being put in place to reduce need to access GPs. For us to work to give a patient's perspective of dangerous gap between primary and secondary care 	<ul style="list-style-type: none"> • Debt issues - negotiating with debtors, housing, increased need for welfare benefits, dealing with online change of circumstance reporting, employment support, applying the Household support grant, Information, advice and guidance on many issues, applications of Personal
<ul style="list-style-type: none"> • We need a proper and convenient space for the face-to-face delivery of sessions. 	<ul style="list-style-type: none"> • Not knowing English Language and IT has had a huge impact on the communities that we serve.
<ul style="list-style-type: none"> • Access to our services across the Borough to have access to their local leisure centres pools using active travel in essence doorstep sport/physical activity 	<ul style="list-style-type: none"> • They require a continuous service to support them to stay healthy and fit. They love to meet other people to socialise and make friends so that they don't feel lonely and isolated.
<ul style="list-style-type: none"> • Our members want to come and benefit from our activities as before the Covid pandemic. Which we are almost there. 	<ul style="list-style-type: none"> • Connecting with other children outside their homes and schools and getting more exercise
<ul style="list-style-type: none"> • We need support in building partnerships with other national-level organisations. there must be a dedicated and experienced team who can support us. 	<ul style="list-style-type: none"> • We provide low-cost high quality guided walks around various area of LBH which helps the users with socialising and healthy activities and creates interest in local areas
<ul style="list-style-type: none"> • As a CIC, there should be an advice centre for expanding our business activities. EHCVS has expertise in just the charity sector. There must be a team member in the EHCVS who provide support in how to expand our business not just charity work. so that we can bring more resources to the borough in a serious and dedicated way. 	<ul style="list-style-type: none"> • Also, toiletries, and especially period products etc. Several children and young people (some are as young as 8) share how expensive these are, I bring some with me always. But ideally they could be easily available in a permanent space, and they could take what was needed without having to ask, or say.
<ul style="list-style-type: none"> • Data - not having enough means they can't get emails etc. we work round this by calling and emailing, and letters too where that's needed... but it's no longer a luxury to have data as it's essential for people to stay connected and to access things, especially as a lot of things have moved online. 	<ul style="list-style-type: none"> • This'll be worse when it's dark, and colder and they can't easily meet outside, and also if there are other lockdowns over winter. They're also already aware of how hard it was before already and are saying this, so for some it's a dread - and a fear of it being worse."
<ul style="list-style-type: none"> • Families are already saying they don't have data (so we call obviously), or they're going to friends as have wifi there. It'll be a big challenge as people cut back more, and in a way it's harder than Covid-19 as it'll increase isolation if children and young people (and families/adults) don't have any contact with others because of data and can't keep up with everything that' happening in their / other's worlds 	<ul style="list-style-type: none"> • Someone to talk to, listen to what they need, provide them with support and if we are unable to help specifically, signpost them to organisations who can help. We were able to provide online support, customised well-being packages during the lockdowns and this proved very helpful for our service users.

34. What are the main lessons that you have learnt from the Covid pandemic?

<ul style="list-style-type: none"> To be creative, adaptable and generous with our time and commitment as servants of vital services not provided by any others. There is no other similar organisation to us in LBH or in London/UK.
<ul style="list-style-type: none"> Advantages of having some committees and meetings on zoom (particularly on winter evenings)
<ul style="list-style-type: none"> Not to take life for granted and live each day as fully as possible. Cherish your friends and family./Have not
<ul style="list-style-type: none"> You can't deal with complex mental health issues by Zoom! Face to face contact is vital
<ul style="list-style-type: none"> Partnership working with local community groups.
<ul style="list-style-type: none"> How important our greenspaces are to the community.
<ul style="list-style-type: none"> The importance of food crisis and mental health of the community importance.
<ul style="list-style-type: none"> That we need to be constantly vigilant and ensure that our members are safe.
<ul style="list-style-type: none"> Access to services like ours should have been more readily available and better promoted by the medical profession as we are still seeing clients that are only just opening up about pregnancy crisis situations that they had to deal with on their own during the pandemic.
<ul style="list-style-type: none"> Importance of ensuring continuity of services.
<ul style="list-style-type: none"> To become flexible and to ensure that our members have as easy an experience as possible when they contact us.
<ul style="list-style-type: none"> Relationships are vital - people knowing and understanding each other and knowing how to ask for help and who to ask.
<ul style="list-style-type: none"> Difficulty in planning long term. Very sensible to have a cash reserve which we used to keep going over Covid
<ul style="list-style-type: none"> Communication (including with volunteers to keep them informed and involved), flexibility and adaptability to meet families' needs within restrictions, sensitivity to individual staff situations and concerns
<ul style="list-style-type: none"> We learned that we are able to deliver some of our services remotely, but we also learned that some services can only be delivered face to face. people with no access to technology or digitally excluded cannot rely on web-based services.
<ul style="list-style-type: none"> That getting outside in nature, as much as possible, is absolutely vital for our wellbeing. When the group first started back after lockdown everyone turned up for the first session, some arriving very early! A sure sign that the group and what it does was badly missed during covid.
<ul style="list-style-type: none"> Pre-Covid most groups were led by non-professional as a personal interest and/or mission. During Covid policy makers and official bodies have turned to these groups to deliver their own policy priorities and have not provided any support. For us, community work is not a matter of money - it is heart and soul. And I personally feel it is extremely unfair to use us as unpaid staff at a time of budget cuts or to fill in the gaps for people still WFH. Also to use us (as above) as a means of managing volunteers rather than Hounslow actually employing and developing their own staff- particularly young people, is not helping our community. Organisations like ours are maintained by retired people that have a few hours a week to spare and are prepared to donate that time to helping others, We are no longer willing to be exploited. and that risks the collapse of the community support network.
<ul style="list-style-type: none"> Remote can work. It's a difficult time to recruit staff. To be flexible. To take opportunities to develop where you can. To secure more core funding. To build capacity and seek capacity building grants.
<ul style="list-style-type: none"> A need to be mindful of those that are still nervous of mixing with large numbers of people. Making a space available for them to feel comfortable. Having masks and hand gel readily available.
<ul style="list-style-type: none"> Having no option but to offer as many of our services online has taught us we can offer our services both face to face and online and we will continue to do this. We have also upgraded our IT so staff can work from home when needed and access all their files online.
<ul style="list-style-type: none"> We were fully functional through the pandemic - lessons learnt include, adopting safe working practices essential, local community very supportive and volunteering opportunities supported health and wellbeing of those that volunteered. The Council was flexible, supportive and the establishing of the Community Solutions Team has been so valuable and remains very important to us and our customers.

