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Impact Evaluation of the Coronavirus Community Support Fund

Annexes to the Final Report

Ipsos MORI: Meera Craston, Raynette Bierman, Susan Mackay, Daniel Cameron, Rebecca Writer-Davies and Dylan Spielman

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Introduction

Ipsos MORI, in partnership with New Philanthropy Capital (NPC) and The Tavistock Institute of Human Relations (TIHR), was commissioned to undertake an evaluation of the Coronavirus Community Support Fund (CCSF). The CCSF was targeted at small and medium sized community organisations delivering activities and support to people affected by the COVID-19 crisis.

The evaluation was made up of three inter-related strands of work:

- An **impact strand** to assess the difference the CCSF has made to the organisations that are funded, the people and communities that are supported, the volunteers and wider society
- A **process strand** to understand how the funding process has worked
- A **value for money strand** (VfM) to assess the value to the public purse that the funding achieves.

A fourth strand of work was also commissioned, which aimed to generate a range of **real-time learning** opportunities and outputs throughout the life of the programme for the benefit of grantholders.

The results of each of the four strands of work have been summarised in distinct reports, which are available to read and download on the [Insights page of The Fund's website](#).

This document provides supporting Annexes for the Final Report of the Impact Evaluation of the CCSF covering:

- **Methodology:** sets out the approach taken to the impact evaluation.
- **Data tables:** presents a comprehensive set of data tables that are referenced throughout the impact evaluation report.
- **Taxonomy:** sets out the evaluation taxonomy that was developed during the scoping stage, which has been used to underpin the analysis presented in the impact evaluation report.

Annex A: Methodology

Introduction

This section details the approach that was taken to the impact evaluation of the CCSF. It covers the evaluation design phase, construction of hypotheses, quantitative and qualitative data collection, contribution analysis, role of the Expert Evaluation Advisory Group (EEAG) and Quality Assurance processes.

Design Phase

The evaluation began with a comprehensive design phase, which was undertaken between July 2020 and October 2020. The purpose of this phase was to develop the strategic framework for the evaluation and an integrated approach to delivery of each strand. The design phase incorporated the following activities:

- **Desk review** – of relevant background documentation on the CCSF, including grant application forms, grant decision making protocols and guidance, and customer journey documentation illustrating the grant making life cycle.
- **Review of monitoring information** – a comprehensive review of the information collected during the CCSF application process was undertaken i.e. the CCSF-related elements of the Fund's Grant Management System (GMS).
- **Familiarisation consultations** – a series of consultations were held with key stakeholders from the Fund, including members of the senior team accountable for delivery of the CCSF, the Heads of Information and Performance & Planning, the Senior Head of Knowledge & Learning and an England Development Manager.
- **Evidence and secondary data review** – a range of externally available data and evidence was reviewed, including Charity Commission and Companies House data, and the Charity Commission's 2019 report, *Value of the Charity Sector* (prepared by Frontier Economics), and NCVO's most recent Civil Society Almanac.
- **Development of a Theory of Change, grantholder taxonomy and evaluation framework** – the findings from the desk review and consultations were brought together to inform the development of three underpinning frameworks which formed the basis of the evaluation – a Theory of Change, a grantholder taxonomy and an associated evaluation framework.
- **Series of workshops** – each of the three draft frameworks were shared and discussed at a series of three workshops held with stakeholders from both the Fund and DCMS, following which further refinements were made to the frameworks to reflect the feedback.
- **Critical appraisal from the External Evaluation Advisory Group (EEAG)** – the evaluation structure, design and approach were critically appraised by the EEAG, which was made up of a group of four experts who collectively offered extensive sectoral and methodological experience.

The findings from the design phase were written up into a scoping and design report, which provided the overarching framework for the evaluation.

Construction of hypotheses

The design phase of the evaluation incorporated the development of a set of strategic frameworks to underpin the evaluation. The first of these was a Theory of Change (ToC) for the CCSF, which set out how the programme's inputs and activities were expected to result in the intended outcomes and impacts. The causal chains in the ToC – that described how the programme intended to achieve its aims – were framed as a set of hypotheses to be tested by the evaluation. These were designed to ladder up to an overarching hypothesis, which closely aligned to the two objectives of the CCSF – see Box 1.

Box 1: Overarching programme hypothesis

The CCSF has funded organisations that have identified and worked with the individuals and communities who have been disproportionately affected by COVID-19. These organisations have funded activities that have assessed immediate needs, delivered appropriate support/activities and achieved positive outcomes for individuals and communities. By funding this work, the CCSF has also contributed to the financial health, capacity and capability of some organisations.

The additional hypotheses set out how the CCSF was expected to contribute to intended outcomes for grantholders, staff, volunteers and people and communities. These were designed to sit under the overarching hypothesis to disaggregate the elements that underpin this. By collecting evidence against each of these individual hypotheses, the evaluation sought to aggregate evidence to test the overarching hypothesis. The associated CCSF Impact Evaluation Report provides an assessment of the evidence against each of the individual and overarching hypotheses.

Data collection – quantitative

Grantholder survey

Ipsos MORI sent an email invitation to all CCSF grantholders in the sixth month of their grant asking them to participate in an online survey. A total of **6,712** responses were received from 8,171 eligible grantholders, representing a response rate of **82%**.

The grantholder survey launched in November 2020 and was emailed to a cohort of grantholders each month identified as having reached the sixth month of their grant (based on their grant start date). The final wave of the survey was issued in April 2021. Information on the grantholders required for sampling and survey administration was taken from the Fund's Grantholder Management System. This included organisation contact details, and information about the project to pre-populate in the online script and determine survey routing. Following the initial invitation, three reminders were issued to grantholders over a two-week period. The timings for each reminder were flexible; they were sent as and when there was a notable drop in response rates. Grantholders who still didn't respond after three email reminders were followed up with a phone call to encourage participation.

Volunteer survey

The evaluation incorporated an online survey of volunteers who worked with grantholder organisations during the period of their grant. **A total 9,466 volunteers took part in the online survey.** The survey was hosted by Ipsos MORI and distributed by grantholders, who were asked to send survey links to their networks of volunteers. This means that it is not possible to calculate a response rate for the survey, as there is no record of how many people were invited to participate in the survey.

As with the grantholder survey, the volunteer survey launched in November 2020 and was issued to a cohort of grantholders each month until April 2021. The monthly sample was drawn from those identified

as having reached the fifth month of their grant (based on their grant start date), although there were some variations to this due to timings (including for the first and last waves of the survey). However, all grantholders were invited to participate at some point after the fifth month of their grant and emailed with a unique 'open' link to pass on to their volunteers, alongside a template email to send on. There was no limit on the number of volunteers who could respond using each link.

Data collection – qualitative

Interviews with grantholders

The evaluation incorporated **266** qualitative follow-up interviews by video call or telephone call (depending on their preference) with a sample of grantholders who took part in the initial online survey following the end of their grant. The purpose of the qualitative interviews was to gather in-depth insights into grantholders' experience of accessing funding through the CCSF, what they delivered as a result and perceptions of the impact this had on their organisation, their staff and volunteers, and the people they supported. The evidence gathered was used to supplement the quantitative data collected through the surveys, facilitating a more detailed understanding, explanation and narrative on the effectiveness and impact of the CCSF.

The interviews were conducted between January and April 2021. Grantholders were recruited from those who completed the grantholder survey and agreed to be re-contacted for this purpose. The sampling approach was informed by the grantholder taxonomy (see Annex C) and accompanying analysis of GMS and survey data. A set of 'hard' and 'soft' quotas were developed to ensure those selected were a good cross-section of all grantholders in terms of size of grant, scale of delivery, geography, target beneficiaries and type of activities / support delivered.

Case studies

Further qualitative insights into the impact of the funding was gathered through **33** in-depth case studies. These 33 grantholders were selected from the 266 grantholders who took part in the follow-up video / telephone interviews. The case studies incorporated interviews with a wider group of stakeholders, included **72** staff, **25** partner organisations, **28** volunteers and **49** beneficiaries.

The case studies were identified and recruited through the qualitative interviews with grantholders and were delivered between March and May 2021. Interviewees were asked to confirm that they would be happy to be re-contacted for this purpose. A **purposive sampling approach** was taken to the selection of the case studies, ensuring a mix by different types of beneficiary outcomes reported and other characteristics, such as activities delivered and target beneficiary groups.

The purpose of the case studies was to demonstrate the different **routes to impact** arising from the grants awarded in order to further test the assumed causal mechanisms within the Theory of change and to inform and strengthen the impact evaluation. They were also used to highlight examples of good practice and / or transferrable learning by different types of activities delivered and/or beneficiary types.

Additional sources of secondary data

The impact evaluation also drew upon two types of secondary data sources:

- Data from The Fund's Grantholder Management System (GMS) – that contained data gathered during the CCSF application process.

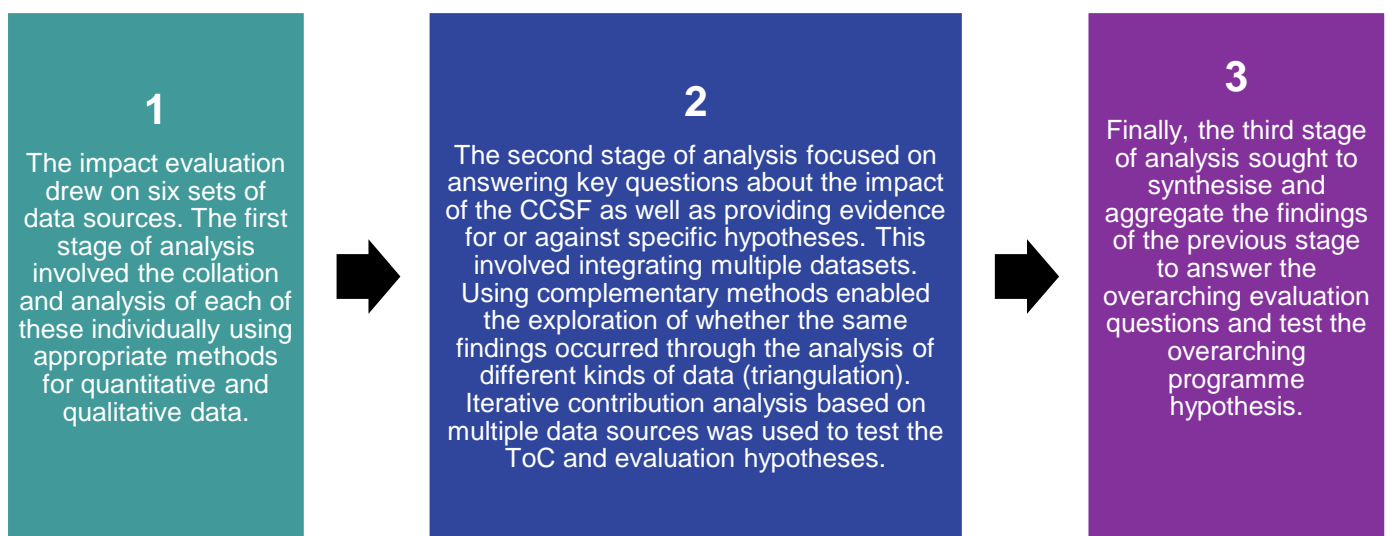
- Published secondary data sources including information gathered from Companies House, the Community Life Survey, NCVO and the Office for National Statistics (ONS).

Contribution Analysis

Overarching analytical approach

A theory-based approach was taken to the impact evaluation based on contribution analysis, which involved gathering evidence to test the ToC for the CCSF to see if the evidence supported the proposed causal chains. The ToC and evaluation hypotheses provided the foundation for the analytical approach. The taxonomy (see Annex C) also provided an important framework for analysis by providing a meaningful way to segment the data by various characteristics. There were three stages involved in the analysis of the data collected – see Figure A.1 with further detail provided in the sections that follow.

Figure A.1: Levels of analysis



Quantitative data analysis

Quantitative data was collected from multiple sources, including the:

- Grantholder survey.
- Volunteer survey.
- Grantholder Management System (data shared by The Fund).
- Secondary data sources e.g. Companies House data.

A comprehensive dataset was developed for each of the above data sources, which provided descriptive findings to inform both the process and impact evaluation strands, including evidence on the activities, outputs and outcomes of the ToC.

In addition to providing descriptive findings for total respondents, the analysis involved cross-tabulation to look at the results by segments. The taxonomy (detailed in Annex C) provided an initial set of segments to enable meaningful analysis of sub-groups. This was complemented by further examination of characteristics, or combinations of characteristics, where appropriate. This involved data-linking between datasets using unique IDs, for example, linking grantholder survey responses with the GMS

data. By cutting the data into meaningful groups, it was possible to observe notable differences in results across segments. Key themes and patterns were then drawn out to inform the next stage of analysis.

Approach to extrapolation

Findings from the grantholder survey were extrapolated to estimate the overall figures among all grantholders¹. This assumes that the findings among those who did not respond to the survey would have been replicated proportionally among those grantholders that did respond to the survey. The high survey response rate (82%) and the similarity between the profiles of grantholder survey respondents and all grantholders suggests this is a reasonable assumption (see Table 1.2 in Annex B).

Surveys results are provided in the report alongside estimated extrapolated data as percentages. Where figures do not add up to 100% this is the result of computer rounding or multiple responses. An asterisk (*) indicates a score of less than 0.5% but greater than zero.

Secondary data analysis

Comparative data was drawn from DCMS's Community Life Survey², ONS's Opinions and Lifestyle Survey³ and the NCVO research undertaken to understand the impact of volunteering⁴. Where applicable, this was used to provide a set of national benchmarks against which to compare the primary data collected as part of the evaluation.

In addition, a matching exercise using the company number provided by most CCSF applicants (which was present in the GMS) was undertaken to gather information from the Companies House dataset about their operating status data in July 2020 and July 2021. This produced a 96% match rate for successful CCSF applicants and an 83% match rate for unsuccessful applicants, which can be explained by the greater degree of scrutiny that the former were subject to as part of the application process. This data was used to understand the extent to which the operating status of successful and unsuccessful applicants had changed over the one-year period and to draw a comparison between their closure/potential closure rates.

