



**The impact of COVID-19
on the community and voluntary sector
in Cornwall**

A report for Cornwall Voluntary Sector Forum

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Executive summary

Cornwall Voluntary Sector Forum, in conjunction with Exeter University, undertook a survey of the voluntary, community and social enterprise sector (VCSE) of Cornwall, in May 2020, in order to understand the impact of COVID-19 on the services, finances and staffing levels of those organisations, and therefore the knock-on effect to the people of Cornwall.

Who were the respondents?

143 organisations took part, including environmental, sports and cultural organisations, and groups supporting people with disabilities, older people, young people, and other vulnerable people. Organisations which provide services offering wider community support (86), and working with children and young people (69), and in health and wellbeing (56), were well represented, along with those offering education or training (55).

These organisations also cover the whole of Cornwall, with 60 offering services across the entire county, and others covering one or more of the 19 Community Network Areas, and the Isles of Scilly.

Some are national organisations (e.g. Scouts, Barnardo's), and 11 turn over more than £1m p/a. Roughly one third of the respondents represented organisations with turnover less than £10k p/a, and a further third turn over between £10k and £100k.

What did they tell us about their services?

92% have cancelled part of their usual provision, and just a quarter reported that their services were operating as normal, with the rest having moved their services online in order to still support their regular users, as well as new ones. In part, these changes were due to the restrictions imposed by lockdown upon their staff and volunteers, and the people they work with, but 15% reported that the loss of regular volunteers had hindered their service provision. Groups switched to offering services online (43%), and providing home delivery services (27%).

The services unable to continue were mostly one-to-one or groups services, with the people missing out being older people and young children, those with disabilities, or sight and hearing impairments, and those struggling with digital exclusion. Other specific groups mentioned as being disadvantaged by the closure of services were those in the LGBTQ community, homeless people, and people at risk of domestic abuse, however there was extensive innovation to try to support these people.

How is their financial situation?

Most groups reported a downturn in income (78%), with previous fundraising activities and events, membership fees, shops and charges for premises hire and courses disappearing. However ongoing running expenditure continues, together with increased costs for PPE and fuel, and new expenses related to their emergency provision. 41% of respondents are unable to access government support, and while 35 organisations have been able to furlough staff, many requested help with sourcing new funding. New grant funds are available, both local and national, but some previous sources have diverted funds to emergency response work.

Nine organisations are concerned that they would not survive the current quarter, and their services, to children, older people, and vulnerable groups, would be lost. A further 25 said they were only confident in their viability for the next three months.

The future

Individuals facing multiple areas of need (e.g. debt, poor physical or mental health, abuse, family breakdown, job loss, and more) are going to be most at risk in coming months, as problems in their households come to a head, with lockdown easing. Many organisations expect to be swamped with emerging crisis cases, while still struggling with continued low income levels, and a reduction in

volunteers as new faces return to their day jobs. However, during the crisis voluntary organisations have clearly demonstrated they are resilient and adaptable by developing and pioneering new ways to meet the needs of their beneficiaries.

Statistical summary

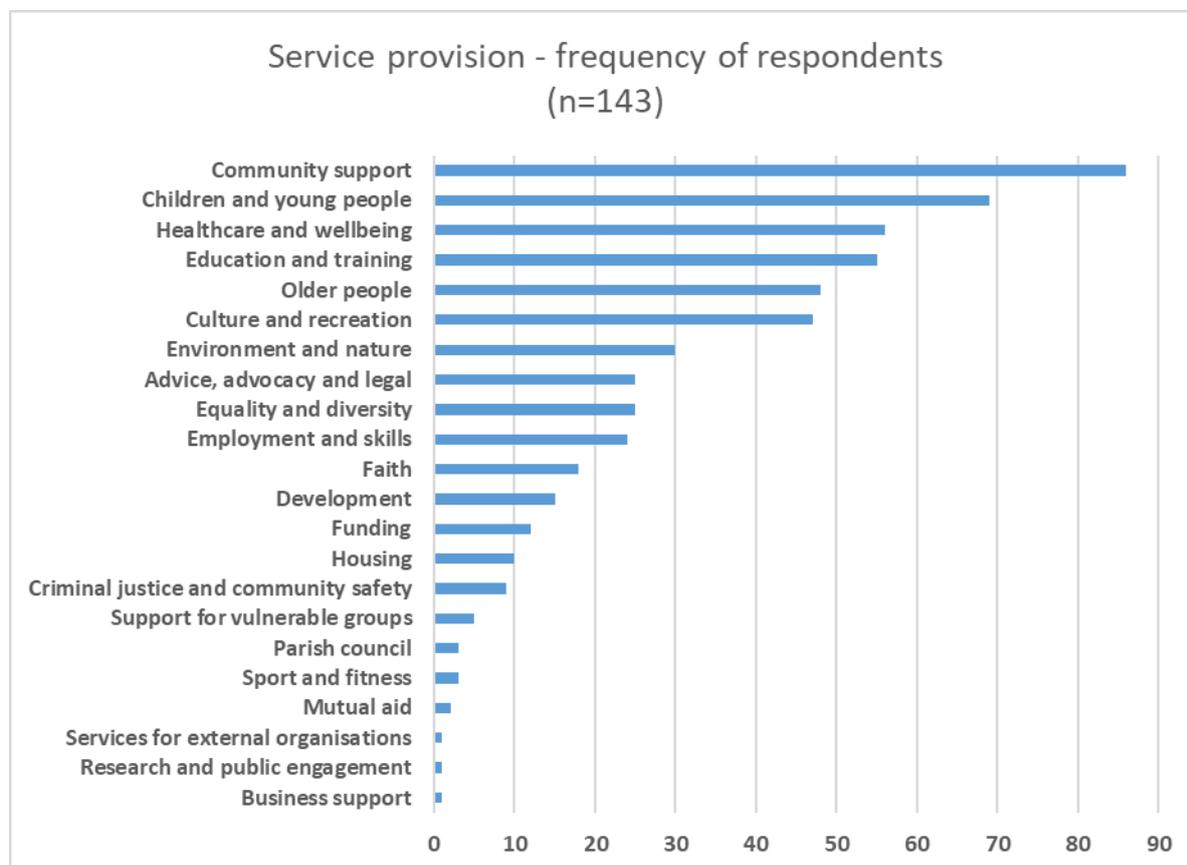
- To explore the impact of COVID-19 on charities and voluntary sector organisations based in Cornwall, data was collected using an online survey from 19 May-29 May 2020.
- This research was carried out by the University of Exeter (Penryn) in partnership with CVSF.
- 143 organisations responded to the survey.
- This report describes the profile of responding organisations and headline impacts of COVID-19.
- Profile of respondent organisations:
 - 70% of respondents report turnover of <£100,000 a year.
 - The services most commonly provided are community support, services for children and young people, healthcare and wellbeing, education and training, and support for older people.
 - The areas of Cornwall most commonly served are Cornwall-wide, Falmouth /Penryn, Camborne/Pool/Illogan Redruth, St Austell/Mevagissey, and China Clay.
- Key findings include:
 - Only 25% of respondents reported that any services are running as normal.
 - 64% of respondents have introduced or developed new services, of which moving services online is the most common, followed by home delivery services.
 - The smallest organisations (<£10,000 turnover) were least likely to introduce new services.
 - 64% stated that these new services could be expanded if needed.
 - 92% of respondents have had to cease at least one service due to COVID-19, of which group sessions and events are the commonly impacted services.
 - 94% of respondents intend to restart the services in future.
 - Organisations supporting age-related groups (the young and/or older) are the most negatively impacted by COVID-19.
 - 41% of respondents have unutilised staff that could be seconded.

- 24% of respondents have non-human resources (e.g. buildings) that could be used for additional services.
- 59% of respondents are unable to access existing government funding.
- Smaller organisations have found it harder to access government support.
- Of respondents who are able to access government support, 65% have had to furlough staff with an average of 50% of staff furloughed.
- 78% of organisations have experienced impacts on their finances, with the most common reason being loss of income from sales and fees (56% of 111 organisations).
- Only 49% of respondents (n=140) were confident in the financial viability of their organisation.
- Financial confidence was lowest for organisations with turnover between £100,000 and £500,000.
- 50% of respondents stated that they would like to be in touch with CVSF about support for their organisation.
- Respondents stated that funding advice was the support they most required.
- 50% of respondents had not heard of their local community response hub, but were interested in finding out more.
- Organisations which are larger are more likely to be in touch with their community response hub. All respondent organisations had been contacted by CVSF about the community response hubs before the survey was carried out.

1. Respondent profile

1.1. Profile of respondents: normal service provision

Notes: (1) respondents could choose more than one service, (2) n = 143.



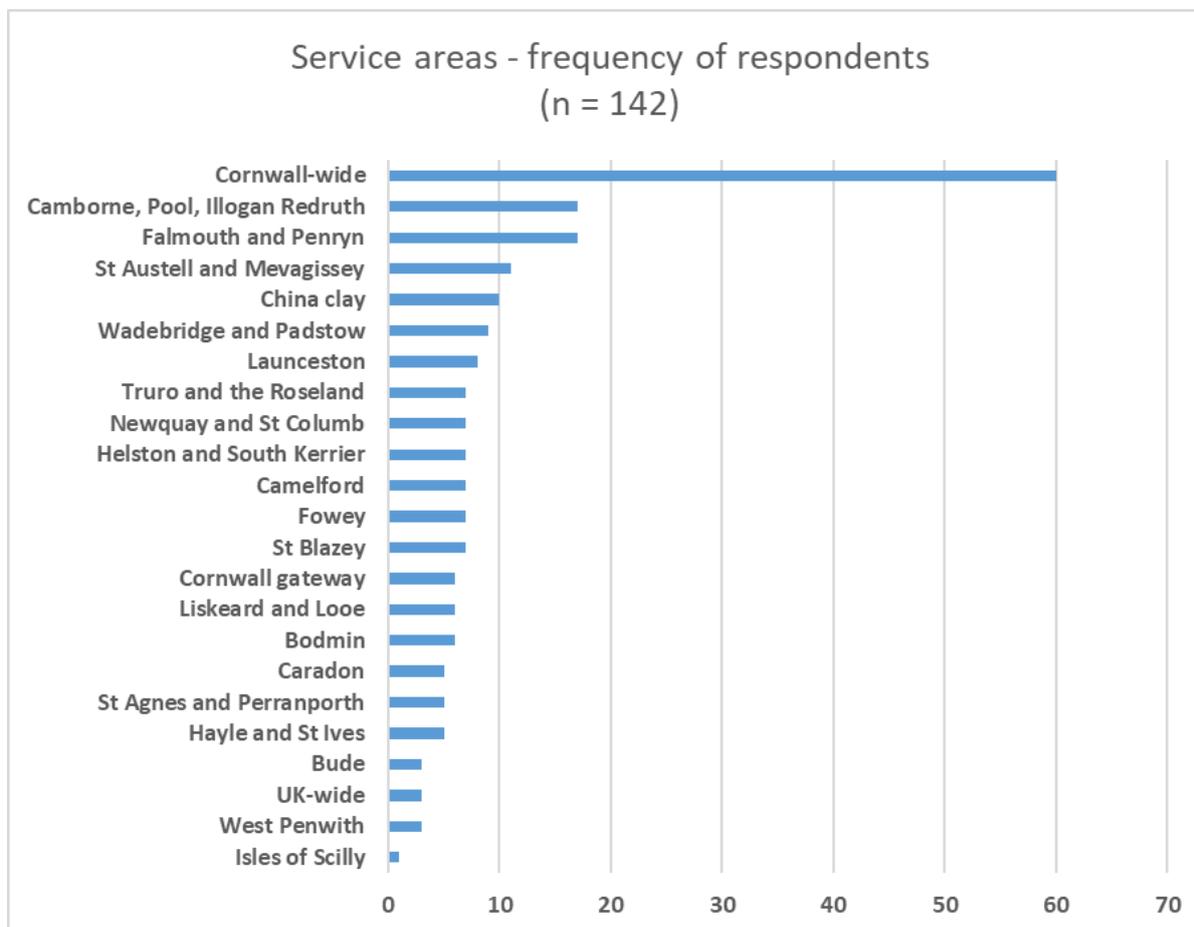
Service	Number of respondents	Service	Number of respondents
Community support	86	Children and young people	69
Healthcare and wellbeing	56	Education and training	55
Older people	48	Culture and recreation	47
Environment and nature	30	Equality and diversity	25
Advice, advocacy and legal	25	Employment and skills	24
Faith	18	Development	15
Funding	12	Housing	10
Criminal justice and community safety	9	Support for vulnerable groups	5
Sport and fitness	3	Parish council	3
Mutual aid	2	Business support	1
Research and public engagement	1	Services for external organisations	1

