



# Shaping a more data wise London

SHARING LEARNING FROM OUR WORK  
SUPPORTING SMALL CHARITIES AND  
COMMUNITY GROUPS BETTER USE DATA





# What we'll cover today

- Intro to Datawise London
- Focus on Data Essentials
- Q & A
- **Break time**
- Focus on our Data Cohort
- Hear from two cohort organisations
- Q & A

# DATAWISE LONDON



Our mission at Datawise  
London is to help you  
unlock the value of data.

Improving use of data  
by small local  
charities and  
community  
organisations, so they  
better shape services  
and influence change  
for the benefit of  
Londoners.

DISCOVER. LEARN. ANALYSE. SHAPE. REPEAT

<https://datawise.london>



# Some background...

- ✓ Developed from previous Superhighways project delivery – **Impact Aloud** and the Refugee & Migrant Data Project, along with **The Way Ahead** initiative
- ✓ Funded by City Bridge Trust as part of the Cornerstone Fund focusing on **collaborations and partnership approaches** to bring about **systems change** to build stronger, more resilient communities.



# Our partnership



**DataKindUK**

**Makerble**



**london plus**

**COALITION**  
— FOR EFFICIENCY —

# 18 months on from our launch...

57

Events

676

Participants

309

Organisations

33

London boroughs

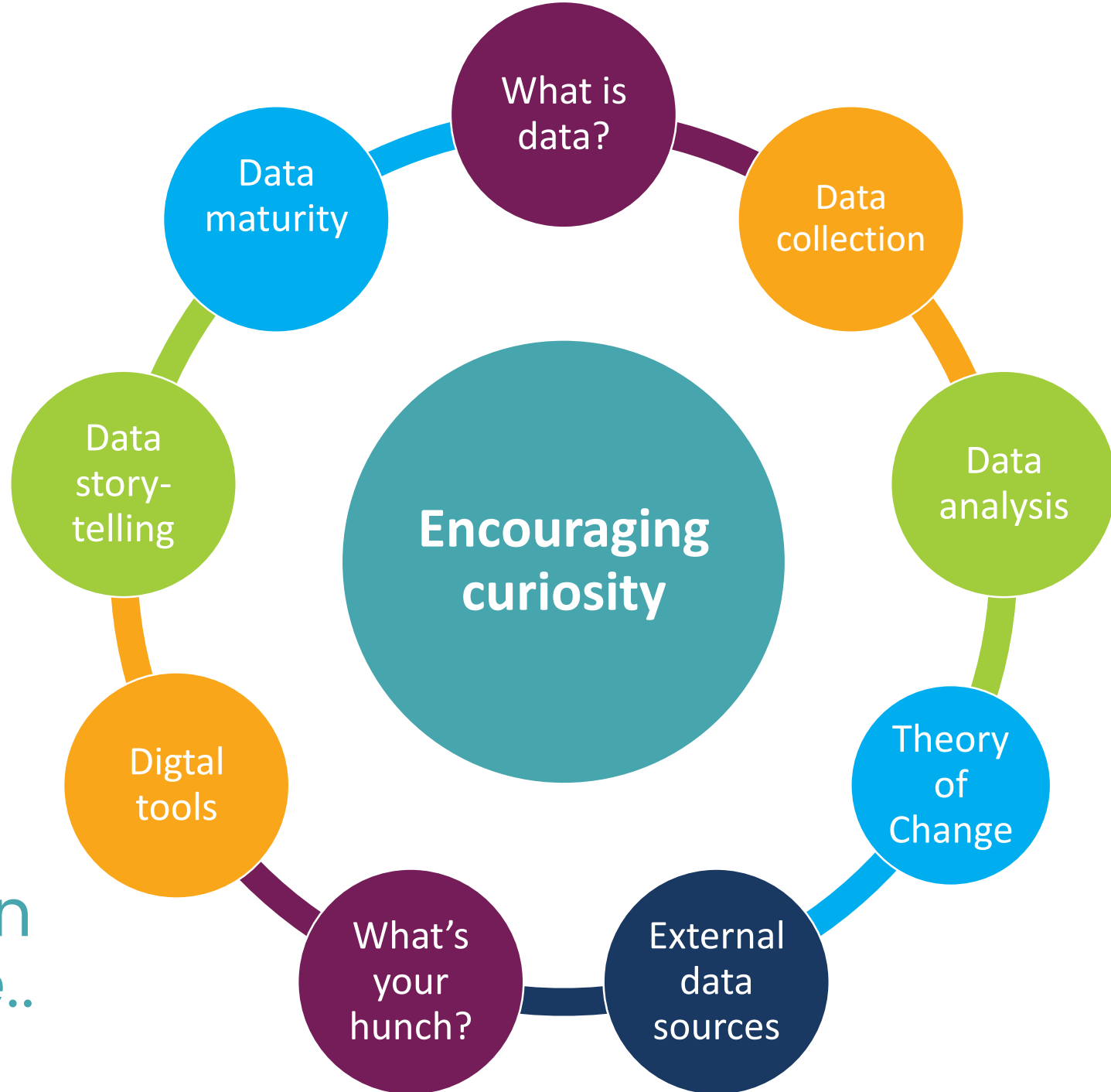


# How to inspire small charities to do more with data?

How to encourage organisations to move away from just using data for monitoring purposes, to using data to shape services & influence too?



# Our Data Essentials recipe



Adapting from in person to online..





# What would you say are your 2 biggest challenges with data?

GDPR Risk

Using Excel effectively

Collating it into something useful

using it effectively What to find

Asking the right questions. Creating a culture of data-driven decision making

resources to collect data

Sorting vast data sets

method of collecting

Excel - how to use it

Collecting data from enough people so it's representative. Having time to make use of it.

storing it efficiently

filtering

Getting info from people without being intrusive

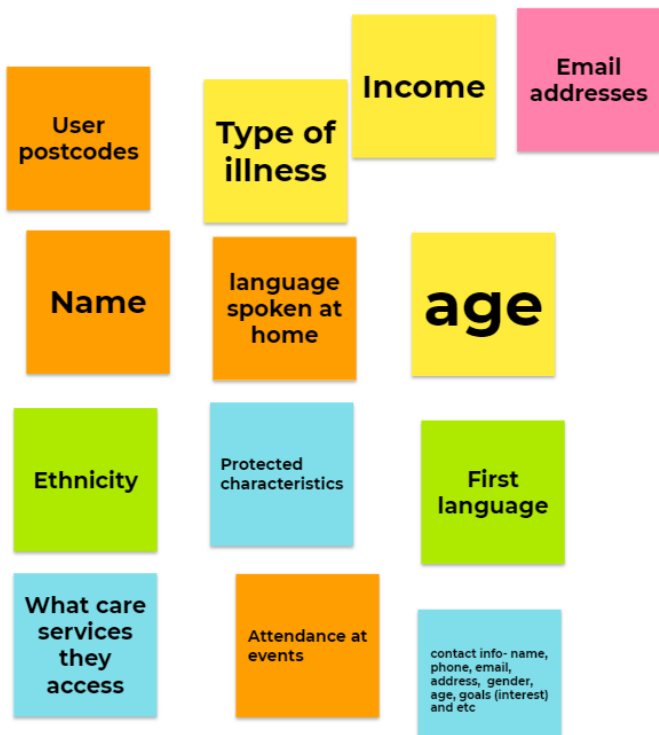
trying to make sense of data and trying to gain insight

We have so much data - using it all effectively to shape our services well and regularly

# What do you use data for – pick your top 3



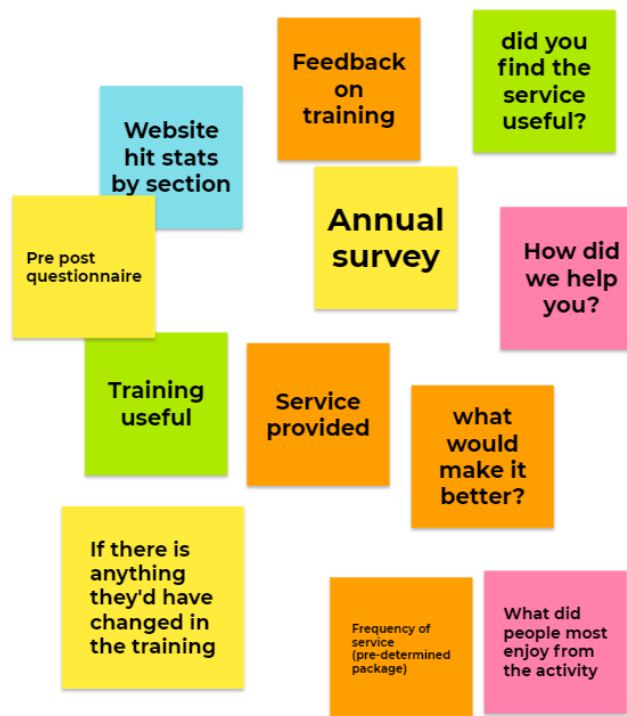
## User data



## Engagement data



## Service data



## Outcome data



# 4 types of data exercise

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# Data analysis: exploring a hunch

## What would Alice do next? Group 2

Safety  
travelling?



How to target this  
group of people if  
there is people in  
need. Do other  
charities, GPs,  
Borough work with  
them

Safety of  
traveling to  
and from the  
group

Maybe the needs of  
young carers who  
are not attending  
are different?  
Language barriers,  
etc?

Travel  
links?

address's of  
the people  
who come to  
the group, put  
the data on a  
map

Where do  
young people  
live in  
comparison to  
centre?

Bus  
routes?

Demand for service?  
Maybe there needs  
to be another group  
in a different area?

Research with the  
people you have  
coming already, see  
if they have likes  
dislikes and  
problems barriers  
with attending  
session

Do they know  
about the  
group. Could  
be just a case  
of advertising

# Using external data – a quick quiz

✓ What is the increase in working age Londoners out of work *and* claiming Universal Credit between May 2019 and May 2020?

✓ Go to the London Poverty Profile to find out..

## Out-of-work benefits

### Proportion of Londoners aged 16-64 on out-of-work benefits by benefit type (2014-2020 (Q2))



London's Poverty Profile 2020

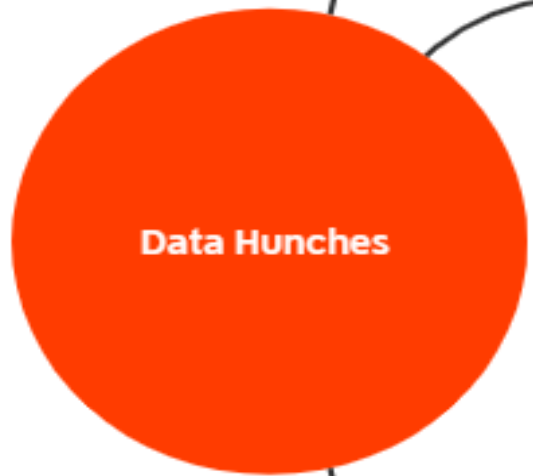
The proportion of working-age Londoners on out-of-work benefits has fallen since 2014, but has risen




# Articulating hunches

- ✓ We are not engaging with many young adults in the borough
- ✓ The services required in Kingsbury and North Brent are different
- ✓ We are supporting people from the most vulnerable / deprived wards





Univariate Queries (Basic Skills)




1:08 Weekly session register. Total number in activities  
1:92 How many people are using online resources?  
1:8a Have childhood obesity rates decreased in our borough? (\*rephrased from 1:8 Have we been able to reduce childhood obesity?)

Data

Simple "Hunches" and Basic Skills


Bivariate Queries (Intermediate Skills)



1:4 There is a lack of diversity amongst the young people who are willing to participate and engage  
1:02 People are not using the online resources as much as the paper resources

Intermediate "Hunches" and Intermediate Skills

Multivariate and/or Mixed Methods Queries (Advanced Skills)



1:87 Who is the average user of our services?