- Recovery will take a long time. Demand is now almost 5 times as great as in 2019. Many people needing food support struggle with health issues as well as financial worries.
- That difficult situations can happen any time and we cannot be ready despite all the planning.
- Disparity in education provision for children in public and private schools based on the economic status of the parents.
- A lot can be achieved through collaborations
- The government can achieve a lot if they work openly with grassroots organization
- Showed a lot of economic divide within the society
- Learnt a lot about digital poverty within the various communities
- "One size does not fit all". Covid has absolutely identified considerable disparity within the BAME community of provision of services, especially for women. Much work is required to support the communities who are constantly being missed or are overlooked.
- The value of local open spaces for health and wellbeing
- Face to face is better initially but phone works once you have a relationship as long as there are no language issues."
- The Council has used the Pandemic to justify more removal of transparency and less delivery of services. It is time that the Council recognised the need to declare an engagement emergency.
- Zoom was a lifesaver from loneliness but in-person meetings are v important for developing understanding and cohesion
- How important it is to look after your health, to educate the community on staying safe and following guidelines.
- Keep a healthy bank balance.
- That successful & adequate support can be offered via a blended form of virtual and in person meetings
- To make use of digital technology more.
- Organisations must adapt to the changing needs of users to survive situations like pandemic. During lockdown we moved our services online and supported them by engaging them in activities that they enjoyed the most E.g., learning to grow their own fruit/ veg and online healthy cooking demos and learning to play harmonium & learn to sing and online yoga sessions.
- Pandemic gave us the opportunity to make changes to our communities programmes - focus on intergenerational opportunities.
- We were able to respond quickly and effectively in providing continued support to our service users. We transitioned from face to face to online support quickly enough to help those who needed it most, when they needed it.
- Life can change very quickly and evolve into something very different. We need to be prepared for every eventuality.
- When offering support to people with complex issues, face to face working is a lot more effective than Zoom!
- The importance of frequent F2F contact
- Digital communications have allowed us to engage with some of our most severely affected members
- Our operations ceased during lockdowns which impacted our ability to raise money from hire of our premises. Grants from LBH, mainly, plus some other sources enabled us to preserve the value of our reserves. The lesson learnt is that we must be more aware of grant and other funding opportunities.
- COVID helped us to understand that working in partnership helps to break the barriers

35. How well has your organisation adapted to the challenges of using digital communications more frequently – something which is a direct result of Covid?



Additional comments
<ul style="list-style-type: none"> • With some difficulty as we have such a small team - but we would like to develop this
<ul style="list-style-type: none"> • We used technology quite well during the worst lockdown times but have now reverted to face to face working
<ul style="list-style-type: none"> • This has had little impact as members realised that they needed to adapt in order to keep in contact with family and friends.
<ul style="list-style-type: none"> • Increased level of digital communications, but struggling with additional costs involved.
<ul style="list-style-type: none"> • We developed a Monthly E mail newsletter.
<ul style="list-style-type: none"> • The staff team and some of the members did really well but for a lot of members and their parents/carers it is too complex.

Additional comments (continued)
<ul style="list-style-type: none"> • Social media has been an immense help for the stability of our organisation.
<ul style="list-style-type: none"> • We resent being forced to only communicate electronically with Hounslow Council. The main difficulty is having to meet the expectations of organisations like the Council (and the Charity Commission) who expect the level of financial training to be matched by IT capability and support.. adherence to GDPR e
<ul style="list-style-type: none"> • There was limited communication because many elders had no internet facilities.
<ul style="list-style-type: none"> • Mostly digital communication has been well received with many benefits gained. A small minority has simply refused to accept the need to move to digital working and have isolated themselves from participation in the work of the Association.
<ul style="list-style-type: none"> • Not well. We have elderly volunteers who are not comfortable with many aspects of technology
<ul style="list-style-type: none"> • Very well, most team and organisation wide meetings are via TEAMS, reducing costs and travel time. More flexible and able to recruit, train and support volunteers from various areas across the country.
<ul style="list-style-type: none"> • We have some work to do but we have done well, if we had the right funding we would still be able to help people who a digitally challenged and be able to communicate with them more effectively

Section E: Your post-Covid recovery

Headline Findings

- 58% of the groups have seen an **increase** in demand for their services over the year due to Covid-19, **the same as last year**
- 9% have seen a **decrease** in demand due to Covid-19, **compared to 17% last year**.
- The reliance on volunteers has increased in line with the increased demand for services - 26% now use more volunteers **compared to 21% last year**
- Only 7% of groups have reduced the number of volunteers they use **compared to 28% last year**
- 9% have reduced the number of staff that they employ; **the same as last year**

- Following Covid 21% of the groups now work more collaboratively with other VCSE groups, **compared to 19% last year**
Throughout this survey the feedback shows significant interest in working more closely in partnership with other VCSE groups.
- 14% work more collaboratively with local businesses.

- All groups were able to provide some type of service. **Last year 17% told us that they were unable to deliver any type of service.**
- 34% deliver their services in a different way, especially through more online working - meetings, consultations, offers of support etc.
- In terms of long-term changes groups have made, the most significant has also been the change to digital and online working, for reasons of efficiency and employee and client safety.
- Many groups have told us that they now communicate far more using online newsletters and email.
- Uncertainty about the future is making it difficult for organisations to plan ahead.
- Some groups are finding it challenging now that the emergency Covid funding is no longer available from national and local government.