The evaluation also explored the potential use (via a similar matching process) of data drawn from the Charities Commission to supplement the 'theory-based' impact evaluation approach and provide a means of further assessing the extent to which the CCSF supported organisations to remain financially viable. However, given the time lags associated with this dataset, which implied that the most interesting data would not be available for at least 6-9 months post the end of the evaluation period, this analysis was not pursued.

Cluster-based analysis

A data driven cluster or segmentation analysis was developed to explore the feasibility and associated value associated with assigning grantholders into discrete / non-overlapping segments. The segments were derived using latent class analysis (LCA); LCA involves specifying, in advance, the number of

¹ The extrapolations have been calculated assuming that the numeric figures would increase proportionately for the grantholders who did not respond to the survey (i.e. by dividing the key numeric figures by the response rate and multiplying by 100).

² Data from the Community Life Survey 2018/19, fielded April 2018 to March 2019 <https://www.gov.uk/government/statistics/community-life-survey-2018-19>

³ Data from the ONS Opinions and Lifestyle Survey, fielded 9 – 13 June 2021

<https://www.ons.gov.uk/peoplepopulationandcommunity/healthandsocialcare/healthandwellbeing/bulletins/coronavirusandthesocialimpactsongre-atbritain/18june2021>

⁴ Understanding the impact of volunteering on volunteers, NCVO, March 2018

https://www.ncvo.org.uk/images/documents/policy_and_research/Impactful-volunteering-understanding-the-impact-of-volunteering-on-volunteers.pdf

classes, i.e. segments, which will be used in the segmentation solution. A probability is then calculated for each of the variables belonging to each class.

The variables used to create the segmentation were taken from the responses to three questions in the Grantholder survey: Q3: activity type; Q7: target groups; Q13: outcomes.

To determine the appropriate number of segments a series of LCA models was run starting first with three latent classes and then incrementing the number of classes by one, up to a maximum of eight classes. The inverse entropy statistic was used to identify which solution provided a better fit. This found a 6-class solution to be preferable; with 83% entropy reached.

The 6-class solution proved challenging to interpret. For example, two of the segments which accounted for approximately a third of the sample provided “General” or “Universal” support, implying they provided all forms of activities/support to targeted groups; resulting in all outcomes. Other segments demonstrated greater levels of specialisation; one particularly focused on supporting children and young people; and another focused-on material and welfare support to families in financial hardship. However, overall, the results of the exercise demonstrated the significant level of heterogeneity of grantholders, their services, and the populations they have served.

For this reason, a decision was made to detail the results of the segmentation in a distinct spotlight paper as opposed to including it in the impact evaluation report.

Qualitative data analysis

The evaluation involved handling and analysing large volumes of qualitative data from the interviews with grantholders and case studies. To ensure a transparent, comprehensive and rigorous approach, qualitative data was managed and analysed using the industry gold-standard CAQDAS⁵ tool, NVivo 11.

Key elements of our approach to analysing the qualitative data are detailed below.

- All interviews were **transcribed** to ensure accuracy in the write-ups.
- At the **data management stage**, we reviewed, sorted, labelled (‘coded’) and synthesised the raw data culminating in the creation of a thematic framework – a series of headings and sub-headings under which data are attached. The use of data extraction templates based on the ToC, and the hypotheses facilitated a systematic approach to the analysis.
- Setting up the **thematic framework** in NVivo11 facilitated quality control, ensuring the analysis was comprehensive and rigorous.
- The development of the descriptive framework was complemented by ongoing team discussions and **analysis sessions** in which emerging insights were discussed and shared.
- Following data management, the **interpretive phase** incorporated comparison and pattern analysis to refine and relate categories or themes; using divergent views and negative cases to challenge generalisations. This culminated in two different types of account: (1) **Descriptive accounts** which included, for example, experiences of different types of grantholders in accessing the funding and how they used this to enhance / expand / adapt their services; (2) **Explanatory accounts** in which we built explanations about why the data took the forms that were found, and wider applications of the evidence – for example, accounts of linkages between delivery

⁵Computer Aided Qualitative Data Analysis

approaches and outcomes, which enabled detailed exploration of the causal chains in the ToC (informing the contribution analysis).

NVivo also enabled the linking of the qualitative data to quantitative data, providing the opportunity to explore sub-group differences and similarities by applying the segments.

Synthesis and aggregation

The final level of analysis focussed on synthesising the findings across the evaluation to provide an assessment of the overall impact of the CCSF and to test the overarching programme hypothesis based on a contribution analysis approach. As noted, given the large-scale nature of the CCSF and significant heterogeneity in its uses, it was necessary to develop multiple sub-hypotheses to permit a higher level of scrutiny. While this disaggregation was critical to the evaluation approach, it was equally important to synthesise the findings to provide an overall judgment of how well the CCSF performed in terms of its overarching aims and objectives.

The aggregation was done by mapping evidence to each evaluation hypothesis, which was then combined to provide an overall assessment of evidence against the overarching hypothesis. This involved assessing which elements of the overarching hypothesis were supported by more robust evidence (meaning we could be more confident in the findings), compared with any elements that were less supported by evidence and where there were alternative explanations (i.e. other factors that could also have contributed to observed outcomes).

Role of the Evaluation Expert Advisory Board

Critical appraisal and input was provided by an Evaluation Expert Advisory Group (EEAG). The EEAG was made up of four experts collectively offering extensive sectoral and methodological experience and expertise. They were:

- **Dan Corry**, Chief Executive of New Philanthropy Capital.
- **Geoff White**, Associate of Ipsos MORI and former Chief Economist and Director at SQW.
- **George Barrett**, Associate of Ipsos MORI and former Chief Economist and Research Director for the Ecorys Group / ECOTEC.
- **Professor John Mohan**, Director at the Third Sector Research Centre.

The EEAG provided advice and guidance at key stages throughout the evaluation, including at the design, interim and final reporting stages. This involved the evaluation team sharing early draft outputs or key and emerging findings and the EEAG providing written and / or verbal feedback on these, including through facilitated discussions. The EEAG was also used as a sounding board for advice and guidance on specific methodological issues, such as the extent to which it would be possible to assess displacement and substitution effects.

Quality Assurance processes

All evaluation outputs, including reports, presentations and datasets (and all assumptions or modelling work underpinning these outputs) have been subject to a thorough staged review process to ensure they are of the highest quality and represent the evaluation findings accurately and fairly.

This has involved all reports, presentations and datasets being subject to:

- A full data check on all quantitative findings to ensure the figures are correct.
- An initial review by the nominated strand lead from the CCSF Evaluation Leadership Team.
- A second review by the Project Manager to ensure alignment with the overarching evaluation objectives.
- Final review and approval by the Project Director.

The Managing Director of the Ipsos MORI Social Research Institute also provided additional quality assurance where required, including for the final evaluation reports.

Annex B: Data Tables

Introduction

Table 1.1: Validating self-reported numeric data in the grantholder survey

Question number	Data collected	Validation approach	Outcome
Q8	Number of beneficiaries supported as a result of the funding	<p>Any grantholder reporting 10,000 beneficiaries or more reviewed by TNLCF Funding Officers and EDA delegates where relevant. Recommendations from Funding Officers taken as final.</p> <p>Funding Officers made recommendations based on the project summary, alongside any knowledge they had of previous projects delivered by the grantholder.</p> <p>Any grantholder reporting 5,000 – 9,999 beneficiaries reviewed by Ipsos MORI. Data reviewed by two members of the project team to confirm decision.</p> <p>Ipsos MORI reviewed the data versus other survey variables, focusing the review on type of activity delivered, delivery model, intensity and grant size.</p>	<p>231 data points reviewed</p> <p>203 confirmed</p> <p>28 removed</p>
Q18	Number of volunteers worked with as a result of the funding	<p>Any grantholder reporting 1,000 volunteers or more reviewed by TNLCF Funding Officers and EDA delegates where relevant. Recommendations from Funding Officers taken as final.</p> <p>Funding Officers made recommendations based on the project summary, alongside any knowledge they had of previous projects delivered by the grantholder.</p>	<p>12 data points reviewed</p> <p>7 confirmed</p> <p>5 removed</p>
Q32	Number of staff recruited	Any grantholder reporting 100 staff or more reviewed by TNLCF Funding Officers. Recommendations from Funding Officers taken as final.	<p>1 data points reviewed</p> <p>0 confirmed</p> <p>1 removed</p>
Q35	Number of additional staff hours per week	Any reporting more than 150 staff hours reviewed by TNLCF. Recommendations from TNLCF taken as final.	<p>6 data points reviewed</p> <p>0 confirmed</p> <p>6 removed</p>

Table 1.2 Profile of GS respondents

Grant type	Base group	
	All GS respondents	All eligible grantholders
Base: All with corresponding GMS data on grant amount	6,712	8,171
Simple (£10,000 or less)	64% (4315)	65% (5348)
Standard (£10,001 or more)	36% (2396)	35% (2818)
Median Grant Amount	£10,000	£10,000
Mean Grant Amount	£22,975	£22,822
Base: All with corresponding GMS data on annual income	6,225	7,522
Median Annual Income	£99,883	£96,945
Mean Annual Income	£1.1mn	£1.1mn

Source: Ipsos MORI Grantholder Survey. Information on grant type and income taken from the GMS.

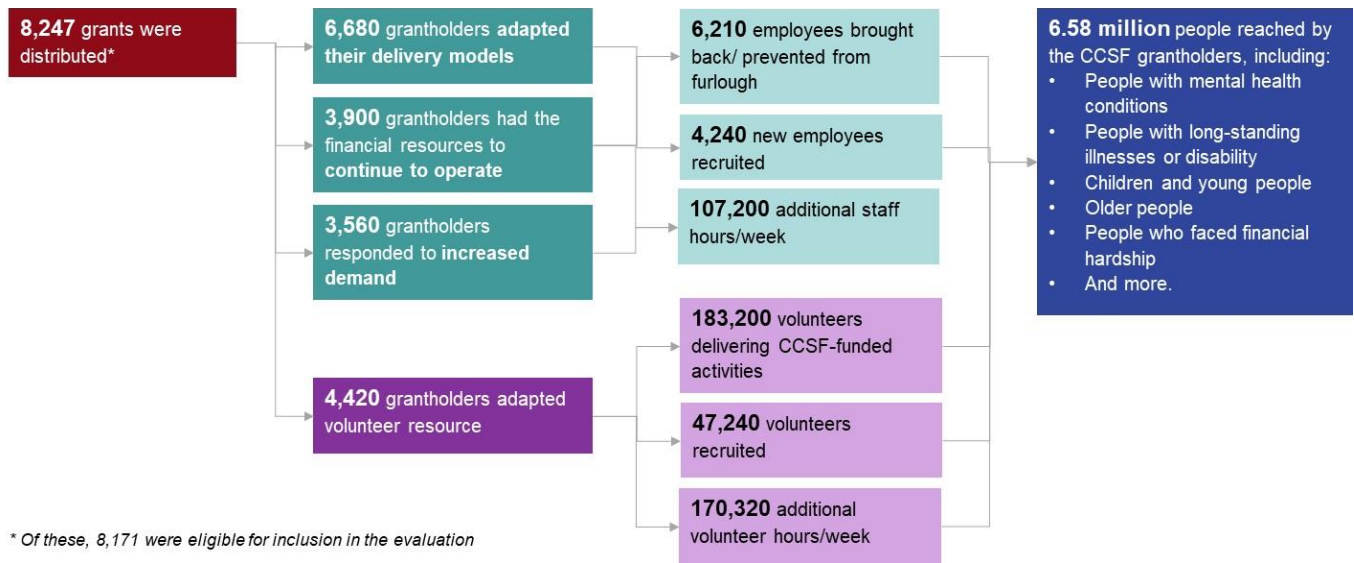
Table 1.3 Numeric data extrapolations

Grantholder survey questions	Description of numeric data	Base for numeric data (number of valid responses from the GS)	Sum of numeric responses from survey data	Extrapolated sum of numeric responses	Upper and lower bounds
Q8/Q9	Beneficiaries reached	6,587	5,406,112	6,584,800	6,289,100 – 6,880,500
Q8/Q9/Q10	New beneficiaries reached	5,902	2,192,242	2,670,200	2,521,500 – 2,818,900
Q18/Q19	Volunteers worked with	5,430	150,400	183,200	177,400 – 189,000
Q21/Q22	Additional volunteers recruited	2,068	38,780	47,240	44,180 – 50,290
Q23b/Q23c	Additional volunteer hours	3,117	139,833	170,320	156,190 – 184,450
Q26/Q27	Maximum staff on furlough	2,702	32,520	39,610	39,460 – 39,760
Q29/Q30	Staff taken off furlough or prevented from being put on furlough using grant funding	1,258	5,101	6,210	6,010 – 6,420
Q32/Q33	Additional staff recruited	1,608	3,484	4,240	4,150 – 4,340
Q35	Additional staff hours per week	2,838	88,017	107,200	104,100 – 110,300
Q40/Q41	Additional grant funding	5,164	£262,775,917	£320,068,000	307,738,000 – 332,399,000

Source: Ipsos MORI Grantholder Survey.

Figure 1.1: Numeric data extrapolations

All the figures shown in the diagram below (with the exception of the total number of grants distributed) are estimates based on an extrapolation of the grantholder survey results.