Frequency of number of options selected per respondent:

1	2	3	4	5	6	7	8	9	10	11	12
33	21	22	14	20	14	7	3	4	2	1	2

1.2. Areas served

Note: (1) respondents could choose more than one service, (2) n = 142.



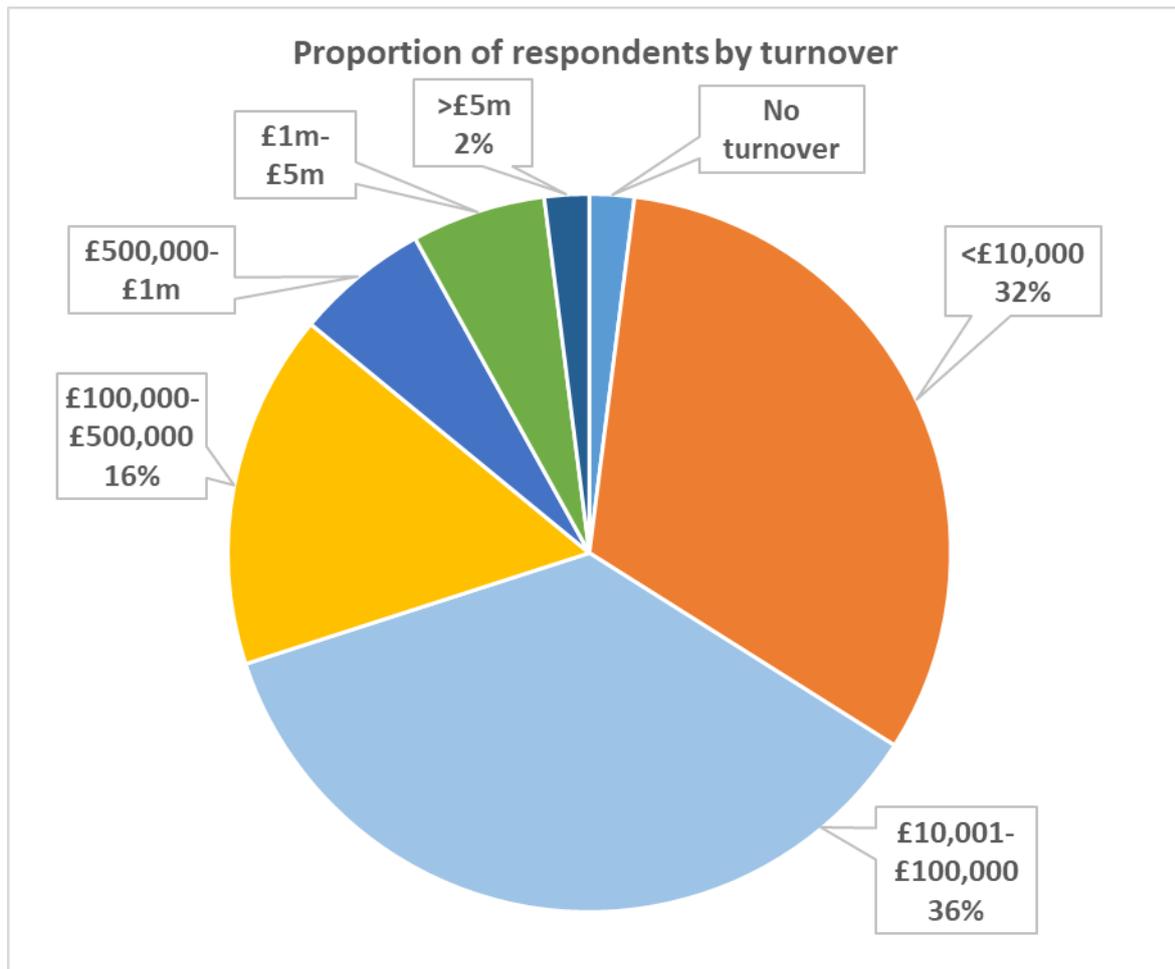
Area	Number of respondents	Area	Number of respondents
Cornwall-wide	60	Falmouth and Penryn	17
Camborne, Pool, Illogan Redruth	17	St Austell and Mevagissey	11
China clay	10	Wadebridge and Padstow	9
Launceston	8	St Blazey	7
Fowey	7	Camelford	7
Helston and South Kerrier	7	Newquay and St Columb	7
Truro and the Roseland	7	Bodmin	6
Liskeard and Looe	6	Cornwall gateway	6
Hayle and St Ives	5	St Agnes and Perranporth	5
Caradon	5	West Penwith	3
UK-wide	3	Bude	3
Isles of Scilly	1		

Frequency of number of options selected per respondent:

1	2	3	4	5	6	10	17
1	113	14	7	3	2	1	1

1.3. Turnover

n = 129	No turnover	<£10,000	£10,000-£100,000	£100,000-£500,000	£500,000-£1m	£1m-£5m	>£5m
Count of responses	2	41	46	21	8	8	3
Proportion of total responses	2%	32%	36%	16%	6%	6%	2%

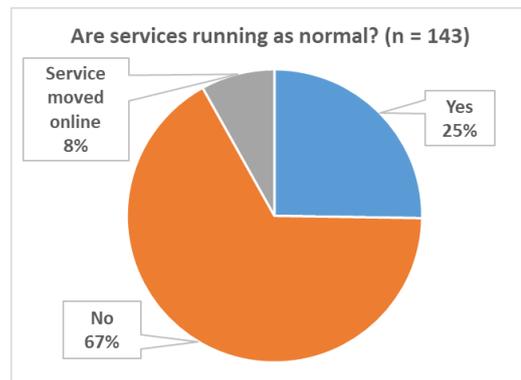


- 70% of organisations have a turnover less than £100,000.
- 8% of organisations have a turnover of more than £1million a year.

2. Results

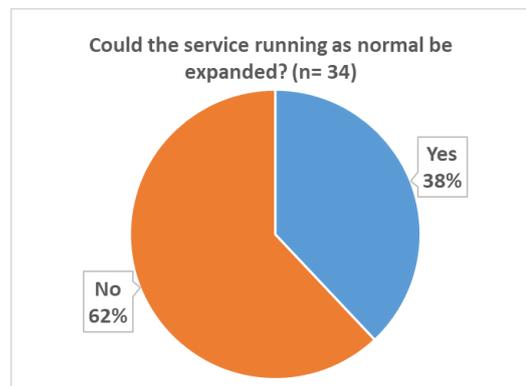
2.1. Are any of your services running as normal in spite of COVID-19?

n = 143	Yes	No	Service moved online
Count of Responses	36	95	12
Proportion of total responses	25%	66%	8%



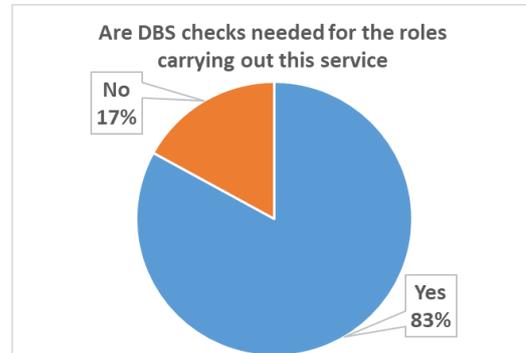
2.1.1. Could the services running as normal be expanded if needed (i.e. extra volunteers/seconded staff)?

n = 34	Yes	No
Count of Responses	13	21
Proportion of total responses	38%	62%



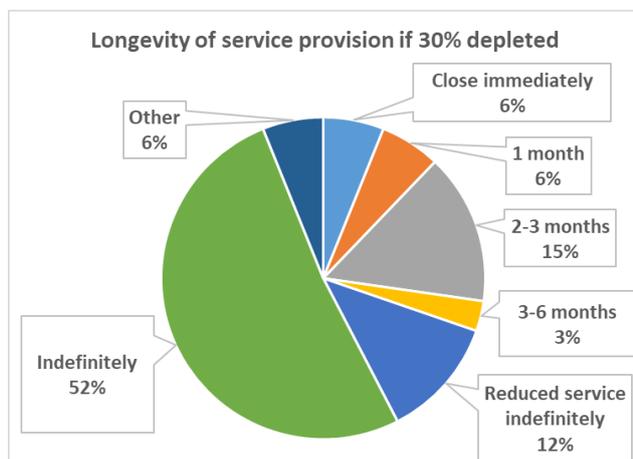
2.1.2. Do any of the roles required to run the service require a DBS check?

n = 35	Yes	No
Count of Responses	29	6
Proportion of total responses	83%	17%



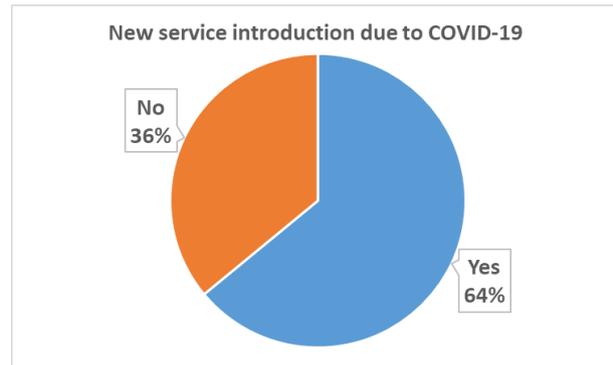
2.1.3. If 30% depleted, how long would you be able to run the service for?

n = 33	Responses	Proportion
Indefinitely	17	52%
2-3 months	5	15%
Reduced service indefinitely	4	12%
Close immediately	2	6%
1 month	2	6%
Other	2	6%
3-6 months	1	3%