Complex "Hunches" and Advanced Skills

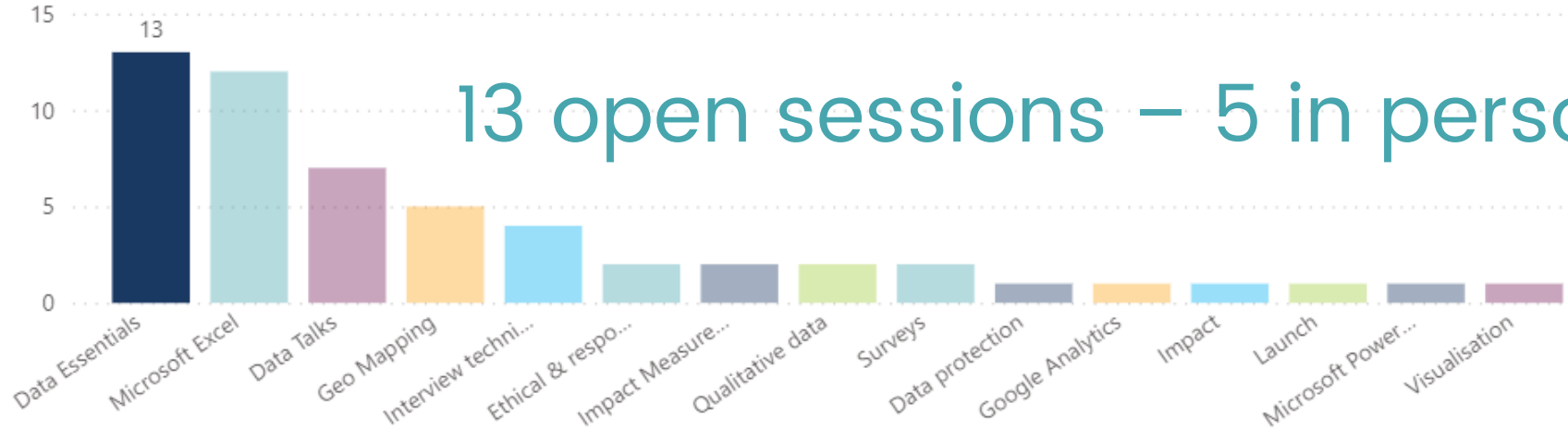
# Analysing the hunches



# Our data dashboard...

13 open sessions – 5 in person, 8 online

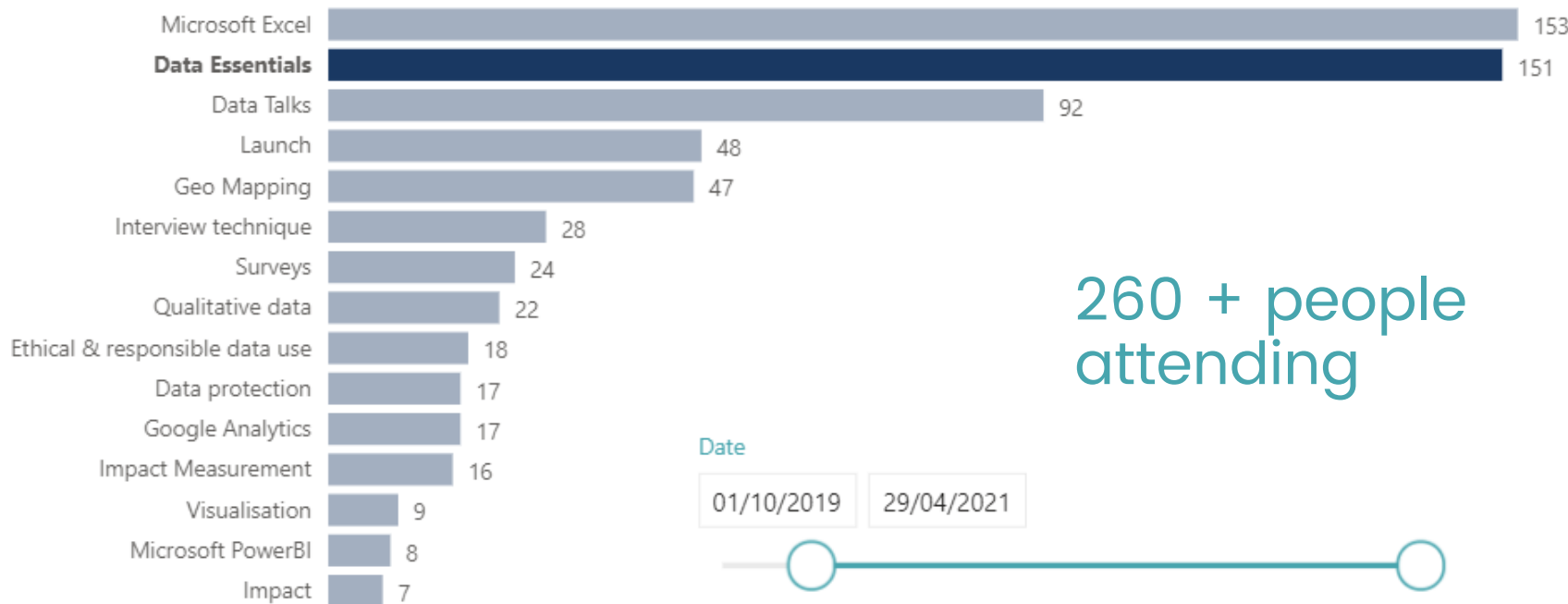
Number of events held



An additional 10 sessions in partnership with:

- CfE Learning Lab
- Bexley VSC
- Enfield VA
- Redbridge CVS
- Hillingdon4All
- Locality
- Lloyds Bank Foundation
- Evelyn Oldfield Unit
- Local Roots
- London VC Forum

Participants



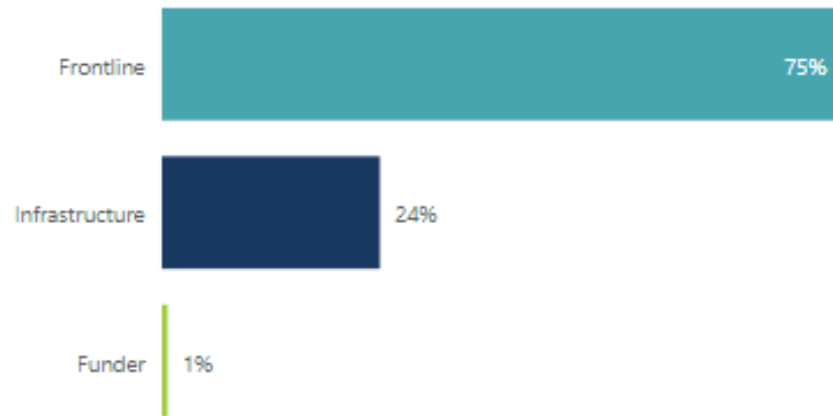
260 + people attending

Date



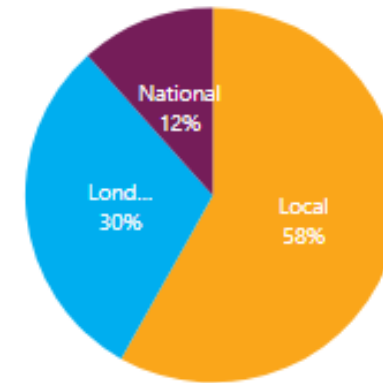
# What kind of organisations engaged?

Primary Organisation Type\*

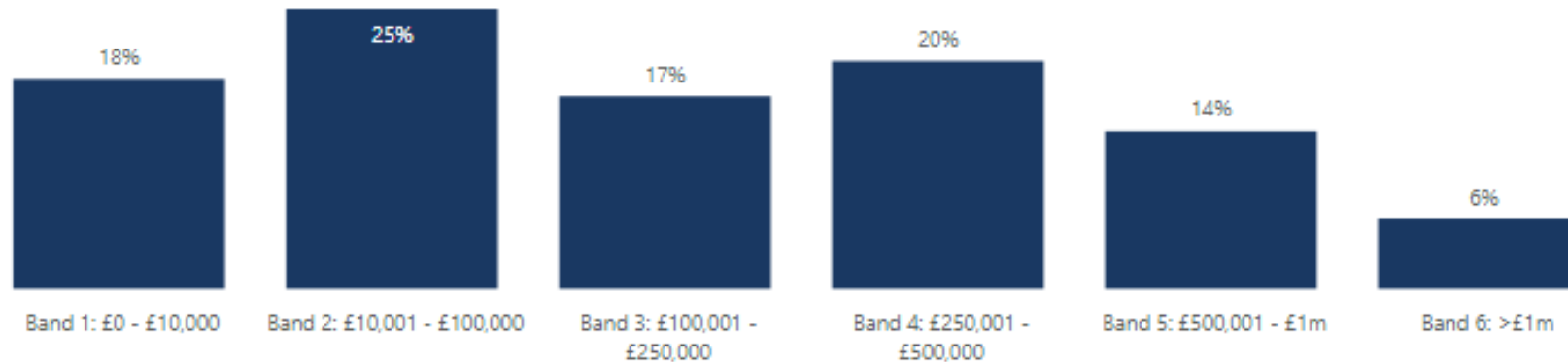


Geographical Coverage\*

116  
Organisations attending



Income\*



- Organisation
- YoungMinds
  - Yes Futures
  - World's End Under Fives Centre
  - Working Chance
  - Woman's Trust
  - Wimbledon Windmill Museum
  - Wellbeing Showcase
  - WelCare Kingston
  - Volunteering Kingston
  - Volunteer Centre Kensington and Chelsea
  - Voluntary Action Camden
  - Vibrance
  - Urban Growth
  - Upper Norwood Library Trust
  - Time and Talents Association
  - The Winch
  - The Relatives & Residents Association
  - The Mill @ Coppermill
  - The Listening Place
  - The Limes Community and Children's Centre
  - The Holly Lodge Centre
  - The British Institute of Human Rights
  - The Bridge

# Data Essentials session feedback

"Very thorough introduction to how to use data and the tools available. Very useful indeed and easy to understand. Will help us map out our strategies post lockdown."

*Data Essentials participant*

"It was a really good session - accessible and easy to understand, the right level of interactivity and was clearly applicable to my day to day work" *Data Essentials participant*