Source: Ipsos MORI Grantholder Survey

Overview of the CCSF

Table 2.1: Types of activity or support by typical length of beneficiary engagement

For how long does a typical beneficiary usually have ongoing engagement with the activities your organisation delivers?	Which, if any, of the following types of activity or support did your organisation deliver using the grant received from the fund?				
	We provided information, advice and signposting to other support	We provided personal and care services	We provided material and welfare support	We promoted social connections	We provided activities and support for education and learning
Base: All GS respondents who delivered activities face-to-face, by phone, by messaging or via video calls/meetings	3,378	1,721	1,592	2,464	1,297
As a one off	11% (374)	4% (93)	12% (290)	3% (98)	5% (111)
For up to a week	2% (77)	1% (18)	1% (33)	1% (34)	1% (26)
One week up to one month	7% (225)	3% (84)	6% (145)	3% (104)	4% (82)
One month up to two months	6% (189)	7% (186)	6% (136)	4% (136)	7% (138)
Two months up to three months	7% (241)	12% (319)	9% (218)	7% (253)	10% (209)
Three months or more	65% (2193)	71% (1846)	64% (1512)	82% (2994)	71% (1455)
Don't know	2% (79)	2% (40)	2% (40)	1% (53)	2% (34)

Base: All Grantholder Survey respondents who offered activities/support face-to-face, by phone call, messaging or via video calls/meetings (5,732)

Source: Ipsos MORI Grantholder Survey

Table 2.2: Delivery modes by support to individuals, groups and families

	Thinking now about the activities or support your organisation provided as a result of the grant received from the fund.			
	Were the activities or support offered:			
You mentioned that the activities or support delivered by your organisation as a result of the grant received from the fund were offered by/via [type of contact]. Which, if any, of the following types of contact did you offer to beneficiaries?	By phone call	Via video calls/ meetings	Face-to-face	By messaging (e.g. text messages, email or WhatsApp)
All CCSF grantees who offered support by phone call, via video calls/meetings, face-to-face, and by messaging	4,128	3,941	3,520	3,311
One to one activities or support	93% (3,846)	68% (2,696)	80% (2,822)	82% (2,712)
Group support (groups of fewer than 10)	18% (756)	62% (2,457)	46% (1,630)	35% (1,161)
Group support (groups of 10 or more)	10% (411)	51% (2,012)	20% (718)	33% (1,100)
Support to family groups	28% (1,164)	30% (1,188)	35% (1,246)	31% (1,028)
In another way	5% (201)	5% (190)	12% (412)	6% (194)
Don't know	*	*	*	*
	(7)	(9)	(2)	(7)

Base: All GS respondents who offered support by phone call (4,128), via video calls/meetings (3,941), face-to-face (3,520), and by messaging (3,311)

Source: Ipsos MORI Grantholder Survey

Table 2.3: Number of direct beneficiaries reported to have been supported as a result of the CCSF funding by organisational income and grant type

Grant type	Number of beneficiaries supported	Organisation income				
		All	Micro (less than £10,000)	Small (£10,000 to £100,000)	Medium (£100,000 to £1m)	Large, Major and Super-major (more than £1m)
All	Base	6,113	604	2,449	2,418	642
	Mean	820	599	606	853	1,717
	Median	140	100	108	177	267
Simple (£10,000 or less)	Base	3,786	544	1,894	1,190	158
	Mean	568	500	549	634	547
	Median	101	87	100	120	98
Standard (£10,001 or more)	Base	2,327	60*	555	1,228	484
	Mean	1,229	1,504	802	1,066	2,098
	Median	250	129	190	250	354

*Small base size (n<100)

Base: All GS respondents that provided an estimate of the number of beneficiaries supported (6,113)

Source: Ipsos MORI Grantholder Survey

Table 2.4: Number of beneficiaries directly supported as a result of the CCSF funding by type of activity

Which, if any, of the following types of activity or support did your organisation deliver using the grant received from the fund?	Number of beneficiaries supported	
	Median	Mean
All	136	845
We provided information, advice and signposting to other support	180	1,001
We provided personal and care services	120	665
We provided material and welfare support	210	880
We promoted social connections	150	871
We provided activities and support for education and learning	135	737
Other	133	782

Base: All GS respondents who used the funding to adapt existing services, develop new services, or respond to an increase in demand during the Coronavirus pandemic and were able to give a number or range of beneficiaries supported (5,986)

Source: Ipsos MORI Grantholder Survey

Table 2.5: Number of new beneficiaries directly supported as a result of CCSF funding by organisational income and grant type

Grant type	Number of <u>new</u> beneficiaries supported	Organisation income				
		All	Micro (less than £10,000)	Small (£10,000 to £100,000)	Medium (£100,000 to £1m)	Large, Major and Super-major (more than £1m)
All	Base	5,452	553	2,239	2,140	520
	Mean	369	379	283	384	670
	Median	53	40	45	66	96
Simple (£10,000 or less)	Base	3,396	493	1,722	1,055	126
	Mean	261	304	240	286	177
	Median	40	38	38	43	40
Standard (£10,001 or more)	Base	2,056	60*	517	1,085	394
	Mean	548	995	426	480	827
	Median	100	78	86	98	124

*Small base size (n<100)

Base: All GS respondents who have supported some new beneficiaries (5,452)

Source: Ipsos MORI Grantholder Survey

Table 2.6: Average number of volunteers worked with during the time period of the grant from the CCSF by organisation income

– Average number of volunteers worked with during the time period of the grant from the CCSF	How many volunteers did your organisation work with as part of your grant from the CCSF?					
	All grantholders	Micro (less than £10,000)	Small (£10,000 to £100,000)	Medium (£100,000 to £1m)	Large (£1m to £10m)	Major / Super Major (£10m or more)
Base: All GS respondents who worked with volunteers	5,430	550	2,190	1,884	347	43*
Median	10	8	10	12	17	21
Mean	28	13	20	37	52	121

* Small base size (n<100)

Base: GS respondents who worked with volunteers

Source: Ipsos MORI Grantholder Survey and TNLCF Grant Management System (organisation income)

Table 2.7: Average number of volunteers worked with during the time period of the grant from the CCSF by size of grant

– Average number of volunteers worked with during the time period of the grant from the CCSF	How many volunteers did your organisation work with as part of your grant from the CCSF?		
	All grantholders	Simple	Standard
Base: All GS respondents who worked with volunteers	5,430	3,550	1,879
Median	10	10	15
Mean	28	20	42

Base: GS respondents who worked with volunteers

Source: Ipsos MORI Grantholder Survey and TNLCF Grant Management System (grant size)

Table 2.8: Average number of additional volunteer hours made available per organisation as a result of the grant received from the CCSF by organisation income

– Average number of additional volunteer hours made available per organisation as a result of the grant received from the CCSF	Approximately how many <u>additional</u> volunteer hours per week were given to your organisation as a result of the grant from the CCSF?					
	All grantholders	Micro (less than £10,000)	Small (£10,000 to £100,000)	Medium (£100,000 to £1m)	Large (£1m to £10m)	Major / Super Major (£10m or more)
Base: All GS respondents who used the grant received to increase volunteer hours	3,117	334	1,302	1,009	191	22*
Median	13	10	12	19	20	37
Mean	45	22	28	67	67	443

*Small base size (n<100)

Base: GS respondents who worked with volunteers and used the grant received to increase volunteer hours

Source: Ipsos MORI Grantholder Survey and TNLCF Grant Management System (organisation income)

Table 2.9: Average number of additional volunteer hours made available per organisation as a result of the grant received from the CCSF by size of grant

Average number of additional volunteer hours made available per organisation as a result of the grant received from the CCSF	Approximately how many <u>additional</u> volunteer hours per week were given to your organisation as a result of the grant from the CCSF?		
	All grantholders	Simple	Standard
Base: All GS respondents who used the grant received to increase volunteer hours	3,117	2,034	1,083
Median	13	11	20
Mean	45	31	71

Base: GS respondents who worked with volunteers and used the grant received to increase volunteer hours

Source: Ipsos MORI Grantholder Survey and TNLCF Grant Management System (grant size)

Table 2.10 Financial profile of exclusive grantholder sub-groups

Grant type	Base group			
	All GS respondents	To ensure my organisation had the financial resources to <u>continue to operate</u> during the COVID-19 pandemic (exclusive) (1a/b)	To help my organisation respond to an <u>increase in demand</u> for its activities during the COVID-19 pandemic (exclusive) (2a)	To help my organisation adapt its delivery models to continue to deliver <u>existing</u> activities or to continue to deliver <u>new</u> activities during the COVID-19 pandemic (exclusive) (2b)
Base: All GS respondents	6,712	523	398	2,016
Simple (£10,000 or less)	64% (4315)	61% (318)	71% (281)	77% (1551)
Standard (£10,001 or more)	36% (2396)	39% (205)	29% (117)	23% (465)
Median Grant Amount	£10,000	£10,000	£9,997	£9,937
Mean Grant Amount	£22,975	£23,891	£19,108	£16,659
Base: All GS respondents	6,225	498	351	1,827
Median Annual Income	£99,883	£115,859	£91,018	£80,000
Mean Annual Income	£1.1mn	£850,884	£1.0mn	£962,086

Base: All GS respondents (6,712)

Source: Ipsos MORI Grantholder Survey. Information on grant type and income taken from the GMS.

Table 2.11: Delivery modes reported by GS respondents

	In which, if any, of the following ways did your organisation use the grant received from the fund?
Thinking now about the activities or support your organisation provided as a result of the grant received from the fund.	All GS respondents
Were the activities or support offered:	
Base: All CCSF grantholders who used the funding to adapt existing services, develop new services, or respond to an increase in demand during the Coronavirus pandemic	6,058
By phone call	68% (4128)
Via video calls/meetings	65% (3941)
Face-to-face	58% (3520)
By messaging (e.g. text messages, email or WhatsApp)	55% (3311)
Through written advice or materials, including on websites	50% (3029)
Via social media (e.g. Facebook or Twitter)	49% (2949)
In another way	16% (992)
Don't know	* (7)

Base: All GS respondents who used the funding to adapt existing services, develop new services, or respond to an increase in demand during the Coronavirus pandemic (6,058)

Source: Ipsos MORI Grantholder Survey

Table 2.12: Self-reported GS respondents' assessment of past and future financial health

	In the years prior to 2020 would you say that:	And over the next year, what do you expect to happen to the income of your organisation as a result of the COVID-19 pandemic?
Base: All GS respondents	6,712	6,712
The income of my organisation remained / will remain broadly the same from year to year	20% (1358)	12% (774)
The income of my organisation remained / will remain broadly the same year to year, but with occasional fluctuations of at least 25%	26% (1770)	28% (1873)
The income of my organisation was growing steadily / will grow steadily	37% (2462)	21% (1392)
The income of my organisation was declining steadily / will decline steadily	12% (828)	27% (1808)
Don't know	4% (294)	13% (865)

Base: All GS respondents (6,712)

Source: Ipsos MORI Grantholder Survey

Table 2.13: Impact of CCSF grant in relation to what would have happened in the absence of CCSF funding by the three grantholder sub-groups

Which of the following applies to your organisation? Without the CCSF grant our organisation...	In which, if any, of the following ways did your organisation use the grant received from the fund?			
	All GS Respondents	To ensure my organisation had the financial resources to <u>continue to operate</u> during the COVID-19 pandemic (exclusive) (1a and b)	To help my organisation respond to an <u>increase in demand</u> for its activities during the COVID-19 pandemic (exclusive) (2a)	To help my organisation adapt its delivery models to continue to deliver <u>existing</u> activities or to continue to deliver <u>new</u> activities during the COVID-19 pandemic (exclusive) (2b)
Base: All GS respondents	6,712	523	398	2016
...would have delivered a similar level of service as we did in the prior six months	5% (305)	5% (24)	8% (31)	6% (111)
...would likely have delivered slightly fewer services than we did in the prior six months	21% (1440)	20% (102)	26% (103)	24% (486)
...would have delivered significantly fewer services than we did in the prior six months	56% (3739)	43% (224)	53% (210)	54% (1088)
...would have had to close or stop services altogether	17% (1116)	31% (160)	12% (47)	14% (285)
Don't know	2% (112)	2% (13)	2% (7)	2% (46)

Base: All GS respondents (6,712)

Source: Ipsos MORI Grantholder Survey

Table 2.14 How organisations used the funding

Which, if any, of the following types of activity or support did your organisation deliver using the grant received from the fund?	Base group		
	All GS respondents	To help my organisation respond to an <u>increase in demand</u> for its activities during the COVID-19 pandemic (exclusive) (2a)	To help my organisation adapt its delivery models to continue to deliver <u>existing</u> activities or to continue to deliver <u>new</u> activities during the COVID-19 pandemic (exclusive) (2b)
Base: All CCSF grantholders who used the funding to adapt existing services, develop new services, or respond to an increase in demand during the Coronavirus pandemic	6,058	398	2,016
We promoted social connections	63% (3793)	36% (142)	57% (1141)
We provided information, advice and signposting to other support	57% (3479)	48% (192)	42% (854)
We provided material and welfare support	41% (2506)	43% (173)	34% (695)
We provided personal and care services	43% (2621)	40% (159)	33% (657)
We provided activities and support for education and learning	36% (2162)	19% (74)	33% (662)
Other	18% (1106)	12% (48)	18% (358)
None of the above	*	*	1% (17)
Don't know	*	-	*
	(1)	(1)	(1)

Base: All GS respondents who used the funding to adapt existing services, develop new services, or respond to an increase in demand during the Coronavirus pandemic (6,058)

Source: Ipsos MORI Grantholder Survey

Impact on People and Communities

Table 3.1: Number of direct beneficiaries reported to have been supported as a result of the CCSF funding by organisational income and grant type

Grant type	Number of beneficiaries supported	Organisation income				
		All	Micro (less than £10,000)	Small (£10,000 to £100,000)	Medium (£100,000 to £1m)	Large, Major and Super-major (more than £1m)
All	Base	6,113	604	2,449	2,418	642
	Mean	820	599	606	853	1,717
	Median	140	100	108	177	267
Simple (£10,000 or less)	Base	3,786	544	1,894	1,190	158
	Mean	568	500	549	634	547
	Median	101	87	100	120	98
Standard (£10,001 or more)	Base	2,327	60*	555	1,228	484
	Mean	1,229	1,504	802	1,066	2,098
	Median	250	129	190	250	354

