



1. Survey of community groups supported by the Cornwall Emergency Fund - June 2020

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Background to survey

The survey is being undertaken by CCF to identify future challenges facing the community groups who have been active providing frontline services in the Coronavirus crisis. It is intended to inform CCF grant making plans for the next 6-24 months.

A concurrent survey is also being carried out with community groups who have received grants from CCF in the last 3 years but who have not applied to the Cornwall Emergency Fund.

87 online questionnaires were distributed by email. 60 (69%) completed questionnaires have been returned to date.

The survey ran online from 20 May to 12 June 2020.

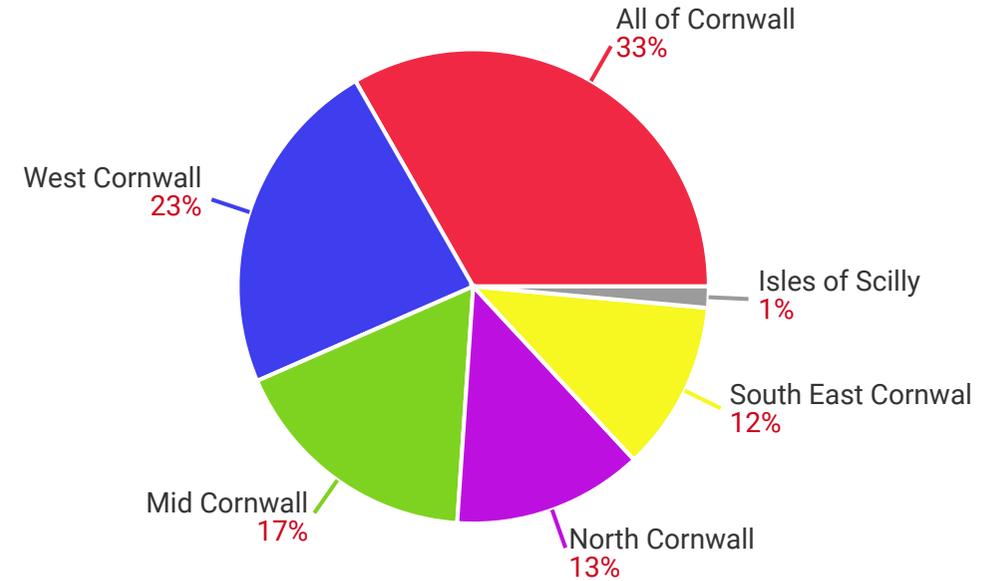
Distribution of service provision

33% of the sample provides services across Cornwall

All areas are represented but representation increases from East to West

Q3 What areas do you provide services in?

69 Responses



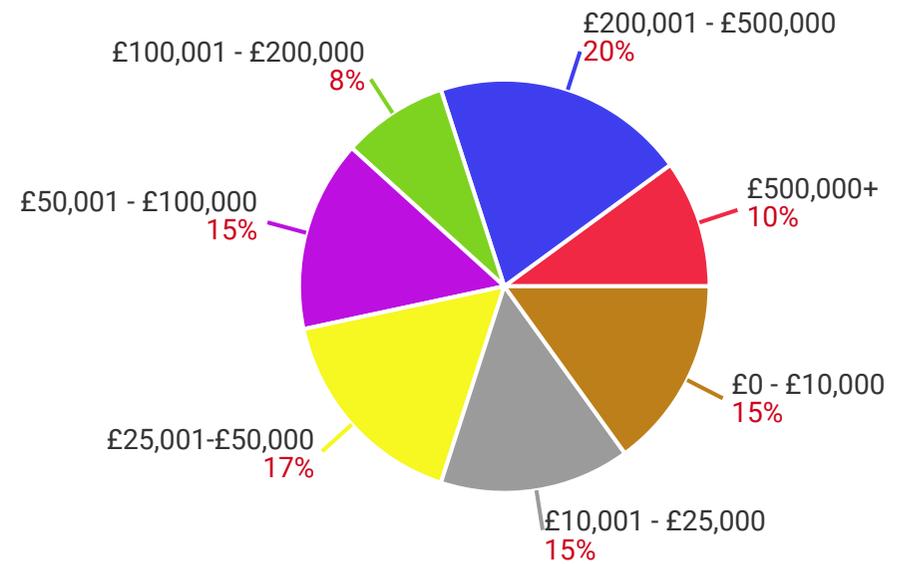
Annual income distribution in sample

All sizes of community group are represented in the sample

Relative to the size of groups CCF usually works with, it's a reasonable inference that the groups awarded Emergency Funding have tended to be larger

