

**COVID-19 Charity Survey**

**5 May to midnight 14 May 2020**

**Introduction**

In response to the unprecedented challenges faced by the charity sector following the outbreak of coronavirus (COVID-19) pandemic, the Scottish Charity Regulator (OSCR) is gathering information from Scotland’s 25,000 charities about their experiences, needs and outlook in relation to the pandemic. The findings of this exercise will be used to shape the way OSCR and other organisations provide support to the charity sector over the coming months.

As someone involved in the running of a charity in Scotland, OSCR is very keen that your voice is included in this process by completing this short survey.

If you are involved in running a number of charities, please choose to answer on behalf of the charity that you feel you know best.

The survey is being conducted by Breaking Blue and should take approximately 5-10 minutes. To move forward / backwards please use the arrows at the bottom of your screen. Using your browser arrows may cause problems.

All responses you give will be treated in confidence and in accordance with the Market Research Society’s Code of Conduct. No attempt to sell you anything will be made as a result of this exercise. This research is being conducted under the terms of the ICC/ESOMAR Code of Marketing and Social Research Practice.

The survey will close at midnight on Thursday 14th May, so please complete the questionnaire before then.

Once again thank you for taking part.

**Questions**

Q1a In which of the following ways, if any, has your charity been affected by COVID-19 and the lockdown measures more generally?

Please select as many as apply.

*Multicode, split across two screens*

1 Increased demand for services

2 Disruption of support or services to beneficiaries

3 All charity operations suspended

4 Lost income from fundraising

5 Lost income from other sources

6 Working at a reduced capacity

7 Planned work / events postponed or cancelled

8 Unable to hold an AGM

9 Staffing issues

10 Do not have the capacity to make use of the available volunteers

11 Volunteers are unable to work

12 Increased need for mental health and wellbeing support for staff, volunteers, beneficiaries or charity trustees

13 Short-term risk (within next 6 months) to charity reserves

14 Long-term risk to charity reserves

15 Charity trustees struggling to meet or discuss matters

16. Unable to access the right information and guidance for my charity

17. Unable to influence key decision makers

98 In some other way (please say what)

97 None of these

99 Don’t know

ASK Q1b IF Q1a NOT 97 or 99

Q1b And, thinking about the following impacts of COVID-19 and the lockdown measures more generally, to what extent has each negatively affected your charity?

*Single code, carousel, only show those selected at Q8a, OPTIONS: Very slightly affected, moderately affected, very much affected, severely affected*

1 Increased demand for services

2 Disruption of support or services to beneficiaries

3 All charity operations suspended

4 Lost income from fundraising

5 Lost income from other sources

6 Working at a reduced capacity

7 Planned work / events postponed or cancelled

8 Unable to hold an AGM

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16. Unable to access the right information and guidance for my charity

17. Unable to influence key decision makers

98 In some other way PIPE FROM Q8a

98 In some other way

ASK Q2 IF Q1a NOT 97 or 99

Q2 In what ways, if any, has your charity responded to COVID-19 and the lockdown measures?

Please select as many as apply

*Multicode.*

1 Applied for additional or emergency funding

2 Provided support remotely over the phone or using digital tools

3 Changed the support provided to a different type

4 Adapted current services to meet beneficiaries’ needs

5 Furloughed staff

6 Applied for a payment holiday on loans, mortgages etc.

7 Signposting /sharing information

8 Operated longer hours to meet demand

9 Recruited/sourced/trained more volunteers

10 Stopped operating

11 Reduced or ceased use of volunteers

12 Continued operating as usual with social distancing measures in place

98 Something else (please say what)

97 Nothing

Q3 What has been the impact of COVID-19 on the number of volunteers you engage?

*Single code*

1 Major increase in volunteers

2 A moderate increase in the number of volunteers

3 A slight increase in the number of volunteers

4 It has had no effect on the number of volunteers

5 A slight decrease in the number of volunteers

6 A moderate decrease in the number of volunteers

7 A major decrease in the number of volunteers

8 Not applicable, my charity does not use volunteers

99 Don’t know

Q4 How would you rate the threat that COVID-19 and the lockdown measures more generally pose to your charity’s financial viability in the next...

