# Evaluation of the Voluntary, Community, and Social Enterprise Covid-19 Emergency Funding Package

## Technical Annex

**Authors:** NatCen Social Research and RSM UK Consulting LLP
**Date:** 27/04/2022
**Prepared for:** Department for Digital, Culture, Media & Sport (DCMS)

At **NatCen Social Research** we believe that social research has the power to make life better. By really understanding the complexity of people's lives and what they think about the issues that affect them, we give the public a powerful and influential role in shaping decisions and services that can make a difference to everyone. And as an independent, not for profit organisation we're able to put all our time and energy into delivering social research that works for society.

Evaluation report prepared for the Department for Digital, Culture, Media & Sport

**Department for Digital, Culture, Media & Sport**

# Contents

## 1.1   Introduction

NatCen Social Research, in partnership with RSM UK Consulting LLP, was commissioned by the Department for Digital, Culture, Media and Sport (DCMS) to undertake an evaluation of the Voluntary, Community and Social Enterprise (VCSE) funding package, hereby referred to as 'the funding package'. The purpose of the funding package was to enable VCSE organisations to continue their work to support people and communities in need during the Covid-19 pandemic.

The evaluation aimed to examine:

- The impact of the funding package as a whole upon organisations receiving funding as well as people and communities in need; and

- The extent to which the funding package was implemented and delivered as intended.

Key lessons and practical recommendations were provided to inform how a funding package can be mobilised in future emergency context.

This document provides methodological information on the impact and process evaluation of the funding package covering the key stages of evaluation, including: the development of the Theory of Change (ToC) and the evaluation framework, qualitative and quantitative data collection and analysis, contribution analysis, the involvement of the Expert Advisory Group and quality assurance processes.

## 1.2   Stages of evaluation

Evaluation activities were conducted in three phases: scoping, implementation and synthesis.

- The scoping phase included an analysis of documents, including end of grant and evaluation reports, which was used to assess gaps in evidence and inform the development of a ToC.

- The implementation phase aimed to gather evidence for the process and impact evaluation of the funding package, addressing evidence gaps identified during the scoping phase. This included a survey with grantholder organisations; a volunteer survey; case studies of grantholder organisations; interviews with grantholders and group discussions with sector representatives/ funding bodies.

- The synthesis phase involved applying contribution analysis[1] to primary and secondary data, case study development and synthesis of findings. Available data was matched to the ToC indicators to systematically analyse all available quantitative and qualitative data. Contribution analysis provided a framework infer whether the VCSE funding package has contributed to the impacts observed in this data (this approach is explained in section 1.7).

---

[1] Mayne, J., (2019). Revisiting Contribution Analysis. Canadian Journal of Program Evaluation, 34(2), pp.171–191

# 1.3   ToC development

A ToC was developed through an iterative process to provide the overarching framework for the evaluation.

## 1.3.1   Agreeing key principles for the development of the ToC

At the outset we proposed the following principles to DCMS to ensure a purposive and structured approach. These were that the ToC should:

- Reflect all eight funds across the funding package;
- Reflect the diverse funding mechanisms, delivery channels, and beneficiary groups supported;
- Be framed based on 'what was intended' at funding award stage, note that this is different for different funds;
- Focus on outcomes at a funding package level; and
- Integrate Value for Money (VfM) considerations at all levels.

To adhere to these principles, it was important to review existing documentation for the funding package and its constituent streams, including grant applications, end of grant reports, monitoring data and evaluation reports. In addition, consultations with fund managers and the DCMS oversight and management team were key so that all funding streams were appropriately reflected. These steps are described in further detail in our scoping report[2].

## 1.3.2   Development of a draft ToC

The draft ToC included a funding package wide hypothesis and considered the:

- Barriers that had to be overcome by VCSE organisations that the funding was aimed at;
- Beneficiaries of the funding package;
- Assumptions made in developing outcomes; and
- Funding package wide outcomes for the different beneficiary groups.

## 1.3.3   Workshop with the core DCMS oversight and management team

The evaluation team convened an online workshop with the DCMS oversight and management team, including the Senior Responsible Owner (SRO), to discuss the draft ToC document.  As a result of the workshop, the hypothesis was further revised to reflect the Chancellor's announcement of the £750m funding package.[3] The final hypothesis is included here for reference:

---

[2] National Centre for Social Research (NatCen) and RSM (2022). Evaluation of the Voluntary, Community, and Social Enterprise Funding Package: Scoping report. [Accessed 17/02/2022]

[3] The Chancellor's announcement can be accessed online. [accessed 06/09/2021]

> By providing direct grant funding to VCSE organisations across the UK, these organisations will be able to meet increased and evolving demand for their services. Funding will also allow them to continue their day-to-day activities supporting those in need.

Other changes were made to the ToC as a result of this workshop and are outlined in our scoping report[4].
Following the workshop a revised ToC document was developed, which was used as part of the consultations with fund managers and shared with the DCMS team for further feedback.

## 1.3.4  Workshop with funding stream managers

On 12 August 2021, a second workshop took place with funds managers to ensure that all funds were adequately reflected in the ToC. Managers from the following funds were represented in the workshop:

- Arts Council England;
- Big Night In (BNI);
- Community Match Challenge (CMC);
- Other government departments (OGD);
- Hospices; and
- Voluntary and Community Sector Emergencies Partnership (VCSEP).

The Loneliness Fund was not represented at the workshop but was able to provide feedback via email. **This means that all funding streams have engaged with and fed back on the ToC.**

Small changes were suggested by fund managers and adopted in the ToC, all of which are described in our scoping report. Where the DCMS team provided feedback that conflicted with fund stream manager feedback, the DCMS team's feedback was prioritised. This was the case for feedback relating to outcomes for specific groups of service users (e.g., people with disabilities).[5]

---

[4] As above.
[5] The DCMS team had noted that no particular population group was specifically targeted. Fund managers, on the other hand, noted that data on groups such as LGBTQ+ communities or ethnic communities, as well as people with disabilities, was collected through monitoring. In this case, the evaluation team removed outcomes for specific groups from the initial list of outcomes, to reflect DCMS feedback.

## 1.3.5  Refinement and finalisation of the ToC.

DCMS signed off the ToC, hypothesis, barriers, and beneficiaries included in the revised ToC. This is presented and discussed in section 1.3 in the main report.

# 1.4  Evaluation framework

The following table provides indicators for each ToC statement and how we have measured and analysed them. This is fully aligned with the approved ToC and is reflective of the three core groups of outcomes: (1) for people in need / service users (2) primary level outcomes for grantholders and (3) secondary outcomes for grantholders.

Relevant VfM measures are highlighted with **Economy/ Effectiveness/ Efficiency/ Equity / Sustainability**. In all cases, available valuation reports and end-of-grant reports for funding streams or individual sub-funds were used as existing data source. Where service user interviews are indicated as a research tool that is used for a specific outcome, they are used to verify outcomes reported by organisations and learn more about the extent of the outcome achieved and how this was achieved. All evidence was fed into the contribution analysis spreadsheet.

### Table 1:1 ToC Indicators

**Outcomes for people in need (service users)**

| ToC statement | Research Tool | Analysis Approach |
|---|---|---|
| ToC service user outcomes<br><br>**Effectiveness and equity** | Combination of:<br><br>Grantholder survey and interviews<br><br>Service user interviews<br><br>Volunteer survey<br><br>Existing evaluation and end-of-grant reports | Descriptive statistics for survey, inductive thematic analysis for interviews and reports.<br><br>Estimated number of people based on a proportion of total number of beneficiaries they directly supported (note: this applies for ALL following outcomes for people in need) |

**Grantholder Outcomes**

| ToC statement | Research Tool | Analysis Approach |
|---|---|---|
| Continued / expanded service delivery<br><br>**Effectiveness** | Grantholder survey and interviews | Descriptive statistics for survey, inductive thematic analysis for interviews. |
| Contribution to organisations' liquidity<br><br>**Effectiveness** | Grantholder survey and interviews | Descriptive statistics for survey, inductive thematic analysis for interviews. |

| ToC statement | Research Tool | Analysis Approach |
|---|---|---|
| Adapting or innovating services<br><br>**Efficiency** | Grantholder survey and interviews | Descriptive statistics for survey, inductive thematic analysis for interviews. |
| Organisational sustainability<br><br>**Sustainability** | Grantholder survey and interviews<br><br>Volunteer survey | Descriptive statistics for survey, inductive thematic analysis for interviews and reports. |
| ToC secondary grantholder outcomes<br><br>**Sustainability** | Combination of:<br><br>Grantholder survey and interviews<br><br>Sector focus group discussions | Descriptive statistics for survey, inductive thematic analysis for interviews and reports. |

**Outputs**

| ToC statement | Research Tool | Analysis Approach |
|---|---|---|
| Additional staff time enabled by funding<br><br>**Economy (unit costs) and sustainability** | Grantholder survey | Descriptive statistics for survey and reports, thematic analysis for reports. |
| People in need supported with funded activities<br><br>**Equity** | Grantholder survey | Descriptive statistics for survey and reports, thematic analysis for reports. |
| Organisations that avoided having to shut down<br><br>**Economy (amount spent per organisations not shutting down), Equity and sustainability** | Grantholder survey | Descriptive statistics for survey and reports, thematic analysis for reports. |
| Grantholder organisations reached<br><br>**Economy and sustainability** | Grantholder survey<br><br>In addition, existing monitoring data (funding package dashboard) | Descriptive statistics for survey and monitoring data, thematic analysis for reports. |
| Value of grants to grantholder organisations<br><br>**Economy and equity** | Grantholder survey<br><br>In addition, existing monitoring data (funding package dashboard) | Descriptive statistics for survey and monitoring data, thematic analysis for reports. |

| ToC statement | Research Tool | Analysis Approach |
|---|---|---|
| Volunteers mobilised & trained<br>**Economy (unit costs) and sustainability** | Grantholder survey<br><br>Volunteer survey | Descriptive statistics for survey and reports, thematic analysis for reports. |
| # and %-utilisation of hospice beds provided<br>**Economy (unit costs)** | Monitoring data from hospices funding stream | Descriptive statistics for monitoring data, thematic analysis for reports. |
| Coordination support provided to local VCSE organisations<br>**Sustainability** | Grantholder survey | Descriptive statistics for survey and reports, thematic analysis for reports. |
| New ways of delivering services implemented<br>**Efficiency** | Grantholder survey | Descriptive statistics for survey and reports, thematic analysis for reports. |

# 1.5 Qualitative data collection and analysis

## 1.5.1 Case studies

### Purpose

Case studies were conducted with a sample of 19 grantholder organisations. These consisted of 82 interviews with 20 senior managers, 20 operational staff, 11 volunteers, and 31 service users[6] to gain a holistic view of how fund money has been used. By doing so, we evidenced an in-depth understanding of the impact of the funding package on grantholders and service users. The case studies targeted a varied group of grantholder organisations with a number of different characteristics such as organisation size, grant size, target population, and region. This offered a richer and more complex picture, from which the full spectrum of perceptions and experiences of the funded programmes emerged.