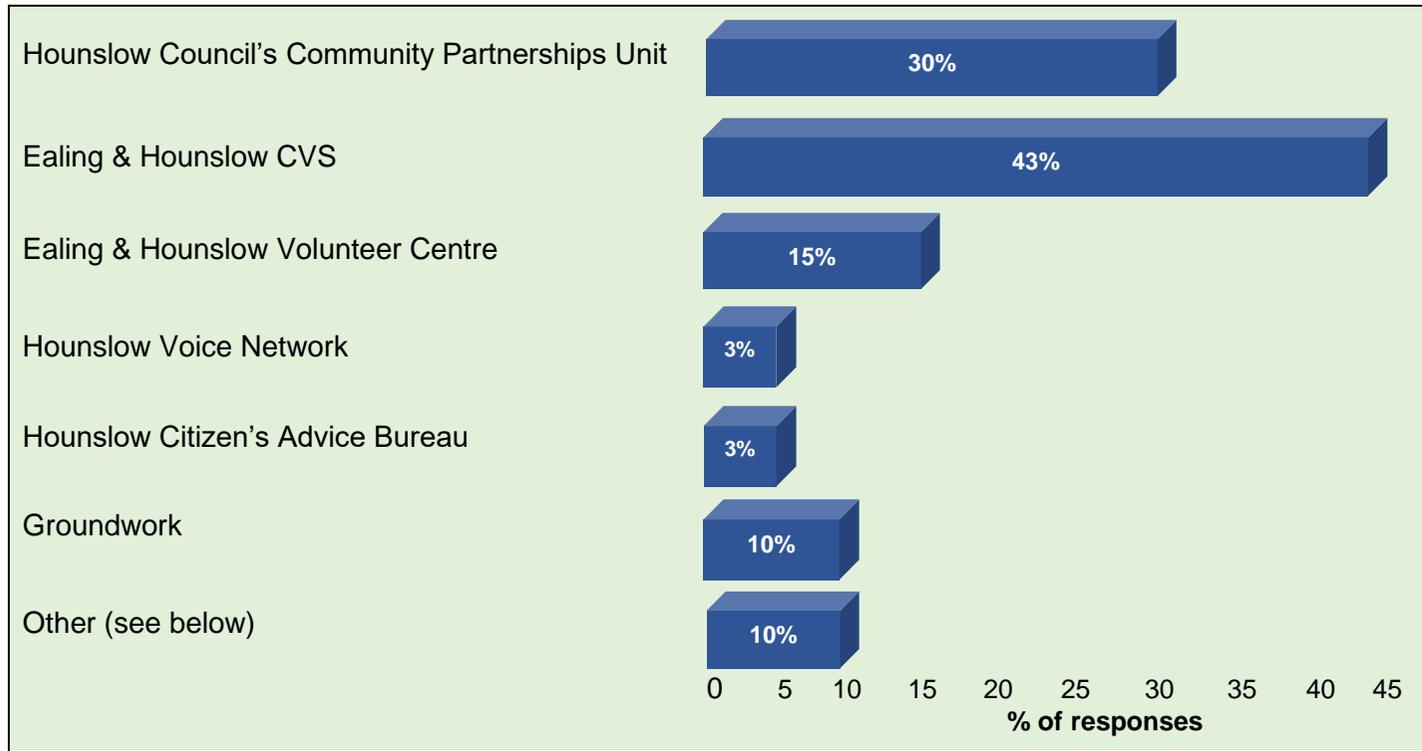
- The government made a range of financial assistance available for business in response to Covid-19
 - 50% of the groups accessed none of these
 - 18% accessed the Coronavirus Job Retention Scheme (furloughing), **compared to 26% last year**
 - 8% accessed Business Rates Relief
 - Fewer than 3% accessed the remainder of the other schemes

- Post-Covid the service users need this type of support from the VCSE sector (this is a selection of the responses)
 - To get back to the way things were before the pandemic
 - Mental health and emotional support
 - Financial support and advice with welfare benefits and money advice
 - Face-to-face contact, community activity and social interaction
 - Better facilities to deliver face-to-face services
 - The need for food support continues to increase

- Here is a selection of the main lessons that have been learnt from the Covid pandemic
 - A considerable amount of feedback focussed on the contrast between the benefits of online communications and face-to-face contact.
 - Many groups learned how to deliver services remotely in order to maintain contact with their community, especially the most vulnerable, but found that for some issues face-to-face contact is still vital. This particularly applies to people with no access to technology or who are digitally excluded.
 - Many groups became more aware of digital poverty within various communities.
 - Frequent face-to-face contact and social interaction helps to build stronger relationships than is possible online.
 - Covid identified and magnified the inequalities across the borough, especially in the provision of services to BAME communities and BAME women in particular.
 - Work is required to support the communities who are constantly being missed or are overlooked.
 - Covid has highlighted the value of collaborating with other VCSE groups and building relationships with other communities.
 - A lot can be achieved by breaking down barriers and working in partnership.
 - Recovery will take a long time and organisations must adapt to the changing needs of users to survive situations like the pandemic.
- 35% of organisations have adapted very well to the challenges of using digital communications more frequently, with a further 20% saying that they have adapted well.
- Only 10% have found digital communications especially challenging
- Social media was useful to many groups during the pandemic
- Several groups used technology well during lockdown but have now reverted to face-to-face working (see Section C page 14)

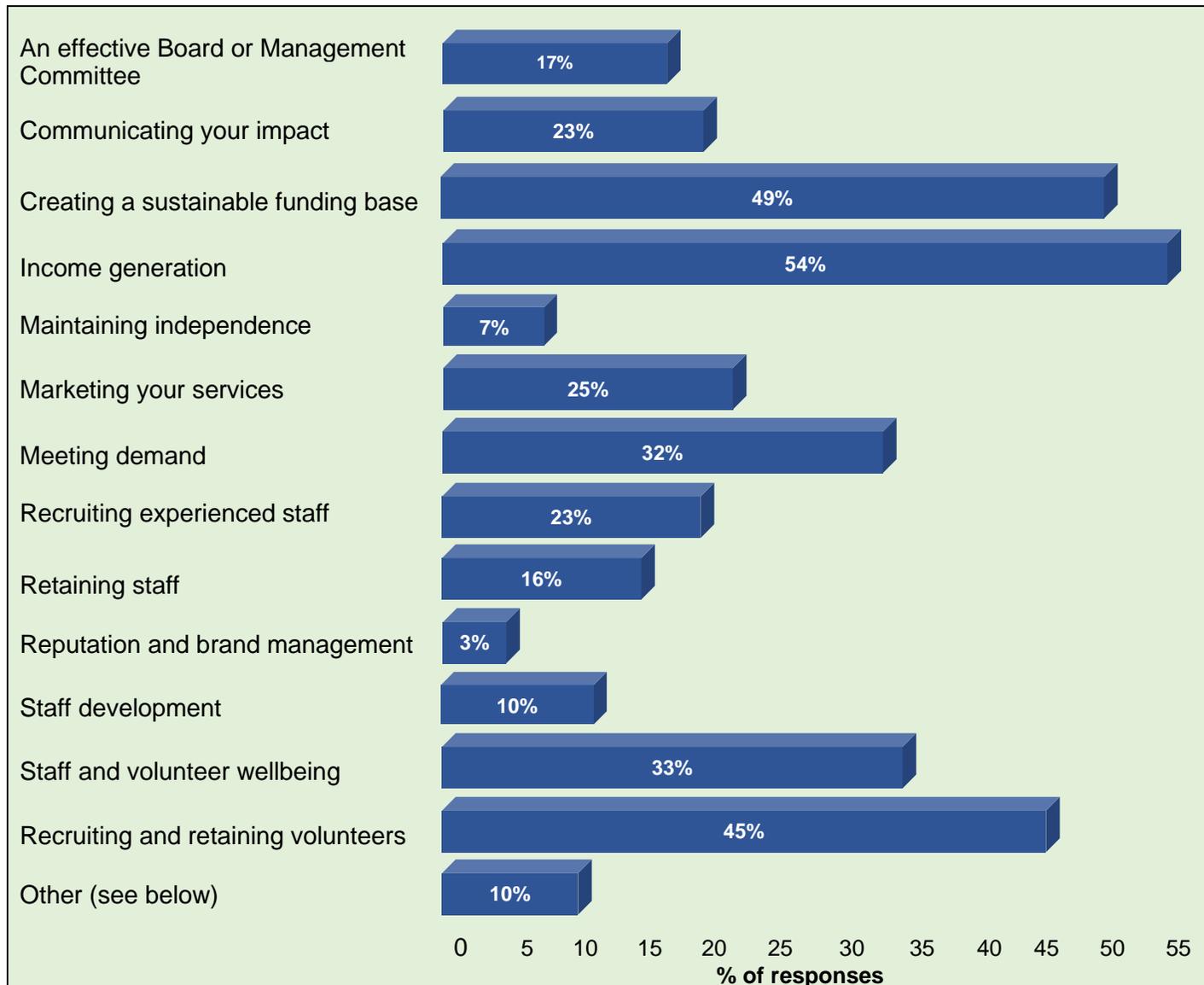
Section F: Support and Training

36. There is a range of support services and training opportunities available to help you and your organisation. Please let us know which of them you have found useful over the last 12 months



