



Understanding the Support Needs of Small Organisations Providing Advice to Diverse Communities across London.

advice
services
alliance

Why Now?

- Lack of BAME representation at strategic level
- Successive cuts, impacted BAME advice services
- Advising Londoners report; many very small charities are giving advice to BAME communities
- BAME advice organisations with triple Covid19 whammy
- #chairtyso white and then Black Lives Matter movement
- Strong funder support in London

Methodology

- Housed within the Advice Services Alliance with Consultants
- Advisory Group of organisations working to support different ethnic groups across London to guide the project
- Online survey
- 1-to-1 Interviews with smaller organisations providing advice to diverse communities across London
- Desk Research

Survey Respondents

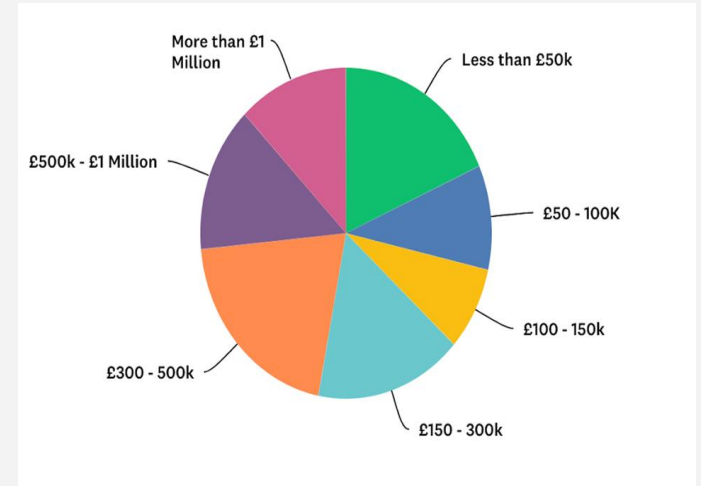
- The majority of respondents provide specialist on **Welfare & Benefits and Housing**, and roughly a third worked on **Community Care, Immigration and Asylum**, and **Health and Social Care** specifically
- Nearly half of respondents also provided advice in areas in which they did not specialise, largely in relation to **Housing, Employment, and Debt**
- Main beneficiaries included
 - **Women, Men, People with Mental Health Conditions, People from Low income Backgrounds**

Key Trends in Provision

- **Over 80% respondents** reported an **increase in demand** for services
- **Almost half of respondents** Strongly Agreed that it was **challenging** to meet demand using remote methods.
- **40%** saw an increase in demand from **new groups of clients** in the last year
 - Refugees and Asylum Seekers, Migrants, Renters, Unemployed, and Victims/Survivors of Domestic Violence
- Getting online is a challenge: **digital skills** gaps and **digital poverty**
- **40%** of respondents are providing services over the phone where this is possible, but **1 in 5** are still **providing face-to-face support**

Funding & Sustainability

- Almost **20%** of respondents had an annual turnover of less than £50k
- **Around three quarters of respondents had an annual turnover of less than £500k**
- Nearly **80%** of respondents relied on **grants** as their main source of funding, and **one third** relied on funding from **statutory bodies**
- **Over 75%** of respondents have support needs relating to **funding and sustainability**
 - Funding for core costs
 - Longer Term Funding
 - Writing Applications
 - Time



Q9: What is the income of your organisations per year?

Key Takeaways ...

- Recognition of the immense **value** smaller organisations bring to their communities and society as a whole
- Providing **longer-term sustainable funding** opportunities and accessible **guidance** on how to write effective applications
- **Funding management time** required for business and strategic planning
- Bespoke training and tailored support, e.g. for fundraising, gaining accreditation
- **Online resources** and guidance on a range of **specialist issues**, e.g. Brexit, immigration law
- Supporting the **mental health and wellbeing** of staff
- Close the **digital skills gap** in the workforce and tackle **digital poverty** in the communities we support

Can We Ask You A Quick Question?

What is currently the biggest challenge for your organisation?

Contact

If you have any thoughts you'd like to share about this project or ASA's wider work, please get in touch!

info@asauk.org.uk

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