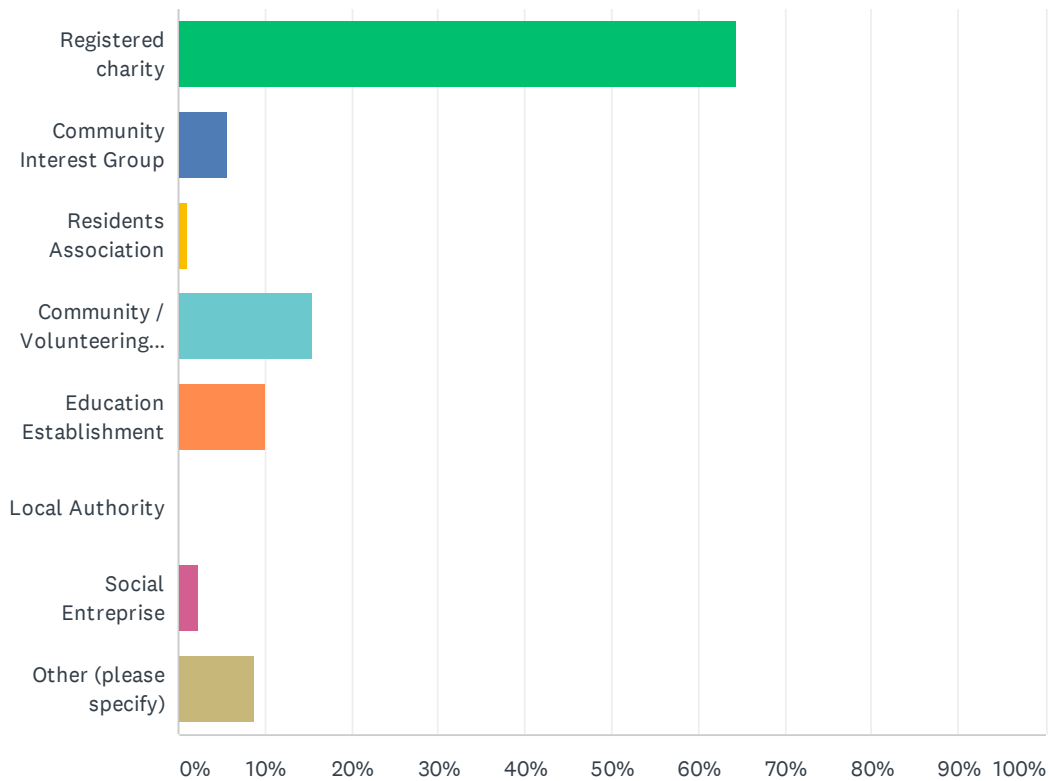


Q1 What type of organisation are you?

Answered: 90 Skipped: 0



ANSWER CHOICES	RESPONSES	
Registered charity	64.44%	58
Community Interest Group	5.56%	5
Residents Association	1.11%	1
Community / Volunteering Group or Club	15.56%	14
Education Establishment	10.00%	9
Local Authority	0.00%	0
Social Enterprise	2.22%	2
Other (please specify)	8.89%	8
Total Respondents: 90		

Heathrow Community Trust needs your feedback!

#	OTHER (PLEASE SPECIFY)	DATE
1	Cricket Club	12/17/2019 11:12 AM
2	individual charity fundraiser	11/9/2019 1:35 AM
3	Brentford Festival is a one day a year community event	11/8/2019 8:01 AM
4	Community Benefit Society	11/7/2019 11:44 AM
5	CASC	11/7/2019 11:11 AM
6	Scout Group	11/6/2019 3:30 PM
7	Disabled / assisted swim group	11/6/2019 1:16 PM
8	service organisation world wide membership in clubs	11/6/2019 12:42 PM

Q2 Which borough do you operate in?

Answered: 88 Skipped: 2

Heathrow Community Trust needs your feedback!

#	RESPONSES	DATE
1	London wide	12/23/2019 4:39 PM
2	Spelthorne	12/17/2019 11:12 AM
3	Runnymede	11/21/2019 2:36 PM
4	Spelthorne	11/19/2019 5:20 PM
5	Richmond Upon Thames	11/18/2019 6:39 PM
6	Richmond	11/12/2019 5:58 PM
7	runnymede	11/12/2019 3:02 PM
8	Hounslow	11/12/2019 11:36 AM
9	Ealing	11/12/2019 10:33 AM
10	RBWM	11/12/2019 9:43 AM
11	Richmond	11/11/2019 3:04 PM
12	Ealing	11/11/2019 1:21 PM
13	Richmond	11/11/2019 10:46 AM
14	Runnymede	11/11/2019 10:10 AM
15	runnymede	11/10/2019 11:40 AM
16	RBWM	11/10/2019 10:17 AM
17	Hillingdon	11/9/2019 4:54 PM
18	Spelthorne	11/9/2019 1:30 PM
19	Waltham Forest/ Barking and Dagenham etc	11/9/2019 1:35 AM
20	Slough	11/8/2019 9:06 PM
21	Ealing	11/8/2019 5:47 PM
22	Slough & South Bucks	11/8/2019 2:40 PM
23	Royal Borough of Windsor and Maidenhead	11/8/2019 11:45 AM
24	Richmond, Twickenham and Hillingdon	11/8/2019 10:50 AM
25	Brentford/Ealing Borders	11/8/2019 8:01 AM
26	Hillingdon	11/7/2019 4:37 PM
27	Slough	11/7/2019 4:02 PM
28	Runnymede, Spelthorne, South Bucks, Royal Borough of Windsor & Maidenhead	11/7/2019 1:58 PM
29	RBWM	11/7/2019 11:44 AM
30	Richmond	11/7/2019 11:44 AM
31	South Bucks / Chiltern	11/7/2019 11:11 AM
32	Bucks county council	11/7/2019 11:02 AM
33	We are based in Lambeth but we operate across London	11/7/2019 10:35 AM
34	Hounslow	11/7/2019 10:32 AM
35	Runnymede	11/7/2019 10:26 AM
36	Ealing /Hillingdon/Fulham	11/7/2019 9:55 AM
37	Spelthorne	11/7/2019 9:54 AM
38	RUT	11/7/2019 9:51 AM
39	RBWM, Slough, BCF	11/7/2019 9:35 AM
40	Ealing	11/7/2019 8:48 AM

Heathrow Community Trust needs your feedback!

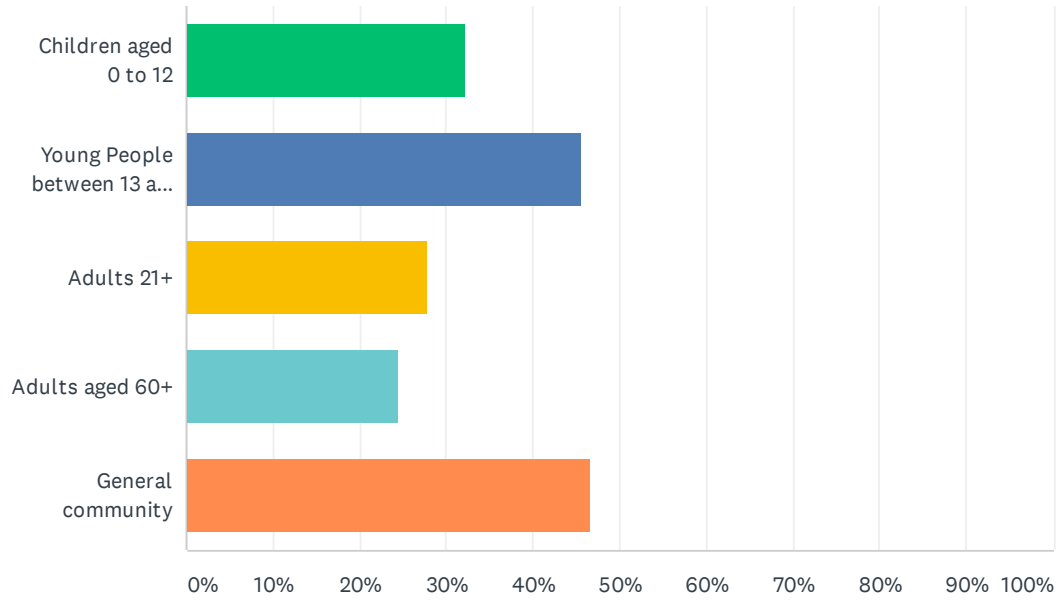
41	Spelthorne	11/6/2019 7:05 PM
42	Spelthorne	11/6/2019 6:29 PM
43	Ealing	11/6/2019 5:46 PM
44	hillingdon	11/6/2019 5:45 PM
45	Hounslow	11/6/2019 5:40 PM
46	Ealing	11/6/2019 5:11 PM
47	Hounslow/Spelthorne/Richmond	11/6/2019 5:05 PM
48	Ealing	11/6/2019 4:47 PM
49	Richmond and Hounslow	11/6/2019 4:36 PM
50	Hounslow , Splethorne, Riachmond	11/6/2019 4:28 PM
51	Ealing	11/6/2019 4:22 PM
52	Richmond upon Thames	11/6/2019 3:58 PM
53	Surrey	11/6/2019 3:44 PM
54	Hounslow	11/6/2019 3:37 PM
55	South Bucks	11/6/2019 3:30 PM
56	Slough	11/6/2019 3:26 PM
57	Various	11/6/2019 3:25 PM
58	Hillingdon	11/6/2019 2:55 PM
59	Berkshire	11/6/2019 2:35 PM
60	South Buckinghamshire	11/6/2019 2:24 PM
61	Reading	11/6/2019 2:10 PM
62	Ealing	11/6/2019 1:59 PM
63	richmond, hounslow,spelthorne	11/6/2019 1:58 PM
64	Hounslow	11/6/2019 1:56 PM
65	Richmond, Kingston, Sutton, Wandsworth	11/6/2019 1:51 PM
66	Hillingdon	11/6/2019 1:43 PM
67	Slough	11/6/2019 1:27 PM
68	Windsor and Maidenhead	11/6/2019 1:27 PM
69	Richmond	11/6/2019 1:21 PM
70	Runnymede BC	11/6/2019 1:16 PM
71	Ealing	11/6/2019 1:05 PM
72	Slough	11/6/2019 1:02 PM
73	UK	11/6/2019 1:02 PM
74	Berkshire	11/6/2019 1:00 PM
75	Hounslow	11/6/2019 1:00 PM
76	South bucks	11/6/2019 1:00 PM
77	Windsor & Maidenhead, Slough, South Bucks	11/6/2019 12:54 PM
78	slough, RBWM, South Bucks	11/6/2019 12:50 PM
79	Oxford	11/6/2019 12:49 PM
80	Ealing	11/6/2019 12:48 PM
81	Hillingdon	11/6/2019 12:48 PM

Heathrow Community Trust needs your feedback!

82	Hounslow, Richmond	11/6/2019 12:47 PM
83	Spelthorne	11/6/2019 12:43 PM
84	elmbridge	11/6/2019 12:42 PM
85	Hounslow	11/6/2019 12:40 PM
86	Hillingdon	11/6/2019 12:40 PM
87	Surrey	11/6/2019 12:38 PM
88	Ealing	11/6/2019 12:38 PM

Q3 Who are your primary beneficiaries?