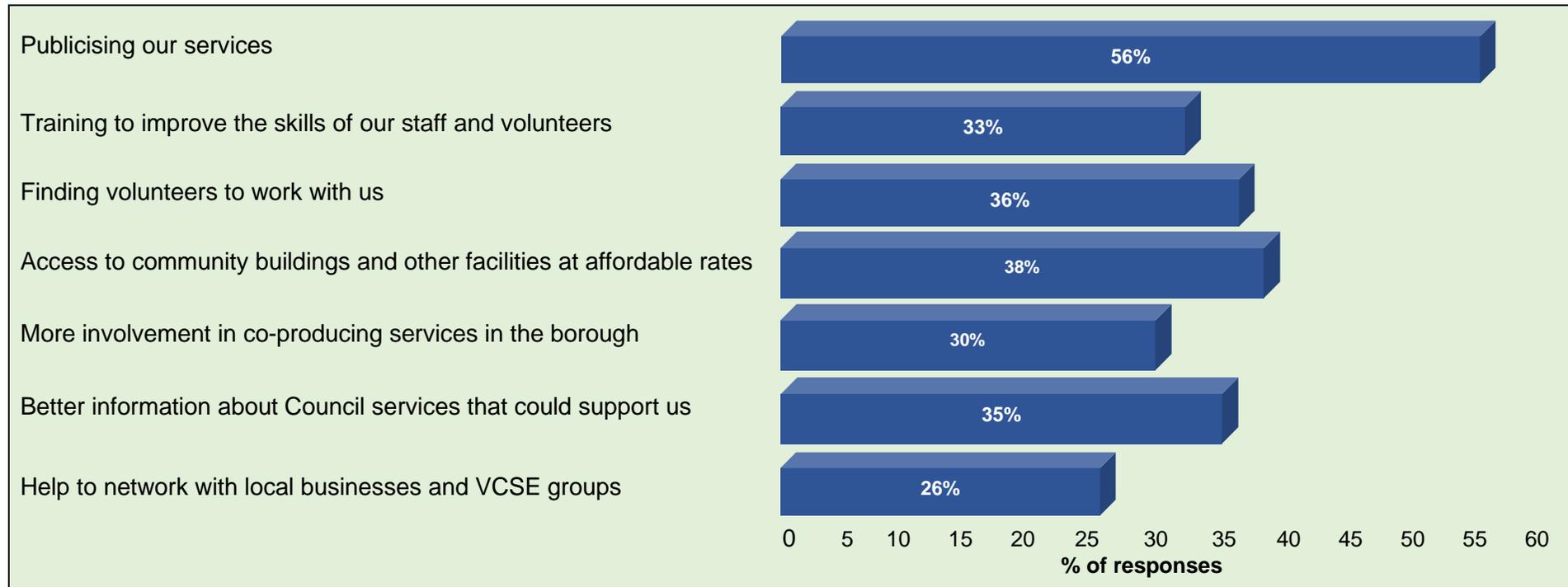
Additional organisations providing support
• Places for People and Laureus Sports for Good network steering group
• Model City Laureus project
• Age UK Hounslow
• Only help has come from other patient groups
• London Youth, Young Hammersmith and Fulham Foundation, Young Ealing Foundation
• Advice form trade associations and regional peer group
• We haven't found them to be useful.
• Did not know of training opportunities

37. What are the biggest challenges facing your organisation over the next 12 month



Additional comments
<ul style="list-style-type: none"> • Successional planning.
<ul style="list-style-type: none"> • Continuing to recruit new members and perhaps reaching a younger audience
<ul style="list-style-type: none"> • Filling vacant committee posts; retaining existing committee members
<ul style="list-style-type: none"> • We want young and diverse new trustees - difficult to find!
<ul style="list-style-type: none"> • Providing transport to our disabled members.
<ul style="list-style-type: none"> • Being able to contact patients. Our self built email list of 250 leaves 8,400 in the dark
<ul style="list-style-type: none"> • Changing the business model to adopt digital working practices.
<ul style="list-style-type: none"> • Having access to a venue to run services without disruption.
<ul style="list-style-type: none"> • Finding digitally skilled staff
<ul style="list-style-type: none"> • Accessing training relevant to support our volunteers matched with children with complex needs/disabilities.
<ul style="list-style-type: none"> • Publicising what we do