Q4 Please state/estimate your annual income

60 Responses



The services provided during the crisis

There was no limit on the number of services a respondent could select

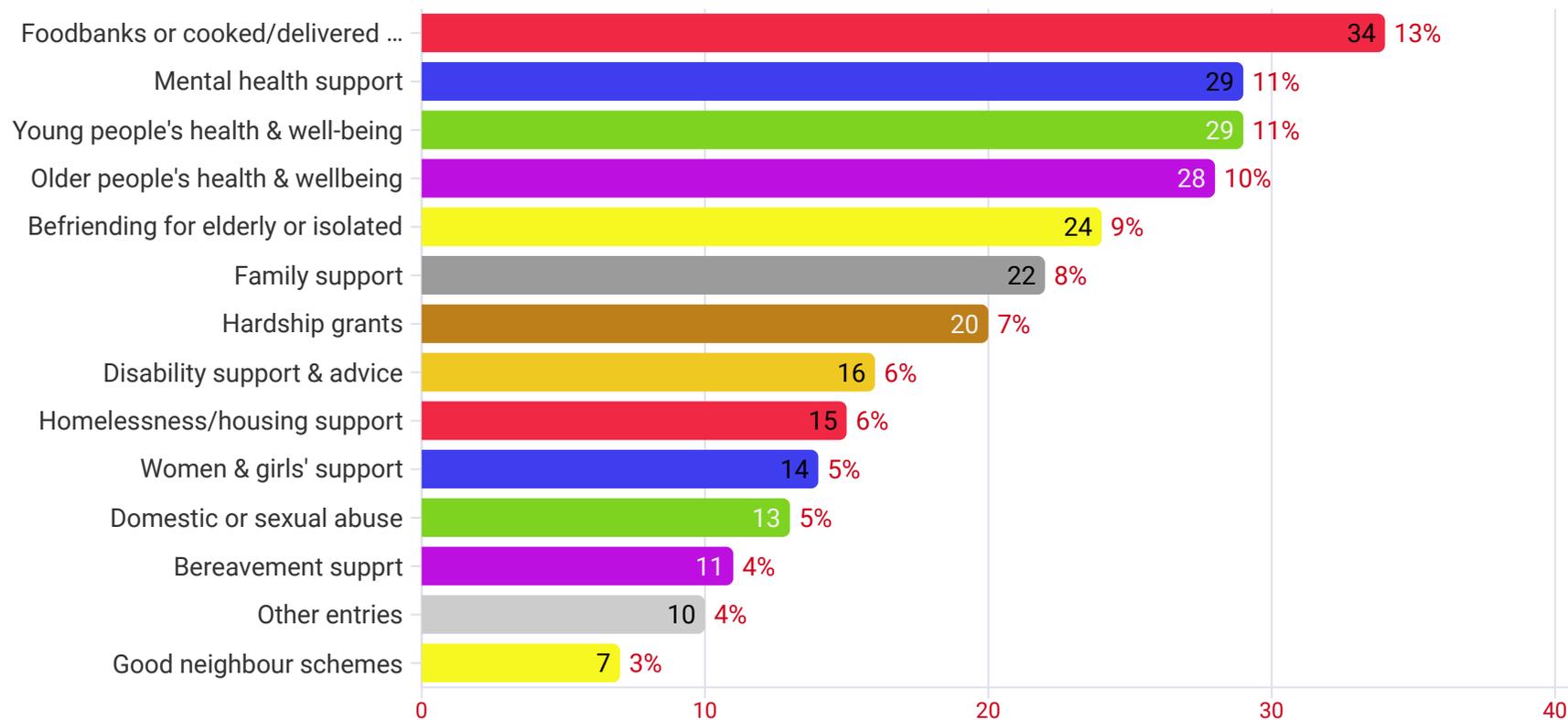
Most groups are offering several services

Mental health and older and young people's wellbeing are services provided nearly as commonly as food and meals

Other services included online cooking/gardening, signposting & information, academic support for children, IT support

Q5 Please state the services you have been providing during the Coronavirus crisis?

