

2020

GCF Covid-19 Report

SUPPORTING THE SOLUTIONS

RESEARCH FINDINGS NOVEMBER 2020



Local Giving For Local Needs

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Executive Summary

This report from Gloucestershire Community Foundation (GCF) evaluates survey data and qualitative feedback from Gloucestershire-based charities. It was commenced in order to understand the impact of COVID-19 on the voluntary and community sector (VCS) and local beneficiaries. GCF set out to undertake this research to facilitate the development of a community-led and evidence-based response to the Covid-19 pandemic. The aim of this report is therefore to articulate current need, highlight barriers to recovery and consider how GCF can facilitate a more sustainable future for the sector.

One hundred VCS organisations completed GCF's "Build Back Better Survey" in September and October 2020. For this report, we consider this survey data alongside qualitative feedback gathered through assessments of more than 200 applicants to GCFs Coronavirus Response Fund (March to October 2020); and through the Get Grants forum facilitated online for GCF (September 2020).

Organisations that completed the survey cover all six districts of Gloucestershire, with the biggest proportion covering Gloucester (63%) and Cheltenham (55%). Almost a third of all survey respondents (31%) were from organisations with an annual turnover of less than £50,000, with 75% of respondents having a turnover of less than £500,000. More than three quarters of our sample (78%) are involved in direct service delivery.

Reflecting on their primary focus area, charities most commonly indicated working towards Stronger Communities (28%); Education and Learning (15%); and Healthy Living (with a focus on mental health; 11%). When charities were asked to consider all areas that they focus on (as opposed to primary area only) more than 7 in 10 charities indicated working towards improving mental health outcomes; more than 8 in 10 are working towards Stronger Communities; and nearly 7 in 10 are working for improvements in Education and Learning.

The top three beneficiary groups noted by charities responding to the survey were Adults (80% of charities); Children and young people (71% of charities); and People with mental health difficulties (66% of charities). When asked to reflect on the ethnic profile of their beneficiaries, charities told us beneficiaries were in the main from white British backgrounds (71%) but that charitable activities were reaching proportionally more beneficiaries from black and minority ethnic populations than in the general population in Gloucestershire (17% of beneficiaries were BAME compared with less than 5% of BAME individuals in the general population in Gloucestershire)

This report presents our primary data in four sections

- The impact of Covid-19 on services
- The impact of Covid-19 on finances
- Barriers to recovery
- Support needed to bounce back

Each section also includes an interpretation of the survey data in light of qualitative data and local and national research.

Key findings

The impact of Covid-19 on services

- A majority (63%) of respondents to GCF's survey reported that they were able to adapt to deliver support and services on-line.

- Nearly 43% of charities were reaching *more* beneficiaries than pre-pandemic, with an additional 11% reporting reaching the same number of beneficiaries.
- The recently published [Charity Digital Skills Report 2020](#) finds that while 66% of charities were delivering all work remotely, and 61% offered more online services, 27% of charities had ceased delivery because they or their beneficiaries did not have the necessary skills or technology.

The impact of Covid-19 on finances

- Eighty percent of charities responding to the survey indicated they had experienced a loss of income as a result of the pandemic.
- Most charities (76%) had incurred additional expenditure as a result of purchasing PPE, sanitisers, COVID signs etc; and 50% had additional expenses related to IT (including mobile phones).
- Interestingly, nearly one-third of organisations reported that they will be able to remain operating indefinitely, with an additional 43% of respondents predicting they will remain operating beyond a year in current circumstances.
- A recent report from the Charities Aid Foundation (CAF), [UK Giving and COVID-19](#) highlights that charities that rely on traded income from room rentals, professional development courses and paid-for classes are suffering as pandemic related restrictions continue.

Barriers to recovery

- Charities noted income as the most common barrier to future planning (63%).
- Non-income barriers for charities include ‘a reduction in the number of volunteers’ (42%); a concern that ‘there are more beneficiaries than before the pandemic who need help’ (38%); and a concern that ‘beneficiaries won’t return’ (32%). Additionally, 42% of charities said they were challenged by needing to adapt provision quickly in the face of changing government guidelines.
- Poor mental health was identified as the most significant barrier to recovery for Gloucestershire beneficiaries (chosen by 87% of respondents), followed by isolation (64%) and unemployment (42%).
- A report for the Prime Minister by Danny Kruger MP “[Levelling Up Our Communities](#)” outlines the importance of local knowledge for informing how to overcome barriers for successful impact.

Support needed to bounce back

- Seventy-six out of 100 of charities noted that the pandemic has been a catalyst for them developing new ways of working
- The top financial need of charities, regardless of turnover, was for regular service delivery and core
- The top non-financial areas of support needed to bounce back included help to form partnerships and collaborations with other organisations (56%), marketing advice including the use of social media (36%), support with resilience planning (33%), health and wellbeing support for staff (29%); and mentoring (23%).
- Of those charities that noted that partnerships and collaborations were important, 34 of 56 respondents were Senior Leaders; of those charities that asked for marketing advice including social media, all 36 were Senior Leaders; of those charities choosing mentoring, 21 of 23 were Senior Leaders.

Conclusion

Our research shows that the charity sector in Gloucestershire has been remarkably resilient. In the face of what could, arguably, be considered the biggest crisis to reach Gloucestershire in the last century, charitable organisations showed a determination to reach out to those most in need.

In common with other local and national research, GCF found:

- Covid-19 has had a negative impact on fundraising and income
- Expenditure has increased due to the need to invest in PPE and digital
- More than 40% of charities are reaching more beneficiaries since the pandemic
- Over 85% have adapted service delivery to adhere to COVID safe guidelines
- More than 70% of charities are expecting to survive for a year or more.

Although charities have financial concerns, there are other barriers to recovery that they are facing. There is consequently a role for GCF as both a funder and convenor to support the co-creation of solutions. Areas to address include:

- Support with forming partnerships and collaborations
- Advice on how to market to target audiences
- Knowledge sharing in resilience planning
- Mentoring for senior leaders and Trustees.

As GCF looks towards the coming period of recovery, years of local grant making, relationship building and cross-sector working, combined with an up to date understanding of local need means GCF is poised to create a strategy for financial and organisational support that will contribute to a resilient and thriving charity sector in Gloucestershire.

Case Study: TIC+

TIC+ (also known as Teens in Crisis) received a grant from the Gloucestershire Coronavirus Response Fund in April 2020 to facilitate online counselling - including online training for 65 counsellors, to enable them to provide an online, rather than face to face option for children and young people to receive counselling during Covid-19. They shared the following with GCF:

“The grant made a big difference to the service that TIC+ was able to offer to the vulnerable young people in our care. As you can imagine, due to the changes that COVID-19 brought - 70% of our young people would have to finish counselling had we not been able to very quickly and yet efficiently change the method of counselling available to the young people.

Hundreds of young people have therefore continued receiving support - through what was a very unsettling time for them from every corner. It seemed like a perfect storm for many of the clients we were holding - but the fact that this support was still available meant that something stayed consistent throughout such difficult times.

Interestingly, about 40% of our counsellors are finding this new method of working just as effective as the face to face work that they had been used to doing for 15/20 years.... we don't think it will ever be completely replacing the face to face work - but it certainly has made us all think that a mixture of online/FaceTime/telephone counselling is possible and this gives us far greater flexibility for the way we work in the future.”

1.Introduction

Gloucestershire Community Foundation (GCF) was established in 1989 to support grassroots projects and communities in the county. For over 30 years, we have worked across the county to distribute critical funds to groups supporting those most in need.

The needs of our communities are fluid and often contextual and so we ensure that our fund distribution is informed by evidence. Alongside considering official statistics on Gloucestershire's areas of need, GCF consults with other charities, local government, and civil service, thereby benefiting from an extensive network that has been developed over a number of years.

In the months since the pandemic, GCF's knowledge of our community has developed further. GCF proactively invited charities, community groups, mutual aid organisations and others, to apply for support from GCF's Coronavirus Response Fund. Over the course of seven months, we reviewed 301 applications for support from 214 organisations. The process of assessing each application, requesting and reviewing references, and considering the merit of each request, has resulted in an in-depth understanding of need in Gloucestershire.

This knowledge base is crucial for informing GCF's next steps in responding to COVID-19.

This report collates what we have learned from interactions with Gloucestershire's charities through our Coronavirus Response Fund; what we have learned through our own research; and what we have learned from other local and national research into the impact of COVID-19 on charities and communities. Through these sources of information, we aim to articulate current need, highlight barriers to recovery and propose how GCF can facilitate a more sustainable future of the sector.

Case Study: GL11

GL11 is the hub at the heart of the community in Cam and Dursley. Whilst they are open to all, they target many services of support and intervention to the most vulnerable people of all ages in the area.

GL11 was successful in receiving Coronavirus Emergency Response funding to expand their network of on- the-ground volunteers in April 2020. They came back to GCF to request funding for food parcels in August. Initially, we were reluctant to provide this funding because many local contacts said that they felt with lockdown easing there was less urgent need for food. Because we know GL11 is well-respected in their community, we decided to inquire further from Chief Executive Indigo Redfern.

Indigo explained that GL11 hosts Stroud Food Bank, a part of Trussell Trust which oversees most foodbanks across Gloucestershire. An individual or family can receive up to three food bank vouchers in a six-month period. Each voucher provides approximately three days of food, and no more than one voucher may be redeemed in a ten-day period. Indigo told us that by August, families who had begun using the foodbank in March may already have used up their provision of emergency food. Furthermore, the foodbank does not generally provide fresh food, washing detergent, or loo roll. And because vouchers must be distributed by a local agency, many families were still under the radar and in food poverty. This additional information was crucial in informing the grants committee to award GL11 a second grant.

GCF's willingness to be challenged in our assumptions; and our willingness to take the time to learn from individuals delivering support on the grounds, means our fund distribution gets to the heart of communities in need.

