

## Appendix A - Voluntary Sector Barometer Survey September 2021 Results in detail

1 Set out below are the results for each question. Where the question was also asked in the May 2021 Barometer Survey, both answers are included for comparison purposes. The questions are grouped by theme:

- Objectives - Questions 1 & 2
- Financial Position - Questions 3 to 5
- Budget - Question 6
- Impact on Services - Questions 7 to 9
- AOB - Questions 10 to 22

### Objectives - Questions 1 & 3

**Question 1:** What impact did COVID-19 have on your ability to meet your objectives?

	May 2021	September 2021
No Impact	7.69%	11.76%
Moderate Impact	23.08%	23.53%
Significant Impact	69.23%	64.71%

Please tell us about the impact COVID-19 had on your objectives (here are some the answers received):

- Funding has become more difficult because funders are focussing on people impacted by COVID, rather than heritage.
- During 2020/21 we secured core funding through the emergency funds established. This year we are finding it much harder to secure wins and the competition for funding has increased. This will necessitate the need to close some services that do not have specific funding attached to them.
- On some existing projects, we have had to ask for permission to run the projects in different ways particularly where we were required to attend or hold group meetings.
- There was a significant amount of Government funding and COVID grant funding until 3 March 2021, but very little since. In addition, there have been few funding opportunities to apply for.
- A major and strong funding application which had been submitted in early 2020 was withdrawn by the grant provider along with all other grants in the

assessment stage.

**Question 2:** Are you able to meet your objectives set for 2021?

	May 2021	September 2021
Yes	42.31%	70.59%
No	15.35%	29.41%
Other	42,31%	Option Not Provided

**Financial Position - Questions 3 to 5**

**Question 3:** What was your financial position between May 2021 and now (September 2021)?

	Financial Position Pre COVID-19 (Asked May 2021)	Financial Position March to September 2020 (Asked May 2021)	Financial Position October 2020 to May 2021 (Asked May 2021)	Q.3 (above) Asked September 2021
Healthy	50%	34.62%	30.77%	52.94%
Moderate	46.15%	61.54%	57.69%	41.18%
Poor	3.85%	3.85%	7.69%	5.88%
Other	0%	0%	3.85%	Option Not Provided

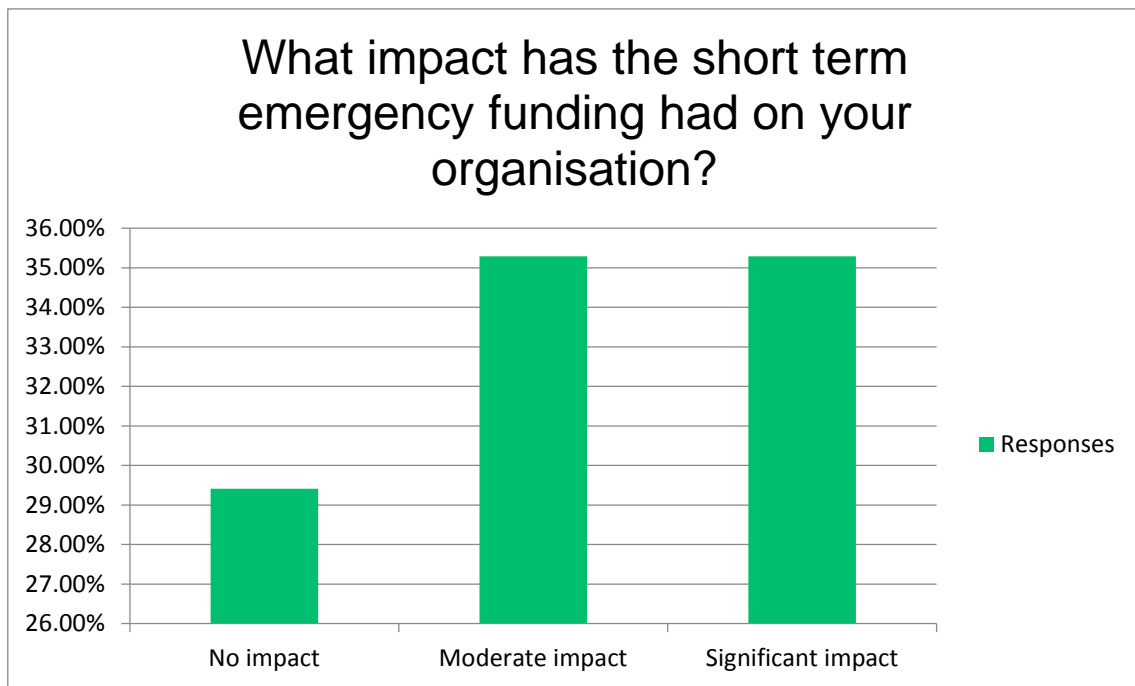
**Question 4:** What is the likelihood of your organisation no longer operating this time next year as a result of COVID-19?

