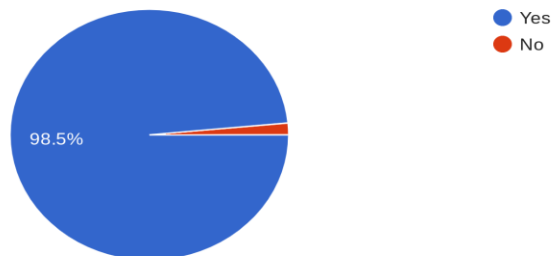


Below is a summary of the responses to our survey. To date, we have had 66 responses.

Qu 1. Has Covid – 19 impacted on the service you provide as a charity/organisation?

66 responses

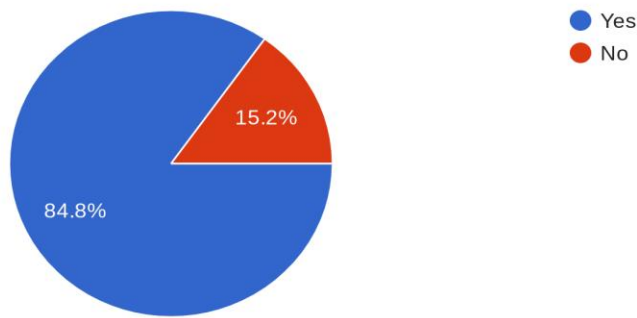


Qu 1A. Please describe how c-19 has impacted on your charity / organisation

- All church services and community centre activity have been cancelled and ministry in homes and hospital is restricted
- 88% of services have seen an increased number of people in benefit and rent crisis
- 92% reported that they are having to support people online and by phone especially those living in poverty. Over 1200 calls a day are being made checking in on people particularly those who do not have digital access. Groups reported that they are getting between 8-12 new referral a day for mentoring and therapeutic support.
- 53% reported loss in bookings for room hire, events and courses, classes, student placements
- The demand for food parcels has increased markedly in recent weeks.
- 56% of Children and young people services highlighted that they were keyworking over 70 + children with limited staff, provision whilst. 31% reported staff being sick themselves, working from home and providing support for vulnerable children in mixed age groups and unfamiliar children, several of whom have additional needs.
- On top of this, new systems have had to be created for monitoring attendance, welfare calls, food provision, SEND provision etc. Several different services have needed various incarnations of this data, often under very tight deadlines.
- Where groups have furloughed staff, volunteers including Trustees and management committees are volunteering to help their communities.

Qu 2. Have you closed any services as a result of Covid – 19?

66 responses

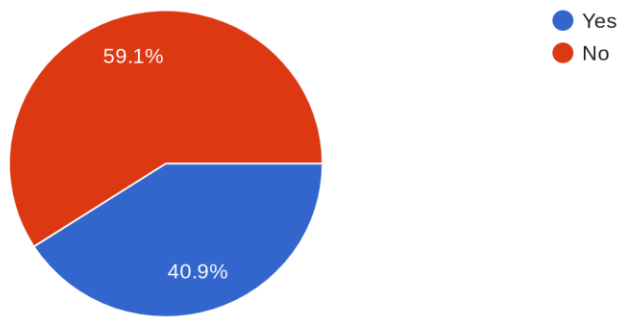


Qu 2A. Can you please explain what services you have closed?

- Drop in services
- After school and breakfast clubs
- Group work
- Music sessions
- Youth clubs
- Church services
- Restbite services
- Group activity for those in poverty
- Exercise
- All intended projects for Summer 2020 and our planned project for Autumn/ Winter 2020 has been postponed until 2021
- All classes, community groups, weddings and meeting rooms
- Parenting programmes
- Support for carers and vulnerable children.
- Neuro Physio, Tai Chi, Mindfulness, Foot Dr, Keep Calm and Move Gently, Seated Zumba , Circle of friends
- Counselling services
- Groups that prevent social isolation
- lost social work students and many of our volunteers are vulnerable ,
- Building, performances, outreach work, community programmes,
- Physical fitness training, boxing training, mindfulness and meditation workshops, youth arts activities, mentoring/coaching training and our community impact project. We have also been forced to cancel our Personal Development weekend residential and various other participatory events.
- Day therapy services
- Singing for the brain groups and cafes closed

