



2. Survey of community groups supported by the Foundation in the last three years who have not applied to the Emergency Fund - June 2020

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Background to survey

The survey is being undertaken by CCF to identify the current operational status and future challenges facing community groups who have been awarded grant funding by CCF in the last three years but who have not applied to the Emergency Fund.

A concurrent survey is also being carried out with community groups who have been awarded grants from the Cornwall Emergency Appeal.

419 online questionnaires were distributed by email. 123 completed questionnaires have been returned to date. A 30% response rate.

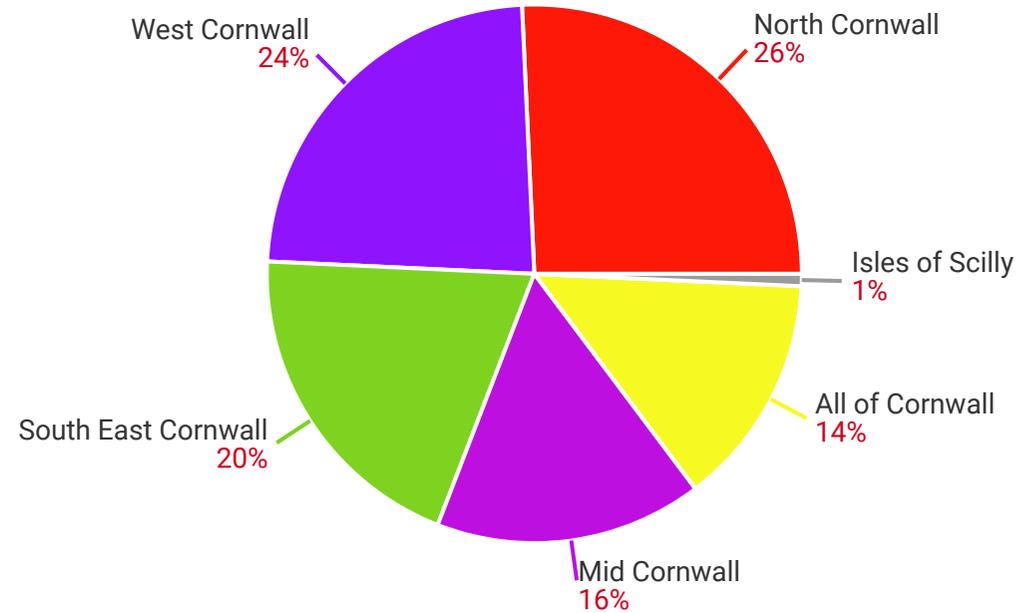
Distribution of service provision

The geographic distribution of services is evenly spread across the county

The results show primarily localised services with just 14% serving all of Cornwall

Q3 What areas do you provide services in?

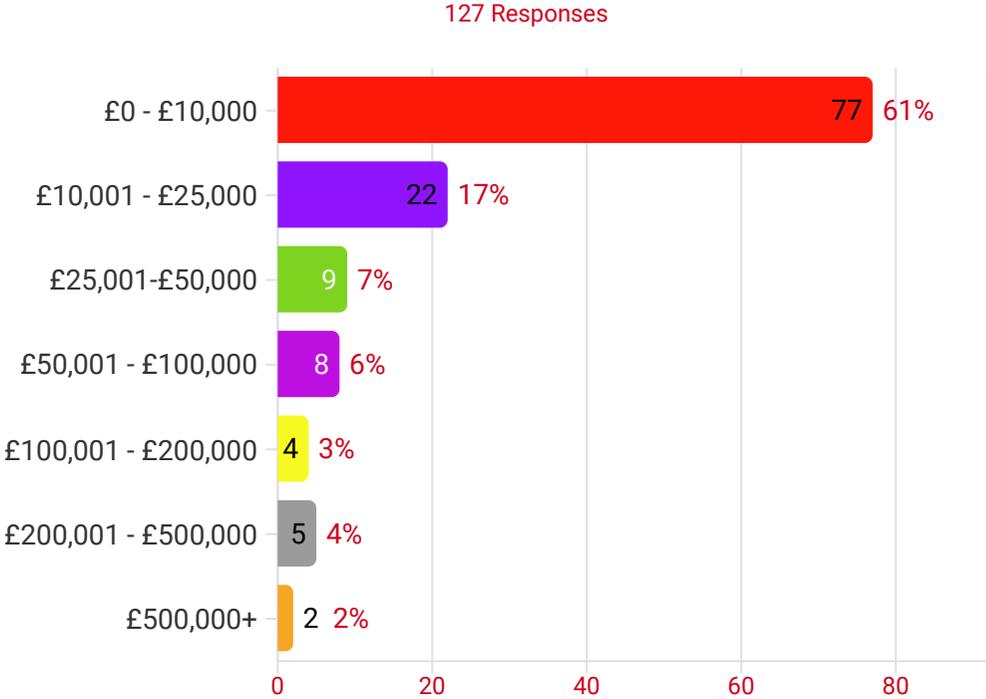
136 Responses



Annual income distribution in sample

Very small charities and community groups are the largest group represented in the responses - 61%. There is no obvious reason to think this is unrepresentative of groups supported by CCF but we will triangulate this with other CCF data prior to publication.