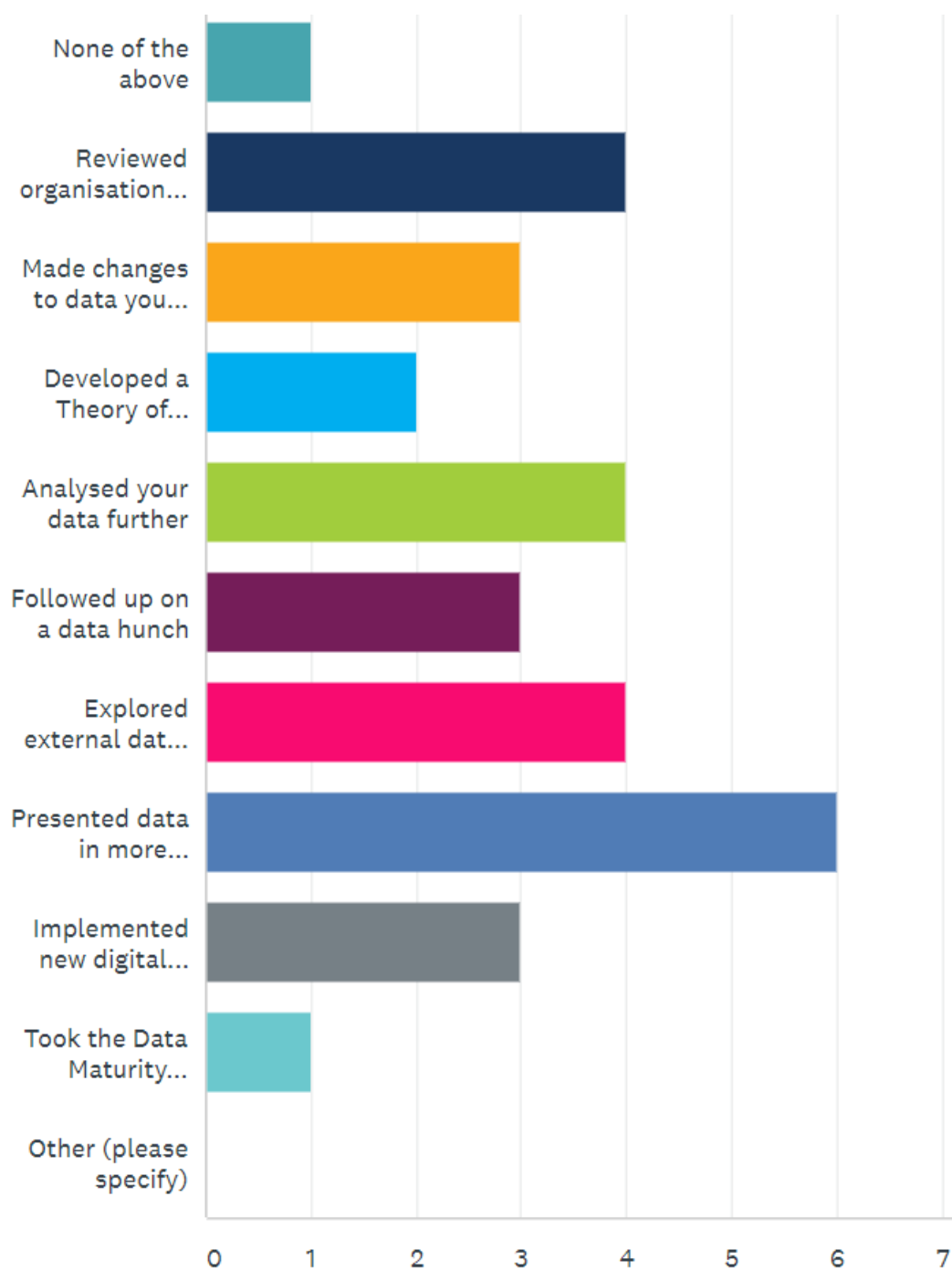
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"I'll be writing funding applications and will use what I learnt today to evidence the outcomes and impact" *Data Essentials participant*

"It gave me a lot to reflect upon and a structure with which to face the issues, as well as tools to explore." *Data Essentials participant*

"Thank you for making data fun! And for introducing the topic in a very accessible relatable way. You're doing such invaluable work and pitching it perfectly - thank you!" *Data Essentials participant*

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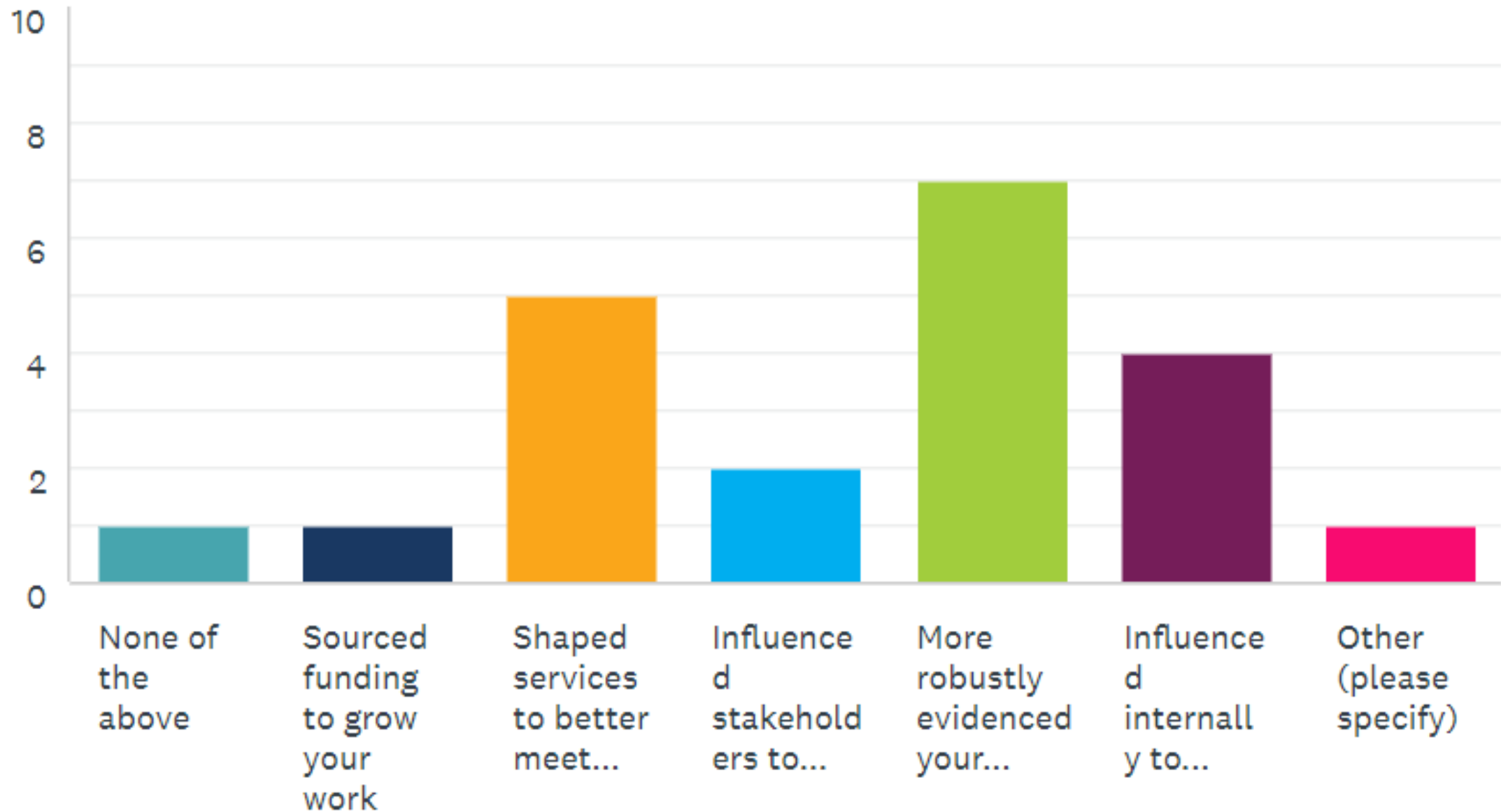


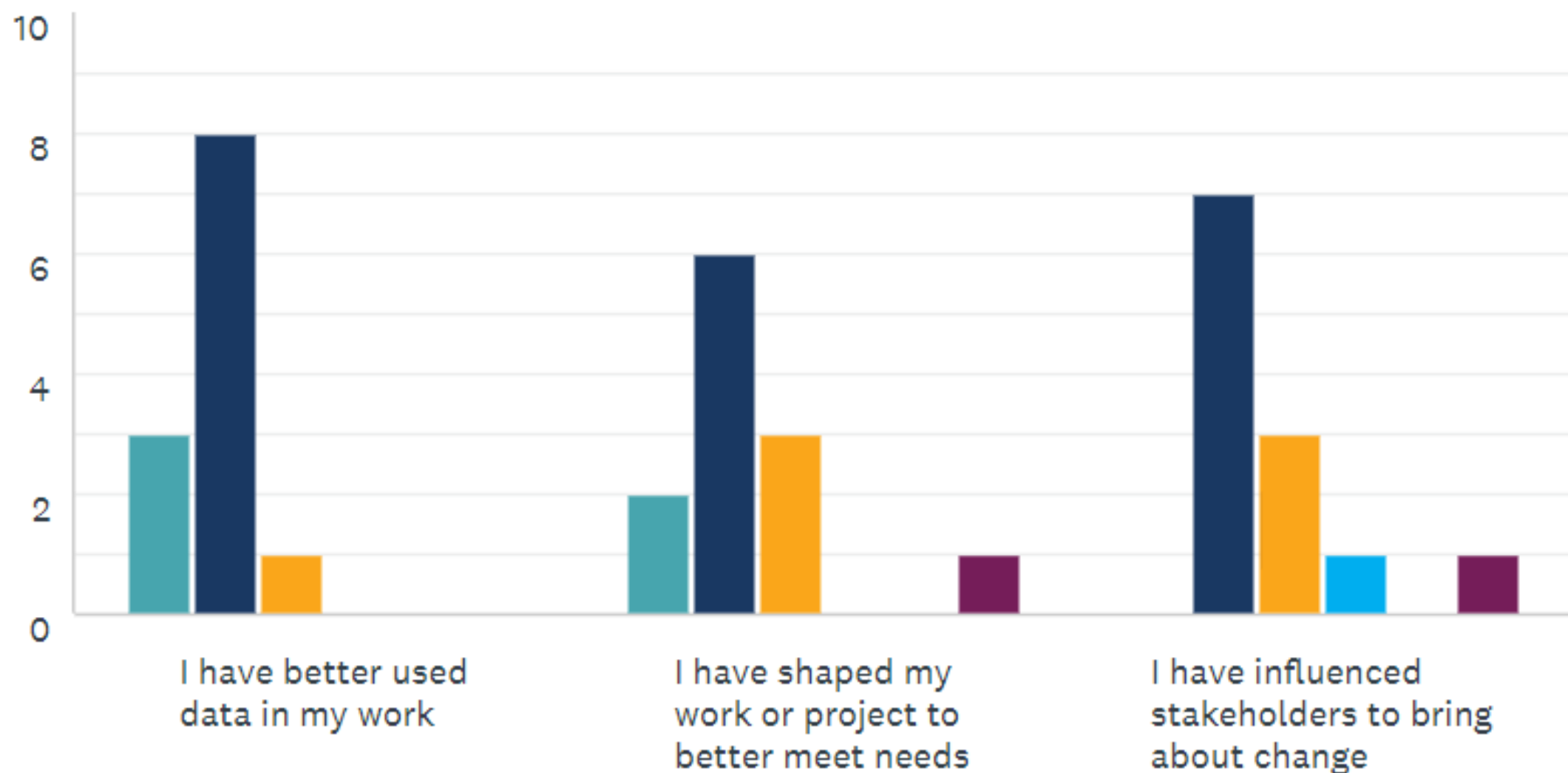
Recent follow up...

What actions DID you take after attending Data Essentials?