### Sampling

Using a purposive sampling approach, we sampled grantholder organisations and service users following specific criteria that allowed us to explore a wide range of perspectives and experiences. For each case study we aimed to interview at least one senior staff member, one operational staff member, one volunteer, and up to seven service users (on average). However, since the scoping phase, we recognised that organisations in the VCSE sector are structured in a myriad of ways, therefore we worked flexibly with organisations to ensure the case studies reflected this. We also liaised with grantholders to adapt to their organisation's structure and the grant size they have received to determine the number of service users to include in the case study. We worked with grantholders to recruit service users, who were asked to gain consent for their contact details to be shared with the evaluation team.  As mentioned,

---

[6] The figures include some double counting of individuals; four participants were interviewed as both volunteers and either service users or staff members.

the sampling approach was purposive and not representative. This was due to the large number of organisations that have taken part in the funded programmes (approximately 14,000v organisations) which would have made the creation of a representative sample of case studies impractical. It is also important to note that the case studies are part of a larger evaluation that also includes grantholder and volunteer surveys, sector representative group discussions, and grantholders interviews.

Due to the large number of possible sampling criteria, we had grouped them into primary and secondary criteria. Primary criteria (Table 1:2) guided the initial recruitment of organisations, while secondary criteria were used to increase the potential diversity of the sample, broadening the variety of perspectives and experiences. The primary sample rationale was based on getting a balance between having a good spread of case studies across funding streams, as well as taking into account how the money was weighted, while capturing a range of experiences across service delivered and size of grants.

Primary criteria were used to create a set of sub-samples of grantholder organisations which were contacted to gauge their interest in participating in the evaluation. Where possible, according to the information available before the screening phase, we also used the secondary criteria to further diversify the sub-samples. However, the final composition of the sample, particularly with regard to the secondary criteria, also depended on which organisations showed their interest and agreed to recruit participants for the interviews. Grantholder organisations were contacted directly via email, and those who expressed their interest in participating were screened. This allowed us to select a diverse sample and to ascertain that they responded to the primary sampling criteria. Please see Table 1:2 below for the primary sampling criteria:

## Table 1:2 Primary Sampling Criteria

| Sampling criteria | Description and rationale |
|---|---|
| Funding stream | • We sampled from all funds with the exception the Hospices Fund, which was designed to only provide spare capacity of beds and therefore its outcomes may be less clearly obvious to stakeholders.<br>• Five case studies were dedicated to the CMC due to the lack of previous evaluations.<br>• Five case studies were conducted for the OGD fund stream given the wide variety of activities of the funded organisations[7].<br>• Three case studies were carried out for BNI, one for each of its sub-funds (National Emergencies Trust, Children in Need, and Comic Relief).<br>• For the Winter Loneliness Fund, we sampled two case studies: for each one of two of its sub-funds (Arts Council England and Radio Fund). We excluded the DCMS Loneliness Fund, which was continuation funding for a previous sub-fund under OGD, as case studies had already been conducted for seven out of nine of the funded organisations for the original funding.<br>• For the remaining two funds (Voluntary and Community Sector Emergencies Partnership, and Youth Covid-19 Support Fund), we sampled two case studies for each. |

---

[7] Six case studies were initially recruited, and one of the organisations withdrew their participation when further recruitment was no longer feasible.

| Sampling criteria | Description and rationale |
|---|---|
| Type of service provided | • We sampled according to the type of service provided by the grantholder organisation (for example, health support, financial support, help against loneliness and social isolation). However, some of the organisations recruited cover more than one category by providing a range of services and supporting different types of service users as well as other organisations in the voluntary and charity sector. |
| Size of grant award | • We sampled organisations according to the size of the grant they have received. Based on the data we have received, the distribution of grantholder organisations is skewed, with 50% of grants below £10,000. We applied a cut-off point of £4,000 and excluded all the organisations that received less than that, given the risk that organisations that have received very low grants may have not provided the breadth of information we were looking for. These organisations were included in other elements of the evaluation, with qualitative data collected from grantholder interviews.<br>• We sampled 5 case studies from within the £4,000 to £10,000 group. Given the relatively small size of the grant they have received, their involvement with the funds could have been less intense than that of organisations that received higher amounts, hence the size of the quota, however exploring their experience was judged to still be beneficial for the evaluation.<br>• The two other groups (£10,011 to £30,860 and £30,868 to £13,500,000) contained 25% of cases each. We sampled 6 organisations from the £10,011 to £30,860 group and 8 from the £30,868 to £13,500,000 group. |

While part of the secondary sampling criteria were specific to grantholder organisations, some were specific to service users. The secondary sampling criteria that apply to grantholder organisations included:

• Size of the grantholder organisation (small, medium, and large/major);

• Type of organisation (for example, registered charities, educational institutions, community interest companies)

• Region where the funded activities took place

• If old or new services were funded

• How the service was delivered (for example, telephone calls, online meetings, or in person); and

• Type of service users targeted by the funded programmes.

By looking at the size of the organisations and their set up we had the opportunity to explore the effect of structural differences irrespective of the size of the grant they were awarded, whereas geographical differences and modes of service delivery may affect the outcome of the programmes. Among the secondary criteria that specifically apply to service users we explored views from participants coming from a range of characteristics including age, gender, and ethnicity. Furthermore, we recognised the importance of adopting an intersectional approach as different social categories (e.g. race, gender identity, religion, occupation, culture) overlap or intersect with one another, therefore we looked at the whole picture and all the factors that impact people's experience and perceptions.

The interviewers were supported by topic guides specifically designed for each type of stakeholder and guided by the ToC. A summary of the themes that were explored for the case studies is described in Table 1:3. The topic guides were semi-structured with open questions organised around the main themes and included tailored sub-questions for each fund where appropriate. For example, to ask grantholder organisation's under CMC about their experience of sourcing match funding. We aimed at keeping the questions as open as possible and with only a limited number of prompts to encourage an in-depth, guided discussion.

Table 1:3 Summary of the themes explored in the case studies

| Stakeholders | Themes |
|---|---|
| Senior staff | Experience of the applications process, administration and monitoring of the funds |
| Senior staff | Understanding if and how the grant has contributed to expanding or maintaining existing services. |
| Senior staff | How services have been adapted and innovated due to the grant received. |
| Senior staff | How the grant has supported the organisations' sustainability and resilience, also in case of future crises. |
| Senior staff | How organisations has developed their knowledge of the communities they support and of their needs. |
| Senior staff | How the collaboration and coordination between VCSE sector organisations has improved and how the grant received has supported the improvement. |
| Operational staff; Volunteers | How the funded programmes were delivered and what worked well and less well. |
| Operational staff; Volunteers | Facilitators and barriers encountered in providing support to service users. |
| Operational staff; Volunteers; Service users | General impact of funded programmes on service users and communities. |
| Operational staff; Volunteers; Service users | How the funded programmes have supported the needs of service users (for example, reducing health inequalities, mental health support, end of life support, etc.). |
| Operational staff; Volunteers; Service users | How the funded programmes have supported people in a situation of distress or marginality (for example, support to people pushed into crisis, financial support, distribution of food, support to survivors of abuse, meeting the needs of people affected by homelessness, reduction of gender inequality, meeting the needs of refugees, etc.) |
| Operational staff; Volunteers; Service users | How the funded programmes have reduced loneliness and social isolation, supported young people, and improved the organisation of local communities. |
| Operational staff; Volunteers; Service users | How the funded programmes have facilitated the access to public information and to new technologies. |
| Operational staff; Volunteers; Service users | How the delivery of funded programmes worked for service users. |
| Operational staff; Volunteers; Service users | How the organisation has supported service users during the pandemic and what kind of role they have played. |
| Service users | Facilitators and barriers encountered in receiving support. |

## Data collection

The interviews were conducted by researchers with experience of conducting interviews with vulnerable groups. In most cases, each interviewer moderated all the interviews in their assigned case study, with the only exceptions due to unforeseen circumstances that required prompt adjustments (such as, last minute changes to the participant's availability). This allowed the interviewer to be a single point of contact, develop a holistic understanding of the organisation, and recognise with more ease any potential gaps and patterns.

All interviews were conducted using remote communication technologies such as Microsoft Teams for online meetings or telephone. The interviews lasted on average 60 minutes, with some lasting around 30 minutes and others more than 60 minutes, and were audio recorded with the consent of the participant to allow for an accurate account of the discussion. The recordings were only accessible to the research team and are stored on NatCen's secure server from which they will be safely deleted after the end of the project.

## Analysis

We used a Framework approach to qualitative data analysis, which facilitated robust qualitative data management and analysis by case and theme within an overall matrix. The interviews were written up and summarised in Microsoft Excel where each row represented a case (individual interview) while topics and sub-topics were organised in columns. This allowed to compare the different topics across cases, and to develop thematic matrices through familiarisation with the data and identification of emerging themes. Each thematic matrix represented one key theme (for example, how the funded programme was delivered), and the column headings in each matrix related to key sub-themes. The emerging themes were then compared to the contribution analysis statements to assess the evidence strength and the convergence of findings. Each stand-alone case study is presented in Annex 2 and a wider comparison of their outcomes was included as part of the synthesis. Each case study was sent to the pertinent organisation for a final check before publication to ensure the absence of inaccuracies and fill possible gaps.

## 1.5.2  Grantholder Interviews

## Purpose

We conducted interviews of up to 60 minutes with a sample of grantholder organisations' management team members. The interviewees were all grantholder staff involved in the delivery of funded activities and, in most cases, the process of securing or applying for the funds. The purpose of the interviews was to obtain in-depth evidence to assist the understanding of

- how funding has made a difference to these organisations,
- how funding was used by them,
- the impact on service users,
- and lessons learned.

Interview guides were developed to cover the following thematic areas:

- What outcomes did you achieve for service users?
- How did you adapt, expand, or change your activities to meet needs of service users?

- How did service user needs change during the pandemic?

- What outcomes did the grant have for you organisation?

- What activities did you do achieve the outcomes for service users?

- In what ways has funding contributed to the sustainability of your organisation (e.g., through training staff or volunteers or retaining trained staff or volunteers, or through new physical or digital infrastructure)?

- To what extent and why do you believe that you are now in a better position to respond to any future crisis?

- How has funding helped you to coordinate with other organisations to understand or meet people's needs?

- What other support does your organisation need from government going forward to enable you to best deliver your services, aside from funding?

## Sampling

From contact lists received from DCMS, we sampled a total of 752 organisations. The following criteria were used to sample grantholders:

Table 1:4 Sampling Criteria

| Sampling criteria | Description and rationale |
|---|---|
| Funding Stream | This was the primary sampling criterium. |
| | By sampling from each fund, our sample covered all different types of awards (including direct, match-funded, existing contract). For streams such as OGD and CMC, we sampled at least one organisation for each department and each CMC partner. |
| | We sampled more organisations from strands with higher funding. To help fill evidence gaps identified through the scoping phase, we oversampled some streams, especially the CMC. Within each funding stream, we sampled randomly. |
| Region | We sampled from all English regions, Scotland, Wales, and Northern Ireland. |
| Size of grant award | We sampled organisations that received less than £10,000 and those that received over £10,000. |

We originally planned to sample approximately half of the interviewees from survey respondents, and the other half from lists provided by DCMS. However, delays in receiving and cleaning full contact lists meant that we could not sample from survey respondents. Therefore, our full sample was derived from contact lists. For a small number of funding streams, we worked with a funding partner to contact organisations. This included the Department for Business, Energy and Industrial Strategy (BEIS) and Barnardo's (one of the sub funds supported by DfE).

The following tables provides a breakdown of the sample and of the completed interviews by funding stream, region and size of grant award.