2. Gloucestershire Community Foundation’s “Build Back Better Survey”

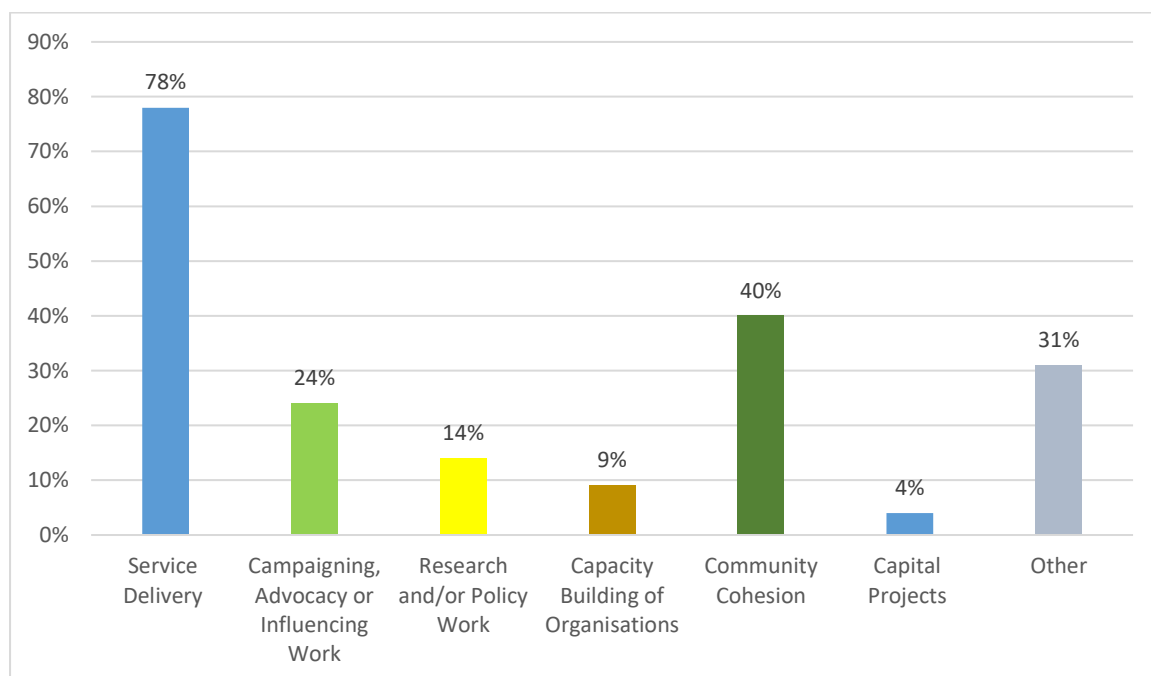
GCF’s “Build Back Better” survey was created on *Survey Monkey*, comprising of closed and open-ended questions. It was distributed to voluntary and community sector (VCS) organisations in Gloucestershire in September and October 2020. A request to complete the survey was sent to GCF grant applicants and attendees of the *Get Grants* forum, shared by GCF on social media platforms Twitter and LinkedIn and advertised through the Gloucestershire VCS Alliance newsletter. We closed the survey when we received 100 responses on 2 November 2020. A copy of the survey can be found in Appendix I.

2.1 Profile of respondents’ organisational approach, turnover and reach

The profile of charitable organisations represented in this sample are broadly in line with estimates reported (pre-pandemic) by the Gloucestershire VCS Alliance.

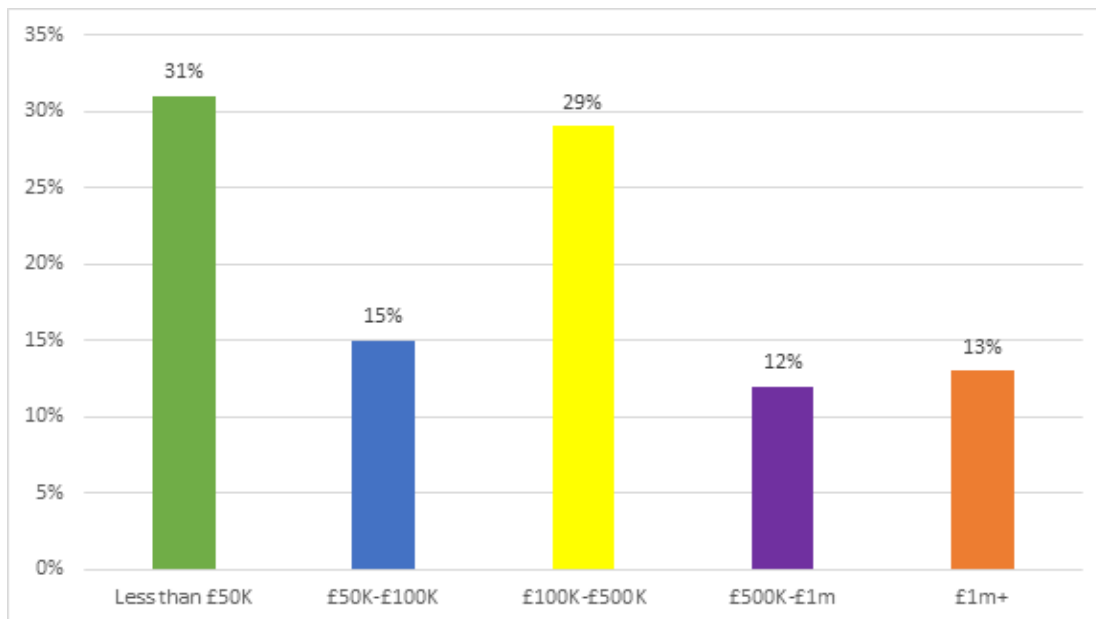
An exception is that GCF’s sample is skewed towards service delivery organisations (see Figure 1). According to the Gloucestershire VCS Alliance *State of the Sector Report* (June 2020), only 33% of charities nationally, and locally, identify as service delivery organisations, as opposed to 78% of respondents in our sample.

Figure 1. Type of work organisations normally undertake



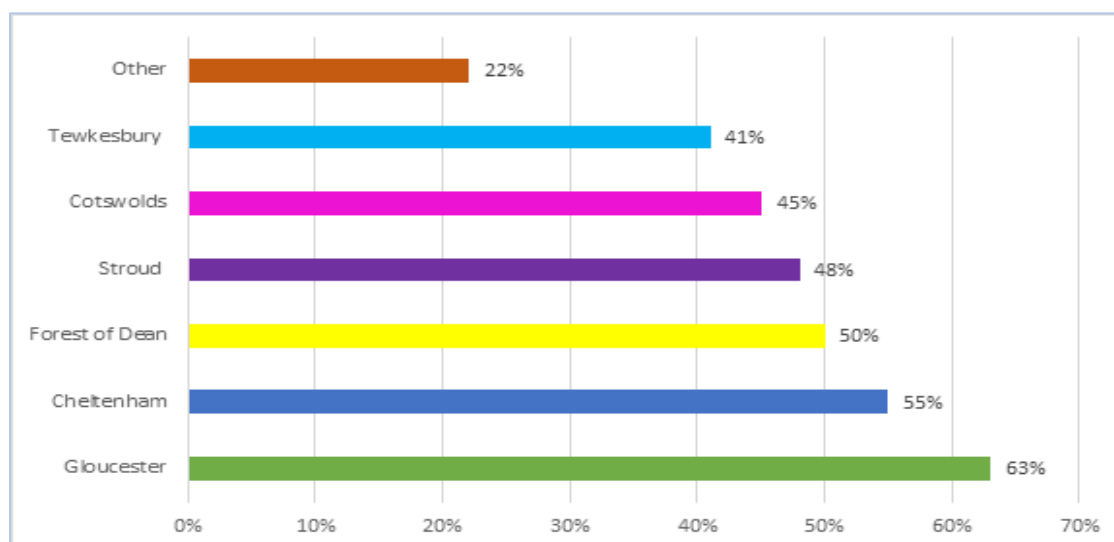
Again the size of the VCS organisations in our sample are broadly in alignment with the estimates of the wider sector in Gloucestershire according to the VCS Alliance: 31% had a turnover of less than £50K, 15% had a turnover of £50K-£100K, 29% had a turnover of £100K-£500K with the remaining 25% reporting a turnover of over £500K (see Figure 2).

Figure 2. Organisations' annual turnover



Of the charities that reported operating across Gloucestershire: 63% deliver services in Gloucester, 55% in Cheltenham, 50% in the Forest of Dean, 48% in Stroud, 45% in the Cotswolds and 41% in Tewkesbury, collectively representing charitable activity across all six districts of the county (see Figure 3).

Figure 3. Organisations' area of operation by District



It is important to note that in this survey we asked respondents to indicate their areas of operation, as opposed to the location of their office.

2.2 Profile of respondents' areas of focus and beneficiaries

Using the Vital Signs framework, we asked respondents to choose the main area of focus for their charitable work. (NB We provided respondents with definitions of each Vital Sign.) The three most common areas noted by respondents were Stronger Communities (28%), Education and Learning (15%) and Healthy Living (with a focus on mental health; 11%; see Figure 4).

We also asked respondents to indicate any additional areas in which their organisation seeks to drive impact (see Figure 5).

Although only 11% of organisations chose Healthy Living (with a focus on mental health) as their primary choice, an additional 60% noted this as an area of their work. Overall, more than 7 in 10 charities in our sample work towards improving mental health outcomes. For Stronger Communities, more than 8 in 10 charities noted this as a primary or additional focus of their work, and for Education and Learning, 67% of organisations chose this as a primary or additional focus of their work.

Figure 4. Organisation's primary area of focus for their charitable work.