Q4 Please state/estimate your annual income pre-Coronavirus crisis



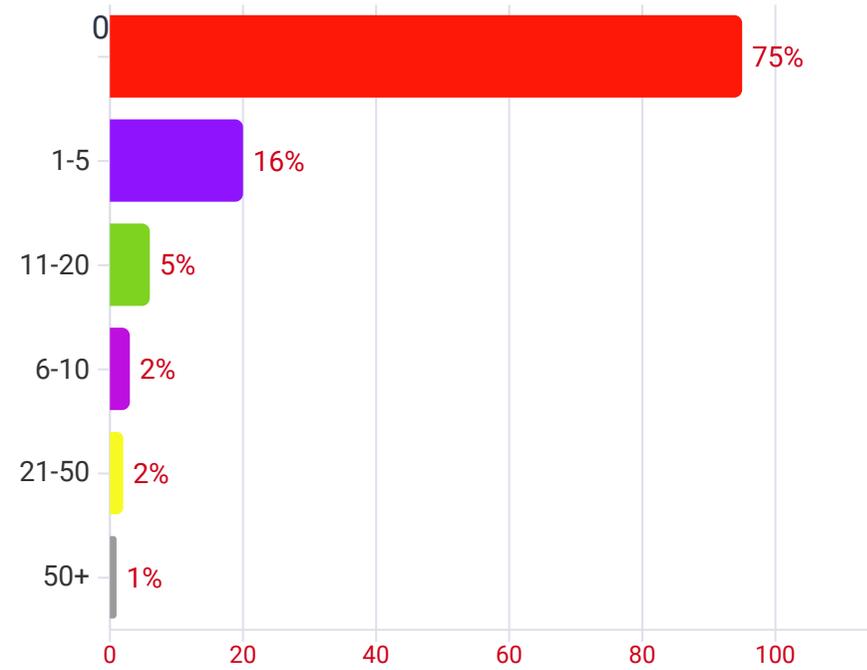
Number of people employed

75% of organisations did not employ anyone

Over 90% employed less than 5 people

Q6 How many paid employees do you have? (pre-Coronavirus crisis)

127 Responses



The services provided

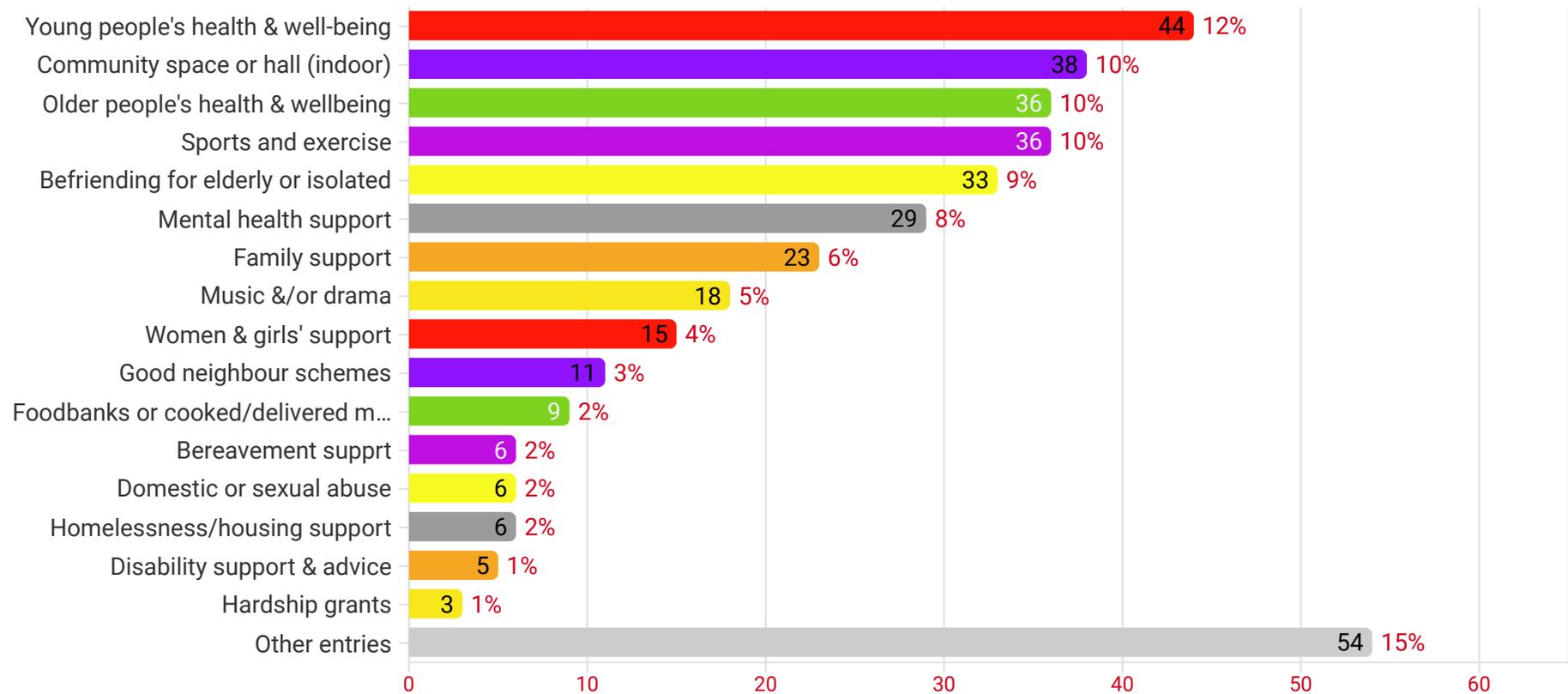
In common with the Emergency Fund survey, young and older people's health & wellbeing and mental health support are services frequently provided. In this general sample, community spaces and sports and exercise become common areas of provision