	May 2021	September 2021
Quite Unlikely	73.08%	76.47%
Neither likely nor unlikely	7.69%	11.76%
Quite Likely	0%	0%

Very Likely	7.69%	0%
Not Sure	11.54%	11.76%

**Question 5:** What impact has the short term emergency funding had on your organisation?

No impact	29.41%
Moderate impact	35.29%
Significant impact	35.29%



Please share examples and confirm that you would be willing to talk about these as part of a future Voluntary Sector Forum:

- We were able to get core funding which is very unusual nowadays.
- We were able to pilot alternative advice giving models with the emergency funding. These were successful but has required a significant reorganisation / restructure to introduce to our service. The lack of new funding as well as the significant increase in demand for advice has made it harder to achieve the model we would like.

- We were able to approach new funders and access short-term funding for very specific projects: covering the start-up cost of our online service; the cost of supplying singing masks for the return to in-person sessions.
- We have managed to get some Lottery Funding to combat loneliness and isolation to run a valuable new project during lock down which was of great benefit.

### Budget - Question 6

**Question 6:** How has COVID-19 affected the way you are budgeting going forward?

	May 2021	September 2021
No change from pre COVID-19	23.08%	29.41%
Some changes	50%	47.06%
Significant changes	23.08%	23.53%
Other	3.85%	0%

### Impact on Services - Questions 7 to 9

**Question 7:** To what extent have you modified your services because of the ease of restrictions (since April 2021)?

	To what extent have you already adapted your services because of COVID-19? (Asked in May 2021)	Q. 7 (above) Asked in September 2021
Not at all	3.85%	5.88%
Made moderate changes	30.77%	41.18%
Made significant changes	57.69%	52.94%
Other	7.69%	Option Not Provided

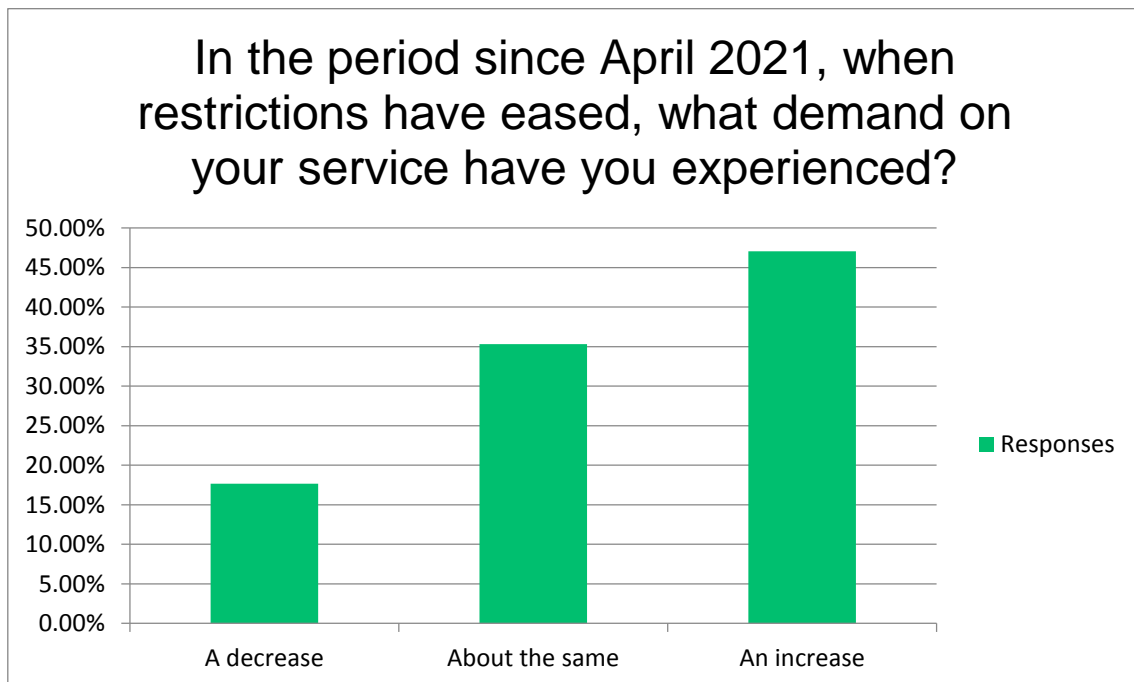
Please tell us about the main adaptations you have made:

- Went on line with groups, able to deliver meaningful interaction but with a much reduced attendance.