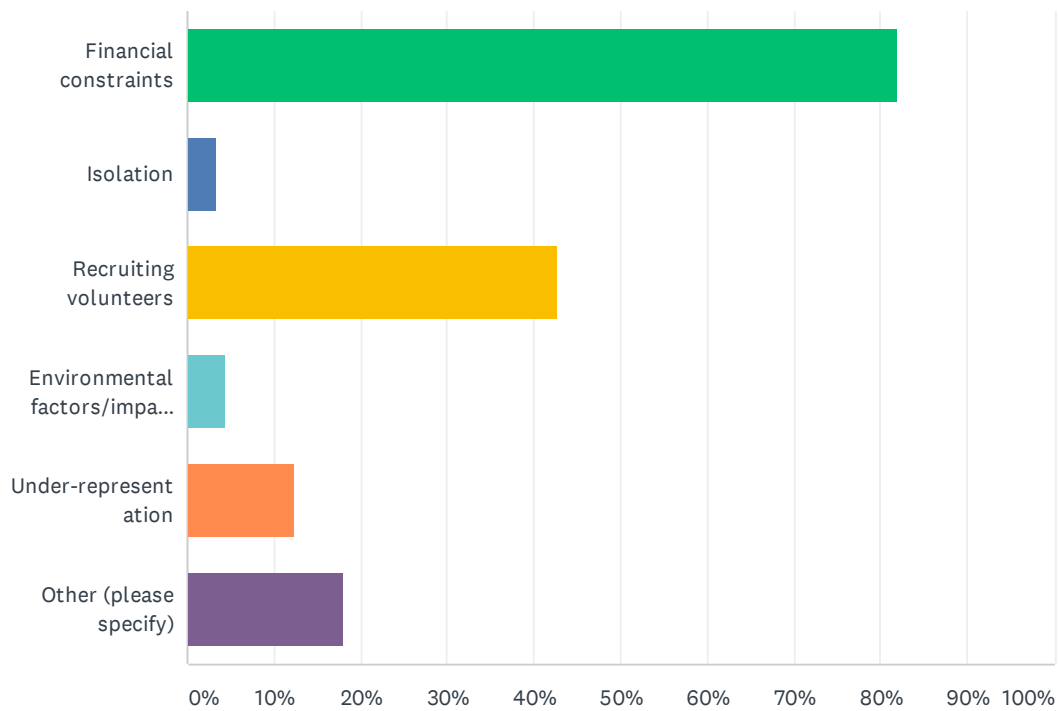
Answered: 90 Skipped: 0



ANSWER CHOICES	RESPONSES	
Children aged 0 to 12	32.22%	29
Young People between 13 and 24	45.56%	41
Adults 21+	27.78%	25
Adults aged 60+	24.44%	22
General community	46.67%	42
Total Respondents: 90		

Q4 What are the biggest issues facing your organisation?

Answered: 89 Skipped: 1



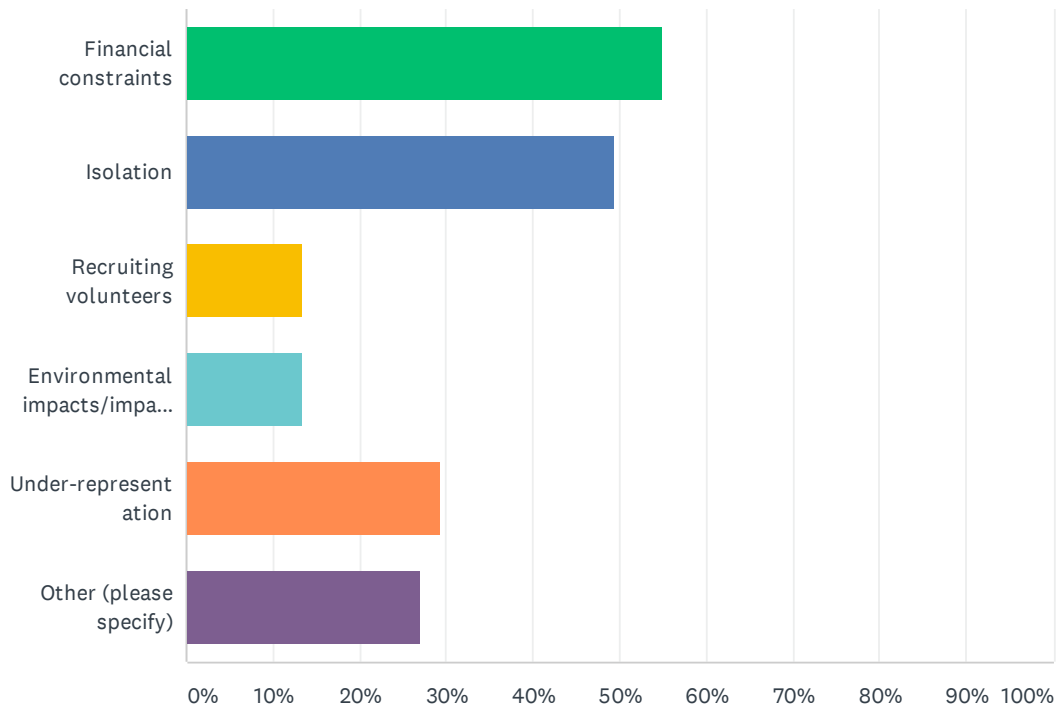
ANSWER CHOICES	RESPONSES	
Financial constraints	82.02%	73
Isolation	3.37%	3
Recruiting volunteers	42.70%	38
Environmental factors/impact of climate change	4.49%	4
Under-representation	12.36%	11
Other (please specify)	17.98%	16
Total Respondents: 89		

Heathrow Community Trust needs your feedback!

#	OTHER (PLEASE SPECIFY)	DATE
1	Ill feeling towards Evangelicals in the liberal media	11/19/2019 5:20 PM
2	Premises	11/12/2019 5:58 PM
3	Additional capacity	11/11/2019 10:46 AM
4	Time to organise	11/9/2019 1:35 AM
5	Lack of awareness of issues facing Asylum seekers	11/8/2019 9:06 PM
6	Growth - overuse due to failing welfare system/low wages	11/7/2019 4:02 PM
7	Stigma around mental health	11/6/2019 7:05 PM
8	Community spaces for young people	11/6/2019 5:46 PM
9	Designing/Building a Railway is utterly foreign to most authorities/organisations.	11/6/2019 5:05 PM
10	A mix of financial resources and physical resource	11/6/2019 4:47 PM
11	Lack of capacity to meet need	11/6/2019 4:36 PM
12	Funding core costs	11/6/2019 3:44 PM
13	Design of Facilities and provision of equipment	11/6/2019 1:16 PM
14	Industrialisation due to major projects	11/6/2019 1:00 PM
15	Digital	11/6/2019 12:47 PM
16	Recruiting staff	11/6/2019 12:40 PM

Q5 What are the biggest issues facing your beneficiaries?

Answered: 89 Skipped: 1



ANSWER CHOICES	RESPONSES	
Financial constraints	55.06%	49
Isolation	49.44%	44
Recruiting volunteers	13.48%	12
Environmental impacts/impacts of climate change	13.48%	12
Under-representation	29.21%	26
Other (please specify)	26.97%	24
Total Respondents: 89		

Heathrow Community Trust needs your feedback!

#	OTHER (PLEASE SPECIFY)	DATE
1	Club is in an area of high deprivation	12/17/2019 11:12 AM
2	Lack of suitable activities	11/12/2019 5:58 PM
3	lack of facilities and equipment	11/12/2019 3:02 PM
4	Socially disadvantaged, vulnerable young people	11/12/2019 11:36 AM
5	Premises	11/10/2019 10:17 AM
6	Increasing health & Skills	11/9/2019 4:54 PM
7	Knowing who in the Community needs most help.	11/8/2019 2:40 PM
8	Our beneficiaries are wildlife	11/8/2019 10:50 AM
9	Not producing an event where charities and others are able to showcase their cause by ourselves being underfunded to put on the large community event	11/8/2019 8:01 AM
10	recovery from domestic abuse	11/7/2019 4:37 PM
11	No specific data on this although we are experiencing a higher number of requests for discounted places on our courses. sadly without funding we can't offer this.	11/7/2019 11:44 AM
12	Timetable constraints	11/7/2019 9:55 AM
13	N/A	11/6/2019 5:05 PM
14	Time poor	11/6/2019 4:47 PM
15	Mental and physical health	11/6/2019 3:37 PM
16	Our beneficiaries are unpaid family carers aged from 6years to 96+	11/6/2019 2:24 PM
17	Deprivation and special educational needs	11/6/2019 1:56 PM
18	lack of housing, access to adequate health care	11/6/2019 1:51 PM
19	Mobility and needing help to get places and do things	11/6/2019 1:16 PM
20	social and academic pressures	11/6/2019 12:49 PM
21	Digital exclusion	11/6/2019 12:48 PM
22	English, confidence, service access, integration	11/6/2019 12:47 PM
23	A lack of confidence about and understanding of key employability skills.	11/6/2019 12:40 PM
24	Conflict management	11/6/2019 12:38 PM

Q6 If your organisation could provide anything to your beneficiaries, what would it be?

Answered: 83 Skipped: 7

Heathrow Community Trust needs your feedback!

#	RESPONSES	DATE
1	Continued new sporting and social experiences in an inclusive way	12/23/2019 4:39 PM
2	Improved practice facilities	12/17/2019 11:12 AM
3	Improving health & wellbeing, promoting social inclusion and cohesion	11/21/2019 2:36 PM
4	Community	11/19/2019 5:20 PM
5	With more volunteers we could offer more skill development to young Leaders. We could keep better records and recognise achievements of Youngsters. We could keep better financial records so more Gift aid could be claimed.	11/18/2019 6:39 PM
6	Free music therapy and sessions in one premise large enough for all	11/12/2019 5:58 PM
7	we need to vastly improve our outdoor learning environment, update our library, more IT equipment, help with transport	11/12/2019 3:02 PM
8	To be able to provide more 121 support sessions for the young people. Increase the current support provided to the families.	11/12/2019 11:36 AM
9	Spaces to come together	11/12/2019 10:33 AM
10	Free social and personal care.	11/12/2019 9:43 AM
11	More attendees from diverse backgrounds	11/11/2019 3:04 PM
12	mental health support and equipment to enable a mum and baby/ small children to get out of the house.	11/11/2019 1:21 PM
13	More amenities	11/11/2019 10:46 AM
14	Continuation of services	11/11/2019 10:10 AM
15	support guidance	11/10/2019 11:40 AM
16	New clubhouse - progress behind made but not easy	11/10/2019 10:17 AM
17	Better kit and equipment	11/9/2019 4:54 PM
18	Funding towards a project for the beneficiaries	11/9/2019 1:30 PM
19	Financial Support for fundraising	11/9/2019 1:35 AM
20	Greater understanding amongst service providers of issues facing clients - asylum seekers and refugees	11/8/2019 9:06 PM
21	Training and financial support	11/8/2019 5:47 PM
22	Whatever was available to give them the best improvement in their situation.	11/8/2019 2:40 PM
23	A leading professional LGBT sports club	11/8/2019 11:45 AM
24	Space to thrive	11/8/2019 10:50 AM
25	We would not change our format, just continue to deliver a high quality event that they can be a part of, whether participating or just visiting.	11/8/2019 8:01 AM
26	Practical support at the hospital. To include running errands, advocacy etc.	11/8/2019 6:33 AM
27	More opportunities for one to one support on their road to recovery	11/7/2019 4:37 PM
28	Food, as we do	11/7/2019 4:02 PM
29	Timely and relevant support	11/7/2019 1:58 PM
30	Opportunities to volunteer, so that together, we can make a greater impact in mitigating climate change	11/7/2019 11:44 AM
31	More daytime and evening classes with the option for free or subsidised places.	11/7/2019 11:44 AM
32	Improved facilities to improve the standard of cricket at our club,	11/7/2019 11:11 AM
33	Somewhere to interact socially	11/7/2019 11:02 AM
34	Funds to bring in outside specialist staff such as dance teachers, football coaches for short term projects	11/7/2019 10:32 AM
35	We have a huge waiting list, and would like to provide services to more young people in our	11/7/2019 10:26 AM

Heathrow Community Trust needs your feedback!