Most organizations provide more than one service

Only 9 organisations provided food or meals in this sample but most of organisations providing those services will have been surveyed in the Emergency Fund recipient sample

Q8 Please state the services you provide (before Coronavirus crisis)?

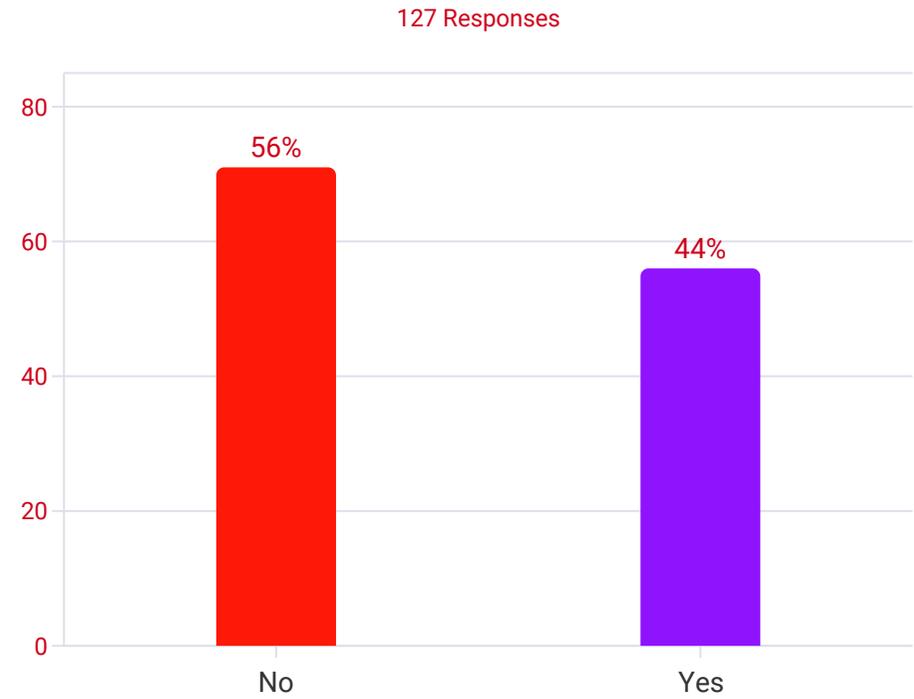
372 Responses



Continuation of services through Coronavirus crisis

56% of respondent organisations are inactive at present

Q9 Has your organisation continued to offer services during
the Coronavirus crisis?



The main factor that caused organizations to suspend services during the Coronavirus crisis

The overwhelming reason for closure is that the services or facilities provided were considered impossible/difficult to operate and still meet lockdown, social distancing and/or government or council regulations.

Another reason occasionally given is that volunteers are over 70 years of age.

"We have regular group meetings of between 8 and 17 members in the village hall which has been closed during lock-down. We also had to cancel our Exhibition planned for April this year."

"Unavailability of venues and reluctance of bands and festival attendees. We have postponed the Festival for 2020 and will carry it forward to our usual dates in 2021."

"All our work is with groups of people. They have just had to stop. We are worried about those without support as well as our own existence."

"It is impossible to comply with the social distancing requirements. Many/most of our clients are vulnerable or extremely vulnerable. Most of our volunteers are over 70 years old."

How groups operating through the crisis have adapted their services

Offering services remotely through digital/internet connectivity is referred to by more than 50% of respondents. Email and post are referred to specifically by this group of organisations as solutions they are using to keep in touch and offer support. Some groups started new community services to support their local community.

Transfer services from face to face to digital/online/telephone/post

"We have had to adapt to using online methods, of teaching of our young players. We have also use online for social well-being."