Table 1:5 Sample breakdown: funding stream

| Funding stream | Sample composition | Proportions among completed interviews |
| --- | --- | --- |
| OGD | 30% | 48% |
| BNI | 20% | 16% |
| CMC | 28% | 24% |
| VCSEP | 6% | 5% |
| Hospices | 3% | 2% |
| Youth | 7% | 2% |
| Loneliness | 6% | 4% |

Table 1:6 Sample breakdown: region

| Region | Sample composition | Proportions among completed interviews |
| --- | --- | --- |
| UK-wide | 8% | 11% |
| England | 2% | 2% |
| England and Wales | 1% | 2% |
| Scotland | 3% | 3% |
| Wales | 2% | 2% |
| Northern Ireland | 1% | 1% |
| North West | 11% | 17% |
| North East | 7% | 7% |
| West Midlands | 11% | 9% |
| East Midlands | 6% | 6% |
| East of England | 3% | 2% |
| Yorkshire and the Humber | 11% | 8% |
| South West | 8% | 7% |
| South East | 15% | 12% |
| London | 12% | 13% |

Table 1:7 Sample breakdown: funding size

| Funding size | Sample composition | Proportions among completed interviews |
|---|---|---|
| <£10,000 | 35% | 25% |
| >£10,000 | 65% | 75% |

In total, we have interviewed 103 grantholder organisations. Within this number, we achieved full saturation.

All organisations sampled were contacted via email. To increase response rates, we sent out up to three reminder emails. In addition, the grantholder survey invitation email included a note to inform grantholders of the interviews so that organisations were aware before being contacted by us.

Interviews were conducted via Microsoft Teams. All interviews were conducted by an experienced lead interviewer and a dedicated note taker. The interviews were not recorded. Note takers took extensive notes to aid thematic framework analysis and coding. A team of seven qualitative researchers were involved in conducting the interviews.

## Analysis

Interviews were analysed deductively and inductively. Based on the Theory of Change, we developed an initial thematic coding framework. The framework was then refined using write-ups from early interviews: we added further themes and sub-themes through this process. Two qualitative researchers used the framework to code all interview write-ups. Prior to the full coding process, both researchers independently coded six write-ups to determine consistency in their coding. Following this exercise, the two coders discussed any differences in coding, adjusted the thematic framework, and coded all remaining interview write-ups. As part of the process, the coders also highlighted pertinent quotes from the write-ups to highlight specific themes or points raised by the interviewees.

Analysis was conducted using MS Excel. Following the completion of coding, the researchers tagged relevant themes with VfM tags (Economy, Efficiency, Effectiveness, Equity, Sustainability). Identified themes were triangulated with survey findings to highlight, explain, or further deepen insights about activities, outcomes achieved, and support needed in future.

## 1.5.3  Group discussions

## Purpose

We conducted a total of seven semi-structured group discussions of up to 90 minutes with VCSE sector representative organisations and with funding stream partners.

The VCSE sector representative organisations were organisations or umbrella groups for charities, social enterprises, community organisations or volunteers and volunteering organisations from across the UK. The purpose of these sector representative group discussions was to understand what type of support the sector needs from the Government going forward, aside from funding, and the wider strategic

needs of the sector. In addition, they elicited sector views on the impact of this funding package on the sector and the role it had in supporting VCSE organisations. The topic guides for these group discussions were semi-structured to allow for an in-depth discussion of the following **thematic areas**:

- How have you supported the sector?

- What do you understand the role of DCMS to be in supporting the sector?

- In the future, how can the government, and DCMS in particular, effectively provide strategic support to the sector?

- What do you not want government to do?

- What role did the funding package have in the survival of VCSE organisations and the sector as a whole?

The funding stream partner organisations were those organisations who worked with DCMS to design, deliver and distribute funds. They included Big Night In and Community Match Challenge partner organisations as well as other organisations with whom DCMS worked. These group discussions provided the evaluation team with the necessary evidence to understand why different delivery models were chosen and what they intended to deliver. The discussions were facilitated using semi-structured topic guides that covered the following **thematic areas:**

- Aside from funding, what support does the VCSE sector require going forward?

- For departments, did the funding approach work in terms of supporting the department's goals? How well did inter-departmental cooperation work to achieve intended outcomes?

- Did a particular delivery model (direct grants, extension of existing contracts, match funding) work particularly well / not so well to support the sector?

- Why was the specific delivery model chosen?

## Sampling

To sample VCSE sector representative organisations, we were guided by the following criteria:

- **National or regional organisations.** We sampled national and regional organisations, with a focus on national ones for a wider lens. We ensured representation from England, Scotland, Wales, and Northern Ireland.

- **Membership body.** We sampled organisations that function as membership bodies for charities, community organisations, social enterprises, volunteers. The group was selected based on their knowledge, understanding and engagement with a wide group of members impacted by the funding package. This included groups/bodies that lobby on behalf of their members.

- **Group that provides funding to target organisations.** For instance, a sector funder that supports relevant organisations and who would be aware of the funding package. For example, The National Lottery Community Fund, who delivered the Coronavirus Community Support Fund (CCSF) under this funding package.

- Group that isn't a membership group or sector funder but **provides services to the sector both nationally and regionally**, service user organisations and health and social care organisations.

We sampled a total of 29 VCSE sector representative organisations of which 18 took part in three group discussions and two follow-up individual interviews. We sampled a

total of 16 funding partner organisations, of which 15 took part in four group discussions.

All group discussions were led by a dedicated facilitator who was supported by at least one note taker. The sessions were recorded to aid transcription and full write-ups.

## Analysis

Group discussion transcripts were analysed inductively. This involved an experienced qualitative researcher reviewing each transcript to identify themes and highlight pertinent quotes. No thematic framework was applied to these notes. Themes from across the group discussions were then grouped and accompanying quotes selected to illustrate key findings

# 1.6   Quantitative data collection and analysis

## 1.6.1  Grantholder survey

The grantholder survey was sent to all organisations which received money under the funding package and that we have been provided a named contact and email address for. It gathered information on process (e.g. how services/activities were delivered and how the organisation applied for and received funding) and impact (e.g. what activities were delivered).

## Design

A 20-minute questionnaire was developed to cover all funding streams to ensure comparability and consistency in the data collected across funding streams (see section 1.10), with two exceptions. Firstly, the CCSF, which has conducted its own evaluation survey collecting comparable data. Secondly, the Hospices Fund, where data on the funded activities organisations delivered is being provided through monitoring data collected during the grant period, in addition to through the survey. This change has been made in part because the Hospices Fund has used a different model to other funding streams, with bed capacity purchased from hospices, rather than a grant making structure. In addition, detailed data on daily usage of hospices' facilities was collected as part of the process, which could not be collected in a survey format. Given the monitoring data will show what services have been delivered through the Hospice Fund, these organisations have not been asked to complete the "activities delivered with the funding", "beneficiary groups" sections of the survey.

The survey was developed drawing on the documentary analysis conducted across all funding streams, which mapped the range of activities, beneficiary groups, and funded organisations reached by the package. Where possible, the survey questions were drafted to provide comparable data to the survey asked of organisations funded through the CCSF, so they would provide a uniform set of results across the whole £750m VCSE sector funding package. Finally, it was aligned with the ToC underlying the funding package, to ensure it would inform the key assumptions and outputs outlined in the ToC. The draft questionnaire was then refined through an iterative process with the fund managers of the different funding streams to ensure it would apply to the diverse set of activities and funded organisations.

## Implementation

The survey was run in two waves. For each wave, an invitation email was sent out at the beginning of the three week fieldwork period, to inform respondents what information they would need to hand when completing the survey, to explain the reason for the evaluation and the importance of their taking part. It included contact details for NatCen in case organisations had questions and a link to the evaluation webpage on NatCen's website. The invitation emails and the web survey introduction page itself included details for each respondent of the end funder (e.g., a funding partner) which made the award(s) to their organisation, and the amount of the grant(s), to assist grantholders in identifying the relevant grant(s). The survey was conducted online, with each named contact at grantholder organisations emailed a link to take part. It was planned that an additional two reminder emails would be sent out at intervals of one week to boost response rates. To allow additional time for organisations to respond, the Wave 1 fieldwork period was extended, and two further reminders sent out (Table 1:8).

In addition, a number of funding organisations were unable to provide contact information for their grantholders directly, and in order that these grants be included in the survey these funding organisations were invited to contact their grantholders directly to invite them to participate in the survey. In these cases, a complete list of all funded organisations was not provided and so an open link was sent out to respondents. This meant that the same link could be completed multiple times, allowing any number of grantholders to respond, however, this also means that it was not possible to tell respondents which specific grant the questionnaire related to. However, it was possible to present respondents with the name of the relevant funding partner, to help them identify the grant in question and this information was also evident to them since respondents received the survey invitation via the funding partners. These organisations also had a different fieldwork process, with only one reminder email sent out to them (Table 1:8).

## Table 1:8 Grantholder organisation survey – fieldwork communications and dates

| Survey | Communication | Date |
|---|---|---|
| Wave 1 | Email invitation and start of fieldwork | Friday 5th November |
| | First reminder email | Wednesday 10th November |
| | Second reminder email | Friday 19th November |
| | Third reminder email | Thursday 25th November |
| | Fourth reminder email | Friday 3rd December |
| | Survey closed and end of fieldwork | Sunday 12th December |
| Wave 2 | Email invitation and start of fieldwork | Friday 19th November |
| | First reminder email | Thursday 25th November |
| | Second reminder email | Friday 3rd December |
| | Survey closed and end of fieldwork | Sunday 12th December |
| Open link survey (sent via funding partners) | Advance email to intermediaries | Thursday 18th November |
| | Email invitation | Friday 19th November |
| | Email reminder | Wednesday 1st December |
| | Survey closed and end of fieldwork | Sunday 12th December |

In the original proposal, we assumed a response rate of 10%. This was anticipated to mean we would receive around 1,500 completed surveys from a sample of up to 14,000 organisations, after excluding those which received funding as part of the CCSF. In practice, a total of **2,594** grantholder organisations responded to the survey. Of these, **2,279** had been invited to participate directly in Wave 1 or Wave 2, out of a total of **8,621** grantholder organisations. This was an achieved response rate of **26%**. The remaining **315** respondents were from grantholder organisations whose contact details had not been shared with NatCen. Instead, NatCen invited the intermediary funding partners to forward the invitation and one reminder to grantholder organisations, with a generic link to the survey. As requested, all but one of the funding partners confirmed that they had forwarded the survey details to their grantholder organisations and how many contacts they had emailed. From this feedback from the funding partners, the estimated response rate to the 'open link survey' was **17%**, out of a total of 1,808 organisations contacted. Because of the different methodologies and fieldwork processes used, the response rates have been calculated and reported separately.

## 1.6.2 Volunteer survey

The volunteer survey collected information from volunteers who supported the delivery of services provided by grantholder organisations, using a 15-minute online questionnaire.

### Design

The topics covered by the volunteer survey focused on process and impact (see section 1.11) but were designed to be relevant to volunteers who may not have knowledge of how the Fund was used. The sample for the volunteer survey was reached by asking all grantholders who completed the grantholder survey if they would be willing to invite volunteers working with them to take part in the volunteer survey. They would forward a survey email/ link of the survey to their volunteers, using a standard email template provided to them.

### Implementation

The survey was run in two waves. For each wave, an email invitation was sent to volunteers, with a clear explanation of the purpose of the survey and the value of taking part. It also included contact details for NatCen in case volunteers had questions and a link to the evaluation webpage on NatCen's website. Two reminder emails were then sent to organisations to send out to volunteers, prompting them again to take part. The fieldwork was intended to last for a three-week period for each wave, however, to allow time for more responses this was extended to allow time to maximise responses (see Table 1:9 below).