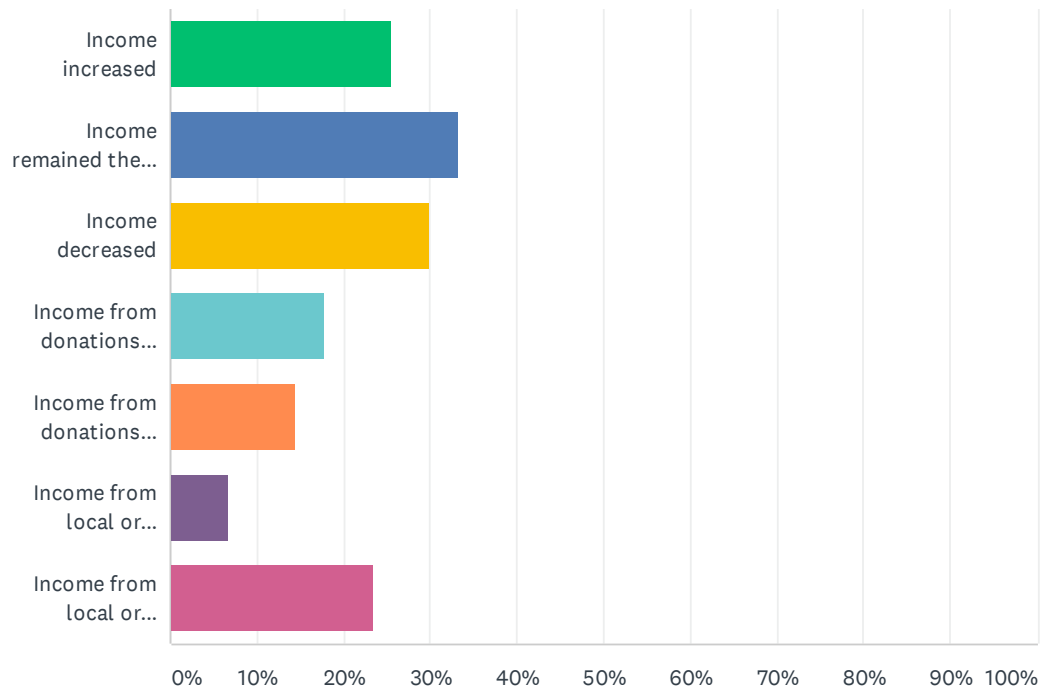
	area	
36	Workshops which the schools do not have to pay for.	11/7/2019 9:55 AM
37	An additional day of operation (we are only open 2 days per week)	11/7/2019 9:54 AM
38	a new building equipment for activities	11/7/2019 9:51 AM
39	Greater support in school / in work	11/7/2019 9:35 AM
40	Life changing support	11/7/2019 8:48 AM
41	A safe place to come together to talk and take part in activities	11/6/2019 7:05 PM
42	Better equipment, training facilities, kitchen improvements, more volunteer coaches and money for advertising	11/6/2019 6:29 PM
43	Secure local community space	11/6/2019 5:46 PM
44	more employed or voluntary staff	11/6/2019 5:45 PM
45	Better facilities on site.	11/6/2019 5:40 PM
46	Support with parenting, school food bank, English and online safety classes for our parents. Ensure parents understand being physically and emotionally fit.	11/6/2019 5:11 PM
47	Education and Entertainment	11/6/2019 5:05 PM
48	Knowledge; peace of mind and a place to meet like minded individuals	11/6/2019 4:47 PM
49	More opportunities to come together	11/6/2019 4:36 PM
50	The opportunity to come together and improve their well being.	11/6/2019 4:28 PM
51	More food	11/6/2019 4:22 PM
52	a community centre so that we could provide more activities and host other organisations. This would increase productivity, activity levels and also reduce loneliness and isolation	11/6/2019 3:58 PM
53	Over more 1 to 1 sessions with each child	11/6/2019 3:44 PM
54	Targetted tailored provision	11/6/2019 3:37 PM
55	More time away on camps.	11/6/2019 3:30 PM
56	The financial support to allow us to offer subsidised programmes which are more accessible to them - as the need and desire for them is evident	11/6/2019 3:25 PM
57	more leaders	11/6/2019 2:55 PM
58	A good education	11/6/2019 2:10 PM
59	Strong relationships within the community, reduce social isolation, give opportunities to lower economic groups to participate in events enjoyed by their more affluent neighbours.	11/6/2019 1:59 PM
60	communication skills, work	11/6/2019 1:58 PM
61	Experiences lacking in the home such as holidays	11/6/2019 1:56 PM
62	Opportunities to improve confidence, engage with their community and dual-diagnosis health care	11/6/2019 1:51 PM
63	Activities to promote independence and develop life skills. Supporting young people that are NEET.	11/6/2019 1:43 PM
64	If we had capacity to train more volunteers we could offer more local outreach.	11/6/2019 1:27 PM
65	A 2nd pitch to play cricket on allowing the club to grow further rather than having to turn children away due to lack of space	11/6/2019 1:27 PM
66	Enjoyment and recreation through playing organised Baseball.	11/6/2019 1:21 PM
67	More opportunities to get out and be active and better disabled facilities generally (lack of and general design could be much improved)	11/6/2019 1:16 PM
68	Stability, support, youth voice	11/6/2019 1:05 PM
69	Education and information dissemination on environmental & health practices; support for environmental best practice projects	11/6/2019 1:02 PM

Heathrow Community Trust needs your feedback!

70	A safe warm friendly well equipped community building	11/6/2019 1:00 PM
71	Cosistent support and meaningful activities	11/6/2019 1:00 PM
72	A greater voice to government	11/6/2019 1:00 PM
73	More support for individuals and families living with life limiting conditions to help them cope with stress and isolation	11/6/2019 12:54 PM
74	support in their times of need	11/6/2019 12:50 PM
75	Development and life skills	11/6/2019 12:49 PM
76	Advice and practical support to settle and integrate, address poverty, digital exclusion as English is not their first language	11/6/2019 12:48 PM
77	Free football for all	11/6/2019 12:48 PM
78	A totally free service.	11/6/2019 12:43 PM
79	community awareness	11/6/2019 12:42 PM
80	Funded work experience.	11/6/2019 12:40 PM
81	Employment opportunities	11/6/2019 12:40 PM
82	Better access to active, outdoor education facilities	11/6/2019 12:38 PM
83	More outreach staff time	11/6/2019 12:38 PM

Q7 What changes have there been to your income in the last 2 years?

Answered: 90 Skipped: 0



ANSWER CHOICES	RESPONSES	
Income increased	25.56%	23
Income remained the same	33.33%	30
Income decreased	30.00%	27
Income from donations increased	17.78%	16
Income from donations decreased	14.44%	13
Income from local or central Government increased	6.67%	6
Income from local or central Government decreased	23.33%	21
Total Respondents: 90		

Q8 As an organisation, what do you think your priorities will be in the next two years?

Answered: 88 Skipped: 2

Heathrow Community Trust needs your feedback!

#	RESPONSES	DATE
1	it will be high	12/28/2019 3:21 PM
2	To fundraise to continue our work	12/23/2019 4:39 PM
3	Improve the facilities available for members and the Community in general	12/17/2019 11:12 AM
4	We are uncertain of our future due to lack of funding	11/21/2019 2:36 PM
5	Building project and community projects	11/19/2019 5:20 PM
6	Build the Adult volunteer team to offer more activities	11/18/2019 6:39 PM
7	To establish a 3 year strategy - expand our Music School and look to expand our work with elderly people with dementia	11/12/2019 5:58 PM
8	IT support and improve school grounds	11/12/2019 3:02 PM
9	To raise enough funds to keep HAY's projects operating at the level the community needs.	11/12/2019 11:36 AM
10	reaching more isolated and vulnerable people - helping to give a voice to our communities	11/12/2019 10:33 AM
11	Focus/redefine our core objectives.	11/12/2019 9:43 AM
12	Recruiting new attendees for our groups	11/11/2019 3:04 PM
13	fundraising and building our volunteer base	11/11/2019 1:21 PM
14	To provide more space in order to offer more places and therefore more opportunities for young people.	11/11/2019 10:46 AM
15	Keeping the doors open	11/11/2019 10:10 AM
16	increasing support to the community	11/10/2019 11:40 AM
17	Clubhouse	11/10/2019 10:17 AM
18	Developing our girls' skills and development	11/9/2019 4:54 PM
19	Obtaining new members and finding generous sources for future funding	11/9/2019 1:30 PM
20	Not a organisation, i would like to arrange events to raise money for a variety of charities so that they can continue the great work that they are set up for.	11/9/2019 1:35 AM
21	Increasing difficulty in securing funding and ongoing promulgation of client issues for service providers	11/8/2019 9:06 PM
22	Fundraising	11/8/2019 5:47 PM
23	To provide assistance to the Community wherever it is needed.	11/8/2019 2:40 PM
24	Growing the resilience of the club - i.e. more players and more funding	11/8/2019 11:45 AM
25	We are streamlining our operations and becoming more strategic with an extended 10 year plan.	11/8/2019 10:50 AM
26	Continue to work with our team (all volunteers) and organise a good quality event.	11/8/2019 8:01 AM
27	To be one financially sustainable	11/8/2019 6:33 AM
28	Develop income streams to enable us to recruit more skilled staff to support our service users	11/7/2019 4:37 PM
29	Trying to end the need for Foodbanks	11/7/2019 4:02 PM
30	Expanding our work in St Peter's Hospital with new volunteers	11/7/2019 1:58 PM
31	Growth, so that together, we can harness opportunities to mitigate climate change	11/7/2019 11:44 AM
32	Improving our financial stability in the light of rising costs versus our aim to keep our activities affordable for a wide range of the community. Recruiting volunteers.	11/7/2019 11:44 AM
33	We would like to invest in a car park extension, new perimeter fencing, and an electronic scoreboard.	11/7/2019 11:11 AM
34	Generating income for projects, reaching to more members of the community	11/7/2019 11:02 AM
35	To source and secure funding from external providers	11/7/2019 10:32 AM

Heathrow Community Trust needs your feedback!

36	Tackling our waiting list, and financial stability	11/7/2019 10:26 AM
37	To focus on income generation whilst maintaining our QA.	11/7/2019 9:55 AM
38	Develop the professionalisation of our service Marketing and understanding of what we do Fundraising	11/7/2019 9:54 AM
39	concentrate on new building	11/7/2019 9:51 AM
40	Maintaining the services we offer, keeping our standards of delivery central to our work	11/7/2019 9:35 AM
41	Raising money to develop support services	11/7/2019 8:48 AM
42	Reaching more people Working with more partners Ensuring people who use our service have a say in what we do and co-produce activities and groups	11/6/2019 7:05 PM
43	To grow our club and provide better facilities to the young players	11/6/2019 6:29 PM
44	Secure community space; continuation funding for existing and developing activities; core funding.	11/6/2019 5:46 PM
45	staying solvent	11/6/2019 5:45 PM
46	Get domestic facilities (ie: water/electrics/toilet) on site for all members to use.	11/6/2019 5:40 PM
47	Supporting pupils and staff emotional and well being. Having a rich, relevant and appropriate curriculum for all our pupils enabling them to be citizens of the future.All learners making good progress in Reading, Writing and maths.	11/6/2019 5:11 PM
48	Getting planning permission and starting re-building the Railway to Hampton.	11/6/2019 5:05 PM
49	Stability - both financial and operational	11/6/2019 4:47 PM
50	Developing capacity	11/6/2019 4:36 PM
51	To continue our planned re-instatement of the Hampton and Kempton Waterworks Railway and to increase our visitor numbers	11/6/2019 4:28 PM
52	To expand to supply more food to more beneficiaries and meet unmet demand across the whole of London	11/6/2019 4:22 PM
53	Fundraise & maintain current activity levels	11/6/2019 3:58 PM
54	Core funding to employ more staff so we can take more children in	11/6/2019 3:44 PM
55	Securing long term core funding in order to address evolving needs of beneficiaries	11/6/2019 3:37 PM
56	Keeping volunteer helpers.	11/6/2019 3:30 PM
57	Try and arrange more activities, events, educational activities with the community	11/6/2019 3:26 PM
58	Quality of what we deliver Funding Volunteer recruitment	11/6/2019 3:25 PM
59	Maintain our high levels of fun and learning for all our beneficiariers	11/6/2019 2:55 PM
60	Recruiting more volunteers however to place them into schools to help children, we do need schools communicating better	11/6/2019 2:35 PM
61	To encourage Carers of all ages to register with Carers Bucks to enable us to support them and make their lives easier	11/6/2019 2:24 PM
62	Continue delivering a good quality education with reducing funding	11/6/2019 2:10 PM
63	Building on our strong base of engaging with communities across all strata's.	11/6/2019 1:59 PM
64	Stabilisation	11/6/2019 1:58 PM
65	Recruiting suitable staff and maintaining an engaging curriculum	11/6/2019 1:56 PM
66	Consolidating growth, maintaining government contracts and continuity of services, recruiting quality staff	11/6/2019 1:51 PM
67	Look at innovative and cost effective ways of supporting more people getting the best outcomes possible.	11/6/2019 1:43 PM
68	Increase capacity of volunteers	11/6/2019 1:27 PM
69	Install a dirty to clean water irrigation system first. Secure a 2nd cricket to allow juniors to expand	11/6/2019 1:27 PM

Heathrow Community Trust needs your feedback!

