

## Northumberland VCS Assembly COVID-19 Impact Survey

### Introduction

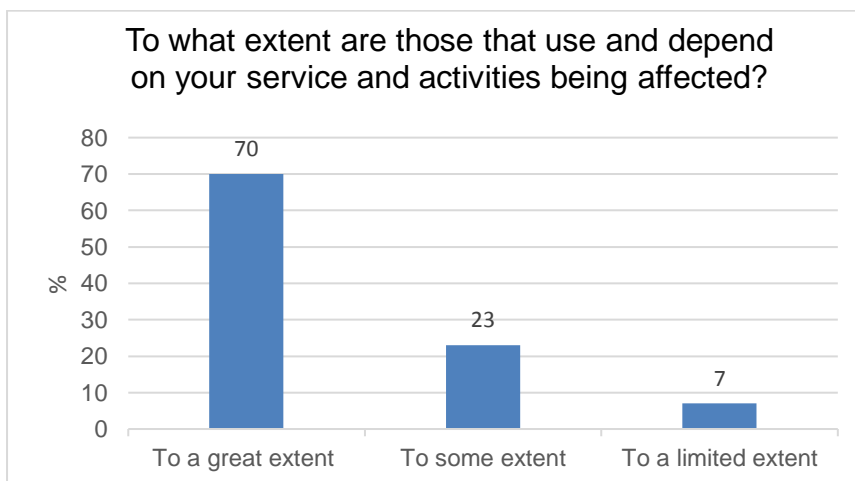
The purpose of the survey was to get a better understanding of the impacts being felt by VCS organisation in Northumberland due to the COVID-19 crisis and the support and guidance needed.

Northumberland VCS Assembly are very aware of the difficulties many organisations are facing at this current time and would like to thank all the voluntary and community groups that took the time to respond to the survey.

74 organisations responded in total ranging from small volunteer led organisations to larger fully staffed organisations.

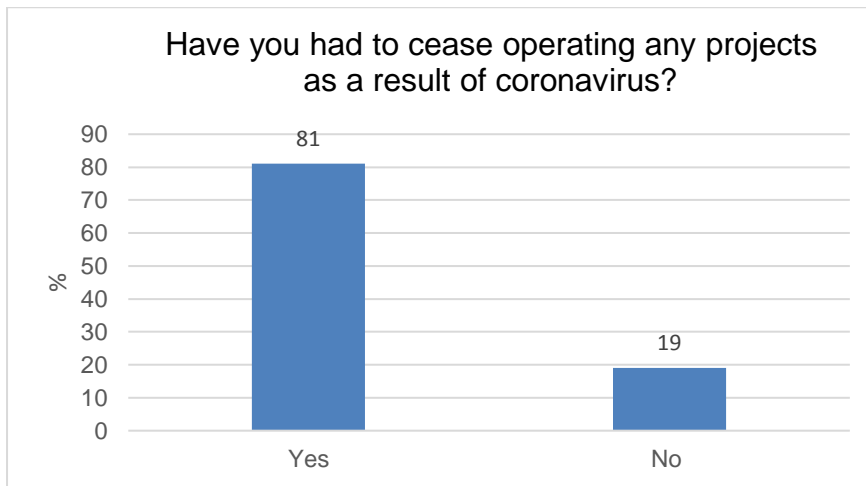
### Impact on Service users

Organisations were asked to what extent people that use and depend on their service and activities were being affected. 52 (70%) of the 74 organisations considered that users were being affected to a great extent and only 5 (7%) stated to a limited extent.

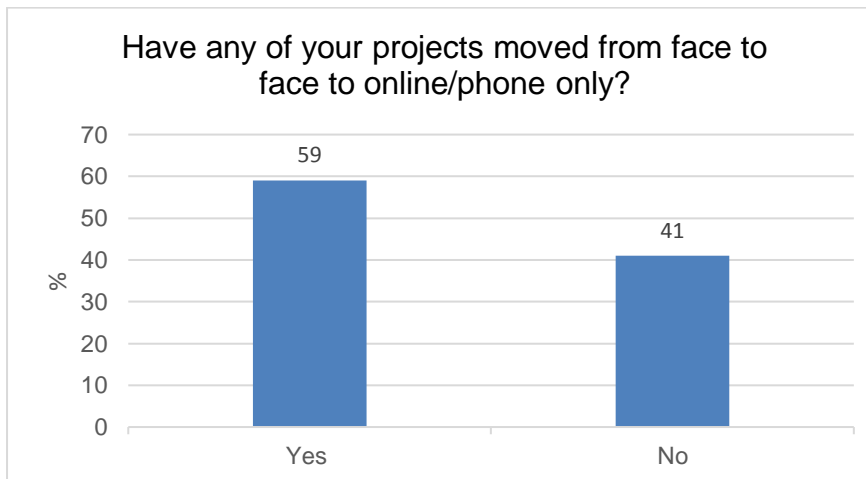


## Changes in service provision

A large number, sixty (81%) organisations have had to cease operating some of their projects as a result of the coronavirus crisis.