272 Responses



How organisations have adapted their services

The replies to this question show a group of organisations who have adapted quickly and decisively. They were driven by a commitment that they would serve their beneficiaries as best they could, come what may. Many have provided more services and/or increased the number of people they served, despite the challenges. The following adaptations are the most common.

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

"We have had to adapt and use social media, telephone, zoom and face time to talk to and to support clients in crisis, needs and bereavement in this difficult time."

"Due to government guidelines with COVID 19 we no longer run our monthly support groups in Cornwall. We have adapted this format to introduce virtual support group video chats on a more regular basis. The feedback we have received has been very positive..."

Change from a collection service to delivery

".....we bought a van to enable all food boxes to be delivered. This also required a rota of new volunteers for driving and delivery. With more people becoming unemployed the overall number of clients has also increased dramatically. We have also had to increase the number of hours worked our two paid staff."

"As a day care centre we have been unable to accept clients and so all our focus has been on outreach services. We have increased our Meals on Wheels capacity by over 300%, made over 50 welfare phone calls every day, collected and delivered shopping and prescription medications....."

Introduced new/additional services

"We set up a new service from scratch, a Community Kitchen delivering free hot meals to vulnerable people self isolating. We have extended our free helpline and support services to meet increased demand"

"All normal services have stopped, all but 2 staff on furlough. 2 remaining staff, supported by trustees and volunteers rapidly responded to local need by setting up new systems, recruiting new volunteers (most of existing base are older or vulnerable). The phonenumber, widely publised locally, has been diverted to Manager's home line, effectively providing 24/7 support."

Ceased group sessions

"We have stopped delivering our group workshops (focused on positive relationships and emotional wellbeing) in schools and for vulnerable adults....."

The main challenges over the next two years

The replies to this question show key recurring themes, dominated by financial and funding concerns arising from reduced income, lack of opportunity to fundraise and concerns whether the government and council will have funding for services in the future.

Financial and funding challenges

"It will take us some time to recover the loss of income generated through our training and our fundraising activity (we have a gap of approx Â£80,000) and this may impact on the amount of therapy and counselling we can provide for children and adults who have been harmed by abuse or other forms of emotional trauma."

"Not enough funding to help support the most isolated young people and then their behaviour (ASB) and mental health will deteriorate."

"We have currently lost all of our income from our charity shop - this income is used for all of our community programmes - lack of this income and income from public donations is definitely a challenge as we have seen a steady increase in the demand for our services."

Changes in demand for services

Comments on demand factors were mainly concerned with two issues: 1. an increase in demand for services as job losses rise and recession develops and 2. a change in the nature of demand as many people will be nervous about accessing services as previously delivered.

"....at the moment we are seeing homelessness as a result of the Lockdown.....We expect to see a surge in the demand for our services once the true impact of this crisis is felt."

"Our focus in the future will be on meeting the needs of disabled and older people and helping them re-adjust to the new normal."

We will need to work very hard to rebuild peoples confidence in the local community providing safe spaces to meet like minded others. We specifically look after adults with long term health h conditions and are seeing that after we worked so hard to get them out of the house and into the community they have isolated again and their mental wellbeing has deteriorated as a result.

Establishing safe environments

"A big part of what we do involves touching animals, grooming, encouraging physical contact that is safe as many of the children have experienced abusive and painful touch. How can we still have children experience these positive experiences."

Volunteer adaptation

"It is uncertain whether face-to-face counselling will be an option in future given the necessity of preventing the spread of Coronavirus; our volunteer counsellors and clients have to adapt to new ways of delivering bereavement support using telephone and internet."