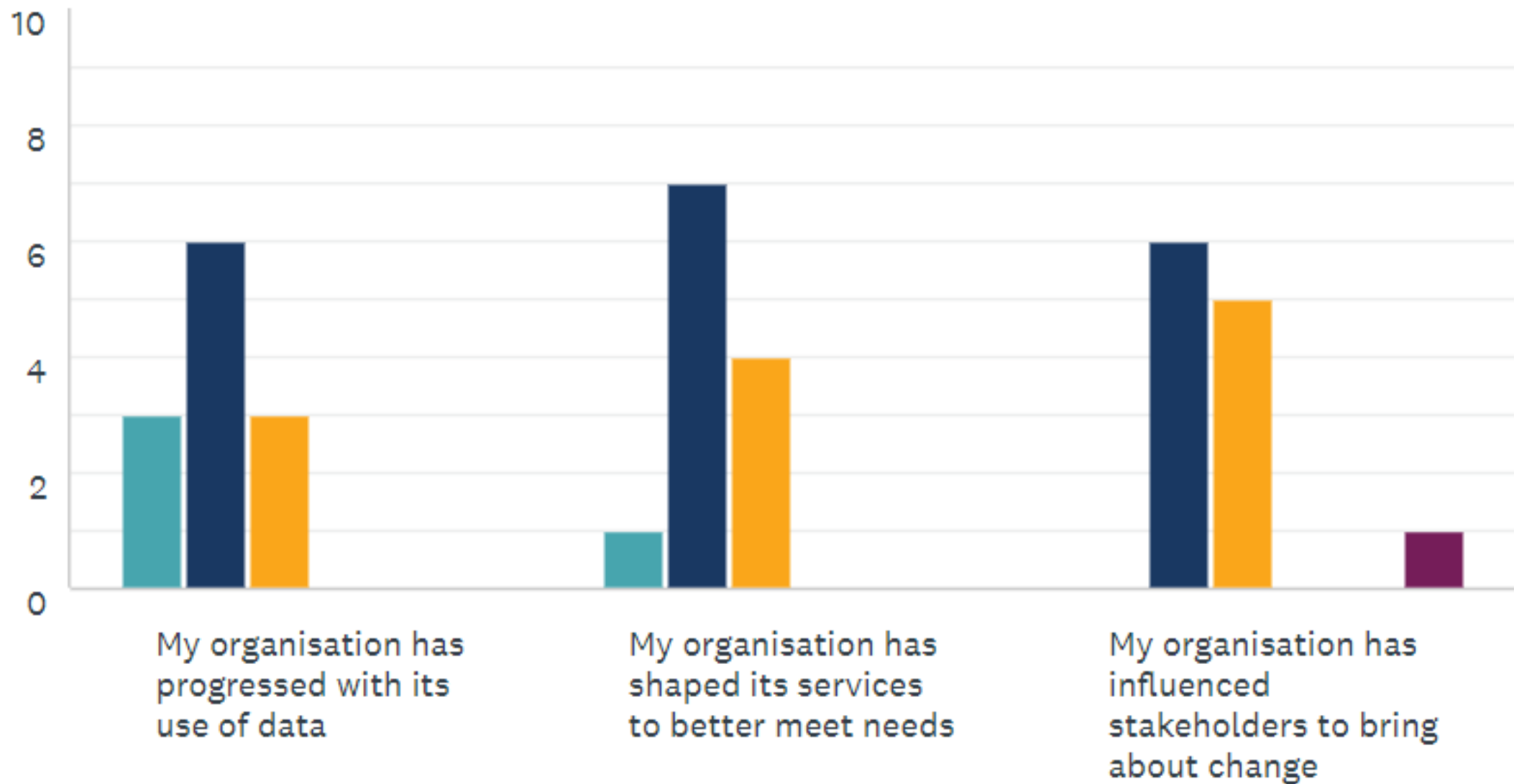


# What Outcomes were achieved?





Strongly agree   Agree   Neither agree or disagree   Disagree  
Strongly disagree   Don't know

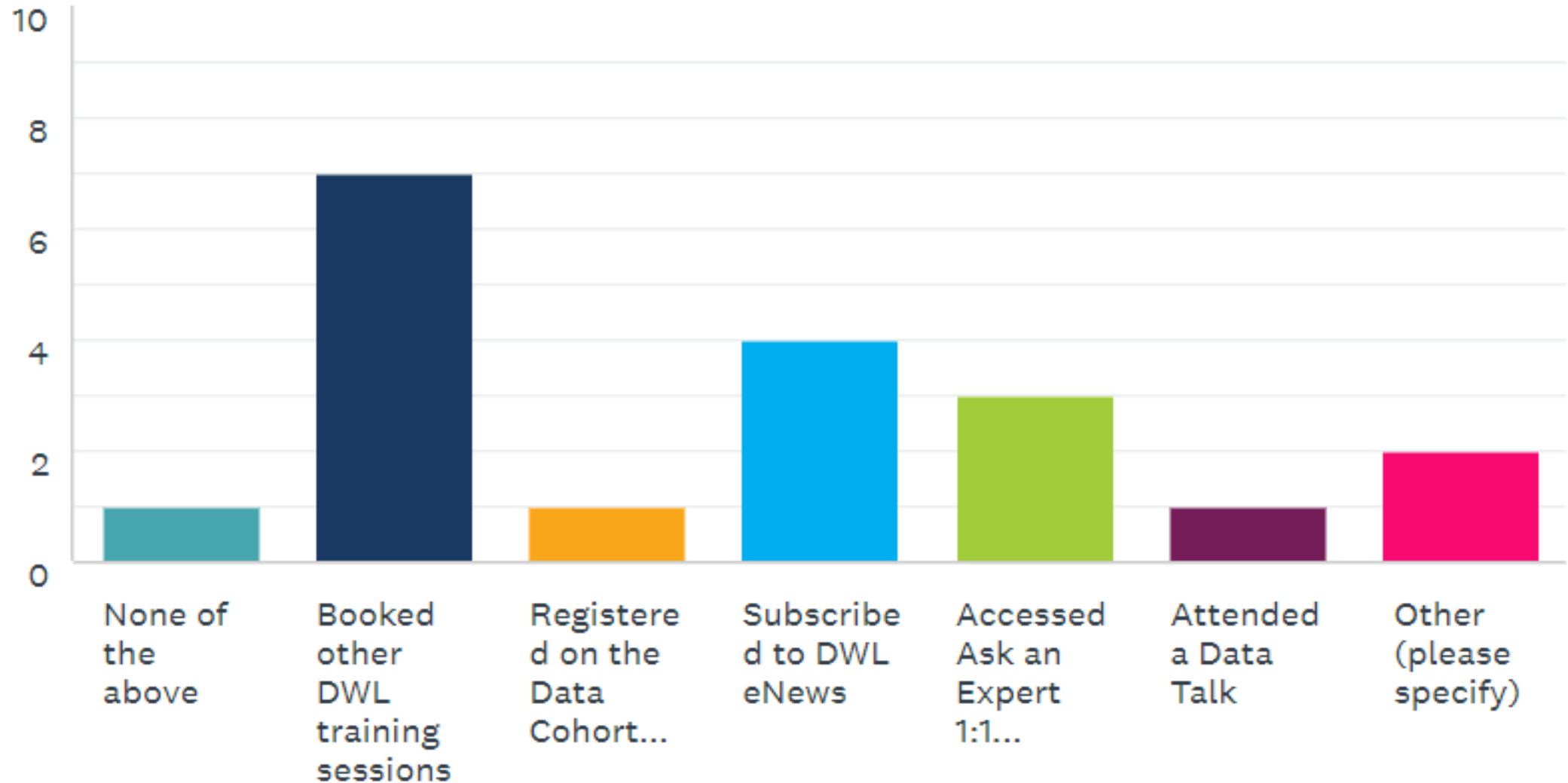


■ Strongly agree   
 ■ Agree   
 ■ Neither agree or disagree   
 ■ Disagree  
■ Strongly disagree   
 ■ Don't know

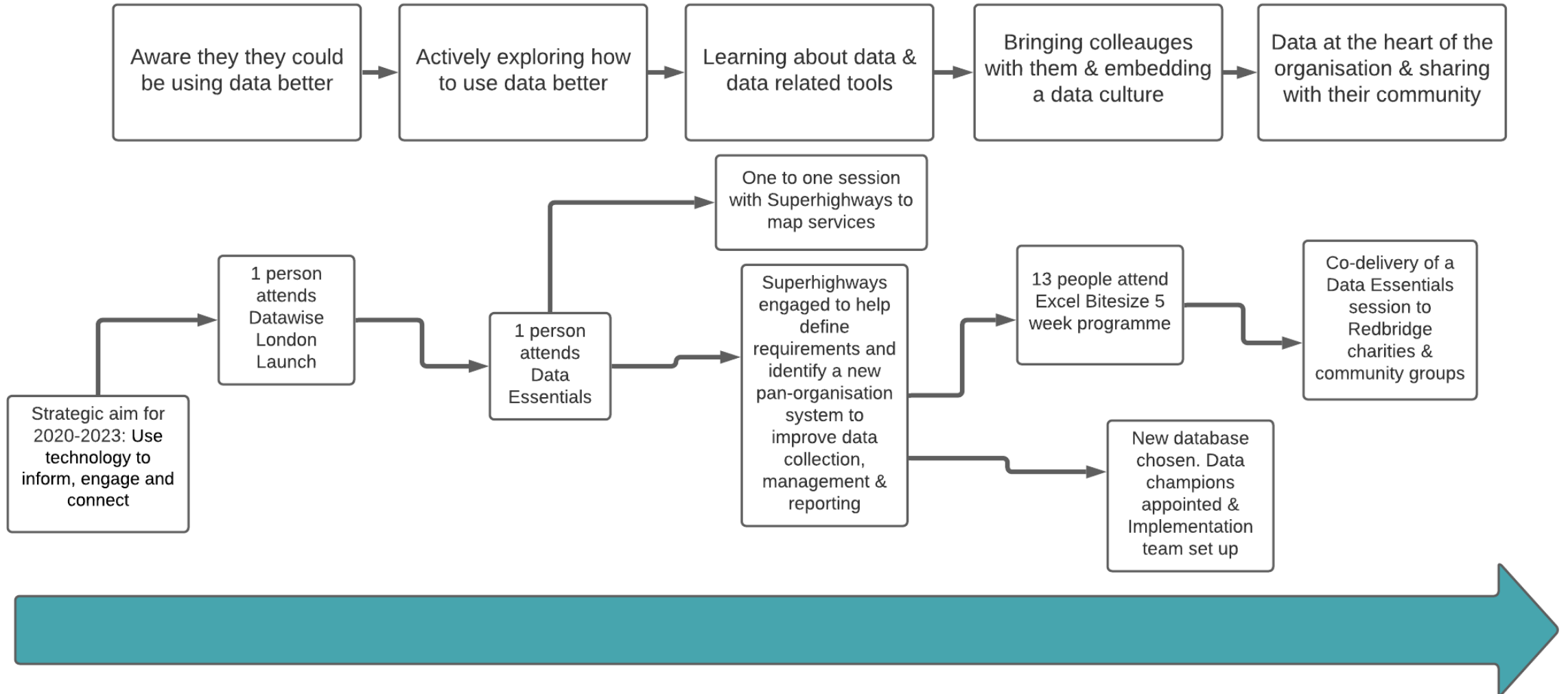




# An entry point to rest of DWL programme?



# Data journeys – Redbridge CVS



# Feedback from Redbridge

Thanks again for all your support with the review. We've all learned so much from working with you. We really wanted this to be a collective decision and it's been brilliant working with Superhighways to make that happen. The team are really excited about the next steps and that's in no small part because of the way you've worked to involve the whole team every step of the way. Thank you! 😊



# Data journeys – Salusbury World





**Q & A**



**BREAK TIME**

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# DATA COHORT PROGRAMME – THE WHY?

- ✓ What does it take for a small organisation to adapt and change their data practice?
- ✓ How can small charities progress their data maturity within a responsive programme – what's possible?
- ✓ What's the value of peer learning in this process?



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# DATA COHORT PROGRAMME – THE WHAT?

