

# Covid-19 Impact Survey August 2020

This survey was disseminated in August 2020 to all heads of VCSE sector member organisations in Northern Ireland. A total of n=200 participants responded to the survey, indicating a response rate of 19%.

## 1. How has the Covid- 19 crisis impacted your organisation? (n=196)

Value	Percent	Count
Services/Activities have been stopped	73.0%	143
Funding/Income has been lost	66.8%	131
Staff have been made redundant	5.6%	11
Staff have been furloughed	38.8%	76
Volunteers have been unavailable to volunteer	59.7%	117
Other	17.3%	34

Other
Activities/services online only so reaching half usual beneficiaries
Activities reduced
Casual/bank staff have had and will not get work. Not able to accept any graduate or other childcare training placements
Changes to services
Due to the increasing demand for our service we have had to extend our advice and information services and have had to try to keep on top of the latest policy developments and govt guidelines, working more closely and more regularly with the Dept of Health, meaning staff are running at full capacity. Our usual income generation methods around community fundraising and training have been halted and whilst this is not impacting our services now it will when current funding streams end in October
Greater demand for services. Some services have had to be adapted. Unbudgeted outlay to enable services to be delivered
Have had to conduct Zoom activities with substandard equipment
Heightened concerns regarding the sustainable development of services
Increase in funding applications and admin
Massive impact on mental health of both staff and clients
New activities and ways of working in response to need
New services provided that are not face to face
Online/telephone service provision
Public policy priorities have changed
Requests for our services has critically increased, we are inundated with calls and requests
Service provided online only
Services delivered remotely
Services have had to be remodeled

Staff experiencing isolation now
Staff needed to be flexible and deliver essential services where there was increased demand and where volunteers were not available; also, charity shop was closed - cutting off a social outlet (drop-in) for many who have emotional support needs
Trying to work out relevant requirements for the hall is a nightmare!
We have had to change direction from a centre based activities to more outreach work
We have been under immense pressure to deliver the service we have which supports older people. Additional referrals etc.
All services delivered remotely
All staff continue to work from home
Change in how we work and provide support
Diverted work efforts
Needs have increased
Services had to move online; resources had to be found to buy necessary IT equipment
Some services have had to be adapted
Staff have been developed and delivered.to face work was stopped but services were amended to be delivered differently e.g. advice and counselling via telephone. New support services were also delivered
Staff have had to change the way they work

## 2.How many beneficiaries have been affected per week?

Value	Percent	Count
1-50	44.7%	63
51-100	19.9%	28
100+	35.5%	50
Total	100%	141

## 3.What percentage of normal funding/income has your organisation lost for that period?

Value	Percent	Count
0-25%	46.6%	61
26-50%	26.0%	34
51-75%	9.2%	12
76-100%	18.3%	24
Total	100%	131

#### 4.What percentage of volunteers have been unavailable to volunteer?

Value	Percent	Count
0-25%	18.8%	22
26-50%	11.1%	13
51-75%	19.7%	23
76-100%	50.4%	59
Total	100%	117

#### 5.Please rank the top 3 most pressing issues currently facing your organisation. (n=195)

Item	Overall Rank	Score	Total Respondents
Sustaining our organisation and activities	1	252	122
Finance/Cash flow	2	202	84
Changing our services to meet emerging needs	3	127	62
Adapting building/premises re infection control e.g. PPE	4	121	54
Well-being of staff/volunteers	5	105	58
Adapting our services to deliver online	6	104	49
New policies and procedures re returning to premises	7	56	34
Considering future sustainability e.g. closure, redundancies	8	54	35
Availability of workforce/volunteers	9	42	24
Managing and motivating workforce	10	30	18
Supporting the response to Covid-19	11	29	18
IT/Digital capability	12	29	13
Upskilling workforce	13	4	4