- We have recently returned to some face to face activity. However due to the increased vulnerability of some our members to COVID we are working under restrictions and brought in a person to act as a COVID Safety Guide at our first live session.
- We are still providing a telephone only service but our volunteer advisers have been able to return to the office. We are still unable to see clients face to face as we are awaiting funding to enable us to use our unventilated interview rooms.
- We have slowly switched from Emergency to Recovery Projects. The facebook games/competitions etc and keeping-connected initiative 'tapered off' when restrictions eased. The healthy eating project changed in that most of the grants to buy food for struggling families came to an end although we still have a partnership with the cook shop to provide 30 meals a week to which we add a bag of fruit etc. The laptops project is something that we would like to pick up again but haven't looked into potential funders as yet.

**Question 8:** In the period since April 2021, when restrictions have eased, what demand on your service have you experienced?

A decrease	17.85%
About the same	35.29%
An increase	47.06%



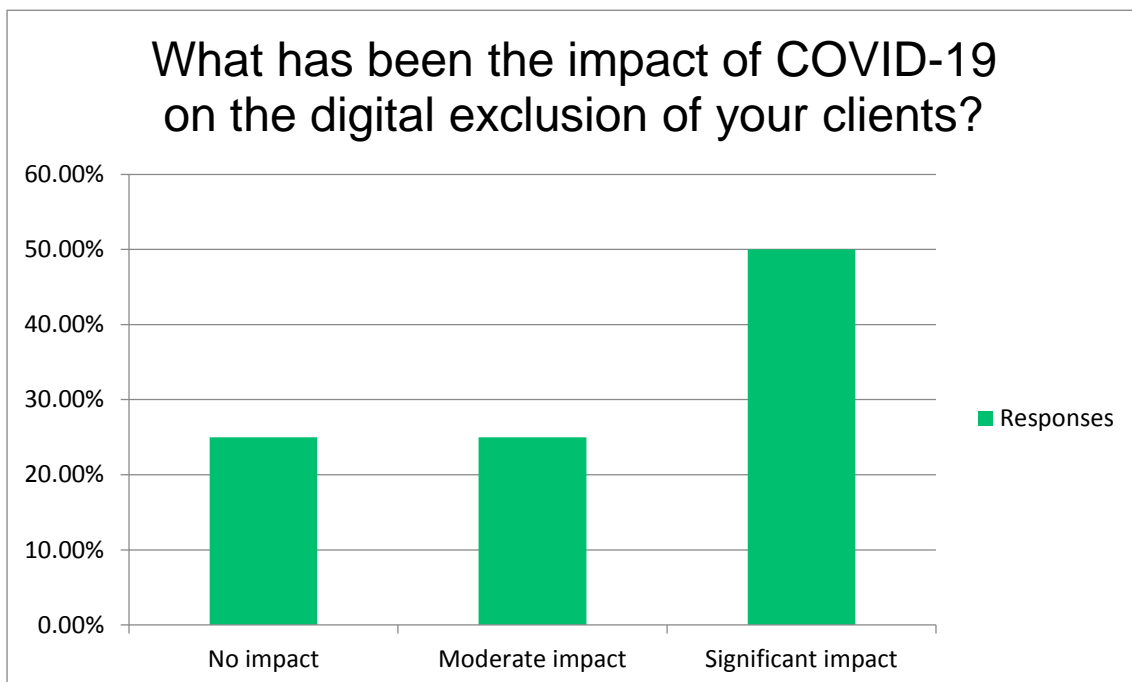
**Question 9:** What is the expected demand on your services over the next 12 months?

	May 2021	September 2021
A decrease	0%	0%
About the same	19.23%	29.41%
An increase	80.77%	70.59%
N/A	0%	Option Not Provided