"For us it is the man power/ staff to continue meeting need to continue and develop our Food2Share project. We are now applying for another grant as we have hugely out preformed anything we ever thought with regards to beneficiaries."

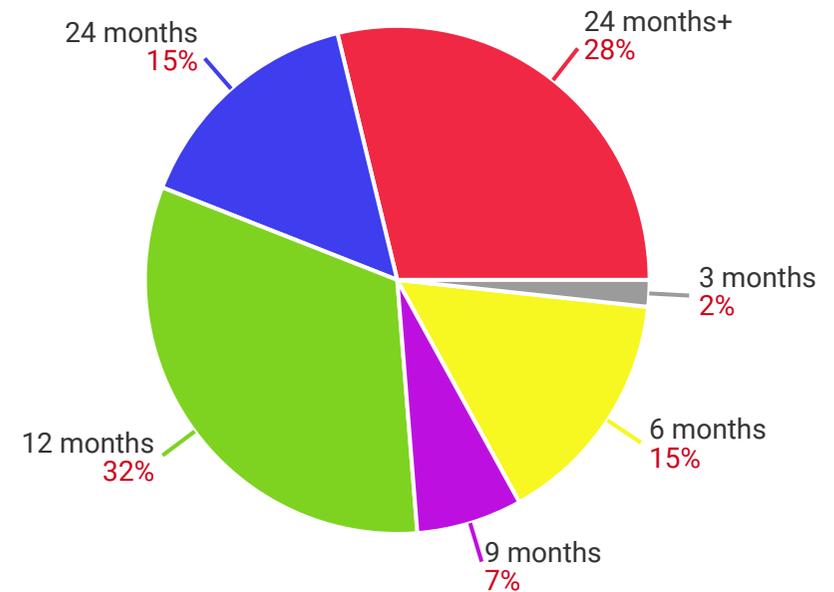
How long Coronavirus related services will be required

75% of respondents expect their Coronavirus services to last a year or more

28% expect provision to be more than two years

Q8 How long do you consider your services provision directly related to the Coronavirus crisis be required?

60 Responses

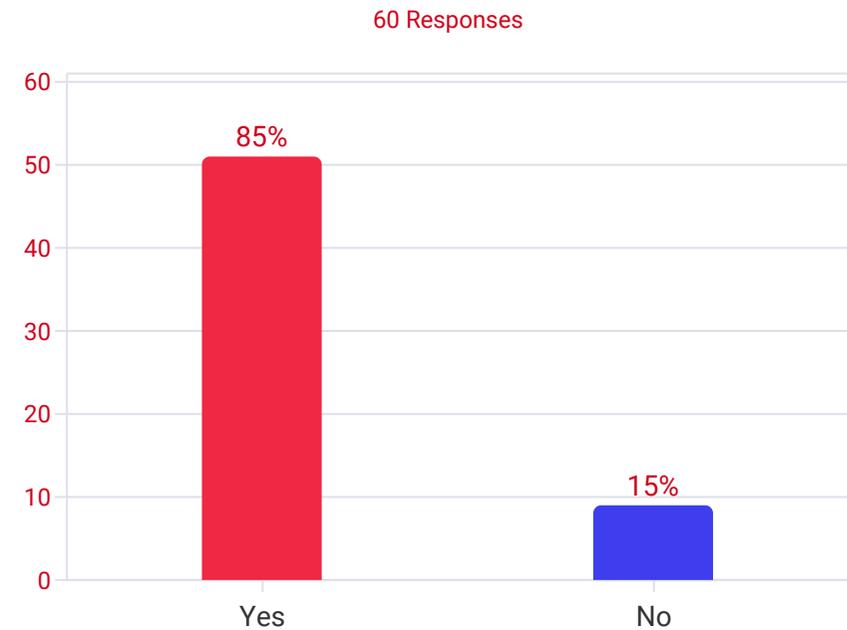


Expectation of Coronavirus core cost shortfall over next 6 months

The majority of the groups expect their core coronavirus related costs to increase

N.B. This question related to core costs

Q9 Do you envisage a shortfall in funding for CORONAVIRUS related service core costs/overheads over the next 6 MONTHS? e.g. rent/premises, salaries, rates, tax, utilities?