The fieldwork was dependent on grantholders sending out the invites and having the contact details for their volunteers, which means there were multiple stages at which self-selection and non-response bias might have impacted results. Firstly, in terms of which grantholders agreed to take part. 651 grantholder organisations (8% of all those **surveyed** and 25% of grantholders who **responded** to the **grantholder organisation survey**) agreed to forward the volunteer survey to their volunteers and provided a contact for NatCen to send the volunteer survey invitations to. Of these grantholders complete surveys were received from 151 of them. These organisations could be biased towards those who want to showcase the work of their volunteers, have good relationships with volunteers, and who expect to see favourable responses by them. In addition, they were able to choose which volunteers they selected to take part, and may have favoured those with whom they had a good relationship.

Finally, they may also have differed in how they invited people to participate. Some may have sent the invitation email on, with little or no additional explanation, others may have spoken to volunteers in advance, or provided a written explanation of what the survey was about and why people should take part. Variations in the way fieldwork was conducted, which were outside of NatCen's control, may then also have impacted non-response rates among selected volunteers. It also not possible to calculate a precise response rate.

The target number of responses to the survey was 1,000, however, the final achieved number was 541. Overall, this means the representativeness of our achieved sample is uncertain, and it should not be treated as a representative sample of all grantholder volunteers. The results were triangulated against the findings of the volunteer survey run in the CCSF funding stream, however, there were similar methodological limitations to the survey employed there (albeit with a larger sample size), meaning the same caveats still need to be applied to the results.

Table 1:9     Volunteer survey – fieldwork communications and dates

| Survey | Communication | Date |
|---|---|---|
| Wave 1 | Email invitation and start of fieldwork | 25th November 2021 |
| | First reminder email | 2nd December 2021 |
| | Second reminder email | 10th January 2022 |
| | Survey closed and end of fieldwork | 16th January 2022 |
| Wave 2 | Email invitation and start of fieldwork | 8th December 2021 |
| | First reminder email | 15th December 2021 |
| | Second reminder email | 10th January 2022 |
| | Survey closed and end of fieldwork | 16th January 2022 |

## Analysis

The survey results were analysed using descriptive statistics, presenting percentage results for the full samples of responding grantholders and volunteers, and crosstabulations of the grantholder survey data by grant amount and organisation size (based on staff number). For numeric variables such as grantholder estimates of how many beneficiaries were supported, estimated averages use the median to avoid bias from a few extreme responses. In some cases, these responses have also been aggregated to give an estimated total number for the whole responding sample, for example, an estimate of all the staff kept off furlough by the funding received. In these cases, the estimated number refers only to the responding sample, unless it is explicitly stated otherwise.

# 1.7   Contribution analysis

Contribution analysis is a theory-based analytical approach to confirming whether an intervention is a contributory cause. A number of contribution statements had been identified based on the ToC. Each contribution statement displays the expected contribution the VCSE funding package makes to the observed changes ("impact pathways"). This enabled us to test the analysed data against the ToC and test the linkages, assumptions and risks behind these links and explore if and what contribution the funding package has made to reach its desired impact. This approach also allowed triangulation of both quantitative and qualitative data which helped identify the influence of the funding package more accurately by approaching it using different methods and

techniques (grantholder survey, volunteer survey, grantholder interviews, group discussions, case study interviews with staff, volunteers and service users, secondary sources such as CCSF impact findings). Through this synthesis process, relevant evidence that may support or conflict with each of the contribution statement(s) was identified. Strength of evidence for each contribution statement was determined and categorised into 'Strong', 'Moderate' or 'Weak'. As a final step, all the contribution statements were reviewed and examined to assess the overarching evaluation hypothesis of the VCSE funding package.

# 1.8   Involvement of the Expert Advisory Group

An independent expert advisory group was consulted throughout the evaluation. The expert advisory group was made up of five experts who offered extensive sectoral experience and/or evaluation and methodological expertise.

Please see below for members of the expert advisory group:

- **Sini Rinne-Kerridge**, Lead Consultant (strategy and evaluation), **NCVO.** Sini leads NCVO evaluation and strategy consultancy portfolio. She is a highly experienced consultant with an extensive track record of working with a wide range of civil society organisations and their funders.

- **Dr Jurgen Grotz** is the Director of the **Institute for Volunteering Research** (IVR) at the University of East Anglia. He joined the University of East Anglia, School of Health Sciences as Senior Research Associate in Patient and Public Involvement in Research for CLAHRC, East of England in August 2017.

- **Nathan Hudson** is a Research Director at **NatCen.** He is a mixed-methods researcher with expertise in the interdisciplinary study of disadvantage and equality. He is currently leading several projects focused on the funding and provision of voluntary and community sector (VCS) services.

- **Rebecca Moran** is currently the Evidence, Impact and Learning Manager for the **Cardinal Hume Centre** (a homeless prevention charity in London) and brings extensive experience of leading research in the VCSE sector.

- **Will Rossiter**, **Nottingham Trent University**, is an experienced research, evaluation and policy practitioner. Will currently leads a three-year voluntary sector programme evaluation for DCMS (Office of Civil Society) and a UKRI/ESRC-funded project on the impact of Covid-19 on the voluntary and community sector. He is also leading research to estimate the local, regional and sectoral economic impacts of the Covid-19 pandemic

Input from the advisory group was sought at various stages of the evaluation (scoping, interim and final reporting), including:

- Feedback on the ToC

- Feedback on draft survey questionnaire tools

- Feedback on case study design and group discussions

- Feedback on the draft final report, in particular key findings, lessons learned and recommendations

The advisory group was provided with early drafts of research tools and emerging findings and they provided written feedback on them. These comments were then collated and addressed accordingly by the evaluation team.

## 1.9   Quality assurance

Our approach to quality assurance is underpinned by NatCen's well-developing Quality Management System (QMS), which comprises documented quality procedures covering all stages of the research process. All evaluation outputs such as reports and data sets/ analysis have undergone a rigorous review process to ensure they are produced to the highest quality and the findings accurately reflect the data. Our review process includes the following activities:

- Systematic checks of figures in reports against the data and cross-checks between figures in text and tables.
- First and second reviews by NatCen (Evaluation Manager) and RSM UK Consulting LLP (Evaluation Manager and Partner).
- Final review and approval by the Quality Director (NatCen).

## 1.10 Grantholder survey

The full questionnaire sent to grantholder organisations is presented below. All routing instructions and text fill instructions based on sample data are shown in CAPITALS.

### 1.10.1 Introduction to the grantholder survey

SHOW TO ALL EXCEPT HOSPICES FUND ORGANISATIONS
**Intro**
Thank you for taking part in this survey.

This survey is in relation to the funding your organisation received from:
[INSERT FUNDING SOURCE, VALUE OF FUNDS, AND DATE GRANTED].

Throughout the survey we refer to grant funding, but we are aware the way funding was distributed varied widely, with some organisations contracted to provide a particular service. If this applies to your organisation, please answer with respect to the services you delivered with the funding, however it was received.

The original announcement of this funding can be found here.
We would like to ask you about how the funding has helped your organisation and what difference it has made, if any, for the services or activities you deliver. The results will be used to understand how well the funding met its aims and improve the effectiveness of future funding for the sector.

When answering the questions, please only think about [this funding/these grants].

It should take about 20 minutes to complete this survey if you have all the information needed and it should be completed by [INSERT CONTACT NAME HERE], who is the named contact we have been provided for this funding. If this is incorrect, please get in touch with the survey team at NatCen on **0800 652 0601** or by emailing us at VCSEsurvey@naten.ac.uk. Participation is voluntary, and you can choose not to answer specific questions or to stop the survey at any time. There is an option to click **Save and continue later** to save your answers and continue the survey at a later time.

Your answers will be used to inform the evaluation of emergency funding provided to the Voluntary, Community and Social Enterprise (VCSE) sector during the pandemic and will be published as part of a report. All findings will be based on aggregated responses, and it will not be possible to identify your organisation's answers. A fully anonymised dataset will also be delivered to the department for Digital, Culture, Media and Sport. We will remove from that dataset any information that may make your organisation identifiable.

SHOW TO HOSPICE FUND ORGANISATIONS ONLY

This survey is about the purchase of additional bed capacity and community contacts from hospices during the coronavirus pandemic to help reduce pressure on NHS services.

We would like to ask you about how this funding has benefited your organisation during the period of the coronavirus pandemic, such as replacing funding lost during the pandemic, allowing staff to be kept off furlough, or services to be delivered in new ways. Information on the services provided by hospices during the pandemic has been collected separately and will not be asked about in this survey. The results will be used to understand how well the funding met its aims and improve the effectiveness of future funding for the VCSE sector.

It should take about 20 minutes to complete this survey if you have all the information needed and it should be completed by [INSERT CONTACT NAME HERE], who is the named contact we have been provided for this funding. If this is incorrect, please get in touch with the survey team at NatCen on **0800 652 0601** or by emailing us at VCSEsurvey@naten.ac.uk. Participation is voluntary, and you can choose not to answer specific questions or to stop the survey at any time. There is an option to click **Save and continue later** to save your answers and continue the survey at a later time.

Your answers will be used to inform the wider evaluation of emergency funding provided to the VCSE sector during the pandemic and will be published as part of a report. All findings will be based on aggregated responses, and it will not be possible to identify your organisation's answers. A fully anonymised dataset will also be delivered to the Department for Digital, Culture, Media and Sport. We will remove from the dataset any information that may make your organisation identifiable.

[NEW SCREEN]
SHOW TO ALL
When answering the questions, please only think about the role of funding received from:

[INSERT FUNDING SOURCE, VALUE OF FUNDS, AND DATE GRANTED].

Throughout the rest of the survey we will refer to this money as the **VCSE sector support funding**.

[NEW SCREEN]
SHOW TO ALL
Before starting the survey, it would be useful to have the following pieces of information to hand:

- Number of staff:
    - Before the pandemic/ put on furlough during the pandemic/ brought back from furlough or hired with the VCSE sector support funding.

- Number of volunteers (if applicable):
  - Before the pandemic/ recruited as a result of the VCSE sector support funding.
- Amount of funding received from other grant funding sources during the pandemic
- Number of service users who were supported by or who took part in activities funded by the VCSE sector support funding.

   Service users may not be the term used in your organisation, however, please think of the group of people who benefit from the work you do, whether these are patients in a hospice, listeners of a radio station, or people accessing resources from a website.


Don't worry if you do not have all of these, you can still respond to the survey, and respond with "Don't know" to questions where necessary. If it would be easier to provide an estimate for any of these, there is an option to do this as well.

## 1.10.2 Grant details

SHOW TO ALL
**GrantDetails**

If the amount in £ (pounds) for the grant you received from {EndFunder1-9} did not appear on the previous screens, we will ask you to provide that information now.

We will also ask you to tell us the date of award.


IF Grant = N/A; LOOP FOR Grant1-9
**GrantAmount**

What was the value in £ (pounds) of the grant your organisation was awarded by {EndFunder1-9} as part of the VCSE sector support funding?


1. NUMERIC [0…100,000,000]

2. Don't know


IF GrantAmount – 2 'Don't know'
**GrantAmount2**

Can you estimate the value of the grant funding your organisation was awarded by [EndFunder] as part of the VCSE sector support funding?