38. What type of support would you like to receive from Hounslow Council and other support agencies in the borough?



Additional information

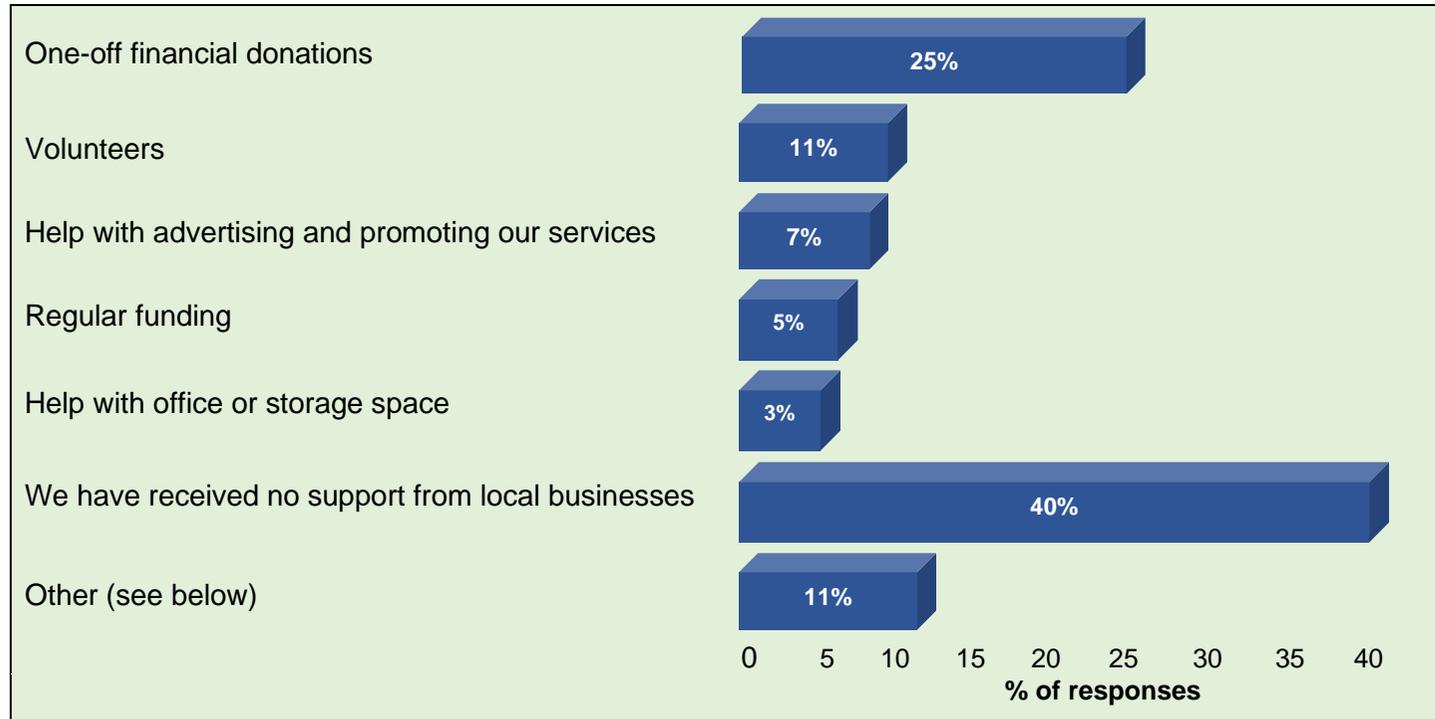
- Working in partnership with LBH to reduce the cost of homelessness
- Help connecting with CAHMS and children's services.
- We think this authority is frankly brilliant on community groups and support offered both financial and training etc
- Regular communication with Leisure Services regarding facilities.
- Access to informed Hounslow Council staff, improved direct communication with young people through schools and colleges and with social service communication networks. (we spend a lot of time trying to find the right policy person
- Promoting that because volunteers off their expertise it can be ignored compared with paid-for consultants. Public health messaging. Better links with social prescribers. Free use of Microsoft Teams or Zoom. A venue for all Chiswick patient group chairs to meet in Chiswick
- Better links with Council officers and embers
- We have tried to contact Councillors to discuss issues related to support from LBH and access to buildings. We have made numerous attempts to contact Councillors but they almost never reply.

39. What are the skills shortages amongst your staff & volunteers that you would like to address with free training this year?



Additional information
<ul style="list-style-type: none"> • Practical help with sorting, moving and storing food supplies
<ul style="list-style-type: none"> • We are always reviewing what training we need and will book courses if any of us need them
<ul style="list-style-type: none"> • Specific information about converting a CIC to a charity and if it is the right thing for us to consider.
<ul style="list-style-type: none"> • Diversity agenda issues
<ul style="list-style-type: none"> • Presenters, those can deliver well being and community information.
<ul style="list-style-type: none"> • We need younger volunteers.
<ul style="list-style-type: none"> • Mental Health First Aid courses; Unconscious Bias training; variety of software training

40. Have you received any support from local businesses over the last 12 months?



Additional information about support from businesses

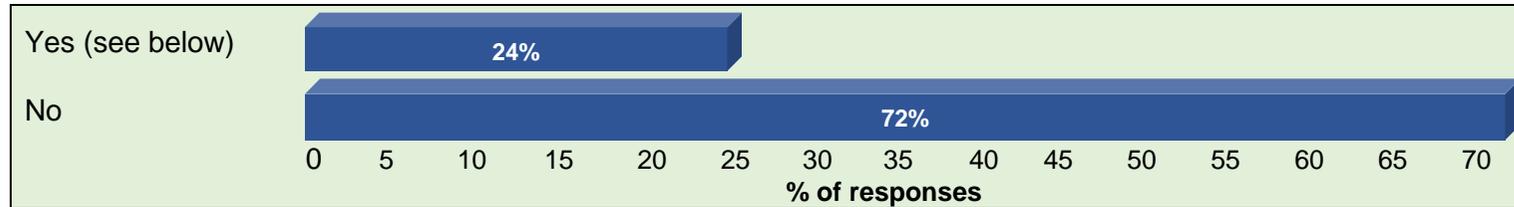
- Some prizes donated for a competition by local businesses
- Small business help football team
- Refreshments for volunteers
- Just some help with donations - for jubilee tea and now for community pantry
- Local supermarkets donate food to the Community Kitchen
- HCA Chiswick have hosted health education talks
- We have been donated a communal space to operate weekly
- Equipment
- Previous financial support from local supermarkets is now allocated to food poverty
- Schools have sold Play Packs for us, and also let us have a PTA fair stall/table for free