70	Grow the club through attraction of new players of all age ranges. Capitalise on the growth in attention from the MLB London Series games.	11/6/2019 1:21 PM
71	To continue to offer support to our members and perhaps increase our number of sessions from 1 to 2 per week	11/6/2019 1:16 PM
72	meet the needs of our beneficiaries Funding	11/6/2019 1:05 PM
73	Education and information dissemination on environmental & health practices; support for environmental best practice projects	11/6/2019 1:02 PM
74	Children and young people	11/6/2019 1:00 PM
75	To engage more people To fulfill some updates and repairs and improvements To create a strong group	11/6/2019 1:00 PM
76	Heathrow expansion and it's effects	11/6/2019 1:00 PM
77	Expand our services so that we can support and care for twice as many families as we can at the moment, and disseminating best practice in palliative care among local to health and social care professionals	11/6/2019 12:54 PM
78	survival to continue our good work	11/6/2019 12:50 PM
79	Same development of children	11/6/2019 12:49 PM
80	Sustainability of its valuable & unique service	11/6/2019 12:48 PM
81	Recruit more players and coaches .	11/6/2019 12:48 PM
82	Expansion, strategic partnerships, income diversification	11/6/2019 12:47 PM
83	To secure funding to ensure the charity can continue providing its service.	11/6/2019 12:43 PM
84	community awareness/ childrens awareness	11/6/2019 12:42 PM
85	We will be focusing on measuring impact, and analysing that data. We also need a new website.	11/6/2019 12:40 PM
86	Raising Finance and Office space	11/6/2019 12:40 PM
87	Building better facilities	11/6/2019 12:38 PM
88	Restructuring to smaller staff model, more volunteer led	11/6/2019 12:38 PM

Q9 What are your main concerns/challenges for your organisation in the next two years?

Answered: 88 Skipped: 2

Heathrow Community Trust needs your feedback!

#	RESPONSES	DATE
1	thee main important is to get good education and poor mind	12/28/2019 3:21 PM
2	Reducing end users	12/23/2019 4:39 PM
3	Raising the fund to improve the facilities available for members and the Community in general	12/17/2019 11:12 AM
4	Fundraising	11/21/2019 2:36 PM
5	Staffing and generational handover	11/19/2019 5:20 PM
6	The leadership team needs to grow	11/18/2019 6:39 PM
7	Finding a suitable premise. Financial security, Reaching as many parts of the community as we can.	11/12/2019 5:58 PM
8	reduced donations.	11/12/2019 3:02 PM
9	Funding - being able to secure enough funding	11/12/2019 11:36 AM
10	Funding	11/12/2019 10:33 AM
11	Staffing and volunteers	11/12/2019 9:43 AM
12	Securing sustainable funding	11/11/2019 3:04 PM
13	constant struggle to raise enough funds	11/11/2019 1:21 PM
14	To provide more facilities	11/11/2019 10:46 AM
15	Finance	11/11/2019 10:10 AM
16	maintainig income and improving the facilities for all	11/10/2019 11:40 AM
17	Clubhouse; retention of numbers	11/10/2019 10:17 AM
18	Affording all our needs	11/9/2019 4:54 PM
19	Obtaining new members and finding generous sources for future funding	11/9/2019 1:30 PM
20	Make time for these such events. With the help of family and friends, to raise as much financial support for charities.	11/9/2019 1:35 AM
21	Increasing concerns over Brexit outcomes for clients and ongoing funding for service provision for clients	11/8/2019 9:06 PM
22	Beneficiaries suffering	11/8/2019 5:47 PM
23	An ageing membership and the lack of new younger volunteers due to work pressures and the large number of voluntary organisations operating around Slough and South Bucks vying for a fixed pool of volunteers.	11/8/2019 2:40 PM
24	Growing pressure could lead the club declining and reducing its beneficial impact for the community	11/8/2019 11:45 AM
25	Funds and climate change	11/8/2019 10:50 AM
26	Obtaining sponsorship	11/8/2019 8:01 AM
27	To secure start up funding to enable us to pick our out of school project off the ground	11/8/2019 6:33 AM
28	Securing funding for operating costs to ensure that we can retain salaried staff.. We only have two staff members	11/7/2019 4:37 PM
29	Continuing support from the local community to feed their neighbours at the rate we are being used	11/7/2019 4:02 PM
30	Finance and recruitment	11/7/2019 1:58 PM
31	Capacity - we're all volunteers and need funding for a staff member to carry out volunteer recruitment, vol co-ordination and admin.	11/7/2019 11:44 AM
32	Lack of space to expand and thus grow our financial stability. Increasing costs.	11/7/2019 11:44 AM
33	Finding funds that will support us.	11/7/2019 11:11 AM
34	Securing enough funding to carry out our work.Updating the systems we use so that we can operate to the best of our ability.	11/7/2019 10:35 AM

Heathrow Community Trust needs your feedback!

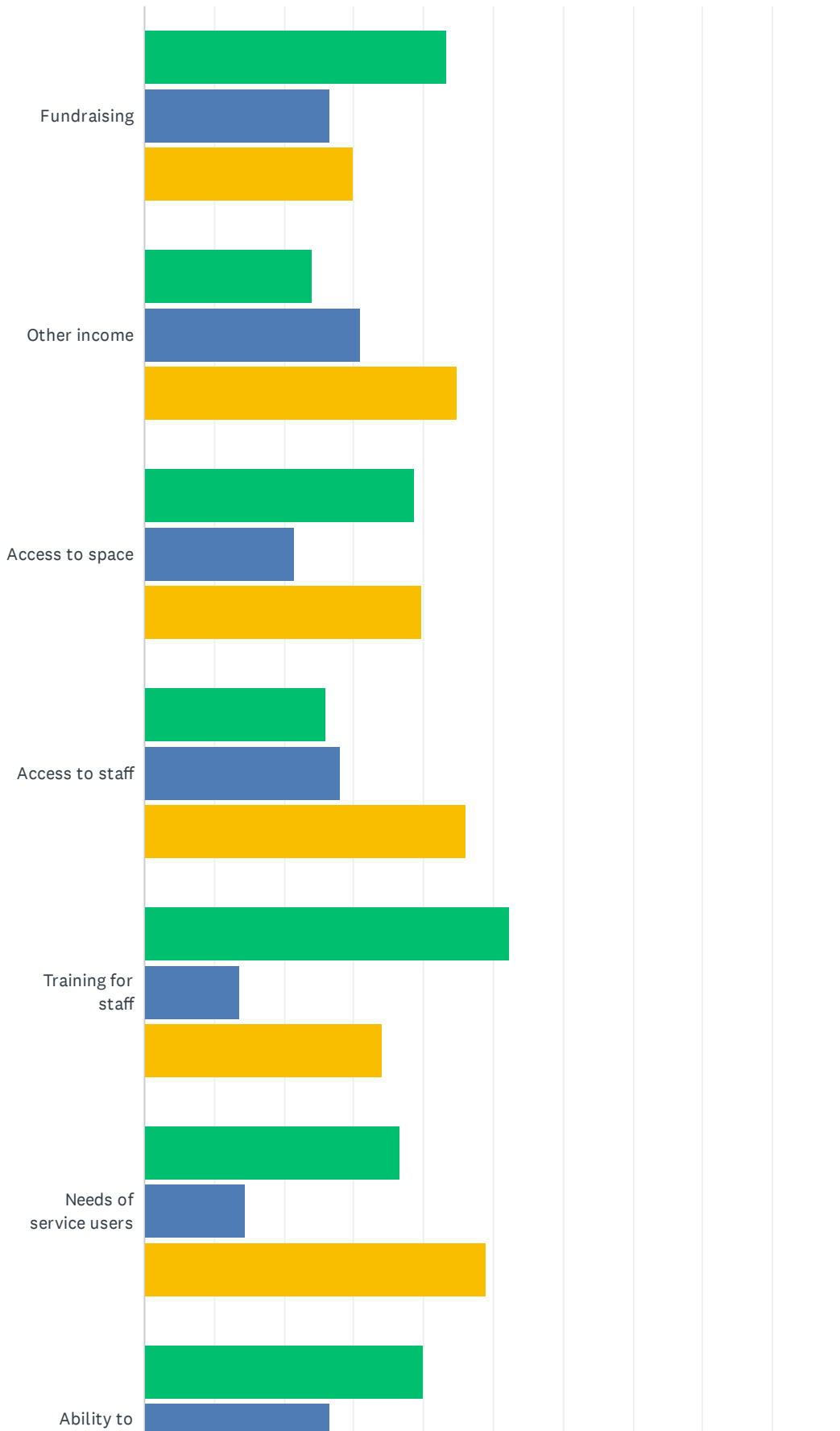
35	The decrease in funds available and the large competition for grants. Also to secure funding for salaries for ongoing projects	11/7/2019 10:32 AM
36	Tackling our waiting list, and financial stability	11/7/2019 10:26 AM
37	Schools have the time and finances, so are challenges are to try and help them with this.	11/7/2019 9:55 AM
38	Fundraising Trustee turnover and filling vacancies	11/7/2019 9:54 AM
39	fundraising for a new building and equipment for activities	11/7/2019 9:51 AM
40	Finding funding to cover our 'core' costs Recruiting reliable volunteers and staff	11/7/2019 9:35 AM
41	Raising money to develop support services	11/7/2019 8:48 AM
42	Main funding streams coming up for renewal More people needing the service Ensuring we continue to provide a quality service	11/6/2019 7:05 PM
43	Fundraising	11/6/2019 6:29 PM
44	Continuation of current activities; securing continuation funding for both activities and office.	11/6/2019 5:46 PM
45	staying solvent possible move to another location	11/6/2019 5:45 PM
46	The lack of disabled toilet facilities, along with a lack funding to create a warm environment for attendees.	11/6/2019 5:40 PM
47	Suitably qualified and experienced staff. Maintain school population. Budget cuts which impact on the education provision.	11/6/2019 5:11 PM
48	Getting planning permission and then enough money and enough volunteers to start rebuilding the Railway to Hampton	11/6/2019 5:05 PM
49	place to operate remains available and affordable to allow us the stabilise the business	11/6/2019 4:47 PM
50	Growing in a sustainable way	11/6/2019 4:36 PM
51	Finding sufficient volunteers and finding funding for our plans	11/6/2019 4:28 PM
52	Financial constraints, managing resources and expectations for growth	11/6/2019 4:22 PM
53	Social prescribing increasing the demand for services without extra funding to match demand	11/6/2019 3:58 PM
54	Finding the right staff to deal with disadvantaged children	11/6/2019 3:44 PM
55	Continuity of funding and therefore retention of staff	11/6/2019 3:37 PM
56	Volunteers and falling numbers.	11/6/2019 3:30 PM
57	Luck of funds, places to hold or do the activities, communal places	11/6/2019 3:26 PM
58	Financial constraints of beneficiaries	11/6/2019 3:25 PM
59	maintain our high levels of achievements	11/6/2019 2:55 PM
60	Competition from other agencies offering a similar support	11/6/2019 2:35 PM
61	Raising awareness in South Bucks	11/6/2019 2:24 PM
62	Continue delivering a good quality education with reducing funding	11/6/2019 2:10 PM
63	Fundraising to keep our not-for-profit organisation, run by volunteers, going	11/6/2019 1:59 PM
64	consistency	11/6/2019 1:58 PM
65	Financial constraints and recruitment	11/6/2019 1:56 PM
66	Continuity of funding for front line services	11/6/2019 1:51 PM
67	Having sufficient funding to support the needs of the young people that access our services.	11/6/2019 1:43 PM
68	Raising funds	11/6/2019 1:27 PM
69	Lack of business type volunteers to project manage big capital projects	11/6/2019 1:27 PM
70	Growing the membership and recruiting volunteers to take up committee responsibility.	11/6/2019 1:21 PM
71	To maintain relationships with our facilities provider (Egham Orbit Leisure Centre / Runnymede BC) and to arrange transport locally for our members	11/6/2019 1:16 PM

Heathrow Community Trust needs your feedback!