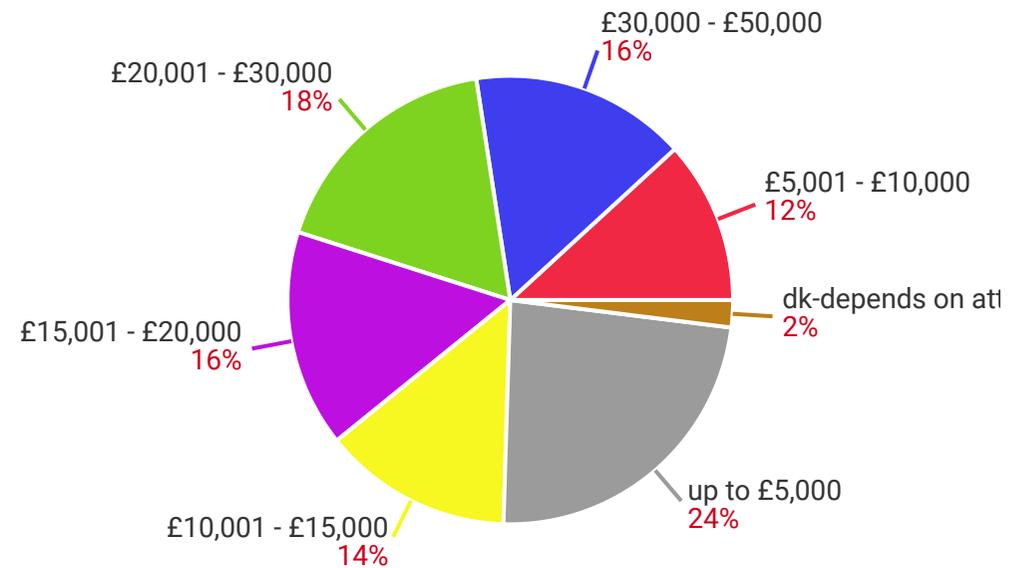
The level of Coronavirus core cost funding shortfall over next 6 months

The shortfall is evenly spread across the sample

Bearing in mind that the question related only Coronavirus related services for next 6 months and that 75% of groups expect service delivery for 12 months or more, the gap will be significant for most in the sample.

Q9a What is the level of funding for CORONAVIRUS related service core costs/overheads that will be needed to meet the shortfall over the next 6 MONTHS?

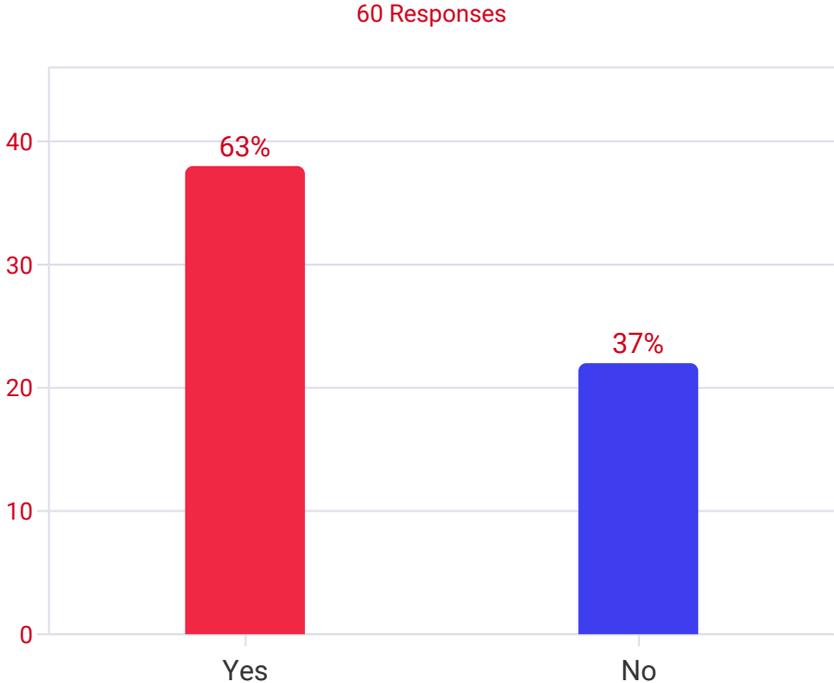
51 Responses - 9 Empty



Expectation of non-Coronavirus core cost shortfall over next 6 months

The same question in relation to non-Coronavirus related core cost found fewer organisation expecting a shortfall. Nonetheless the percentage that did is still 63%.