**AOB - Questions 10 to 22**

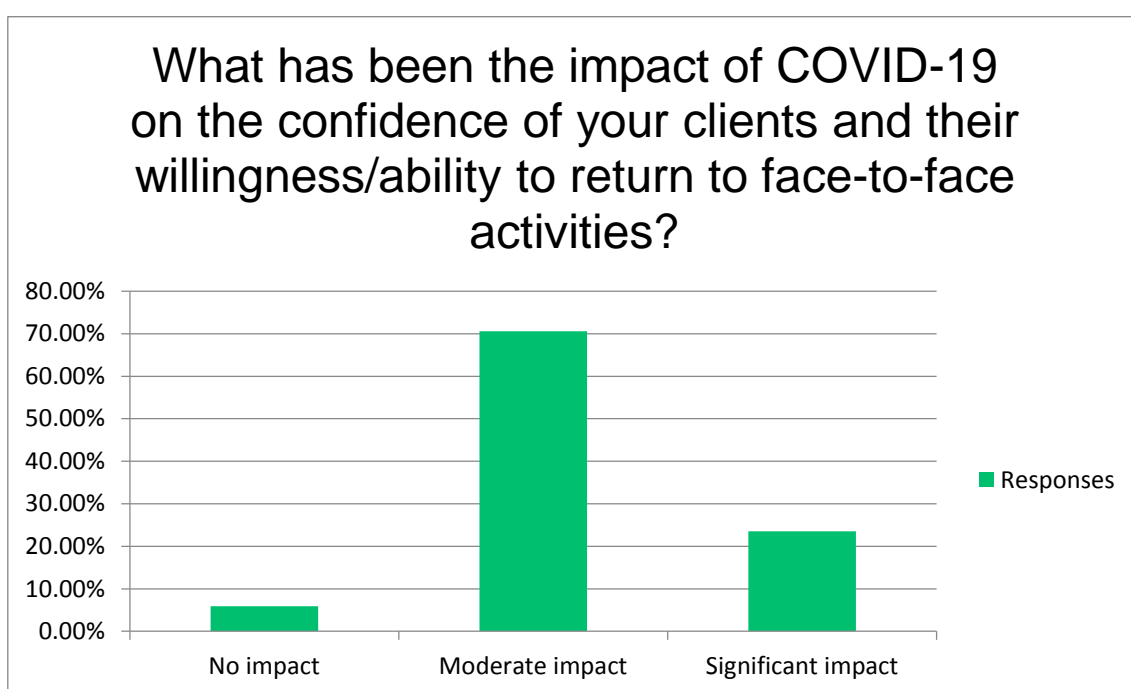
**Question 10:** What has been the impact of COVID-19 on the digital exclusion of your clients?

No impact	25%
Moderate impact	25%
Significant impact	50%



**Question 11:** What has been the impact of COVID-19 on the confidence of your clients and their willingness/ability to return to face-to-face activities?

No impact	5.88%
Moderate impact	70.59%
Significant impact	23.53%

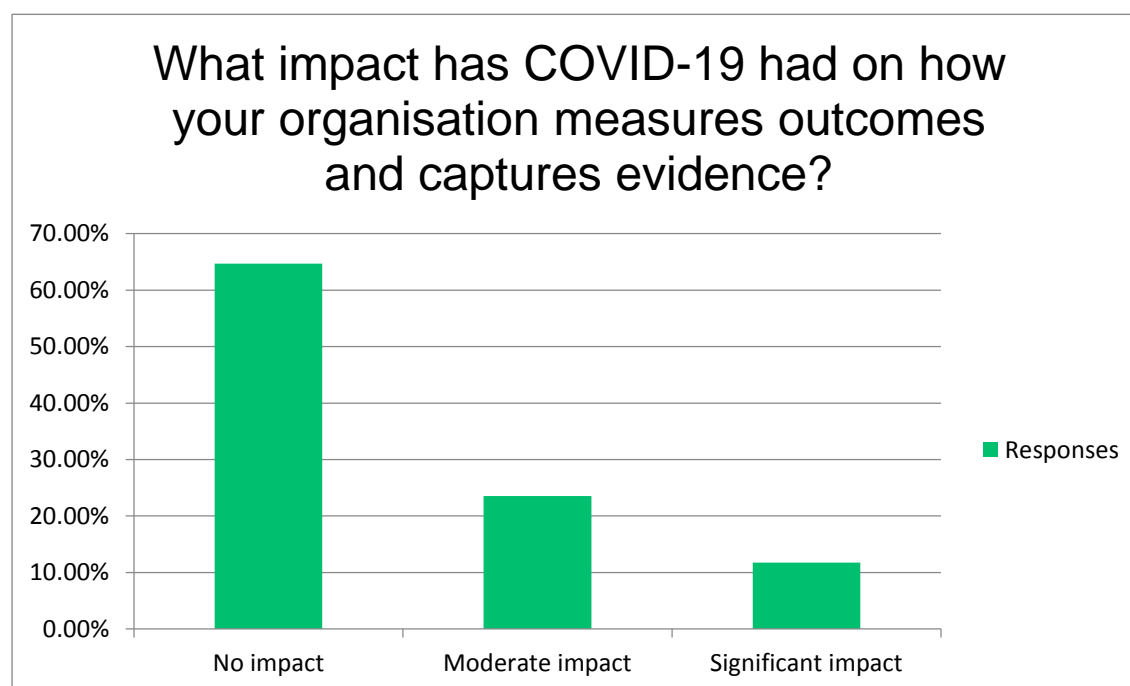


**Question 12:** Has there been a change in the number of people who volunteer for your organisation since restrictions began to ease in April 2021?