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

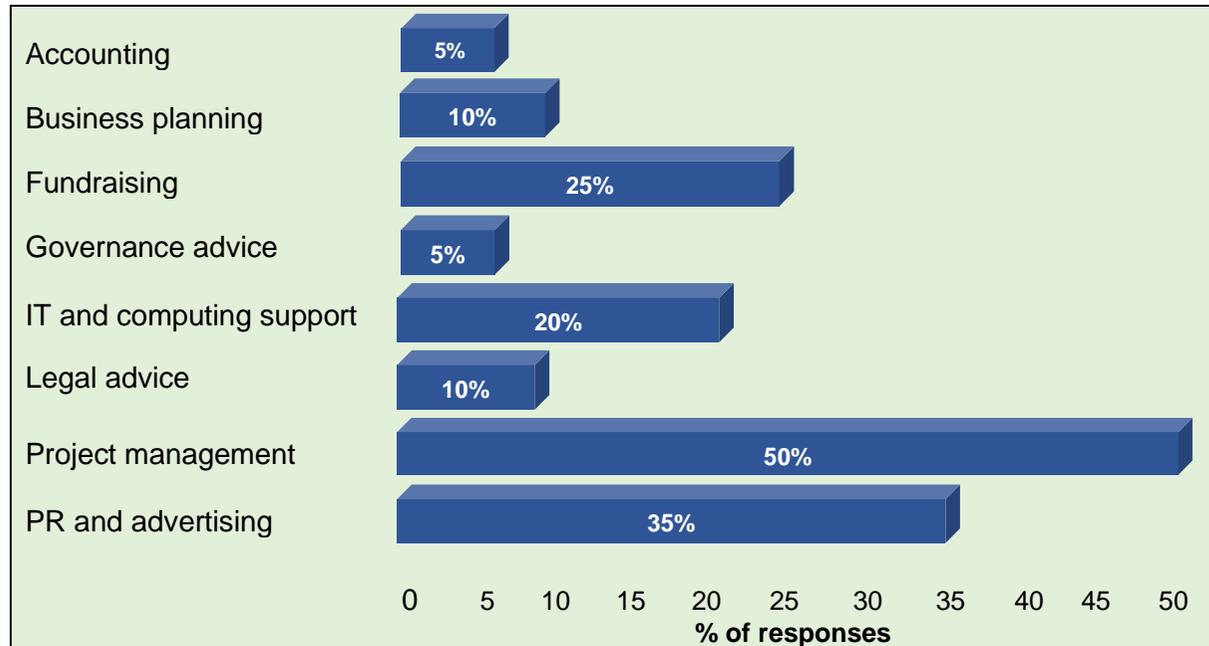


Additional information about the support that could be provided by businesses
• Financial support
• Enable employees to save with Thamesbank through payroll deduction
• There's an employment agency keeps promising to help people find work be great if they followed through.
• Financial donations
• Financial support
• Funding / tea, coffee, snacks
• Full partnership in some of our projects
• Businesses to give time to their staff who are our patients to volunteer with the patient group.
• Funding projects for the community
• More short time food and items for our Food Banks and Kitchen
• Storage space
• Sponsorship

42. Would you be interested in offering peer-to-peer mentoring or advice to another voluntary or community organisation?

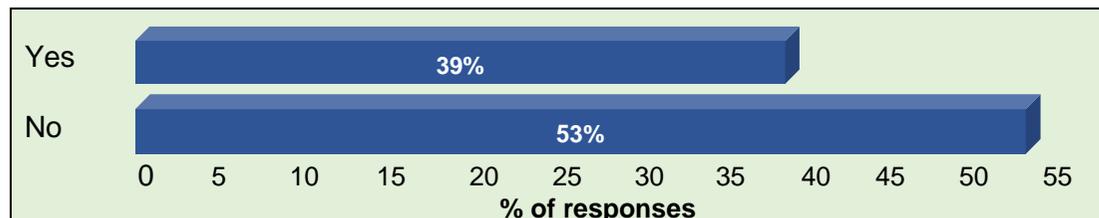


43. What kind of expertise, advice and training would you be able to offer? (% of the 20 groups who answered yes)



More information about peer-to-peer support
<ul style="list-style-type: none"> • Environment services
<ul style="list-style-type: none"> • I don't think we are strong enough in any areas listed here but see the value in peer-to-peer support.
<ul style="list-style-type: none"> • Setting up social media.
<ul style="list-style-type: none"> • Guidance how to run a charity, understanding the challenges how to recruit volunteers etc.
<ul style="list-style-type: none"> • Unfortunately, we just don't have the capacity any more to do this - although we do support lots of local groups in delivering events

44. Would you be interested in taking up peer-to-peer support as listed above?



Section F: Support and Training

Headline Findings

- The support service that VCSE groups are using the most is the Ealing & Hounslow CVS (43% of groups have found them useful)
- Since its establishment in 2020 awareness of the Ealing & Hounslow Volunteer Centre has continued to increase, with 15% using it **compared to 10% last year**
- The Council's Community Partnerships Unit has been used by 30% of groups, **the same as last year**
- While only 3% of the respondents have engaged with the Hounslow Voice Network over the past year, we know that these services have been well-used by the broader VCSE sector.

- Not surprisingly by far the greatest challenges being faced are income generation (54%) and establishing sustainable funding (49%)
- Demand across the sector has increased significantly and meeting this demand is a challenge for 31% of groups.
- To meet this increased demand the groups are having to rely far more on volunteers and finding and retaining volunteers is a challenge for 45% of them.
- A recurring challenge is publicising their services and communicating their impact – around 25% of groups are faced with this, a **similar percentage to previous years.**
- Groups are also finding it difficult to find the facilities and spaces that they need (Section C, page 19)

- To help meet these challenges the main types of support that groups would like Hounslow Council, and other support agencies, to provide are:
 - Publicising their services (56%)
 - Access to community buildings and other facilities at affordable rates (38%)
 - 36% need help to find volunteers and 35% need better information about Council services that could support them.
 - Consistent with the desire for more partnership working 26% would like help to network with local businesses and VCSE groups
 - And 30% would like more involvement in co-producing services in the borough

- Groups have told us that they would most like to access these areas of training for their staff;
 - Using websites and social media (35%), **this is the same percentage as last year**
 - Fundraising (35%), this compares to 26% last year
 - 32% would like training in networking and developing relationships that help their organisation, **the same as last year**
 - Training in the safeguarding of children and adults has usually been the biggest training request (49% last year, for example) but this has dropped to 19% this year
 - Far fewer are asking for training in health and safety (15%) compared to 35% last year. This could be because staff and volunteers are no longer have these skill shortages.

- Support for the VCSE sector from businesses remains low and appears to be declining.
 - 40% of groups have received no support at all, **this is the same percentage as last year**
 - 25% have received one-off financial donations, **compared to 34% last year**
 - 11% have had volunteers from local businesses, **compared to 15% last year**
- In contrast to this, groups are telling us that they are keen to have some kind of support from local businesses, in particular in these areas:
 - 37% would welcome donations of equipment, furniture or other materials
 - 35% would like skilled volunteers, with expertise in disciplines such as IT, accounting, legal, marketing, and 28% would like general groups of volunteers to help with events and specific projects.
 - As has been highlighted elsewhere in this survey VCSE groups are finding it a challenge to find premises to carry out their operations and 32% would like to have support from local businesses in providing venues and meeting rooms.
- We asked if any groups would be interested in offering peer-to-peer mentoring or advice to another voluntary or community organisation.
 - No 72%
 - Yes 24%
- Of the groups who said “Yes” they can mainly offer the following expertise, advice and training
 - 50% can offer project management
 - 35% can offer PR and advertising
 - 25% can offer training in fundraising
 - 20% can offer support in IT and computing
- We asked if any groups would be interested in taking up this sort of peer-to-peer support
 - No 53%
 - Yes 39%

And finally!

As with our previous surveys we would like to end on a very positive note. Please tell us about your single proudest achievement during this most challenging year.