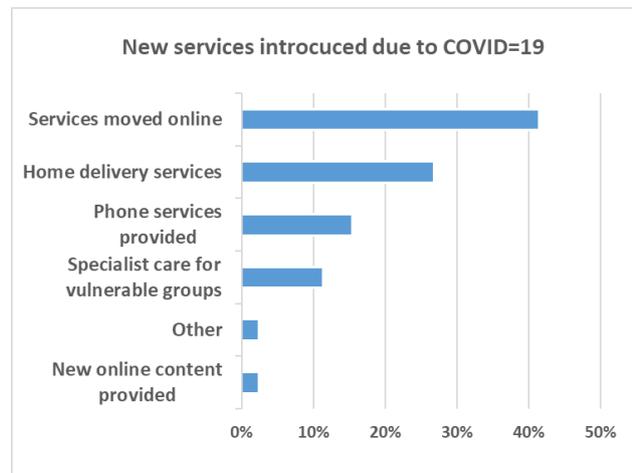
2.2. Have you had to introduce and/or develop any services to help people during COVID-19?

n = 143	Yes	No
Response count	91	52
Proportion of total responses	64%	36%



2.2.1. What does this service do?

n = 86	Response count	Proportion of total responses
Previous services moved online	51	41%
Home delivery services	33	27%
Phone services provided	19	15%
Specialist care for vulnerable groups	14	11%
New online content provided	3	2%
Other	3	2%

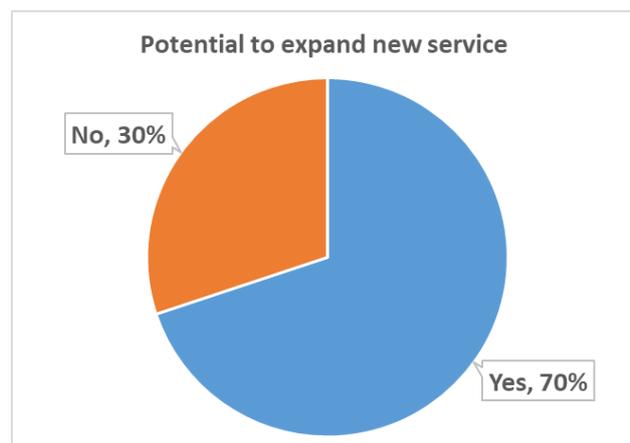


Frequency of number of options selected per respondent:

1	2	3
57	21	8

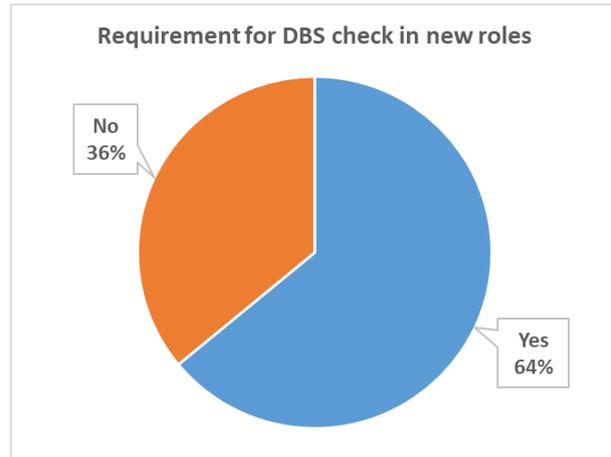
2.2.2. Could the new service be expanded if needed (extra volunteers/seconded staff)?

n = 83	Yes	No
Response count	58	25
Proportion of total responses	70%	30%



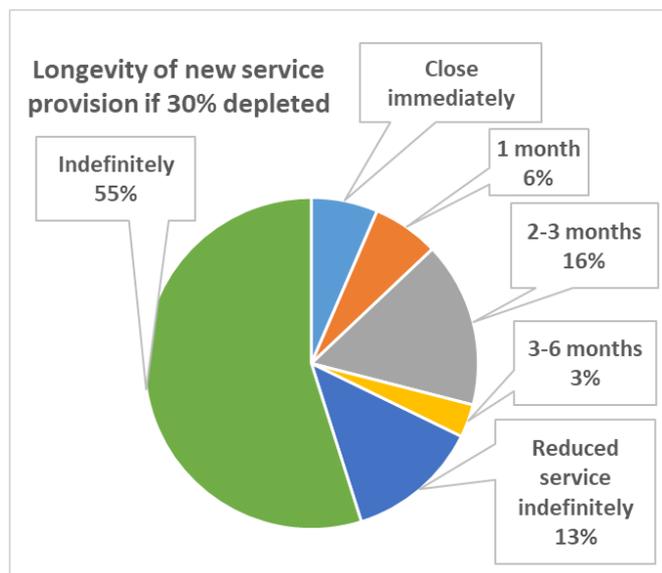
2.2.3. Do any of the roles required to run the service require a DBS check?

n = 84	Yes	No
Response count	56	28
Proportion of total responses	64%	36%



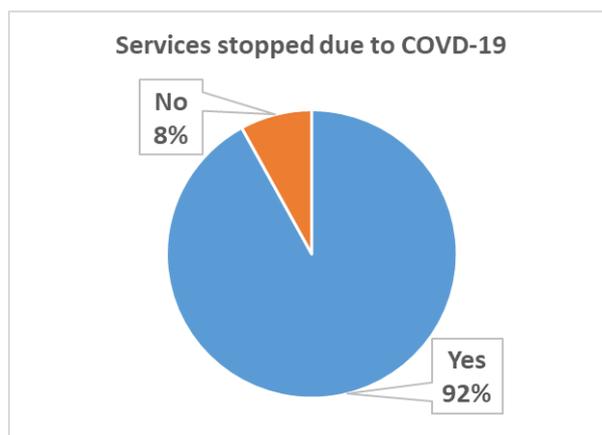
2.2.4. If 30% depleted, how long would you be able to run the new service for?

n = 33	Responses	Proportion
Indefinitely	17	55%
2-3 months	5	16%
Reduced service indefinitely	4	13%
Close immediately	2	6%
1 month	2	6%
3-6 months	1	3%



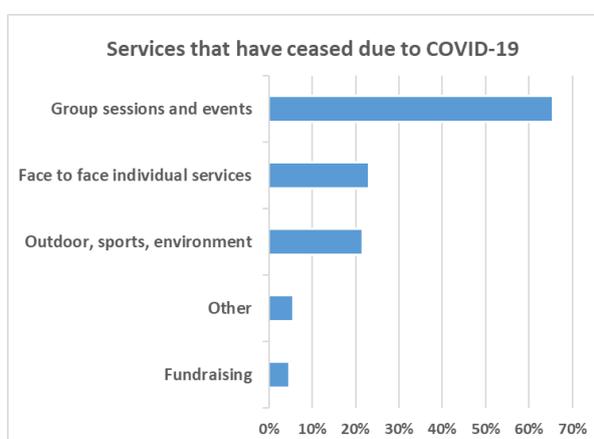
2.3. Have you had to stop any services because of COVID-19?

n = 143	Yes	No
Responses	131	12
Proportion of total responses	92%	8%



2.3.1. What are the services that have ceased because of COVID-19?

n = 125	Response count	Proportion of total responses
Group sessions and events	82	66%
Face to face individual services	29	23%
Outdoor, sports, environment	27	22%
Other	7	6%
Fundraising	6	5%
Everything closed	5	4%



Frequency of number of options selected per respondent:

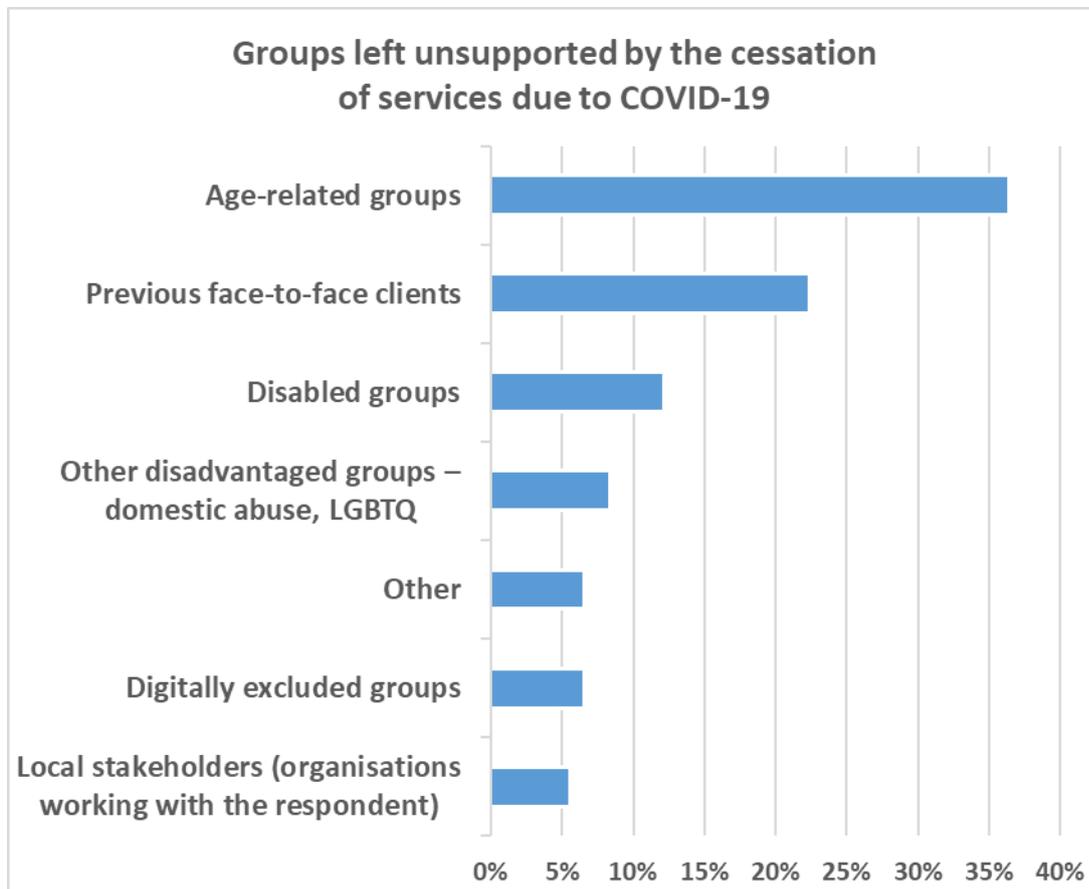
1	2	3
95	29	1

2.3.2. Who is left unsupported by stopping this service?

n = 125	Response count	Proportion of total responses
Age-related groups	39	36%
Previous face-to-face clients	24	22%
Disabled groups	13	12%
Other disadvantaged groups – domestic abuse, LGBTQ	9	8%
Digitally excluded groups	7	7%
Other	7	7%
Local stakeholders (organisations working with the respondent)	6	6%
Homeless people	2	2%