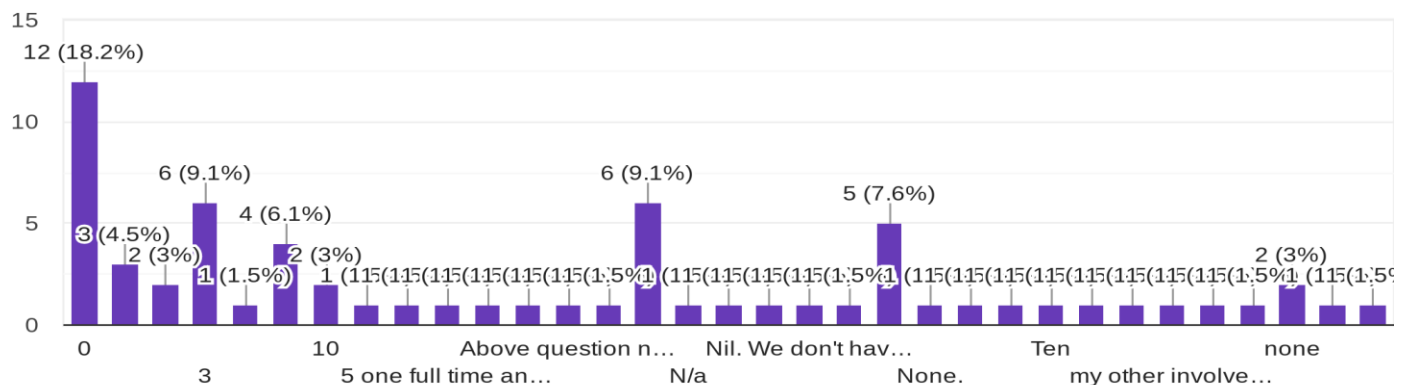
Qu 3. Have you used the government's employee retention scheme (furlough) for any staff?

66 responses



Qu 3A. If so, how many staff have you furloughed?

66 responses



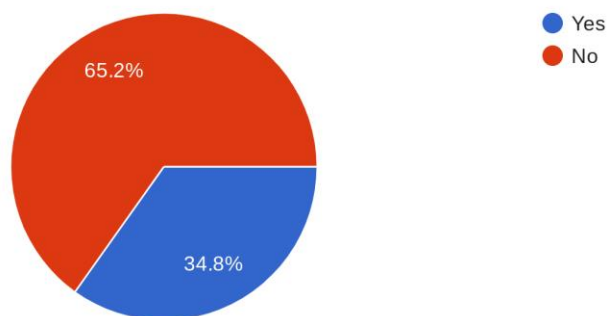
Qu 4. What vital services are you involved in delivering?

- 31% are Support for those shielding services and information/ advice
- People with lived experience of poverty have been helping to advise on the set up of various initiatives to help with covid 19 such as the emergency food provision, the homelessness forums and various medical boards.
- 55% of groups are providing Food parcels, providing clothes to babys and toddlers, benefit help, isolation reduction mental health support, advice and guidance., online and phone support, leaflet and newsletter drop offs
- Economic and wellbeing support of disabled people, refugees and asylum seekers, those with substance and alcohol issues.
- Children, young people and family support.
- Death and bereavement 1-1 support.
- Support for the blind and deaf
- Supporting older people
- creative wellbeing sessions

- Spiritual care of the people who live in our Parishes, including prayer, provision of resources for worship and prayer.
- Telephone support, shopping, delivery, collecting prescriptions, virtual choir, chat cafe,
- Live-stream meditation classes helping people to keep peaceful minds and cope with anxiety & stress.
- Delivering medication particularly those who need cancer drugs, shopping and we are providing counselling to NHS staff, a helpline for those who need emotional support whilst isolated and a counselling service for people with Cancer
- meals for the homeless
- Dementia support group
- Food growing for a good number of people.
- Religious services, celebrations, advice and support, visiting people in hospitals, hospices, care homes and their own homes,
- Support for children, young people, SEND, family support
- Domestic abuse
- Support for Women and men
- Support for those with substance and alcohol issues

Qu 5. Have you increased your capacity to deliver vital services due to Covid 19?

66 responses



Qu 5A. What effects has this increase had? Did you experience any challenges?