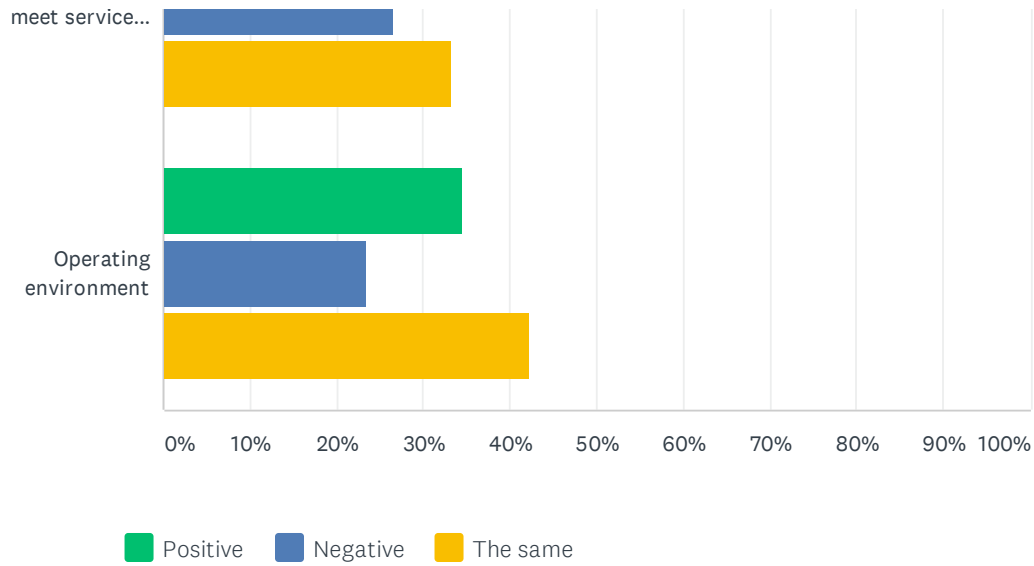
72	Funding stability	11/6/2019 1:05 PM
73	Funding	11/6/2019 1:02 PM
74	Funding	11/6/2019 1:00 PM
75	Funding is always time consuming and feels stressful to monitor and manage year after year Grants don't always cover what we need funding for Myself - getting older finding things a little bit more challenging	11/6/2019 1:00 PM
76	Volunteer recruitment	11/6/2019 1:00 PM
77	Increasing our fundraising so that we can achieve our ambitious priorities.	11/6/2019 12:54 PM
78	our organisation will never be self funding due to the nature of the projects we run for people living in hardship. But our biggest challenge is to secure funding to continue our very worthwhile charity. Lots of funding is only available to organisations with an income of over 100,000 per annum and this makes smaller charities like ours that work at the grass roots and are not part of a national chain illegible to apply.	11/6/2019 12:50 PM
79	financial challenges	11/6/2019 12:49 PM
80	As above	11/6/2019 12:48 PM
81	Retaining players and coaches	11/6/2019 12:48 PM
82	Income diversification	11/6/2019 12:47 PM
83	Funding.	11/6/2019 12:43 PM
84	maintaining membership	11/6/2019 12:42 PM
85	Staff recruitment and income generation.	11/6/2019 12:40 PM
86	Closure	11/6/2019 12:40 PM
87	Income - whilst it's increased, that's because we're a growing school	11/6/2019 12:38 PM
88	Funding and consistency	11/6/2019 12:38 PM

Q10 As an organisation, do you feel positive or negative or the same about the following in the next two years?

Answered: 90 Skipped: 0



Heathrow Community Trust needs your feedback!

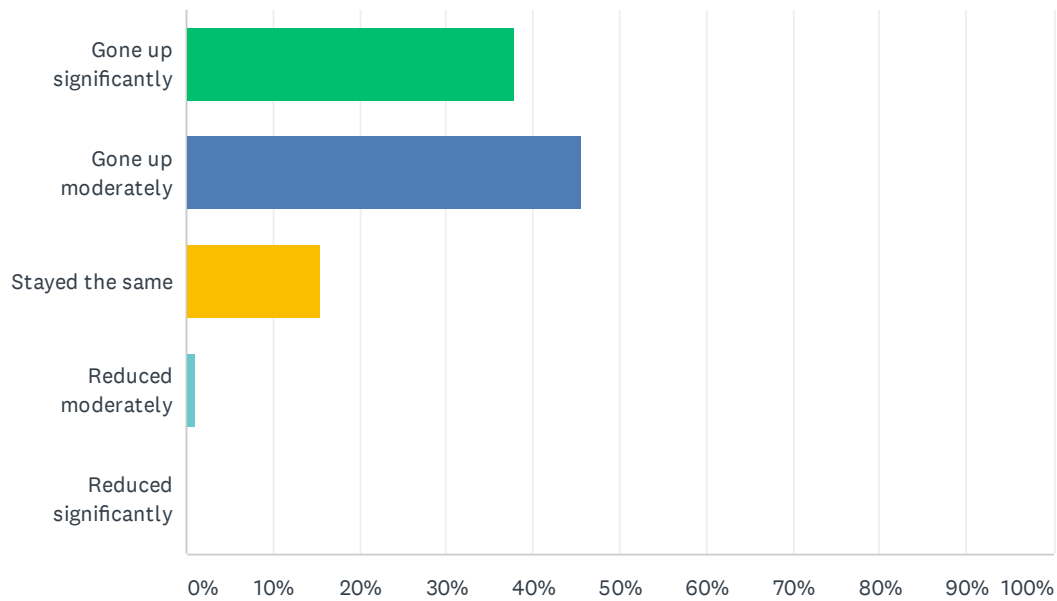


	POSITIVE	NEGATIVE	THE SAME	TOTAL
Fundraising	43.33% 39	26.67% 24	30.00% 27	90
Other income	24.14% 21	31.03% 27	44.83% 39	87
Access to space	38.64% 34	21.59% 19	39.77% 35	88
Access to staff	25.84% 23	28.09% 25	46.07% 41	89
Training for staff	52.27% 46	13.64% 12	34.09% 30	88
Needs of service users	36.67% 33	14.44% 13	48.89% 44	90
Ability to meet service user' needs	40.00% 36	26.67% 24	33.33% 30	90
Operating environment	34.44% 31	23.33% 21	42.22% 38	90

#	OTHER (PLEASE SPECIFY)	DATE
1	We are a community event, therefore much of this form does not apply.	11/8/2019 8:01 AM
2	Just worry about a change in management at the leisure centre	11/6/2019 1:16 PM

Q11 Over the last 2 years do you feel the needs/requirements of your target audiences have...?

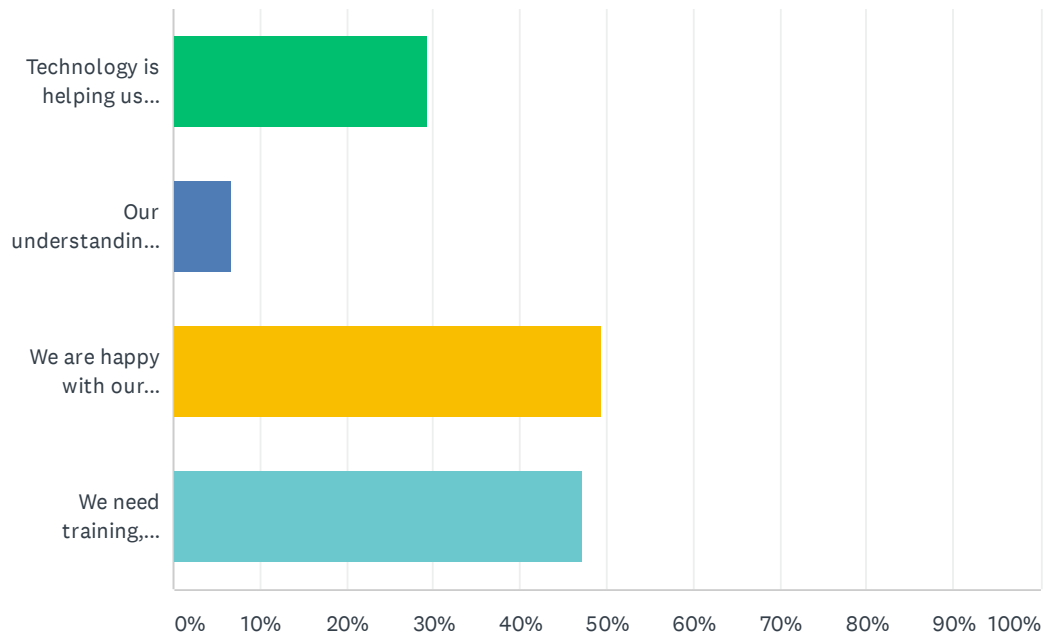
Answered: 90 Skipped: 0



ANSWER CHOICES	RESPONSES	
Gone up significantly	37.78%	34
Gone up moderately	45.56%	41
Stayed the same	15.56%	14
Reduced moderately	1.11%	1
Reduced significantly	0.00%	0
Total Respondents: 90		

Q12 Which of the following statements would you agree with?

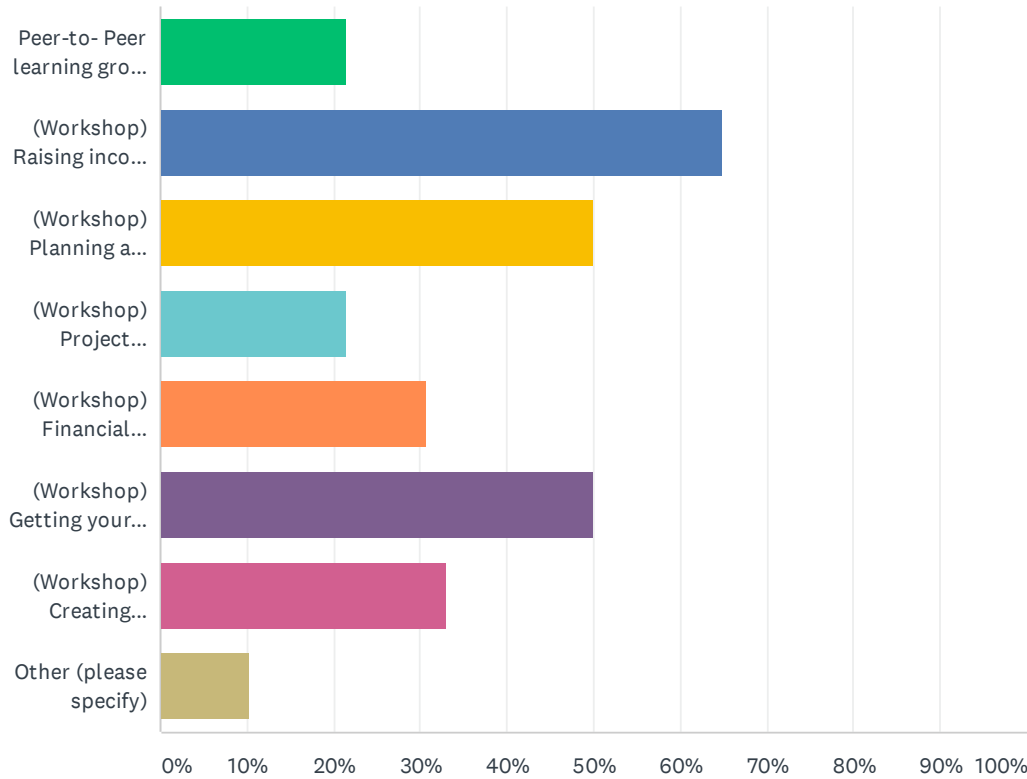
Answered: 89 Skipped: 1



ANSWER CHOICES	RESPONSES	
Technology is helping us identify or deliver solutions to efficiently further our aims/objectives	29.21%	26
Our understanding of developments in technology is a barrier to furthering our aims/objectives	6.74%	6
We are happy with our progress in adopting new technologies	49.44%	44
We need training, support or other resources to help us adopt new technologies	47.19%	42
Total Respondents: 89		

Q13 The Trust would like to support locally based grass roots organisations. What training or development support would you be interested in participating in?

