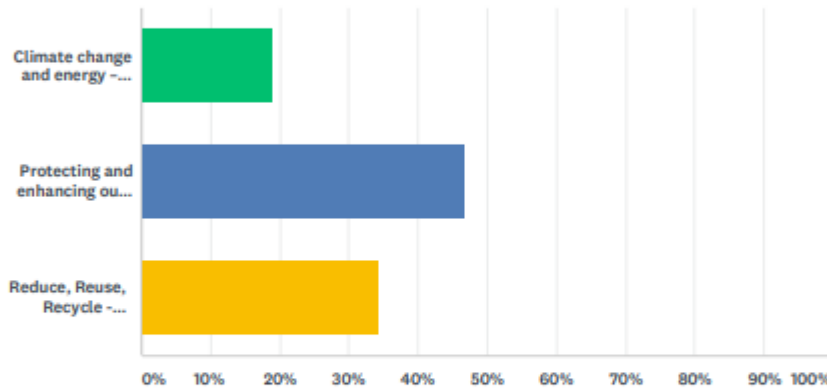


# Help us to shape the future of Heathrow Community Fund

**Q1 Grant Programme – Environmental and Sustainability Grants for the Community for projects linked to climate change and the environment. Which of these 3 funding themes do you feel should be our priority? [select one]**

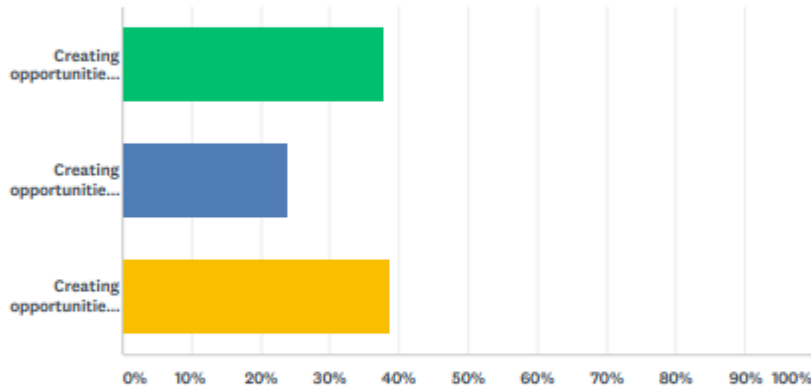
Answered: 143 Skipped: 25



ANSWER CHOICES	RESPONSES
Climate change and energy – projects supporting sustainable development, the sustainable use of resources or programmes to raise community awareness of such issues.	18.88% 27
Protecting and enhancing our natural environment - including the conservation and protection of wildlife, the promotion of biological diversity, the provision of community green spaces such as allotments or parks, and the support of climate change mitigation initiatives	46.85% 67
Reduce, Reuse, Recycle - projects with a focus on reducing waste through reusing items or recycling them for a new purpose.	34.27% 49
<b>TOTAL</b>	<b>143</b>

**Q2 Grant Programme - Projects for Young People for projects linked to education and economic regeneration for young people aged 0 up to 25. Which of these 3 funding themes do you feel should be our priority?  
[select one]**

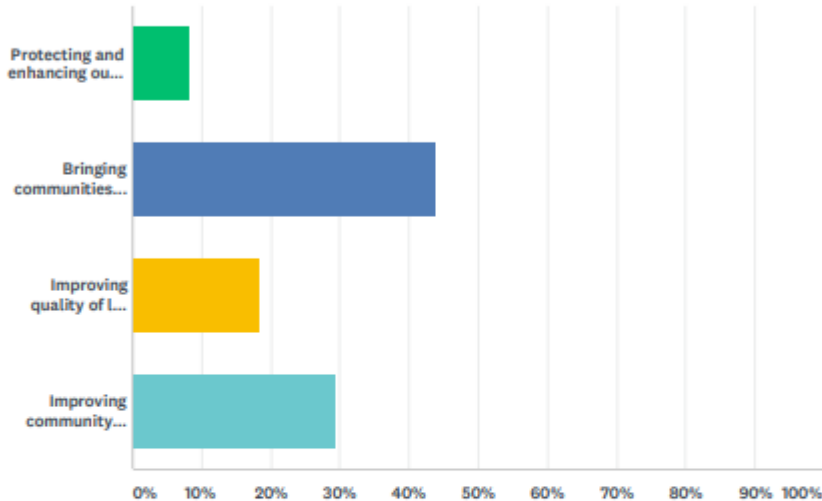
Answered: 143 Skipped: 25



ANSWER CHOICES	RESPONSES
Creating opportunities for young people to make a positive change to their behaviour about their future (e.g. raised aspirations, improved attitude to learning, increased knowledge of progression opportunities)	37.76% 54
Creating opportunities for young people to break down barriers to employment through skills development.	23.78% 34
Creating opportunities for young people to improve their quality of life (e.g. increased resilience, improved mental health).	38.46% 55
<b>TOTAL</b>	<b>143</b>