	May 2021	September 2021
Decreased	53.85%	52.94%
Stayed the same	34.62%	35.29%
Increased	11.54%	11.76%

**Question 13:** What impact has COVID-19 had on how your organisation measures outcomes and captures evidence?

No Impact	64.71%
Moderate Impact	23.53%
Significant Impact	11.76%



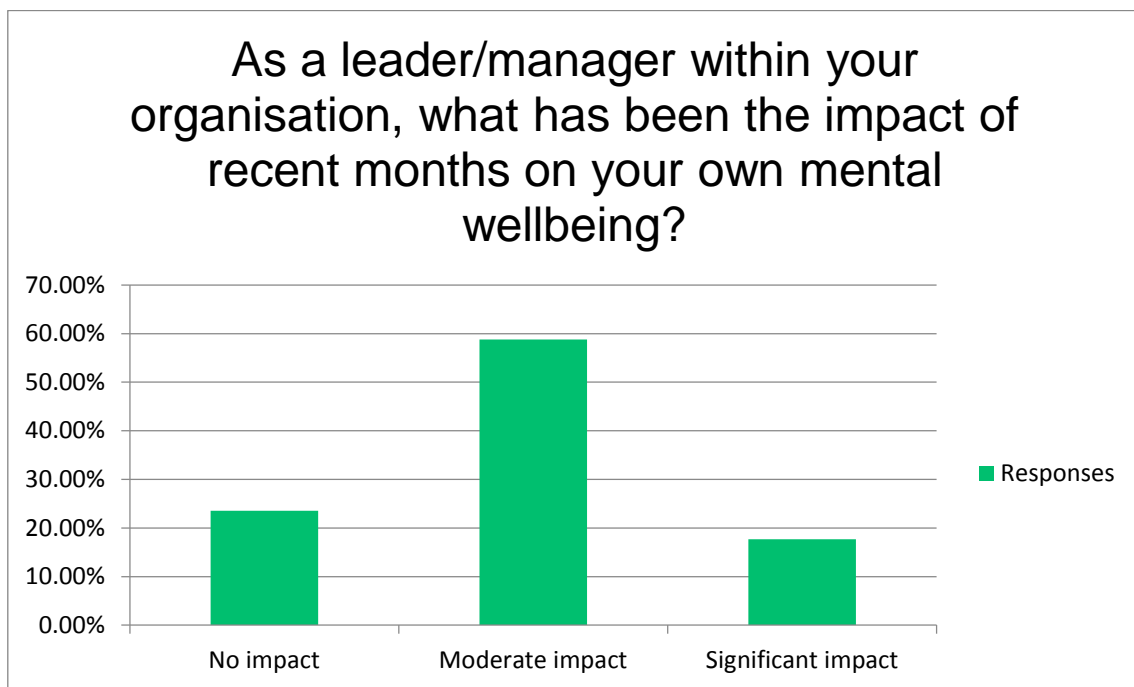
Please tell us more:

- Impact is more difficult to demonstrate in terms of quality rather than simple beneficiary numbers. Our level of support for our vulnerable members has increased in terms of providing the skills and confidence for digital sessions and increased contact to combat social isolation. More time has been spent collecting evidence as some of this has to be done one-to-one through phone calls or Zoom.
- We are collecting different data. We have not undertaken as many evaluation surveys.
- We haven't been able to carry out as much direct work as we had planned, hence this affecting outcomes and capturing evidence for the one to one mentoring. Yet our involvement in group activities has been a short term success.
- Our case recording systems remain the same as before.



**Question 14:** As a leader/manager within your organisation, what has been the impact of recent months on your own mental wellbeing?

No Impact	23.53%
Moderate Impact	58.82%
Significant Impact	17.65%



Please share examples of how you meet your own emotional and physical wellbeing and confirm that you would be willing to talk about these at a future Voluntary Sector Forum:

- I have had to recognise the realism of change in how COVID has affected many organisations, not just our own. Wanting to drive ideas for our work going forward and being met with barriers, has been a frustration at times
- Working from home can be quite isolating. However I find that it allows for more meetings. Recently partnership meetings have been face to face and there is currently a mixed offer for meetings.  
I pray, and share concerns with other Trustees and Managers. I have been grateful for the advice and support of Kent Community Foundation staff.
- I found the change to a digital service very stressful initially but once I got used to it, found it actually had many advantages but I had to be constantly 'upbeat' in order to keep everyone else in a positive frame of mind. I also found the new way of working took a lot of preparation time and, because I

was working with several groups, it was hard to keep up. I started by trying to phone everyone regularly but that began to drop off, as it was enough just to plan the actual sessions so I felt I was letting people down.

- Throughout the pandemic I focussed significantly on diet and exercise as a key area of maintaining my own wellbeing. Getting up early and working out and then going for a walk outside meant that before i started work I already felt that I was one step ahead.

**Question 15:** With the need to deliver services using a hybrid model of remote and in person working, what if any issues have been thrown up in terms of staff and volunteer management?