<ul style="list-style-type: none"> • Delivering a hugely successful Feltham Festival after a two year break and engaging with more participants than ever before.
<ul style="list-style-type: none"> • Surviving Covid and other challenges we have experienced over the past 2 years and continuing to provide quality services
<ul style="list-style-type: none"> • We'd already raised £24K to set up the organisation and obtain planning approval for our public artwork to celebrate our local Bedford Park poet, in 2021 we raised £135K to pay for the artwork (incl. £35K from Hounslow Thriving Communities. And in 2022 we raised a further £25K to pay for the arts/education/heritage aspects of the project including schools resources, a smartphone Google-guided literary tour, a public lecture, unveiling ceremony and a promotional video for social media platforms and channels.
<ul style="list-style-type: none"> • Production of an interfaith calendar for 2022 showing photographs of local places of worship and other faith related pictures which was given to all places of worship and primary schools in Hounslow Borough
<ul style="list-style-type: none"> • Unlike some Branches in our organisation we have maintained and increased our membership.
<ul style="list-style-type: none"> • We've survived! We've also maintained a good level of support for some of the Borough's most disadvantaged families
<ul style="list-style-type: none"> • Feltham Food Bank continues to meet the needs of every family referred to us for help in a generous and compassionate manner.
<ul style="list-style-type: none"> • Staff Delivering food to users' homes so they had a hot meal and sandwiches for later in the day.
<ul style="list-style-type: none"> • A very successful crowdfunding campaign 'Make London', which the community, organisation and businesses raised money for 9 bespoke planters and more.
<ul style="list-style-type: none"> • Very supportive London Borough of Hounslow and staff very helpful, services has improved very much.
<ul style="list-style-type: none"> • Achieving a 15-20% increase in the number of members with a resultant increase in the number of people attending our activities.
<ul style="list-style-type: none"> • We are not only promoting art and well-being activities but instead sharing their talents, and connecting with groups in the past year
<ul style="list-style-type: none"> • We've kept going and gained some new members through people attending specific talks that attracted them. That is really pleasing.
<ul style="list-style-type: none"> • Retaining financial stability and completion of a project
<ul style="list-style-type: none"> • Supporting over 1800 people with mental health problems
<ul style="list-style-type: none"> • Getting mentioned and acknowledged for our work by Munira Wilson (Twickenham MP) during a debate in Parliament during child mental health week.
<ul style="list-style-type: none"> • Completed the return to play basketball season where all our teams were able to train and play around England
<ul style="list-style-type: none"> • 2 of our players made the England Basketball Team - representing Team England in basketball tournaments and games worldwide. We are so so so very happy and proud. Thank you for helping us achieve this
<ul style="list-style-type: none"> • We have seen over 100 clients to date in 2022 (in 2021 we saw 126 in the entire year). This is both an achievement and a sad reflection on the status of pregnancy crisis at the moment.
<ul style="list-style-type: none"> • Supporting more families on Child Benefit manage their finances than before.
<ul style="list-style-type: none"> • Managing to meet again
<ul style="list-style-type: none"> • Launching new projects to accommodate greater demand even when stretched.
<ul style="list-style-type: none"> • Organising the Brentford Canal Festival
<ul style="list-style-type: none"> • Our football team Hounslow Lions won the Our Barn Cup!!

<ul style="list-style-type: none"> • Being nominated for the Covid Hero at the One Hounslow Community Awards 2021
<ul style="list-style-type: none"> • Getting everyone together last year for a big summer BBQ which really lifted everyone's spirits and really helped sweep away the Covid cobwebs.
<ul style="list-style-type: none"> • Providing fun, exercise and volunteering opportunities to the community.
<ul style="list-style-type: none"> • Growing our services and recruiting new staff members.
<ul style="list-style-type: none"> • Success in obtaining a grant from the Thriving Communities Fund for a platform lift to make our historic building accessible to both visitors and our less mobile volunteers.
<ul style="list-style-type: none"> • Just keeping going - lots of little things, nothing spectacular!
<ul style="list-style-type: none"> • Finding other ways to provide meaningful support to families throughout the pandemic when our main method of home visiting was not possible
<ul style="list-style-type: none"> • Surviving!
<ul style="list-style-type: none"> • Creating a wildflower meadow
<ul style="list-style-type: none"> • That during the Covid pandemic we managed to continue some sort of service for our young people by running a weekly zoom youth club
<ul style="list-style-type: none"> • Apart from simply surviving (an achievement in itself) we are delighted to be working with the City of London Phonographic and Gramophone Society who have generously loaned a superb collection of Phonographs and Gramophones for a nationally significant display in the museum - and work is continuing to bring more of the museum's collection of mechanical instruments back to life, thanks to our amazing team of volunteers.
<ul style="list-style-type: none"> • We are more aware of each other, support offered by other communities, that was up lifting
<ul style="list-style-type: none"> • Receiving Community Club volunteer award from Middlesex Rugby for services to the game and the community
<ul style="list-style-type: none"> • Maintaining our 90 year old tradition of serving our community locally nationally and internationally by launching new projects on peacebuilding, on combatting modern day slavery, on empowering careleavers in LBH , on eye health in India and Pakistan, war relief in Ukraine, of continuing the fight to eradicate polio through
<ul style="list-style-type: none"> • Being able to offer over 200 local residents with free swimming and water safety sessions (with the help of hiring a hotel pool).
<ul style="list-style-type: none"> • That we grew our service to support more people to achieve inclusion through language.
<ul style="list-style-type: none"> • Although we are using our reserves but all the members becoming regular and becoming more confident.
<ul style="list-style-type: none"> • Keeping going
<ul style="list-style-type: none"> • Being awarded The Queen's Award for Voluntary Service with a special commendation during the pandemic.
<ul style="list-style-type: none"> • Getting letters from patients telling me I had made them feel less scared and that someone cared about them.
<ul style="list-style-type: none"> • We are proud that we have been able to support everyone that applied for help and we could not achieved this without the support of the Council
<ul style="list-style-type: none"> • Operating the food bank 5 days a week to provide emergency support through the provision of food parcels for more than 9000 adults and children the borough in 2021 and so far more than 5,500 in the year to date in 2022.
<ul style="list-style-type: none"> • We managed to gather our community together during the difficult time of covid, we provided advices, we distributed PPE, we opened our centre for food support, we were providing and delivering food for needy and affected families etc.
<ul style="list-style-type: none"> • Being able to deliver the Covid vaccine on the frontline to our most vulnerable in society
<ul style="list-style-type: none"> • Keeping the Hounslow Wellbeing Network going with one full time equivalent member of staff.
<ul style="list-style-type: none"> • Working collaboratively with the Council and others within the third sector to provide much needed support for the local residents ie food distribution, shopping for the most vulnerable at the height of the pandemic was quite reassuring of everybody's call to humanity and working together.