*Small base size (n<100)

Base: All GS respondents that provided an estimate of the number of beneficiaries supported (6,113)

Source: Ipsos MORI Grantholder Survey

Table 3.2: Number of beneficiaries directly supported as a result of the CCSF funding by type of activity

Which, if any, of the following types of activity or support did your organisation deliver using the grant received from the fund?	Number of beneficiaries supported	
	Median	Mean
All	136	845
We provided information, advice and signposting to other support	180	1,001
We provided personal and care services	120	665
We provided material and welfare support	210	880
We promoted social connections	150	871
We provided activities and support for education and learning	135	737
Other	133	782

Base: All GS respondents who used the funding to adapt existing services, develop new services, or respond to an increase in demand during the Coronavirus pandemic and were able to give a number or range of beneficiaries supported (5,986)

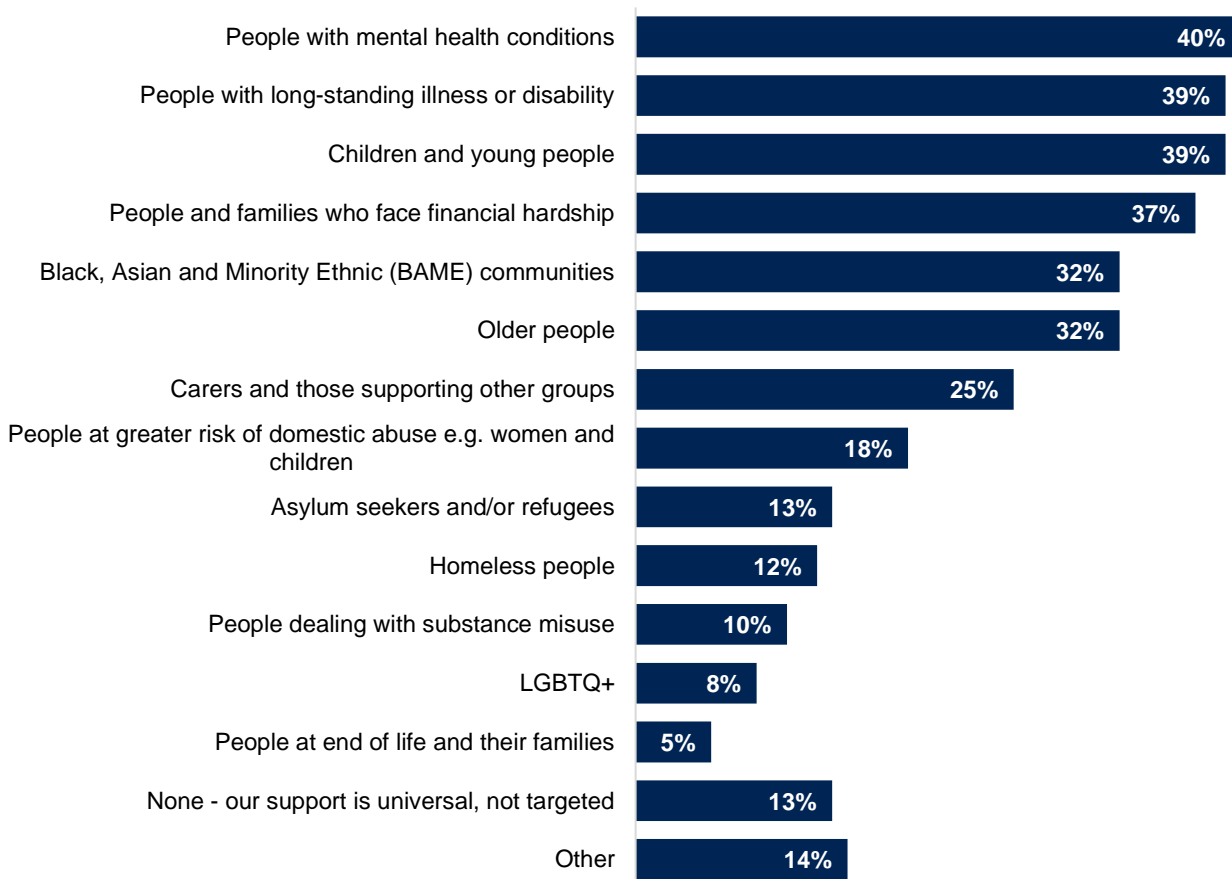
Source: Ipsos MORI Grantholder Survey

Table 3.3: Number of beneficiaries directly supported as a result of CCSF funding by delivery mode

Which, if any, of the following types of activity or support did your organisation deliver using the grant received from the fund?	Number of beneficiaries supported	
	Median	Mean
All	136	845
Face-to-face	144	626
By phone call	148	773
By messaging (e.g. text messages, email or WhatsApp)	149	799
Via video calls/meetings	122	700
Via social media (e.g. Facebook or Twitter)	180	1,138
Through written advice or materials, including on websites	180	1,124
In another way	202	1,384

Base: All GS respondents who used the funding to adapt existing services, develop new services, or respond to an increase in demand during the Coronavirus pandemic and were able to give a number or range of beneficiaries supported (5,986)
 Source: Ipsos MORI Grantholder Survey

Figure 3.1: Types of people supported by grantholder organisations in receipt of the CCSF funding



Base: All GS respondents (6,712)

Table 3.4: Number of new beneficiaries directly supported as a result of CCSF funding by organisational income and grant type

Grant type	Number of <u>new</u> beneficiaries supported	Organisation income				
		All	Micro (less than £10,000)	Small (£10,000 to £100,000)	Medium (£100,000 to £1m)	Large, Major and Super-major (more than £1m)
All	Base	5,452	553	2,239	2,140	520
	Mean	369	379	283	384	670
	Median	53	40	45	66	96
Simple (£10,000 or less)	Base	3,396	493	1,722	1,055	126
	Mean	261	304	240	286	177
	Median	40	38	38	43	40
Standard (£10,001 or more)	Base	2,056	60*	517	1,085	394
	Mean	548	995	426	480	827
	Median	100	78	86	98	124

*Small base size (n<100)

Base: All GS respondents who have supported some new beneficiaries (5,452)

Source: Ipsos MORI Grantholder Survey

Table 3.5: Number of new beneficiaries reported to have been supported as a result of the CCSF funding

Which, if any, of the following types of activity or support did your organisation deliver using the grant received from the fund?	Number of <u>new</u> beneficiaries supported	
	Median	Mean
All	57	390
We provided information, advice and signposting to other support	75	467
We provided personal and care services	50	285
We provided material and welfare support	100	477
We promoted social connections	56	364
We provided activities and support for education and learning	54	352

Base: All GS respondents who used the funding to adapt existing services, develop new services, or respond to an increase in demand during the Coronavirus pandemic and have supported some new beneficiaries (5,385)

Source: Ipsos MORI Grantholder Survey

Table 3.6: Grantholder reports outcomes achieved by the beneficiaries supported by the grantholders

Which, if any, of the following did your activities and support contribute towards? By contribute towards, we mean things that were better than they otherwise would have been as a result of the specific activities and support funded through your grant.	
Outcomes	All Grantholders
	6,712
People's mental health and wellbeing was better	86% (5754)
People felt less lonely	79% (5271)
People had more social contact	70% (4707)
People were better able to respond to changing circumstances	69% (4623)
People developed better skills, strengths and assets	49% (3260)
People's short-term basic needs were met better (e.g. financial, food, clothing, shelter) better	44% (2940)
People's physical health was better	39% (2605)
People were better supported to access the health care they needed	33% (2239)
People were better supported to access the social care services they needed	31% (2088)
Children and young people's education and development was better	30% (2018)
People were better supported through bereavement or loss	20% (1368)
People of all ages were better protected from harm, violence or abuse	18% (1232)
People were better supported to die with dignity	2% (165)
None of the above	1% (64)
Don't know	* (14)

Base: All GS respondents (6,712)

Source: Ipsos MORI Grantholder Survey

Table 3.7: Breakdown of types of activity/support delivered by target beneficiary group

% of grantholders selecting each type of support within each target group	Which, if any, of the following types of activity or support did your organisation deliver using the grant received from the fund?					
	Base	We provided information, advice and signposting to other support	We provided personal and care services	We provided material and welfare support	We promoted social connections	We provided activities and support for education and learning
Which, if any, of the following groups of people did you target with the support or activities delivered using the grant you received from the fund?						
All	6,058	57% (3479)	43% (2621)	41% (2506)	63% (3793)	36% (2162)
None – our support is universal, not targeted	729	58% (420)	33% (242)	45% (326)	53% (386)	27% (195)
Black, Asian and Minority Ethnic (BAME) communities	1995	64% (1282)	45% (890)	49% (982)	64% (1278)	41% (812)
LGBTQ+	520	69% (358)	54% (282)	48% (252)	67% (349)	39% (201)
People with a long-standing illness or disability (including people with long-term health conditions)	2358	62% (1455)	48% (1125)	42% (979)	73% (1710)	36% (857)
People at greater risk of domestic abuse e.g. women and children	1101	69% (764)	56% (620)	55% (609)	64% (700)	39% (433)
Children and young people	2394	53% (1274)	46% (1100)	44% (1045)	61% (1466)	49% (1178)
Older people	1944	61% (1191)	41% (792)	53% (1023)	71% (1383)	31% (610)
People and families who face financial hardship	2282	63% (1433)	42% (969)	61% (1403)	62% (1416)	41% (939)
Homeless people	746	67% (501)	43% (323)	74% (554)	54% (403)	29% (216)
Asylum seekers and/or refugees	822	69% (570)	39% (322)	63% (514)	65% (531)	42% (343)
People dealing with substance misuse	595	68% (405)	59% (350)	60% (355)	64% (380)	35% (208)
People at end of life and their families	328	68% (224)	64% (210)	52% (169)	66% (216)	24% (79)
People with mental health conditions	2489	63% (1558)	56% (1398)	43% (1076)	69% (1710)	38% (937)
Carers and those supporting the people above	1572	68% (1063)	52% (820)	41% (643)	74% (1169)	38% (599)
Other	814	61% (499)	44% (362)	32% (258)	65% (531)	38% (311)

Base: All GS respondents who used the funding to adapt existing services, develop new services, or respond to an increase in demand during the Coronavirus pandemic and have supported some new beneficiaries (6,058)

Source: Ipsos MORI Grantholder Survey

Table 3.8: Breakdown of delivery modes delivered by target beneficiary group

% of grantholders selecting each mode of support within each target group	Thinking now about the activities or support your organisation provided as a result of the grant received from the fund.						
	Were the activities or support offered:						
Which, if any, of the following groups of people did you target with the support or activities delivered using the grant you received from the fund?	Base	Face-to-face	By phone call	By messaging (e.g. text messages, email or WhatsApp)	Via video calls/meetings	Via social media (e.g. Facebook or Twitter)	Through written advice or materials, including on websites
All	6,058	58% (3520)	68% (4128)	55% (3311)	65% (3941)	49% (2949)	50% (3029)
None – our support is universal, not targeted	729	60% (434)	64% (464)	49% (359)	51% (371)	48% (353)	46% (337)
Black, Asian and Minority Ethnic (BAME) communities	1,995	60% (1198)	74% (1477)	63% (1265)	72% (1433)	51% (1009)	51% (1026)
LGBTQ+	520	63% (328)	76% (396)	67% (347)	76% (393)	63% (329)	61% (318)
People with a long-standing illness or disability (including people with long-term health conditions)	2,358	59% (1395)	76% (1786)	61% (1435)	70% (1649)	56% (1321)	57% (1349)
People at greater risk of domestic abuse e.g. women and children	1,101	66% (726)	79% (874)	68% (750)	72% (792)	54% (594)	54% (590)
Children and young people	2,394	64% (1525)	63% (1518)	57% (1354)	69% (1641)	53% (1274)	51% (1213)
Older people	1,944	62% (1212)	77% (1495)	58% (1119)	61% (1186)	52% (1019)	55% (1066)
People and families who face financial hardship	2,282	68% (1545)	73% (1655)	61% (1392)	63% (1438)	53% (1200)	52% (1191)
Homeless people	746	78% (581)	75% (558)	60% (446)	56% (415)	45% (338)	49% (365)
Asylum seekers and/or refugees	822	66% (545)	77% (631)	69% (569)	69% (571)	50% (414)	50% (415)
People dealing with substance misuse	595	76% (455)	77% (458)	65% (384)	66% (391)	54% (323)	51% (301)
People at end of life and their families	328	62% (202)	80% (262)	58% (191)	67% (220)	57% (188)	60% (198)
People with mental health conditions	2,489	63% (1570)	76% (1897)	62% (1538)	73% (1813)	53% (1310)	54% (1356)
Carers and those supporting the people above	1,572	58% (913)	77% (1212)	62% (980)	73% (1147)	60% (944)	63% (987)
Other	814	53% (431)	70% (567)	57% (463)	69% (559)	50% (405)	56% (458)

Base: All GS respondents who used the funding to adapt existing services, develop new services, or respond to an increase in demand during the Coronavirus pandemic and have supported some new beneficiaries (6,058)

Source: Ipsos MORI Grantholder Survey

Table 3.9: Proportion of beneficiaries supported that were perceived to have experienced the relevant outcomes