* Three months
* Six months
* Twelve months

*Single code, Rating scale, Carrousel if ‘Critical’ mentioned at any point then skip to Q5*

* No threat at all
* A small threat
* A modest threat
* A large threat
* A critical threat

Q5 And, thinking about your charity’s ability to do its work, which of the following best represents the position you feel your charity will be in in the next…

* Three months
* Six months
* Twelve months

*Single code*

* My charity will be in a stronger position than in January 2020
* My charity will be in much the same position as in January 2020
* My charity will be in a weaker position than in January 2020
* My charity will be unable to do the work it was set up to do

Q6 Since the start of the COVID-19 pandemic, which, if any, of the following sources of help and advice for charities have you seen, considered or used?

Please answer specifically in regard to support for challenges arising from the COVID-19 pandemic.

*Carousel, single code, options: ‘Used’, ‘seen but not used’ (A-G&N), ‘Neither seen nor used’ (A-G&N), ‘Considered, but not used’ (H-M), ‘Not considered’ (H-M)*

A [OSCR’s COVID-19-19 update and guidance for charities](https://www.oscr.org.uk/news/charities-and-coronavirus-an-update-from-the-regulator/)

B [SCVO Coronavirus Third Sector Information Hub](https://scvo.org.uk/support/coronavirus)

C [Scottish Government Coronavirus in Scotland information](https://www.gov.scot/coronavirus-covid-19/)

D [ACOSVO’s Stay Connected, CEO Check-ins and thematic zoom groups](https://www.acosvo.org.uk/coronavirus-covid19)

E [Volunteer Scotland Volunteering and Coronavirus (COVID-19) support](https://www.volunteerscotland.net/covid-19/)

F [Guidance from the Health and Social Care Alliance Scotland](https://www.alliance-scotland.org.uk/)

G [Information from Scotland’s International Development Alliance](https://www.intdevalliance.scot/resources/information-about-coronavirus-covid-19)

H Your local [Third Sector Interface](https://www.gov.scot/publications/third-sector-interfaces-contact-details/)

I Your [local authority](https://www.cosla.gov.uk/councils)

J Your funders

K Your accountant

L A lawyer

M A consultant

N Information on social media about COVID-19 (LinkedIn, Twitter, Facebook)

ASK Q7 IF Q1a NOT 97 or 99

Q7 Which, if any, of the following would help, or are already helping, your charity respond to the challenges presented by COVID-19 and the lockdown measures more generally?

|  |  |  |
| --- | --- | --- |
|  | This has already helped us | This would help us in future |
| **Funding** |  |  |
| Scottish Government Third Sector Resilience Fund |  |  |
| Scottish Government Wellbeing Fund |  |  |
| National Emergencies Trust funding through Foundation Scotland |  |  |
| Scottish Government Food Fund |  |  |
| Scottish Government Supporting Communities Fund |  |  |
| Scottish Government Business Grant Support Schemes |  |  |
| Job Retention Scheme (furloughing) |  |  |
| British Business Bank business interruption loans |  |  |
| Other independent grant funding |  |  |
| Local authority funding |  |  |
| Funding for essential or core costs, such as staffing |  |  |
| More flexibility in currently-funded projects, such as removing restrictions on how funding can be used |  |  |
| Simplified requirements for reporting on grants or outcomes |  |  |
|  |  |  |
| **Support** |  |  |
| Information and advice on the financial support charities can claim |  |  |
| Flexibility in filing or reporting deadlines |  |  |
| Support or training on staffing issues |  |  |
| Support or training on volunteer issues |  |  |
| Support or training on remote leadership |  |  |
| Technical support and training for working remotely |  |  |
| Staff, charity trustee and volunteer wellbeing resources |  |  |
| Maintaining momentum on current policy and government business unrelated to Covid-19 |  |  |
| More guidance on how charities should continue during the pandemic |  |  |

ASK Q8 IF Q1a NOT 97 or 99

Q8 Earlier you told us about how COVID-19 and the lockdown measures were affecting your charity.

In your view, what should OSCR and charity sector support organisations be doing to help your charity overcome these challenges?

Please give as much detail as you can.

*Open, Don’t know*

\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Q9 Thank you for giving us your feedback so far. To finish, we have a few quick questions about your charity that will help us understand your situation a little better.

First, please enter the last five digits of your charity’s registration number below.