**Q3 Grant Programme - Communities Together are designed to help organisations across the Heathrow area run projects linked to bringing communities together. Which of these 4 funding themes do you feel should be our priority? [select one]**

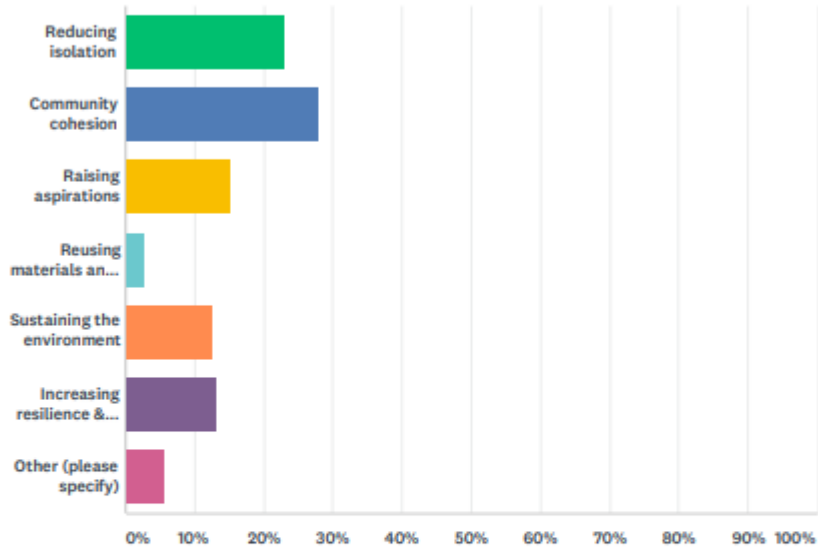
Answered: 142 Skipped: 26



ANSWER CHOICES	RESPONSES	
Protecting and enhancing our local environment - this could improve a local pond, woodland or communal garden; run a native flower or tree planting scheme; or even run a bird box building project. The project needs to consider conserving local habitats or increasing people's awareness of them.	8.45%	12
Bringing communities together & increasing community cohesion - projects to enable different groups within the community to come together, or to increase understanding between different members of the community. This could include running an arts festival; running a club to promote health and exercise; running a lunch club for elderly people; providing disabled access to a community facility or projects which specifically facilitate understanding and friendship between different groups in the community.	43.66%	62
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.	18.31%	26
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.	29.58%	42
<b>TOTAL</b>		<b>142</b>

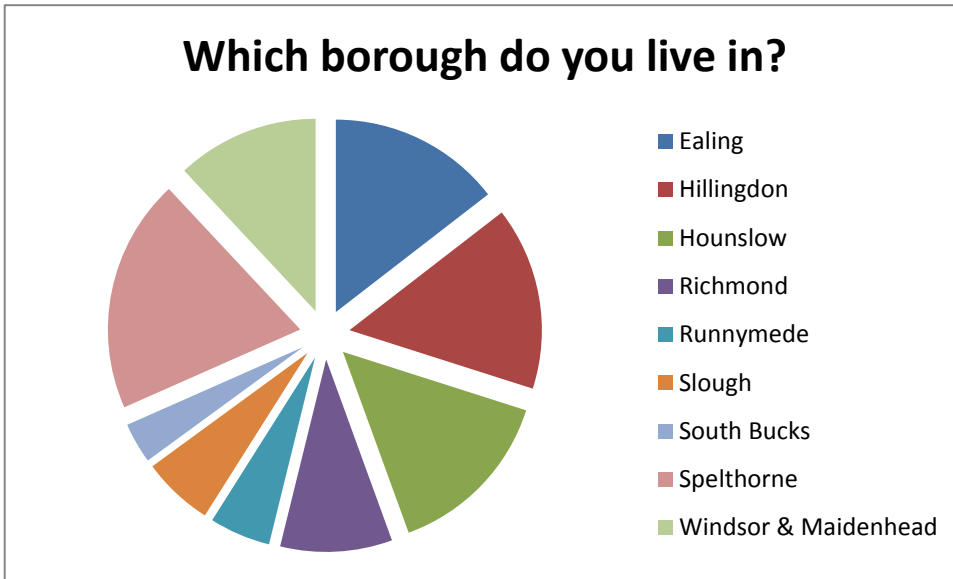
## Q4 Identifying funding recipients - in your opinion what are the issues of greatest need in your local community?