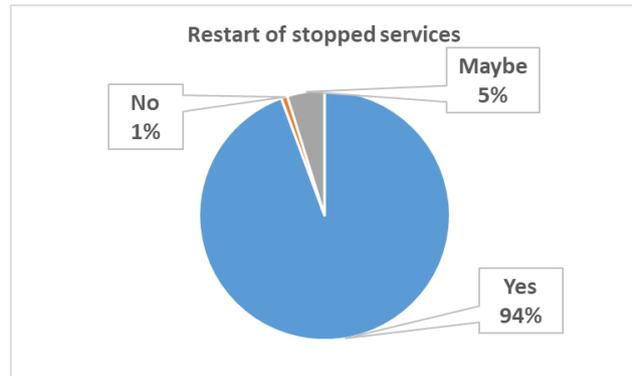
Frequency of number of options selected per respondent:

1	2	3
95	29	1



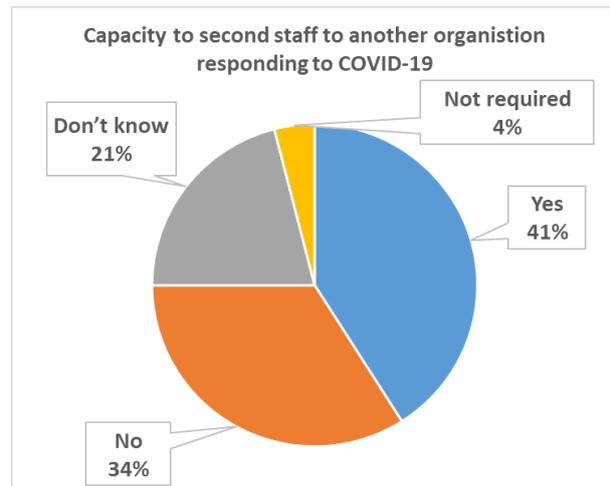
2.3.3. Do you plan to restart the service in future?

n = 125	Yes	No	Maybe
Responses	118	1	6
Proportion of total responses	94%	1%	5%



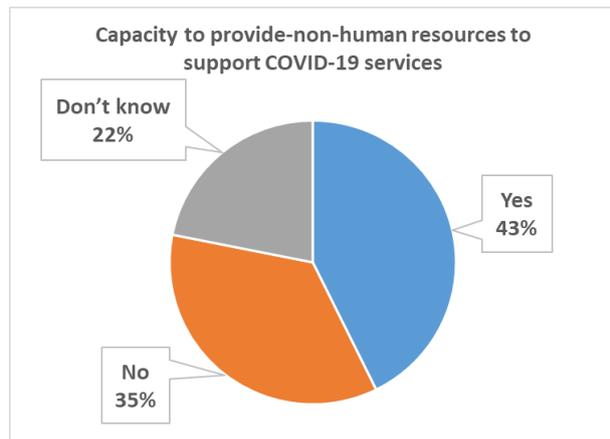
2.4. Do you have any staff/volunteers currently not being utilised that could be seconded to support other areas of COVID-19 response?

n = 143	Yes	No	Don't know	Not required
Responses count	59	49	30	5
Proportion of total responses	41%	34%	21%	4%



3.5 Do you have any resources (e.g. buildings) not being utilised that could be used for other purposes?

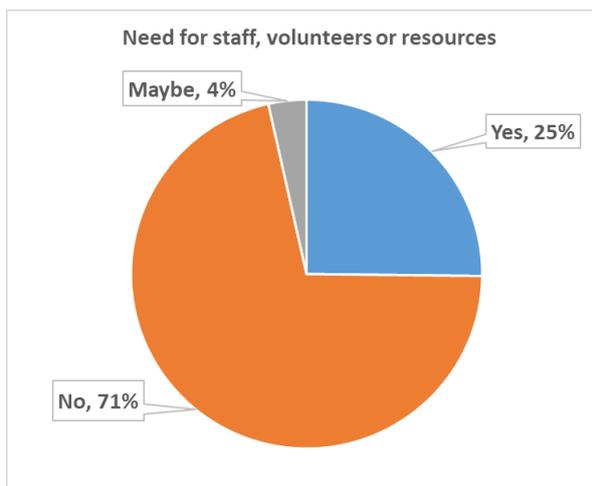
n = 143	Yes	No	Don't know
Responses count	30	110	3
Proportion of total responses	21%	77%	2%



- Respondents who answered yes predominantly offered unused buildings, including halls, chapels and offices. Two respondents offered vehicles.

3.6 Do you need staff/volunteers/resources?

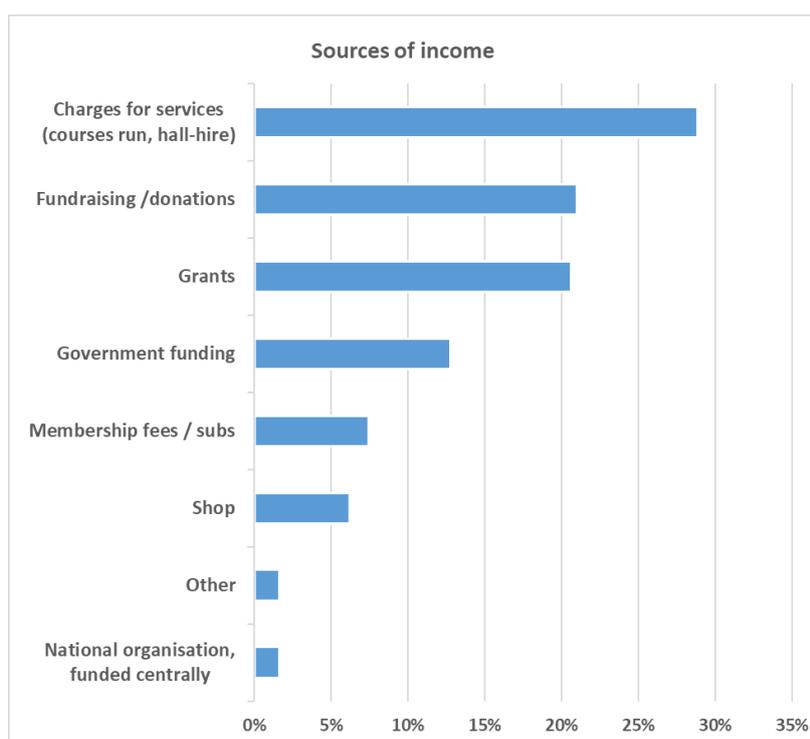
n = 143	Yes	No	Maybe
Responses count	36	102	5
Proportion of total responses	25%	71%	4%



- Respondents primarily require volunteers (skilled and unskilled), although delivery services, fundraising and increasing membership were also mentioned.

3.7 What are your sources of income?

n = 142	Response count	Proportion of total responses
Charges for services (courses run, hall-hire)	70	29%
Grants	50	21%
Fundraising /donations	51	21%
Government funding	31	13%
Membership fees / subs	18	7%
Shop	15	6%
National organisation, funded centrally	4	2%
Other	4	2%



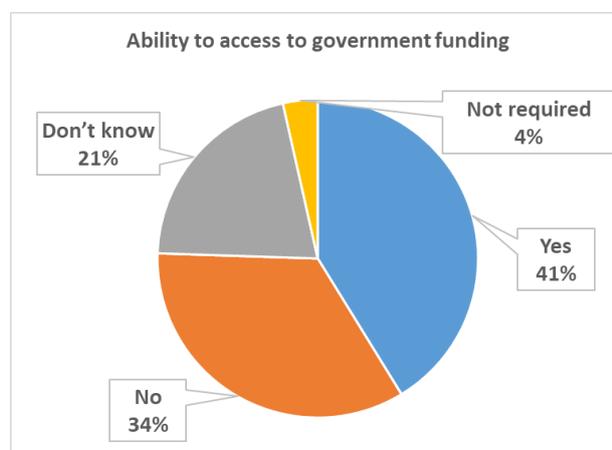
Frequency of number of options selected per respondent:

1	2	3	4
62	61	17	2

3.8 Are you able to access existing government support?

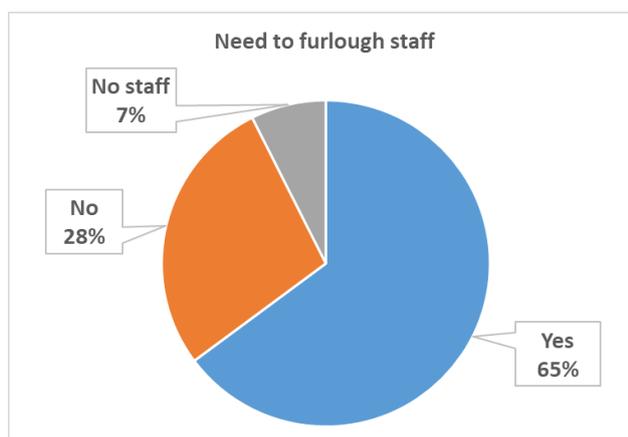
n = 143	Yes	No	Don't know	Not required¹
Responses	59	49	30	5
Proportion of total responses	41%	34%	21%	3%

¹ Government support has not been sought because it is not required



3.8.1 Have you had to furlough staff?

n = 54	Yes	No	No staff
Responses	35	15	4
Proportion of total responses	65%	28%	7%

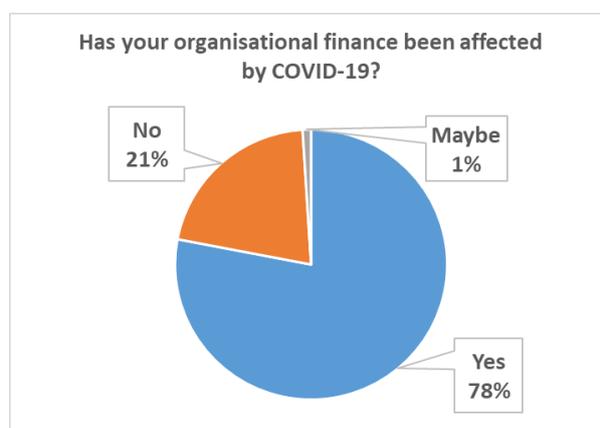


3.8.2 Proportion of staff furloughed

n = 33	Mean	Min	Max	Std. Deviation
	52%	3%	100%	33

3.9 Has your organisational finance been affected by COVID-19?

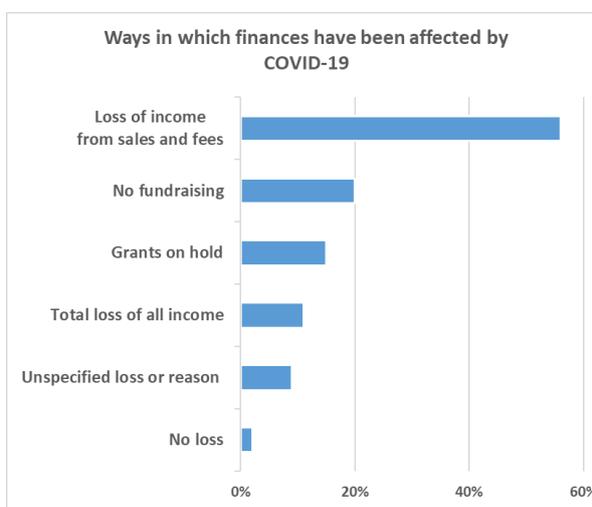
n = 143	Yes	No	Maybe
Responses	112	30	1
Proportion of total responses	78%	21%	1%