"For a time face to face support stopped. We offered remote support via Zoom/Skype/Calls/Texts to the people we support which was taken up. Updates were then sent to the referring agencies following support. The CEO continued to work from home as did the Office Manager (still doing so). The other 3 paid contracted workers remain on furlough. Some of our sessional self-employed workers have remained."

"In our debt counselling we now offer a remote service provided over the phone, with the benefit of NextCloud where clients can up-load their documents. We also now provide a support group over Zoom."

Modified existing services or usage or physical facilities to meet social distancing rules

"Stopped accepting international volunteers and restricted local volunteers involvement to reduce infection risks. Have dramatically increased deliveries of our veg boxes to local community and have prioritised those shielding / self isolating."

"Strict physical distancing and hygiene measures on site/veg box delivery round. Restriction on number of both regular and casual volunteers (to enable above). Additional veg box deliveries following closure of veg box pick-up point. Cancellation of agency referrals of vulnerable adults and teenagers"

"Reduced services. Higher staff ratios. Government guidelines re Early Years adhered to. Complete change in ways of working."

New services introduced to meet new demands

"We have offered to help those self isolating by doing their shopping, collecting medication, posting mail, providing books and puzzles, and being available for a chat by telephone. We intend continuing with this support to the elderly and vulnerable when the pandemic ends."

"Devolved organisational structure to ensure all households and areas of the village are covered for support including food collection/delivery, community advice, electronic village newsletter, social media groupings etc etc whilst taking into account government directions."

How groups operating through the crisis have adapted their services (cont'd)

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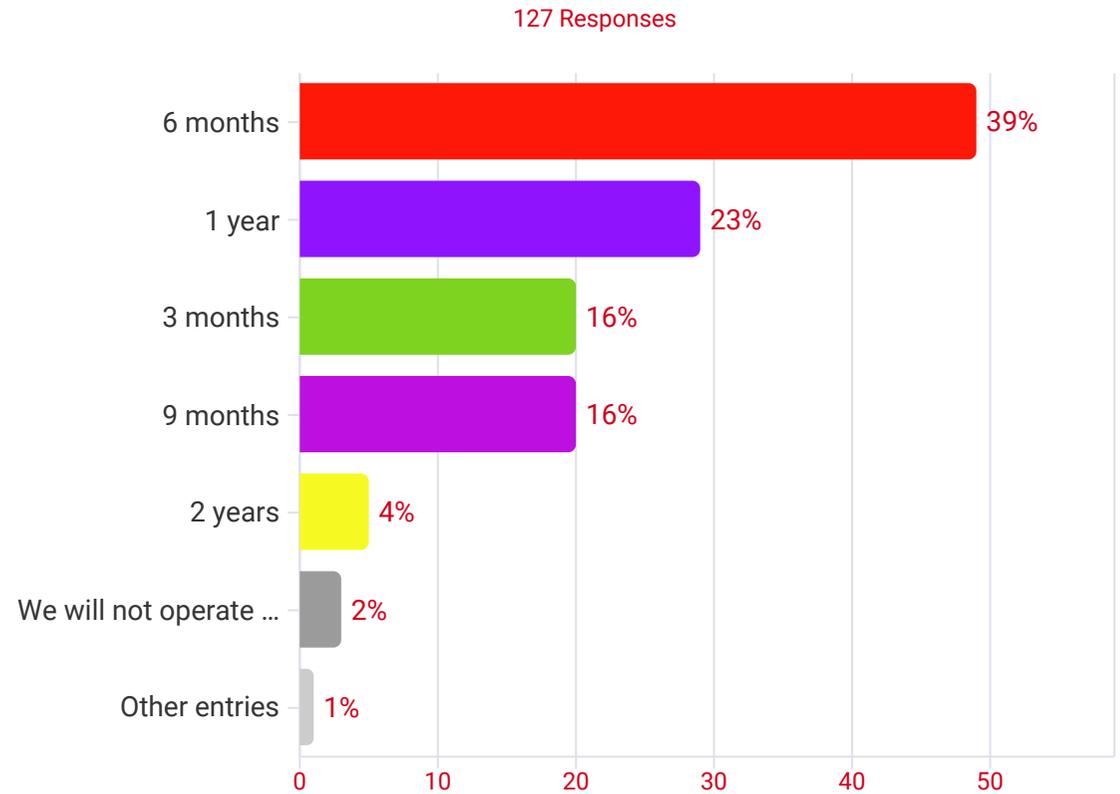
Continuation of services through Coronavirus crisis

Almost all organizations expect to be operating normally within twelve months.

39% expect to be doing so in 6 months

Two organisations expect to close

Q10 We understand there are many external factors, but when would you estimate you will be operating essentially as you did before the Coronavirus crisis?