- ✓ 8 day long sessions designed to take participants on a data maturity journey
- ✓ Spread over a 10 month period from Sept 2020 to June 2021
- ✓ 7 small to medium sized charities delivering services locally in London

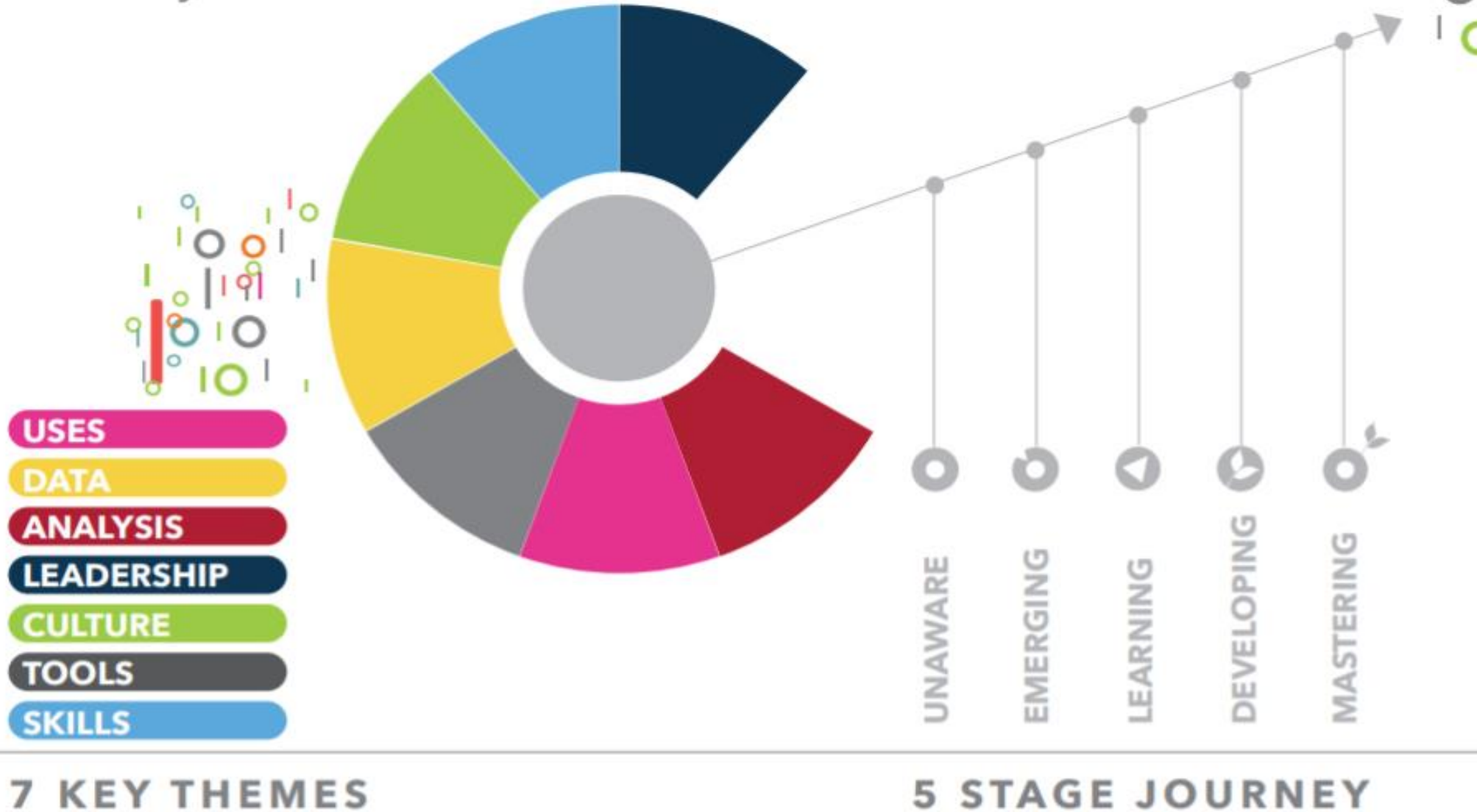




# Data Cohort members



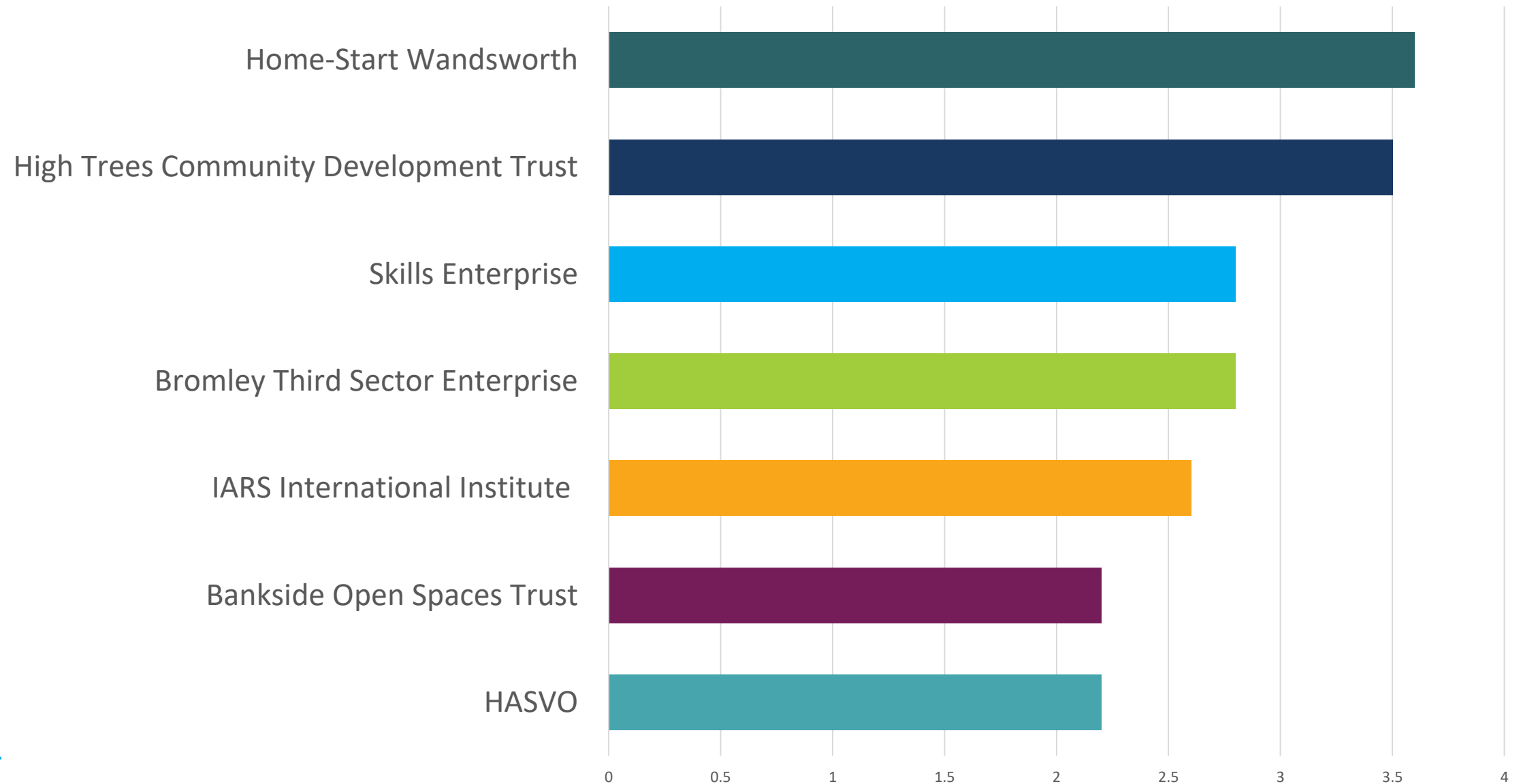
# The Data Maturity Framework



<https://www.dataorchard.org.uk/>



# Overall data maturity baseline score (self-scored)



# Programme framework

## Discover Session 1 & 2

I have a better understanding of where our organisation is now and where we want to be

## Learn Session 3&4

I know what tools can help me collect & analyse data  
I have the improved skills to better collect, use and analyse data

## Analyse Session 5 & 6

I am able to access & use external data sources  
I can analyse and share my findings

## Shape Session 7

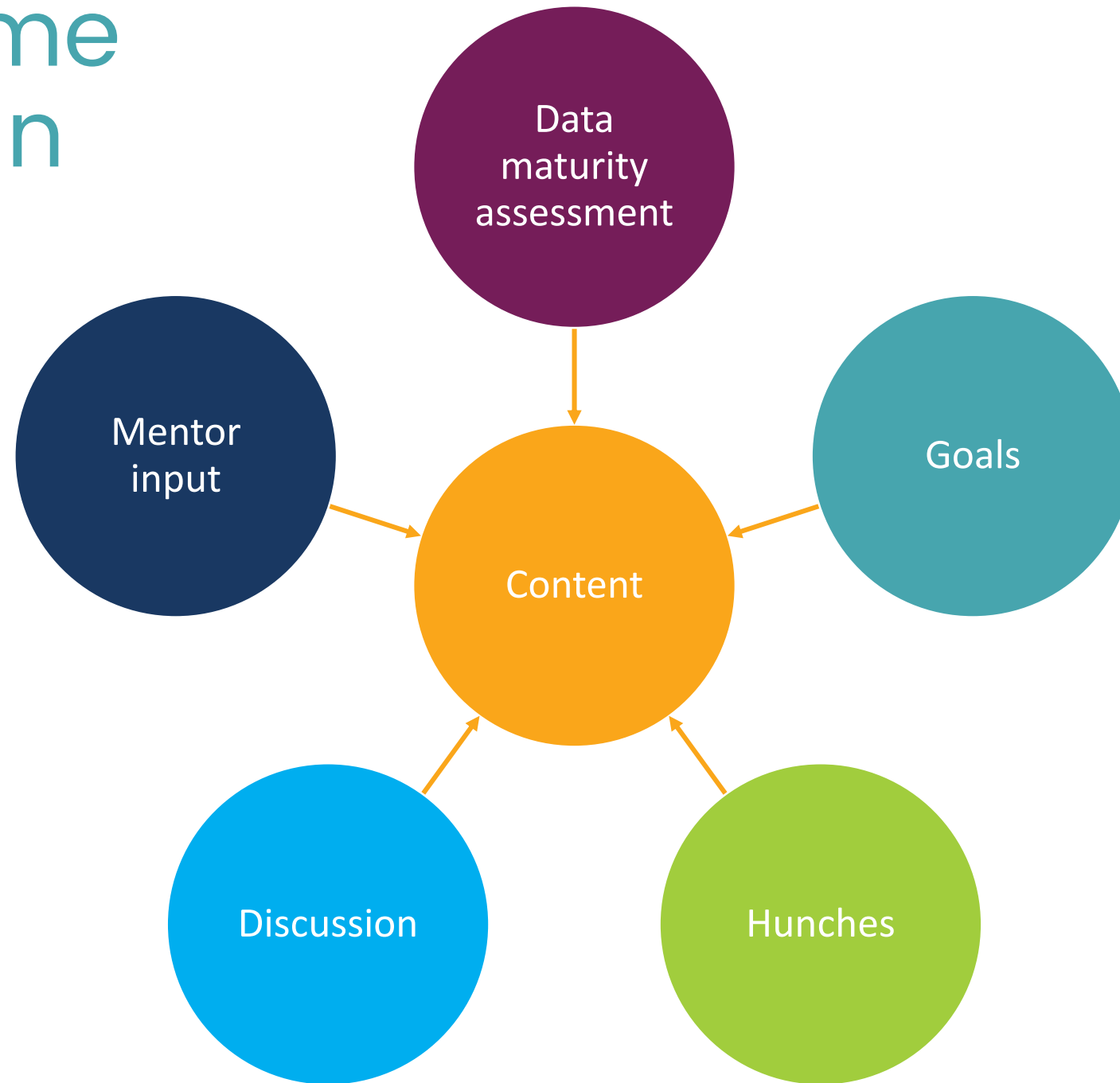
I have Identified what needs to be done and the steps to get there

## Repeat Session 8

I feel confident to do this all over again alone!



# Programme Co-design



# Data Maturity Assessment results

Areas which organisations flagged as their **strongest** areas:

Uses



5 out of 7

Culture



5 out of 7

Leadership



4 out of 7

Data



# Data Maturity Assessment results

Areas which organisations flagged as their **weakest** areas:



# Goal setting

| What would I like to achieve in the next 6 months  | * Data Maturity Theme/s | What tasks and activities are associated with this?   | • What support do I need from the Datawise London programme?   |
|--|-------------------------|---|--|
| <p>Faster, more accessible data visualisation of key information that many staff can use e.g. caseload snapshot, board report figures and outcomes data.</p> | <p>Tools &amp; Uses</p> | <p>Explore options for visual dashboards e.g. Power BI and advanced Excel templates.</p> <p>Consider cost/benefit in terms of resource investment needed (time, skills and money).</p> <p>Build a case for funding support to develop if necessary.</p> | <ul style="list-style-type: none"> <li>• Power BI training</li> <li>• DatakindUK office hours consultancy (already arranged)</li> <li>• Learning from the experience of others.</li> <li>• Learn about data visualisation tools &amp; best practice</li> </ul> |
| <p>Reduce fragmentation of information by implementing more consistent approach to collation of info from different sources.</p>                             | <p>Data</p>             | <p>Audit information sources and storage e.g. CharityLog database, SurveyMonkey, Google Forms.</p> <p>Prioritise a solution for volunteer diaries.</p> <p>Consider cost/benefit in terms of resource investment needed (time, skills and money).</p>    | <ul style="list-style-type: none"> <li>• Learn about methods of streamlining and automating data processing.</li> <li>• Learning from the experience of others about the cost and value of making systemic changes.</li> </ul>                                 |



# Mapping shared goals

| Topics identified from Goals   | Skills Enterprise | Home-Start Wandsworth | Bromley Third Sector Enterprise | Bankside Open Spaces Trust | High Trees Community Development Trust | IARS International Institute |
|--|-------------------|-----------------------|---------------------------------|----------------------------|--|------------------------------|
| Outcome frameworks/Theory of Change (create or revisit)              | G                 |                       | G                               |                            | G                                      |                              |
| Universal outcomes<br>Linking projects & outcome frameworks together | G                 | G                     |                                 | G                          | G                                      |                              |
| Mapping data to outcomes   | G                 |                       |                                 |                            | G                                      |                              |
| Data consolidation / de-fragmentation                                |                   | G                     | G                               |                            |  |                              |
| Implementing or improving a CRM                                      | G                 |                       | G                               |                            |  | G                            |
| Data visualisation   |                   | G                     |                                 | G                          |  | G                            |

# HomeStart: My Hunch is...

*Families that we could really help don't find us because they don't know we are here.*

## Data Needed

Referral sources - trends

Borough data on families in identified need categories

Do referrers who we would *expect* to know about HSW actually know us?