3.10 How has your organisational finance been affected by COVID-19?

Note, respondents were able to provide more than one way in which their finance has been affected, so proportions will not sum to 100

n = 111	Count of responses	Count as proportion of responses
Loss of income from sales and fees	62	56%
No fundraising	22	20%
Grants on hold	17	15%
Total loss of all income	12	11%
Unspecified loss or reason	10	9%
No loss	2	2%

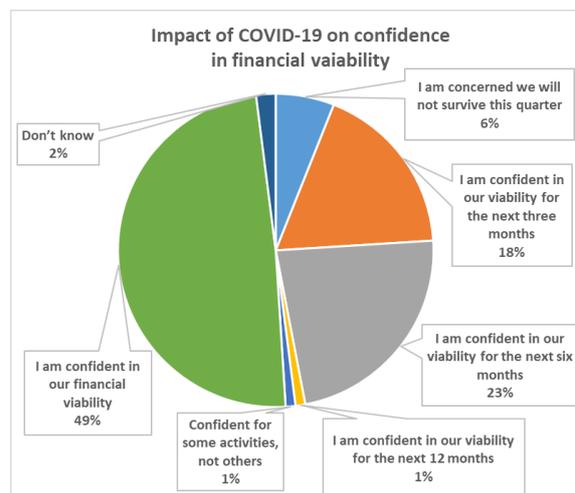


Frequency of number of ways finance affected per respondent:

1	2	3
98	12	1

3.11 How has COVID-19 affected your confidence in the financial viability of your organisation?

n = 140	Count of responses	Count as proportion of responses
I am confident in our financial viability	69	49%
I am confident in our viability for the next six months	32	23%
I am confident in our viability for the next three months	25	18%
I am concerned we will not survive this quarter	9	6%
Don't know	3	2%
I am confident in our viability for the next 12 months	1	1%
Confident for some activities, not others	1	1%

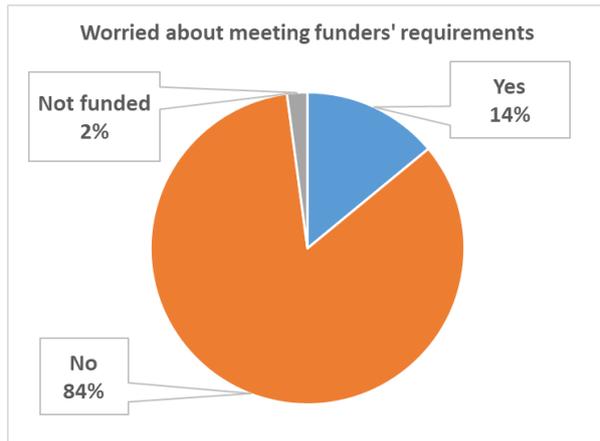


- The 9 respondents concerned that they will not survive the quarter deliver services to children, older groups and vulnerable groups.
- Financial concerns are rooted in disruption to income streams including losing grants, losing paying visitors, losing services fees, and losing donations.
- Help with funding was a common request for support from these organisations.
- Here we provide a brief outline of the nine organisations most concerned about their financial viability:

#	Service provided	Areas covered	Turnover	Quotes
1	Advice, advocacy and legal, Development, Education and training, Equality and diversity, Healthcare and wellbeing, Older people	Cornwall-wide	<£500,000	“Our main source of revenue is through an annual grant from the Department of Health and Social Care and we are extremely worried this grant may be reduced or stopped due to Government overspend.”
2	Advice, advocacy and legal, Community support, Culture and recreation, Equality and diversity	Cornwall-wide	<£100,000	“The LGBTQ+ community because of their overall general financial state and vulnerability will be hit harder in the community than others. This is where [our organisation] needs to be there for them in the best and strongest way possible.”
3	Children and young people, Community support	Camborne, Pool, Ilogan Redruth	Not supplied	“No income from parents.”
4	Culture and recreation	Launceston	<£10,000	“Totally closed.”
5	Children and young people, Education and training	Camborne, Pool, Ilogan Redruth	<£10,000	“No money from parents.”
6	Children and young people, Education and training	Camelford	<£500,000	“We are going to have to make staff redundant to remain financially stable as numbers of children using our service has dropped dramatically and won't recover for some time.”
7	Children and young people	Cornwall Gateway	<£10,000	“Grants withdrawn...all grants have gone to front line charities.”
8	Community support, Culture and recreation, Healthcare and wellbeing, Older people	Camborne, Pool, Ilogan Redruth, Falmouth & Penryn, Hayle & St Ives	<£10,000	“Worried about social isolation of older people.”
9	Community support, Mutual Aid, Employment and skills	Not supplied	Not supplied	“I'm worried our funding will have to be returned because we cannot run the community groups it was given for.”

3.12 Are you worried about non-compliance with a funder's requirements?

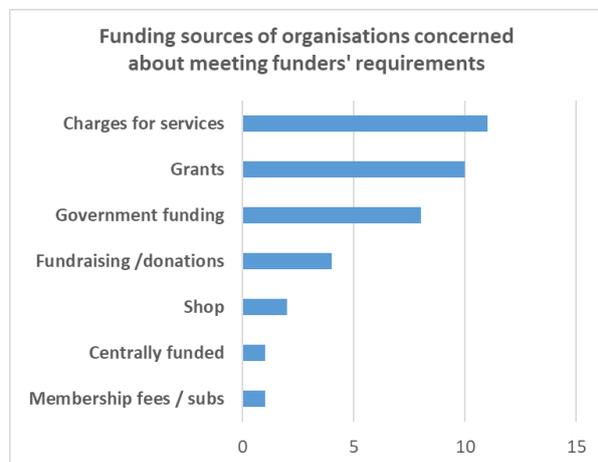
n = 143	Yes	No	Not funded
Responses	20	120	3
Proportion of total responses	14%	84%	2%



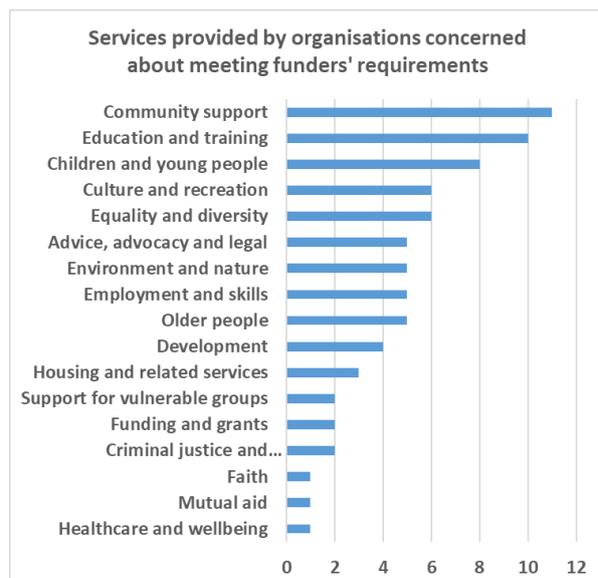
3.12.1 Organisations concerned about meeting funder requirements: sector and funding source

- Note respondents could choose more than one option for sector and funding source

Source of income (n = 20)	Frequency
Charges for services (courses run, hall-hire)	11
Grants	10
Government funding	8
Fundraising /donations	4
Shop	2
Membership fees / subs	1
National organisation, funded centrally	1

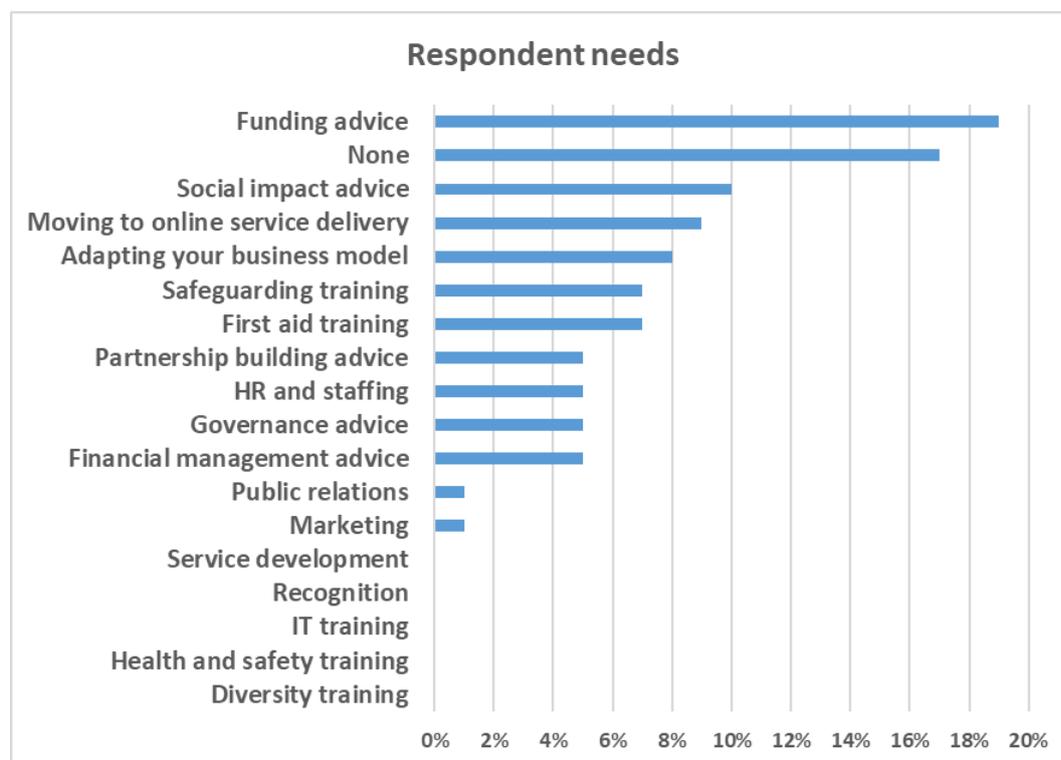


Sector (n = 20)	Frequency
Community support	11
Education and training	10
Children and young people	8
Equality and diversity	6
Culture and recreation	6
Older people	5
Employment and skills	5
Environment and nature	5
Advice, advocacy and legal	5
Development	4
Housing and related services	3
Criminal justice and community safety	2
Funding and grants	2
Support for vulnerable groups	2
Healthcare and wellbeing	1
Mutual aid	1
Faith	1



3.13 What support does your organisation need?

n = 140	Response count	Proportion of total responses
Funding advice	51	19%
Social impact advice	25	10%
Moving to online service delivery	23	9%
Adapting your business model	20	8%
First aid training	18	7%
Safeguarding training	18	7%
Financial management advice	14	5%
Governance advice	14	5%
HR and staffing	13	5%
Partnership building advice	12	5%
Marketing	3	1%
Public relations	2	1%
Diversity training	1	0%
Health and safety training	1	0%
IT training	1	0%
Recognition	1	0%
Service development	1	0%
None	44	17%

