

The Impact of London’s Voluntary Sector Infrastructure

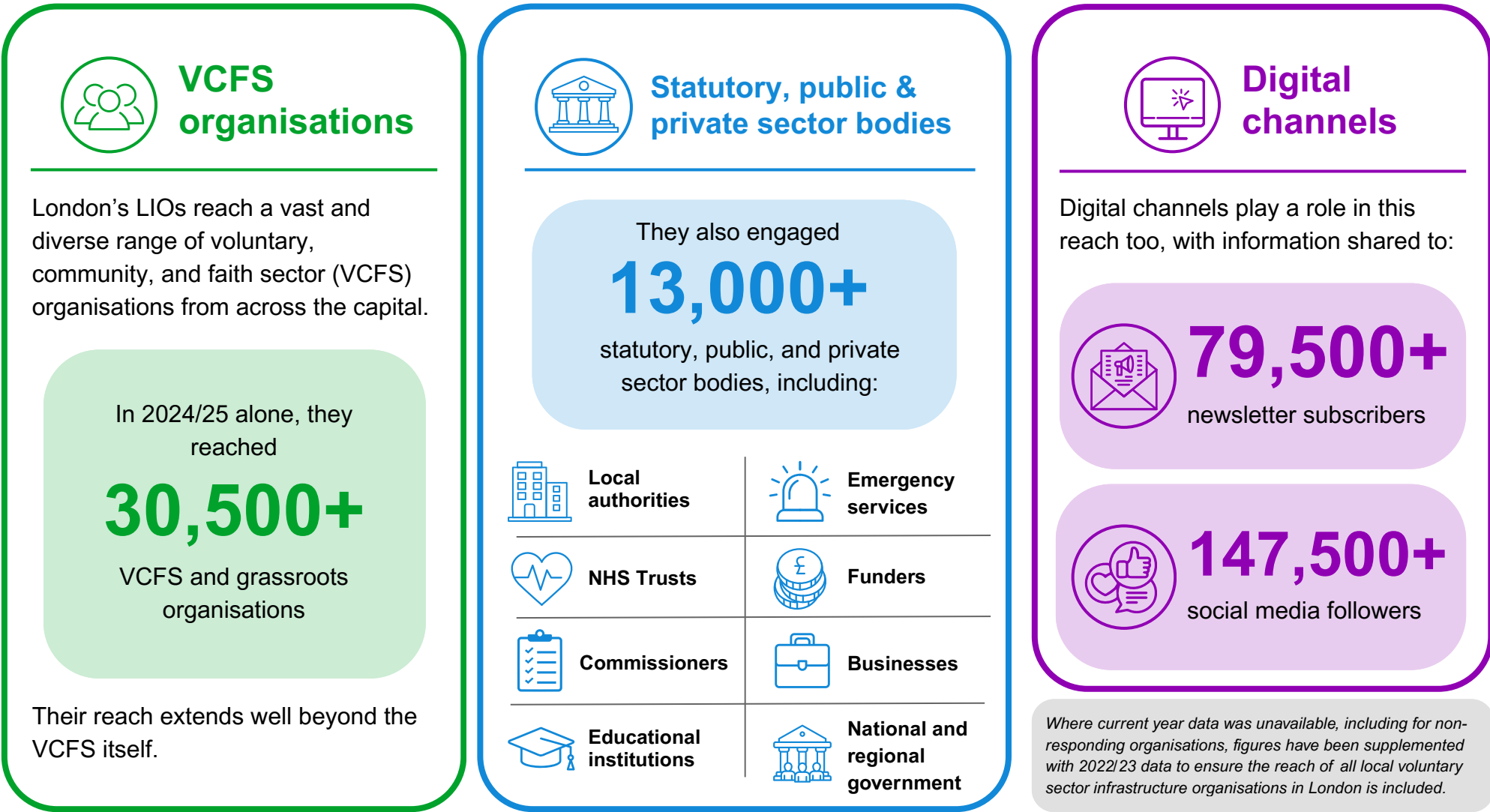
Building on the [Impact of London’s Local Infrastructure 2022/23](#) and [Impact of London’s Volunteering Infrastructure 2022/23](#), this report focuses on the collective role, value, and impact of London’s Local Infrastructure Organisations (LIOs). It brings together the contributions of Councils for Voluntary Services (CVSs), Volunteer Centres, and equivalent organisations, demonstrating how they work individually and collectively to support a stronger, fairer London.