- We haven't had issues here. Our volunteers have generally been understanding and have adapted to change when we have needed to call upon them.
- Some staff have shown reluctance to come in to the office preferring to work from home. Where we can we have accommodated that.
- Not all Volunteers have been comfortable with or able to communicate by zoom or e-mail.
- Maintaining staff/volunteer morale mainly and ensuring that they feel part of the team. Maintaining staff/volunteer morale mainly and ensuring that they feel part of the team.
- Most staff and volunteers adapted very easily. Those volunteers who did not have the necessary skills or whose environment did not allow remote working, did not work through the pandemic. Those that have not worked will require retraining if they wish to return. We have also had to carry out a volunteer recruitment drive for new volunteers who have to show they have the necessary digital skills to carry out the work.
- It is much more difficult both to manage and to support volunteers remotely but we have tried hard to do this using Zoom, phone calls and regular email contact.
- people having the necessary confidence, willingness and skills to use remote communication
- Can't do it! Have been asked about hybrid sessions but I think it would take too much tech ability and equipment and too much time to organise when there's only me! Have managed to engage one new volunteer but also lost some and others have more health problems so are able to contribute less.

**Question 16:** Have you found that your clients have changed what they are looking for and wanting from your service?

Yes	23.53%
No	76.47%

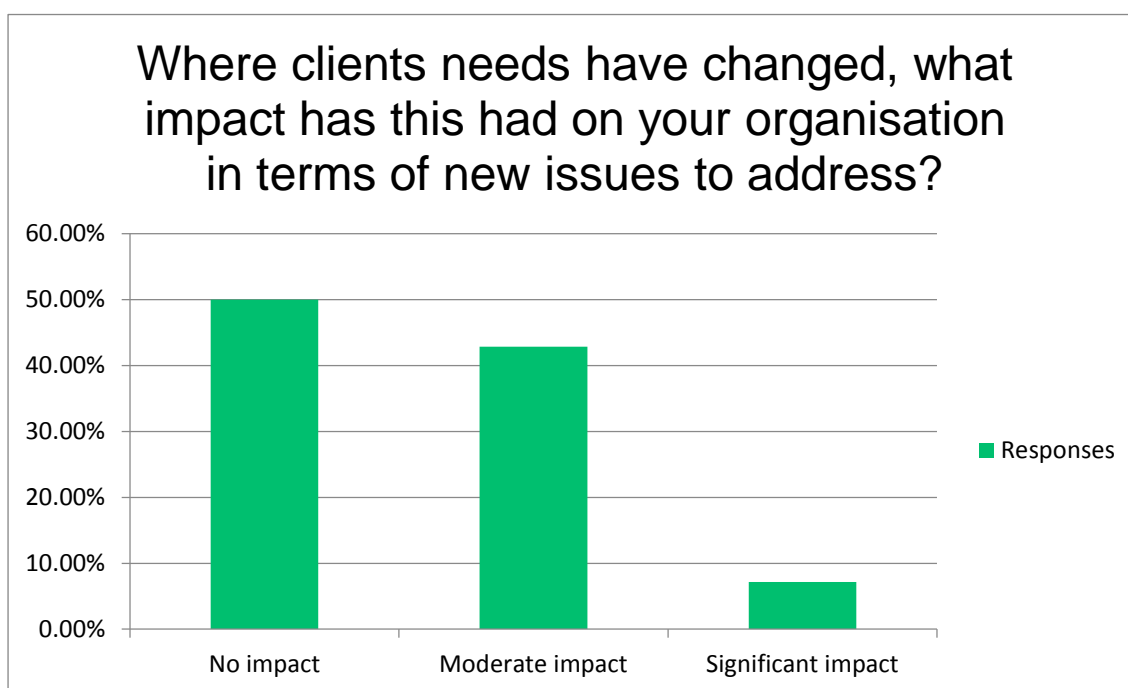


Please state examples:

- If anything it has increased in interest and attendance, people want to get back to face to face so we need to continually monitor and strategies for their anxieties and needs.
- Some have looked for increased contact as other support and services for them had decreased.
- A lot of our clients are a lot frailer than they used to be and need more support.
- Clients want the same level of service as before. We have tried to provide this over the telephone but we get many requests for face to face support.
- Mostly, our clients want to return to the way things were. Counselling online has been a success and we can easily deliver a hybrid service for this.

**Question 17:** Where clients' needs have changed, what impact has this had on your organisation in terms of new issues to address?