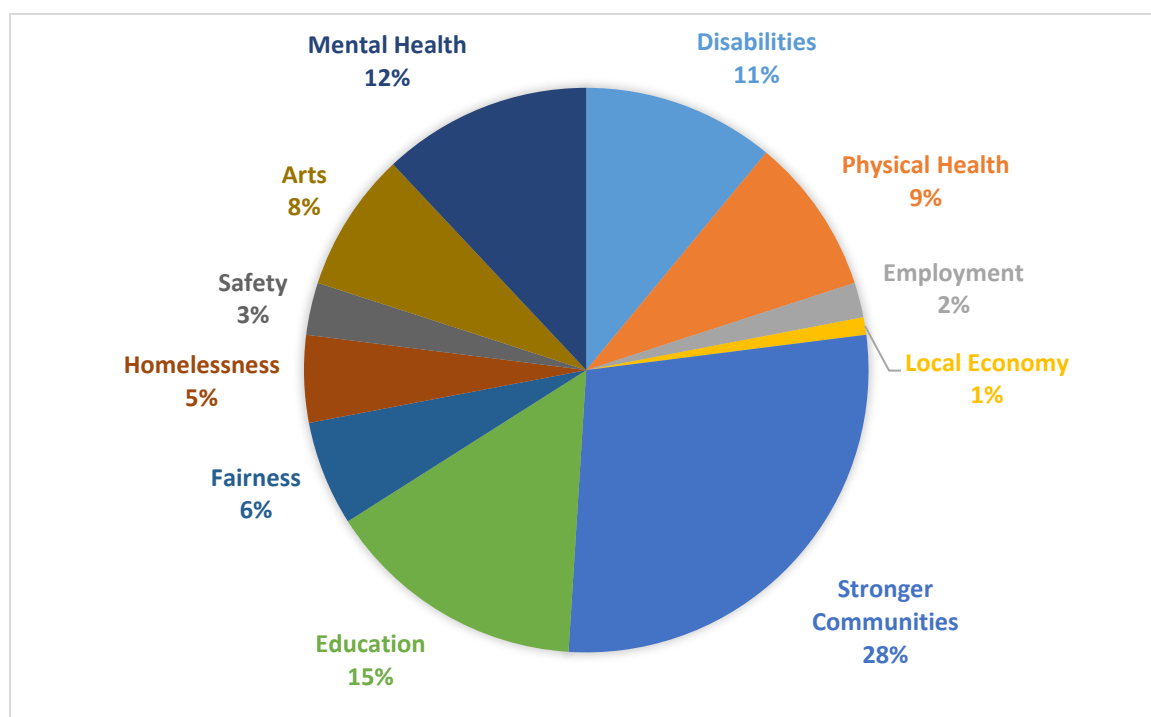
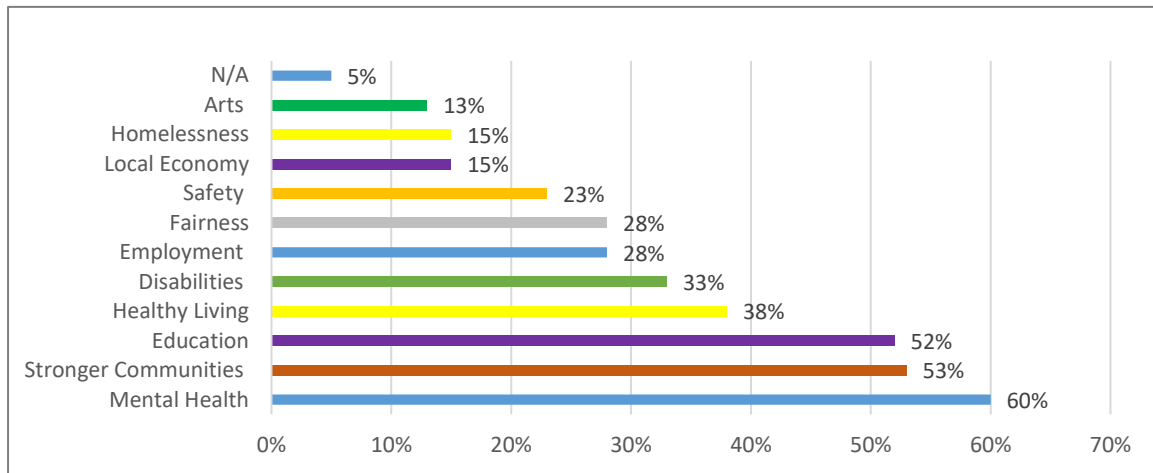


Figure 5. Organisations' additional areas of focus of their charitable



When considering their beneficiaries, we asked survey respondents first to indicate who they tried to reach through their charitable work (see Figure 6), and then to indicate the ethnic profile of those beneficiaries (see Figure 7).

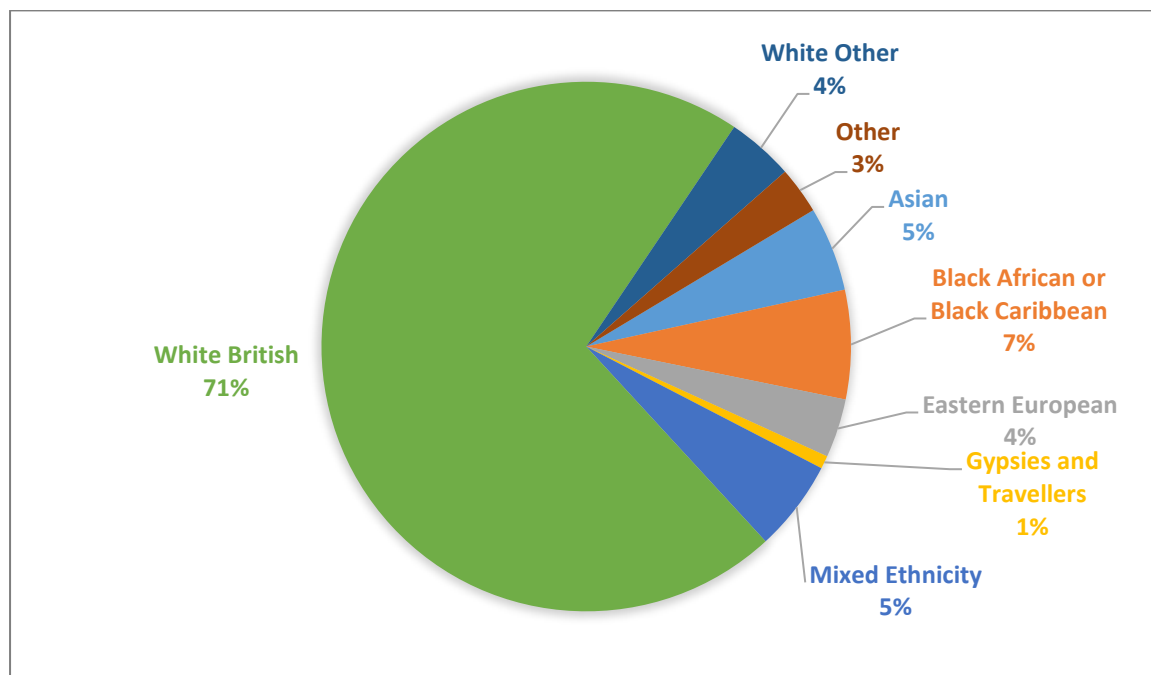
Figure 6. Charities' target beneficiaries

Adults	80%
Children and young people	71%
People with mental health difficulties	66%
Disadvantaged / low income	64%
Families	64%
Women	55%
Older people	54%
People in rural areas	54%
People with physical disabilities	50%
Carers	49%
People in urban areas	48%
Men	47%
People with learning difficulties	45%
Lone parents	41%
Long term unemployed	34%
People with substance abuse issues	31%
LGBTQ+	28%
Ex-offenders and prisoners	27%
Homeless people	26%
NEET	26%
Refugees/asylum seekers	23%
Migrant workers	17%
Other	13%

Most charities reported that they support more than one type of beneficiary, with each organisation selecting on average 10 of 24 potential beneficiary groups. The top three beneficiary groups were Adults (80% of charities), Children and Young people (71% of charities) and People with mental health difficulties (66% of charities).

Regarding ethnicity of beneficiaries, we asked charities to consider, “If you had 100 beneficiaries walk through your organisation’s door today, about how many would be in each of these ethnicity groups?”. Of the 87 charities that responded to this question, most reported that they supported people predominantly of white British origin, which is in alignment with the wider population of Gloucestershire (Gloucestershire County Council, [Population Profile](#), 2019). But interestingly, whereas 91.6% of Gloucestershire is white British, and 4.6% BAME, our charities estimated that 71% of their beneficiaries are white British, and at least 17% were from BAME. Other groups reached include Eastern European, white Other and Gypsies and Travellers.

Figure 7. Estimated percentage of beneficiaries according to ethnic group



2.3 Additional research and considerations

Gloucestershire VCS Alliance published their [State of the Sector Report](#) in June 2020. Extensive data on the charity sector in our county was collected in Autumn 2019, and the report was written in January and February 2020.

Although the number of respondents to the VCS Alliance survey was more than double the GCF sample (VCS Alliance sample size = 230; GCF sample size = 100), the patterns of responses are broadly similar regarding financial profile of respondents and target beneficiaries. The VCS Alliance report is especially relevant to our understanding of the charity sector in Gloucestershire because the research was completed before the pandemic.

Barnwood Trust, as a member of the Gloucestershire Funders Group, also undertook research into the charity sector since the pandemic, collecting data from 83 organisations in August and September 2020. Interestingly, their sample shows some differences to the GCF sample. For example, more Barnwood Trust respondents mostly operated either in a single district or county-wide, and though the beneficiary categories cannot be directly compared, it appears more Barnwood respondents identified working with individuals with learning or physical disabilities (unsurprising given Barnwood Trust's profile supporting those with disabilities).

There are some similarities too. Barnwood Trust and GCF identified that a majority of charities in Gloucestershire were working to improve mental health (Barnwood = 60%, GCF = 71%). Furthermore, many charities in both samples work to support a number of beneficiary groups suggesting the charities operate at a grassroots, or community level.

Overall, respondents to GCF's "Build Back Better Survey" represent charities that work across our county to benefit a number of beneficiary groups, and proportionally more people in ethnic minority groups than the general population in Gloucestershire. Although a majority of organisations indicated that they are involved in service delivery, this may be skewed because some charity sector organisations (e.g. those not providing an emergency response) will have furloughed staff and not responded to the call for evidence.

It is arguable that because the sample is skewed towards service delivery organisations, survey data may provide GCF with a more valid assessment of beneficiary needs, and the needs of organisations that are responding to the crisis. But what may not have been captured is the impact on charities not working in the immediate aftermath of the pandemic (e.g. infrastructure organisations, training charities, etc). Though potentially not captured by this research, understanding their needs may be important in the coming months as we plan for long-term impact and sustainable futures.

Also of note, using publicly available data from the Charity Commission, the VCS Alliance undertook an audit of charities in the area and found the district with the largest number of registered charities is Cotswold District, with Gloucester being the area with the least. Their interpretation of this finding is that areas like Gloucester are likely to have more unregistered charitable groups not captured by official statistics.

Based on research by the National Council for Voluntary Organisations (NCVO), the VCS Alliance argues there are as many 2,316 charitable organisation that are operating, but not registered in Gloucestershire, as well as 543 registered social enterprises and 2,718 registered charities. This finding is a reminder that we are reaching only a small proportion of organisations with this survey, and that as a Community Foundation devoted to supporting the grassroots, there is much work to do to ensure we are really reaching into communities to support them.

Although Community Foundations have long utilised 'Vital Signs' to ascertain impact on outcomes across funding streams, and across years, there has been a global movement towards uniting all charitable organisations towards categorising outcomes using the UN Sustainable Development Goals (SDGs). Published in 2016, the UN is proposing that all organisations consider their impact across their 17 Goals over the next fifteen years, to ensure that all countries '*mobilize efforts to end all forms of poverty, fight inequalities and tackle climate change, while ensuring that no one is left behind*').

According to our survey, the main SDGs that Gloucestershire charities are currently working towards are below, however GCF will be fully exploring and utilising the SDG's in 2021.