How do people who self-refer hear about us? Do they use the enquiries form on site?

List of locations where our info does/could appear.

## Tools Needed

Excel

Meeting with referrers

Survey/Focus group to gauge knowledge of service and barriers

Mapping tools

Visualisation tools

Online analytics - social media

## Skills Needed

Writing good questions

Outreach - engaging people

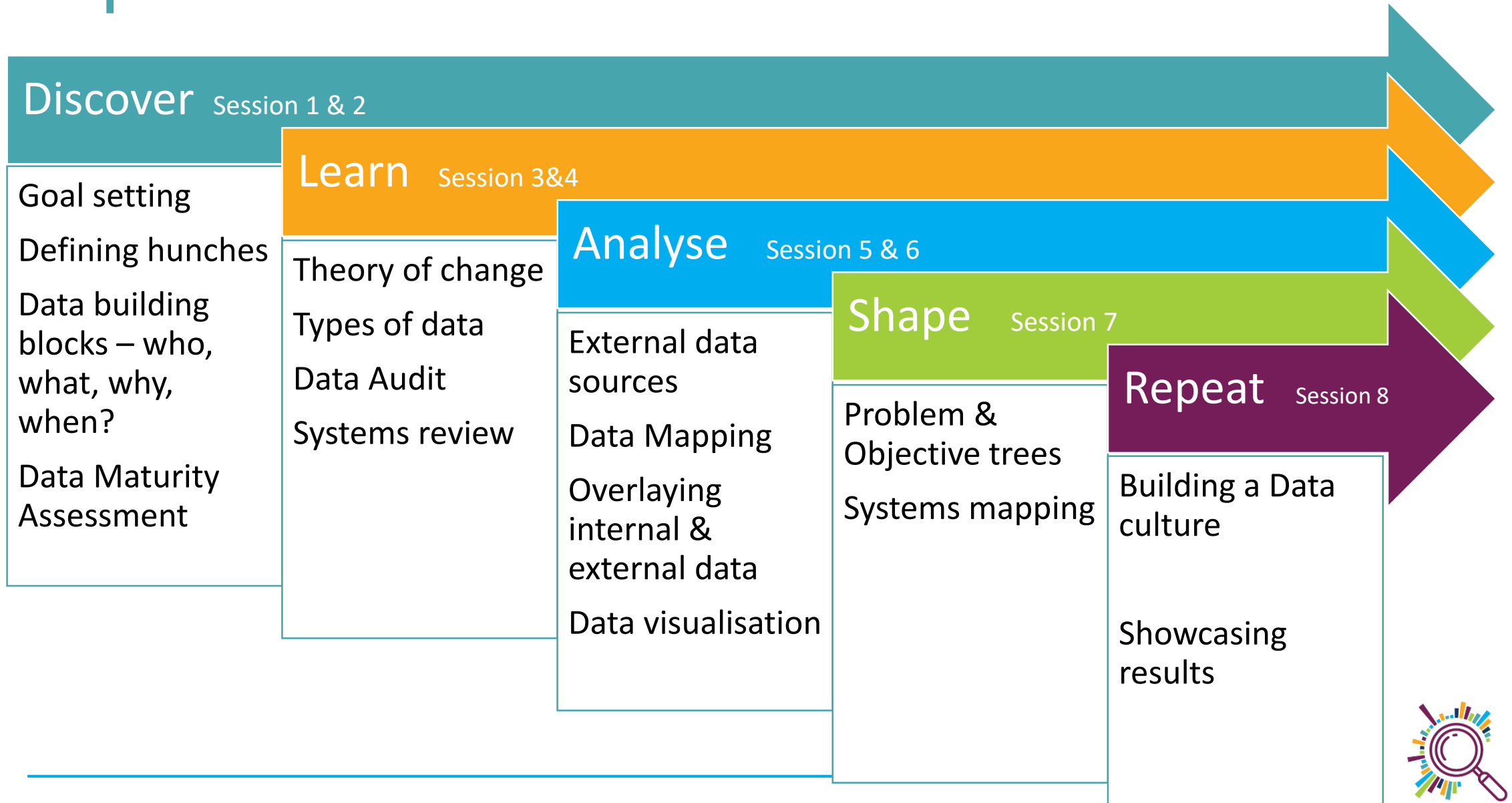
Data collection

Excel

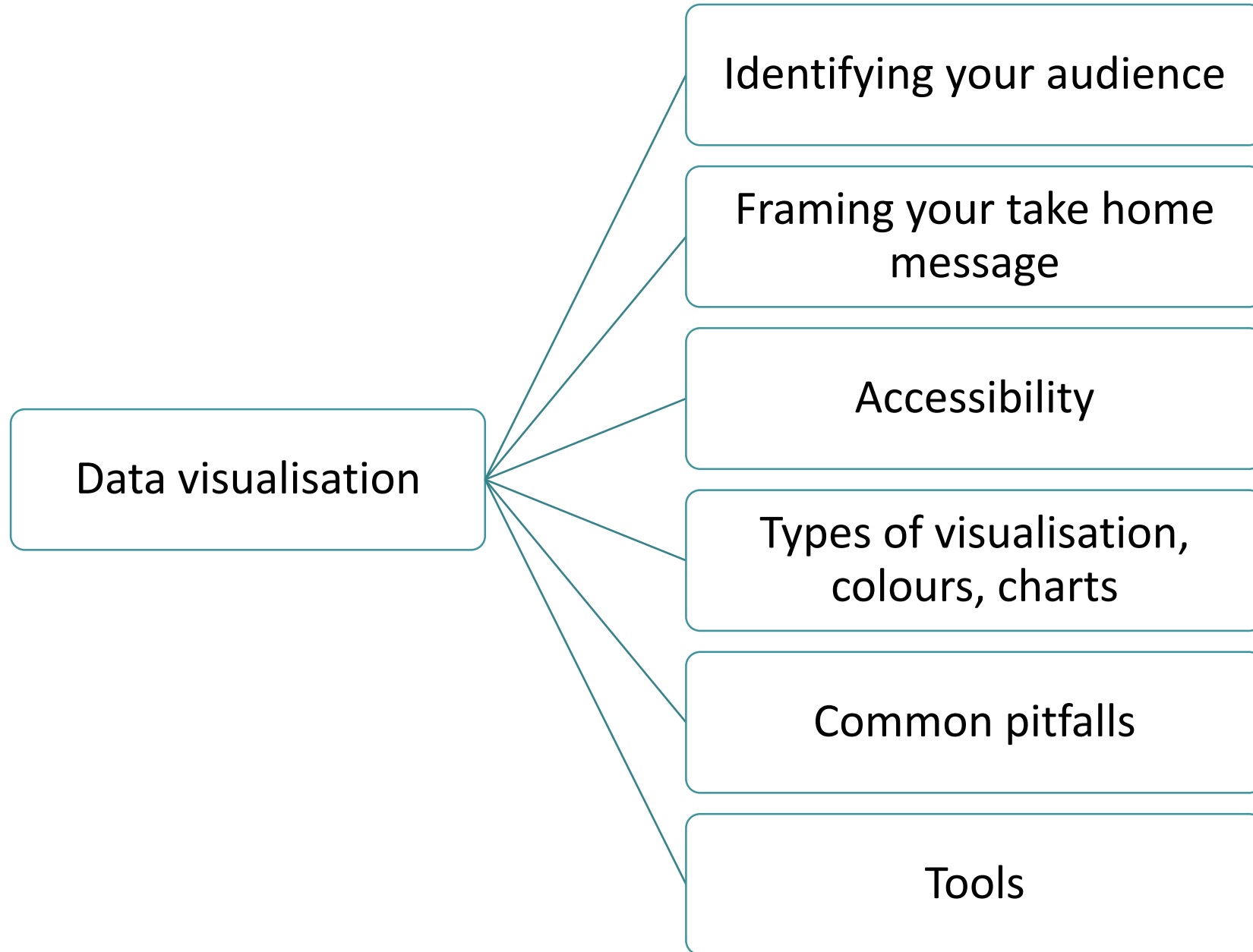
Mapping

Data Visualisation

# Topics



# Breaking down topics into sessions



# Tools used in the sessions



# MENTORS

A 1-to-1 unstructured relationship to foster:

- ✓ Sharing
- ✓ Support
- ✓ Signposting



# Makerble

A shared space to chat, share resources, post progress & record learning

The image displays two overlapping screenshots of the Makerble web application. The top screenshot shows a 'Discover' collection page, and the bottom screenshot shows a user profile page.

**Discover Page (Top Screenshot):**

- Header:** Includes the Makerble logo, navigation tabs (My Apps, Home, Explore), a search bar, and user information (Alice Linell) with a '+ Create' button and a 'More' menu.
- Section:** 'Discover' by Superhighways Cornerstone. Includes an 'Edit Collection' button.
- Content:** A section titled 'About the Collection' with the text 'Resources relating to the Discover stage'. Below this are three resource cards:
  - Data Maturity Framework:** Makerble Admin (Data Wise). Includes 'Discover' and 'Session 1' buttons. Text: 'Find out more about the Data Maturity Framework'. Buttons: 'Open', '+ADD'.
  - Jamboard:** Superhighways Cornerstone. Includes 'Tools', 'Discover', and 'Session 1' buttons. Text: 'Google's Jam board is a great tool to crowd source information, brainstorm an issue https://jamboard.google.com'. Buttons: 'Open', '+ADD'.
  - Music Mentors - Theory of Change:** Superhighways Cornerstone. Includes a 'Discover' button. Text: 'Lindsay's presentation slides with links to the Music Mentor videos with your team to help explain to them the Theory of change and how using one of your existing data to effect change in...'. Buttons: 'Open', '+ADD'.

**User Profile Page (Bottom Screenshot):**

- Header:** Similar to the Discover page, showing the user 'Alice Linell' and a '+ Create' button.
- Navigation:** 'My Apps', 'Home', 'Explore', 'Search'.
- Profile Summary:** 'Alice Linell share some progress' with a 'Post' button.
- Contacts:** A list of contacts with their names and last update dates:
  - Bankside Open Spaces Trust (8 months ago)
  - Charlotte Gilsenan (4 months ago)
  - High Trees Community Development Trust (3 months ago)Includes a '+ New Contact' button and a 'Show All' link.
- Projects:** A list of projects:
  - Cohort (with a gear icon)Includes a '+ New Project' button.
- Organisations:** A list of organisations:
  - Superhighways Cornerstone Admin (with a gear icon)
- Followers:** A section titled 'Theory of change for individual projects done'.
- Newsfeed:** A central section with a search bar and a 'Post' button. It contains a post by 'Joyce Castaneda' (posted 12 days ago) with an 'Update' button. The post text is: 'New update by Joyce Castaneda working on the Cohort for Superhighways Cornerstone. We are going to look at our existing data collection this May as we have now finish each department's ToC.' Below the post is a comment input field and a 'Post' button.
- Boards:** A section titled 'Boards' with a '+ New Board' button. It lists three boards: 'Alice's board', 'Analyse', and 'BOST'. Includes a 'Show All' link.
- Progress:** A section titled 'Progress' with a 'Go to board' link. It shows three progress indicators (green, red, red) with corresponding board names and '+ Add' buttons:
  - Data Maturity Assessment
  - Attendees: training sessions
  - Examples of Shape in actionIncludes a 'Show All' link.