1. £1 - £10,000

2. £10,001 - £50,000

3. £50,001 - £100,000

4. £100,001 - £300,000

5. £300,001 - £500,000

6. £500,001 or over

ASK ALL
**GrantDate**

What was the **date of award** for the grant your organisation received as part of the VCSE sector support funding? If you are not sure, you can just answer with the month and the year

1. DD/MM/YYYY

[Allow DD to be left blank]
2. Don't know

## 1.10.3 Onward grants

SHOW TO ALL
**Screening1**
In which of the following ways was the VCSE sector support funding used by your organisation?

1. The funds were provided to other organisations as onwards grants. This does not include grants made to individuals (e.g. emergency cash to cover bills/housing/groceries).

2. The funds were used by your organisation to deliver services or fill a gap in finances (e.g. covering staff costs or bringing staff back from furlough). If the funding was used to pay another organisation to deliver a service (for example, mentoring or tuition) **not** using a grant arrangement please select this option.

3. The funds were used both by your organisation to deliver services or fill a gap in finances as well as for onwards grants to other organisations.

IF Screening1 = 1 or 3
**OnwardOrg**

How many organisations did you provide funding for?

1. NUMERIC [0…100,000,000]

2. Don't know

IF GrantAmount – 2 'Don't know'
**OnwardOrg2**

Can you estimate the number of organisations you provided funding for?

1. 1-10

2. 10-50

3. 50-100

4. 100-300

5. 300-500

6. 500-1000

7. More than 1000

8. Don't know


IF Screening1 = 3
**OnwardOrgPerc**

What percentage of the funding you received was sent to other organisations as onwards grants?

1. 0-10%
2. 11-20%
3. 21-30%
4. 31-40%
5. 41-50%
6. 51-60%
7. 61-70%
8. 71-80%
9. 81-90%
10. 91-100%
11. Don't know.


IF Screening1 = 1 or 3
**OnwardActiv**

What was the funding you sent to other organisations used for?

Please think of activities or services it would not have been possible to deliver without the funding or which would have been delivered on a smaller scale.

PLEASE SELECT ALL THAT APPLY

1) Information and advice (including signposting people to other support or helping people access services)
2) Mental health support and related services (including bereavement support, suicide prevention, treatment for addiction, wellbeing courses and mental health resources)
3) Medical care (including end of life care and hospice care)
4) Childcare support (such as day care, nurseries or babysitting)
5) Other care services (such as adult social care, including care for the elderly or people living with disabilities)
6) Help with material deprivation (such as help with financial pressures and pay bills, provision of essential items like food and clothing, or cookers and fridges, and ensuring access to housing)

7) Encouraged social connections and tackled loneliness
8) Education related activities (including training and support for teachers, equipment for students and schools to work remotely, digital resources and curriculum development, or tuition services)
9) Improved digital access for people with disabilities (for example, enabling deaf people to communicate with someone online through a BSL interpreter)
10) Improved digital access generally (for example, provision of equipment such as computers and phones and software such as Zoom, access to the internet, or paying for data on a mobile phone)
11) Support with other urgent needs (such as domestic abuse, domestic violence, hate crimes, or victims of modern slavery)
12) Other (please describe)
13) Don't know


IF Screening1 = 1
**GrantholderEnd**

The remaining questions in this survey are for organisations who delivered services.

Thank you for taking the time to complete this survey – your views are key to this evaluation and will play an important role in understanding what difference this funding has made to the VCSE sector and the people it helps during the coronavirus pandemic. The findings of the survey will be published by the DCMS as part of the wider evaluation results.

If you have any questions about the survey, please contact us for free on 0800 652 0601 or email VCSEsurvey@natcen.ac.uk.

IF Screening1 = 3
**BothIntro**

The following questions in the survey relate only to the funding you received to deliver services or fill a gap in finances. Please do not include the funding you provided to other organisations as onwards grants when considering your responses.

# 1.10.4 Purpose of funding

SHOW TO ALL
**Intro1**
Next, we would like to ask you about how your organisation used the VCSE sector support funding.

ASK ALL
**FundUse**
In which, if any, of the following ways was the VCSE sector support funding used by your organisation?
SELECT ALL THAT APPLY

1) To ensure we had enough funding to continue delivering existing services during the pandemic
2) To meet increased demand for our existing services during the pandemic
3) To meet new demands for services not offered before the pandemic
4) To adapt our services for the pandemic (for example, delivering services remotely,

social distancing measures, or providing transport for isolated people)

5) To improve the quality of existing services (for example, by getting better equipment or facilities)

6) To deliver research into people's needs during the pandemic

7) To improve our ability to collaborate with other VCSE sector organisations or public services

8) To facilitate collaboration among other VCSE sector organisations and/or with public services

9) To maintain assets during the pandemic so we could reopen following lockdowns (for example, by allowing us to maintain vehicles or buildings, or keep up the let on office space)

10) To improve our sustainability after the pandemic ends

11) Other (please describe)

12) Don't know

ASK IF FundUse = 4

**HowAdapt**

You mentioned that the VCSE sector support funding allowed your organisation to adapt its services or activities for delivery during the pandemic.

In which of the following ways were they adapted?

SELECT ALL THAT APPLY

1) Allowed staff to work from home where needed
2) Allowed our services to be delivered online through video calls or online messaging services
3) Allowed our services to be delivered online in some other way (please describe)
4) Allowed our services to be delivered by phone
5) Allowed our services to be delivered remotely in some other way (please describe)
6) Allowed our services to be delivered face-to-face during pandemic conditions
7) Other
8) Don't know

ASK ALL

**FundUse2**

Thinking about how the VCSE sector support funding supported your organisation, did it allow you to do any of the following?
SELECT ALL THAT APPLY

1) Retain existing staff
2) Retain existing volunteers
3) Recruit new staff
4) Increase the number of volunteers we work with
5) The funding was not spent on expanding or retaining our workforce
6) Don't know

ASK IF FundUse = 6

**Collab1**

You mentioned that your organisation improved how it collaborates with other VCSE sector organisations or public services.

In which, if any, of the following areas was this done?

SELECT ALL THAT APPLY

1) Referring people to or from other VCSE sector organisations
2) Referring people to or from public services
3) Information sharing on demand for services with other VCSE sector organisations and public services
4) Delivering services in partnership with other VCSE sector organisations or public services
5) Collaborating with other VCSE sector organisations in accessing new sources of funding
6) Other (please describe)
7) Don't know


ASK IF FundUse=7
**Collab2**
You mentioned that your organisation facilitated collaboration **among other** VCSE sector organisations.

In which, if any, of the following areas was this done?

SELECT ALL THAT APPLY

1) Referring people between VCSE sector organisations
2) Referring people to public services
3) Information sharing on demand for services between VCSE sector organisations and public services
4) Matching volunteers with demand for support from VCSE sector organisations
5) Delivering services in partnership with other VCSE sector organisations or public services
6) Encouraging VCSE sector organisations to collaborate in accessing new sources of funding
7) Other (please describe)
8) Don't know


# 1.10.5 Services (activities) delivered with the funding

ASK ALL (EXCEPT HOSPICES FUND) **FundAct**
What activities or services were delivered by your organisation as a direct result of receiving the VCSE sector support funding?

Please think of activities or services it would not have been possible to deliver without the funding or which would have been delivered on a smaller scale.

PLEASE SELECT ALL THAT APPLY

1) Information and advice (including signposting people to other support or helping people access services)

2) Mental health support and related services (including bereavement support, suicide prevention, treatment for addiction, wellbeing courses and mental health resources)
3) Medical care (including end of life care and hospice care)
4) Childcare support (such as day care, nurseries or babysitting)
5) Other care services (such as adult social care, including care for the elderly or people living with disabilities)
6) Help with material deprivation (such as help with financial pressures and pay bills, provision of essential items like food and clothing, or cookers and fridges, and ensuring access to housing)
7) Encouraged social connections and tackled loneliness
8) Education related activities (including training and support for teachers, equipment for students and schools to work remotely, digital resources and curriculum development, or tuition services)
9) Improved digital access for people with disabilities (for example, enabling deaf people to communicate with someone online through a BSL interpreter)
10) Improved digital access generally (for example, provision of equipment such as computers and phones and software such as Zoom, access to the internet, or paying for data on a mobile phone)
11) Support with other urgent needs (such as domestic abuse, domestic violence, hate crimes, or victims of modern slavery)
12) Other (please describe)
13) Don't know


ASK ALL WHO SELECTED OPTION 1-11 at FundAct
**ActOft**
Thinking about the activities or services delivered by your organisation as a direct result of receiving the VCSE sector support funding, how long would a typical service user engage with this service or activity?

Please answer for each activity.

*SHOW ONLY CODES SELECTED at FundAct*

|  | Varies too much to say | One off contact | Up to one week | Up to two weeks | Up to one month | Up to three months | Three months or longer |
|---|---|---|---|---|---|---|---|
| 1. Information and advice (include signposting people to other support or helping people access services) |  |  |  |  |  |  |  |
| 2. Mental health support and related services (including bereavement support, suicide prevention, |  |  |  |  |  |  |  |

| | Varies too much to say | One off contact | Up to one week | Up to two weeks | Up to one month | Up to three months | Three months or longer |
|---|---|---|---|---|---|---|---|
| treatment for addiction, wellbeing courses and mental health resources) | | | | | | | |
| 3. Medical care (including end of life care and hospice care) | | | | | | | |
| 4. Childcare support (such as day care, nurseries or babysitting) | | | | | | | |
| 5. Other care services (such as adult social care, including care for the elderly or people living with disabilities) | | | | | | | |
| 6. Help with material deprivation (such as help with financial pressures and pay bills, provision of essential items like food and clothing, or cookers and fridges, and ensuring access to housing) | | | | | | | |
| 7. Encouraged social connections and tackled loneliness | | | | | | | |
| 8. Education related activities (such as training and support for teachers, equipment for students and schools to work remotely, digital resources and curriculum development, or tuition services) | | | | | | | |
| 9. Improved digital access for people with disabilities | | | | | | | |

| | Varies too much to say | One off contact | Up to one week | Up to two weeks | Up to one month | Up to three months | Three months or longer |
|---|---|---|---|---|---|---|---|
| (for example, enabling deaf people to communicate with someone online through a BSL interpreter) | | | | | | | |
| 10. Improved digital access generally (for example, provision of equipment such as computers and phones and software such as Zoom, access to the internet, or paying for data on a mobile phone interpreter) | | | | | | | |
| 11. Support with other urgent needs (such as domestic abuse, domestic violence, hate crimes, or victims of modern slavery) | | | | | | | |

ASK IF FundAct=2, 3 or 4

**Hlthcare**

You mentioned that your organisation's activities supported service users' access to medical care, mental health services or care services.

Did your organisation directly provide these services or facilitate people's access to services provided by others?

1) Directly provided healthcare services
2) Facilitated access to healthcare services provided by others (for example, transport to healthcare facilities)
3) Other [PLEASE SPECIFY]
4) Don't know

ASK IF FundAct=5
**BNeeds**
You mentioned that your organisation's service users were supported with issues around material deprivation.  Which of the following forms of support did you offer to service users?
SELECT ALL THAT APPLY

1) Emergency cash or other financial help
2) Food
3) Clothing
4) Toiletries and hygiene products
5) Household items
6) Accommodation
7) Other [PLEASE SPECIFY]
8) Don't know


ASK IF FundAct=10
**PrHarm**
You mentioned that your organisation worked to support people with urgent needs, such as facing a risk of domestic violence, thanks to the VCSE sector support funding you received.