The findings are based on research with 35 LIOs across London, drawing on data, case studies, and impact reporting from 2024/25. The report is structured around the four recognised functions of infrastructure, as defined by the National Association for Voluntary and Community Action (NAVCA): leadership and advocacy; partnerships and collaboration; capacity building; and volunteering, alongside an additional function of facilitating funding identified by the Department for Culture, Media & Sport (DCMS).

This report aims to show not only what LIOs do, but how their collective impact strengthens London’s voluntary, community, and faith sector (VCFS), and why they must be recognised and supported as essential partners in delivering change across the systems that underpin thriving communities.

Key findings

Each distinct function of local infrastructure depends on the same thing: their ability to connect with the people and organisations that make up and support London's civil society.



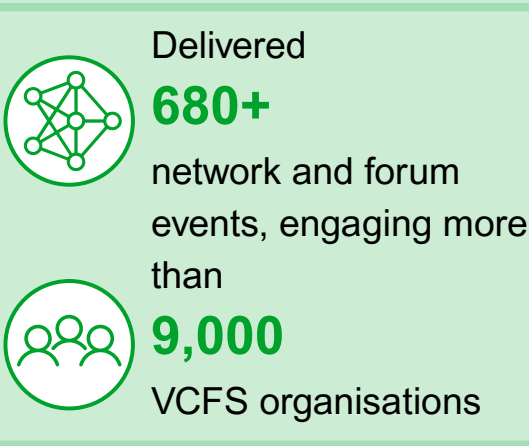
Key findings

Leadership and advocacy

London's LIOs amplified the **voice and influence of the VCFS in decision-making**, and helped secure **greater funding and fairer processes** for the sector. Beyond influencing systems directly, LIOs also **enabled and empowered residents and marginalised communities to shape the decisions that affect their lives**. By enabling resident-led action and creating pathways into decision-making spaces, LIOs built community power and helped ensure services and policies better reflected local needs and lived experience.

Partnerships and collaboration

In 2024/25, London's LIOs:



These activities have strengthened the connections and coordination needed for the VCFS to operate effectively, both within the sector and across wider systems, enabling more joined-up responses to local priorities and challenges.

Facilitating funding

In 2024/25, London's LIOs leveraged in excess of

£22.9 million

into the VCFS, helping organisations access vital funding and resources in an increasingly challenging financial environment and supporting frontline services for communities facing the greatest need.

Volunteering

In 2024/25, London's LIOs provided volunteering support and brokerage services to

19,500+ volunteers

LIOs across London enabled volunteering at scale and widened opportunities for people to access volunteering, helping volunteers and volunteer involving organisations build confidence, develop new skills, and open pathways into employment.

Capacity building

In 2024/25, London's LIOs supported more than **5,900** VCFS organisations and delivered **841** training sessions to over **12,000** people, equipping staff, trustees, and volunteers across the VCFS with the skills required to support their communities effectively.

Challenges and opportunities facing London's infrastructure

Despite growing demand for their support, many of London's LIOs are operating in an increasingly challenging funding environment, with nearly one third having six months or less of core funding secured and over a third at risk of closure within the next two years without further investment. Yet despite these pressures, LIOs continued to deliver significant impact in 2024/25, strengthening partnerships, securing new funding and contracts, growing volunteering, and developing innovative approaches to support communities, demonstrating both the value and resilience of London's voluntary sector infrastructure.

Looking ahead

London's LIOs are often most visible in what they make possible for others. But it is worth considering what would be lost without them. Smaller and grassroots organisations would have fewer routes to funding, less access to peer learning, and less support to navigate complex statutory systems. Community voices, particularly those of marginalised and underrepresented groups, would be less consistently present in the decision-making spaces that shape local services. The £22.9 million leveraged into the sector in 2024/25 would be unlikely to reach organisations at a local and grassroots level. Emergency planning and response would proceed with less community knowledge and fewer cross-sector relationships to draw on. Infrastructure is not visible in the way that frontline services are, but its absence would be.