Answered: 144 Skipped: 24



ANSWER CHOICES	RESPONSES	
Reducing isolation	22.92%	33
Community cohesion	27.78%	40
Raising aspirations	15.28%	22
Reusing materials and recycling	2.78%	4
Sustaining the environment	12.50%	18
Increasing resilience & mental health	13.19%	19
Other (please specify)	5.56%	8
<b>TOTAL</b>		<b>144</b>

Q5 Can you let us know the town / borough you live in please?



Name of Borough	Number
Ealing	17
Hillingdon	18
Hounslow	17
Richmond	11
Runnymede	6
Slough	7
South Bucks	4
Spelthorne	23
Windsor & Maidenhead	14

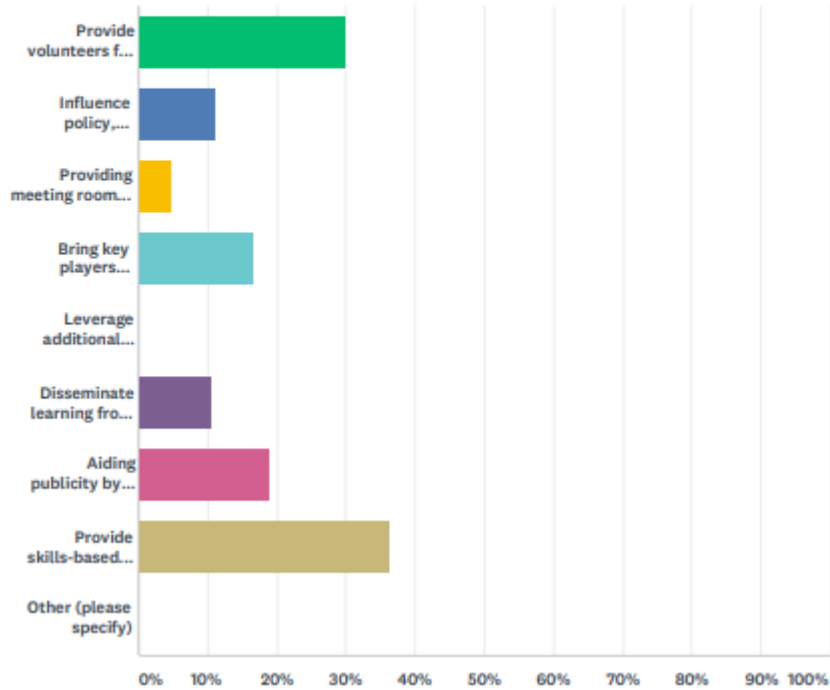
Name of Town/City	Number
Barnet	1
Brentford	1
Chalfonts	1
Chiswick	2
Edinburgh	1
Glasgow	1
Greenwich	1
Guildford	2
Holyport	1
Iver	3
Kingston	3
Lambeth	1
Portsmouth	1
Shepperton	1
Teddington	1
Wandsworth	1
Woking	1



## Help us to shape the future of Heathrow Community Fund

Q6 Non-financial support – what might we be able to achieve using the full range of resources available to us? Which issue of greatest need do you think HCF should provide to local charities and community groups?  
(select one)

Answered: 144 Skipped: 24



ANSWER CHOICES	RESPONSES	
Provide volunteers for team-based volunteering	29.86%	43
Influence policy, legislation and change public opinion	11.11%	16
Providing meeting room or conference space	4.86%	7
Bring key players together to drive change	16.67%	24
Leverage additional financial support for a particular issue (e.g. from the supply chain, or partner organizations)	0.00%	0
Disseminate learning from the work that they have supported	10.42%	15
Aiding publicity by using Heathrow's resources to publicize a project it is funding	18.75%	27
Provide skills-based volunteering such as business advice, communications advice or other business skills	36.11%	52
Other (please specify)	0.00%	0
Total Respondents: 144		