**6. Please briefly indicate any other current pressing issues facing your organisation below.**

<b>Response</b>
Unable to undertake home assessments of families for an assistance dog therefore we have the unplanned financial upkeep of dogs which is a significant outlay
Planning for the future, difficulty planning with continuing uncertainties, adapting our offering to reflect future needs
Managing increasing demand on services, meeting increased demand for services, limited service due to social distancing regulations
Wellbeing of staff and volunteers- Ensuring staff can as they want either continue to work from home or come back to office in a phased way. Keeping staff safe in returning to the office and meetings. Managing and motivating the workforce
Fundraising problems
Alleviate fears and ensure safety according to guidelines of service users
Freelancers face even more uncertainty
Uncertainty around income and funding, competition for funding, outgoing expenses greater than income, increased transport/equipment cost, pressure to spend funding by end of financial year, pressure from funders to return to "normal", increased operation costs due to online and face to face delivery, no meaningful income streams beyond end of furlough, lost funding due to inability to deliver face to face mental health services, problems with meeting deadlines for funded work
Lack of clarity on mandatory procedures. Guidance needed
Problems retaining members
Face to face contact with families
A legal advice branch should be available as part of our membership (to NICVA)
Finding it hard to organise social services due Covid
The policy agenda and public mood has changed. Trying to capture this and forge a way forward that builds back better is a pressing issue (i.e. a green recovery)
The impact of the Charity Commission NI ruling that charities registered before 2019 are not registered with them. Concern over resource etc. to get this resolved
Premises- unable to afford current base, problems finding new premises, adapting building re infection control, clear guidance re reopening needed, retaining tenants, uncertainty around reopening and having to close again because of second wave, unable to take possession of new facility due to restrictions, unable to access rental premises
Shielding/vulnerable volunteer members have been unable to help in their community
Waiting for permission from governing organisation to restart activities
Wellbeing of volunteers and upskilling of volunteers
Waiting on the Charity Commission to issue us a password so that we can submit the annual audit report
Adapting services in line with guidance e.g. delivering sessions outdoors. Conflicting messages from Gov Depts.
Responding to new opportunities and deciding what to prioritise in terms of what we do
Mental health issues for young people, already at an all-time high, have increased during lock down and social distancing. We want to address these deep underlying issues, but funders still expect outputs and numbers results instead of the outcomes of the wellbeing of young people
Social distancing will prove very difficult. The number of beneficiaries will be reduced dramatically, and we will not be able to meet targets
Supporting our most vulnerable young people/elderly who can't engage online
Creating a way to increase agility and robustness within the network

**7.What percentage of your normal (i.e., pre-Covid-19 crisis) services/activities are you currently providing?**

Value	Percent	Count
1-25%	25.3%	49
26-50%	22.2%	43
51-75%	20.1%	39
76-100%	23.2%	45
We are not providing any services/activities, but our organisation is still going	9.3%	18
Total	100%	194

**8.What percentage of your current services/activities are new and have been developed in response to the Covid-19 crisis?**

Value	Percent	Count
None	22.2%	43
1-25%	42.3%	82
26-50%	21.6%	42
51-75%	9.3%	18
76-100%	4.6%	9
Total	100%	194

**9.Please provide examples of the new services you have developed in response to Covid-19?**

Response
Prescription runs collecting and fulfilling, delivery food parcel sourcing and delivery, daily house calls to vulnerable people and families, hospital runs for vulnerable, sourcing and delivering children's activity packs
Housing mental health hub who do not have premises to be able to advise clients throughout town
Community Counselling Services, Listening Ear Services and Covid-19 Community Support Programmes
Service delivery/engagement using online methods- training, meetings, webinars, Zoom, Facebook, telephone, email, virtual learning environments, classes, workshops, Twitter, blogs, Covid-19 telephone helpline, covid-19 newsletters, online support groups and online 1:1 therapy
Being more proactive in bringing equipment to our members instead of them coming into a unit. All new PPE and hygiene procedures including temperature testing and a one-in-one-out policy