Answered: 88 Skipped: 2



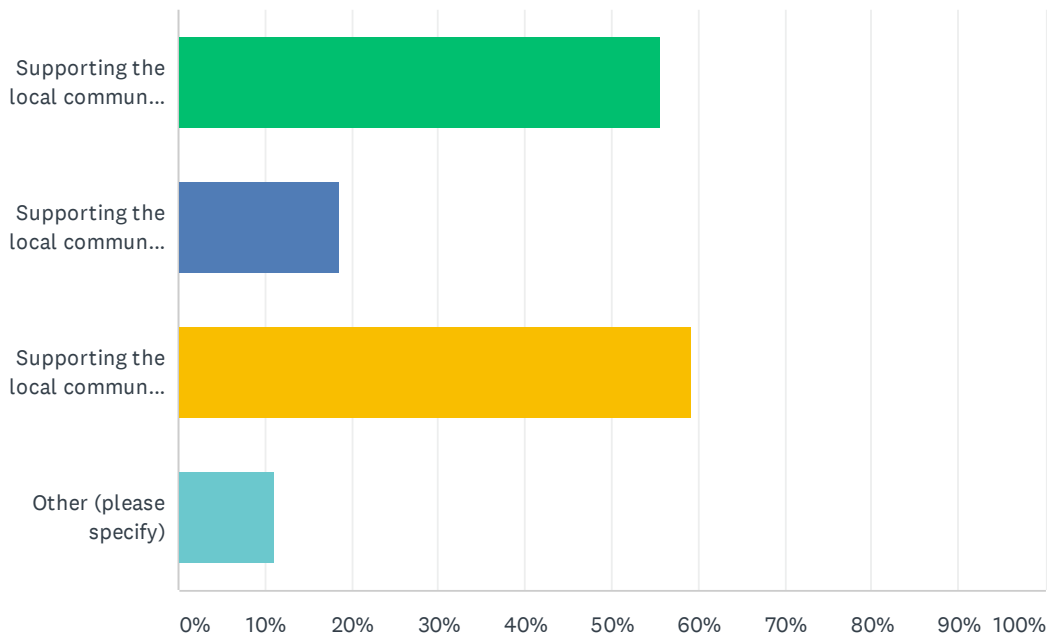
ANSWER CHOICES	RESPONSES	
Peer-to- Peer learning group for CEOs and Senior Leaders	21.59%	19
(Workshop) Raising income from new sources	64.77%	57
(Workshop) Planning a fundraising strategy	50.00%	44
(Workshop) Project management	21.59%	19
(Workshop) Financial planning for non-finance professionals	30.68%	27
(Workshop) Getting your story out using social media	50.00%	44
(Workshop) Creating measurable outcomes)	32.95%	29
Other (please specify)	10.23%	9
Total Respondents: 88		

Heathrow Community Trust needs your feedback!

#	OTHER (PLEASE SPECIFY)	DATE
1	A helping hand with organising something across the airport	11/9/2019 1:35 AM
2	We do not wish to turn away help but as a volunteer run and led group delivering once a year with 6 months planning we generally attract people with the skills mentioned to help us deliver. Also, we have the same team (with a few additions) doing this since 2005	11/8/2019 8:01 AM
3	We already have the know-how - but time and staff resource is our constraint	11/7/2019 11:44 AM
4	Access to funds...	11/7/2019 11:11 AM
5	ICT support on an ongoing basis	11/7/2019 9:35 AM
6	Training / development opportunities for young people	11/6/2019 5:46 PM
7	None of those have done then all many thanks	11/6/2019 1:00 PM
8	I am already committed to a number of charity organisations outside of work	11/6/2019 12:49 PM
9	It training (particularly around Salesforce and measuring impact)	11/6/2019 12:40 PM

Q14 In funding for Projects for Young People please tell us which of the following is the most important to you?

Answered: 81 Skipped: 9

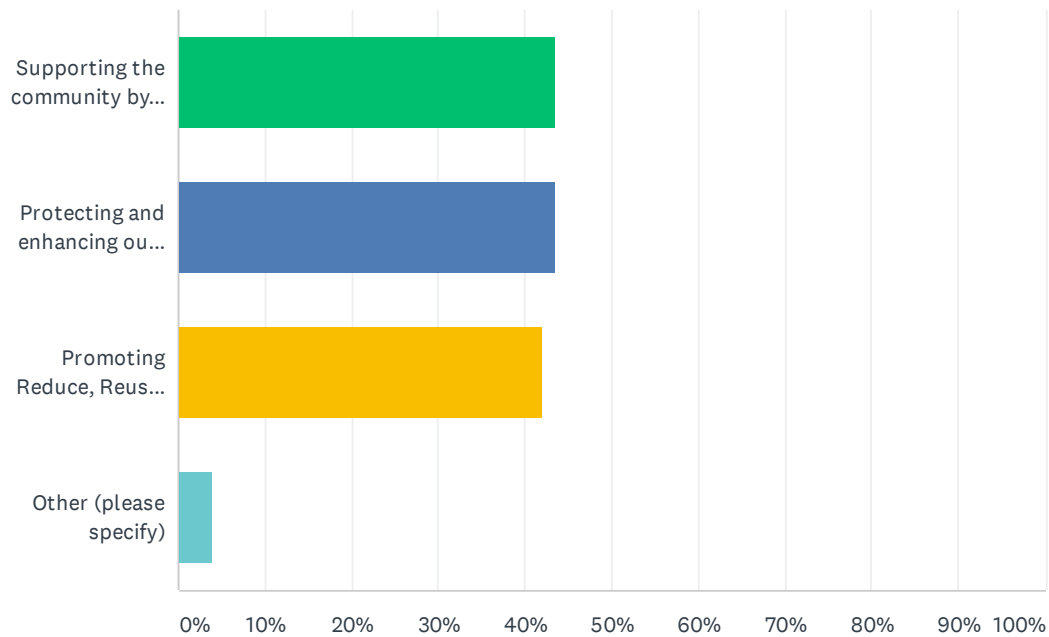


ANSWER CHOICES	RESPONSES
Supporting the local community by creating opportunities for young people up to age 24 to make a positive change to their behaviour about their future (e.g. raised aspirations, improved attitude to learning, increased knowledge of progression opportunities)	55.56% 45
Supporting the local community by creating opportunities for young people up to age 24 to break down barriers to employment through skills development.	18.52% 15
Supporting the local community by creating opportunities for young people up to age 24 to improve their quality of life (e.g. increased resilience, improved mental health).	59.26% 48
Other (please specify)	11.11% 9
Total Respondents: 81	

#	OTHER (PLEASE SPECIFY)	DATE
1	Providing opportunities for those with additional needs	12/23/2019 4:39 PM
2	All of the above	11/12/2019 11:36 AM
3	Support outside the Local community as well.....	11/9/2019 1:35 AM
4	As volunteers, we do take on young people, usually around 30 to allow them to gain skills for their CV applications of the future	11/8/2019 8:01 AM
5	Supplying food to young people in need and signposting to further help and support	11/7/2019 4:02 PM
6	Supporting the local community by raising awareness of how young people can protect themselves from harmful air pollution and take steps to help improve air pollution where they live.	11/7/2019 10:35 AM
7	Working with statutory providers and employers to improve the opportunities for Young People with Autism	11/7/2019 9:35 AM
8	Combination of 2 & 3	11/6/2019 4:47 PM
9	Funding not age restricted age is a number ability can be restricted ongoing	11/6/2019 1:00 PM

Q15 In funding for Environment and Sustainability please tell us which of the following is the most important to you?

Answered: 76 Skipped: 14

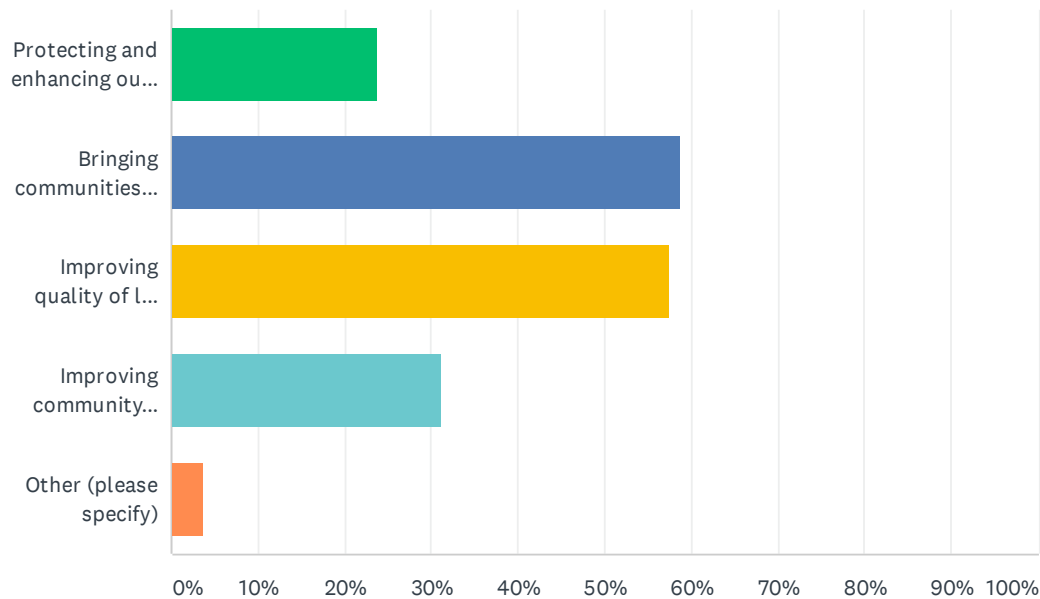


ANSWER CHOICES	RESPONSES
Supporting the community by supporting sustainable development – projects supporting sustainable development, the sustainable use of resources (particularly in community facilities such as buildings) or programmes to raise community awareness of sustainable development.	43.42% 33
Protecting and enhancing our natural environment - the protection and promotion of the physical and natural environment for the purpose of improving community wellbeing.	43.42% 33
Promoting Reduce, Reuse, Recycle - projects with a focus on reducing waste through reusing items or recycling them for a new purpose.	42.11% 32
Other (please specify)	3.95% 3
Total Respondents: 76	

#	OTHER (PLEASE SPECIFY)	DATE
1	None	11/11/2019 10:10 AM
2	Creating a better world to live in by enhancing inclusivity in the community.	11/8/2019 11:45 AM
3	We are part of the Blondin Consortium where funds to build a community building is currently happening (£140,000 to go) which would mean many of your questions would then be relevant.	11/8/2019 8:01 AM

Q16 In funding for Communities Together please tell us which of the following is the most important to you?