Q10 Do you envisage a shortfall in funding for NON-CORONAVIRUS related service core costs/overheads over the next 6 MONTHS? e.g. rent/premises, salaries, rates, tax, utilities?



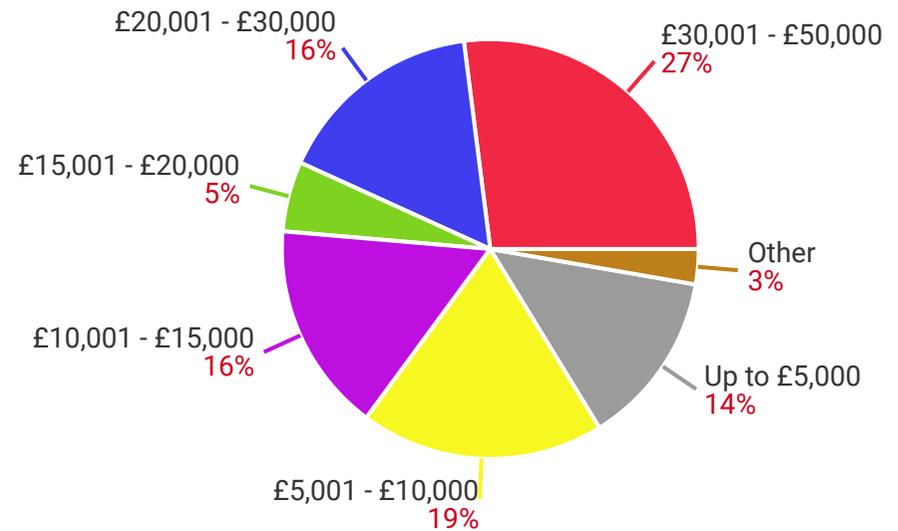
The level of non-Coronavirus core cost funding shortfall over next 6 months

A wide range of responses to this question

It suggests substantial core cost shortfalls, especially combined with Coronavirus related core costs

Q10a What is the level of funding for NON-CORONAVIRUS related service core costs/overheads that will be needed to meet the shortfall over the next 6 MONTHS?

37 Responses - 23 Empty



Other comments and feedback

Along with the comments about challenges being faced above, the additional comments are a rich vein of information indicating current thinking and concerns, and unsolicited appreciation of CCF support. What follows is a snapshot.

Confronting uncertainty is a reoccurring theme.

"It is very difficult to know what will be required in terms of providing services in the future, as many aspects of the Covid 19 Crisis are uncertain and also Government responses may change, i.e. at present homeless people have been offered temporary accommodation, but this may change. Also many organisations providing food services have closed, due to Government guidelines, and we do not know when or if these will reopen as many are run by people over 70 years of age."

"We expect reduced income from donations as individuals cope with the effects of reduced economic activity. Should the number of Coronavirus-related deaths increase in Cornwall, we would expect to see a corresponding increase in demand for our services. Notwithstanding, we expect that Coronavirus will remain as a cause of bereavement for the foreseeable future."

"CCF responded very quickly and efficiently to the crisis and were very helpful."

"As we have done from when we started we already constantly looking for further funds to maintain us and we nearly always have an ongoing short fall. What we have needed in the past I need even more so now is larger funds so that we can spend more time working with and supporting vulnerable people and less time I'm saucing and managing shorter term funds.

We're looking at our longer-term business plan we are looking for funding to do a feasibility study for a rebuild of the community space the Colcoombe Centre. Thank you for reading my very long and multi tangent feedback. And as ever massive thanks to CCF for all the support that we have for making it easy for us to apply and to submit end of project reports.