Which of the following forms of support did you offer to service users?

SELECT ALL THAT APPLY

1) Protection or support for people experiencing child abuse
2) Protection or support for people experiencing domestic abuse
3) Protection or support for people experiencing hate crime
4) Protection or support for victims of modern slavery
5) Other [PLEASE SPECIFY]
6) Don't know

ASK ALL (EXCEPT HOSPICES FUND)
**ActNew**
Were any of the activities or services your organisation delivered as a result of the VCSE sector support funding set up with that funding?

That is, they were new services not delivered before this.

1. Yes
2. No
3. Don't know

ASK IF ActNew = 1 AND MORE THAN ONE OPTION SELECTED AT FundAct
**NewServ**
Of the services and activities your organisation delivered, which were **new ones** set up with the VCSE sector support funding?

SHOW ONLY ACTIVITIES SELECTED AT FundAct

1)    Information and advice (include signposting people to other support or helping people access services)
2)    Mental health support and related services (including bereavement support, suicide prevention, treatment for addiction, wellbeing courses and mental health resources)
3)    Medical care (including end of life care and hospice care)
4)    Childcare support (such as day care, nurseries or babysitting)
5)    Other care services (such as adult social care, including care for the elderly or people living with disabilities)
6)    Help with material deprivation (such as help with financial pressures and pay bills, provision of essential items like food and clothing, or cookers and fridges, and ensuring access to housing)
7)    Encouraged social connections and tackled loneliness
8)    Education related activities (such as training and support for teachers, equipment for students and schools to work remotely, digital resources and curriculum development, or tuition services)
9)    Improved digital access for people with disabilities (for example, enabling deaf people to communicate with someone online through a BSL interpreter)
10)   Improved digital access generally (for example, provision of equipment such as computers and phones and software such as Zoom, access to the internet, or paying for data on a mobile phone interpreter)
11)   Support with other urgent needs (such as domestic abuse, domestic violence, hate crimes, or victims of modern slavery)
12)   None of these were new services or activities


ASK IF FundAct = 1 to 8
**Intent2**

We would like to know how far the VCSE sector support funding was used to address unexpected needs, that is, ones which were **not** outlined in the application.


Which, if any, of the services or activities your organisation delivered with the funding, were to meet **unexpected** needs?

SELECT ALL THAT APPLY [SHOW THOSE SELECTED AT FundAct]

1) Information and advice (signposting to other support, helping people access existing services)
2) Mental health support (including counselling, therapy, bereavement support, suicide prevention, treatment for addiction, wellbeing courses and mental health resources)
3) Medical care (including end of life care and hospice care)
4) Childcare support (such as day care, nurseries or babysitting)
5) Other care services (such as adult social care, including care for the elderly or people living with disabilities)
6) Help with material deprivation (such as help with financial pressures and pay bills, provision of essential items like food and clothing, or cookers and fridges, and ensuring access to housing)
7) Encouraged social connections and tackled loneliness
8) Education related activities (such as training and support for teachers, equipment for students and schools to work remotely, digital resources and curriculum development, or tuition services)
9) Improved digital access (provision of equipment such as computers and phones and software such as Zoom, access to the internet, for example by paying for data on a mobile phone, as well as adapting online services to be more

accessible to people with disabilities (for example, enabling deaf people to communicate with someone online through a BSL interpreter)
10) Support with other urgent needs (such as domestic abuse, domestic violence, support for victims of modern slavery)
11) Other
12) None of these
13) Don't know

## 1.10.6 Beneficiary groups targeted

SHOW ALL (EXCEPT HOSPICES FUND)
The next few questions are about people supported by your organisation as a result of the VCSE sector support funding.

Throughout this section we refer to these people as 'service users'.

Service users may not be the term used in your organisation, however, please think of the group of people who benefit from the work you do, whether these are patients in a hospice, listeners of a radio station, or people accessing resources from a website.

ASK ALL (EXCEPT HOSPICES FUND)
**Benef**
Which, if any, of the following groups of people were supported with the VCSE sector support funding received by your organisation?
1) Not a specific group – our support is universal [ANCHOR AT THE TOP OF THE LIST]
2) Religious and faith groups
3) Ethnic minority groups
4) LGBTQ+
5) People with a long-term illness or disability (physical or mental health condition lasting or expected to last for 12 months or more)
6) People with an illness or disability (physical or mental) expected to last less than 12 months
7) People at greater risk of domestic abuse (e.g. women and children)
8) Children and young people
9) Older people
10) Families facing financial hardship
11) Individuals facing financial hardship
12) Homeless people
13) Asylum seekers and/or refugees
14) People dealing with substance misuse
15) People at end of life and their families
16) People at greater risk of loneliness or social isolation
17) Carers and those supporting the people above
18) Other [PLEASE SPECIFY]
19) Don't know

ASK ALL (EXCEPT HOSPICES FUND)
**BenefNum**
Approximately how many service users did your organisation support thanks to the VCSE sector support funding?

Again, service users may not be the term used in your organisation, however, please think of the group of people who benefit from the work you do, whether these are patients in a hospice, listeners of a radio station, or people accessing resources from a website .

1) [INCLUDE OPEN END TEXT BOX. LIMIT TO 8 DIGITS]
2) Don't know


IF BenefNum=2
**BenefNumA**
Can you provide an estimate of the number of service users supported by your organisation thanks to the VCSE sector support funding?
1) 1 – 10
2) 11 – 50
3) 51 – 100
4) 101 – 500
5) 501 – 1000
6) 1001 – 2000
7) 2001 – 4000
8) 4001 – 6000
9) 6001 – 8000
10) 8001 – 10,000
11) 10,000 – 50,000
12) 50,001 – 100,000
13) 100,001 – 500,000
14) 500,001 or more
15) Don't know


ASK ALL (EXCEPT HOSPICES FUND)
**NewBenef**
Thinking of those service users supported thanks to the VCSE sector support funding, were any of these people **new** service users?

That is, people you did not engage before receiving the funding.
1) Yes
2) No
3) Don't know


ASK IF NewBenef=1
**NewBenefA**
What proportion of those supported thanks to the VCSE sector support funding were **new** service users?

That is, people you did **not** engage before receiving the funding?

12. 0-10%
13. 11-20%
14. 21-30%
15. 31-40%
16. 41-50%
17. 51-60%
18. 61-70%
19. 71-80%
20. 81-90%

21. 91-100%
22. Don't know.


## 1.10.7 Achieved outcomes for service users

ASK ALL (EXCEPT HOSPICES FUND)

**AchOutc**

This question is about the ways in which people benefited as a result of the activities or services your organisation delivered thanks to the VCSE sector support funding.

Please look at the following list and select all the ways in which people's situation was improved by the work your organisation did.

SELECT ALL THAT APPLY

1) People were better informed about other sources of support or similar services
2) People had better access to healthcare or social care services
3) People's experience of end of life care was improved
4) People experiencing bereavement received better support
5) People's physical health improved
6) People's mental health and wellbeing improved
7) People's short-term basic needs (such as food, clothing and shelter) were better met
8) People had more opportunities of social contact
9) People's experience of loneliness was reduced
10) People's protection from harm, violence and abuse was improved
11) Children and young people's education and development was improved
12) People developed their skills and confidence in themselves
13) People's resilience and ability to respond to changing circumstances was improved
14) Other [PLEASE SPECIFY]
15) Don't know

ASK IF AchOutc = 1 – 13

**BenHow**

Thinking about all the service users supported by your organisation as a result of the VCSE sector support funding, how many of these were helped in each of the following areas?

SHOW ONLY THOSE SELECTED AT AchOutc

| | All of them | Most of them | Some of them | A few of them | None of them | Don't know |
|---|---|---|---|---|---|---|
| 1. People were better informed about other sources of support or similar services | | | | | | |
| 2. People had better access to healthcare or social care services | | | | | | |

|  | All of them | Most of them | Some of them | A few of them | None of them | Don't know |
|---|---|---|---|---|---|---|
| 3. People's experience of end of life care was improved | | | | | | |
| 4. People experiencing bereavement received better support | | | | | | |
| 5. People's physical health improved | | | | | | |
| 6. People's mental health and wellbeing improved | | | | | | |
| 7. People's short-term basic needs (such as food, clothing and shelter) were better met | | | | | | |
| 8. People had more opportunities of social contact | | | | | | |
| 9. People's experience of loneliness was reduced | | | | | | |
| 10. People's protection from harm, violence and abuse was improved | | | | | | |
| 11. Education and development of children and young people were improved | | | | | | |
| 12. People developed their skills and confidence in themselves | | | | | | |

ASK ALL(EXCEPT HOSPICES FUND)

**CovidBen**

Thinking about the service users you supported with the VCSE sector support funding.

How much of this support was to do with issues **primarily** caused by the coronavirus pandemic?

1. All of it

2. A great deal
3. Some of it
4. Very little of it
5. None of it
6. Don't know.


## 1.10.8 Volunteers

SHOW IF FundUse2= 2 or 4
The next questions are about how the VCSE sector support funding supported your organisation in working with your voluntary staff during the pandemic.

Please think about anyone who worked for your organisation whose time was unpaid during this period.

ASK IF FundUse2= 2
**VolKeep**
How many existing and/or new volunteers did your organisation work with as a result of the VCSE sector support funding?

Please only include volunteers whose work would not have been possible without this additional financial support.

1) OPEN
2) Don't know


ASK IF VolKeep = 2
**VolKeep2**
Can you provide an estimate of how many existing and/or new volunteers your organisation was able to continue working with as a result of the VCSE sector support funding?

Please only include volunteers whose work would not have been possible without this additional financial support.

1) 1 to 10
2) 11 to 50
3) 51 to 100
4) 101 to 500
5) 501 or more
6) Don't know


ASK IF FundAct= 4
**VolNew**
And how many, if any, of these were **new** volunteers which your organisation was able to begin working with due to the VCSE sector support funding?

By 'new volunteers' we mean anyone who began volunteering with your organisation after the pandemic began.

1) OPEN

2) Don't know


ASK IF VolNew = 2
**VolNew2**
Can you provide an estimate of how many were **new** volunteers, which your organisation was able to begin working with due to the VCSE sector support funding?

1) 1 to 10
2) 11 to 50
3) 51 to 100
4) 101 to 500
5) 501 or more
6) Don't know

ASK IF FundAct= 2 or 4
**VolHour**
Thinking about the overall contribution of these volunteers, in total, how many hours did they give to your organisation in an average week during the pandemic?

Please include both new volunteers and existing ones.

1) OPEN
2) Don't know


ASK IF VolHour = 2
**VolHour2**
Can you provide an estimate of how many hours in total these volunteers gave to your organisation in an average week during the pandemic?

1. 1 – 10
2. 11 – 50
3. 51 – 100
4. 101 – 500
5. 501 – 1000
6. 1001 – 2000
7. 2001 – 5000
8. 5001 or more
9. Don't know


ASK IF Volunteers NOT EQUAL TO "None"
**VolNum**
Without the VCSE sector support funding, would the number of volunteers you worked with have fallen during the pandemic?

1) Yes
2) No
3) Don't know


ASK IF VolNum=1
**VolNum2**

Without the VCSE sector support funding, how many volunteers would your organisation have had to stop working with as a result of the pandemic?

    1) OPEN
    2) Don't know


ASK IF VolNum=2
**VolNum3**
Without the VCSE sector support funding, can you provide an estimate of how many volunteers your organisation would have had to stop working with as a result of the pandemic?