Answered: 80 Skipped: 10

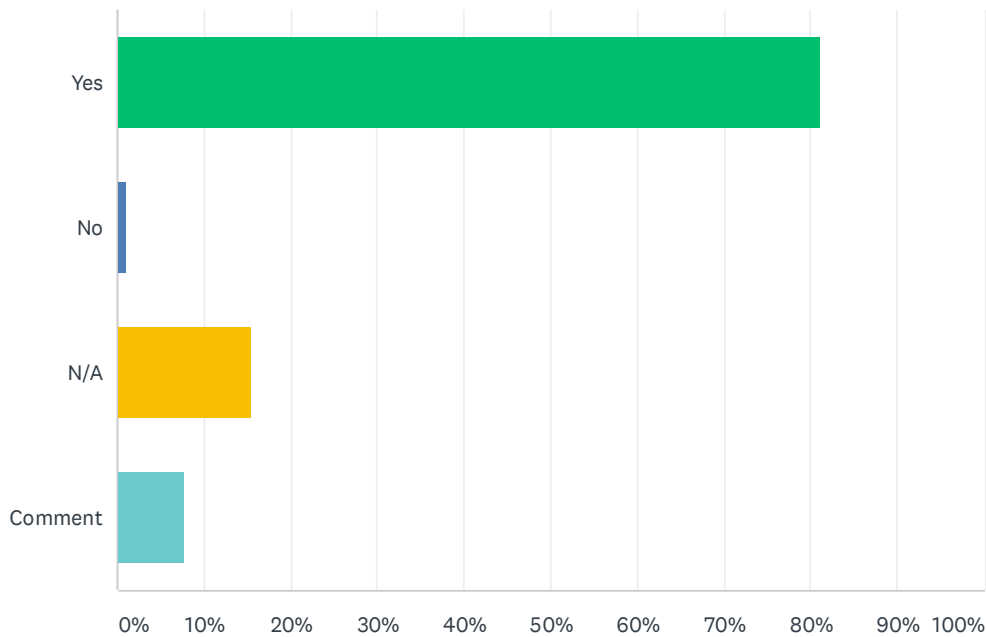


ANSWER CHOICES	RESPONSES
Protecting and enhancing our local environment - the protection and promotion of the physical and natural environment for the purpose of improving community wellbeing, including but not limited to, the conservation and protection of wildlife, the provision of community green spaces such as allotments or gardens, and programmes to raise community awareness of such issues.	23.75% 19
Bringing communities together and increasing community cohesion – projects to enable different groups within the community to come together, or to increase understanding between different members of the community.	58.75% 47
Improving quality of life through increasing social inclusion– projects to reach specific isolated or under-represented groups in the community and provide them with additional support.	57.50% 46
Improving community facilities for all – your project will enable more people to make use of local facilities. This could include providing disabled access to a community facility; installing a disabled toilet or wet room; installing new kitchen equipment to enable food to be served; or installing new flooring to enable a community hall to be used by more groups.	31.25% 25
Other (please specify)	3.75% 3
Total Respondents: 80	

#	OTHER (PLEASE SPECIFY)	DATE
1	Tackling loneliness and isolation for older people	11/7/2019 9:54 AM
2	Combination of 2, 3 and 4 by opening a community arts centre	11/6/2019 4:47 PM
3	Educating the public so that they consider disabled needs	11/6/2019 1:16 PM

Q17 Are the Heathrow Community Trust team helpful and efficient in dealing with any queries?

Answered: 90 Skipped: 0

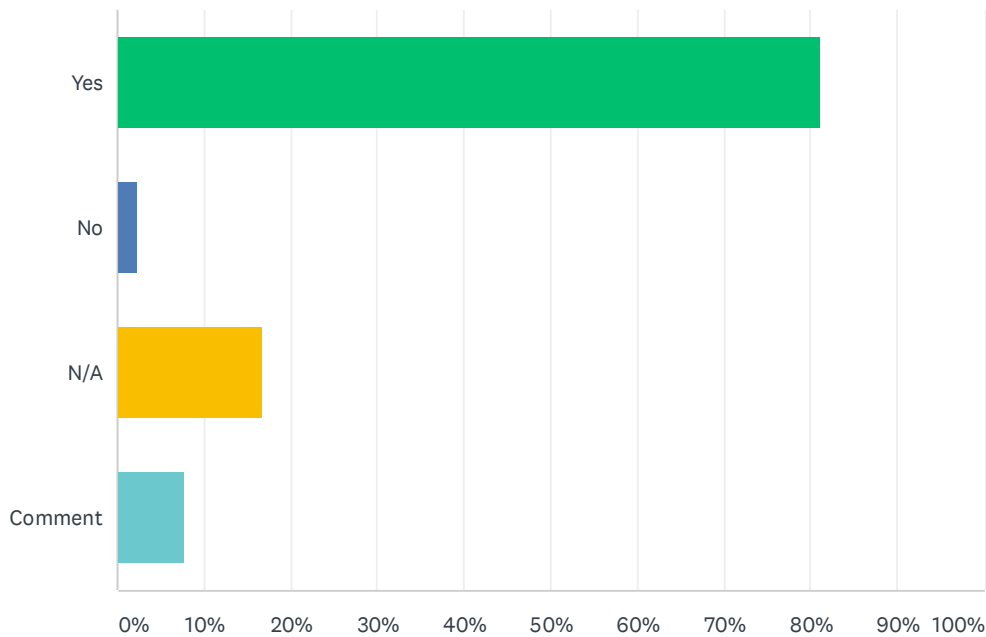


ANSWER CHOICES	RESPONSES
Yes	81.11% 73
No	1.11% 1
N/A	15.56% 14
Comment	7.78% 7
Total Respondents: 90	

#	COMMENT	DATE
1	I have not had a query recently	12/17/2019 11:12 AM
2	very quick and helpful responses	11/11/2019 1:21 PM
3	Have helped in past with grant	11/10/2019 10:17 AM
4	The application process is really complicated and confusing	11/8/2019 11:45 AM
5	We applied once for a grant to support our aim in reducing people coming to the event by car but failed, apparently public transport was deemed suitable.	11/8/2019 8:01 AM
6	We tend to look for small grants, so the HCT process is very heavy for us. The staff are great.	11/7/2019 10:26 AM
7	I couldn't have asked for a better workforce at the HCF! Professional, quick to respond and were a massive help with any questions or queries I had throughout the project	11/6/2019 6:29 PM

Q18 Are the Heathrow Community Trust team approachable and supportive?

Answered: 90 Skipped: 0



ANSWER CHOICES	RESPONSES
Yes	81.11% 73
No	2.22% 2
N/A	16.67% 15
Comment	7.78% 7
Total Respondents: 90	

#	COMMENT	DATE
1	friendly and supportive	11/11/2019 1:21 PM
2	It svery complicated - the process could be simpler	11/8/2019 11:45 AM
3	We tend to look for small grants, so the HCT process is very heavy for us. The staff are great.	11/7/2019 10:26 AM
4	Heathrow volunteers made a valuable contribution to our access path by reinforcing bank with scaffolding boards	11/7/2019 9:51 AM
5	Very!	11/6/2019 6:29 PM
6	Sometimes they've been really busy and I'd prefer an online chat? Or other contact than email when running a grant	11/6/2019 1:00 PM
7	I dont know who the team are? I did receive and email asking for additional information and the email was worded well	11/6/2019 12:49 PM

Q19 How do you rate the Heathrow Community Trust website? (1 being poor to 10 being excellent)

Answered: 84 Skipped: 6

Heathrow Community Trust needs your feedback!

#	RESPONSES	DATE
1	1	12/28/2019 3:21 PM
2	8	12/23/2019 4:39 PM
3	9	12/17/2019 11:12 AM
4	7	11/21/2019 2:36 PM
5	10	11/19/2019 5:20 PM
6	9	11/18/2019 6:39 PM
7	8	11/12/2019 5:58 PM
8	8	11/12/2019 3:02 PM
9	8	11/12/2019 11:36 AM
10	N/a	11/12/2019 10:33 AM
11	7	11/12/2019 9:43 AM
12	7	11/11/2019 3:04 PM
13	9	11/11/2019 1:21 PM
14	8	11/11/2019 10:46 AM
15	5	11/11/2019 10:10 AM
16	9	11/10/2019 11:40 AM
17	10	11/9/2019 4:54 PM
18	10	11/9/2019 1:30 PM
19	6	11/9/2019 1:35 AM
20	8	11/8/2019 9:06 PM
21	10	11/8/2019 5:47 PM
22	8	11/8/2019 2:40 PM
23	5	11/8/2019 11:45 AM
24	8	11/8/2019 10:50 AM
25	8	11/8/2019 6:33 AM
26	8	11/7/2019 4:37 PM
27	8	11/7/2019 4:02 PM
28	8	11/7/2019 1:58 PM
29	7	11/7/2019 11:44 AM
30	9	11/7/2019 11:44 AM
31	10	11/7/2019 11:11 AM
32	10	11/7/2019 11:02 AM
33	8	11/7/2019 10:35 AM
34	10	11/7/2019 10:32 AM
35	7	11/7/2019 9:55 AM
36	8	11/7/2019 9:54 AM
37	9	11/7/2019 9:51 AM
38	8	11/7/2019 9:35 AM
39	9	11/7/2019 8:48 AM
40	8	11/6/2019 7:05 PM

Heathrow Community Trust needs your feedback!

41	Without doubt 10	11/6/2019 6:29 PM
42	8	11/6/2019 5:46 PM
43	10	11/6/2019 5:45 PM
44	5	11/6/2019 5:40 PM
45	8	11/6/2019 5:11 PM
46	?	11/6/2019 5:05 PM
47	6	11/6/2019 4:36 PM
48	10	11/6/2019 4:28 PM
49	9	11/6/2019 4:22 PM
50	8	11/6/2019 3:58 PM
51	8	11/6/2019 3:44 PM
52	7	11/6/2019 3:37 PM
53	10	11/6/2019 3:30 PM
54	10	11/6/2019 3:26 PM
55	7	11/6/2019 3:25 PM
56	10	11/6/2019 2:55 PM
57	8	11/6/2019 2:35 PM
58	9	11/6/2019 2:24 PM
59	8	11/6/2019 2:10 PM
60	10	11/6/2019 1:59 PM
61	6	11/6/2019 1:58 PM
62	not used it	11/6/2019 1:56 PM
63	7	11/6/2019 1:51 PM
64	7	11/6/2019 1:43 PM
65	6	11/6/2019 1:27 PM
66	8	11/6/2019 1:27 PM
67	8	11/6/2019 1:21 PM
68	8	11/6/2019 1:05 PM
69	10	11/6/2019 1:02 PM
70	7	11/6/2019 1:00 PM
71	Think it's pretty good and has been improved	11/6/2019 1:00 PM
72	10	11/6/2019 1:00 PM
73	8	11/6/2019 12:54 PM
74	8	11/6/2019 12:50 PM
75	5	11/6/2019 12:49 PM
76	8	11/6/2019 12:48 PM
77	8	11/6/2019 12:48 PM
78	8	11/6/2019 12:47 PM
79	9	11/6/2019 12:43 PM
80	average	11/6/2019 12:42 PM
81	9	11/6/2019 12:40 PM

Heathrow Community Trust needs your feedback!

82	5	11/6/2019 12:40 PM
83	10	11/6/2019 12:38 PM
84	8	11/6/2019 12:38 PM

Q20 Why did you rate it like this?

Answered: 78 Skipped: 12

Heathrow Community Trust needs your feedback!