Poverty relief grants to African partners suffering under Covid-19
Mental health and money advice services have expanded due to increased demand. Community outreach services have developed and expanded due to COVID and increased demand
We developed an outdoor children's services programme
We have provided a Covid-19 Support Hub from the hall, coordinating volunteers with the vulnerable and running an emergency, temporary food bank from the premises
We have developed a food and supply sourcing and distribution service to those in need and hosted online classes for yoga and cookery and baking
Sanitation and social distancing
Delivery of weekly food parcels and utility vouchers to those vulnerable families most in need over the period of lock down
Online nutritional programme, online mindfulness/relaxation techniques for small groups of parents, online support group for parents, garden visits with arts and craft packs for families utilising services, telephone/garden visits for children's mentoring and family support home visits, food and utility crisis response vouchers through sourced funding streams and food hampers monthly July-September for 13 families per month
Utilising young people in existing programmes to help in the Covid response to vulnerable/older people in their community
'Virtual' rehoming of cats as people cannot come in to see them
Providing fresh fruit/veg deliveries. PPE etc. All our service users are extremely high risk
Direct financial support and relief aid, doorstep service and online services
New policy agendas developed to support Covid economic recovery/job creation
We have increased pet food rules to include helping those affected by Covid 19. We have helped provide medical pet food to those affected. We are helping pay for shelter to those who are in a critical situation and cannot look after their animals at this time
We have had to adapt our adult training programmes to include expenditure for visors, sanitiser, socially distancing the delegates and staff
Befriending and support services for seniors and vulnerable people and families; telephone welfare rights and counselling services
Dealing with an increased, different, and more complex case load because children's rights have been removed as a result of Covid legislation, policy, and practice
New member ebulletin about Covid, info on funding opportunities, engagement with Govt. department on joint response and work around Green Recovery
'How to' guidelines published
Doorstep Bingo to help with social isolation and build community spirit
Family packs for children of prisoners, activity packs for female and young inmates, adaptation of visits to support vulnerable men and women the community and pre-cooked meals for families and those living alone
Staff redeployed to meet the demands of HSC Trust Surge Plans
Research projects that were already underway switched their focus to impacts of Covid-19, with other activities also being redirected to analyse cross-border approaches to the pandemic response
We have put the bulk of our efforts into lunching The New Normal, a new initiative which invites young people to work on a cross community basis and develop fresh initiatives to help our communities better survive during the pandemic
We have started a summer scheme for our children that is run on 4 Saturdays
Volunteer task force to help those in need
Postal packs to families with language and literacy messages and books to children; play/craft packs with glue, paper etc. included home safety info; parenting info and small gifts to support parental mental health
Support for staff in schools and support to statutory bodies during COVID-19

Covid-19 support for vulnerable people, community garden activity, community meals, online services, online children's programme
Online antenatal courses and groups and other parenting programmes through WhatsApp groups. Outdoor picnics and activities in local communities as opposed to previous summer trips in buses
Online classes, educational packs for kids, home baking packs for kids and arts/craft packs for women at home
More outdoor activities, shopping for people shielding and/or vulnerable, prescription delivery, mental health/befriending support and supporting other smaller groups to deal with COVID
Working in liaison with a partner organisation
We have provided new sources of data about customers for the orgs we work with. We have provided resources that take into account new circumstances e.g., blogs of GDPR and trace and track
Crisis practical response: food, transport, mental health online client support, online, telephone, social distance vol support and increase volunteer training
Increased emphasis on supporting parents, as a means to supporting young people and increased emphasis on supporting collaborative organisations
Voucher scheme for fuel, delivering community newsheets and signposting for other help and making PPE equipment
Booking of campsites for outdoor activities and virtual volunteer training
Programme to support the wellbeing of mums and children and to support families during COVID including during further lockdowns
One person growing/planting/watering the plants

