

## KVA's responses to queries raised in the Extraordinary Survey

The KVA Extraordinary Survey was carried out in October 2020. Our answers to your queries from the survey, shown in orange, are outlined below.



- 1. KVA is currently reflecting on the services it provides in the light of the coronavirus. What kinds of services or topics do you think organisations like your own might find useful over the next few months?**

***'We would like some opportunities to speak to KVA directly about the issues relevant to our organisation'***

Our doors are always open for you to have a conversation with us. Our team has a lot of experience, skills and knowledge, and if we can, we will always try to help. More specifically and following your feedback, we have been reviewing our services and are about to launch a series of one-to-one 'Ask the Expert' sessions during which you will be able to talk to us on subjects such as charity law; setting up an organisation; funding and charity finance. Please keep an eye on our Training and Events page (link here).

***'Fundraising collaboration partnership bids'***

Almost at the start of the pandemic, RBK decided to commission a bid writer to support Kingston VCSEs with attracting funds to the borough and addressing the needs brought on or exaggerated by Covid-19. KVA and the bid writer, Joanna Oliver [fundraising@kva.org.uk](mailto:fundraising@kva.org.uk) have organised a series of thematic partnership meetings with a view of submitting joint funding bids. So far, Food for All partnership, KVA and 6 other VCSE organisations, has been successful. We are waiting to hear about two

other local partnership expressions of interest, but will be reviewing what has worked well so far and how to be ready when suitable funding opportunity appears.

***'I would like to see more working on strengthening communications. I have been asked by several organisations (especially faith) for information which you provide, but they didn't know.'***

KVA is in the process of updating our database and mailing lists and taking positive action to identify new BAME groups and engage with more faith organisations in the borough. We have recently targeted faith organisations for upcoming Safety Compliance workshop, as we have heard informally that some are uncertain about how to reopen their doors safely. There is a form on our website to which you can direct anyone who wants to engage with us: <https://kva.org.uk/our-services/networks/> (at the bottom of this page).

***'I feel like I informally get a bit of organisation MOT when I talk to one of you. I wonder if this could be a formalised service where I could book in every 2 years to sit round the table with all your different experts and get a bit of a health check-up and learn what are the ways you could help me if there is something you flagged needs support or attention?'***

What a great suggestion! From April 2021 we are planning to offer healthchecks to local organisations that fit criteria we are yet to agree. Depending on your need, we would form a KVA panel to meet you for a morning and discuss your organisation and its issues. This would be followed by a plan on how to make improvements and what support is available from KVA team.

***'Working in Covid, supporting people to access local services and what services are available, local Kingston information (such as the track and trace).'***

We encourage you all to regularly visit Connected Kingston website <https://www.connectedkingston.uk/> which is expanding from day to day. And let us know if you think we should be running refreshers on how to use the platform and refer clients to local services.

***'One-to-one support in an online funding session. Useful online trainings for small charities'.***

Please keep an eye on KVA Website Events and Training page (link here) for all the training courses we offer. There is one on fundraising on 17 December. But also, keep an eye on 'Ask the Expert' sessions we are about to launch as there will be some specifically on income generation and writing funding applications.

<https://kva.org.uk/our-services/events-training/>

### ***'Zoom training'***

Please contact Superhighways to arrange <https://superhighways.org.uk/get-in-touch/>

### ***'Joined up working with statutory agencies'***

If you read RBK's report [Seizing the Moment for Renewal](#) you will see that the Council too have partnership working high on their agenda. [The Communities Task Force](#) (consisting of partners from both statutory and voluntary sector) and its Working Groups will be working together to identify local priorities and KVA will continue with its work on partnership-based funding applications.

### ***'IT Funding applications'***

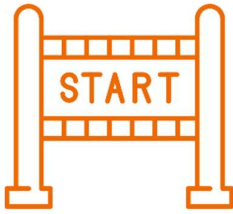
Please contact our Funding and Organisational Development Officer, Alison Ewart, [alison.ewart@kva.org.uk](mailto:alison.ewart@kva.org.uk) who will talk to our colleagues at Superhighways to identify the right funder and help you with an application.