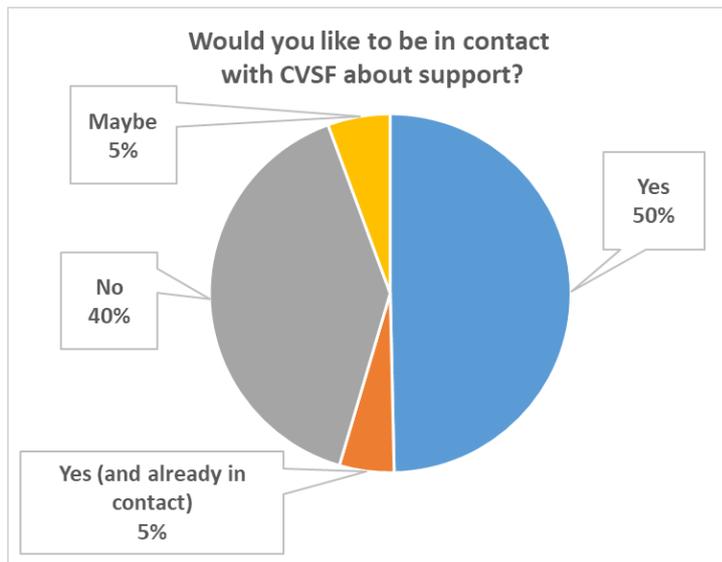


Frequency of number of options selected per respondent:

1	2	3	4	5	6	7
87	23	10	10	4	3	3

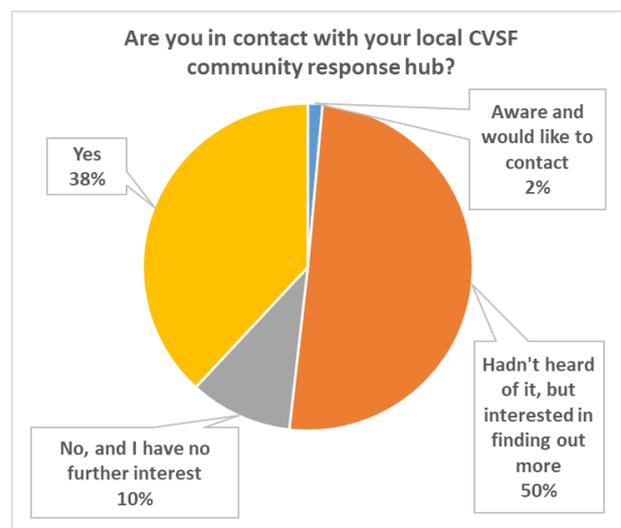
3.14 Would you like to be in touch with CVSF about support for your organisation?

n = 143	Yes	Yes (and already in contact)	No	Maybe
Responses	71	7	57	8
Proportion of total responses	50%	5%	40%	6%



3.15 Are you in touch with the community response hub operating in your local area?

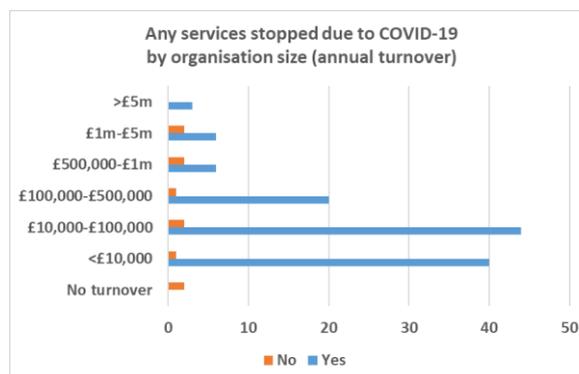
n = 143	Response count	Proportion of total responses
Aware and would like to contact	2	1%
Hadn't heard of it, but interested in finding out more	70	50%
No, and I have no further interest	14	10%
Yes	53	38%



3.16 Impact of COVID-19 by organisation size (annual turnover)

3.16.1 At least one service stopped due to COVID-19 by organisation size (annual turnover)

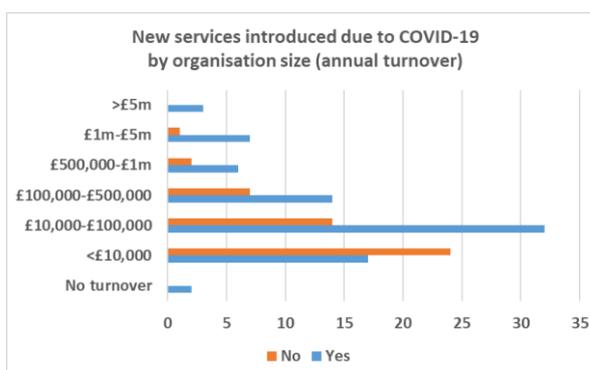
Size of organisation (annual turnover)	Number of organisations	Yes	No
No turnover	2	0	2
<£10,000	41	40	1
£10,000-£100,000	46	44	2
£100,000-£500,000	21	20	1
£500,000-£1m	8	6	2
£1m-£5m	8	6	2
>£5m	3	3	0



- Size does not appear to affect the cessation of services.

3.16.2 Introduced new services due to COVID-19 by organisation size (annual turnover)

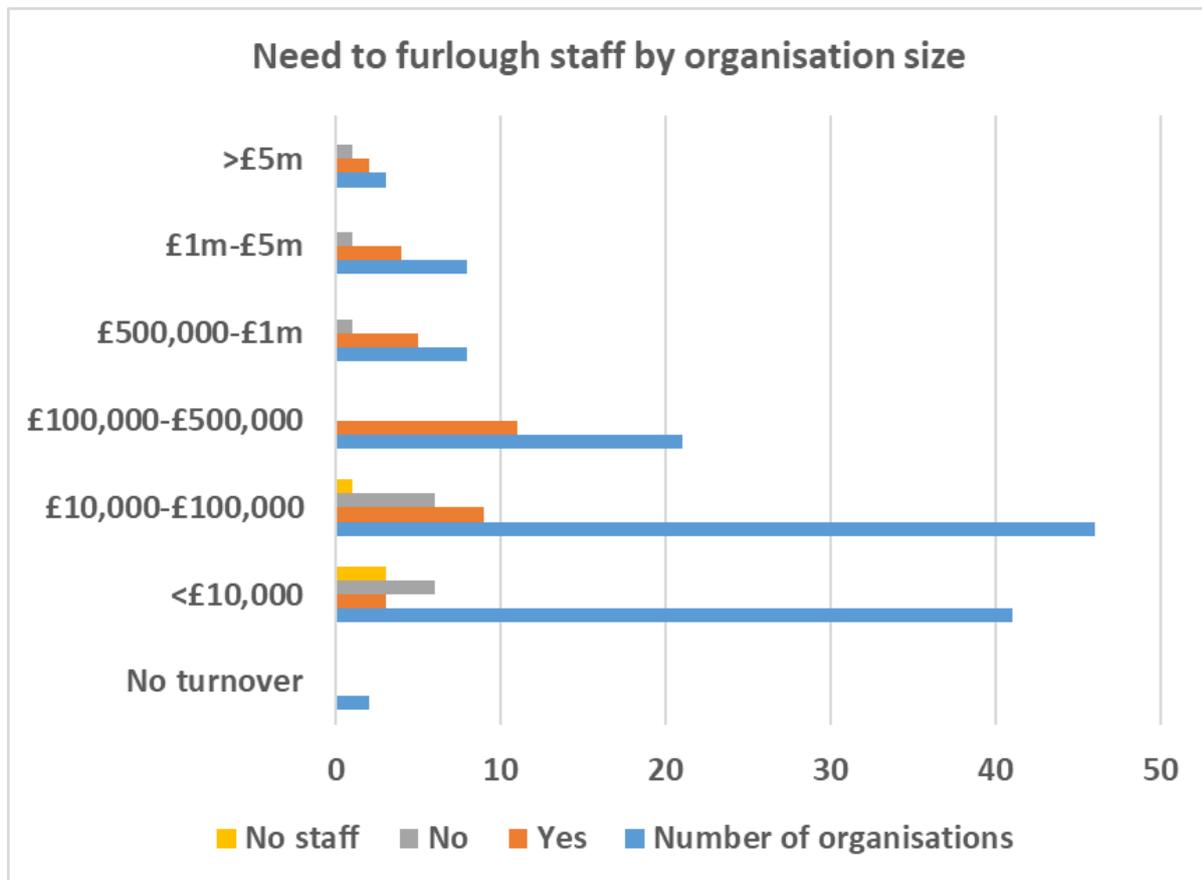
Size of organisation (annual turnover)	Number of organisations	Yes	No
No turnover	2	2	0
<£10,000	41	17	24
£10,000-£100,000	46	32	14
£100,000-£500,000	21	14	7
£500,000-£1m	8	6	2
£1m-£5m	8	7	1
>£5m	3	3	0



- The smallest organisations have been least able to introduce new services.
- This does not appear to be related to moving services online, as only two out of 41 organisations in this size bracket requested help moving services online.

3.16.3 Need to furlough staff by organisation size (annual turnover)

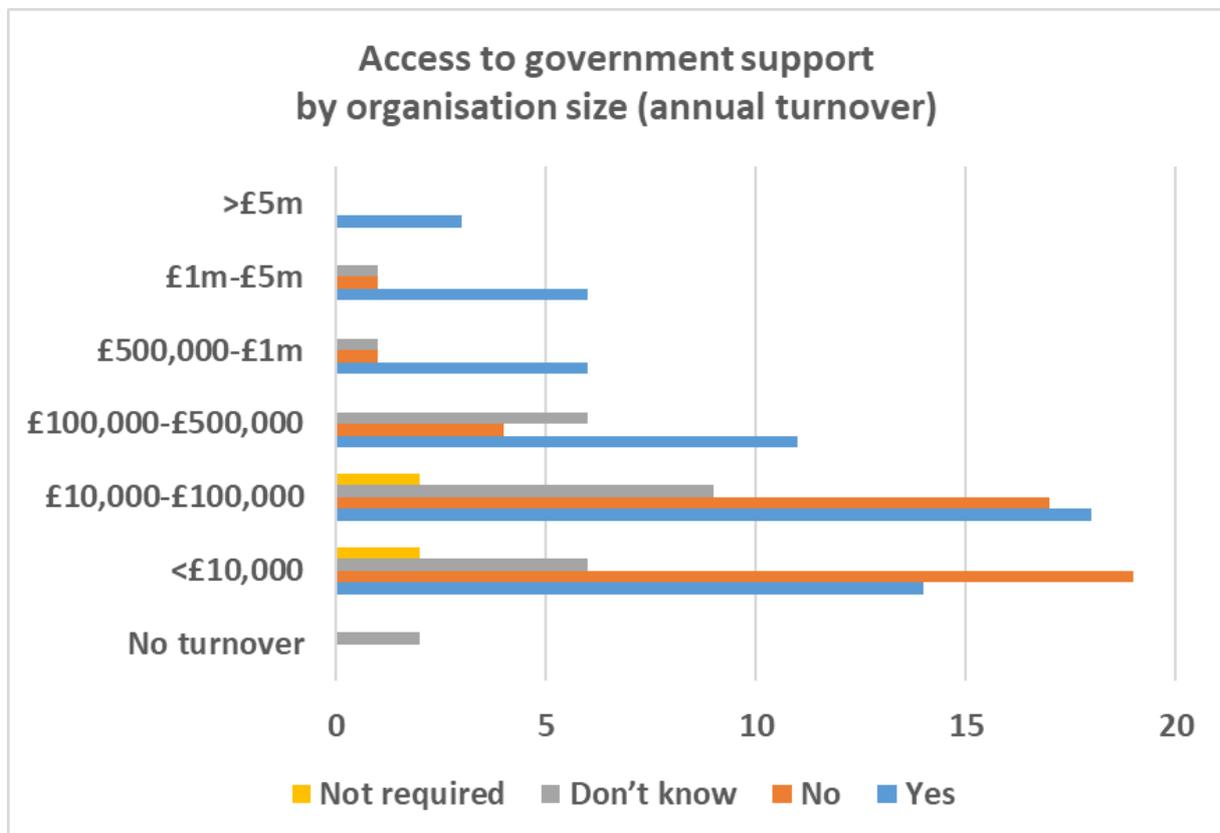
Size of organisation (annual turnover)	Number of organisations	Yes	No	No staff
No turnover	2	0	0	0
<£10,000	41	3	6	3
£10,000-£100,000	46	9	6	1
£100,000-£500,000	21	11	0	0
£500,000-£1m	8	5	1	0
£1m-£5m	8	4	1	0
>£5m	3	3	0	0