**10. Which of the following best describes how the delivery of your services/activities has changed due to the Covid-19 crisis? (n=182)**

Value	Percent	Count
We are delivering all of our current services/activities exactly as we did before the Covid-19 crisis began (March 2020)	3.8%	7
We are delivering 1-25% of our current services/activities differently from before the Covid-19 crisis (e.g. by phone or online/videoconferencing)	30.8%	56
We are delivering 26-50% of our current services/activities differently from before the Covid-19 crisis (e.g. by phone or online/videoconferencing)	18.1%	33
We are delivering 51-75% of our current services/activities differently from before the Covid-19 crisis (e.g. by phone or online/videoconferencing)	23.1%	42

We are delivering 76-100% of our current services/activities differently from before the Covid-19 crisis (e.g. by phone or online/videoconferencing)	25.8%	47
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**11. Please provide examples of new methods of service delivery/working you have developed and indicate whether you expect these to continue after the Pandemic.**

<b>Response</b>
Baby yoga and reflexology online -yes some of the online groupwork will continue - extends reach
We are adapting our training programme to online which is something we believe will we continue with after the pandemic. We hope to use a mix of online and offline training/info sessions and meetings going forward
Online delivery-Social media, Facebook, webinars, Zoom, training, Skype, WhatsApp video call or Facetime, virtual peer support group, videoconferencing
All meeting agendas and associated papers provided electronically, all Board and Committee meetings via Zoom, all training to students via zoom. Staff teams all working from home. Provision of Health and Wellbeing signposting service provided electronically. We expect all of these to continue to some degree going forward but unsure to what extent at this time
Digital recording of music performances
We have been providing video conferencing and telephone support and this has seen an increase in calls made and will continue for those clients who wish it to
We have created an 'isolation pod' on entering the building, where service users will remain until their service needs have been met. This area is then cleaned when they leave. I do not expect this to continue long-term
Internal working practices - working from home v office working... continue Webinars/seminars etc. - continue communications - online presence and platforms expanded - continue
Smaller group setting on premises meeting government guidelines, appointment prior to entering building (no drop-ins), tracing all persons who enter building and designated rooms for various groups
Our new counselling services and listening ear services are getting delivered face to face. We had to adapt our offices to accommodate the social distance rule of 2 meters, as well as installing new hand sanitising stations throughout the building
We have realised the importance of telephone contact with our members, especially the most socially isolated
Booking system and meet and greet increase. I would definitely keep the booking system
Doorstep, online community forums and online training forums have developed to support our clients
Garden-gate visits
Committee meets by email and phone as the technology is way beyond many of the Committee. We need to return to normal methods of working and delivery as soon as possible or the hall might have to close
Family support by phone which cannot replace the support provided in direct contact service provision as much is communicated through reading body language, facial expressions etc. Hope to not continue with these after this crisis is over