<i>% of grantholders selecting each proportion within each outcome selected</i>		Approximately how many of these beneficiaries experienced each of the following that you said happened as a result of the funding?					
Which, if any, of the following did your activities and support contribute towards? By contribute towards, we mean things that were better than they otherwise would have been as a result of the specific activities and support funded through your grant.	Base	All, almost all or most of them (50-100%)	All or almost all of them (75-100%)	Most of them (50-74%)	Some of them (25-49%)	A few of them (1-24%)	None (0%)
People's mental health and wellbeing was better	5,754	81% (4632)	47% (2708)	33% (1924)	12% (719)	3% (154)	*
People felt less lonely	5,271	82% (4305)	52% (2740)	30% (1565)	12% (609)	3% (165)	*
People had more social contact	4,707	86% (4025)	62% (2924)	23% (1101)	10% (451)	3% (123)	*
People were better able to respond to changing circumstances	4,623	78% (3620)	39% (1810)	39% (1810)	15% (700)	3% (118)	*
People's short-term basic needs were met better (e.g. financial, food, clothing, shelter) better	2,940	72% (2113)	53% (1558)	19% (555)	14% (426)	11% (324)	*
People developed better skills, strengths and assets	3260	71% (2328)	37% (1207)	34% (1121)	19% (614)	7% (219)	*
People's physical health was better	2,605	65% (1682)	33% (858)	32% (824)	23% (610)	8% (203)	*
People were better supported to access the health care they needed	2,239	53% (1180)	26% (591)	26% (589)	27% (594)	16% (349)	*
People were better supported to access the social care services they needed	2,088	45% (948)	22% (452)	24% (496)	28% (592)	22% (461)	*
Children and young people's education and development was better	2,018	69% (1399)	41% (837)	28% (562)	19% (377)	8% (164)	*
People of all ages were better protected from harm, violence or abuse	1,232	44% (548)	24% (298)	20% (250)	23% (285)	27% (334)	-
People were better supported through bereavement or loss	1,368	31% (422)	19% (259)	12% (163)	18% (249)	46% (627)	*
People were better supported to die with dignity	165	28% (46)	19% (32)	8% (14)	11% (18)	46% (76)	4% (6)

Base: All GS respondents who selected an outcome that their activities or support contributed towards (6,634)

Source: Ipsos MORI Grantholder Survey

Table 3.10: Grantholder perceptions about how the CCSF-funded activities related to the use of public services

Which of the following statements best describe how the funded activities related to the use of public services (e.g. health, social care, or education services) by beneficiaries?	
Type of support	All GS respondents
Base: All GS respondents	6,712
Activities took the place of public services that beneficiaries could not access or receive	26% (1746)
Activities helped reduce or prevent the need for public services by beneficiaries	53% (3529)
Activities supplemented the use of public services by beneficiaries	51% (3451)
Activities were not related to use of public services by beneficiaries	26% (1761)
Don't know	4% (243)

Base: All GS respondents (6,712)

Source: Ipsos MORI Grantholder Survey

Impact on Grantholders and Staff

Table 4.1: Self-reported GS respondents' assessment of past and future financial health

	In the years prior to 2020 would you say that:	And over the next year, what do you expect to happen to the income of your organisation as a result of the COVID-19 pandemic?
Base: All GS respondents	6,712	6,712
The income of my organisation remained / will remain broadly the same from year to year	20% (1358)	12% (774)
The income of my organisation remained / will remain broadly the same year to year, but with occasional fluctuations of at least 25%	26% (1770)	28% (1873)
The income of my organisation was growing steadily / will grow steadily	37% (2462)	21% (1392)
The income of my organisation was declining steadily / will decline steadily	12% (828)	27% (1808)
Don't know	4% (294)	13% (865)

Base: All GS respondents (6,712)

Source: Ipsos MORI Grantholder Survey

Table 4.2: Impact of CCSF grant in relation to what would have happened in the absence of CCSF funding by the three grantholder sub-groups

Which of the following applies to your organisation? Without the CCSF grant our organisation...	In which, if any, of the following ways did your organisation use the grant received from the fund?			
	All GS Respondents	To ensure my organisation had the financial resources to <u>continue to operate</u> during the COVID-19 pandemic (exclusive) (1a and b)	To help my organisation respond to an <u>increase in demand</u> for its activities during the COVID-19 pandemic (exclusive) (2a)	To help my organisation adapt its delivery models to continue to deliver <u>existing</u> activities or to continue to deliver <u>new</u> activities during the COVID-19 pandemic (exclusive) (2b)
Base: All GS respondents	6,712	523	398	2016
...would have delivered a similar level of service as we did in the prior six months	5% (305)	5% (24)	8% (31)	6% (111)
...would likely have delivered slightly fewer services than we did in the prior six months	21% (1440)	20% (102)	26% (103)	24% (486)
...would have delivered significantly fewer services than we did in the prior six months	56% (3739)	43% (224)	53% (210)	54% (1088)
...would have had to close or stop services altogether	17% (1116)	31% (160)	12% (47)	14% (285)
Don't know	2% (112)	2% (13)	2% (7)	2% (46)

Base: All GS respondents (6,712)

Source: Ipsos MORI Grantholder Survey

Table 4.3: Impact of CCSF funding by the three grantholder sub-groups

	In which, if any, of the following ways did your organisation use the grant received from the fund? (End of grant survey)			
	All GS respondents	To ensure my organisation had the financial resources to <u>continue to operate</u> during the COVID-19 pandemic (exclusive) (1a)	To help my organisation respond to an <u>increase in demand</u> for its activities during the COVID-19 pandemic (exclusive) (2a)	To help my organisation adapt its delivery models to continue to deliver <u>existing</u> activities or to continue to deliver <u>new</u> activities during the COVID-19 pandemic (exclusive) (2b)
Thinking now about the impact on your organisation as a whole, which, if any, of the following has the fund supported you to do? Base: All GS respondents	6,712	523	398	2,016
Continue to deliver existing activities and support	67% (4508)	85% (442)	57% (226)	49% (982)
Adapt to deliver activities and support online	58% (3922)	28% (146)	39% (154)	56% (1129)
Work to reach new beneficiaries	56% (3779)	27% (139)	52% (206)	54% (1079)
Increase capacity to do more of what you do already	46% (3115)	24% (124)	69% (274)	30% (601)
Begin new activities	42% (2832)	11% (55)	26% (104)	51% (1023)
Improve the quality of what you already do	43% (2887)	20% (104)	34% (137)	37% (750)
Adapt activities and support so they can continue to happen face-to-face	40% (2718)	34% (177)	29% (116)	32% (637)
Enable collaboration between organisations to tackle an issue	33% (2208)	16% (82)	24% (94)	29% (585)
Other	4% (295)	6% (32)	3% (12)	4% (82)
None of the above	* (24)	2% (12)	1% (3)	* (5)
Don't know	* (3)	- -	- -	* (2)

Base: All GS respondents (6,712)

Source: Ipsos MORI Grantholder Survey

Table 4.4: Impact on grantholder organisation by use of CCSF funding to adapt staff resourcing

Thinking now about the impact on your organisation as a whole, which, if any, of the following has the CCSF funding supported you to do?	Was any of the grant money from the fund used to:		
	Bring back staff from furlough or prevent them from being put on furlough	To recruit a new member(s) of staff	To increase the number of staff hours available
Base: All GS respondents	1,267	1,620	3,108
Increase capacity to do more of what you do already (e.g. recruit / retain more staff or volunteers)	45% (570)	68% (1101)	61% (1883)
Work to reach new beneficiaries (e.g. outreach / marketing / removing barriers to access services / support)	57% (721)	69% (1114)	66% (2041)
Improve the quality of what you already do (e.g. hire or buy better equipment, improve facilities or invest in training for volunteers or staff)	40% (503)	53% (854)	49% (1520)
Begin new activities (e.g. starting a new community scheme)	43% (542)	54% (869)	48% (1492)
Adapt to deliver activities and support online (e.g. provision of training / technical / digital equipment to remove barriers to access of services / support)	63% (800)	66% (1077)	65% (2032)
Adapt activities and support so they can continue to happen face-to-face (e.g. introducing social distancing measures)	53% (668)	42% (684)	45% (1391)
Enable collaboration between organisations to tackle an issue	32% (400)	43% (692)	39% (1210)
Continue to deliver existing activities and support	75% (955)	63% (1017)	67% (2068)

Base: All GS respondents that used the grant received to bring staff back from furlough or prevent them being put in furlough (1,267); to recruit a new member(s) of staff (1,620); or to increase the number of staff hours available at their organisation (3,108)

Source: Ipsos MORI Grantholder Survey

Table 4.5: Use of the furlough scheme by grant type and organisation size

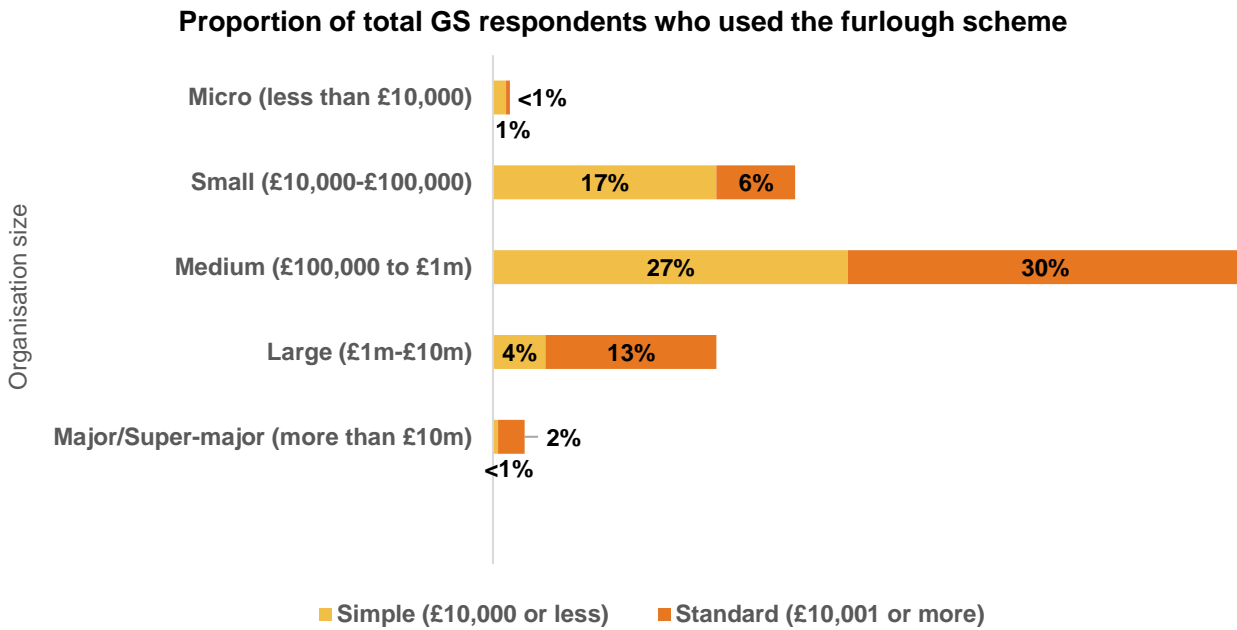
Did your organisation make use of the UK Government Furlough Scheme?	Grant type					
	All	Simple			Standard	
Base: All GS respondents	6,712	4,315			2,396	
Used the UK Government Furlough Scheme – CCSF GS Respondents	41% (2731)	31% (1338)			58% (1393)	
	Organisation size					
	All	Micro	Small	Medium	Large	Major/ Super Major
Base: All GS respondents	6,712	620	2,495	2,459	565	87*
Used the UK Government Furlough Scheme – CCSF GS Respondents	41% (2731)	5% (34)	25% (630)	61% (1512)	78% (440)	77% (67)

*Small base size (n<100)

Base: All GS respondents (6,712)

Source: Ipsos MORI Grantholder Survey. Information on grant type and organisation size was taken from the GMS – the difference in base sizes is the result of missing information

Figure 4.1: Number of grantholders using furlough scheme by organisation size and grant type



Base: All GS respondents who used the furlough scheme (2,683)

Source: Ipsos MORI Grantholder Survey. Information on grant type and organisation size was taken from the GMS – the difference in base sizes is the result of missing information.

Table 4.6: Use of CCSF funding to bring back or prevent staff from furlough by grant type and organisation size

	All	Grant type				
		Simple	Standard			
Base: GS respondents who used the Furlough Scheme	2,731	1,338	1,393			
Used the CCSF funding to bring back or prevent staff from furlough	46% (1267)	36% (480)	56% (787)			
	All	Organisation size				
		Micro	Small	Medium	Large	Major/ Super Major
Base: GS respondents who used the Furlough Scheme	2,731	34*	630	1,512	440	67
Used the CCSF funding to bring back or prevent staff from furlough	46% (1267)	41% (14)	49% (310)	47% (718)	43% (191)	25% (17)

*Small base size (n<100)

Base: All CCSF grantholders who used the furlough scheme

Source: Ipsos MORI Grantholder Survey. Information on grant type and organisation size was taken from the GMS – the difference in base sizes is the result of missing information.