NOW HEAR FROM TWO  
OF OUR COHORT  
MEMBERS...





BROMLEY THIRD SECTOR ENTERPRISE

## Datawise London cohort (2020/21): What we've learned and implemented



Katie Hall, Project Officer & Denise Bailey, Business Development Manager



# Contents

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- Highlights – exercises and tools
- Quick wins
- Future plans
- Exercise

# About Bromley Third Sector Enterprise & Bromley Well

- Together with a range of partners we support people in Bromley to stay emotionally and physically well.
- The idea is that we help avoid or delay the use of health and social care services and help people to remain independent.
- Bromley Well provides a single point of access to a wide variety of *'not for profit services'*
- We also signpost people to other local services and charities.

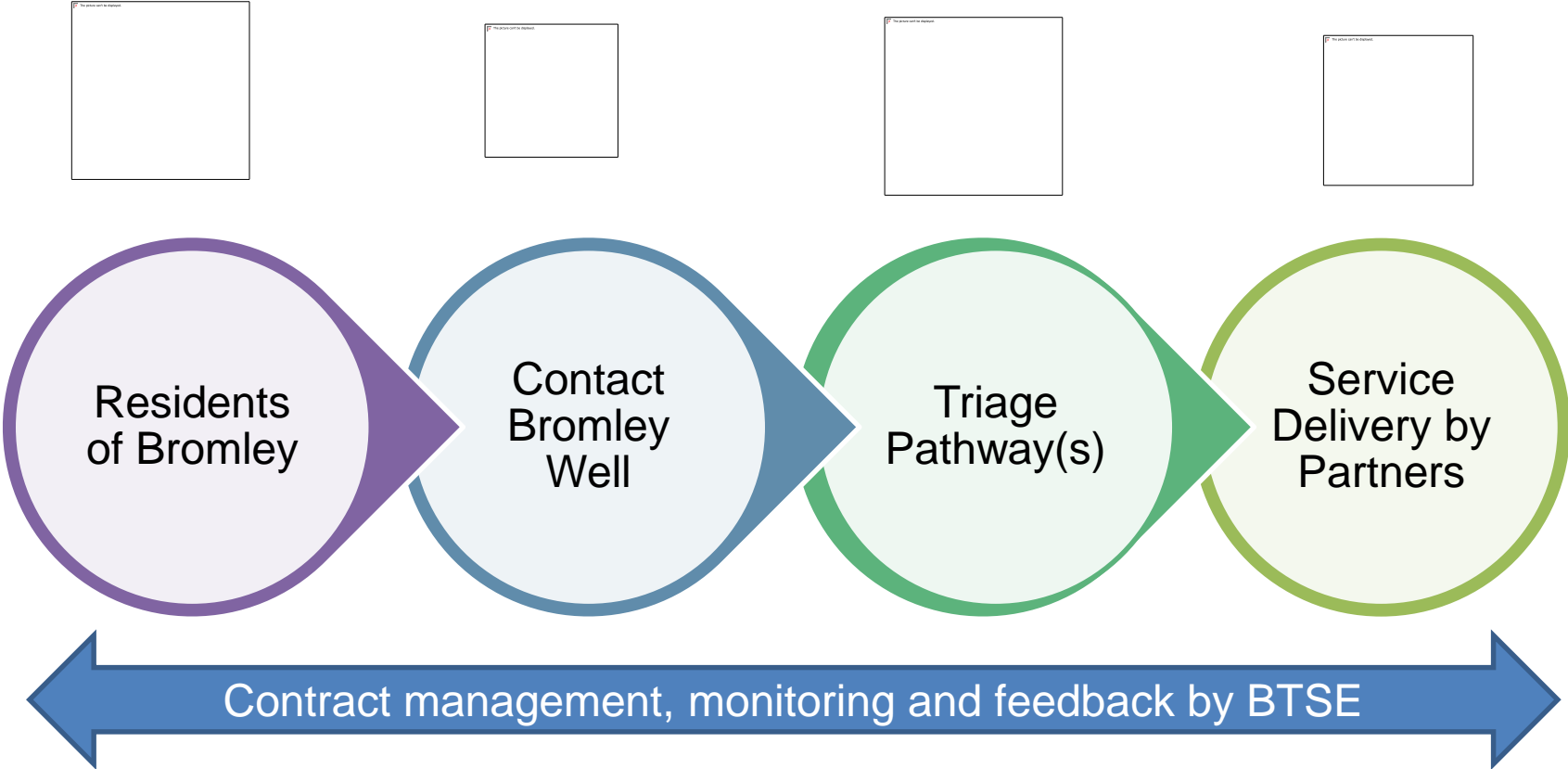


# Early Intervention and Prevention Support Pathways

- Information, Legal Advice and Guidance
- Unpaid Carers
- Elderly Frail
- Long term Health Conditions
- Learning or Physical Disability
- Employment and Education
- Information advice
- Mental Health



# How it works





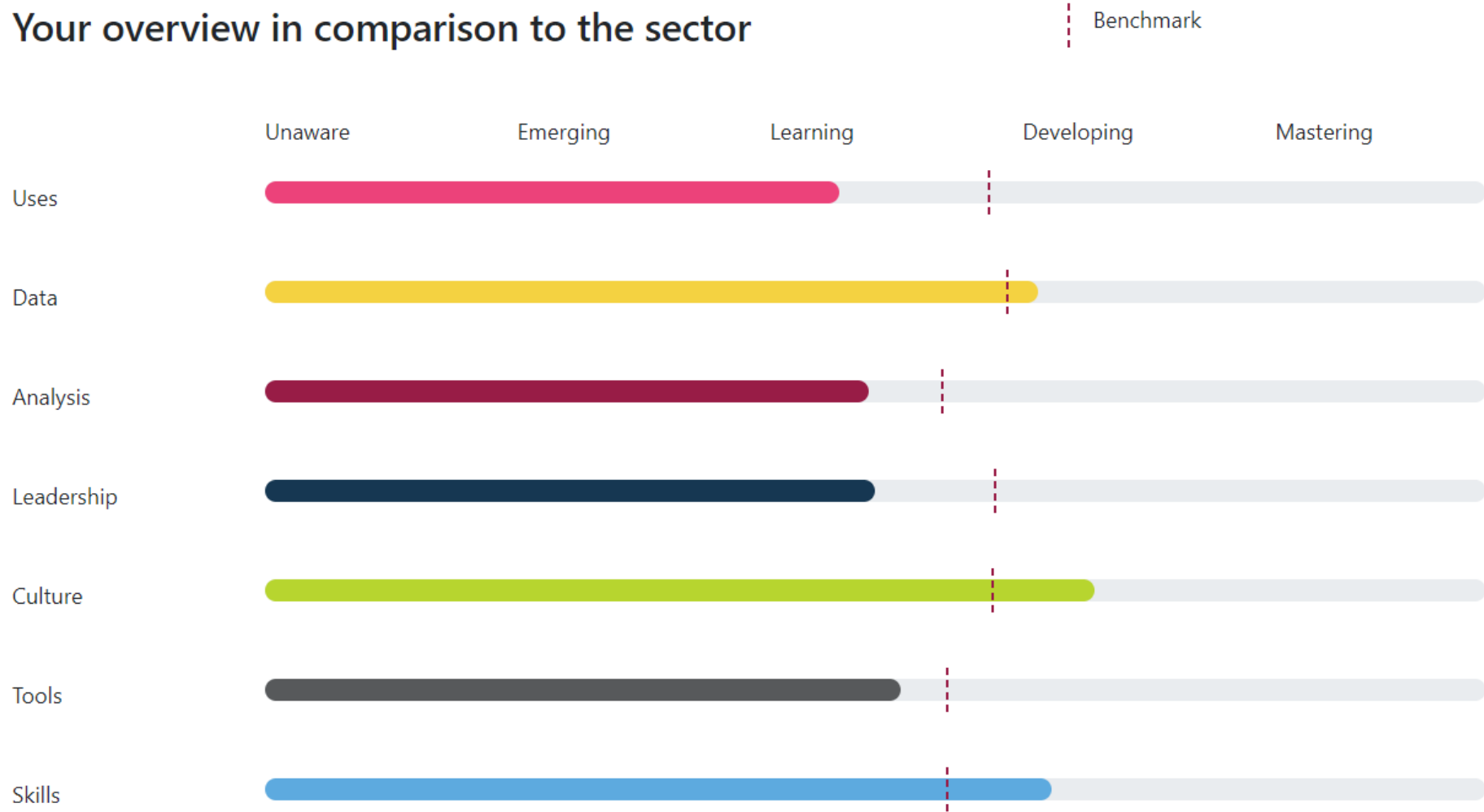
# What have we done? The highlights

- Attended 7 of the 8 Datawise cohort learning days
- Completed a Data Maturity Assessment (benchmark)
- Attended additional training, eg Excel bitesize sessions
- Had one to one mentoring and consultancy to support our use of external data sets
- Tested a number of data management tools such as Theory of Change, Jamboard, Makerble, Problem Trees, Lucid
- Developed a hunch to focus our learning experience
- Audited our data collection systems and processes



Your overall score, based on the average across the seven themes, was **2.8** out of **5**. You have scored your organisation strongest in **Culture, Skills, Data**. Your responses indicate priority areas to focus on are likely to be **Uses, Analysis, Leadership**.

## Your overview in comparison to the sector



# BTSE: My Hunch is...

*We are not using our data effectively to show commissioners and prospects how well we have supported clients, and how efficiently we operate, and future demand trends*

## Data Needed

Existing data that monitors how we have supported clients

Additional data that represents gaps in our data collection, such as EDI but probably more

Economic and Social Return on Investment

Borough/London benchmarking data

KPIs from contract plus gaps in KPI measures

## Tools Needed

Reporting tools that collate data supplied by individual services (eg Excel macros) to give a whole service perspective

Reporting tools that highlight achievements and problem areas (against KPIs)

External data sets

Visualisation/presentation of data (eg graphs, summary tables)

## Skills Needed

Data analysis

Excel

Strategic planning



# Bromley

This is an overview report for **Bromley**. It shows key statistics for the area broken by population, economy and employment, housing, education, children & young people, crime, deprivation, health and environment.

The adjacent map shows the location of **Bromley**.



## Population

This section looks at the age, gender and ethnic breakdowns of the local area.