The crisis fund that we are able to give people is also a massive help when people are absolutely desperate and it also gives us an opportunity to engage with and then continue to support some of the most vulnerable families in our immediate locality."

"We have appreciated the support provided from CCF to help with the sudden increase in costs to support our clients in many different ways. We need to sustain our extra services, which will become the norm in the future. We believe that the necessary changes now, has given us the opportunity to rethink some of our strategy, which in the long term will provide a more comprehensive service to the vulnerable people of Cornwall in many different ways "

"We forecast that we shall be able to continue with our activities for the next 8-9 months, however beyond this point, there are likely to be financial challenges (depending on how we are able to function as a venue)."

Other feedback and comments (cont'd)

"We are very grateful for the funding support we have received that will support our additional costs, mainly salary costs, through to the end of 2020. Going in to next year its difficult to know precisely, but we anticipate continued increase in client numbers and we may well need to increase our paid staff. That will be a financial challenge so would again be very grateful for any funding available."

"Once the Coronavirus pandemic has eased it will still leave many people with ongoing problems such as debt, loss of job, anxiety, depression, relationship problems. Some of these issues we can help with directly, for others we would like to offer an area for other professional service to use our premises to work with clients."

"We are very grateful for CCF support it has enabled us to adapt our services in the short term whilst we re-evaluate our future strategy."

"With "normal" fundraising currently being non existent, we will be reliant so much more on grants and external support. Being aware that many other charities are in a similar position will make accessing these funds that much harder as we anticipate that there will be more applications for the same "pot" of money."

"We have been grateful for all the additional support of funding and volunteers during the peak of this crisis. We are concerned for the same things for the next six months, and also beyond that for the number of unemployed people we are likely to need to serve after the crisis."

"The [] is so thankful that you are here providing funding. Every time I have emailed one of your team they have always been so helpful and encouraging. I write all of the forms for funding which I sometimes find daunting but your team has always been so approachable which has really helped. Thank you."

"We are at present trying to fund peace of mind and hardship funds, we are finding this more and more difficult but we are doing are best and we never give up."

"It is very hard for any of us to predict the future right now. However from the last few weeks and bearing in mind our 'new normal' we for see the Community Hub being a place of 121 support both for children (Hub Study) young people and adults. While our 'groups' may remain on line or take place out of doors."

"Each week we face the unknown and having to diversify to meet the ever changing needs of those we support. We are faced with not just our daily service delivery BUT dealing with peoples mental health meltdown and concerns they are facing. We are also a bridge between families living away from love ones and their concerns for their well-being. The challenge now is with people returning to work, how we fill gaps in the service delivery!"

Key results

Many of the organisations are offering a wide range of support services for their communities and beneficiaries

Despite the practical and financial challenges, some groups have actually expanded their service range from before the crisis

Supporting mental health, young and older people's wellbeing are almost as common as providing food and meals

Specialist providers e.g. bereavement services and domestic abuse services, tend to continue with specialisation

This respondent organizations are driven by a commitment that they will serve their beneficiaries as best they can, come what may. They have been quickly adaptive and innovative

The most common service adaptations are: transferring services to remote working - digital/online/telephone; changing from collected to delivered services; introducing new/additional services; ceasing group services

The groups recognize they face very significant challenges over the next two years. Financial and funding concerns are the most commonly reported challenge. They also state they will face increases in overall demand for their services as well as changes in the nature of demand. Many of their original beneficiaries will be worried about community spaces and safety and be facing mental health challenges

75% of this cohort of community groups expect demand for their Coronavirus services to last 1 year or more. 28% state more than 2 years

85% expect a Coronavirus related core cost shortfall in the next 6 months. The scale of the shortfall is evenly distributed from under £5,000 to up to £50,000. This is likely correlated with organisation size but this has not been assessed

63% expect non-Coronavirus cost shortfall over the next six months. The scale of the shortfall is slightly skewed towards amounts from £30,000 - £50,000

The challenge of plotting a path through the uncertainty is a key characteristic that comes across in the feedback.

"It is very hard for any of us to predict the future right now."