3.16.4 Ability to access government financial support by organisation size (annual turnover)

Size of organisation (annual turnover)	Number of organisations	Yes	No	Don't know	Not required
No turnover	2	0	0	2	0
<£10,000	41	14	19	6	2
£10,000-£100,000	46	18	17	9	2
£100,000-£500,000	21	11	4	6	0
£500,000-£1m	8	6	1	1	0
£1m-£5m	8	6	1	1	0
>£5m	3	3	0	0	0

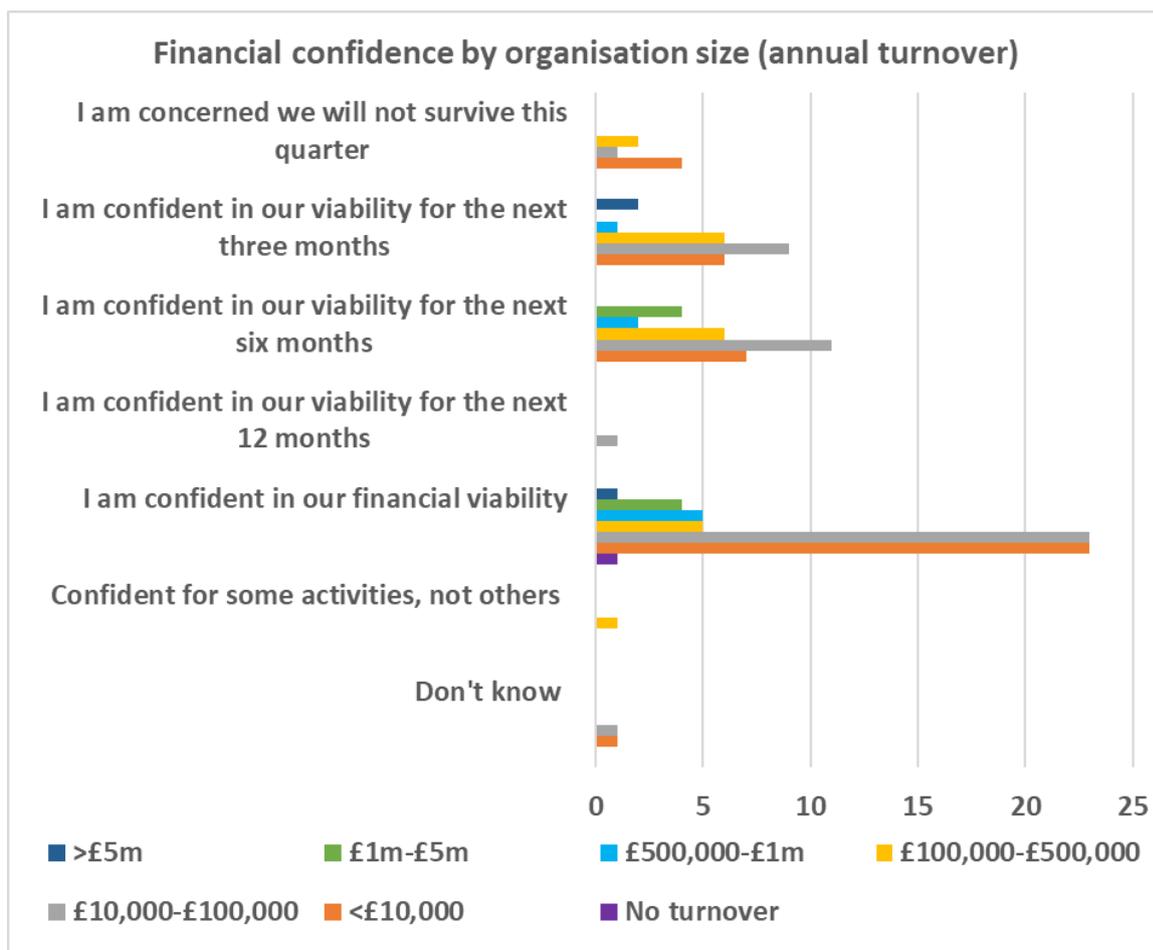
- Smaller organisations have found it harder to access government support.



3.16.5 Effect of COVID-19 on confidence in financial viability

Size of organisation (annual turnover)	No turnover	<£10,000	£10,000-£100,000	£100,000-£500,000	£500,000-£1m	£1m-£5m	>£5m
Number of organisations	2	41	46	21	8	8	3
I am confident in our financial viability	1	23	23	5	5	4	1
Proportion of responses per turnover category that are confident in financial viability	50%	56%	50%	25%	63%	50%	33%
Confident for some activities, not others	0	0	0	1	0	0	0
I am concerned we will not survive this quarter	0	4	1	2	0	0	0
I am confident in our viability for the next three months	0	6	9	6	1	0	2
I am confident in our viability for the next six months	0	7	11	6	2	4	0
I am confident in our viability for the next 12 months	0	0	1	0	0	0	0
Don't know	0	1	1	0	0	0	0

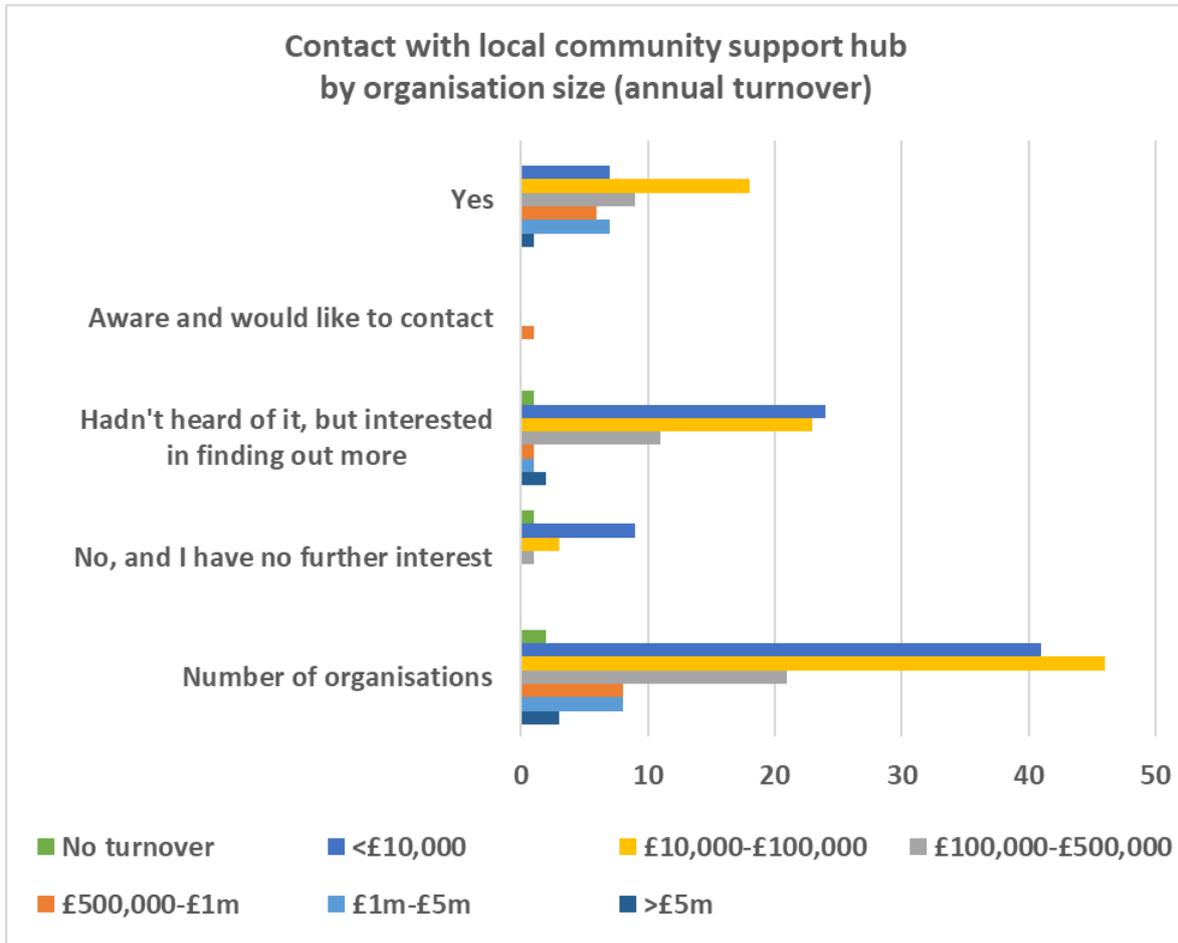
- Financial confidence appears consistent across organisation size with the exception of organisations with turnover <£500,000, which has a markedly lower confidence.



3.16.6 Are you in touch with the community response hub operating in your local area?

Size of organisation (annual turnover)	No turnover	<£10,000	£10,000-£100,000	£100,000-£500,000	£500,000-£1m	£1m-£5m	>£5m
Number of organisations	2	41	46	21	8	8	3
Yes	0	7	18	9	6	7	1
Proportion of responses per turnover category in touch with local community response hub	0%	23%	41%	43%	75%	88%	33%
Aware and would like to contact	0	0	0	0	1	0	0
Hadn't heard of it, but interested in finding out more	1	24	23	11	1	1	2
No, and I have no further interest	1	9	3	1	0	0	0

- There is a clear signal that as organisations get larger, they are more likely to be in touch with their local community support hub.