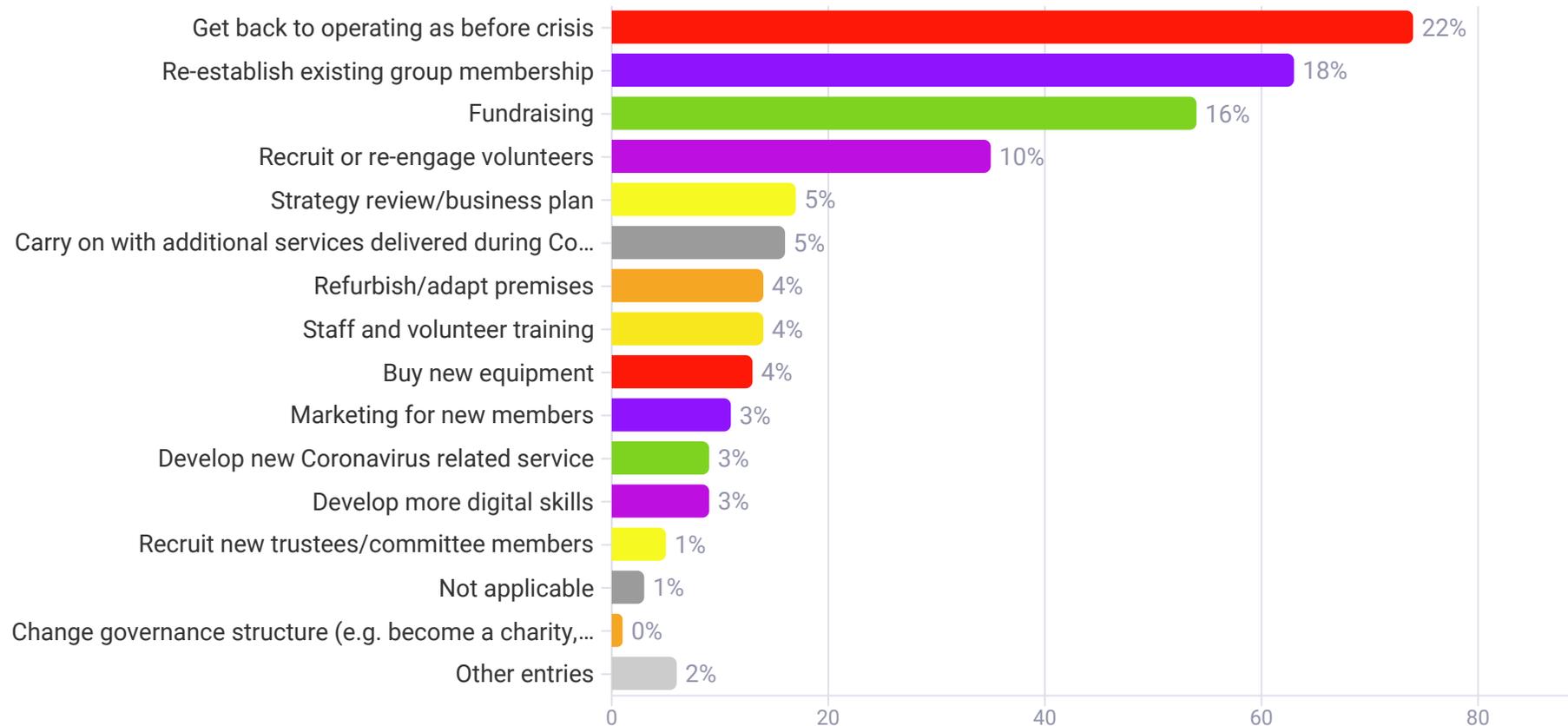


Top 3 priorities over next 24 months

Activities associated with getting back to running as before are seen as the top priorities over the next two years. There is little evidence of changed or new practices following the crisis e.g. develop more digital, marketing for new members

Q11 If your organisation is continuing, what will be your top priorities over the next 24 months? (Maximum of 3 priorities)

344 Responses



The main challenges over the next two years

The primary challenge identified is a perceived lack of confidence in people attending activities where there will be several people. The groups are expecting elderly and vulnerable people to require a lot of encouragement to become social again. Funding/fundraising and re-organising for social distancing were also seen as significant challenges.

Confidence and impetus for people to leave their homes and return to events or use services where there are other people

"Lack of confidence in older members to resume social activities; recruitment of younger members; community outreach groups unwilling to hire hall for social events."

"Getting people out of their homes and becoming comfortable with using communal space again. Public confidence that a reduction in social distancing will be safe (without which we will be unable to function, especially in cooler weather)."

"We feel it will be difficult for people to want to come to places where there could be a crowd."

Funding and fundraising

"Funding is the main issue, we are uncertain if we can keep our 1 employee on or if we need to make her redundant. Implementing social distancing when we used to have a lot of needy people access the building will be a challenge and changes to how we operate in the immediate future will be required."

"Funding. Increased demand will outstrip supply with existing resources."

"Our immediate priority is to ensure we can obtain sufficient funds to cover the operational costs required to keep our station open."