**Q7 Location – Currently HCF funds projects in the following boroughs - Ealing, Hillingdon, Hounslow, Richmond, Runnymede, Spelthorne, Slough, South Bucks, Royal Borough of Windsor and Maidenhead. Do you feel these are the right areas? If not, what areas should we consider?**

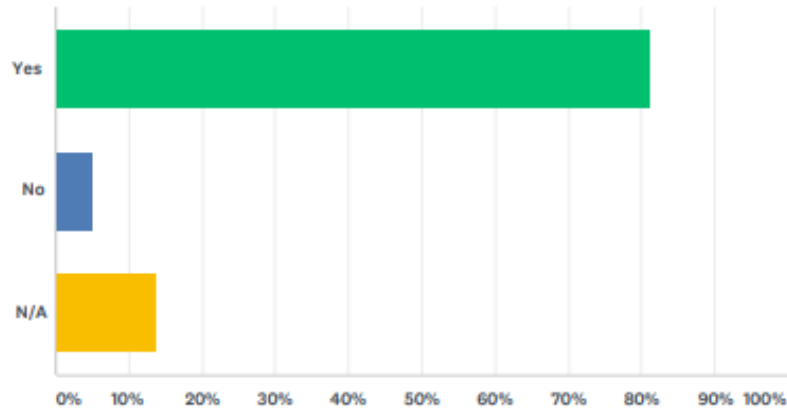
**Answered** 111 of these 74 said these are the right areas. The comments below are the areas we should consider.  
**Skipped** 57

**Responses**

- All areas within Heathrow flight paths.
- All of Surrey and outer London area too wide
- Boroughs are OK but support should be given for the most needy areas and people within them.
- Chiswick
- Could be wider and include those north of Heathrow in Bucks
- Don't know
- Elmbridge
- Elmbridge
- Guildford
- Guildford, Woking
- Hammersmith and Fulham, and perhaps Brent, should be added to the list of London Boroughs supported, given that ex-LHR flights pass over those boroughs and impact on local resources.
- Hounslow
- I believe these are the right areas, as we are most affected by Heathrow i.e. flight paths.
- I feel that Kingston should also be included.
- Kingston, Surbiton, and also wider in London - along the Piccadilly line perhaps.
- Molesey, Claygate, Esher, Just over the Thames eg Elmbridge
- N/A
- Na
- No areas are wrong, but we should use Heathrow's "global" status to broaden the areas we support. Mirror the transport links that we develop and recognise how far and wide our employees live.
- Not completely. Other areas that are on the flight path or within 1 hour commuting of Heathrow.
- Parts of Burnham Bucks comes under the Slough area
- Potentially, I would say a 10-15mile radius/ where workers live.
- Richmond - headlines show as a well off Borough but there are areas struggling as much as any other.
- Shepperton
- There needs to be more localised funding recognising the impacts of air pollution on local communities
- These are the boroughs in close proximity to HCF so OK
- Wider area - including Reading, Bracknell, Wokingham, South Oxfordshire
- Woking, Guildford, Surrey Heath, Elmbridge
- Yes - Heathrow has many neighbouring Boroughs and the above Boroughs are a fair reflection of those that are connected or affected by Heathrow
- Yes they are the right areas and I think the Royal Borough of Kingston should be added to your list.
- Yes, but as Heathrow is a Hub, and its business serves a culturally diverse nation, it might want to consider serving more into London.
- Yes, but more and more boroughs are being blighted by Heathrow so could be extended further.
- Yes. Particularly small boroughs, which are notoriously challenging when it comes to securing funds.

## Q8 Are the Heathrow Community Fund team easy to reach by mail or phone?

Answered: 138 Skipped: 30



ANSWER CHOICES	RESPONSES
Yes	81.16% 112
No	5.07% 7
N/A	13.77% 19
Total Respondents: 138	

BOTH

Not had any dealings with them, so unable to comment

I haven't needed to contact them so far.

Facebook should be used more as easy to get the information out there and recruit understanding of what HCF do.

Communication is always good

Very easy to reach and responsive

They refused a grant application to our organisation because they confused us with another, entirely separate, local organisation. Despite many emails explaining that we are not related we did not receive a satisfactory reply, so I still don't know whether they have updated their files or not (despite us giving the Company House ID number for both organisations)

*EAL103-S18\_2 Hanwell Hootie Music Festival refers*

Very helpful

The minimal contact is appreciated, particularly from small groups with few staff. It enables us to push forward and deliver rather than be office-bound due to excessive reporting.