We have introduced a telephone support line and implemented a food and supply distribution service along with online classes. We anticipate continuing the telephone support line but discontinue the online classes one the lock down has eased
More awareness of the seriousness of the pandemic since 95% of our members are in the vulnerable category
Separation protocols for access to artists' studios
I imagine that an element of this type of programming will persist after the pandemic as the online programming allows more flexibility and families can engage at a time that suits them
Expect online yoga workshops /training days will be the norm
Putting foods in a taxi for members
Face to face home visits to the isolated members. Regular video call as keeping updates to the members
Online support groups with operating procedures to ensure the wellbeing of our service users. This service delivery will continue after the pandemic. One to one support with our professional group facilitator via the telephone for any service user who cannot access or is not comfortable with online groups. We would expect this not to continue after the pandemic as it is not part of our core service
Working with young people there is a need for an element of social interaction, the lack of this is having a major impact on mental wellbeing
Our mentoring programme for community group leaders is now delivered 100% remotely. This is not the preferred option and we will be seeking to resume F2F as soon as policy and guidance allows
a) Provision of telephone welfare rights and free legal advice delivered across south Belfast to support the diverse communities b) Delivery of counselling and life coaching services via telephone c) the development and implementation of a new befriending/check-in and chat and practical support service for seniors and vulnerable people and families
We have had to resume face to face contact with young people to meet terms of our contract. This has involved a hugely complex logistical exercise
Reduction of numbers allowed to travel at any one time
We will be utilising a blended approach post-COVID i.e. Zoom group work; Zoom Family work, Teams one to one interventions, Talk and walk interventions
All of our internal and external meetings have been taking place virtually since mid-March, as have all our usual events, including policy seminars and conferences. This is something totally new to our organisation, and a delivery method that we will continue to some extent after the pandemic
Normal service supplemented by remote delivery to resume Sept 20, if Govt guidelines continue to permit
Virtual lessons, virtual committee meetings and virtual staff meetings. Yes, for meetings for members who cannot make face to face meeting
Online meetings for kids but not suitable for every age groups. Not sure if we would like to continue after the pandemic
We had envisaged delivering virtually but as most residents have no access to IT facilities, this was abandoned
We have adapted our building to allow the public to access our services. We also plan to open our conference room for meetings only with reduced numbers. After the pandemic, we hope to run as normal
Online/Zoom parenting groups in the evening after kids have gone to bed to address social isolation and provide adult 'company' whilst in your own home. Staff continuing to work at home using technology for admin and/or delivering services
Have restarted home visits but there will be a mix of online and in house programmes for parents. Drop-in groups like baby cafes will be by set groups for a number of weeks and then rotated to the next group to keep numbers low

We ran a lot of our programmes online during lockdown, as well as individual support and befriending via phone calls, doorstep visits etc. As we reopen, we are planning to meet face-to-face in smaller groups than previously, and outdoors where possible. Our kids and young people have been meeting outdoors in small groups since the government announced that we could, and we anticipate that where possible, after risk assessments have been completed, a small number of our programmes will recommence, and new programmes will launch, with limited numbers
Online peer support groups have allowed attendees to continue receiving our support. However, not all attendees feel comfortable to participate online. We would prefer not to have to continue online in future but are considering once per month for attendees who do not feel comfortable attending venues in person
We have been using online to deliver workshops, meetings, and other events that we normally run in person. Some of these work well online and save time and travel. They also allow people from across NI to attend. It is likely we will continue with some of this online activity post pandemic as there are benefits
Client support via email, telephone - could continue in conjunction with face to face services Online training - can continue for a range of courses, not ideal for all online team meetings, volunteer focus groups, mentoring etc. - could continue as part of a wider communication programme, social distance and use of masks, shields etc. - not ideal, can continue in place of normal services only until guidance allows return to normal working
Remote service delivery. Detached work with young people to deliver issue-based work
Our foodbank project - people are triaged over the phone, and we have set up a delivery service now - no face to face support. A debt service is now being delivered over the phone - no one to one support all over the phone

**12. What do you expect the financial position of your organisation to be in the next 6 months? (n=184)**

Value	Percent	Count
Critical- The organisation may not survive	4.3%	8
Very difficult- Our income is likely to fall by 75%	14.7%	27
Difficult- Our income is likely to fall 51-75%	16.3%	30
Challenging- Our income is likely to fall by 26-50%	29.9%	55
Manageable- Our income is likely to fall by up to 25%	29.3%	54
Positive- Our income is likely to increase	5.4%	10

**13. Focusing on the next 12 months, how would you expect the capacity of your organisation to deliver its services and activities to change? Our capacity to deliver will: (n=186)**

<b>Value</b>	<b>Percent</b>	<b>Count</b>
have reduced by up to 25%	26.9%	50
have reduced by 26-75%	26.9%	50
have reduced by over 75%	6.5%	12
be the same as now	23.7%	44
have increased by up to 25%	10.8%	20
have increased by 26-75%	3.8%	7
have increased by over 75%	1.6%	3