Social distancing issues

"We have a small space which will be hard to keep social distancing rules. Mixing the wider community (many of whom are elderly) with young children may still be a long way off."

"Challenges around difficulties associated with social distancing for our vulnerable volunteers and many of our equally vulnerable clients particularly those living with mental health issues."

The main challenges over the next two years (cont'd)

"Training staff and volunteers to operate in accordance with social distancing. Providing first aid and safeguarding changes. New risk assessments. Reconfiguring how we operate to accommodate 50 young people in a staggered fashion. Buying PPE."

Other factors referred to as challenges are recruiting new members, meeting increased demand, adapting facilities and services and becoming digitally enabled.

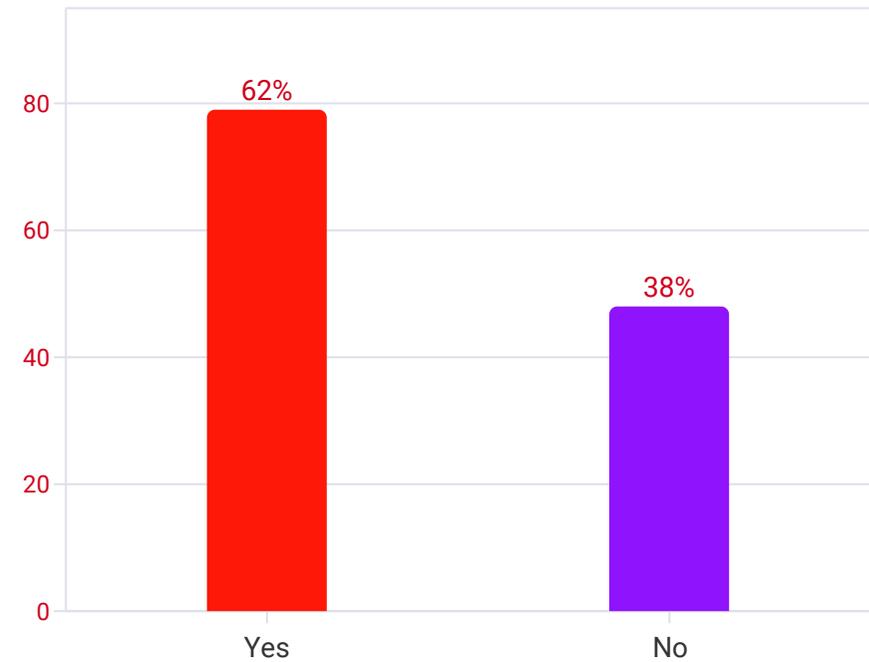
Expectation of funding shortfall in next twelve months

62% of organizations expect a shortfall in funding over the next 12 months

However, 38% do not envisage having a shortfall

Q13 Do you envisage a significant shortfall in funding over the next twelve months