Some colleagues have been having trouble downloading items

good liaison

I haven't had any contact with them by phone

have not needed to for a while

Always very courteous & helpful

I received a one to one visit from the Community Fund which was really useful, also follow up email and telephone calls. I also attended a Heathrow Com Fund presentation last year in the local Borough

Took a while to get a reply

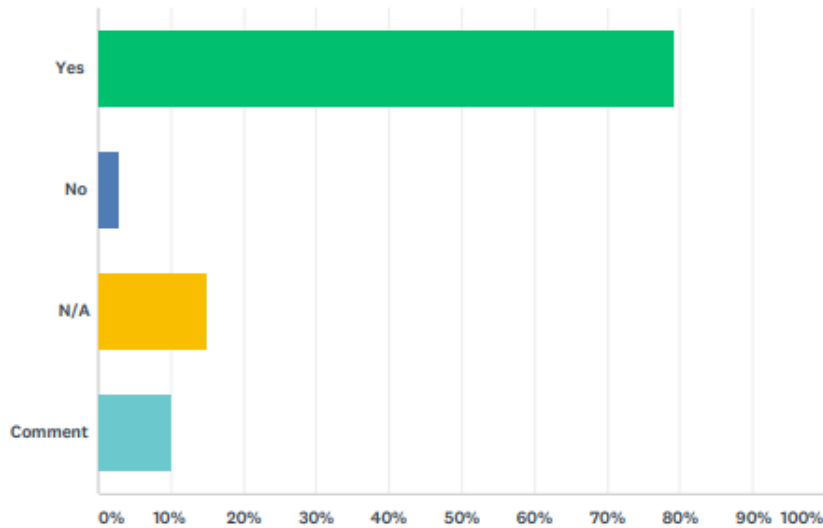
Very grateful for the match funding given to 4th Hounslow Scout Group

I declare an interest, with the group that I volunteer with have received grants from HCF



## Q9 Are the Heathrow Community Fund team helpful and efficient dealing with any queries?

Answered: 140 Skipped: 28



ANSWER CHOICES	RESPONSES	
Yes	79.29%	111
No	2.86%	4
N/A	15.00%	21
Comment	10.00%	14
Total Respondents: 140		

HCF TEAM IS VERY HELPFUL AND EFFICIENT DEALING WITH ANY QUERIES

I haven't contacted them

Always helpful and efficient

We are very disappointed by the negative outcome of our small funding application.

*MISC405-S18 - Launching The GAIA Network Association refers*

most definately, without the assistance of the team we would have never been on the road to achieving our aim

OK

Yes, but it can often feel as if the team are perhaps overstretched.

We are within our third and final grant from you so we tend to anticipate what you require so contact is minimal which, I feel sure, must save considerable time for both parties.

yes - when I did a few years ago

Yes - very Rebecca is very helpful

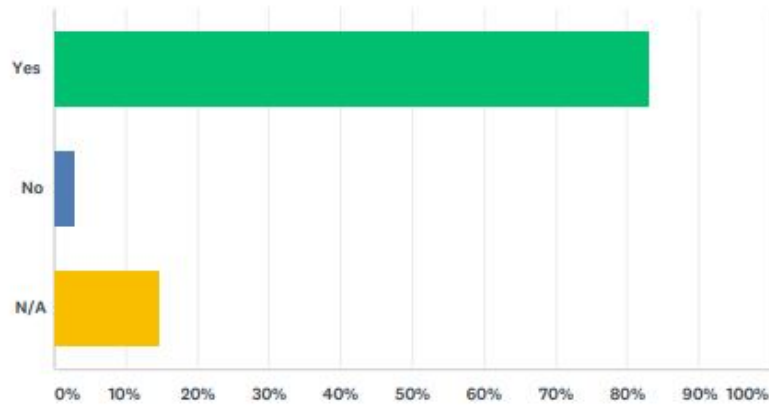
We had a FANTASTIC training session from HCF at Voluntary Support Surrey - THANK YOU

I didn't find them very helpful, and slightly dismissive

*HOU101-T18\_2 - Restoring the Bridge Pond House habitat*

## Q10 Are the Heathrow Community Fund team approachable & supportive?

Answered: 136 Skipped: 32



ANSWER CHOICES	RESPONSES	
Yes	83.09%	113
No	2.94%	4
N/A	14.71%	20
Total Respondents: 136		

### THE TEAM IS EASILY APPROACHABLE AND SUPPORTIVE

Our project had a site visit earlier in the year - which was very helpful when i was having difficulty with the application the team reached out to me to help.