Ensure Healthy Lives and promote well-being for all, at all ages



Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all



Make cities and communities inclusive, safe, resilient and sustainable

3. The Impact of Covid-19 on services

We asked charities to consider how the pandemic affected the number of beneficiaries they are reaching, and how it has affected their ability to reach them. Notably, the majority of respondents told us they continued to deliver support in the absence of some statutory services, charities are filling the gaps in provision by stepping up to meet local needs like never before.

3.1 Changes to service delivery as a result of COVID-19

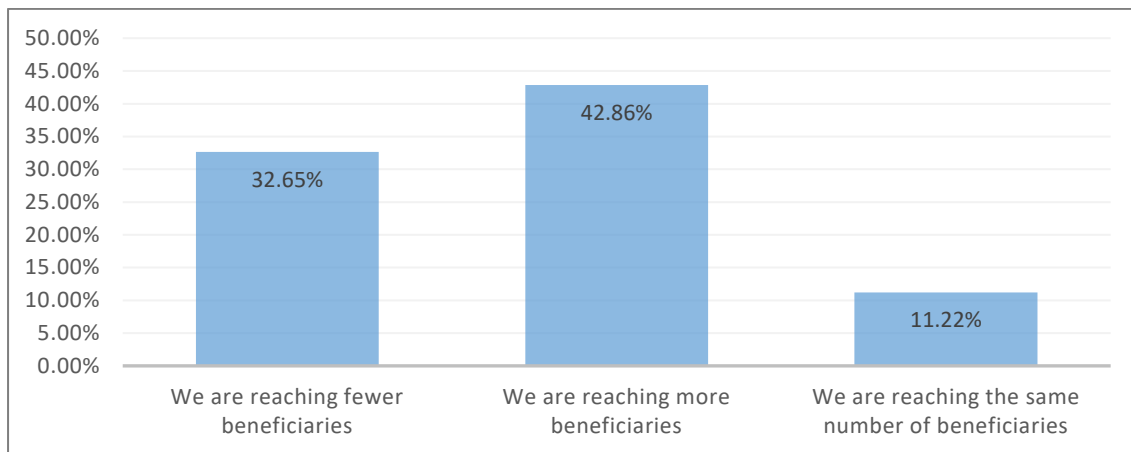
It is heartening that despite the constraints around PPE, social distancing and the challenges of working digitally, nearly 43% of charities were reaching *more* beneficiaries than in the pre-pandemic period, with an additional 11% reporting reaching the same number of beneficiaries. When asked to reflect on how their organisation was able to continue to support beneficiaries, a majority (63%) reported that they were able to shift to deliver support and services on-line. (see Figure 8).

On reflection, the move to online provisions may have been a lifeline for many charities, enabling them to continue to operate. However, the digital competency of some of the beneficiaries is an issue for some organisations. Survey participants shared the following:

“The main issue highlighted by the pandemic is the [lack of] access of our beneficiaries to IT equipment and mobile data”

“We have not been able to meet face to face with our young people, so we have been offering a virtual option. This has meant some have dropped out due to limited broadband, dislike of an online software, no access to IT.”

Figure 8. Change in number of beneficiaries reached by organisations*

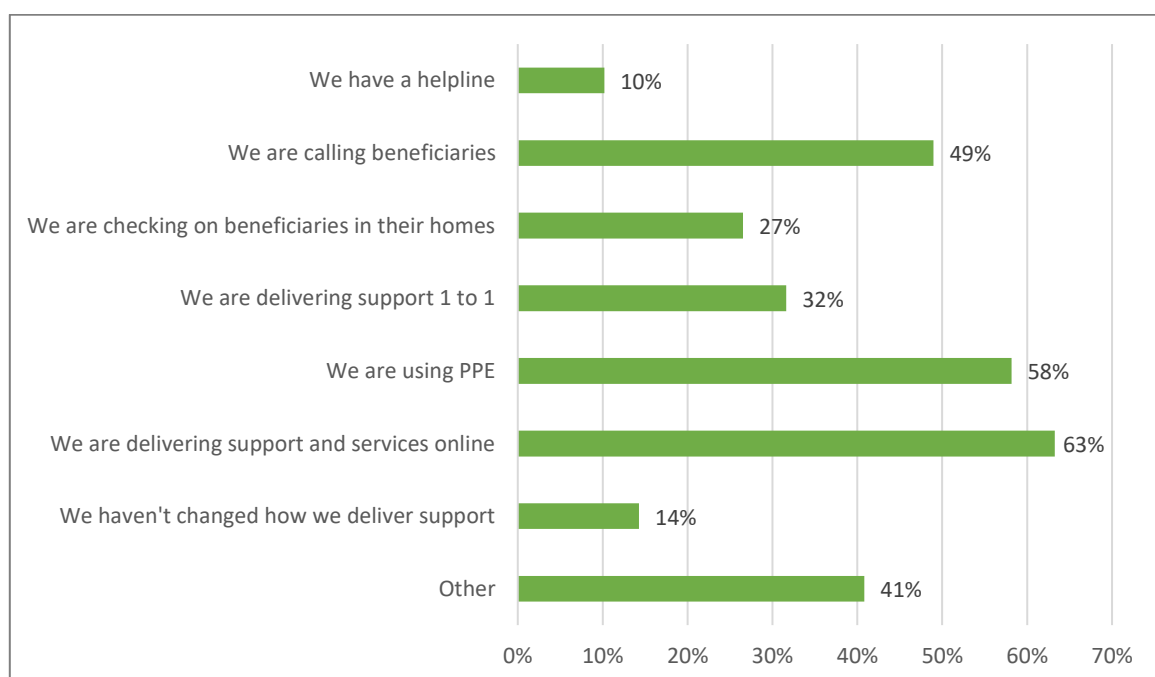


*(NB 13% of charities did not fall into the categories of reaching fewer, more or the same number of beneficiaries).

Twelve percent of respondents said that their beneficiaries are not digitally competent and 62% said that “some beneficiaries cope well, others struggle”. This demonstrates a clear barrier to effective service delivery for those moving or wanting to move their services online due to social distancing measures.

Other changes adopted by charities to enable them to continue to deliver include investing in PPE (57%), delivering support one to one (31%), delivering support in homes (26%), and calling their beneficiaries (48%; see Figure 9).

Figure 9. Changes to service delivery as a result of the pandemic



Case Study 1: Mindsong

Mindsong approached GCF for support through the Coronavirus Response Fund in May 2020, having previously received funding from GCF towards their regular work. The charity has three main services: Music Therapy @ Home, Meaningful Music singing groups in care homes, and Music Therapy in care homes.

Although care homes were closed, innovative ways of using music continued online. However, it was crucial to continue providing music therapy for people with complex dementia at home and support for their carers; '[t]hese are high risk individuals, who cannot access their usual respite care, who are isolated, elderly, and frail.' With strict protocols in place, Mindsong was able to offer much needed therapy to 24 of their 34 clients either online or face-to-face.

Each person received a bespoke package of weekly hour-long sessions via Zoom, or with DVDs and CDs plus regular calls to support carers at a challenging time. Where they were able, therapists offered Garden Sessions, reaching clients from driveways, patios or even the pavement. They wrote to GCF, 'There is no one else working in the county in the way that we do and we have taken the decision to reopen for referrals and we are already seeing our client list grow by an average of 4 referrals a day'.

Case Study 2: Forest Green Rovers Community

Forest Green Rovers Community decided to continue with their usual summer holiday football camp by offering virtual sessions. The sessions included a daily physical activity session guided by a lead coach, a Q&A session with a first team player, mascot appearances, ground tours, online games and healthy lifestyle activities. Over three weeks, 286 young people benefitted from these virtual sessions free of charge, meaning families, who would have found the cost of holiday clubs prohibitive, were able to participate for the first time.

Case Study 3: The TwoCan Theatre Company

The TwoCan Theatre Company adapted their usual face-to-face inclusive youth theatre group to provide an online experience for shielding disabled group members. They recognised the challenges of providing activities for young people with complex needs via the internet and complemented the programme with emailed activities for participants to complete in their own time, and a WhatsApp group for sharing creativity and communicating. The parents of one group member with Down's Syndrome, who learned how to use video calling as a result of the sessions, described the continuation of the group as "a beacon of light in these dark uncertain times."

3.2 Additional research and considerations

Gloucestershire charities have overwhelmingly responded to meet the increase in need in our community due to COVID-19. At a time when residents across our county were in desperate need of food, educational activities and mental health support, charities became a lifeline for people who might otherwise have fallen between the cracks. Many charities were able to adapt quickly to make sure they could reach out to beneficiaries, but unfortunately, some charities lacked the skills to adapt.

A number of reports have highlighted how charities have embraced digital solutions to overcome the challenges brought about as a result of the pandemic. The recently published [Charity Digital Skills Report 2020](#), is the latest edition of an annual survey; data was collected from March to May 2020 and therefore provides an interesting snapshot into the digital opportunities and challenges identified by charities across the UK since the pandemic.

The report finds that while 66% of charities were delivering all work remotely, and 61% offered more online services, 27% of charities had ceased delivery because they, or their beneficiaries did not have the necessary skills or technology. Furthermore, though only 34% of charities said they needed financial support for new IT in March, by May this had increased to 41% suggesting that as the pandemic has continued, charities' have identified a growing need.

The Charity Digital Skills report goes on to say that the pandemic has created a 'watershed moment in how charities engage with digital.' Those charities that have embraced digital solutions have had an opportunity to continue delivery and many are even thriving in this new digitally based world. Conversely, charities who have struggled with digital adaptations because they or their beneficiaries do not have the skills are likely to face many challenges in the coming months and years.

Of relevance to Gloucestershire, poor digital connectivity was identified as a significant threat to local growth. The Gfirst LEP, the Local Enterprise Partnership for Gloucestershire, has highlighted in their most recent consultation on the forthcoming Gloucestershire Industrial Strategy Report, that Gloucestershire faces both poor digital connectivity (infrastructure) and poor digital skills.

4. Impact of Covid-19 on finances

From March 2020, the pandemic began to have an impact on charity finances. Fundraising dinners, cake sales, and marathons were at first postponed and then cancelled, non-essential staff were furloughed and funding applications were not being submitted or processed as usual, trading activities (e.g. charity shops, day centres) ceased operating and government contracts were paused or cancelled.

4.1 Changes to income and expenditure as a result of COVID-19

It is unsurprising that our survey captured the significant impact of the pandemic on organisational finances. Survey respondents shared with us:

"We are delivering services we usually charge for, but we are not charging the full fees as we do not feel we can charge the full amount for workshops that are online. The delivery costs of running these [online] workshops however are in some cases higher; we have to buy separate sets of materials for each learner and deliver them to their homes plus the costs of practitioners and admin costs are the same..."

