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# SUFFOLK PROHELP IMPACT REPORT

QUARTER 1 2020: APRIL - JUNE



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Covid 19 saw us adapting the way we shared our expertise with the voluntary sector. As well as providing support directly, we ran an intensive series of webinars to help organisations manage a crisis situation

## IMPACT STATISTICS

We record quantitative information on organisations making inquiries, those who applied, those supported and the hours and cost equivalent of professional time given.

10

INITIAL  
INQUIRIES

11

APPLICATIONS FOR  
SUPPORT

10

MATCHED WITH  
PROFESSIONAL

120

ESTIMATED  
PROFESSIONAL HOURS ★

01

EMERGENCY REQUEST

£12K

ESTIMATED FINANCIAL  
EQUIVALENT ★

## ORGANISATIONS SUPPORTED

FRESH START NEW BEGINNINGS

WEDNESDAYS CHILD

CO-OP JUNIORS

HAUGHLEY VILLAGE HALL

TOSTOCK VILLAGE HALL

HALESWORTH CAMPUS

JOHN PEEL CENTRE

QUAY THEATRE

SUMMERHILL CIC

STOWUPLAND VILLAGE HALL



★ Hours and financial equivalent are estimated as audits are conducted at the end of each quarter and can take several weeks for data to come back.

# WEBINARS



**mha**  
LARKING GOWEN

## RESILIENCE: BUSINESS CONTINUITY FOR CHARITIES

VIDEO RESOURCES

**COMMUNITY ACTION SUFFOLK**  
Strengthening the voluntary and community sector

FREE WEBINAR  
THURSDAY 30  
APRIL  
11.00 AM

MICROSOFT TEAMS &  
LIVE EVENTS

WITH LORNA ROSE TRAINING

SUFFOLK PROHELP

**COMMUNITY ACTION SUFFOLK**  
Strengthening the voluntary and community sector

FREE WEBINAR  
TUESDAY 12 MAY  
2.00PM

THROUGH FURLOUGH  
AND BEYOND – AN  
EMPLOYER'S GUIDE

WITH LUCY PAKES  
ASHTONS HR CONSULTING

SUFFOLK PROHELP

**COMMUNITY ACTION SUFFOLK**  
Strengthening the voluntary and community sector

FREE WEBINAR  
MONDAY 18 MAY  
11AM

COVID 19 - MAKING  
STRATEGY WORK

WITH ELIZABETH PEARCE,  
EJPEARCE LTD & CHAIR OF  
SUFFOLK INSTITUTE OF  
DIRECTORS

**COMMUNITY ACTION SUFFOLK**  
Strengthening the voluntary and community sector

FREE WEBINAR  
TUESDAY 23 JUNE  
2PM

BRANDING:  
HOW TO RAISE  
AWARENESS IN YOUR  
CAUSE

**BrandUp**

SUFFOLK PROHELP

**COMMUNITY ACTION SUFFOLK**  
Strengthening the voluntary and community sector

FREE WEBINAR  
MONDAY 13 JULY  
11.00 AM

WHAT VIRTUAL  
PLATFORM IS RIGHT FOR  
YOUR ORGANISATION?

WITH LORNA ROSE TRAINING

SUFFOLK PROHELP  
CONNECTING  
BUSINESSES +  
COMMUNITIES

## SHARING EXPERTISE IN RESPONSE TO COVID

Covid 19 impacted the sector greatly. Some parts of the sector came under increasing demand, others needed to furlough staff. All parts of the sector needed to find new ways to work and respond to the changing needs.

Suffolk ProHelp stepped in with a series of webinars and online digital responses to support voluntary and community groups. In particular looking at business resilience, online digital platforms, HR issues, strategy and marketing to raise awareness.

These webinars were formed an intrinsic part of Community Action Suffolk's resources in the crisis.

# HIGHLIGHTS

## THIS QUARTER

This has been a quarter unlike any other due to the impact of Covid 19.

We are very grateful to the National Lottery for enabling us to be flexible and adapt to rapidly changing circumstances and deliver our expertise in new ways to serve the dramatically changing needs of the sector.

We redeveloped our website. Making it far easier to request support and added a new emergency request for help regarding Covid 19 impact.

We put our Learning Lunches on hold and introduced regular webinars. At the early stage of the pandemic these were weekly as we responded to need for expertise.

The State of the Sector report has just been published by Community Action Suffolk and we are looking at continuing ways to provide expertise regarding business resilience, sustainability and business planning, particularly as a result of the pandemic and its dramatic effects on community groups.

Requests for Suffolk ProHelp dropped initially as organisations struggled to manage their day to day operations but have now returned to normal rates.



**"Wow, that is fantastic news and so lovely to have something positive happen [at this time]. We are so very pleased, thrilled. Can't wait to start working with Franzi and Angie. We are over the moon."**

Fresh Start New Beginnings  
matched with Studio BrandUp to help raise awareness in anticipation of increased take up as a result of the pandemic

# NEW MEMBERS

DELIVERING PROFESSIONAL EXPERTISE TO THE VOLUNTARY SECTOR

Many people came forward to volunteer and share their skills as a result of the Covid 19 pandemic and this was also true of Suffolk ProHelp. This quarter saw us taking on new members to support our work in providing professional expertise to the voluntary sector.

We welcome



STEWART HENRY

**CONSTABLE VAT**



ELIZABETH PEARCE

**EJP**



LCAROLE BURMAN

**MAD-HR**

Constable VAT have already worked with us through our connection with Ensors having previously delivered a special workshop for village halls week and providing some advice and support to several community groups. They have now come on board as members.

Elizabeth Pearce heard about us through the Suffolk Community Foundation and was very keen to join us in response to the current crisis. She jumped straight in with a webinar on strategic planning and recovery, with follow up sessions for voluntary sector CEOs. Followed shortly by some one to one advice for Quay Theatre Sudbury

Similarly, MAD-HR who have a longstanding ethos of making a difference, joined us this quarter and have already been matched to the John Peel Centre needing HR support at this time.

We welcome all our new members and are delighted to have them on board.

# SUMMARY

## SHARING EXPERTISE



Suffolk ProHelp is a countywide network of businesses who provide professional and strategic support free of charge to voluntary and community groups. This shared time, passion and commitment helps create thriving, resilient and sustainable communities.

### — Supporting communities

Suffolk ProHelp was established in June 2001 and was previously run by Business in the Community (BITC). It is now co-ordinated by Community Action Suffolk and funded through the National Lottery Community Fund. The Suffolk ProHelp business network includes solicitors, accountants, architects, surveyors, property consultants, marketing and public relations.

### — A wide range of expertise

"Businesses commit to undertake one-off projects which may include activities such as feasibility studies, structural surveys, marketing strategies, legal and accountancy advice and property valuations. The only difference is that the community client is not charged for the work undertaken. Clear eligibility criteria are applied to make sure that this valuable expertise is directed to voluntary and community sector organisations who are most in need and would most benefit.

### — Focused input



120

hours of professional  
expertise this quarter

£12,000

worth of professional  
support

10

voluntary organisations  
matched with support  
this quarter

28

cumulative number of  
organisations supported  
in funding period

£44,115

cumulative amount of  
equivalent professional  
support in funding  
period