#	RESPONSES	DATE
1	because they helping people and community,	12/28/2019 3:21 PM
2	Some information doesn't cross reference well with other documentation eg the funding categories	12/23/2019 4:39 PM
3	It is easy to use, clear to understand and straight forward to submit applications/queries.	12/17/2019 11:12 AM
4	Easily accessible and informative	11/19/2019 5:20 PM
5	It has all the information one needs.	11/18/2019 6:39 PM
6	Information is clear but a bit of navigation to look at different documents	11/12/2019 5:58 PM
7	Really good information - now I know it its fine but in the beginning I was a little confused between the different funds	11/12/2019 3:02 PM
8	I think the website was easy to use and interesting.	11/12/2019 11:36 AM
9	N/a	11/12/2019 10:33 AM
10	Easy to navigate, although can appear a bit 'busy' when using chrome.	11/12/2019 9:43 AM
11	easy to navigate	11/11/2019 1:21 PM
12	The team is very approachable and their follow up is helpful	11/11/2019 10:46 AM
13	very supportive to our causes	11/10/2019 11:40 AM
14	Supportive and efficient	11/9/2019 4:54 PM
15	FOUND IT EASY TO USE	11/9/2019 1:30 PM
16	Helpful	11/9/2019 1:35 AM
17	it provided most of the information i was looking for together with useful contact details I could use to supplement my information requirements	11/8/2019 9:06 PM
18	Easy to read and understand and access information	11/8/2019 5:47 PM
19	It gives a lot of relevant information regarding options available to smaller Charities.	11/8/2019 2:40 PM
20	The questions were difficult to answer and weren't always relevant to the application and hence very difficult to complete	11/8/2019 11:45 AM
21	It is easy to access and view all the upcoming application dates and programmes.	11/8/2019 10:50 AM
22	The Trust Team are not only approachable, they're also very helpful in signs posting us to the right resources and support.	11/8/2019 6:33 AM
23	Looks good and is easy to find information	11/7/2019 4:37 PM
24	It is clear and helpful	11/7/2019 4:02 PM
25	It's clear and engaging	11/7/2019 1:58 PM
26	The guidance has improved but it doesn't flow as well as it could.	11/7/2019 11:44 AM
27	Found it fairly easy to find what I wanted.	11/7/2019 11:44 AM
28	Its very well laid out and easy to use.	11/7/2019 11:11 AM
29	I have never noticed anything negative about the website, only that it looks professional and easy to navigate.	11/7/2019 11:02 AM
30	everything is very clear	11/7/2019 10:32 AM
31	Regular updates, and some success stories posted up to encourage others to apply.	11/7/2019 9:55 AM
32	Easy to use and check information	11/7/2019 9:54 AM
33	It's easy to negotiate to find out what help is available for a voluntary organisation	11/7/2019 9:51 AM
34	attractive and easy to navigate	11/7/2019 9:35 AM
35	They have been open and supportive to us as a charity partner in Project SEARCH	11/7/2019 8:48 AM
36	It is clear and easy to navigate	11/6/2019 7:05 PM
37	They provided financial support to our club which will be forever grateful for. New kits and	11/6/2019 6:29 PM

Heathrow Community Trust needs your feedback!

equipment have improved the training for the team and our club ... the under 15 boys team wear their kits with pride and look ever so smart :)

38	Finding relevant information is clear and easy to navigate although personally I don't have additional time to watch the videos.	11/6/2019 5:46 PM
39	professional	11/6/2019 5:45 PM
40	it's not intuitive. You need to fix your mind set to get through the web site.	11/6/2019 5:40 PM
41	I think they are good, helpful and provide appropriate advice.	11/6/2019 5:11 PM
42	Usually use face-to-face or telephone contact	11/6/2019 5:05 PM
43	I find it difficult to navigate between different sections without going back to the start point.	11/6/2019 4:36 PM
44	Navigation is straightforward making it easy to use.	11/6/2019 4:28 PM
45	I found all the information I needed, quickly and easily	11/6/2019 4:22 PM
46	easy to navigate	11/6/2019 3:58 PM
47	Generally everything is easy to find.	11/6/2019 3:44 PM
48	Guidelines that we downloaded were out of date	11/6/2019 3:37 PM
49	Very friendly, Knowledgeable and helpful.	11/6/2019 3:30 PM
50	Heathrow community trust is of very helpful for small non for profit organisations, they do support us.	11/6/2019 3:26 PM
51	simple and informative	11/6/2019 3:25 PM
52	easy to navigate	11/6/2019 2:55 PM
53	It can be quite difficult to complete forms	11/6/2019 2:35 PM
54	Clear and straight forward	11/6/2019 2:24 PM
55	It's clear and simple	11/6/2019 2:10 PM
56	Easy to find what I'm looking for	11/6/2019 1:59 PM
57	Good but application procedure is bureaucratic	11/6/2019 1:58 PM
58	Overall it's fine, but the separate funding programmes could be more clearly marked at the head of the page	11/6/2019 1:51 PM
59	Not very easy to navigate or to find things. Different grants and themes were quite confusing.	11/6/2019 1:43 PM
60	Found it OK to use	11/6/2019 1:27 PM
61	Fairly simple to negotiate	11/6/2019 1:27 PM
62	It provided all the information we needed to make the HAPI application.	11/6/2019 1:21 PM
63	very easy and useable	11/6/2019 1:02 PM
64	Average user friendly interface	11/6/2019 1:00 PM
65	I think it's functional navigable and clear	11/6/2019 1:00 PM
66	Provides all the information a fundraiser needs	11/6/2019 1:00 PM
67	Clear guidelines, clear and prompt communication	11/6/2019 12:54 PM
68	I don't use the website that often but so far have not had any issues	11/6/2019 12:50 PM
69	I don't think it allows you to write enough information to explain complex projects	11/6/2019 12:49 PM
70	There is always room for improvements for any organisation	11/6/2019 12:48 PM
71	User friendly	11/6/2019 12:48 PM
72	mostly able to find what I need quickly	11/6/2019 12:47 PM
73	It has everything I need and is easy to navigate.	11/6/2019 12:43 PM
74	zoning and area restrictions	11/6/2019 12:42 PM
75	It always has the information I need to find. The interactive map is also very clear when	11/6/2019 12:40 PM

Heathrow Community Trust needs your feedback!

finding out who has received funding.

76	It contains information but needs to be easier to find	11/6/2019 12:40 PM
77	Very easy to navigate and use	11/6/2019 12:38 PM
78	Better than some I've looked at	11/6/2019 12:38 PM

Q21 Is there any other comment which would help Heathrow Community Trust plan its further grants programmes?

Answered: 51 Skipped: 39

Heathrow Community Trust needs your feedback!

#	RESPONSES	DATE
1	no	12/28/2019 3:21 PM
2	None	12/17/2019 11:12 AM
3	We had no volunteering offered to us by staff despite request and it was hard to tag you in on social media posts	11/21/2019 2:36 PM
4	No	11/19/2019 5:20 PM
5	keep up the good work -- thank you to all who make this hapen	11/18/2019 6:39 PM
6	Just want to say thank you. Having the time to complete the forms can be a challenge	11/12/2019 3:02 PM
7	Not that I can think of at the moment	11/12/2019 11:36 AM
8	No	11/12/2019 10:33 AM
9	When using the 'Form stack' system, it is quite easy to accidentally submit your form, particularly when the network is running slow.	11/12/2019 9:43 AM
10	more 2or 3 year funding programmes to allow us to really embed and grow the work.	11/11/2019 1:21 PM
11	Revisit the reporting procedure Once a grant report has been approved automatically send the next installment of a grant rather than have to go through the bureaucratic and time wasting process of raising an invoice	11/11/2019 10:10 AM
12	continue to promote and develop you r excellent causes	11/10/2019 11:40 AM
13	No	11/9/2019 4:54 PM
14	No	11/8/2019 9:06 PM
15	no	11/8/2019 5:47 PM
16	We are primarily aimed at the older generations who may feel isolated or require assistance and where we can provide either an additional benefit at certain times of the year or where we can help them have at least one day a week where they can come together and meet other people.	11/8/2019 2:40 PM
17	The application needs to be simpler - it felt like you needed to be an accountant - hence there was a low confidence that the application had been completed correctly?	11/8/2019 11:45 AM
18	Under the Blondin Consortium (rather than Brentford Festival) we would like to approach you in the future. We have completed your questions but do not think them relevant to us at present. Maybe there should be something at the start asking have you applied to work with us in the past and a separate one were you successful.	11/8/2019 8:01 AM
19	No	11/8/2019 6:33 AM
20	Thank you and keep doing the good work you are doing	11/7/2019 1:58 PM
21	The application form is rather onerous, and daunting to many applicants (compared to similar value funders). Lottery Awards for All is better	11/7/2019 11:44 AM
22	Nothing that I can think of	11/7/2019 11:02 AM
23	We tend to look for small grants, so the HCT process is very heavy for us. The staff are great.	11/7/2019 10:26 AM
24	Having applied to other bodies I have found your process straightforward and you don't ask for things very small charities don't have (e.g. some policies) but process for claiming funding via an invoice and lots of different forms and guidance was a bit confusing and clunky	11/7/2019 9:54 AM
25	No	11/6/2019 7:05 PM
26	Just continue to help the local community in the way you've helped our club ... you're doing an amazing job for which we are very grateful :)	11/6/2019 6:29 PM
27	No additional comments.	11/6/2019 5:46 PM
28	no	11/6/2019 5:45 PM
29	Whilst I understand the need for careful money management of the grant process; we are not full time financial professionals that you seem to require? I was attempting to answer detailed financial questions at 10pm after a full day at work; to get a grant application	11/6/2019 5:40 PM

Heathrow Community Trust needs your feedback!

approved with the details you require. You need to open up / make the process easier to deal with? Offer 1 to 1 help in the grant process application : I would have taken it up if offered, to help me understand your internal processes? .

30	Raise more money from noisier aircraft - or better still lower the noise threshold and 'collect' fines from quieter aircraft!	11/6/2019 5:05 PM
31	Vulnerable people need long term commitment. While I welcome the 2year grant options 2 years is a short time to make a difference.	11/6/2019 4:36 PM
32	More grants at around the £5k mark.	11/6/2019 4:28 PM
33	Be open to other charities maybe just outside your boundaries.	11/6/2019 3:44 PM
34	The online form is not easy to use and the boxes difficult to read back on the printed version	11/6/2019 3:37 PM
35	To keep up supporting community groups especially, those with ethnic groups	11/6/2019 3:26 PM
36	Multi-year funding is becoming increasingly important to sustainability of programmes into the community	11/6/2019 3:25 PM
37	no	11/6/2019 2:55 PM
38	We do find the reporting process quite difficult with it being split into two and for the small grants that we receive, the reporting process is quite rigorous in comparison to other grant givers	11/6/2019 2:35 PM
39	No	11/6/2019 2:10 PM
40	None	11/6/2019 1:51 PM
41	Not changing the deadline or closing early due to the number of applications received. Made it an unfair process and difficult to manage work load and other deadlines and priorities.	11/6/2019 1:43 PM
42	Reach out and offer expertise especially on legal side as organisations like National Trust are extremely difficult to work with and hard to work with	11/6/2019 1:27 PM
43	We're very thankful for the award of the HAPI grant and would be very happy to be featured in any stories.	11/6/2019 1:21 PM
44	There is a growing need for core funding.	11/6/2019 1:02 PM
45	Its a great scheme but linking to staff is hard I'd like the grant team to consider doing buddying with grant winners? So if a group wins a grant the staff of Heathrow from one of the teams does a days volunteering with the project ...at no staff have to nominate? That way Heathrow get more links to organisations they're funding? Just an idea	11/6/2019 1:00 PM
46	No	11/6/2019 1:00 PM
47	My only grumble is that a copy of the online form was not automatically emailed to me when I submitted it, and also the email link function did not work when saving an application in progress.	11/6/2019 12:54 PM
48	Unfortunately I was unsuccessful in securing a grant, which could have provided beneficial life skills for hundreds of school children every year. The feedback received was the application was vague but, it was really difficult to try to provide a lot of information into what essentially was very few characters. I think for non complex projects that would have been easier. Potentially an opportunity to attach supporting documents would help? thanks	11/6/2019 12:49 PM
49	One of the better funders	11/6/2019 12:48 PM
50	Just friendly approachable staff always understanding . the best grant funders I've have dealt with	11/6/2019 12:48 PM
51	We are the Rotary Club of Walton Thames,service to the community of Elmbridge,particularly Walton and Hershams and Weybridge	11/6/2019 12:42 PM