    1) 1 to 10
    2) 11 to 50
    3) 51 to 100
    4) 101 to 500
    5) 501 or more
    6) Don't know


## 1.10.9 Staff

ASK IF FundUse2 = 1 or 3
**FurloughStop**
The next few questions are about how the VCSE sector support funding supported your organisation to retain or recruit new staff during the pandemic.

Have staff been kept off the Furlough Scheme or brought back to work using this funding?

SELECT ALL THAT APPLY
    1) Yes, kept off the Furlough Scheme
    2) Yes, brought back from the Furlough Scheme
    3) No
    4) Don't know


ASK IF FurloughStop = 1
**StaffKept**
How many staff have been kept off the Furlough Scheme due to your organisation's use of the VCSE sector support funding?
    1) OPEN
    2) Don't know


ASK IF FurloughStop2 = 2
**StaffKept2**
Can you estimate how many staff have been kept off the Furlough Scheme using the VCSE sector support funding?
    1) None
    2) 1 to 10
    3) 11 to 50
    4) 51 to 100
    5) 101 to 500
    6) 501 or more
    7) Don't know

ASK IF FurloughStop = 2
**StaffReturn**
How many staff have been returned to work from the Furlough Scheme using the VCSE sector support funding?
1) OPEN
2) Don't know


ASK IF FurloughStop2 = 2
**StaffReturn2**
Can you estimate how many staff have been returned to work from the Furlough Scheme using the VCSE sector support funding?
1) 1 to 10
2) 11 to 50
3) 51 to 100
4) 101 to 500
5) 501 or more
6) Don't know


ASK IF FundUse2 = 3
**NewStaff**
Have any new staff been hired using the money received from the VCSE sector support funding?
1) Yes
2) No
3) Don't know


ASK IF NewStaff = 1
**NewStaff1**
How many new staff have been hired using grant money received from the VCSE sector support funding?
1) OPEN
2) Don't know


ASK IF NewStaff1 = 2
**NewStaff2**
Can you estimate how many staff have been hired using grant money received from the VCSE sector support funding?

1) 1 to 10
2) 11 to 50
3) 51 to 100
4) 101 to 500
5) 501 or more
6) Don't know


ASK IF FundAct= 1 or 3

**WorkHour**
In this question please think about the overall contribution of staff hired or returned to work from furlough by the VCSE sector support funding.

Thinking about the total number of hours worked by all the staff in your organisation during the last month, how much of this was from staff hired or brought back to work from furlough using the VCSE sector support funding?

1. All of them
2. Most of them
3. Some of them
4. Not very many of them
5. None of them
6. Don't know


## 1.10.10    Financial position of the organisation

SHOW TO ALL
The next questions are about the financial position of your organisation and any emergency funding received during the coronavirus pandemic.

ASK ALL
**FinHealth**
Thinking about the financial health of your organisation **now**, overall would you describe yourself as…

1) Very concerned about its finances
2) Somewhat concerned about its finances
3) A little concerned about its finances
4) Not at all concerned about its finances
5) Don't know


ASK ALL
**FinChang**
And thinking about the financial health of your organisation **before** the coronavirus pandemic began (in March 2020), would you say you were…

1) Very concerned about its finances
2) Somewhat concerned about its finances
3) A little concerned about its finances
4) Not at all concerned about its finances
5) Don't know


ASK ALL
**IncChang**
Thinking about how your organisation's annual turnover has changed since the beginning of the coronavirus pandemic (in March 2020), which of the following applies best to your organisation?

Please take into account any funding your organisation has received from the VCSE sector support funding.

1) Our income has increased substantially

2) Our income has increased a little
3) Our income has remained largely unchanged
4) Our income has fallen a little
5) Our income has fallen substantially
6) Don't know
7) Prefer not to say


ASK ALL NOT Don't know OR Prefer not to say AT **IncChang**
**IncChan2**

And thinking about how your organisation's annual turnover would have changed since the beginning of the coronavirus pandemic **without** the VCSE sector support funding, which of the following applies best to your organisation?

1. Our income would have increased substantially
2. Our income would have increased a little
3. Our income would have remained largely unchanged
4. Our income would have fallen a little
5. Our income would have fallen substantially
6. Don't know
7. Prefer not to say

ASK IF FundUse = 1
**FundImp**
To what extent, if at all, would you say the VCSE sector support funding helped your organisation to sustain or improve its financial health during the pandemic?

1) Not at all
2) Very little
3) Somewhat
4) Quite a bit
5) A great deal
6) Don't know


ASK ALL
**FundOth**
The next questions are about grant funding from **other sources**, besides the VCSE sector support funding.

The VCSE sector support funding includes:
[INSERT FUNDING STREAM NAME OR NAMES HERE].

Besides this funding, has your organisation applied for any other grant funding during the coronavirus pandemic?

1) Yes
2) No
3) Don't know


ASK IF FundOth = 1
**FundApp**

And was your organisation's application for other grant funding successful?

    1) Yes, all our applications were successful
    2) Yes, some of our applications were successful
    3) No
    4) Don't know


ASK IF FundApp = 1 or 2
**FundAmount**
And what was the value of the other grant funding your organisation was successful in applying for during the coronavirus pandemic?

Please exclude support from the VCSE sector support funding.

    1) OPEN
    2) Don't know


ASK IF FundAmount = 2
**FundAmount2**
Can you estimate the value of the additional grant funding your organisation was successful in applying for during the coronavirus pandemic?

Please exclude support from the VCSE sector support funding.

    1. £1 - £10,000
    2. £10,001 - £50,000
    3. £50,001 - £100,000
    4. £100,001 - £300,000
    5. £300,001 -£500,000
    6. £500,001 or over
    7. Don't know


ASK IF FundOth = Yes
**Contr**
How much, if any, of the other coronavirus related grant funding was used for the same purposes as the VCSE sector support funding?
    1. All of the other funding was used for the same purposes
    2. Most of the other funding was used for the same purposes
    3. Some of the other funding was used for the same purposes
    4. None of the other funding was used for the same purposes
    5. Don't know.


ASK ALL
**FundH**
Thinking about the impact of the coronavirus pandemic on your ability to continue delivering your normal services, if your organisation had not received the [insert grant name here] funding, which of the following would have applied best to your organisation?

    1) We would have been able to keep the level of services we provided **the same**
    2) The level of services we provided would have had to be **slightly reduced**

3) The level of services we delivered would have had to be **substantially reduced**
4) We would have had to **close or stop** delivering services.
5) Don't know

ASK ALL
**FundH2**
And thinking about how your organisation has coped during the coronavirus pandemic, which of the following applies best to your organisation?

1) We have **substantially increased** the level of services we deliver
2) We have **slightly increased** the level of services we deliver
3) We have kept the level of services we deliver **the same**
4) We have **substantially decreased** the level of services we deliver
5) We have **slightly decreased** the level of services we deliver
6) We have had to close or stop delivering services altogether
7) None of these
8) Don't know

ASK IF FundH = 2, 3 or 4
**FundBarr**
You mentioned that if you had not received the VCSE sector support funding your organisation would have had to slightly reduce the level of services it delivers/substantially reduce the level of services it delivers/close or stop delivering services altogether.

Which, if any, of the following reasons for this would have applied to your organisation?

SELECT ALL THAT APPLY

1) Our income would have fallen
2) Our staff or volunteers would have been unable to continue working (for example, because they would have been unable to work from home)
3) We would not have been able to change the way services were delivered (e.g. moving to remote delivery, or putting in place social distancing)
4) Other (please describe)
5) Don't know

ASK IF FundBarr = 1, 2 or 3 AND MORE THAN ONE SELECTED
**Barr2**
And which of these would have been the most important reason for a decrease in your services during the coronavirus pandemic?

1) SHOW OPTIONS SELECTED AT FundBarr
2) Both were equally important
3) Don't know

ASK ALL
**Sustain1**
Thinking about the financial position of your organisation, which of the following applies best to your organisation over the **next 3 months?**

1. We will be able to **substantially** increase the level of services we deliver

2. We will be able to **slightly** increase the level of services we deliver
3. We will be able to keep the level of services we deliver **the same**
4. We will have to **slightly** decrease the level of services we deliver
5. We will have to **substantially** decrease the level of services we deliver
6. We will have to close or stop delivering services altogether
7. Don't know


ASK ALL
**Sustain2**
And thinking about the financial position of your organisation over the **next year**, which of the follow applies best to your organisation?

1) We will be able to **substantially** increase the level of services we deliver
2) We will be able to **slightly** increase the level of services we deliver
3) We will be able to keep the level of services we deliver **the same**
4) We will have to **slightly** decrease the level of services we deliver
5) We will have to **substantially** decrease the level of services we deliver
6) We will have to close or stop delivering services altogether
7) Don't know


ASK IF Sustain2 NOT 6 or 7
**Sustain3**
How important, if at all, would you say the VCSE sector support funding has been in allowing your organisation to [IF SUSTAIN2=1 or 2: "increase the level of services it delivers over the next year?"; IF SUSTAIN2 = 3: "keep the level of services it delivers the same over the next year?"; IF SUSTAIN2 = 4 or 5: "continue delivering services over the next year?"

1) Not at all important
2) Not very important
3) Quite important
4) Very important
5) Don't know


ASK IF Sustain2 NOT 6 or 7
**Sustain4**

And has the VCSE sector support funding improved your organisation's ability to continue delivering services over the next year in any of the following other ways?

1) By allowing us to keep existing staff or recruit new ones,
2) By allowing us keep existing volunteers or recruit new ones,
3) By allowing us to change the way we deliver services,
4) By allowing us to maintain important assets, such as offices, machinery or vehicles
5) By allowing us to collaborate better with other VCSE organisations or public services
6) Another way (please describe)
7) None of these

## 1.10.11 Application process

ASK ALL (EXCEPT HOSPICES FUND)
**Apply**
Thinking about the process of applying for the VCSE sector support funding, how easy or difficult was it for your organisation to apply for this?

1) Very easy
2) Fairly easy
3) Neither easy nor difficult
4) Fairly difficult
5) Very difficult
6) Don't know

ASK IF Apply = 4 or 5
**Apply2**
You mentioned that the application process was difficult , what were the main causes of the difficulties you encountered?

SELECT ALL THAT APPLY

1) Unclear instructions
2) Communication issues with the funder
3) Extent or type of documentation required
4) Limiting selection criteria
5) Other (please describe)
6) Don't know
7) Prefer not to say

## 1.10.12 Organisational background

The final section of the survey is about your organisation and its situation before the coronavirus pandemic began.

These will help us understand what types of organisation received the funding and where there was greatest need for it.

ASK ALL
**Staff**
Thinking about before the pandemic began (in March 2020), can you estimate how many staff your organisation employed?

1. 1
2. 2 – 5
3. 6 – 10
4. 11 – 20
5. 21 – 50
6. 51 – 100
7. 101 – 500
8. 501 or more
9. Don't know

ASK ALL

**Furlough**
During the coronavirus pandemic, did your organisation put any staff on the UK Government Furlough Scheme?

1. Yes
2. No
3. Don't know

ASK IF Staff2 = 1
**FurloughNum**
How many staff were put on the Furlough Scheme during the pandemic?

If staff were put on the scheme repeatedly at different points, please only count them once.

1. OPEN
2. Don't know


ASK IF FurloughNum = 2
**FNum2**
Can you estimate how many staff were put on the Furlough Scheme during the pandemic?