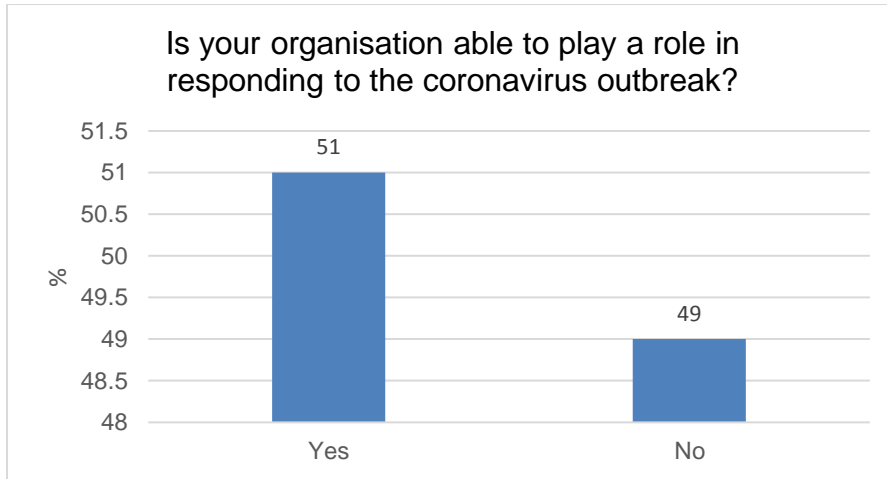


Well over half of organisations have moved projects from face to face to online/phone only. 44 (59%) of organisations have done this.



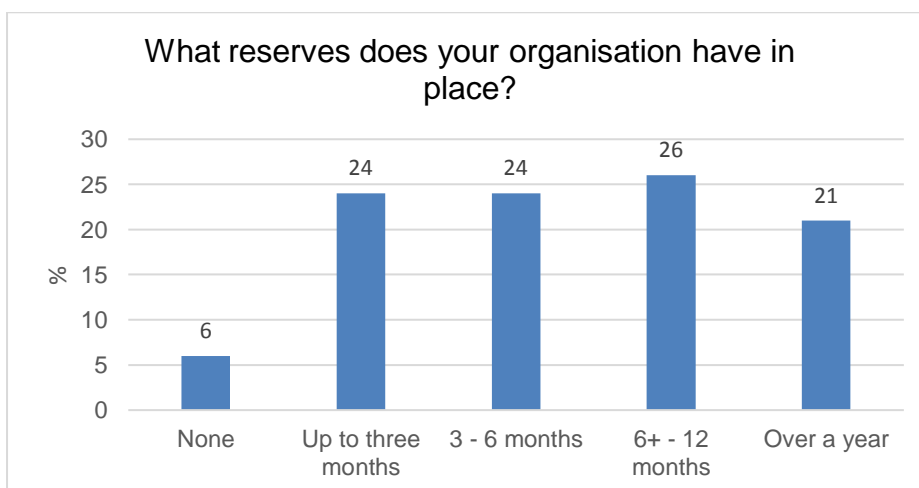
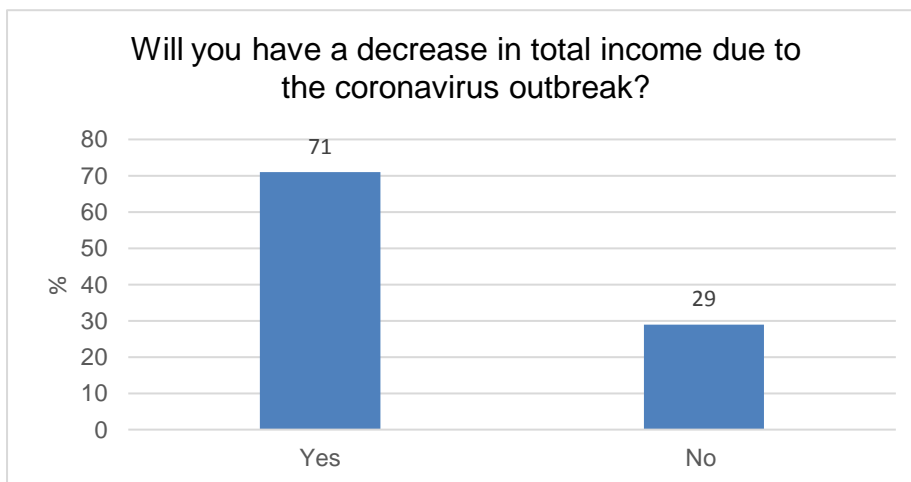
## Role in responding to coronavirus outbreak

Organisations were asked if they were able to play a role in responding to the coronavirus outbreak and over half of organisations, 38 (51%) stated they were able to do this. The main ways in which organisations were helping included contacting service users and other vulnerable people needing support by phone, food and other essentials collection and distribution and information and advice each stated by over ten organisations. Other help provided include facility provision, providing products and services, digital content and supporting the NHS.



### Impact on income

Fifty-two (71%) organisations stated that the coronavirus outbreak would have an impact on their total income. Organisations were also asked what reserves they had in place and this was quite variable. Around a quarter of organisations each had up to 3 months, 3 months to 6 months and 6+ months to a year respectively. A fifth of organisations had over a year and four organisations had no reserves.



## **Challenges for organisations**

Organisations were asked what the major challenges were for their organisation's resilience/sustainability over the coming 3 – 6 months. By far the greatest challenge was the loss of income and needing funding mentioned by 25 organisations. Another major challenge was projects being on hold and whether able to recover when the pandemic was over. This was stated by thirteen organisations. Ten organisations mentioned maintaining healthy and safe staff and volunteers. Keeping in touch with service users was stated by a further eight respondents. Other challenges mentioned by three or less respondents were competition for funding, increased demand on services, unused overheads and needing volunteers.

## **Support required**

Organisations were asked what support and assistance they required at this time. By far the main request was for funding advice stated by 25 organisations. Other support required stated by three or less was more volunteers, information sharing and improved partnership working. Individual requests included advice on furloughing part-time posts, access to PPE, better IT support, help from supermarket delivery systems and support from network.

Organisations requiring support have been contacted to provide them with information that could assist them.