



CoRe 2018

This year saw the completion of the 10th CoRe (Community Resourcing) programme, which was set up in 2009 to support community organisations with key operational needs and strategic challenges that they may have been struggling to tackle for some time.

Working collaboratively breeds deeper impact opportunities which is why Macquarie Group and Slaughter and May combine their skills, knowledge, and expertise over a six month period to support the non-profit sector in Islington. Our aim is to develop partnerships with the sector to help build capability, capacity and sustainability.

“It’s been ten years since we committed to help build the capacity and sustainability of the non-profit sector in Islington. At Macquarie, we truly believe that working collaboratively is key to creating lasting impact and we look forward to continuing our partnership and supporting our local community in Islington”

David Fass,
CEO, Macquarie Group, EMEA

“As we enter the seventh year of being involved, we are delighted to see the CoRe programme become bigger and more impactful than ever. We greatly value our partnership with Macquarie and the BIG Alliance and see CoRe as fundamental to the positive social impact we make to our local community”

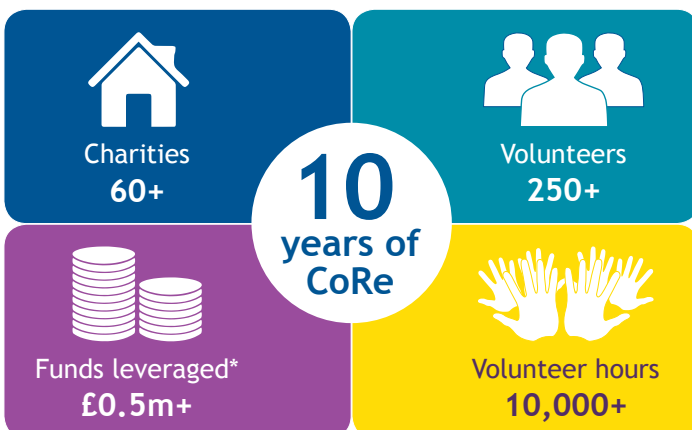
Dominic Robertson,
Partner and Chair of the Corporate Responsibility Committee, Slaughter and May

“The CoRe programme has been one of our most impactful programmes in recent years and allows for such a sustained engagement from highly-skilled volunteers. Acting as the community broker, the programme has allowed us to cement a fantastic relationship with Macquarie Group and Slaughter and May, as well as Islington Giving, who help ensure the organisations selected are targeting the priority needs of the borough”

Ian Parkes,
CEO, East London Business Alliance (BIG Alliance’s parent charity)

“When we launched the CoRe programme in 2009, we pioneered a new way of bringing the skills and talents of businesses and voluntary organisations together. Our success means that demand for places on the CoRe programmes continues to grow. This is a model of effective collaboration that is helping organisations to change lives in Islington”

Kristina Glenn,
Director, Islington Giving and Cripplegate Foundation



* leveraged through volunteer time, fundraising, gifts in kind, cost savings and efficiencies



CoRe 2018 in numbers:



Charities
8



Volunteers
38



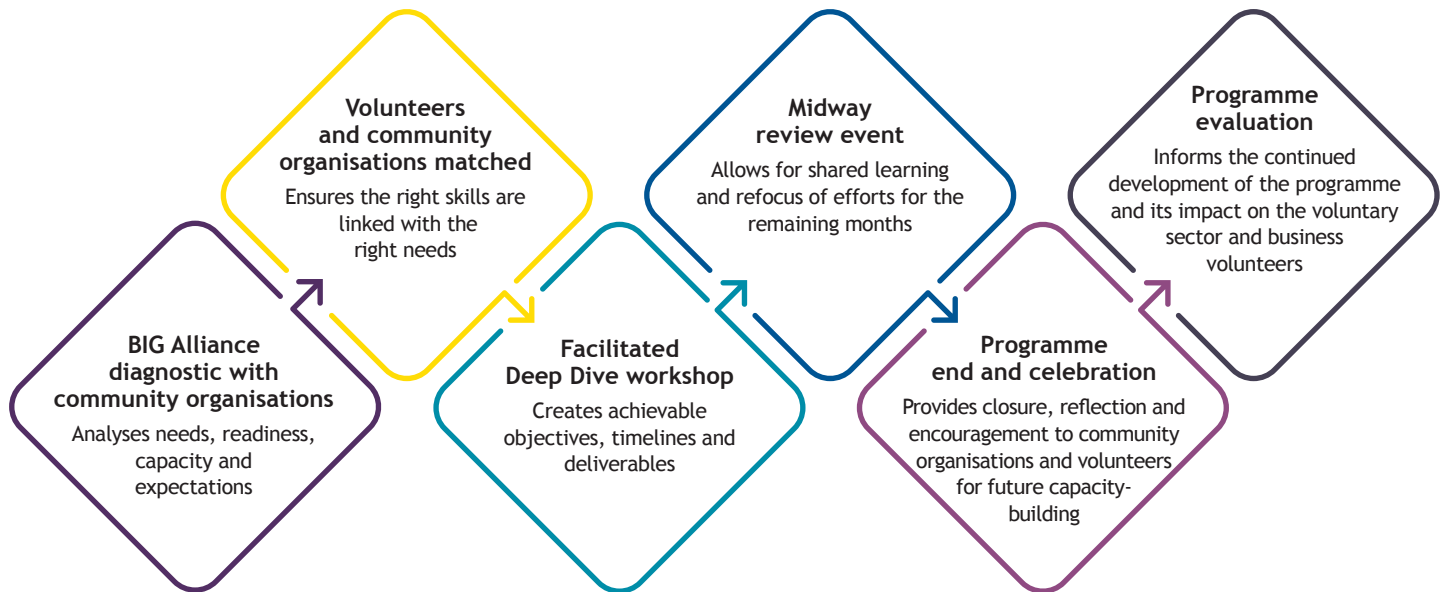
Total leverage
£75,000+



Volunteer hours
1,500+

100% of participating charities would recommend the programme

CoRe framework - 6 month programme



“I would definitely recommend CoRe. It’s worth a lot to get access to the legal and financial skills that the volunteers have to offer”

Talk for Health

“The length of the programme allows for plenty of time and commitment with the volunteers and we were perfectly matched to our volunteers. That was a huge part of its success”

Dallaglio RugbyWorks



“We’re in a completely different place from where we were at the start of the programme. The midway review allowed us all to galvanise and push to the end of the programme”

Abianda

“It was a great learning experience on how to interact and host corporate volunteers in this prolonged way and it would’ve taken us ages to do what they have done”

Body & Soul



Outcomes:

The projects delivered high-level outcomes in:

- Business planning and fundraising
- Governance
- Financial management
- Asset management
- Operational diversification and expansion
- Branding and marketing
- GDPR
- Research, insight, and monitoring and evaluation

Project outputs:

Abianda

- Financial governance review
- Financial policies and procedures development
- GDPR policy development
- Infrastructure gap analysis regarding policies and governance

Body & Soul

- Review and development of operational procedures
- Creation of new account management database
- Fundraising activities, raising over £5,000

Creative Opportunities

- New model articles drafted to become a CIO
- Board review and recruitment support
- Website and promotional video development
- New film-making and fundraising options review
- Bank account research and recommendations

Dallaglio RugbyWorks

- Review of current monitoring and evaluation ('M&E') systems
- Research with stakeholders engaging with these M&E systems
- Data architecture created for the charity to understand the data collected and how it is processed
- Recommendations and requirements created for new M&E system
- New M&E system vendors approached and shortlisted for the charity

The Elfrida Society

17-page report and recommendations regarding:

- Feedback from consultation with The Elfrida Society stakeholders and beneficiaries following initial questionnaire design
- Analysis of current assets
- Relocation options
- Financial review and projections
- List of recommendations following analysis

London Village Network

- Business plan and expansion review
- Initial proposals and recommendations for a corporate engagement strategy
- Financial management and fundraising plan
- Organisational structure and governance review

The Parent House

- Consultation with key stakeholders including parents, staff and volunteers
- Clearer vision statement created
- Messaging and marketing pack created for use by staff and volunteers
- Parent House FAQ sheet and inventory of impact and statistics for use in future funding applications

Talk for Health

- Supported the development of a new programme variant: Talk for Workplace Health
- Organised and recruited attendees for a Talk for Workplace Health promotional event at Macquarie Group
- Supported a trial of the new programme to prepare for a possible roll-out in 2019

Volunteer learning and development:

When asked if they had achieved their initial aims and reasons for joining the CoRe programme, feedback from volunteers shows that they achieved or achieved in part the following:

- 100% - To represent my organisation in a positive way
- 95% - To have a positive impact on a charity/the community
- 86% - To use or develop work-related skills outside my day-to-day role
- 81% - To learn or develop new skills

Specific skills or knowledge which improved as a result of involvement on the CoRe programme:

- Most significant improvement: Problem solving and adapting
- Most recognisable improvement: Collaboration and relationship building

Further results:

- 82% - Improvement in strategic thinking
- 67% - Significant or recognisable improvement in knowledge of the charity sector and wider social issues

"It is such a worthwhile thing to do. I'd definitely recommend it"

"You learn skills you don't get through work"

"Working with people outside my direct role was really refreshing"

"It's a great chance to learn new skills, meet new people and give something back"

"I am more aware of everyday challenges that face the service users of the charity"

Resulting impact on charities:

- 8/8 charities said that CoRe had improved their capability - with an improvement to staff or volunteers' knowledge and ability scoring highest within this
- 7/8 charities said that CoRe had improved their capacity - with an improvement in their ability to provide new or additional services scoring the highest within this

- 8/8 charities said that CoRe had improved their sustainability - with an improvement to their ability to identify opportunities and minimise threats to the organisation scoring the highest within this



Case study: The Parent House

The charity:

The Parent House is a charity set up to enable parents and carers of children to enter employment and enhance their qualifications, knowledge and well-being. The Parent House has training, computer and communal rooms, a crèche, and a community garden. Services include bespoke support for parents and carers, 1-1 mentoring, free workshops and accredited training for individuals to deliver support in their local communities.

The project:

Following previous attempts to address this, The Parent House was seeking support to clearly define and articulate its vision, values and services for both internal use and external marketing. This was needed to establish internal agreement and coherence along with an accurate account of the organisation's impact in the borough.

Impact and added value provided by the volunteers:

- The FAQ sheet and collation of impact statistics has reduced the time needed on grant applications
- One of the volunteers brought in their partner to work on an IT matter that will reduce costs and operational issues for The Parent House
- Recommendations have reaffirmed a lot of the excellent things The Parent House are already doing, giving them confidence to explore additional developments
- The volunteer team brought in a colleague from another CoRe project team to support future engagement

Why this project was effective:

- Timelines were realistic and considered potential obstacles, including The Parent House's annual summer closure
- The volunteers invested a lot of time to understand previous work and efforts related to the objectives
- The Parent House had one lead contact within the volunteer team, reducing communication demands and misinterpretation

"I was pleasantly surprised at how well the volunteers were able to understand The Parent House and get their heads around it all"

"Some of the ideas they've come up with have been amazing and could make a huge difference"

The volunteers' experience:

1. What were your personal highlights of the programme?

"The Parent House was so welcoming and treated us as if we were a part of the organisation from day one. They were open to our suggestions and new ideas but we also always received constructive feedback helping to shape our outputs."

2. What was the best thing about working as a volunteer team and using your skills differently through this programme?

"The combined effort of our skills and backgrounds helped us to make more informed decisions and outcomes and it was great to know that simple, well-practised skills for us can make a difference to a smaller organisation with less time or expertise."



Case study: The Elfrida Society

The charity:

The Elfrida Society works directly with people with learning disabilities to build connections and help make their lives happier and more fulfilling. They provide support to people of all ages and all experiences of vulnerability, including responding to urgent priority issues as well as holistic work to address underlying needs. Services offered include advocacy, campaigning, consultation, volunteer befriending, sports, arts and music.

The project:

The Elfrida Society was looking for business support to help it review its current assets, property and needs of the service users to inform a new five-year strategic plan. This piece of work was needed to ensure their current assets are fit for purpose, for both their beneficiaries and their sustainability, and to make the most of the income-generation opportunities available to them.

Impact and added value provided by the volunteers:

- The board are able to refer to the analysis and recommendations whenever needed and can use the findings in further planning and consultation
- The volunteers' work has led to the creation of an internal steering group, which includes service users to have greater oversight and control over any plans
- In addition, the volunteers' work led to the development of their processes for recruiting, inducting and managing business volunteers

Why this project was effective:

- Significant time was invested by the charity to make the objectives clear, enabling volunteers to work with minimal guidance
- The charity conducted an internal volunteer skills audit
- The volunteers took the time to really get to know and become invested in the charity

"They delivered on what we needed, and more"

"The volunteers just fell into a rhythm of coordinating themselves. It was a really nice balance of people, and they all had different skills and personalities"

The volunteers' experience:

1. What were your personal highlights of the programme?

"Working alongside a great team of volunteers and the charity to make a tangible contribution by creating an achievable framework for the charity's relocation project, and being reminded that skills one would ordinarily take for granted are quite useful in the right context!"

2. What was the best thing about working as a volunteer team and using your skills differently through this programme?

"We adapted our various skillsets to suit the less formal environment and audience to ensure we helped the charity achieve its desired outcome from the programme"