If you do not have the number to hand, please select ‘I do not have this information available’

Small open text box, 5 character limit, include ‘I do not have this information available’, ‘SC0’ in front of the answer box

ASK IF Q9 = ‘I do not have this information available’

Q10 How long has your charity been established?

If you’re unsure, please choose the answer you feel is most likely.

*Single code*

1. Less than a year

2. 1-3 years

3. 4-10 years

4. 11-25 years

5. 26-50 years

6. More than 50 years

99. Don’t know

ASK IF Q9 = ‘I do not have this information available’

Q11 What was your charity’s income in its most recent set of annual accounts?

If you’re unsure, please choose the answer you feel is most likely.

*Single code*

1. Under £2,000

2. £2,001 to £10,000

3. £10,001 to £25,000

4. £25,001 to £100,000

5. £100,001 - £500,000

6. £500,001 - £1m

7. £1m - £5m

8. £5m+

99. Don’t know

ASK IF Q9 = ‘I do not have this information available’

Q12 In which local authority area is your charity based?

If your charity is based in more than one local authority, please chose the location of its main office.

Single code

|  |  |
| --- | --- |
| 1 | Aberdeen |
| 2 | Aberdeenshire |
| 3 | Angus |
| 4 | Argyll & Bute |
| 5 | Clackmannanshire |
| 6 | Dumfries & Galloway |
| 7 | Dundee City |
| 8 | East Ayrshire |
| 9 | East Dunbartonshire |
| 10 | East Lothian |
| 11 | East Renfrewshire |
| 12 | City of Edinburgh |
| 13 | Falkirk |
| 14 | Fife |
| 15 | Glasgow City |
| 16 | Highland |
| 17 | Inverclyde |
| 18 | Midlothian |
| 19 | Moray |
| 20 | Western Isles |
| 21 | North Ayrshire |
| 22 | North Lanarkshire |
| 23 | Orkney Islands |
| 24 | Perth & Kinross |
| 25 | Renfrewshire |
| 26 | Scottish Borders |
| 27 | Shetland Islands |
| 28 | South Ayrshire |
| 29 | South Lanarkshire |
| 30 | Stirling |
| 31 | West Dunbartonshire |
| 32 | West Lothian |
| 33 | Outwith Scotland |

ASK ALL

Q13 Usually, what are your charity’s main sources of income?

Please chose your most important income sources from the list below.

*Multicode.*

1 Local government grants

2 Local government contracts

3. Scottish Government grants

4. Scottish Government contracts

5. Lottery funding

6. Other public sector grants

7. Other public sector contracts

8. Rental income

9. Trading

10. Public donations and legacies

11. Fundraising events

12. Investments and interest

13. Non-government grant funding

14. Private sector funding

99. Don’t know (Exclusive)

ASK ALL

Q14 Which of the following best describes where your charity provides its service(s)?

*Single code*

1. A local community or small number of local communities

2. Regionally within Scotland

3. Nationally, across Scotland

4. Nationally, across the UK

5. Internationally (outside the UK)

ASK IF Q9 = ‘I do not have this information available’

Q15a How many paid staff members (including both full and part time paid staff) are normally employed at your charity?

Please provide an estimate if you’re not sure of the exact number.

*Single code*

1. None

2. 1-10

3. 11-50

4. 51 -250

5. 251-500

6. 500+

99. Don’t know

Q15b How many volunteers are normally engaged by your charity (not including charity trustees)?

Please provide an estimate if you’re not sure of the exact number.

*Single code*

1. None

2. 1-10

3. 11-50

4. 51 -250

5. 251-500

6. 500+

99. Don’t know

ASK ALL

Q16 In which sector or sectors does your charity mainly operate?

Please select all that apply.

*Multicode. Randomise.*

Housing

Social care - Children and families

Social care - Young people

Social care - People with disabilities

Social care – older people

Culture and arts

Sports and recreation

Health

Mental health

Education and research

Community development (including employability and training)

Grant giving, philanthropy and funding

Environment and animals

Advocacy, minorities, rights and law

Umbrella body

Religion and belief

Other (Please say)

For more support and information visit [Charities and Coronavirus: An Update from the Regulator](https://www.oscr.org.uk/news/charities-and-coronavirus-an-update-from-the-regulator/)

*[Redirect participants to this page once completed]*