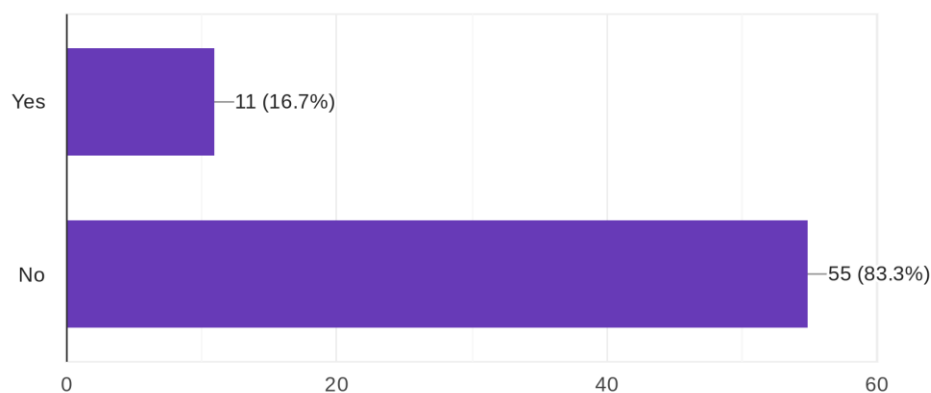
- 88% are struggling to do this without money as the funding we already have is restricted.
- We have increased capacity in that we have more volunteers and we have shifted our focus completely away from our core business to respond to the crisis.
- Every day is a challenge, but every day we find a solution.
- Increasing waiting list of over 80 to put on an additional food club. Logistics of delivering food parcels. Providing food to the homeless is costing us more money than normal
- Understaffed due to furloughing. Zero income other than funding.
- Home learning provided for all pupils. Staffs have had to rethink how they deliver their teaching. Been challenging to engage all parents and to ensure children's health and wellbeing.
- We've needed to recruit/train many new volunteers, get new equipment, develop efficient systems of operation, move to a doorstep delivery model rather than food club model, develop and operate new and

complex administration systems to enlist, communicate with and track customers, develop partnership operations with external organisations find new food sources to supplement surplus.

- Increased in IT & resource capacity
- More time contacting families, responding to support needs
- Heavily reliant on volunteers
- Frustrations working with organizations due to confidentiality barriers despite working with protected groups before the lockdown i.e, Homeless people
- furloughed staff.
- Supervising , training and mentoring volunteers

Qu 6. Have you received additional funding to deliver any vital services?

66 responses

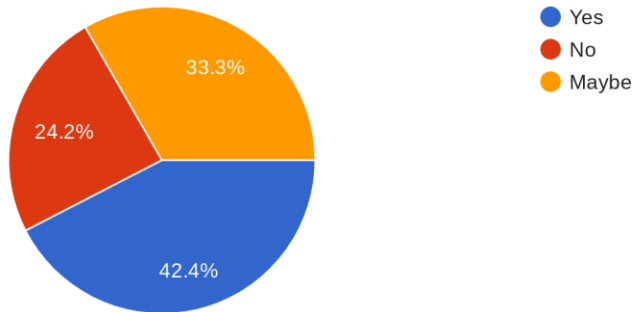


Qu 7. How will Covid 19 impact on your organisation's finances?

- 97% reported the C-19 will impact massively. Many of the bids already had submitted have been knocked back due to the change of funding priorities
- 80% reported they will make a loss of 50% this year
- Money donated during services will end
- We shall be poorer.
- Loss of rent, room hire and student placement income
- 25% feared going bust by the end of the year if they can't further reduce outgoings;
- 56% reported that they may have to cut staffing hours
- Over 3.5 million will be lost in fundraising efforts with one group predicting a loss of £150k per month
- Groups reported that they may have to change their funding model altogether and become volunteer managed
- 40% reported that it will take at least 12 months to recover
- Devastated

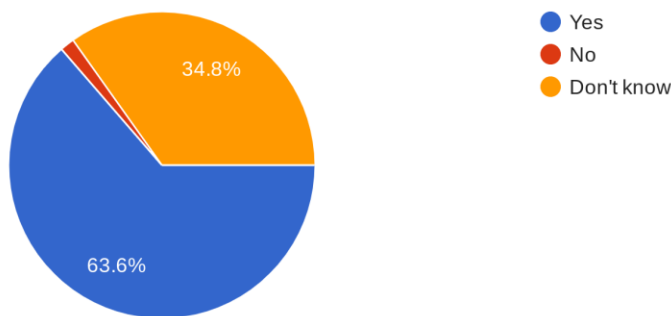
Qu 8. Have you or will you need to use reserves to keep the organisation operating during Covid 19?

66 responses



Qu 9. Will you be in a position to resume your service when restrictions are relaxed?

66 responses



Thank you for completing this survey, your answers will help us to understand how our sector is operating in this environment. If you wish to add anything else, please use this final section. Thank you once again.

- Further collaboration with supermarkets and food businesses would be incredibly helpful and linking in with national food initiatives
- Support around digital inclusion is vital
- Conservation and environmental conversations has to be integral to all initiatives
- This is an opportunity to be a really integrated system where all partners work together
- Once restrictions start to be lifted our services and building will be vitally important as a way of enabling people to come together at a very uncertain time. We are going to need professional guidance as to the best way to do this in order to support our community into the future. We are in it for the long haul and will need types of support and counselling we haven't even thought about yet.
- Worries around local and national government financial and resource support and from grant funders