"Our shops were all closed for 12 weeks and have been operating again on a staggered basis. Income in July for example was half of the previous July..."

"We relied on income from an investment which has taken a huge decline because of COVID."

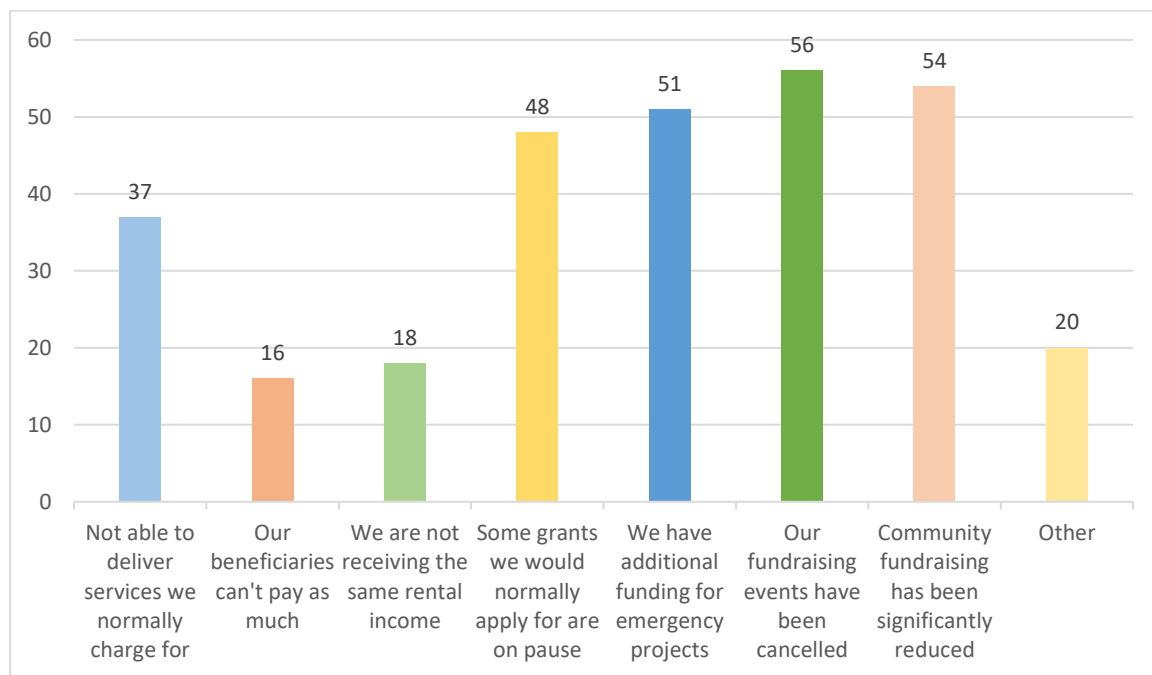
Reflecting on factors contributing to loss of income:

- 56 out of 100 charities said “our fundraising events have been cancelled”
- 54 out of 100 said “community fundraising has been significantly reduced”
- 48 out of 100 said “some grants we would normally apply for are on pause”
- 37 out of 100 were unable to deliver services they normally charge for (see figure 10).

However, 51% of respondents reported receiving funding for emergency projects. This funding may have gone some way towards paying for the additional costs incurred by those charities continuing to offer services and support during the pandemic:

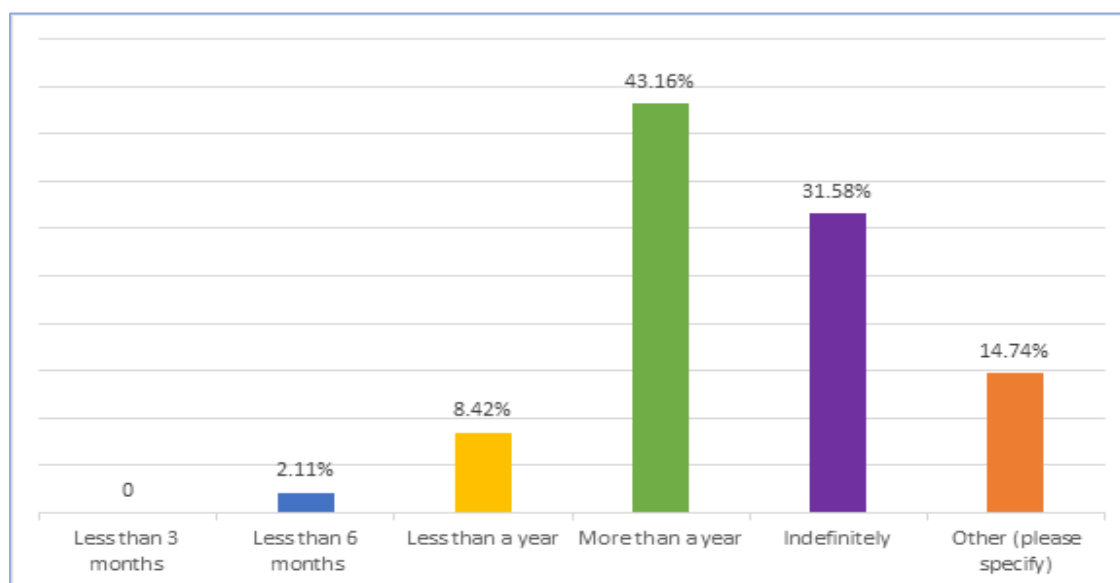
- 76% purchased PPE, sanitisers, COVID signs etc.
- 50% had additional expenses related to IT (including mobile phones)
- 37% purchased additional items of need for their beneficiaries

Figure 10. The impact of Covid-19 on charities’ income.



Despite of the loss of income, 75% of respondents reported that they considered their organisations viable for at least the next year. Only 10% of organisations felt that they would stay operating for less than a year given their current circumstances and only 2% of these felt they were likely to close within 6 months (see Figure 11).

Figure 11. Charities' perceived viability for the future.



4.2 Additional research and considerations

The financial experiences of VCS organisations since the start of the pandemic have varied wildly; and while much is being reported on the financial struggles of the sector as a whole, less has been published that goes beyond broad stroke trends. In response Nottingham Trent University, Sheffield Hallam University and NCVO have commenced monthly 'barometer' surveys of the VCS, collecting and reporting on data monthly to enable a deeper understanding of the impact of COVID on charities, including their finances (See for example [Respond, recover, reset: The voluntary sector and COVID-19, November 2020](#)).

Taking into account the experiences of 639 VCS organisations who responded to their 'barometer' survey in November 2020, 39% reported a 'deteriorating financial position in the last month' with 38% also 'expecting their financial position to deteriorate further in the next month'. Furthermore, 14% of organisations reported that 'it was quite likely or very likely that their organisation would no longer be operating next year', an increase on the previous month's estimate of 10%. The GCF sample, collected (in the main) in September and October, also found in the same time-period, that approximately 10% of charities reported a threat of closure within a year.

COVID-19 will continue to have an impact on a number of funding streams in the coming year, which may be contributing to the increasingly bleak outlook for some charities:

- Charities that have previously relied on sponsorship activities have seen this income dwindle. While some charities have moved challenge events and marathons on-line, a recent report by the Charities Aid Foundation (CAF), [UK Giving and COVID-19](#), found that the number of individuals who made a donation as a result of sponsorship has reduced by half compared to the same period last year.
- Charities that relied on traded income from room rentals, professional development courses and paid-for classes are likewise suffering as pandemic related restrictions continue.

- Charities that rely on funding from trusts and foundation are finding themselves competing with far more applicants, to a reduced number of open funds, resulting in fewer successful grants.
- One charity recently received the following response from a charitable trust: *Since the outbreak of COVID-19, applications have more than doubled, making the average success rate since March 2020 a little under 4%.*

Interestingly, the CAF research found that although the proportion of people who donate money to charity is comparable to the same period last year, the amount each individual donates has increased, with the largest funding donated to hospitals and hospices.

There will be a knock-on effect following this period of healthy individual giving – individuals may give less during the holiday season having already donated earlier in the year, and charities that are not hospitals or hospices may receive fewer donations than in previous years. And, of course, there will continue to be a knock-on effect across all charity income streams as a result of the economic impact of the pandemic on families, businesses, and the financial markets.

5. Barriers to recovery

The pandemic has forced charities to pivot and adapt in a manner much more common to start-ups. Charities have developed and refined their ways of working, theories of change, and volunteer management (to name a few) through many years of experience, working hard to ensure they are reaching beneficiaries in a way that is meaningful and impactful. Even relatively new charities will have the benefit of other local charities who share their knowledge and expertise. The pandemic forced VCS organisations to very quickly reassess their beneficiaries’ needs, what alternative services were needed as well as other means of delivery and their available finance. Now that charitable organisations are considering their futures, they are again needing to decide how to pivot and adapt.

5.1 Barriers faced by organisations

Charities noted reduction or loss of income as the most common barrier to their future planning. (63% of charities noted loss of income from fundraising events, and 43% noted reduction or loss of income from trusts and foundations; see Figure 12).

Figure 12. Barriers faced by charities since the pandemic.

Financial barriers	Number of organisations facing this barrier
Loss of income from fundraising events	63
Loss of income from trusts and foundations	43
Reduction in reserves	34
Uncertainty about income from statutory services	31
Inability to pay staff	10
We are not used to having to fundraise, and don't know how to	2

Barriers relating to beneficiaries	Number of organisations facing this barrier
Concern that beneficiary numbers will increase	38
Concern that beneficiaries will not come back	32
Inability to adapt services to align with government guidelines	8

Wider concerns and barriers	Number of organisations facing this barrier
Fewer volunteers	42
It's hard to keep up with changing government guidelines	42
Our staff are close to burning out	28
Need to develop staff for new roles but don't have the resources	23

Financial barriers are understandably the most common concern for charities (63 out of 100 respondents), but our survey indicated charities were concerned by non-financial barriers too (See Figure 14). However, there are many other non-income related barriers that charities are grappling with as they plan for the future. Forty-two out of 100 respondents expected a reduction in volunteer numbers, 38 out of 100 were concerned that more people are or will be in need than before the pandemic (and in contrast a concern that some beneficiaries won't return) and 42 out of 100 reported the practical barriers of needing to adapt provision quickly in the face of changing government guidelines.