Table 4.7: Applications for additional funding

	In which, if any, of the following ways did your organisation use the grant received from the fund?	
	All GS Respondents	To ensure my organisation had the financial resources to <u>continue to operate</u> during the COVID-19 pandemic (exclusive) (1a and b)
Base: All GS respondents	6,712	523
Yes – we applied and were successful in receiving at least some additional grant funding	78% (5232)	81% (426)
No – we applied but were not successful with any of our applications	7% (492)	8% (41)
No – we did not apply	13% (906)	11% (55)
I don't recall	1% (82)	* (1)
Additional grant funding received		
Base: all GS respondents who were successful in applying for additional grant funding	5,164	425
Mean	£50,886	£45,585
Median	£16,552	£16,447

Base: All GS respondents (6,712)

Source: Ipsos MORI Grantholder Survey

Table 4.8: Impact of CCSF funding by the three grantholder sub-groups

	In which, if any, of the following ways did your organisation use the grant received from the fund? (End of grant survey)			
	All GS respondents	To ensure my organisation had the financial resources to <u>continue to operate</u> during the COVID-19 pandemic (exclusive) (1a)	To help my organisation respond to an <u>increase in demand</u> for its activities during the COVID-19 pandemic (exclusive) (2a)	To help my organisation adapt its delivery models to continue to deliver <u>existing</u> activities or to continue to deliver <u>new</u> activities during the COVID-19 pandemic (exclusive) (2b)
Thinking now about the impact on your organisation as a whole, which, if any, of the following has the fund supported you to do? Base: All GS respondents	6,712	523	398	2,016
Continue to deliver existing activities and support	67% (4508)	85% (442)	57% (226)	49% (982)
Adapt to deliver activities and support online	58% (3922)	28% (146)	39% (154)	56% (1129)
Work to reach new beneficiaries	56% (3779)	27% (139)	52% (206)	54% (1079)
Increase capacity to do more of what you do already	46% (3115)	24% (124)	69% (274)	30% (601)
Begin new activities	42% (2832)	11% (55)	26% (104)	51% (1023)
Improve the quality of what you already do	43% (2887)	20% (104)	34% (137)	37% (750)
Adapt activities and support so they can continue to happen face-to-face	40% (2718)	34% (177)	29% (116)	32% (637)
Enable collaboration between organisations to tackle an issue	33% (2208)	16% (82)	24% (94)	29% (585)
Other	4% (295)	6% (32)	3% (12)	4% (82)
None of the above	* (24)	2% (12)	1% (3)	* (5)
Don't know	* (3)	- -	- -	* (2)

Base: All GS respondents (6,712)

Source: Ipsos MORI Grantholder Survey

Table 4.9: Financial profile of exclusive grantholder sub-groups

Grant type	Base group			
	All GS respondents	To ensure my organisation had the financial resources to <u>continue to operate</u> during the COVID-19 pandemic (exclusive) (1a/b)	To help my organisation respond to an <u>increase in demand</u> for its activities during the COVID-19 pandemic (exclusive) (2a)	To help my organisation adapt its delivery models to continue to deliver <u>existing</u> activities or to continue to deliver <u>new</u> activities during the COVID-19 pandemic (exclusive) (2b)
Base: All GS respondents	6,712	523	398	2,016
Simple (£10,000 or less)	64% (4315)	61% (318)	71% (281)	77% (1551)
Standard (£10,001 or more)	36% (2396)	39% (205)	29% (117)	23% (465)
Median Grant Amount	£10,000	£10,000	£9,997	£9,937
Mean Grant Amount	£22,975	£23,891	£19,108	£16,659
Base: All GS respondents	6,225	498	351	1,827
Median Annual Income	£99,883	£115,859	£91,018	£80,000
Mean Annual Income	£1.1mn	£850,884	£1.0mn	£962,086

Base: All GS respondents (6,712)

Source: Ipsos MORI Grantholder Survey. Information on grant type and income taken from the GMS.

Table 4.10: How organisations used the funding

Which, if any, of the following types of activity or support did your organisation deliver using the grant received from the fund?	Base group		
	All GS respondents	To help my organisation respond to an <u>increase in demand</u> for its activities during the COVID-19 pandemic (exclusive) (2a)	To help my organisation adapt its delivery models to continue to deliver <u>existing</u> activities or to continue to deliver <u>new</u> activities during the COVID-19 pandemic (exclusive) (2b)
Base: All CCSF grantholders who used the funding to adapt existing services, develop new services, or respond to an increase in demand during the Coronavirus pandemic	6,058	398	2,016
We promoted social connections	63% (3793)	36% (142)	57% (1141)
We provided information, advice and signposting to other support	57% (3479)	48% (192)	42% (854)
We provided material and welfare support	41% (2506)	43% (173)	34% (695)
We provided personal and care services	43% (2621)	40% (159)	33% (657)
We provided activities and support for education and learning	36% (2162)	19% (74)	33% (662)
Other	18% (1106)	12% (48)	18% (358)
None of the above	* (29)	* (1)	1% (17)
Don't know	* (1)	- -	* (1)

Base: All GS respondents who used the funding to adapt existing services, develop new services, or respond to an increase in demand during the Coronavirus pandemic (6,058)

Source: Ipsos MORI Grantholder Survey

Table 4.11: Types of activity or support by typical length of beneficiary engagement

For how long does a typical beneficiary usually have ongoing engagement with the activities your organisation delivers?	Which, if any, of the following types of activity or support did your organisation deliver using the grant received from the fund?				
	We provided information, advice and signposting to other support	We provided personal and care services	We provided material and welfare support	We promoted social connections	We provided activities and support for education and learning
Base: All GS respondents who delivered activities face-to-face, by phone, by messaging or via video calls/meetings	3,378	1,721	1,592	2,464	1,297
As a one off	11% (374)	4% (93)	12% (290)	3% (98)	5% (111)
For up to a week	2% (77)	1% (18)	1% (33)	1% (34)	1% (26)
One week up to one month	7% (225)	3% (84)	6% (145)	3% (104)	4% (82)
One month up to two months	6% (189)	7% (186)	6% (136)	4% (136)	7% (138)
Two months up to three months	7% (241)	12% (319)	9% (218)	7% (253)	10% (209)
Three months or more	65% (2193)	71% (1846)	64% (1512)	82% (2994)	71% (1455)
Don't know	2% (79)	2% (40)	2% (40)	1% (53)	2% (34)

Base: All GS respondents who offered activities/support face-to-face, by phone call, messaging or via video calls/meetings (5,732)

Source: Ipsos MORI Grantholder Survey

Table 4.12: Delivery modes reported by GS respondents

	In which, if any, of the following ways did your organisation use the grant received from the fund?
Thinking now about the activities or support your organisation provided as a result of the grant received from the fund.	All GS respondents
Were the activities or support offered:	
Base: All CCSF grantees who used the funding to adapt existing services, develop new services, or respond to an increase in demand during the Coronavirus pandemic	6,058
By phone call	68% (4128)
Via video calls/meetings	65% (3941)
Face-to-face	58% (3520)
By messaging (e.g. text messages, email or WhatsApp)	55% (3311)
Through written advice or materials, including on websites	50% (3029)
Via social media (e.g. Facebook or Twitter)	49% (2949)
In another way	16% (992)
Don't know	* (7)

Base: All GS respondents who used the funding to adapt existing services, develop new services, or respond to an increase in demand during the Coronavirus pandemic (6,058)

Source: Ipsos MORI Grantholder Survey









Table 4.13: Delivery modes by support to individuals, groups and families

	Thinking now about the activities or support your organisation provided as a result of the grant received from the fund.			
	Were the activities or support offered:			
You mentioned that the activities or support delivered by your organisation as a result of the grant received from the fund were offered by/via [type of contact]. Which, if any, of the following types of contact did you offer to beneficiaries?	By phone call	Via video calls/ meetings	Face-to-face	By messaging (e.g. text messages, email or WhatsApp)
All CCSF grantees who offered support by phone call, via video calls/meetings, face-to-face, and by messaging	4,128	3,941	3,520	3,311
One to one activities or support	93% (3846)	68% (2696)	80% (2822)	82% (2712)
Group support (groups of fewer than 10)	18% (756)	62% (2457)	46% (1630)	35% (1161)
Group support (groups of 10 or more)	10% (411)	51% (2012)	20% (718)	33% (1100)
Support to family groups	28% (1164)	30% (1188)	35% (1246)	31% (1028)
In another way	5% (201)	5% (190)	12% (412)	6% (194)
Don't know	* (7)	* (9)	* (2)	* (7)

Base: All GS respondents who offered support by phone call (4,128), via video calls/meetings (3,941), face-to-face (3,520), and by messaging (3,311)

Source: Ipsos MORI Grantholder Survey

Table 4.14: Use of the furlough scheme and the CCSF funding to bring back or prevent staff from furlough

Did your organisation make use of the UK Government Furlough Scheme?		In which, if any, of the following ways did your organisation use the grant received from the fund?			
		All	To ensure my organisation had the financial resources to <u>continue to operate</u> during the COVID-19 pandemic (exclusive) (1a and b)	To help my organisation respond to an <u>increase in demand</u> for its activities during the COVID-19 pandemic (exclusive) (2a)	To help my organisation adapt its delivery models to continue to deliver <u>existing</u> activities or to continue to deliver <u>new</u> activities during the COVID-19 pandemic (exclusive) (2b)
Base: All GS respondents		6,712	523	398	2,016
Used the UK Government Furlough Scheme		41% (2,731)	54% (283)	32% (129)	35% (708)
					
Base: GS respondents who used the Furlough Scheme*		2,702	281	127	697
Max. number of staff on furlough	Mean	12	11	17	14
	Median	4	4	4	4
Base: All GS respondents		6,712	523	398	2,016
Used the CCSF funding to bring back or prevent staff from furlough		19% (1,267)	31% (162)	10% (39)	12% (237)
					
Base: GS respondents who used CCSF to un-furlough or prevent furloughing staff*		1,258	161	39	235
Number of staff returned from furlough or not put on furlough using CCSF funding	Mean	4	4	3	4
	Median	2	2	1	2

Base: All GS respondents (6,712)

Source: Ipsos MORI Grantholder Survey

* Excluding those who responded 'Don't know' when asked to provide numeric data on use of the furlough scheme

Table 4.15: Use of the CCSF funding used to recruit staff or increase staff hours

		In which, if any, of the following ways did your organisation use the grant received from the fund?			
		All	To ensure my organisation had the financial resources to <u>continue to operate</u> during the COVID-19 pandemic (exclusive) (1a and b)	To help my organisation respond to an <u>increase in demand</u> for its activities during the COVID-19 pandemic (exclusive) (2a)	To help my organisation adapt its delivery models to continue to deliver <u>existing</u> activities or to continue to deliver <u>new</u> activities during the COVID-19 pandemic (exclusive) (2b)
Base: All GS respondents		6,712	523	398	2,016
Used the CCSF funding to recruit new staff		24% (1620)	12% (61)	33% (132)	19% (384)
		↓	↓	↓	↓
Base: GS respondents who recruited new staff*		1,608	60	131	383
Number of new staff recruited	Mean	2	2	2	2
	Median	1	1	1	2
Base: All GS respondents		6,712	523	398	2,016
Used the CCSF funding to increase the number of staff hours		46% (3108)	26% (137)	57% (228)	40% (797)
		↓	↓	↓	↓
Base: GS respondents who increased staff hours*		2,833	115	208	719
Number of additional staff hours per week	Mean	31	29	28	28
	Median	16	16	17	15

Base: All GS respondents (6,712)

Source: Ipsos MORI Grantholder Survey

* Excluding those who responded 'Don't know' when asked to provide numeric data on number of new staff recruited or number of increased staff hours

Table 4.16: Whether CCSF funding used to offer training to staff or volunteers

Was any of the grant money from the fund used to offer training to staff or volunteers at your organisation?	
Base: All GS respondents	6,712
Yes (total)	42% (2792)
Yes – staff	8% (567)
Yes – volunteers	13% (900)
Yes – staff and volunteers	20% (1325)
No	57% (3829)
Don't know	1% (91)

Base: All GS respondents (6,712)

Source: Ipsos MORI Grantholder Survey

Impact on Volunteers

Table 5.1: Average number of additional volunteer hours made available per organisation as a result of the grant received from the CCSF by organisation income

– Average number of additional volunteer hours made available per organisation as a result of the grant received from the CCSF	Approximately how many additional volunteer hours per week were given to your organisation as a result of the grant from the CCSF?					
	All grantholders	Micro (less than £10,000)	Small (£10,000 to £100,000)	Medium (£100,000 to £1m)	Large (£1m to £10m)	Major / Super Major (£10m or more)
Base: All GS respondents who used the grant received to increase volunteer hours	3,117	334	1,302	1,009	191	22*
Median	13	10	12	19	20	37
Mean	45	22	28	67	67	443

*Small base size (n<100)

Base: GS respondents who worked with volunteers and used the grant received to increase volunteer hours
Source: Ipsos MORI Grantholder Survey and TNLCF Grant Management System (organisation income)

Table 5.2: Average number of additional volunteer hours made available per organisation as a result of the grant received from the CCSF by size of grant

– Average number of additional volunteer hours made available per organisation as a result of the grant received from the CCSF	Approximately how many additional volunteer hours per week were given to your organisation as a result of the grant from the CCSF?		
	All grantholders	Simple	Standard
Base: All GS respondents who used the grant received to increase volunteer hours	3,117	2,034	1,083
Median	13	11	20
Mean	45	31	71

Base: GS respondents who worked with volunteers and used the grant received to increase volunteer hours
Source: Ipsos MORI Grantholder Survey and TNLCF Grant Management System (grant size)

Table 5.3: Average number of additional volunteer hours made available per organisation as a result of the grant received from the CCSF by the three exclusive grantholder sub-groups

	Approximately how many <u>additional</u> volunteer hours per week were given to your organisation as a result of the grant from the CCSF?			
	All grantholders	To ensure my organisation had the financial resources to <u>continue to operate</u> during the COVID-19 pandemic (exclusive) (1a and b)	To help my organisation respond to an <u>increase in demand</u> for its activities during the COVID-19 pandemic (exclusive) (2a)	To help my organisation adapt its delivery models to continue to deliver <u>existing</u> activities or to continue to deliver <u>new</u> activities during the COVID-19 pandemic (exclusive) (2b)
– Average number of additional volunteer hours made available per organisation as a result of the grant received from the CCSF				
Base: All GS respondents who used the grant received to increase volunteer hours	3,117	144	186	895
Median	13	11	20	10
Mean	45	23	46	41

Base: GS respondents who worked with volunteers and used the grant received to increase volunteer hours

Source: Ipsos MORI Grantholder Survey and TNLCF Grant Management System (grant size)

Table 5.4: Whether CCSF funding was used to increase volunteer hours by the three exclusive grantholder sub-groups

	In which, if any, of the following ways did your organisation use the grant received from the fund?			
	All grantholders	To ensure my organisation had the financial resources to <u>continue to operate</u> during the COVID-19 pandemic (exclusive) (1a and b)	To help my organisation respond to an <u>increase in demand</u> for its activities during the COVID-19 pandemic (exclusive) (2a)	To help my organisation adapt its delivery models to continue to deliver <u>existing</u> activities or to continue to deliver <u>new</u> activities during the COVID-19 pandemic (exclusive) (2b)
– Approximately how many <u>additional</u> volunteer hours <u>per week</u> were given to your organisation as a result of the grant from the CCSF?				
Base: All GS respondents who worked with volunteers	5,458	374	316	1,581
Yes	60% (3297)	41% (154)	63% (198)	59% (929)
No	34% (1878)	53% (199)	32% (102)	36% (571)
Don't know	5% (283)	6% (21)	5% (16)	5% (81)