**14. How do you feel about the future of your organisation?**

<b>Value</b>	<b>Percent</b>	<b>Count</b>
Very optimistic	6.4%	12
Quite optimistic	43.9%	82
Neutral	28.9%	54
Quite pessimistic	18.7%	35
Very pessimistic	2.1%	4
Total	100%	187

**15.What are the most pressing capacity-building and skills development needs in order to adapt to the current and future post-Covid-19 situation? Please rank your top five needs. (n=187)**

<b>Item</b>	<b>Overall Rank</b>	<b>Score</b>	<b>Total Respondents</b>
Safe working in the office and outside	1	317	86
Digital skills (e.g. use of videoconferencing for meetings and events)	2	316	79
Risk management	3	260	75
Financial planning	4	250	78
Post Covid-19 fundraising	5	243	79
Innovation and change management	6	231	77
Delivery of combination in-person and online training/seminars	7	206	57
Engaging people online	8	161	53
Adapting to online delivery of services	9	136	47
Managing staff and volunteers remotely	10	124	47
Home-working (including policies and procedures)	11	95	32
Scenario planning	12	79	26
Critical thinking	13	78	30
Agile project management online/remotely	14	71	29
Cyber security/Data protection	15	28	13

**16. Please indicate any other capacity building/skills development needs that your organisation may require.**

<b>Response</b>
Psychological and mental health support for staff and volunteers
Update of website, adding and amending pages etc.
Funding, fundraising, motivational skills and capacity to get funding
Further guidance throughout Covid
Financial assistance for refresher and upgrade training skills lost due to Covid -19 inactivity / lockdown
Digital upskilling and access to digital systems
We will need hand sanitising units, PPE, Training of the group committee and officers in the correct procedures again using guidelines
Innovation and change management Post COVID-19 fund raising
Marketing and communications
Developing online virtual treatments as part of a holistic programme
Change management for staff digital skills
Updated guidelines as to how to safely deliver practical mental health services
Engaging people online
Online safety and security personal care for staff
Digital and ICT skills, internet access for members
The biggest worry is the thought of having to close again if there is another increase in the Covid
Strategy planning, reconstituting, and repositioning
Training needs- fundraising, HR, IT, management committee training for sustaining organisation, engaging people online, project management, practical financial skills, training for safeguarding volunteers and clients
Any skills to help people contacting us going through stress, in critical situations and bereavement. And to help us cope with this
How to retain membership at renewal time in October when activities have been so curtailed
Learning how to get the community engaged with the changes - they are used to mingling and coming together so teaching them how to stay connected safely
Safety of volunteers and clients due to Covid
Engaging with parents/communities online rather than face to face
We have already developed our Covid-19 policies/procedures, purchase of PPE etc. as well as skills in using social media (however, parents were wearying of on-line activity)
Building community in a time of social distancing and instructions that produce fear of people
We rely on local venues being open to host our support groups and to raise awareness in our community. Until those venues reopen for gatherings and events, there will be continued limitations on our ability to encourage new attendees to reach out for mental health support. There is no doubt that the 'in-person' approach is best when discussing mental health
Covid Risk Policies
We need more volunteers
Risk management and business continuity in the face of another lockdown
Given the fact that income lines for the sports sector will continue to be affected adversely for a considerable period of time, there needs to be a meaningful support package put in place for the sector. Without this capacity building measure there may be limited requirement for skills development
Building the motivation and confidence of staff, volunteers and committee members
We have been very good at sharing our training skills via online

**17. What future innovations should be developed and supported to help voluntary and community organisations adapt to and meet society needs in the new post Covid-19 environment?**