We know that as well as the issues identified above, many charities are facing other difficulties when it comes to obtaining funding or demonstrating a strong case for support. Get Grants forum participants told us:

“Time needed to plan and budget the project and outcomes at the moment is more challenging due to restrictions in place and having to limit numbers of service users together at one time.”

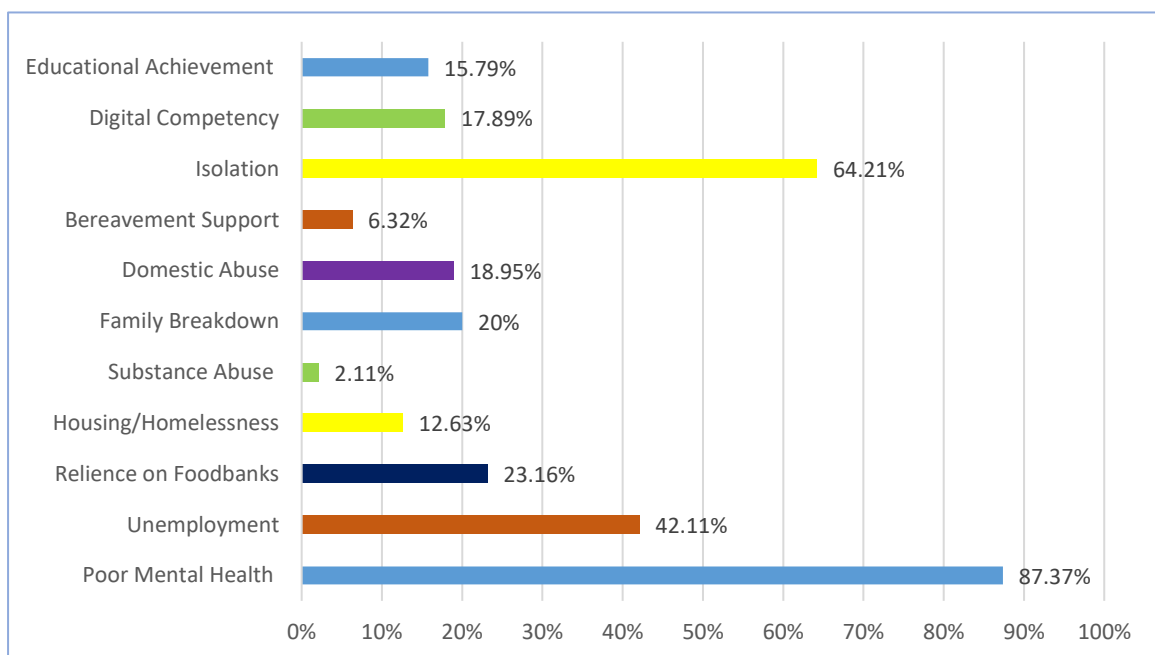
“Currently [our challenge is] not knowing when to apply when [it’s] unclear when support groups can return to meeting in person - and what the additional costs will be.”

“Very small charities with no specific ‘fundraiser’ or volunteers who like to help, makes it slightly disadvantaged to those who have experienced fundraisers”

5.2 Barriers faced by beneficiaries

We also asked our survey respondents to identify the barriers they believe their beneficiaries are facing that will hinder their post pandemic recovery (see Figure 13). Poor mental health was identified as the most significant need in our community. In fact, 87% of respondents think that supporting beneficiaries’ mental health will be a priority in the coming year. This is followed by isolation (64%) and unemployment (42%). Other prominent issues, in order of perceived priority, include reliance on foodbanks (23%), domestic abuse (19%) and digital competency (17%). Interestingly all six Gloucestershire districts were unanimous in what they believe are the three most significant barriers faced by our county in the coming year.

Figure 13. Survey respondents’ top areas of concern facing beneficiaries in the coming year



5.3 Additional Research and Considerations

When considering how GCF might support our community to overcome barriers to recovery, it is important to remember that GCF exists in a system alongside a number of other charitable organisations, as well as the public and private sectors.

In June 2020, Danny Kruger, MP to Devizes, released a report for the Prime Minister, [Levelling Up Our Communities](#) (September, 2020) that makes a the better word is coherent argument for why local communities (e.g. Gloucestershire) are best placed to support and enable people to overcome barriers, as opposed to central government.

Danny argues that there is a clear role for Community Foundations in helping local charities overcome financial barriers through their local knowledge of need. But taking Danny's statements further, it is clear that GCF has a role to play also in convening with those with local knowledge and resources to help our community to respond to barriers. For example, charities indicated that there is a barrier to future planning around human resources: staff are close to burnout, staff need to be upskilled for new roles, and there are fewer volunteers. GCF could convene organisations working to overcome the same barriers to co-develop local solutions.

Taking Danny's statements into consideration about the barriers that will be most prevalent amongst local people, there is a similar convening role for GCF. For example, many respondents to our survey identified mental health as an area of significant concern to Gloucestershire residents (mirroring findings from Barnwood Trust's report for Gloucestershire Funders). This sentiment is echoed by leading mental health charity, Mind. In a recent report, Mind identifies activities that have benefited those suffering from poor mental health including arts and creativity, family and relationships and nature and greenspaces. As our survey and others' show, Gloucestershire has a number of charitable organisations working across these areas, it is clear that there is a role for an organisation to convene stakeholders to enable joined-up responses, ensuring there is not a disconnect between need and provision.

This view is also shared in a recent report by COVI, [Creativity, Culture and Connection: Responses from arts and culture organisations in the COVID-19 crisis](#). This report states that to respond to the pandemic, we need to prioritise co-creation, not outreach:

Disruption of existing public programmes and activities may present a chance to take stock and deeply embed co-creation methods into future work. Radical new inclusive and collaborative approaches are needed to creatively develop solutions to the shared problems we face as a society.

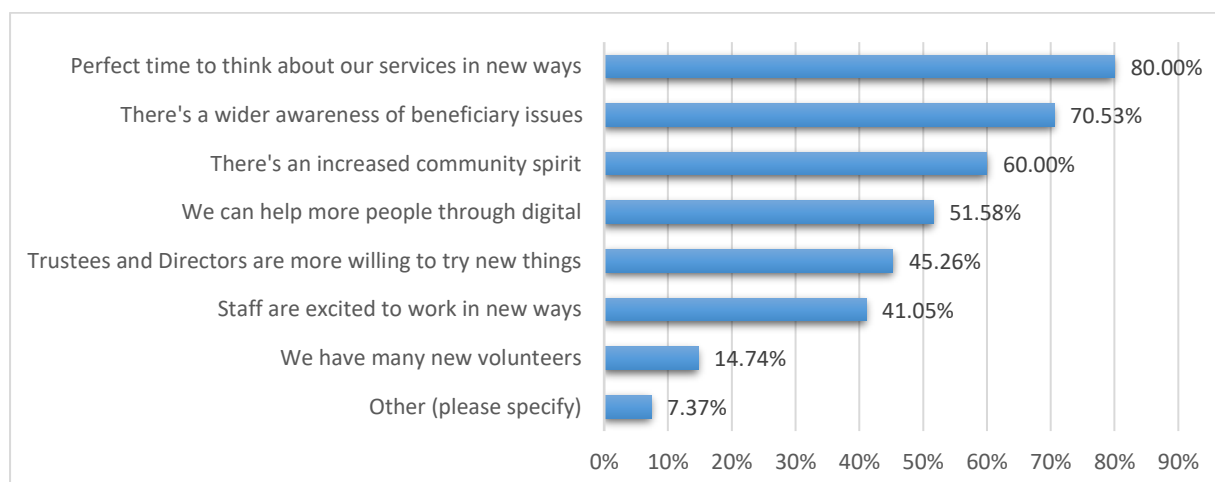
6. Support needed to bounce back- Rebuild for the future

Gloucestershire charities have worked innovatively to make the most of opportunities that have presented themselves in the current climate. Responsive services, increased awareness of need, and heightened community spirit are all positive factors to consider for the future of the sector.

6.1 Charities responses on post pandemic recovery

Seventy-six out of 100 of charities noted that the pandemic has been a catalyst for them developing new ways of working. 67 report there is a wider awareness of the issues being faced by their beneficiaries and 57 note an increased community spirit as a result of the pandemic (see Figure 14).

Figure 14. Percentage of charities that indicated an opportunity as a result of the pandemic.



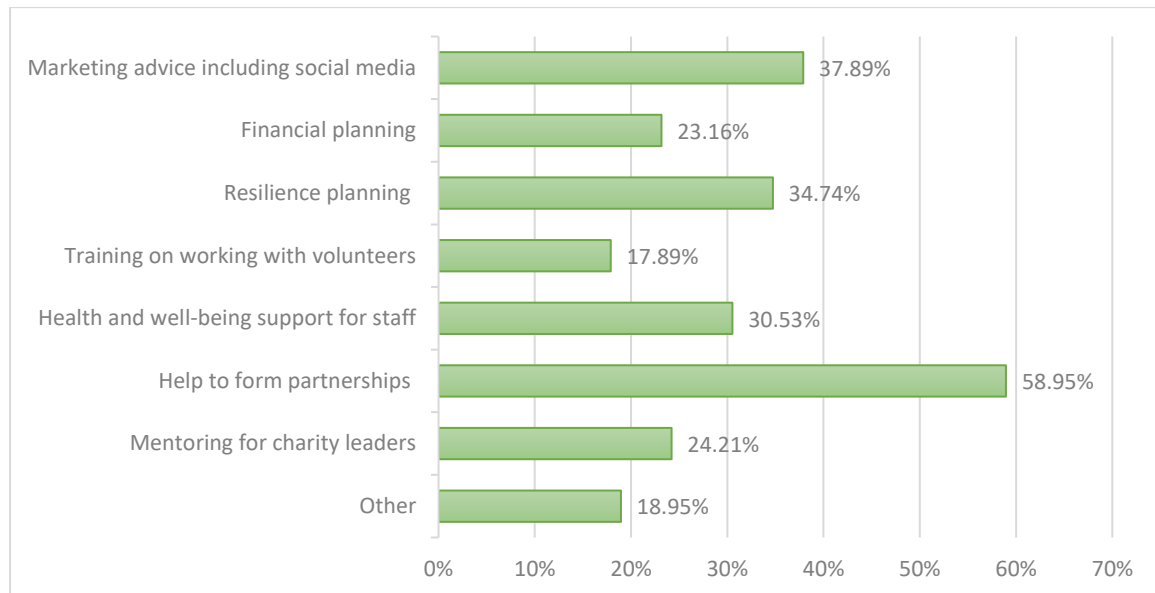
It is unsurprising that charities have also noted that funding will be crucial to their ability to bounce back following the pandemic. When asked to consider the type of funding their charities need most in the coming year, respondents reported, regardless of the size of charity, a need for funding of regular service delivery and core costs (see Figure 15).