### ***'More support for website updates and tech support.'***

Please contact Superhighways to arrange <https://superhighways.org.uk/get-in-touch/>

### ***'How to make gathering to keep 6 in rule. Choir dancing practice etc. We do by zoom as well but choir practice is quite hard project on zoom.'***

KVA is running a training session on '[Managing safety compliance during the new Lockdown: how can voluntary organisations keep their doors open?](#)' on 25 November 10am -12pm. Following the session, participants will be welcome to contact the trainer directly at any time afterwards with questions that may be relevant to their own specific circumstances.



## 2. Is there anything you think KVA should start doing?

### ***'More on policy and procedure.'***

From April 2021 we will develop a section on our website with template policies and procedures, examples from local organisations willing to share their policies and links to other websites that offer support. In the meantime, please book 'Ask an Expert' session and we will be happy to help.

### ***'Supporting small charities who are growing to navigate change.'***

Please keep an eye on our website for upcoming 'Ask the Expert' sessions

<https://kva.org.uk/our-services/events-training/>

### ***'Mentor matching for new CEOs.'***

This is a great idea which we will be exploring with you as part of KVA's development.

### ***'I think KVA should be networking throughout the voluntary projects and assessing needs and recruiting suitable volunteers for projects.'***

### ***'Advertise volunteering activities for the local interested population to access.'***

KVA does not have volunteering contract at the moment, but we work closely with our partners Volunteering Kingston at Groundwork. For any volunteering needs please contact Molly Sweeney [molly.sweeney@groundwork.org.uk](mailto:molly.sweeney@groundwork.org.uk)

### ***'Bring the community adviser back on board (rather than contracting out) and also give more time to Jacky to work within the community. Maybe you need another community accountant who understands governance too. These are areas where small organisations like ours wobble a lot and need help with.'***

KVA raised additional funds during Covid-19 from London Community Response Fund in order to give Kingston organisations additional support at the early stages of pandemic. This funded an external consultant and from the feedback we know that the help was appreciated. We recognise that community accountancy is popular and we will look into how we can offer these services more widely in the future. In the meantime Jacky be available during 'Ask the Expert' sessions.



### 3. What would you like to see KVA continue doing?

***More individuals within a charity that help others NOT just main charity contact as they can't do everything and some of us give individual support as one to one.***

KVA now has two wonderful volunteers who will be helping us with effective collection of organisational contact details to ensure everyone receives relevant information. In the meantime, please book 'Ask an Expert' session and we will be happy to help. Also, there is a form on our [website](#) to which you can direct anyone who wants to engage with us. (at the bottom of this page)

***"Bring partners together to discuss important issues and representing the smaller organisation who don't have the resource to be around every table.***

The survey clearly reveals the need for us to engage better with smaller organisations in the borough. We will explore the ways how to improve two-way communication with those groups through our website and other means. We also need to establish the channels for information to flow from the newly established [Communities Task Force](#) and its Working Groups back to the wider community.



#### 4. Is there anything you think KVA should stop doing?

***'I think KVA should stop being so insular and get out and visit voluntary organisations.'***

We hear you! Once this pandemic is over, we will make an effort to be out and about in the community more often. In the meantime, would you like your organisation to feature on our [#nevermoreneeded](#) page. If so, please get in touch with KVA's Communications Manager, Mark Drinkwater on [mark.drinkwater@kva.org.uk](mailto:mark.drinkwater@kva.org.uk)

***'Possibly not the best time for some charities to start doing new work and diversifying unless it responds to an existing felt need in the local community.'***

This comment has made us think that we should run a workshop on how to access comprehensive data to decide how to change your services according to emerging need. Keep an eye on KVA website page on [Events and Training](#).

***'Should KVA be delivering services such as Eco-op?'***

Historically and currently KVA has taken on the role of 'incubating' projects for variety of reasons and has often supported them to independence. An example of this from the past would be Kingston Furniture Project. At the moment, we are working with our project Love Kingston on their independence. As part of our business planning process, we are reviewing all our strategic aims including this one.