127 Responses

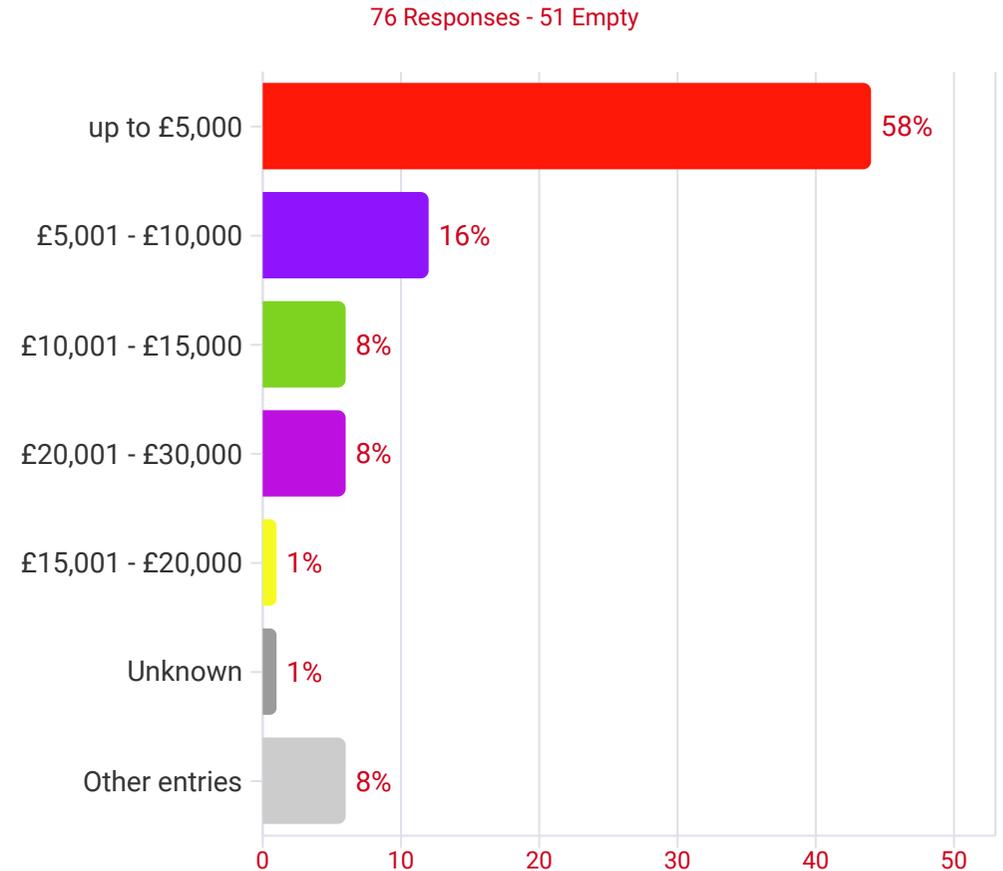


The level of service core cost shortfall over next 12 months

The estimated shortfall is heavily skewed to the up to £5,000 level. This reflects the preponderance of very small groups in this sample

No organisation indicates a shortfall in excess of £30,000

Q13b What is the level of funding for service core costs/overheads that will be needed to meet the shortfall over the next 12 months?

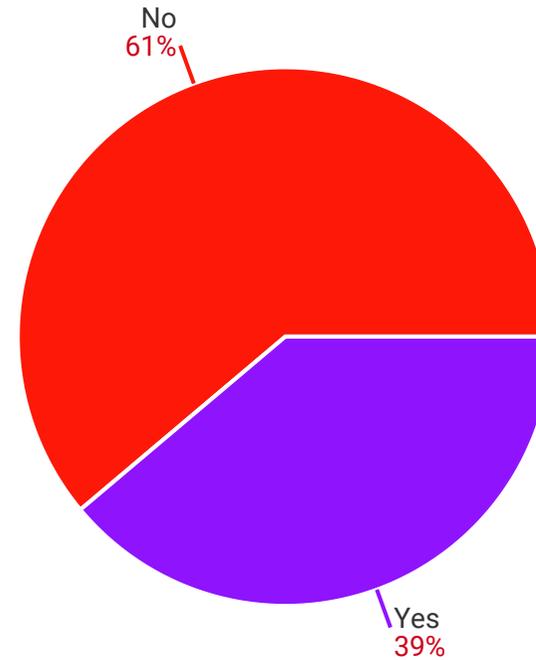


Unrestricted reserves

60% of the sample state they do not hold unrestricted reserves. This also is likely to be associated with the small size of the community groups.

Q14 Does your organisation hold unrestricted reserves

126 Responses - 1 Empty

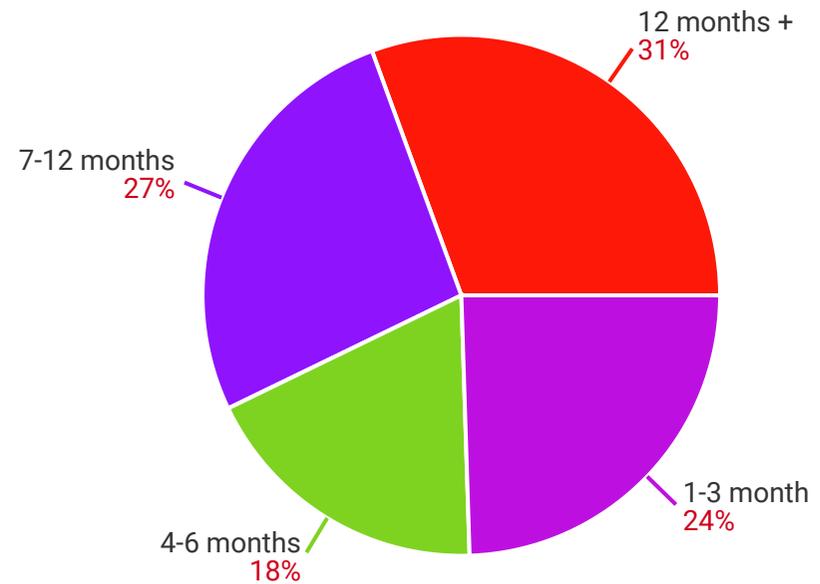


Months of running costs covered by unrestricted reserves

For the 40% that hold unrestricted reserves, the levels are evenly spread, with 31% holding more than 12 months' running costs.

Q14a Please estimate how many months of current running costs your current unrestricted reserves would cover

49 Responses - 78 Empty



Additional comments and feedback

There are no definitive patterns to the feedback provided. A small number of respondents expressed concern at making financial estimates in the face of such uncertainty. There is a clear sense of anxiety over what the future may hold.

"Our station can operate lookout services effectively under the current limitations but our major risk is covering the operating costs until we can restart our normal fund raising activities. As most of our income is raised during the summer months this summer presents a major risk to us."

"We have no immediate plans for requesting any further grants and suspect there are more worthy needs than ours."