No Impact	50.00%
Moderate Impact	42.86%
Significant Impact	7.14%



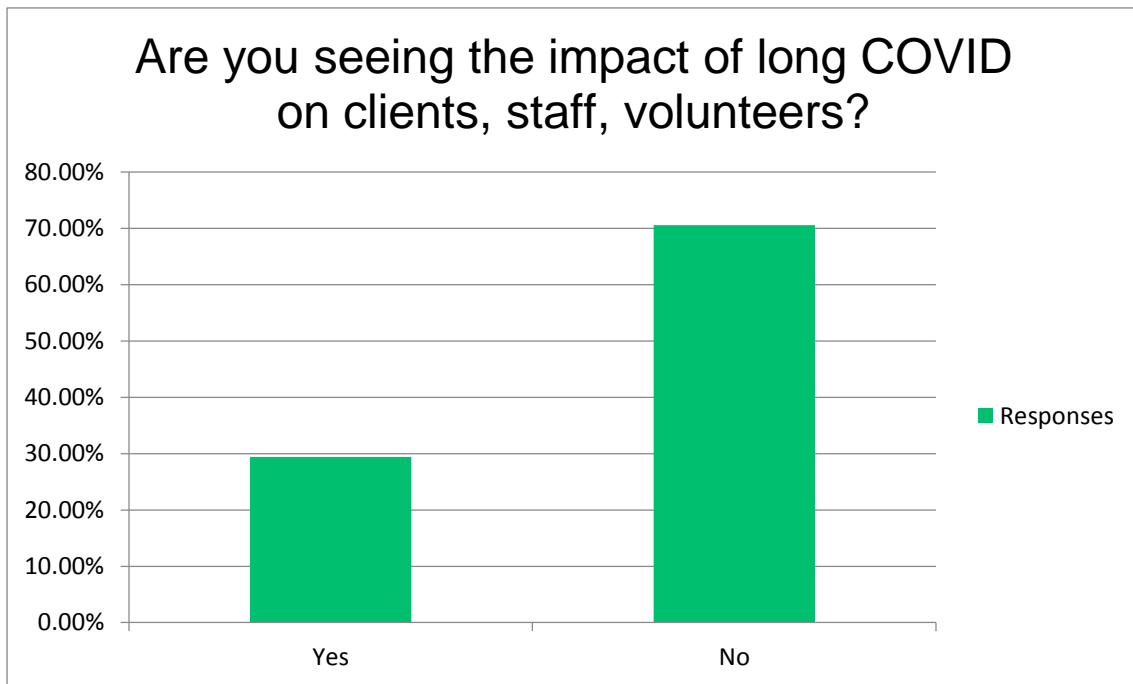
Please state examples particularly those that you would be willing to share at a future Voluntary Sector Forum:

- It has raised a few issues about the role and initial objectives of our charity
- We think we may actually need to go backwards. That is to say our healthy eating food project may need to resume but there is definitely now a lack of funding for this type of project so we do not know what to do.
- Mostly the issues that have arisen are things we are tackling in our new strategic plan. What has changed is that the need is more widespread amongst very specific communities.

**Question 18:** Are you seeing the impact of long COVID on clients, staff, volunteers?

Yes	29.41%
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No	70.59%
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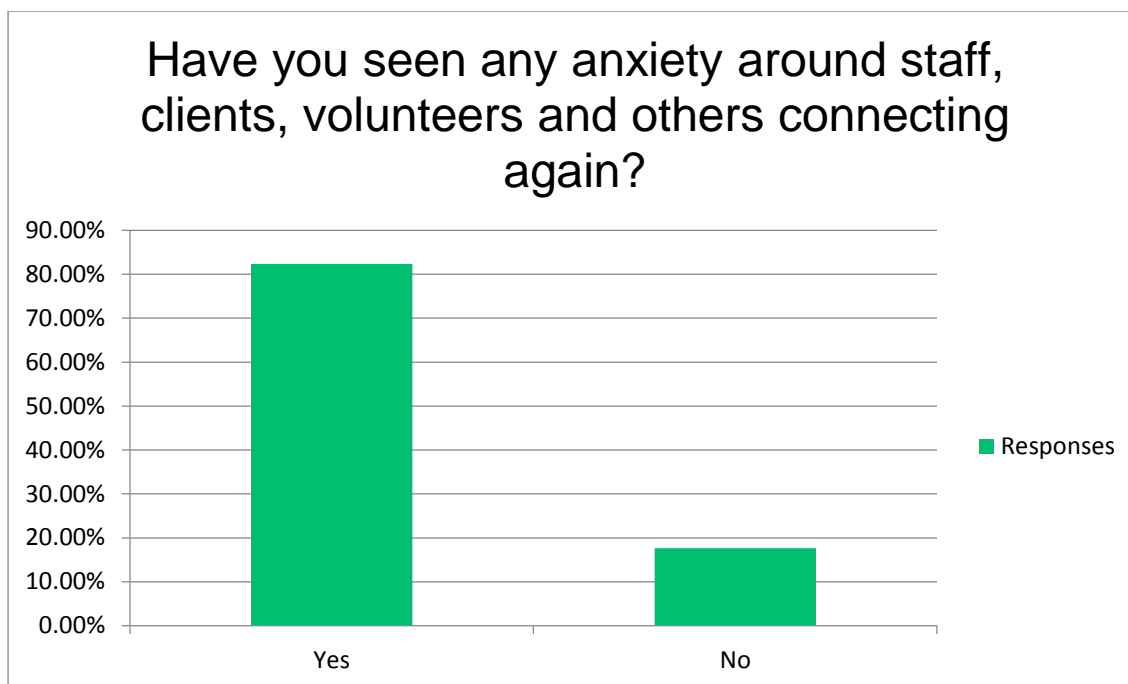