3.16.7 Support required by organisation size (annual turnover)

Size of organisation (annual turnover)	No turnover	<£10,000	£10,000-£100,000	£100,000-£500,000	£500,000-£1m	£1m-£5m	>£5m
Number of organisations	2	41	46	21	8	8	3
Funding advice	0	13	18	11	4	1	1
Proportion of organisations per turnover category requiring funding advice	0%	32%	39%	52%	50%	13%	33%
Social impact advice	0	4	9	5	3	1	1
Moving to online service delivery	0	2	10	5	1	3	1
Adapting your business model	2	14	9	7	3	2	2
First aid training	0	8	9	0	1	1	0
Safeguarding training	0	4	12	0	1	1	1
Financial management advice	0	3	6	2	0	1	1
Governance advice	0	4	9	0	1	1	0
HR and staffing	0	1	5	6	0	1	0
Partnership building advice	0	1	7	2	0	1	1
Marketing	0	3	0	0	0	0	0
Public relations ¹	0	0	0	0	0	0	0
Diversity training	0	1	0	0	0	0	0
Health and safety training	0	0	1	0	0	0	0
IT training	0	0	0	1	0	0	0
Recognition ¹	0	0	0	0	0	0	0
Service development	0	0	1	0	0	0	0
None	2	14	9	7	3	2	1

¹ Note turnover data missing for the two organisations that stated the need for PR and recognition support

- The proportion of organisations requiring funding advice (the most popular support required) peaks with medium sized organisations (<£500,000 and <£1m)

- Small organisations (£<10,000) are most likely to ask for help with funding advice and adapting their business model.
- £10,000-£100,000 turnover organisations show a need for a variety of support services, notably funding advice, moving to online service delivery, and safeguarding training.

3.17 Impact of COVID-19 children, older people and vulnerable people

3.17.1 Impact of COVID-19 on organisations servicing children

Impact	Group services	Yes	No	Service moved online
At least one service stopped due to COVID-19	Count of respondents	64	5	N/A
	Proportion of respondents	93%	7%	
At least one service running normally despite COVID-19	Count of respondents	19	45	5
	Proportion of respondents	28%	65%	7%
Any new services introduced in response to COVID-19	Count of respondents	48	21	N/A
	Proportion of respondents	70%	30%	
Confident in financial viability of organisation	Count of respondents	31	37	N/A
	Proportion of respondents	46%	54%	

3.17.2 Impact of COVID-19 on organisations servicing older people

Impact	Group services	Yes	No	Service moved online
At least one service stopped due to COVID-19	Count of respondents	45	3	N/A
	Proportion of respondents	94%	6%	
At least one service running normally despite COVID-19	Count of respondents	11	32	5
	Proportion of respondents	23%	67%	10%
Any new services introduced in response to COVID-19	Count of respondents	36	12	N/A
	Proportion of respondents	75%	25%	
Confident in financial viability of organisation	Count of respondents	27	21	N/A
	Proportion of respondents	56%	44%	

3.17.3 Impact of COVID-19 on organisations servicing vulnerable groups

Impact	Group services	Yes	No	Service moved online
At least one service stopped due to COVID-19	Count of respondents	5	0	N/A
	Proportion of respondents	100%	0%	
At least one service running normally despite COVID-19	Count of respondents	2	3	0
	Proportion of respondents	40%	60%	0%
Any new services introduced in response to COVID-19	Count of respondents	5	0	N/A
	Proportion of respondents	100%	0%	
Confident in financial viability of organisation	Count of respondents	4	1	N/A
	Proportion of respondents	80%	20%	

- Although all services have been hit hard, vulnerable groups appear to have been harder hit than children's and older people's services (**although note small sample size**).
- Organisations providing services to vulnerable people appear to be more confident in their financial viability than those servicing children and older people.

Comments from organisations

What has your service being doing that's different?

Gardening group - We have had to introduce strict physical distancing and hygiene practices that mean we have had to cut volunteer input and limit it to experienced volunteers only.

Environmental group - As everything revolves around bringing the community together we have suspended all activities until further funding to develop online groups can be sourced.

Youth club - All of our work has had to move online. We are still able to offer support to our members (and are getting higher demand). We are also running day activities via video conferencing.

Environmental group - More social media, TV and Radio Appearances. Educational videos online for people to watch.

Community Association - Good Neighbours scheme to provide help and support to vulnerable people by way of food shopping, prescription pick-up and delivery, social care help and individual problem solving.

Parent & toddler group - Unable to run as a group so we talk to all members via WhatsApp and check if anyone needs support and as group come to their aid be it piece of equipment, food or just to vent.

Staffing situation – could you continue with a 30% reduction in staff?

Community Centre - we already have only 30% staff now and 90% our volunteers are in at risk categories.

What services have you introduced?

Arts group - online activities and the delivery of creative activity packs

Disability group - Weekly Welfare Checks - phone calls to support lonely, isolated people. Welfare checks often raise issues which are dealt with by specialist advisers, and where necessary referrals are made across the sector for support

Have you had to stop any services?

Theatre group - All our booked performances.

Who is left unsupported by the cancelled service?

Therapy service - Our diploma students. Children across schools who may be at risk of abuse and/or exploitation. Adults in the community who may be at risk of abuse and/or exploitation.

LGBTQ group - The entire lgbtq+ community that it reached.

Faith organisation - rough sleepers.

Hearing loss support organisation – Deaf people and those living with hearing loss often, vulnerable, elderly, shielded and/or self-isolating. No-one knows how to help them and they can't come to us for advice. The awareness raising that has been cancelled was due to be delivered to various NHS departments, GP surgeries and commissioners and now they do not have that valuable information!

Sight loss support organisation - 500-1000 blind and partially sighted people.

Sport provider - All people in the parish but particularly the elderly and those with dementia.

Childcare provider - Parents of children under 2 and working parents of school age children.

Domestic abuse support organisation - Women and girls who are survivors of sexual violence.

Domestic abuse, child sexual abuse and women with offending behaviours who benefit from meeting our workers and volunteers in a safe, confidential and secure physical space.

Will you reopen that service?

Community Centre - I don't think we shall immediately - if ever - resume just as we were, but we are looking for ways to gradually make things available once we are permitted to open - and once people feel safe to use it.

How has your finance been affected?

Community Centre - we have lost income and have running costs of two venues. This is an issue. Our running costs are going up to provide emergency and crisis support for vulnerable people during this crisis.

Environmental group - Grant Funding Organisations are not giving out grants during this time.

Outdoor activity provider - Huge loss in income from activity centre generation. Loss of income in reduced delivery on alternative education provision and move only to 1:1 services. Loss circa 50% annual income.

Community Group - We cannot meet and therefore we are not donating to our organisation. Also, as we cannot meet as a committee, we cannot access the grants we wish to.

Therapy service - We have lost the ability to fundraise. We have lost the ability to bring in income from schools. We have lost the ability to bring in income from training (professionals and others)

Youth organisation - Loss of all income at our activity centre and no doubt there will be difficulties in the future collection monies from individuals, as there is no face to face meetings, but there are still costs around annual fees to HQ and insurance and buildings etc

Disability group - Our fee income has disappeared completely. Donations and bequests have also ceased.

Arts group - lost £30K earned income.

Childcare provider - We are unable to ask parents to pay fees. We have to employ staff using a higher ratio to accommodate strict and stringent cleaning routines, to try and keep staff working in a bubble together and try to limit any risk of spreading the disease and reduce any cross contamination for frontline children & vulnerable children. Some staff have to be shielded and managers have to step into roles to replace staff working on the ground, the knock on effect is some jobs have to drop off.

Childcare provider - We were not eligible for the small business £10,000 grant. Staff are furloughed which can be reclaimed on a percentage based on extra February income, which in our case is very little, had it been on last summer's income we may have stood the chance of re-claiming more than 15%. As we are closed we have no chance of earning extra income to supplement the expenses that we have, and the funding does not cover the salaries. If we re-open, with a very small amount of children, we will not generate extra income either, throughout the next two months

Environmental group - Some grants need spending by a certain date. We are working on the assumption these will be extended.

Training provider - Some deadlines are being missed but funders understand the impact of Covid

Theatre group - We have to meet certain KPIs for both the Arts Council and Cornwall Council, many are centred around audience engagement and community reach and participation. These will not be achievable.

Final comments

Hearing loss support organisation - This period has been hard for people with hearing loss. Imagine masks whilst lip reading.

Young people support organisation - Whilst the impact of COVID 19 is not what we would have wished for in any way, it is been a good learning process for us to utilise different ways of working. Whilst we will go back to F2F working, we will also look at how we can continue to use the best of virtual working to enhance our service delivery.

Outdoor activity provider - I am concerned about the increased needs of children, young people and families in the wake of this - particularly around increased poverty and unemployment and the strain this will place on families.

Gardening group - Covid-19 has brought the issue of food security to the fore. It has demonstrated the importance of shorter, less complicated food supply chains. It has encouraged consumers to source local food that comes from local producers, who are prepared to take online orders and offer home delivery.

Faith organisation - Challenging but we believe we can come out of it better and stronger.

Therapy service - We are concerned about the level of need as lockdown restrictions are lifted.

Community support organisation - Support for staff in front line work. Working with people who have complex needs and are unsure puts pressure on the team to feel they are doing a good enough job.

LGBTQ group - The LGBTQ+ community because of their overall general financial state and vulnerability will be hit harder in the community than others. This is where Cornwall Pride needs to be there for them in the best and strongest way possible.

Disability group - Concerns for meeting the needs of our stakeholders in the longer term as they are disproportionately affected, Concerns that society will move on and they will continue to need longer term support until such times as a vaccine is found potentially or 0 new cases. Also, the assistance they will need to stabilise their 'new normal' upon return to society. Emergency funding has been short term grants but longer term support will be required.

Heritage premises - The hospitality and leisure sectors are seriously impacted by the crisis.

Community organisations like us need support from local government to enable our survival. Many charitable organisations have missed out on £25k support because our rateable values are low, we were just under the threshold to get £25k, meaning we only got £10k.

Community Centre - I think you need to ask the questions again in six months' time. At the moment, we are all just 'pending'!

Childcare provider - We are going to have to make staff redundant to remain financially stable as numbers of children using our service has dropped dramatically and won't recover for some time.

Heritage premises - Planning for the new normal/future is difficult. Likelihood of losing volunteers is a fear as majority fall into the vulnerable group. Social distancing an issue for a small museum.

Protection could be issues difficult to implement.

Disability group - We are weathering the situation over these initial weeks but are concerned if the economic pressures mean that funding for adult social care is affected in the longer term that we as an organisation will not be able to continue to deliver support valued by our clients.

Mental health group - the biggest change has been in the preparation and implementation of 100 staff working from home, those staff making sensitive calls to clients whilst at home and feeling that distress, normally this would be shared with colleagues.

Carers support group - The impact on the voluntary sector has been huge. For the vulnerable we support it has had a huge impact many carers are stuck at home, have had to increase the hours they care with no breaks or support that adequately meets their needs.

Community support organisation – it's produced a fantastic community response for volunteers & donations of jigsaws etc that are needed by the elderly.

Volunteer transport organisation - We are concerned about the long term effect on many of our customers who we think will have reservations about mixing with other people after the end of lockdown.

Community Centre - We are concerned that when normality returns we might not be able to provide the services we offer to our community.

Domestic abuse support organisation - We are concerned for the women and girls we support who cannot safely and confidentially access our services. We anticipate that the pandemic will significantly increase incidents of violence and abuse of women and girls. We are concerned in an increase in mental health issues. Also if financial support will be available after the pandemic.

Parish Council - Very proud of the village volunteers and the work they have done and provided.

There has been a lot of respect and thanks given by our older population who tell us that they have

felt supported and befriended and helped them keep calm and not anxious. The village has really pulled together.

Sport provider - Worried about social isolation of older people.