<b>Response</b>
Managing expectations and hoping to communicate the changes
Safety- How to manage and support people to maintaining safe and healthy measures both inside the community centre and outdoors, awareness of importance of proper and effective hand hygiene, keep listening and adhering to guidelines and take appropriate action
It is all done to money or should I say the lack of money
Training- Webinar training, online delivery options for activities (not just meetings, seminars), virtual interaction training for staff, risk management and extended use of computers e.g. meetings, collection of subs. per bank transfers etc., how to manage and run group sessions within Covid government guidelines, bookkeeping, use of teleconferencing facilities,
Funding – Secure long term rather than annual funding, funding for new technology, gov funding to sustain running costs, funding scheme provision, extension to financial support to charities through furlough, joint funding and joint commissioning, full cost recovery, easier access to grants, development of new revenue and capital funding streams
To develop our programme successfully in the future our funding bodies will have to allow the sector to be innovative and pioneering in developing our projects
Availability of large rooms e.g. gyms, school halls et. which will allow for people to meet whilst maintaining acceptable social distancing
IT Needs- Create an IT infrastructure in NI which reaches the most vulnerable, digital inclusion strategy, partnerships with digital companies to up-skill staff and volunteers around online groups, workshops, webinars etc., free accessible broadband for all, better broadband coverage
Just access to someone to ring as and when difficulties arise. There is currently no one such person
A seat at the table to plan recovery and renewal
Infrastructure support to help groups make renovations to their facilities in order to comply with Covid regulations, supplying of PPE equipment to enable groups to provide services in a safe manner for the public
Possible mergers, redirecting any overhead savings back into frontline services, better use of public investment to generate a civic dividend to society
Need to prioritise work to address the digital divide
Accessing innovative and creative thinkers to provide inspiration/ideas for innovation
Visual communication where possible
A buddy system. Linking organisations together to have a road map of help around the province
Regular updates i.e., re: COVID-19 re: help with charities and other information regarding financial help
Ways of helping the public cope with what has/is happening, managing their stress and concerns
Assistance to support groups to consider and develop projects and programmes that can be implemented remotely and enabling groups how to consider or deliver services and activities differently than in pre Covid-19 days
Free accessible mental health/counselling service for employees and free PPE for sector workers/everyone
Innovations for indoor activities to take place safely, especially in leisure centre and school and church building venues

Reduce bureaucracy. There needs to be more guidance from DFC and other departments directly to our sector re: guidance such as face covering etc.
Community forums where a number of organisations exchange ideas and share content
Collective use of a digital platform that all organisations can use to host training/seminars - are we all paying high costs for Zoom?
A dedicated online forum directed at volunteers only
Firmer guidance on what can be done and not at regional level
This is totally dependent on the development of a vaccine
Risk assessment advice and help
Do we need a helpline?
I think our sector has become too focused on measuring outcomes without enough focus on what it takes to produce outcomes. Risk adverse government approaches seem more concerned with avoiding lawsuits than benefiting people. Funding should go to those who are delivering on the ground rather than the civil servants whose job seems to be restricting creative, responsive service delivery rather than encouraging it
One to one support and support for issues of mental health and emotional well-being
Develop a new mindset in the sector where shared services (e.g. back office) become the norm (through demonstrable savings and efficiencies) and where collaboration (and with it compromises) are the norm
Affordable community-based cleaning to support organisations with no budget for increased cleaning needs after each course/programme
A big focus needs to be on development of online and digital content that can support delivery of services to beneficiaries. Developing suitable Post COVID-19 physical interaction policies with beneficiaries and staff/volunteers will also require focus
Clear guidance on how all of our venues, large and small, modern and ancient can sanitize effectively, this requires additional, dedicated and highly trained staff which requires additional funding. Fast accurate testing facility at each venue to check all attendees and its staff. A major promotional campaign to encourage the public to feel safe about attending live events again
Accessible and attractive digital solutions for young people to engage remotely; Alternative solutions which don't require digital skills; Straightforward training reducing the "fear" of digital technology; Increased resources for community transport initiatives
Longer term management of this situation. We have all been taking a short-term approach however this could go on for years. What will the longer-term impact of that be?