Please give examples of impact:

- We have had a couple of clients who have reported suffering from symptoms of long COVID.
- Some leaders and other officials have left because of the effects of long-COVID, including, in one case, a stroke in a person in their early 40s.
- Our newly recruited volunteer has long COVID so I'm reluctant to demand too much.
- Due to the age of our clients it is difficult to gauge if it is a period of less mobility, age or long COVID that has had an impact on them. We believe there has been a mixture of the above.

**Question 19:** Have you seen any anxiety around staff, clients, volunteers and others connecting again?

Yes	82.35%
No	17.65%



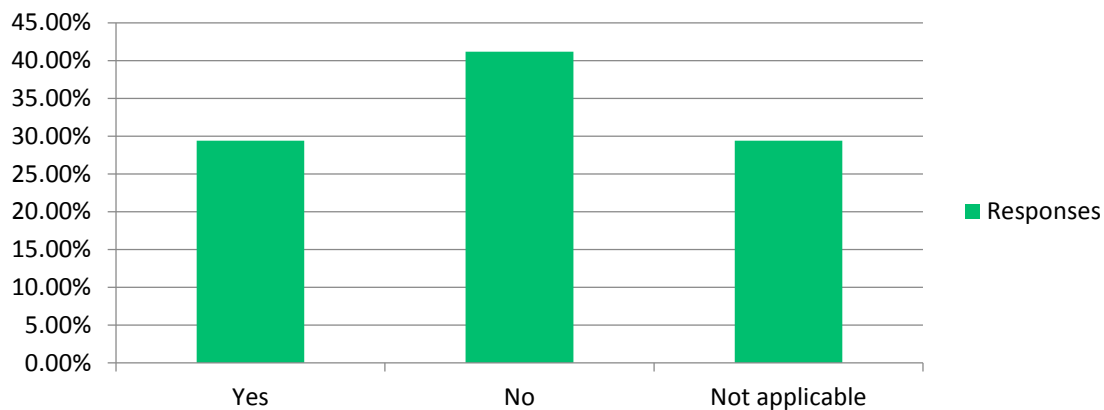
Please share examples, particularly those that you feel may affect community cohesion:

- One example is in our befriending service where we are trying to organise a Christmas get together for our volunteer befrienders. We canvassed them to see if they would prefer a face-to-face or online gathering. We got a mixed response.
- Many clients wanted to get back to face2face groups again in the outside but the summer weather this year affected some planned days more than usual. A few clients were and still are hesitant to do any face2face groups. Now the autumn is here more clients seem to be wanting to meet face2face as long as they know all COVID safety rules are being applied when in a room hired building, as so many were struggling with the isolation and loneliness.
- Our volunteers have generally been very keen to return to the office to be able to enjoy the social aspect of volunteering and to be able to access support & supervision more easily.
- Elderly volunteers are reluctant to re-engage.

**Question 20:** Government’s furlough scheme ended on 30 September 2021. Since March 2020, have you furloughed any members of staff?

Yes	29.41%
No	41.18%
Not Applicable	29.41%

Government's furlough scheme ended on 30 September 2021. Since March 2020, have you furloughed any members of staff?



**Question 21:** How many members of staff, who have previously been furloughed, are not continuing their employment with you from 1 October 2021?

Only 5 of the 17 responding answered this question. Total number of staff who have previously been furloughed and did not continue their employment from 1 October 2021 was 5.

**Question 22:** Is there anything else you would like to add?

- It's not been easy to complete this form as our work has been held back by COVID in some areas whilst we have been creative in others. I like to stick with the positives mainly.
- Yes, no-one seems to have picked up on the increase we are seeing in children/young people not in education or employment. We did a survey in the spring on the effects COVID had on already disadvantaged families and were shocked that more than 10% of our families now have at least one (some more) under 18's not in education or employment.
- Our service is run on a totally voluntary basis with very little overheads which has given us an advantage. We also worked very hard during look downs to communicate with our walkers and to encourage them to exercise in different ways. We were also able to start our walks up as soon as we were allowed to owing to our good organisational skills, communication with our volunteers and their dedication.