OK

Yes, once you are on the phone

Again, any queries we have had have been quickly answered

More assistance and advice could be given to rejected applications. Often people do not understand fully why their application was rejected, despite spending considerable personal time pulling it together.

Haven't spoken to them myself

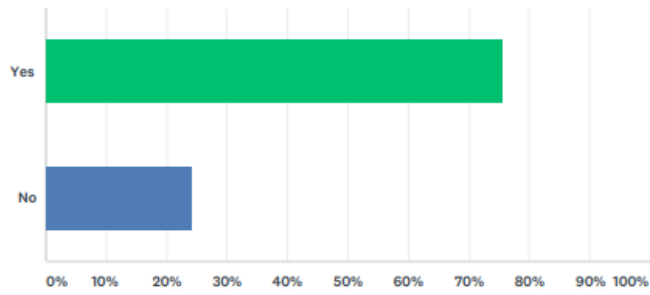
Yes - very supportive and informative

I didn't feel that they were on our side

*HOU101-T18\_2 - Restoring the Bridge Pond House habitat*

### Q11 Have you used the Heathrow Community Fund online application process to submit your application for grant funding?

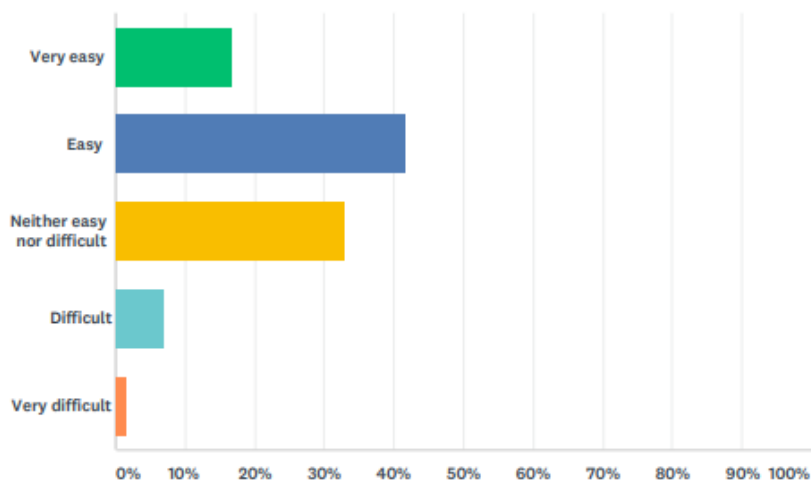
Answered: 140 Skipped: 28



ANSWER CHOICES	RESPONSES	
Yes	75.71%	106
No	24.29%	34
TOTAL		140

## Q12 If yes, how did you find the process?

Answered: 113 Skipped: 55



ANSWER CHOICES	RESPONSES	
Very easy	16.81%	19
Easy	41.59%	47
Neither easy nor difficult	32.74%	37
Difficult	7.08%	8
Very difficult	1.77%	2
<b>TOTAL</b>		<b>113</b>

The application process started online but we had to consult with you via phone and email.

I think the form could be simplified to make it easier to report on intended outcomes. I also think the for re income & expenditure could be reworked to make it more straight forward

The hardest part is fitting into the word count

max 50 words on complex issues is not helpful

Funding applications are as you want them to be. Personally I like to draft and re-draft until it is as good as I can make it. I don't think it should ever be easy to ask a funder to support you. You have to make your case and be willing to spend time for it.

Very little lengthy application for only a small amount £2,500

I don't have a copy of the text I submitted....?

W&M301-S18 - Moving on!

used the paper application

couldn't attach any photos

The word limit is currently too restrictive to describe complex issues. Some fields need a longer limit

Some questions not clear

The questions are not clear and are not always obvious in what they are asking. Not very easy for a dyslexic user. Would recommend less questions per page and a more consolidated approach without double negatives in sentence structure.

It was quite a detailed process with a fairly long lead time, although this is understandable

Our view may be somewhat biased since we had secured two previous grants so were familiar with your requirements.

easy but unnecessarily slow

Although unsuccessfull - I did find the process easy to undertsand and I also received assistance with the application writing

Quite complex and time consuming.

The process was confusing and some of the instructions appeared to be contradictory

Not had to use it

Sometimes its difficult to produce evidence ie pay in slips, as I have to rely on Treasurer to send it.