Base: GS respondents who worked with volunteers

Source: Ipsos MORI Grantholder Survey

Table 5.5: Volunteer activities for the grantholder organisation during the pandemic

In which, if any, of the following ways did you give unpaid help to [grantholder organisation] in the last six months?	
Activities	All Volunteers
	9,466
Helping people access food and essential items	35% (3307)
Giving advice/information/counselling	30% (2827)
Supporting people to access services	29% (2724)
Ongoing mentoring or support for people	27% (2560)
Organising or helping to run an activity or event	26% (2454)
Visiting or befriending people	24% (2311)
Administrative or technical support	21% (1985)
Getting other people involved	18% (1709)
Leading a group/member of a committee	16% (1518)
Support with education and learning	14% (1332)
Raising or handling money/taking part in sponsored events	8% (772)
Campaigning	6% (560)
Any other help	17% (1617)
None of the above	3% (284)

Base: VS respondents (9,466)

Source: Ipsos MORI Volunteer Survey

Table 5.6: Positive outcomes of volunteering for the grantholder organisation during the pandemic

Which, if any, of the following have you experienced when giving unpaid help to this community group or charity in the last six months?	
Outcomes	All Volunteers
	9,466
It made me feel I was making a difference	84% (7960)
I enjoyed it	76% (7185)
It gave me a sense of personal achievement	67% (6297)
It gave me a sense of purpose	66% (6281)
It gave me a stronger connection to the local community	56% (5290)
It brought me into contact with people from different backgrounds or cultures	55% (5196)
It improved my mental health and wellbeing	48% (4563)
I met new people	47% (4477)
It gave me new skills and experience	39% (3688)
It helped me feel less isolated	32% (3050)
It gave me more confidence	31% (2974)
It improved my physical health	14% (1323)
It improved my employment prospects	13% (1241)
It gave me a sense of control	9% (861)
None of these	1% (55)
Don't know	* (23)

Base: VS respondents (9,466)

Source: Ipsos MORI Volunteer Survey

Table 5.7: Negative outcomes of volunteering for the grantholder organisation during the pandemic

Which, if any, of the following have you experienced when giving unpaid help to this community group or charity in the last six months?	
Outcomes	All Volunteers
	9,466
None of these	89% (8430)
I felt I was at a higher risk of contracting Covid-19	4% (366)
I was out of pocket	2% (163)
I felt unappreciated	2% (163)
Too much of my time has been taken up	1% (133)
I felt pressured by the group/ club/ organisation to do more than I would like/ to continue my involvement	1% (84)
I felt in conflict with others	1% (83)
It negatively affected my mental health	1% (75)
I felt I wasn't part of the group (i.e. excluded)	1% (72)
It negatively affected my family life	1% (58)
I felt isolated	1% (49)
It negatively affected my work or studies	* (45)
It negatively affected my physical wellbeing	* (28)
I felt unsafe	* (23)
Don't know/ can't recall	1% (128)

Base: VS respondents (9,466)

Source: Ipsos MORI Volunteer Survey

Table 5.8: Whether volunteers for the grantholder organisation would volunteer again in future

How likely or unlikely are you to continue to give unpaid help to a community group or charity in future?	
	All Volunteers
	9,466
Certain to	53% (5027)
Very likely	39% (3663)
Fairly likely	7% (690)
Not very likely	* (27)
Not at all likely	* (3)
Don't know	1% (56)

Base: VS respondents (9,466)

Source: Ipsos MORI Volunteer Survey

Table 5.9: Average number of volunteers recruited with grant received from the CCSF by organisation income

– Average number of volunteers recruited with the grant received from the CCSF	How many additional volunteers did your organisation recruit as a result of the grant received from the CCSF?					
	All grantholders	Micro (less than £10,000)	Small (£10,000 to £100,000)	Medium (£100,000 to £1m)	Large (£1m to £10m)	Major / Super Major (£10m or more)
Base: All GS respondents who used the grant received to recruit volunteers	2,068	208	820	733	147	17*
Median	6	5	5	10	12	25
Mean	19	8	11	28	26	161

*Care needs to be taken when interpreting these responses due to the small base size (n<100)

Base: GS respondents who worked with volunteers and used the grant received to recruit volunteers

Source: Ipsos MORI Grantholder Survey and TNLCF Grant Management System (organisation income)

Table 5.10: Average number of volunteers recruited with grant received by size of grant

– Average number of volunteers recruited with the grant received from the CCSF	How many additional volunteers did your organisation recruit as a result of the grant received from the CCSF?		
	All grantholders	Simple	Standard
Base: All GS respondents who used the grant received to recruit volunteers	2,068	1,201	867
Median	6	5	10
Mean	19	12	28

Base: GS respondents who worked with volunteers and used the grant received to recruit volunteers

Source: Ipsos MORI Grantholder Survey and TNLCF Grant Management System (grant size)

Table 5.11: Average number of volunteers worked with during the time period of the grant from the CCSF by organisation income

– Average number of volunteers worked with during the time period of the grant from the CCSF	How many volunteers did your organisation work with as part of your grant from the CCSF?					
	All grantholders	Micro (less than £10,000)	Small (£10,000 to £100,000)	Medium (£100,000 to £1m)	Large (£1m to £10m)	Major / Super Major (£10m or more)
Base: All GS respondents who worked with volunteers	5,430	550	2,190	1,884	347	43*
Median	10	8	10	12	17	21
Mean	28	13	20	37	52	121

* Small base size (n<100)

Base: GS respondents who worked with volunteers

Source: Ipsos MORI Grantholder Survey and TNLCF Grant Management System (organisation income)

Table 5.12: Average number of volunteers worked with during the time period of the grant from the CCSF by size of grant

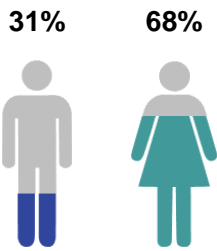
– Average number of volunteers worked with during the time period of the grant from the CCSF	How many volunteers did your organisation work with as part of your grant from the CCSF?		
	All grantholders	Simple	Standard
Base: All GS respondents who worked with volunteers	5,430	3,550	1,879
Median	10	10	15
Mean	28	20	42

Base: GS respondents who worked with volunteers

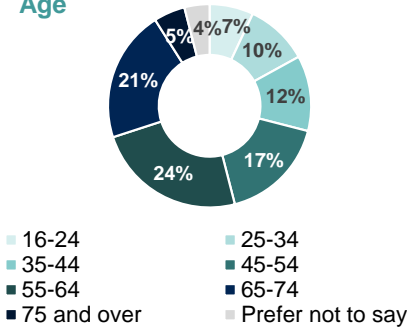
Source: Ipsos MORI Grantholder Survey and TNLCF Grant Management System (grant size)

Figure 5.1: Demographic profile of those volunteered for an organisation funded by the CCSF during the time period of their grant

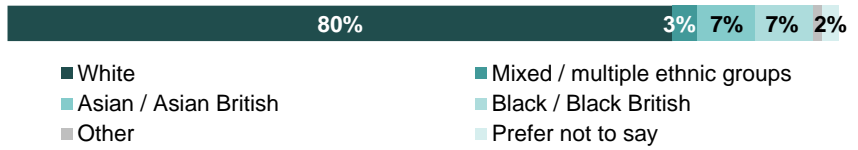
Gender



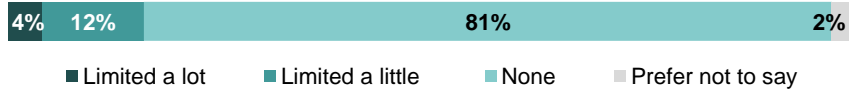
Age



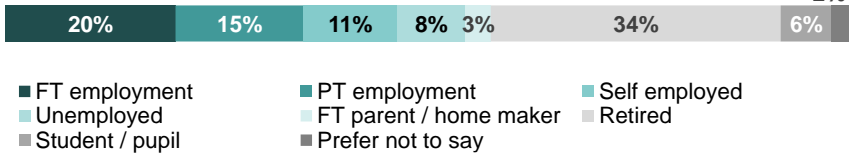
Ethnicity



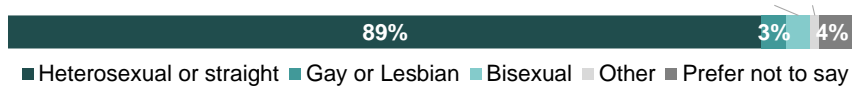
Disability status



Employment status



Orientation



Base: VS respondents (9,466)

Other data tables

Table B.1: Impact of CCSF grant in relation to what would have happened in the absence of CCSF funding by the three exclusive grantholder sub-groups

Which of the following applies to your organisation? Without the CCSF grant our organisation...	In which, if any, of the following ways did your organisation use the grant received from the fund?			
	All GS Respondents	To ensure my organisation had the financial resources to <u>continue to operate</u> during the COVID-19 pandemic (exclusive) (1a and b)	To help my organisation respond to an <u>increase in demand</u> for its activities during the COVID-19 pandemic (exclusive) (2a)	To help my organisation adapt its delivery models to continue to deliver <u>existing</u> activities or to continue to deliver <u>new</u> activities during the COVID-19 pandemic (exclusive) (2b)
Base: All GS respondents	6,712	523	398	2,016
...would have delivered a similar level of service as we did in the prior six months	5% (305)	5% (24)	8% (31)	6% (111)
...would likely have delivered slightly fewer services than we did in the prior six months	21% (1440)	20% (102)	26% (103)	24% (486)
...would have delivered significantly fewer services than we did in the prior six months	56% (3739)	43% (224)	53% (210)	54% (1088)
...would have had to close or stop services altogether	17% (1116)	31% (160)	12% (47)	14% (285)
Don't know	2% (112)	2% (13)	2% (7)	2% (46)

Base: All GS respondents (6,712)

Source: Ipsos MORI Grantholder Survey

Table B.2: Breakdown of the types of short-term basic needs that were perceived to have been better met

<p>You said that the funding resulted in people's short-term basic needs being met better than they otherwise would have been.</p> <p>Which, if any, of the following types of support did you offer to beneficiaries with the grant your organisation received from the grant?</p>	
Type of support	All Grantholders that perceived to have better met the short-term basic needs of their beneficiaries
Base: all GS respondents who stated that their CCSF-related delivery was perceived to have better met the short-term basic needs of the beneficiaries	2,944
Food	79% (2339)
Toiletries and hygiene products	56% (1636)
Essential household items (e.g. cleaning products)	47% (1378)
Clothing	26% (756)
Emergency cash grants	11% (324)
Accommodation	10% (303)
Other	33% (972)
Don't know	* (14)

Base: All GS respondents who stated that their CCSF-related delivery was perceived to have better met the short-term basic needs of the beneficiaries (2,944)

Source: Ipsos MORI Grantholder Survey

Table B.3: Breakdown of the types of harm, violence or abuse that GS respondents perceived their support had been better protected from

<p>You said that the funding resulted in people being better protected from harm, violence or abuse than they otherwise would have been.</p> <p>Which, if any, of the following types of support did you offer to people at risk of harm, violence or abuse with the grant your organisation received from the grant?</p>	
Type of support	All Grantholders that perceived to have better protected the people they supported from harm, violence or abuse
Base: all GS respondents who stated that their CCSF-related delivery was perceived to have better protected the people they supported from harm, violence or abuse	1,236
Protection from domestic abuse	71% (881)
Protection from self-harm	53% (652)
Protection from child abuse	31% (388)
Protection from hate crime (including racial, homophobic, religious and / or disability-related abuse)	29% (358)
Other	17% (209)

Base: All GS respondents who stated that their CCSF-related delivery was perceived to have better protected the people they supported from harm, violence or abuse (1,236)

Source: Ipsos MORI Grantholder Survey

Table B.4: Relationship between the type of activity delivered and the perceived outcomes (from the GS respondents) achieved by the beneficiaries supported by the grantholders

	Which, if any, of the following types of activity or support did your organisation deliver using the grant received from the grant?					
Which, if any, of the following did your activities and support contribute towards? By contribute towards, we mean things that were better than they otherwise would have been as a result of the specific activities and support funded through your grant.	All	We provided information, advice and signposting to other support	We provided personal and care services	We provided material and welfare support	We promoted social connections	We provided activities and support for education and learning
Base: all GS respondents who used the funding to adapt existing services, develop new services, or respond to an increase in demand during the Coronavirus pandemic	6,058	3,479	2,621	2,506	3,793	2,162
People's mental health and wellbeing was better	87% (5283)	90% (3124)	95% (2492)	85% (2138)	92% (3506)	89% (1922)
People felt less lonely	80% (4860)	84% (2927)	87% (2293)	82% (2055)	91% (3458)	83% (1798)
People were better able to respond to changing circumstances	71% (4308)	80% (2784)	81% (2110)	73% (1825)	76% (2888)	75% (1627)
People had more social contact	72% (4370)	76% (2634)	77% (2031)	73% (1826)	87% (3307)	81% (1747)
People's short-term basic needs were met better (e.g. financial, food, clothing, shelter) better	44% (2694)	53% (1837)	42% (1106)	82% (2060)	43% (1633)	40% (861)
People developed better skills, strengths and assets	51% (3085)	55% (1901)	59% (1545)	43% (1083)	58% (2211)	71% (1538)
People's physical health was better	40% (2400)	42% (1446)	45% (1182)	46% (1149)	45% (1696)	43% (932)
People were better supported to access the health care they needed	35% (2098)	48% (1669)	48% (1260)	40% (990)	41% (1555)	35% (767)
People were better supported to access the social care services they needed	32% (1955)	46% (1596)	43% (1122)	40% (1003)	38% (1460)	35% (746)
Children and young people's education and development was better	31% (1855)	29% (1026)	32% (840)	32% (792)	32% (1201)	56% (1218)
People were better supported through bereavement or loss	21% (1281)	26% (913)	35% (914)	23% (576)	23% (889)	19% (409)
People of all ages were better protected from harm, violence or abuse	19% (1164)	25% (880)	28% (736)	25% (621)	20% (757)	21% (448)