Figure 15. Types of funding charities need, by size of charity

	Less than £50K	£50K-£100K	£100K-£500K	£500K-£1m	£1m+
Funding priority 1	Regular service delivery costs	Core costs	Regular service delivery costs	Regular service delivery costs	Core costs
Funding priority 2	Core costs	Regular service delivery costs	Core costs	Core costs	IT funding
Funding priority 3	Funding to deliver emergency covid-19 support	Funding to deliver emergency covid-19 support	Infrastructure funding	Infrastructure funding	Regular service delivery costs

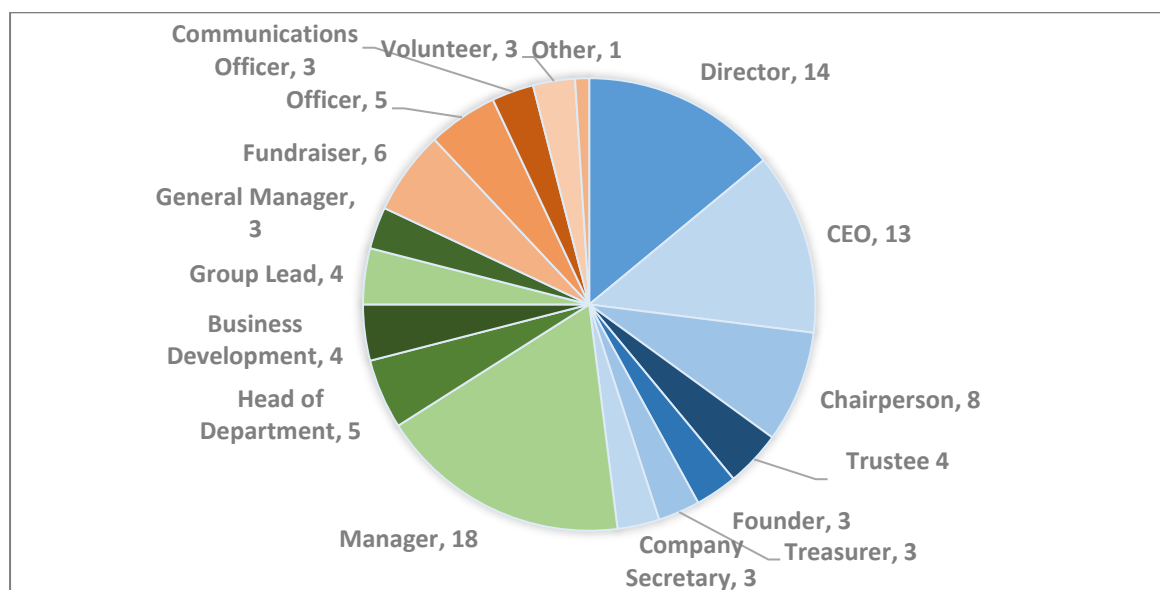
GCF also asked respondents to consider what other support, besides funding, would enable them to thrive in the coming year. Of 100 charities, the top areas identified were; help forming partnerships and collaborations with other organisations (56), marketing advice including social media (36), support with resilience planning (33), health and wellbeing support for staff (29) and mentoring (23; see Figure 16).

Figure 16. Types of non-financial support, charities indicated would help them to thrive



Interestingly, of the 100 respondents to the survey, there were 48 Senior Leaders (including Directors, CEOs, Founders, and Trustees); 34 Charity Managers (including Managers, Heads, or Leads); and 18 Others (including Fundraisers, Communications Officers, etc.; see Figure 17).

Figure 17. Respondents by role: Senior Leaders (blue); Charity Managers (green); Others (orange).



Delving further into the responses by charities noting opportunities as a result of COVID:

- Of those charities that noted that partnerships and collaborations were important, 34 of 56 respondents were Senior Leaders.
- Of those charities that asked for marketing advice including social media, all 36 were Senior Leaders.
- Of those charities selecting mentoring, 21 of 23 were Senior Leaders, and the remaining 2 were fundraising officers.
- Participants of the Get Grants Forum gave similar feedback including: *“Mentoring or training would be so useful, as I have little experience in writing bids”*.

These responses suggest a clear role for GCF to work alongside charities to facilitate partnerships. More interesting still is that this follows on from the previous section in this report that identified a role for GCF in supporting partnerships as a part of co-creation for developing solutions.

Also, of interest is that the majority of charities selecting mentoring and marketing advice as key to recovery were Senior Leaders. This may suggest that those in decision making positions in charities have identified the need to look for upskilling from other charities or businesses that are larger, more established, work differently, or are working in a different sector, to secure the skills they need to bounce back.

6.2 Additional Research and Considerations

Community Foundations, like GCF, have been at the heart of the emergency response to the coronavirus, and are therefore well placed to support our communities through the coming period of recovery.

Rosemary Macdonald, Chief Executive of the UK Community Foundations, wrote in a recently published report, [*The Community Foundation Response to Coronavirus*](#):

“The pandemic exacerbated the need for funders to collaborate and coordinate their efforts. The first lockdown saw unprecedented levels of cooperation amongst funders... This level of cooperation is exemplified by the London Funders Response Fund, [and] this was also the case in Gloucestershire, Surrey, Bedfordshire and other parts of the country.”

GCF was noted as “exemplary” in their partnership working, ensuring from the start of the pandemic, that Gloucestershire charities, and in turn their beneficiaries, were supported through joined up partnership working. The report goes on to say, this spirit of co-operation meant that community foundations were sought out to contribute their contextual knowledge to local responses. GCF, for example, was invited to share their insights with the local Clinical Commissioning Group (CCG) and the Office of Policing and Crime Commissioner Board for Children and Young People. Ultimately, this meant that GCF like other community foundations, has been integral in supporting our local community - both from the top down and bottom up.

The role that GCF has played during the pandemic means it is poised to support Gloucestershire's charity sector to bounce back and thrive both financially, and through 'beyond grant making' support. Rosemary states, *"Years and years of place-based investing in communities has given the [community foundation] network invaluable local intelligence combined with a strong sense of what works at a local level."*

7. Summary

GCF undertook this research to inform plans for supporting Gloucestershire charities in the months following the pandemic. GCF found, as did other local and national research, that since the Covid-19 pandemic:

- There has been a negative impact on fundraising and income
- Expenditure has increased due to cost of PPE and digital facilities
- More than 40% of charities are reaching more beneficiaries
- Over 85% have adapted service delivery to adhere to COVID safe guidelines
- More than 70% of charities are expecting to survive for a year or more.

In short, Gloucestershire's third sector has been resilient, demonstrating a commitment to their beneficiaries despite the financial difficulties they have faced. But there is a role for GCF to support our local charities to develop solutions that will enable them to recover and thrive.

Although charities have financial concerns, there are other barriers to recovery that charities are facing; there is consequently a role for GCF as both a funder and convenor, to support the co-creation of solutions. Areas to address include:

- Support with forming partnerships and collaborations
- Advice on how to market to target audiences
- Knowledge sharing in resilience planning
- Mentoring for senior leaders and Trustees.

Looking ahead, those working on the ground believe that across all six districts of Gloucestershire, the issues that will be most prominent in the next 12 months are mental health, isolation, and unemployment. It appears, based on our survey sample, that there may be a disconnect between needs in our community and the provision of support. For example, there are many charities working to improve mental health, but fewer that are working to support employment. Key to developing GCFs recovery plan may therefore include identifying gap and supporting the sector to fill these through partnership working, upskilling, or enabling digital solution for charities not yet working in this way.

Gloucestershire's charities have demonstrated their adaptability and resilience over the last 8 months and have stepped up to support our communities during this time of unprecedented need. As a grant giving organisation and leader in our community, GCF will strive to demonstrate this same spirit of adaptability, committed to continuing to respond to our community's needs financially and organisationally by working alongside our county to co-create solutions for recovery.

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Appendix I GCF Build Back Better Survey



GCF Build Back Better Survey

Thank you so much for taking this survey for the Gloucestershire Community Foundation (GCF).

The survey will take you about 15 minutes .

GCF has been working for more than 30 years to help people in Gloucestershire. Recently, GCF gave grants to more than 100 charities and community groups that were responding to the pandemic.

Now that lockdown is over, we want to make sure the support we offer charities and community groups is really helpful and reflective of what you actually need.

Please tell us a bit about your organisation, your organisation's experiences since the pandemic, and how you think GCF could help your organisation over the next year.

Privacy Policy

At Gloucestershire Community Foundation (GCF) we're committed to protecting any personal data you share with us. We will keep data for as long as is needed to complete the task for which it was collected. Relationships between donors, grantees and GCF are often long term, and so we expect to keep your data for as long as the relationship exists, or until we no longer need it.

You have the right to ask for a copy of the information we hold about you and to have inaccuracies in your information corrected. We keep your data secure in our database with appropriate security mechanisms in place.

If you have any questions about this privacy notice, about the way in which we process your data, or if you wish to change the way we use your data, including how we communicate with you, then please contact us: Gloucestershire Community Foundation, c/o The Manor, Boddington, Cheltenham, Gloucestershire GL51 0TJ (T: 01242 851 357 E: info@gloucestershirecf.org.uk).

1. What is your name?

* 2. What is the name of your organisation?

3. What is your job title?

* 4. What type of work does your organisation normally undertake? Tick all that apply.

- | | |
|--|---|
| <input type="checkbox"/> Service delivery | <input type="checkbox"/> Capacity-building of organisations |
| <input type="checkbox"/> Campaigning, advocacy or influencing work | <input type="checkbox"/> Community cohesion |
| <input type="checkbox"/> Research and/or policy work | <input type="checkbox"/> Capital projects |
| <input type="checkbox"/> Other (please specify) | |

* 5. What was your organisation's annual turnover in your last financial year?

- Less than £50K
- £50K-£100K
- £100K-£500K
- £500K-£1million
- £1million+

* 6. Select your district(s) of operation. Tick all that apply.

- | | |
|---|-------------------------------------|
| <input type="checkbox"/> Forest of Dean | <input type="checkbox"/> Tewkesbury |
| <input type="checkbox"/> Stroud | <input type="checkbox"/> Cheltenham |
| <input type="checkbox"/> Gloucester | <input type="checkbox"/> Cotswolds |
| <input type="checkbox"/> Other (please specify) | |

Vital Signs categories have been used by Community Foundations across the country to group social causes. Below we will ask you to select which category best describes the work that you're doing.

