



BIG ALLIANCE

 checkout.com

Build Tomorrow Community Programme Impact Report

2023

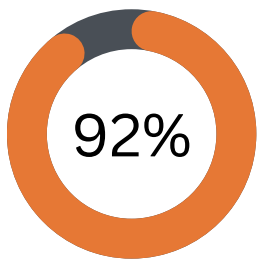


Programme Summary

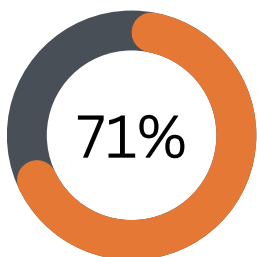
The Build Tomorrow Community Programme is an innovative collaboration between BIG Alliance and Checkout.com, designed to empower community organisations with significant enhancements to their digital systems, over a period of three months.

Project teams were made up 4-5 of checkout.com graduates and supported by more senior checkout.com employees ('Business Volunteers'). Working alongside charity staff over a 3-month period, volunteers helped to develop or upgrade community organisations' digital systems, such as websites or data management systems.

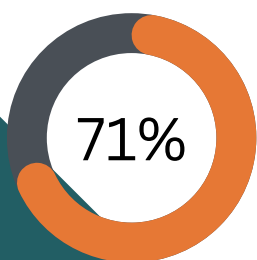
Volunteer feedback



of respondents improved their knowledge and understanding of the charity sector and wider social issues in Islington and surrounding areas

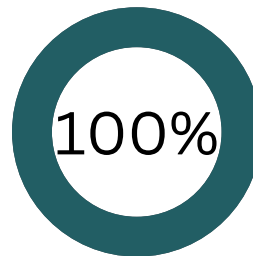


of respondents improved their negotiation and influencing skills

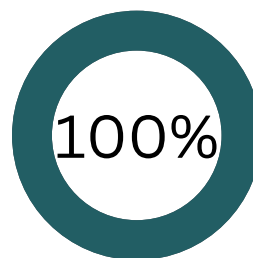


of respondents improved their collaboration and relationship building skills

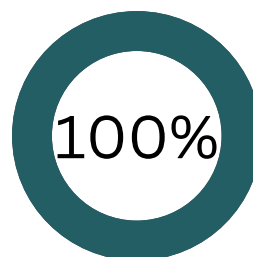
Community feedback



of community organisations improved their:
-organisational capability
-operational capability
-business development capability



increased their organisation's:
-capacity
-capability
-sustainability



would recommend the programme to another community organisation

Project summaries

Three community partner organisations took part in the programme: Hillside Clubhouse, Help On Your Doorstep (HOYD) and Holloway Neighbourhood Group (HNG).

Hillside Clubhouse

Hillside is a co-produced mental health charity working in Islington and Camden working together with people they support to develop their skills, expertise and confidence and help them get into employment.

Challenge presented: Collating the organisation's multiple record keeping systems into one concise data management system.

Project outcomes: The Build Tomorrow team built a brand new database and database manual. The new database will help staff have more time to spend on front-line work, it will help them to better identify new and emerging needs for our clients/members and will allow them to report more impactfully on the organisation's work, amongst other benefits.



"As a small organisation without specific technical expertise, we wouldn't have been able to achieve in such a short amount of time what we achieved with the help and knowledge of the volunteers. They got stuck in to the project straight away and were extremely collaborative and professional." - Anna Di Mascio, Head of Operations, Hillside Clubhouse

"As a result of taking part in the programme, I have gained a deeper understanding of the way some charities operate and the amount of manual processes they conduct day-to-day. It's easy how much impact the automation of systems can have on them." - Volunteer who supported Hillside Clubhouse

Project summaries

Help On Your Doorstep

HOYD support people in Islington to improve their health and well-being, especially those who are vulnerable and isolated. They work on the frontline by knocking on Islington doors and running a phone enquiry line to identify and support the people experiencing challenges around housing, debt, health, isolation, and others.

Challenge presented: A review and further development of HOYD's current database system.

Project outcomes: The volunteers reviewed HOYD's 15 year old client management database and created a migration document to outline the process for upgrading web forms, as well as designed a queuing tool to be developed within the database.

“My personal highlight of the programme was visiting our community partner organisations and seeing the services they provide. It gave us a strong understanding of how they operate on the ground and helped us see the impact they are having in the Islington community.” - volunteer who supported HOYD



"I was really impressed by the technical and relational skills and attitude of the volunteers. They worked with us in a very solution focused way, took the time to understand our context and communicated complex information very clearly." - Ken Kanu, CEO of HOYD

Project summaries

Holloway Neighbourhood Group

Holloway Neighbourhood Group provides support and services to build connections and empower people to lead fulfilled lives as part of their community. Across their The Old Fire Station community centre and the Stress Project therapy centre, they offer activities such as gentle exercise classes, an older men's social club, art classes and creative writing, as well as counselling and complementary therapies, Mindfulness activities, and peer-led support.

Challenge presented: Developing the HNG and the Stress Project websites into one to offer a coherent user experience for a variety of audiences as well as integrating the website with their room hire, activity booking, and payment functions.

Project outcomes: Revamping the organisation's websites into one domain which is integrated with their database and a payment platform. This will reduce HNG's administration, improve their monitoring & evaluation, and will increase the staff capacity to deliver services to people.

"Taking part in the programme was personally inspiring. The volunteers' passion, technical know-how and dedication was a wonderful example of how people can work together combining their skills to achieve real change. I hope they are proud of their achievements." - Daniel Charcharos, Administrator, HNG

"One of the benefits of volunteering for the charity project was that it enhanced my knowledge of the charity sector. I learned about the challenges and opportunities that charities face in their work, as well as the best practices and ethical standards that they follow. I also gained valuable skills and experience that will help me in my future career." - Volunteer who supported HNG