People were better supported to die with dignity	3% (152)	3% (107)	4% (104)	3% (79)	3% (100)	2% (44)
None of the above	*	*	*	*	*	*
	(25)	(7)	(4)	(4)	(7)	(2)
Don't know	*	*	*	*	*	*
	(7)	(3)	(1)	(1)	(2)	(1)

Base: All GS respondents who used the funding to adapt existing services, develop new services, or respond to an increase in demand during the Coronavirus pandemic (6,058)

Source: Ipsos MORI Grantholder Survey

Table B.5: Relationship between the delivery mode of support and the perceived outcomes (from the GS respondents) achieved by the beneficiaries supported by the grantholders

	Thinking now about the activities or support your organisation provided as a result of the grant received from the fund.						
	Were the activities or support offered:						
Which, if any, of the following did your activities and support contribute towards? By contribute towards, we mean things that were better than they otherwise would have been as a result of the specific activities and support funded through your grant.	All	By phone call	Via video calls/meetings	Face-to-face	By messaging (e.g. text messages, email or WhatsApp)	Via social media (e.g. Facebook or Twitter)	Through written advice or materials, including on websites
Base: all GS respondents who who used the funding to adapt existing services, develop new services, or respond to an increase in demand	6,058	4,128	3,941	3,520	3,311	2,949	3,029
People's mental health and wellbeing was better	87% (5283)	91% (3759)	92% (3620)	89% (3118)	91% (3029)	91% (2677)	90% (2731)
People felt less lonely	80% (4860)	86% (3548)	85% (3367)	83% (2921)	86% (2857)	87% (2572)	84% (2544)
People had more social contact	72% (4370)	76% (3149)	79% (3101)	77% (2694)	78% (2599)	81% (2387)	78% (2349)
People were better able to respond to changing circumstances	71% (4308)	78% (3231)	79% (3103)	73% (2564)	80% (2639)	77% (2259)	77% (2343)
People's short-term basic needs were met better (e.g. financial, food, clothing, shelter) better	44% (2694)	50% (2082)	40% (1570)	56% (1962)	50% (1640)	45% (1325)	45% (1361)
People developed better skills, strengths and assets	51% (3085)	53% (2198)	61% (2412)	52% (1824)	57% (1903)	58% (1699)	59% (1783)
People's physical health was better	40% (2400)	41% (1694)	40% (1576)	46% (1633)	44% (1444)	46% (1357)	43% (1289)
People were better supported to access the health care they needed	35% (2098)	43% (1784)	40% (1564)	38% (1339)	44% (1448)	42% (1247)	44% (1326)
People were better supported to access the social care services they needed	32% (1955)	41% (1710)	37% (1469)	37% (1316)	42% (1380)	39% (1140)	41% (1242)
Children and young people's education and development was better	31% (1855)	29% (1188)	34% (1327)	34% (1213)	33% (1088)	35% (1036)	33% (988)
People of all ages were better protected from harm, violence or abuse	19% (1164)	24% (999)	23% (903)	23% (809)	25% (820)	22% (639)	22% (667)
People were better supported through bereavement or loss	21% (1281)	27% (1123)	25% (997)	22% (776)	26% (854)	23% (687)	25% (760)

People were better supported to die with dignity	3% (152)	3% (128)	3% (107)	3% (101)	3% (103)	3% (80)	3% (88)
None of the above	* (25)	* (6)	* (6)	* (7)	* (7)	* (2)	* (5)
Don't know	* (7)	* (2)	* (4)	* (2)	- -	* (4)	* (4)

Base: All GS respondents who used the funding to adapt existing services, develop new services, or respond to an increase in demand during the Coronavirus pandemic (6,058)

Source: Ipsos MORI Grantholder Survey

Annex C: Evaluation Taxonomy

Purpose and development of the taxonomy

The CCSF was used to support 8,247 civil society organisations, which differ in characteristics including their scale, composition, geographical coverage, and financial health. Grantholders delivered a broad range of services and support to diverse groups of people and communities in different contexts. The evaluation therefore required a means of segmenting the programme to make sense of its scale and heterogeneity.

A taxonomy was developed to aid the design of the evaluation and its four constituent strands. The initial purpose of the grantholder taxonomy was to segment grantholders into similar groups to aid effective (i) targeting of the learning strand (aimed at grantholders) (ii) sampling and categorisation to inform the design of all of evaluation activities, for example, sampling for qualitative research grantholders (iii) development of the supporting analytical framework used to inform the scale and size of the sub-analyses and (iv) segmentation for the VfM strand, which by necessity requires the breakdown of grantholders into meaningful groups. The taxonomy was also used to inform the analytical framework for the evaluation.

The taxonomy was developed based on information collected through scoping activities, including familiarisation consultations and a desk-based review of programme documentation and wider literature.

Taxonomy

The table overleaf sets out the evaluation taxonomy with seven segments covering:

- Type of organisation (and lived experience of leadership)
- Geography/location
- Proportion of grant size to scale of organisation (Amount awarded / Income)
- Purpose of funding
- Potential people and communities supported
- Type of support/service provided, delivery model, nature of intended change
- Intended outcomes

The taxonomy notes where data was available in the GMS as well as where new categories were proposed by the evaluation team.

Segment/grouping	Potential breakdown	
1a. Type of organisation 1b. Lived experience of organisational leadership	<i>As per the GMS coding, all codes mutually exclusive:</i> <ul style="list-style-type: none"> ▪ Not for profit company ▪ Registered charity (unincorporated) ▪ Charitable incorporated organisation ▪ Registered Charity and Not for profit Company ▪ Community Interest Company ▪ Unregistered voluntary or community organisation ▪ Faith organisation ▪ Other 	<i>As per the GMS:</i> <ul style="list-style-type: none"> ▪ Percentage of the organisational leadership (e.g. senior management team, board, committee) that has lived experience of the issues the organisation is trying to address
2. Geography/location	<ul style="list-style-type: none"> ▪ Category 1: Government Office Region – <i>collected from GMS data linking with ONS geospatial data</i> ▪ Category 2: Local Authority – <i>as per the GMS coding</i> 	<i>Additional categories:</i> <ul style="list-style-type: none"> ▪ Level of deprivation (using IMD) – <i>collected from GMS data linking with ONS geospatial data</i> ▪ Rural, urban and coastal communities – <i>need to explore source</i>
3a. Income 3b. Scale/size of grant 3c. Proportion of grant size to scale of organisation = Amount awarded / Income) <i>Contains multiple categories to enable development of intensity of support segment</i>	<i>Income (using NCVO categorisation), all codes mutually exclusive:</i> <ul style="list-style-type: none"> ▪ Micro (less than £10,000) ▪ Small (£10,000 to £100,000) ▪ Medium (£100,000 to £1mn) ▪ Large (£1mn to £10mn) ▪ Major (£10mn to £100mn) ▪ Super-Major (more than £100mn) 	<i>Amount awarded – align with CCSF decision making process and all codes mutually exclusive:</i> Simple <ul style="list-style-type: none"> ▪ £0-£10,000 Standard <ul style="list-style-type: none"> ▪ £10,001 - £50,000 ▪ £50,001 - £100,000 ▪ £100,001 - £300,00 ▪ >£300,000
4. Purpose of funding	<i>Current GMS coding, codes not mutually exclusive:</i> <ul style="list-style-type: none"> ▪ (A) Funding will deliver activities specifically aimed to support communities through the COVID-19 crisis ▪ (B) Funding will overcome any immediate liquidity or staffing issues caused by the COVID-19 crisis 	<i>Our suggestion (to more effectively align with evaluation hypotheses), codes not mutually exclusive:</i> <ul style="list-style-type: none"> ▪ (A) Funding will overcome any immediate liquidity issues or staffing issues caused by the COVID-19 crisis ▪ (B) Funding will deliver activities specifically aimed to meet increased demand for their services as a result of COVID-19 ▪ (B) Funding will deliver activities specifically aimed at adapting delivery models that are inconsistent with COVID-19 restrictions

Segment/grouping	Potential breakdown		
5. Potential people and communities supported	<p><i>Categories developed by the evaluation team, codes not mutually exclusive:</i></p> <ul style="list-style-type: none"> ▪ Black, Asian and Minority Ethnic (BAME) communities ▪ LGBTQ+ ▪ People with a long-standing illness or disability (including people with long-term health conditions) ▪ Children (early years and primary age and their families) ▪ Young people (12-25 yrs) ▪ Older people ▪ People at greater risk of domestic abuse e.g. women and children ▪ People and families who face financial hardship ▪ Homeless people ▪ Asylum seekers and/or refugees ▪ People dealing with substance misuse ▪ People at end of life and their families ▪ People with mental health conditions ▪ Carers and those supporting the people above ▪ Other <p><i>Categories highlighted in bold are available from GMS.</i></p>		
6a. Type of support/service provided 6b. Delivery model 6c. Nature of intended change	<p><i>Categories developed by the evaluation team, codes not mutually exclusive:</i></p> <ul style="list-style-type: none"> ▪ Provide information, advice & signposting to other support ▪ Provide personal and care services (for example, mentoring, counselling, psychological therapy, self-help groups, health provision, medical care, bereavement support) ▪ Provide material and welfare support (for example, support packages, household items, food, emergency accommodation) ▪ Promote social connections (for example, through community support networks, community activities / events, community forums, peer groups and befriending) ▪ Provide activities and support for education and learning (for example, support with home learning and educational materials) ▪ Other 	<p><i>Categories developed by the evaluation team, codes not mutually exclusive:</i></p> <ul style="list-style-type: none"> ▪ Face-to-face ▪ By phone call ▪ By messaging (e.g. text messages or WhatsApp) ▪ Via video calls/meetings ▪ Through written advice or materials, including on websites ▪ In another way 	<p><i>Categories developed by the evaluation team, codes not mutually exclusive:</i></p> <ul style="list-style-type: none"> ▪ Increase capacity to do more of what you do already (e.g. recruit / retain more people) ▪ Work to reach new people (e.g. outreach / marketing / removing barriers to access services / support) ▪ Improve the quality of what you already do (e.g. hire better equipment, improve facilities or invest in training for volunteers or staff) ▪ Begin new activities (e.g. starting a new community scheme) ▪ Adapt to deliver activities online (e.g. provision of training / technical / digital equipment to remove barriers to access of services / support) ▪ Enable collaboration between organisations to tackle an issue ▪ Other

Segment/grouping	Potential breakdown
7. Intended outcomes/ impacts	<p><i>Categories developed by the evaluation team, codes not mutually exclusive:</i></p> <ul style="list-style-type: none"> ▪ People were better supported to access the health care they needed ▪ People were better supported to access the social care services they needed ▪ People were better supported to die with dignity ▪ People were better supported through bereavement or loss ▪ People's physical health was better ▪ People's short-term basic needs were met (e.g. financial, food, clothing, shelter) better ▪ People had more social contact ▪ People felt less lonely ▪ People of all ages were better protected from harm, violence or abuse ▪ Children and young people's education and development was better ▪ People's mental health and wellbeing was better ▪ People developed better skills, strengths and assets ▪ People were better able to respond to changing circumstances <p><i>These are measured in terms of the funding contributing towards each outcome, with grant holders reflecting on whether these things were better than they otherwise would have been as a result of the specific activities and support funded.</i></p>

Our standards and accreditations

Ipsos MORI's standards and accreditations provide our clients with the peace of mind that they can always depend on us to deliver reliable, sustainable findings. Our focus on quality and continuous improvement means we have embedded a "right first time" approach throughout our organisation.



ISO 20252

This is the international market research specific standard that supersedes BS 7911/MRQSA and incorporates IQCS (Interviewer Quality Control Scheme). It covers the five stages of a Market Research project. Ipsos MORI was the first company in the world to gain this accreditation.



Market Research Society (MRS) Company Partnership

By being an MRS Company Partner, Ipsos MORI endorses and supports the core MRS brand values of professionalism, research excellence and business effectiveness, and commits to comply with the MRS Code of Conduct throughout the organisation. We were the first company to sign up to the requirements and self-regulation of the MRS Code. More than 350 companies have followed our lead.



ISO 9001

This is the international general company standard with a focus on continual improvement through quality management systems. In 1994, we became one of the early adopters of the ISO 9001 business standard.



ISO 27001

This is the international standard for information security, designed to ensure the selection of adequate and proportionate security controls. Ipsos MORI was the first research company in the UK to be awarded this in August 2008.



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Ipsos MORI is required to comply with the UK GDPR and the UK DPA. It covers the processing of personal data and the protection of privacy.



HMG Cyber Essentials

This is a government-backed scheme and a key deliverable of the UK's National Cyber Security Programme. Ipsos MORI was assessment-validated for Cyber Essentials certification in 2016. Cyber Essentials defines a set of controls which, when properly implemented, provide organisations with basic protection from the most prevalent forms of threat coming from the internet.



Fair Data

Ipsos MORI is signed up as a "Fair Data" company, agreeing to adhere to 10 core principles. The principles support and complement other standards such as ISOs, and the requirements of Data Protection legislation.

For more information

Meera Craston, Director – Head of Social Policy Evaluation & Advisory

Ipsos MORI Public Affairs

3 Thomas More Square

London

E1W 1YW

e: meera.craston@ipsos.com

3 Thomas More Square

London

E1W 1YW

t: +44 (0)20 3059 5000

www.ipsos-mori.com

<http://twitter.com/IpsosMORI>

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