- **Employment** - any organisation which supports people back into work through learning, building life skills, mentoring, coaching and so on
- **Local economy** - any organisation which exists to help the local economy flourish. For example by supporting new enterprises, offering help to start ups, encouraging innovation and so on.
- **Strong Communities** - any organisation which promotes community cohesion and brings people closer together. This will include local neighbourhood groups and projects, coffee clubs, some sport clubs and so on.
- **Education and Learning** - any organisation which offers opportunities to learn or acquire new skills in any setting. This might include, language classes, sporting activities, arts and craft groups and so on.
- **Housing and Homelessness** - any organisation which helps those who are homeless, at the risk of homelessness or in supported accommodation.
- **Safety** - any organisation which promotes safer communities, works to help reduce local crime levels, promotes partnership working or supports ex offenders or those at risk of offending to make better life choices.
- **Fairness** - any organisation which is set up to support the most disadvantaged groups and reduce inequalities within our communities.
- **Arts, Culture and Heritage** - any organisation which brings art, culture and heritage closer to the people. This can include local interest groups, organised trips, exhibitions and events or organised lectures.
- **Healthy Living** - any organisation which helps to improve people's physical and mental health and well being.

* 7. What is your organisation's primary area of focus? Select one.

- | | |
|--|---|
| <input type="radio"/> Employment | <input type="radio"/> Fairness (including BAME communities, LGBTQ+, Refugees) |
| <input type="radio"/> Local economy | <input type="radio"/> Arts, Culture, Heritage |
| <input type="radio"/> Stronger Communities | <input type="radio"/> Healthy living (with a focus on mental health) |
| <input type="radio"/> Education and Learning | <input type="radio"/> Healthy living (with a focus on basic needs including food) |
| <input type="radio"/> Housing and Homelessness | <input type="radio"/> Healthy living (with a focus on disabilities) |
| <input type="radio"/> Safety | |

8. What are the other areas your organisation works in? Tick all that apply.

- | | |
|---|--|
| <input type="checkbox"/> Employment | <input type="checkbox"/> Fairness (including BAME communities, LGBTQ+, Refugees) |
| <input type="checkbox"/> Local economy | <input type="checkbox"/> Arts, Culture, Heritage |
| <input type="checkbox"/> Stronger Communities | <input type="checkbox"/> Healthy living (with a focus on mental health) |
| <input type="checkbox"/> Education and Learning | <input type="checkbox"/> Healthy living (with a focus on basic needs including food) |
| <input type="checkbox"/> Housing and Homelessness | <input type="checkbox"/> Healthy living (with a focus on disabilities) |
| <input type="checkbox"/> Safety | <input type="checkbox"/> N/A |

* 9. Who are your beneficiaries? Tick all that apply.

- | | | |
|---|--|---|
| <input type="checkbox"/> Adults | <input type="checkbox"/> Lone parents | <input type="checkbox"/> People with substance abuse issues |
| <input type="checkbox"/> Carers | <input type="checkbox"/> Long term unemployed | <input type="checkbox"/> People with learning difficulties |
| <input type="checkbox"/> Children and young people | <input type="checkbox"/> Men | <input type="checkbox"/> People with mental health difficulties |
| <input type="checkbox"/> Disadvantaged/ low income | <input type="checkbox"/> Migrant workers | <input type="checkbox"/> People with physical disabilities |
| <input type="checkbox"/> Ex-offenders and prisoners | <input type="checkbox"/> NEET | <input type="checkbox"/> Refugees/ asylum seekers |
| <input type="checkbox"/> Families | <input type="checkbox"/> Older people | <input type="checkbox"/> Women |
| <input type="checkbox"/> Homeless people | <input type="checkbox"/> People in rural areas | |
| <input type="checkbox"/> LGBTQ+ | <input type="checkbox"/> People in urban areas | |
| <input type="checkbox"/> Other (please specify) | | |

* 10. If you had 100 beneficiaries walk through your organisation's door today, about how many would be in each of these ethnicity groups? If you work only with those in the Bangladeshi community for example, you'd enter 100 in the Asian group. If you work with a group that's very mixed, try and estimate how many would be in each group based on ethnicity.

Asian

Black African or Black Caribbean

Eastern European

Gypsies and Travellers

Mixed Ethnicity

White British

White Other

Other

Not sure

* 11. How has the pandemic impacted on the number of beneficiaries your organisation reaches?

- We are reaching fewer beneficiaries
- We are reaching more beneficiaries
- We are reaching the same number of beneficiaries
- Other (please specify)

12. If you are reaching more or less beneficiaries, please tell us why?

13. How have you changed your service delivery? Tick all that apply.

- We haven't changed how we deliver support
- We are delivering support and services online
- We are using PPE
- We are delivering support 1 to 1, not in groups
- We are checking on beneficiaries in their homes
- We are calling beneficiaries
- We have a helpline
- Other (please specify)

* 14. Are your beneficiaries digitally competent?

- No, mostly they are not
- Yes, mostly they are digitally competent
- Some beneficiaries cope well, others struggle
- I don't know

15. How do your beneficiaries access the internet? Tick all that apply.

- SmartPhones
- Computers/ laptops
- Tablets
- Gaming systems
- Other (please specify)

16. What's the impact of COVID-19 on your income? Tick all that apply.

- | | |
|---|---|
| <input type="checkbox"/> Not able to deliver services we normally charge for | <input type="checkbox"/> We have additional funding for emergency projects |
| <input type="checkbox"/> Our beneficiaries can't pay as much | <input type="checkbox"/> Our fundraising events have been cancelled |
| <input type="checkbox"/> We are not receiving the same rental income | <input type="checkbox"/> Community fundraising has been significantly reduced |
| <input type="checkbox"/> Some grants we would normally apply for are on pause | |
| <input type="checkbox"/> Other (please specify) | |

* 17. What impact has COVID-19 had on your expenses? Tick all that apply.

- | | |
|---|--|
| <input type="checkbox"/> Extra expense for IT including mobile phones | <input type="checkbox"/> Additional staff costs due to COVID related illness/ shielding/ new ways of working |
| <input type="checkbox"/> Extra cost for transport | |
| <input type="checkbox"/> Extra cost for PPE, sanitisers, COVID_signs, etc. | <input type="checkbox"/> Reduced expense by furloughing staff |
| <input type="checkbox"/> Extra expense for purchasing items for beneficiaries | <input type="checkbox"/> Reduced expense by changing service delivery |
| <input type="checkbox"/> Additional staff costs due to increase in work | <input type="checkbox"/> Reduced expense by not having freelancers |
| <input type="checkbox"/> Other (please specify) | |

* 18. From the list below, **choose the 3 areas** you think will need the most support in Gloucestershire in the coming year.

- | | |
|--|--|
| <input type="checkbox"/> Poor mental health | <input type="checkbox"/> Domestic abuse |
| <input type="checkbox"/> Unemployment | <input type="checkbox"/> Bereavement support |
| <input type="checkbox"/> Reliance on foodbanks | <input type="checkbox"/> Isolation |
| <input type="checkbox"/> Housing/ homelessness | <input type="checkbox"/> Digital competency |
| <input type="checkbox"/> Substance abuse | <input type="checkbox"/> Educational achievement |
| <input type="checkbox"/> Family breakdown | |

* 19. What are the barriers your organisation is facing? Tick all that apply.

- | | |
|---|--|
| <input type="checkbox"/> Loss of income from trusts and foundations | <input type="checkbox"/> Inability to adapt service to align with government guidelines |
| <input type="checkbox"/> Uncertainty about income from statutory services | <input type="checkbox"/> Fewer volunteers |
| <input type="checkbox"/> Loss of income from fundraising events | <input type="checkbox"/> Our staff are close to burning out |
| <input type="checkbox"/> Reduction in reserves | <input type="checkbox"/> Need to develop staff for new rolls but don't have the resources |
| <input type="checkbox"/> Inability to pay staff | <input type="checkbox"/> We aren't used to having to fundraise ourselves and don't really know how |
| <input type="checkbox"/> Concern that beneficiaries will not return to the organisation | <input type="checkbox"/> It's hard to keep up with changing government guidelines |
| <input type="checkbox"/> Concern that beneficiary numbers will increase | |
| <input type="checkbox"/> Other (please specify) | |

* 20. In your current circumstances, how long do you expect your organisation will be able to stay open?

- Less than 3 months
- Less than 6 months
- Less than a year
- More than a year
- Indefinitely
- Other (please specify)

* 21. As you consider your organisation's next steps, what opportunities do you see being available? Tick all that apply.

- | | |
|---|---|
| <input type="checkbox"/> There's an increased community spirit | <input type="checkbox"/> We have many new volunteers |
| <input type="checkbox"/> Improved technology means we can help more people more efficiently | <input type="checkbox"/> Our Trustees and Directors are more willing for our organisation to try new things |
| <input type="checkbox"/> It's the perfect time to think about how to offer our services in new ways | <input type="checkbox"/> Our staff are excited to be working in new ways |
| <input type="checkbox"/> There's a wider awareness of the issues faced by our beneficiaries | |
| <input type="checkbox"/> Other (please specify) | |

* 22. Rank, from 1 to 6 the type of financial support your organisation is most in need of right now. You can drag and drop options to rank them.



Funding for our regular service delivery



Funding to deliver emergency COVID-19 support



Core costs to make up for funding shortfalls from 2020



One-off funding to adapt our services to be COVID secure



Infrastructure funding - money to help us to develop our staff



IT funding to enable staff to continue to work remotely

23. Is there any other type of funding that your organisation needs? If yes please describe.

24. Why do you think some organisations don't apply to GCF for grants? Tick all that apply

- Some of the application questions would be hard for small organisations to answer
- Some organisations haven't heard about GCF
- The application is only available in English
- The application is only available on line
- Some organisations don't know that there are grants for people in Gloucestershire
- GCF isn't well known by small organisations delivering in BAME communities
- GCF needs more on the ground presence to encourage organisations to apply
- Other (please specify)

* 25. What would help your organisation to thrive? Tick all that apply.

- Mentoring for our charity leaders
- Helping us to form partnerships and collaborations with other organisations
- Health and well-being support for our staff
- Training on working with volunteers
- Resilience planning so we are able to bounce back better
- Financial planning
- Marketing advice including social media
- Other (please specify)

Thank you for completing this survey for the Gloucestershire Community Foundation. Your responses will directly impact that way we will be working in the coming months and years. This research will be analysed and shared GCF's Build Back Better report, due to be published towards the end of 2020.

If you are interested in reading our report when it is published, please make sure to follow up on Facebook, or sign up for our newsletter.