Source Abbreviation:

ONS\* = values aggregated from the Office for National Statistics (ONS) small area population estimates.  
GLA\* = values derived from GLA Population Projections (<https://data.london.gov.uk/dataset/projections>)

**332,733**

All Persons  
(2018) □

Source: GLA\*

**160,015**

All Males  
(2018) □

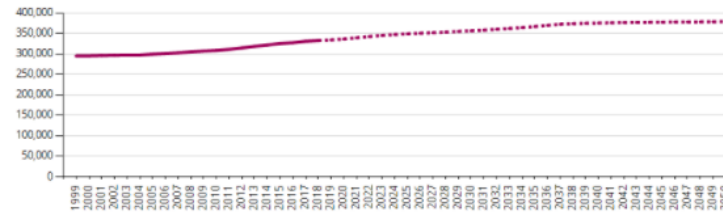
Source: GLA\*

**172,718**

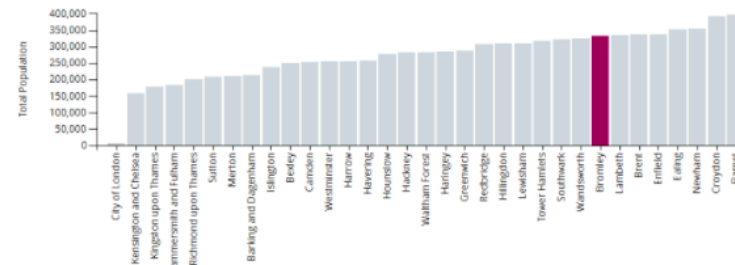
All Females  
(2018) □

Source: GLA\*

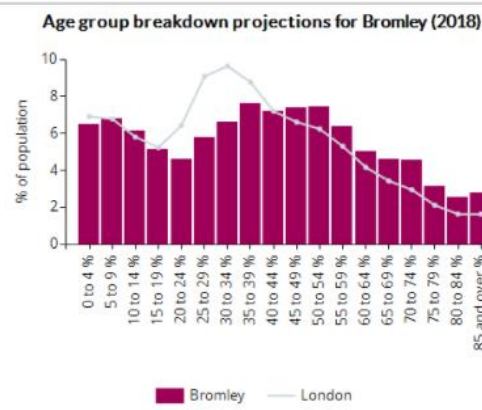
Bromley, Population projection



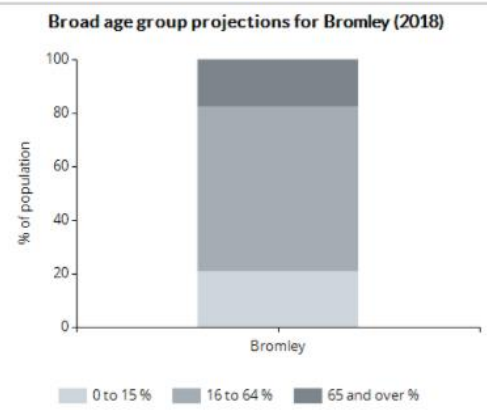
Total population comparison across London (2018)



<https://iao.blob.core.windows.net/publications/reports/f11c199d237c4cb79bca5427bfe8511d/E09000006.html>



Source: GLA\*



Source: GLA\*

### Ethnic makeup of Bromley (2018)

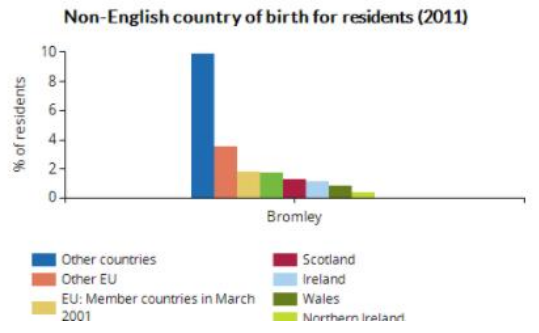
| Ethnicity                 | Number  | %    |
|---------------------------|---------|------|
| White - British           | 236,995 | 71.2 |
| White - Irish             | 4,722   | 1.4  |
| Other White               | 23,940  | 7.2  |
| BAME                      | 67,077  | 20.2 |
| White and Black Caribbean | 5,477   | 1.6  |
| White and Black African   | 1,915   | 0.6  |
| White and Asian           | 3,970   | 1.2  |
| Other Mixed               | 3,732   | 1.1  |
| Indian                    | 8,137   | 2.4  |
| Pakistani                 | 1,146   | 0.3  |
| Bangladeshi               | 1,890   | 0.6  |
| Chinese                   | 3,292   | 1    |
| Other Asian               | 5,478   | 1.6  |
| Black African             | 16,468  | 4.9  |
| Black Caribbean           | 8,675   | 2.6  |
| Other Black               | 3,234   | 1    |
| Arab                      | 1,242   | 0.4  |
| Any other ethnic groups   | 2,421   | 0.7  |

Source: GLA\*

### Country of birth in Bromley (2011)

| Usual Residents whose country of birth is:     | Number  | %    |
|--|---------|------|
| England  | 257,039 | 83.1 |
| Scotland                                       | 4,070   | 1.3  |
| Wales  | 2,391   | 0.8  |
| Northern Ireland                               | 1,112   | 0.4  |
| UK not otherwise specified                     | 36      | 0    |
| Ireland  | 3,256   | 1.1  |
| EU: Member in March 2001                       | 5,515   | 1.8  |
| EU Accession countries April 2001 - March 2011 | 5,262   | 1.7  |
| Other countries                                | 30,711  | 9.9  |

Source: ONS Census 2011



<https://iao.blob.core.windows.net/publications/reports/f11c199d237c4cb79bca5427bfe8511d/E09000006.html>



Making third sector partnerships work

# Quick wins

- Used external data sets to inform decision making over potential borough tender
- Data system audit
- Hypothesis of Change / theory of change models
- Changes made to Charity Log to improve Bromley Well data collection around consent, Equalities monitoring & outcomes
- Kickstarter data/comms assistant post
- Development of KPI reporting to a more visual approach & a whole service perspective
- Data culture workshop for Bromley Well staff 24<sup>th</sup> May
- Excellence for Carers Award submission
- Facilitate “hunch” with board





# Next steps

- Impact reporting
- Economic Return on Investment model (pro bono economics)
- Lucid chart for data / systems mapping
- Consistent outcomes recording across all pathways
- Use Power BI integration with Charity Log to update Bromley Well reporting and provide dynamic, real time dashboards
- Inform Bromley Well re-commissioning process and final contract specification and influence updates to KPIs
- Continue to embed data culture





Thank you...

Any questions?

# How to contact BTSE

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To find out more about the services covered in this presentation please telephone or email using the following details:

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 [info@btse.org.uk](mailto:info@btse.org.uk)

 [www.btse.org.uk](http://www.btse.org.uk)

 [btse-bromley-third-sector-enterprise](https://www.linkedin.com/company/btse-bromley-third-sector-enterprise)

**BTSE,**

Community House, South Street,

Bromley, Kent BR1 1RH



# Growing Communities Together

## Data4Good Festival



# Introduction

- BOST is an **environmental and volunteering charity** working to protect, preserve and enhance green spaces.
- We were established in 2000 by a group of local people with an aim to improve SE1, making it **greener and a more beautiful** place to live and work.
- We work closely with **local communities**, residents & businesses.
- **Volunteers are our lifeblood** and we have helped to create and protect over **45 parks, spaces and gardens** from Waterloo to London Bridge.





# The Need for our work

## Fields in Trust:

- In 2017 it was estimated London's green spaces helped to avoid healthcare costs of £952 million per year.
- 21% of London households have no garden, compared with 12% of Britain.

## Public Health England

- Provision of high quality green space is worse in deprived areas than in affluent areas.

## Community Action Southwark

- 30% of families in Cathedral Ward are living in poverty as compared to 27% across Southwark and 23% across the UK.



# Our Activities

## Transforming Open Spaces

Marlborough Sports Garden, Waterloo Green, Lancaster Estate, Crossbones Graveyard, Red Cross Garden, The Tate Community Garden, Mint Street Park

## Empowering and Engaging Local communities

Living Space, Green Hub (community volunteers), Green Team (corporate volunteers), Future Gardeners (training for employment) & community events

## Enhancing Health and Wellbeing

Marlborough and Living Space (sports, play and youth provision), volunteering (physical health, mental wellbeing, cohesion)



# Why Data for Good?

## Before

- Collating various data with little or no consistency across projects
- CRM system and database on hold
- Struggling to demonstrate impact or use data wisely
- Under resourced
- Realised we needed to improve!

## Now

- Secured funding to improve impact
- Monitoring and Evaluation framework in place
- Theory of Change in place across multiple projects
- Volunteering M&E fully implemented on Salesforce
- Completed 'A Year in Review'



# Challenges

- Time - 70% of the team were on furlough with staff gradually coming back part-time.
- Constant changing government guidelines
- Remote working
- Adapting our services in order to continue to deliver
- Reduced income



# Programme Benefits

- Free programme
- Monthly training sessions
- Workshops integrated into delivery
- Personal mentors
- Information and training from straightforward to complex
- Wide range of experts delivering training



# The Impact of COVID

Since the start of COVID in March 2020, park use in London has increased by 160%.

44% reported visiting green spaces more since the start of lockdown which is significantly higher than the national average of 35%.

59% reporting that the lockdown has made them more aware of the importance of these local green spaces for our mental health and wellbeing;

62% of those living in London think protecting and enhancing green spaces should be a higher priority after the lockdown.

Well managed green spaces are essential to effective return to work and morale this summer





## IMPROVING HEALTH & WELLBEING

**702**  
PEOPLE VOLUNTEERING

**6854**  
HOURS GIVEN

**£73,680**  
EQUIVALENT TIME IN ££s



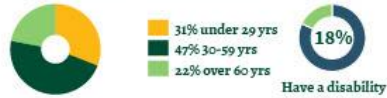
Marlborough Sports Garden & Living Space provide facilities for local people including Football, Netball, Beach Volleyball, Tag-Rugby, Tennis, Cricket, Hockey, Dance, Yoga, Roller-Skating, Karate, Meditation, Counselling, Mental health and sexual health training.

Over 1400 children and young people aged 4 - 19 yrs have taken part in PE lessons, coached sports and out-of-school activity sessions.

### How do people volunteer?



### About our volunteers



## TRANSFORMING OPEN SPACES

BOST manages 19 spaces across Southwark and Lambeth including Red Cross Garden, Marlborough Sports Garden, Waterloo Millennium Green, Crossbones Garden, Winchester Palace & Diversity Garden.

- 19 Open Spaces
- 2926 Trees, Shrubs & Plants
- 4,100 Bulbs
- 5 Wildlife Ponds
- 5 Wildlife Log Piles
- 6 Street Planters
- 2 Rain Gardens
- 1 Nature Trail
- 1 Giant Spider Sculpture
- 1 Giant Dragonfly Sculpture



## EMPOWERING & ENGAGING COMMUNITIES

- ✓ **The Green Hub**  
supporting 165 local people where they live to become more connected and achieve their goals.
- ✓ **Future Gardeners**  
providing in-to-work training for 32 people, with 75% gaining employment or further training.
- ✓ **Living Space**  
community centre providing space for over 40 organisations with 19,816 attendances by centre users.
- ✓ **Outdoor Events**  
17 events hosted for over 12,000 people, bringing local residents and businesses together.

## AWARDED FOR EXCELLENCE







OXO TOWER

NATIONAL THEATRE

STAMFORD ST

IMAX

LONDON WATERLOO EAST

SOUTHWARK

WATERLOO



WATERLOO MILLENNIUM GREEN

7

WATERLOO RD

DIVERSITY GARDEN



8

WEBBER ST

6

RING JAMES ST

TATE MODERN



TATE COMMUNITY GARDEN

5

SOUTHWARK ST

8

COPPERFIELD ST

PEPPER ST

RED CROSS GARDEN



2

CROSSBONES GRAVEYARD



1

3

MARLBOROUGH SPORTS GARDEN



10

13

BOROUGH

MARSHALSEA RD

HIGH HIGH ST

GREAT DORSET ST

LONG LN



WINCHESTER PALACE GARDEN

4

SOUTHWARK CATHEDRAL

BOROUGH MARKET

LONDON BRIDGE

THE SHARD

GUY'S HOSPITAL



# Next Steps

- Implement Salesforce across the organisation
- Compare BOST data with external data to draw comparisons e.g. are we reflective of the local community; how are we contributing to improving biodiversity; how do we compare to other similar organisations?
- Identify universal outcomes across all programmes
- Identify robust KPI's across all programmes, incorporate in to strategic plan and design trustee report to enable analysis of distance travelled

# WANT TO KNOW MORE?

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50 Redcross Way,  
London SE1 1HA



**Q & A**

# Repeat – what next...

- ✓ Consolidating our learning
- ✓ Packaging up resources for wider access e.g. self serve Excel Bitesize series
- ✓ Engaging further with funders & infrastructure organisations
- ✓ Get in touch to see how we could take this work forward together





# Thank you for listening

KATE WHITE

SORREL PARSONS

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