<ul style="list-style-type: none"> • We are truly grateful to our customers and contractors who helped us maintain a COVID secure working environment so that, following the initial lockdown, we were able to keep our office space and facilities open during the pandemic. This year, with more people returning to working from the office, our occupancy has increased which is a great achievement in the current economic climate.
<ul style="list-style-type: none"> • Covid impacted our work hugely and knocked us to the point of closure. But the passion to support the community and sheer dedication of the team, kept the pulse going. We are really proud that within this year we have been able to turn ourselves around and are now full steam ahead.
<ul style="list-style-type: none"> • Shewise team would like to take this opportunity to thank all the departments of Hounslow Local authority for the amazing work they are doing in all the areas. Without their support we would not have got this far. Thank you!
<ul style="list-style-type: none"> • Keeping operational
<ul style="list-style-type: none"> • We have expanded & helped more people.
<ul style="list-style-type: none"> • We have successfully moved to some aspects of digital working specifically online meetings. The ability to view Council meetings using the online stream/youtube channel has been very helpful to our ability to follow council activities.
<ul style="list-style-type: none"> • Getting back to face-to-face activities.
<ul style="list-style-type: none"> • Continuous contact with people that needed services
<ul style="list-style-type: none"> • We have organised fantastic outdoor events in Lampton Park in September 2021 and May 2022 where on each over 4000 people attended.
<ul style="list-style-type: none"> • Significantly increasing membership by 10%
<ul style="list-style-type: none"> • Building positive relationships with health professionals when not meeting in person
<ul style="list-style-type: none"> • We continued to minister safely to an active congregation of approximately 700 throughout the pandemic using newly recruited young people to clean and steward in our church.
<ul style="list-style-type: none"> • Be able to sustain our work and meet the increase in demand, achieve Advice Quality Standard and won Hounslow community awards. Also, we would like to thank Hounslow Council for their support.
<ul style="list-style-type: none"> • Our Music Day event on 26th June 2022 to celebrate Queen's Platinum Jubilee supported with Summer of Culture funding was a success. The aim was to motivate and engage more residents to participate in our health, fitness and wellbeing activities. We are delighted with the response we got. More women are joining our activities.
<ul style="list-style-type: none"> • Household grants achievements to support many people through our Council.
<ul style="list-style-type: none"> • Bringing back live sport to the community stadium
<ul style="list-style-type: none"> • Growth - seeing more of our community use our building and activities to re-connect and offer support and friendship across generations and socio-economic backgrounds.
<ul style="list-style-type: none"> • We have managed to run our walks despite health issues and we have cut our costs to cope with lack of income
<ul style="list-style-type: none"> • That's a difficult one..... I think the fact we have come through this difficult year, having been able to continue to provide the high levels of support to our Children, Young People and their families and be able to carry on is something to be proud of. The production of a digital book (Monuments) of poems and short stories which the young women developed throughout lockdown and is available on Kindle, has to be up there as well.
<ul style="list-style-type: none"> • That we kept going, volunteers continued to be in touch with the children they were matched with during some really challenging times - no visits allowed, some not allowed or able to use digital programmes, children moved to different areas, some at increased risk of exploitation etc. And social workers just not responding!
<ul style="list-style-type: none"> • In spite of all the challenges that schools have faced, we've continued to help them provide specialist support to families with very complex needs
<ul style="list-style-type: none"> • Keeping all of our services open and our people supported during Covid19

<ul style="list-style-type: none">• Our meeting held in Hounslow House during National Interfaith Week in November 2021 when an interfaith calendar for 2022 was launched together with a booklet entitled Faith, Symbols and Facts.
<ul style="list-style-type: none">• Obtaining funding from Summer of Culture to put on a great summer workshop.
<ul style="list-style-type: none">• Engaging with some of our more severely affected members; people who have had no social group for years and but now meet regularly online.
<ul style="list-style-type: none">• During these difficult times, we were able to cope with these challenges profoundly. We have build strong connection with our local community
<ul style="list-style-type: none">• Genuinely it was receiving the grant from Hounslow - we have struggled to get our story across and care passionately in what we do so it was a real honour to have been selected...
<ul style="list-style-type: none">• We've finished our 1st year of incorporation in March, but more importantly we've also just come to the end of our first year of sessions... and had fab feedback along the way, as well as at then end (we're creating a children and young people's page on our website at the moment :))
<ul style="list-style-type: none">• Our operating costs to manage the Museum and Parkland is currently £2.5 million pounds and we have managed to raise that amount in potential income so we can continue to be free for one and all.
<ul style="list-style-type: none">• Growing from zero to almost 100 members and the feedback we have received for our work and running a successful summer of culture event attended by 7000 people

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

• Feltham Arts Association	• Hounslow CAB	• Stroke Club
• Centre for Armenian Information & Advice	• Hounslow Phab	• The LVA Trust
• The WB Yeats Bedford Park Project	• Musical Museum	• Brentford Voice
• Hounslow Friends of Faith	• Hounslow Singh Sabha Gurdwara	• Autism Hounslow
• NHS Retirement Fellowship	• Hounslow Rotary	• Speak Out in Hounslow
• Transgenerational Change Limited	• London Borough of Hounslow Swimming Club	• Friends of Cathja
• Feltham Food Bank	• Learn English at Home	• Hanworth Junior Parkrun
• Trinjan	• AKAAL Community Project	• Let's Go Outside and Learn CIC
• Friends of Feltham Green	• Holy Trinity Church, Hounslow	• St Johns and Spring Grove Community Centre
• Sunshine of Hounslow	• The Mulberry Centre	• Kempton Steam Museum
• Anne Shine Charity UK	• Retired Members' Association	• IvybridgeLink
• Punjabi Theatre Academy, UK	• Grove Park Surgery Patient Group	• Home-Start Richmond, Kingston and Hounslow
• Brentford & Chiswick Local History Society	• Hounslow Community FoodBox	• Carer's Best Walking Group
• The Isleworth Society	• Feltham HIRA Association	• FORCE
• Twining Enterprise	• NishkamSWAT	• Crosslight Advice Twickenham
• The Purple Elephant Project	• The Hounslow Wellbeing Network	• Heston Residents' Association
• London Warriors Basketball Club	• Riana Development Network	• Hounslow Friends of Faith
• SEEN	• Canopi (CAN Mezzanine) Hounslow	• SFIDA
• Thamesbank Credit Union	• SheWise	• Isleworth Lions Club
• Homelink	• Polish Klan Association	• Brentford FC CST
• Hounslow Heath Green Gym	• Hounslow & Twickenham Woodcraft Folk	• Age Concern Chiswick
• St Richard's Church, Hanworth	• Cranford Action Group	• Centre for Human Development
• Hounslow Heritage Guides Association	• Waterman's	• Hounslow Community Rowing Trust
• Hounslow Action for Youth (HAY)	• Motor Neurone Disease Association	• London Borough of Hounslow Swimming Club
• Volunteering Matters	• Roman Catholic Parish Osterley	• Cocoon Kids - Creative Counselling and Play Therapy CIC
• Hounslow Borough Respiratory Support Group	• SARA -Sheltered Accommodation Residents Association	• Heston & Isleworth Old People's Welfare Committee

<ul style="list-style-type: none">• Feltham Rugby Club	<ul style="list-style-type: none">• Punjabi Theatre Academy, UK	<ul style="list-style-type: none">• Sunshine of Hounslow
<ul style="list-style-type: none">• Arch197 community	<ul style="list-style-type: none">• ILAYS	<ul style="list-style-type: none">• Grove Park Group
<ul style="list-style-type: none">• Richmond and Kingston ME Group	<ul style="list-style-type: none">• Gunnersbury Park and Museum	<ul style="list-style-type: none">• Hounslow Asian & African Youth Association