"We would need to develop an on line course model we could offer our clients and customers and that public sector bodies could refer women to. We would still want to work with Cornwall Council venues and have smaller groups of women so social distancing could be in place ---- some rooms are big enough for instance at St Johns Hall in Penzance to social distance with courses for 10 women plus two instructors."

"Funding for core services is often hard to find other than through personal donations or benefactors, especially if essentially continuing valued services rather than start up. Funding for these would be really helpful."

"As a charity during the CV we have been able to source a grant which provided for core costs which has ensured that we have continued to operate a skeleton service. Without such core costs funding it would have been extremely difficult to continue and the possibility of putting all work on hold for a period of time. Any funding or grants for charities to help with core costs to ensure longevity would assist. Thank you."

"I am sorry but I am not at all good at estimating and guessing percentages. I have done my best but may not have done too well!"

"We may be able to survive until the end of this depending on the situation in the autumn."

"Without being able to fundraise this year I believe it will affect our next financial year too. Being out of the spotlight means we will all have to campaign and stornlyg fundraise to get back on an even footing."

"Our income and financial assets are very low level. Before the coronavirus crisis we had established a good stable income/expenditure relationship. We believe we are resilient enough to survive but the longer this goes on the more vulnerable we may become."

"Against the wishes of residents, [] has lost its school, two shops, post office, garage, and chapel over recent years. Now it looks as though the pub will be converted into a private dwelling. [] has a lot of potential, but in a small village we do need the support of organisations such as Cornwall

Key results

61% of the sample are very small organisations with annual income of less than £10,000. 75% do not have any employees.

Young people's health and well-being, community spaces, older people's health and well-being, sports and exercise, befriending for elderly or isolated and mental health support are the services most frequently provided

56% of the respondent organisations are not operating during the Coronavirus crisis

The overwhelming reason for closure is that the services or facilities provided were considered impossible/difficult to operate and still meet lockdown, social distancing and/or government or council regulations

For groups operating through the crisis, offering services remotely through digital/internet connectivity is referred to by more than 50% of respondents. Modifying existing services or usage or physical facilities to meet social distancing rules was also important. Some organisations introduced new services to meet new demands

Almost all organizations expect to be operating normally within twelve months. 39% expect to be doing so in 6 months. Only one organisation expects to close

Activities associated with getting back to running as before are seen as the top priorities over the next two years. There is little evidence of changed or new practices following the crisis e.g. develop more digital, marketing for new members

The main challenges over the next two years are seen as: lack of confidence and impetus for people to leave their homes and return to events or use services where there are other people; funding and fundraising; issues associated with social distancing

62% of organizations expect a shortfall in funding over the next 12 months but, on the other hand, that means 38% do not. 58% of respondents indicate their expected shortfall to be less than £5,000

61% of the sample do not hold unrestricted reserves. For the 39% that do, the levels are evenly spread, with 32% holding more than 12 months' running costs.

"We believe we are resilient enough to survive but the longer this goes on the more vulnerable we may become."

Comparison of the surveys

The two surveys are referred to here as 1. the Emergency Fund (EF) sample i.e. they have received a EF grant and 2. the non EF sample i.e. they have not received EF funding but another grant award from CCF in the last three years.

Organizations in the non-Emergency Fund (non EF) sample are distributed more evenly across the county. Fewer of the non EF sample are offering services across the county - 14% compared to 33% in the Emergency Fund (EF) sample

There is a difference in size of the community groups in the two sample. Overall the EF sample consists of much larger organisations. 78% of the non EF sample are micro groups with income less than £25,000

The two samples are similar in the range of services they offer, with the exception that food and meal provision is concentrated in the EF sample. They differ in that on average the EF organizations provide 4.6 services per organization, whereas the non EF organisations provide 2.4 services.

There is a clear differentiation between the two samples in the speed and intensity of their adaptation to operating in crisis conditions, although 56% of the non EF sample are not offering services. The EF organizations exhibit a quickness of action and determination to deliver whereas the response in the non EF sample seems lower key. It could be argued that necessity is the driver of course.

The priorities of the non EF group revolve around getting back to normal, with some tweaks. Whereas the EF group show a greater inclination to re-engineer themselves for the post crisis world.

Challenges over the next two years are similar between the EF and non EF organisations, albeit with a differing order of importance, probably reflecting a greater proportion of place-based services in the non EF sample e.g. halls and sports facilities.

There is a significant difference in how the two samples see the duration of crisis related services and a return to "normality". The EF organizations see their Coronavirus related services being required for much longer (12-24+ months) than the non-EF organizations (3-12 months).

Both samples expect a shortfall in non-Coronavirus core funding. Where they differ is in the scale of the shortfall. In the non EF sample, 63% of the respondents who expected a shortfall, indicated an amount up to £5,000 over 12 months. Although there was a spread, the EF sample indicated a much larger requirement over 6 months.