1. 1 – 5
2. 6 – 10
3. 11– 20
4. 21 – 50
5. 51 – 100
6. 101 – 500
7. 501 or more
8. Don't know

ASK ALL
**VolNum**
Throughout this survey, we refer to 'volunteers' but your organisation may call them something else. Please think of anyone giving unpaid time as part of your organisation's work to benefit someone else.

Again, thinking about before the pandemic began (in March 2020), how many people volunteered at your organisation?

1. OPEN
2. Don't know

ASK IF VolNum=2
**Volunteers**

Thinking about before the pandemic began (in March 2020), can you estimate how many people volunteered at your organisation?

1. None
2. 1 – 5
3. 6 – 10
4. 11 – 20
5. 21 – 50
6. 51 – 100

7. 101 – 500
8. 501 or more
9. Don't know


ASK ALL
**Sector**
Which, if any, of these areas does your organisation operate in?
SELECT ALL THAT APPLY

1) Education
2) Social care
3) Health (including mental health, addiction support)
4) Families and children
5) Community
6) Economic development
7) Advocacy
8) Legal support
9) Housing
10) Culture
11) Sport
12) Religious or faith based
13) Other (please describe)
14) Don't know


ASK FundUse2 = 2 or 4
**VolSurvey**


As part of this evaluation, NatCen is also conducting a survey of people who volunteered with organisations like yours which received the COVID-19 Support funding during 2020-2021.

We would like to ask for your help in forwarding the survey invitation to individuals who volunteered with your organisation at the time you received the VCSE sector funding.

The survey will give volunteers a chance to tell us about their experiences of volunteering and it will be completely confidential and anonymous for them to take part.

Would you be willing to be contacted again in early December to send out, on NatCen's behalf, an email inviting volunteers to take part in the survey?

We will provide this email, which will explain what taking part involves, why it is important complete the survey, that it is completely voluntary, and what will be done with the data they provide.

| Yes I am happy to be contacted and will be able to forward the email to volunteers on the funded activities |
| --- |
| |

| No, I do not want to be contacted again / we do not have the resources to forward the volunteer survey to our volunteers |
|---|

If you leave your name here it will **only** be used to contact you for the volunteers survey and will be securely deleted at the end of the project.

Contact details (please type in if you are happy for us to send you the invitation to take part in the volunteer survey and to forward that on to volunteers on the funded activities)

| Name | |
|---|---|
| Email | |

# 1.11 Volunteer survey

**Intro**

"Thank you for taking part in this survey of volunteers. It's part of a wider evaluation of government funding to organisations, charities and groups during the COVID-19 pandemic (since March 2020).

This survey has been sent to you by  an organisation or community group that you have volunteered for (or given unpaid help to). It has been sent on behalf of the Department for Digital, Culture, Media and Sport (DCMS). DCMS has commissioned this survey to understand the experiences of people who volunteered during the COVID-19 pandemic at organisations that received government funding to help them through the pandemic.

Your views and experiences are very important to this research. The answers you give will help us to report on how the funding worked, what went well and less well, what difference the funding made to people in need of support, and any lessons learned. What you tell us will help to inform and plan future support during the COVID-19 pandemic and other emergencies.

Throughout the survey, references are made to volunteering. Volunteering may not be the term used in your organisation but please think of this as any unpaid help given to an organisation.

It should take about 15 minutes to complete this survey. If you have any questions please get in touch with the survey team at NatCen on **0800 652 0601** or by emailing us at VCSEvolunteersurvey@natcen.ac.uk. Participation is voluntary, and you can choose not to answer specific questions or to stop the survey at any time.

Please complete the questionnaire in one sitting, or leave your browser open, because the survey does not allow you to save your answers and continue later.

Your answers will be used to inform a report which evaluates funding provided to the Voluntary, Community and Social Enterprise (VCSE) sector during the pandemic. All findings will be based on aggregated responses, and it will not be possible to identify your answers. A fully anonymised dataset will also be delivered to the Department for Digital, Culture, Media and Sport. We will remove from that dataset any information that may make you identifiable."

## 1.11.1 About your volunteering

ASK ALL
**Organisation**

"First, please can you confirm the full name of the organisation which asked you to complete this survey?

OPEN TEXT RESPONSE

*The responses given at this question were then textfilled into the survey later on, to refer to the name of the organisation people volunteered with.*

ASK ALL
**Org**
"The next few questions are about how long you have been volunteering with {Organisation Name}, both **during** and **before** the COVID-19 pandemic.

Have you volunteered for {Organisation Name} during the **coronavirus pandemic (since March 2020)**?"

1. Yes
2. No
3.Don't know

IF Org = 2 or 3, route to End_page1 (route out of survey)
**End_page1**

Unfortunately, you are not eligible to take part in this survey. Your survey has now been ended.

This survey is addressed to people who volunteered during the COVID-19 pandemic for {Organisation Name} which was funded by the Voluntary, Community and Social Enterprise (VCSE) Funding Package.

If you did not volunteer through {Organisation Name} thank you for your time but unfortunately your experience of volunteering is outside the scope of this study. You may be interested to read more about the study's aims here: natcen.ac.uk/vcse-evaluation.

If you have any questions or concerns about the survey, please contact NatCen on 0800 652 0601 or VCSEvolunteersurvey@natcen.ac.uk.

Thank you for your interest in taking part.

ASK ALL
**C19BEG**
"When did you start volunteering for {Organisation Name}? Please give an estimate if you can't remember exactly.
*Type the date in numbers, for example 20/04/2020 for 20th April 2020 or 01/2021 for January 2021*"

1. DD/MM/YYYY [allow DD to be left blank]
2. Don't know

ASK ALL
**C19END**
"Are you still volunteering with {Organisation Name}?"

*Type the date in numbers, for example 20/04/2020 for 20th April 2020 or 01/2021 for January 2021"*

1. Yes
2. No
3. Don't know

IF C19END = 2
**C19END2**
"When did you stop volunteering with {Organisation Name}?"

1. DD/MM/YYYY [allow DD to be left blank]
2. Don't know

IF C19END = 2
**C19ENDWhy** [MULTICODE. RANDOMISE CODES 1…11]
"Why did you stop volunteering with {Organisation Name}?"

1. I only participated as part of the response to COVID-19
2. I didn't enjoy it
3. The organisation/programme is no longer running
4. The organisation/programme I was volunteering for no longer need me
5. I am no longer interested in the cause
6. I am no longer able to dedicate enough time
7. I have returned to my normal caring responsibilities for a family member
8. I am no longer able to due to a return to normal working patterns
9. I am no longer able to due to the end of the furlough scheme
10. I don't want to undergo the process of DBS/background checks
11. I cannot afford to do unpaid work
12. Other [STRING: 200] [ANCHOR]
13. Don't know [ANCHOR]

ASK ALL
**VOLMUCH**
"Thinking about the volunteering you did for [Name of Organisation] during the COVID-19 pandemic (that is, after March 2020).

In general, how often did you volunteer for this organisation?"

1. Several times a week or more
2. About once a week
3. About once every two weeks
4. About once a month
5. About once every three months/ once a quarter
6. About once every six months
7. About once a year
8. Less than once a year
9. Never
10. Varied too much to say
11. Don't know / can't recall

ASK ALL
**VOLOTH1**
"Still thinking about **during** the COVID-19 pandemic, have you volunteered with <u>any</u> <u>other</u> organisations, charities or groups (apart from {Organisation Name}) since March 2020?"

1. Yes
2. No
3. Don't know


IF VOLOTH1 = 1
**VOLOTH2**
"Are you still volunteering now with <u>any of the other</u> organisations, charities or groups you volunteered with **since March 2020**?"

1. Yes
2. No
3. Don't know


IF VOLOTH1 = 1
**YRSOTH1**
"Thinking about your volunteering for these <u>other</u> organisations, charities or groups, how long would you say you have volunteered with them?"

1. Less than one year
2. 1-2 years
3. 3-5 years
4. More than five years
5. Varies too much to say
6. Don't know

IF VOLOTH1 = 1
**TIMEOTH1**
"Still thinking about the volunteering you did for *other* organisations, charities or groups **during** the Covid-19 pandemic (since March 2020).

In general, how often did you volunteer with them?

*Please choose the closest option.*"

1. Several times a week or more
2. About once a week
3. About once every two weeks
4. About once a month
5. About once every three months/ once a quarter
6. About once every six months
7. About once a year
8. Less than once a year
9. Never

10. Varied too much to say
11. Don't know / can't recall


# 1.11.2 Reasons for volunteering


SHOW TO ALL
**ReasonsIntro**

"The next questions are about your volunteering with {Organisation Name}."

ASK ALL
**REASONS** [MULTICODE. RANDOMISE CODES 1…14]
"Which five, if any, of the following are the most important reasons why you have volunteered with {Organisation Name} during the COVID-19 pandemic (since March 2020).

Please only answer in relation to volunteering with {Organisation Name}.

*Please choose up to five options only."*

1. I was bored/wanted a reason to get out and about during the pandemic
2. I was on furlough and had time to do it
3. I wanted to do something useful/play my part during the pandemic
4. I wanted to feel connected to my community
5. I hoped it would improve my career/job prospects
6. I wanted to meet people/make friends
7. The cause or organisation was really important to me
8. It was connected with the needs of my family/friends
9. I had helped Organisation] before the pandemic
10. Someone asked me to give help
11. My friend(s)/family member(s) were already involved
12. It's part of my religious belief/philosophy of life to help people
13. I wanted to improve my mental wellbeing
14. I wanted to improve my physical health and fitness
15. Other (please describe) [STRING 400] [ANCHOR]
16. Don't know/ don't recall [ANCHOR] [EXCLUSIVE]
17. Not applicable – there were no reasons in particular why I started volunteering [ANCHOR] [EXCLUSIVE]

IF 2 OR MORE RESPONSES SELECTED AT **REASONS**
**MAINREAS**
"And which of these, if any, was the most important reason you started volunteering with Organisation?"

1. PULL THROUGH CODES FROM **REASONS**
2. Don't know

ASK ALL
**HOWHEARD**

"How did you hear about the volunteering opportunity with {Organisation Name}?"

1. From {Organisation Name} itself
2. Local authority/local government/local council
3. Community, voluntary or faith organisations/mutual aid group
4. Word of mouth (though family, friends or people I know)
5. Social media
6. Online search engine
7. I was already volunteering with/involved with Organisation}

8. Other (please describe) [STRING 400] [ANCHOR]
9. Don't know/Don't recall
10. Prefer not to say

## 1.11.3 Volunteer activities

SHOW TO ALL}
**VolActIntro**

"This section of the survey is about the volunteering you did for Organisation} during the COVID-19 pandemic (since March 2020)."

ASK ALL}
**VOLACTIV** [MULTICODE. RANDOMISE CODES 1…14]
"In which, if any, of the following ways did you volunteer for {Organisation Name} during the COVID-19 pandemic (since March 2020)?"

1. Raising or handling money / taking part in sponsored events
2. Leading a group / member of a committee
3. Getting other people involved
4. Organising or helping to run an activity or event
5. Visiting or befriending people in person
6. Befriending people online or over the phone
7. Helping people access food and essential items
8. Supporting people to access services and support (including healthcare)
9. Ongoing mentoring for people
10. Giving advice / information to people
11. Administrative or technical support
12. Campaigning
13. Support with education and learning
14. Acting as a trustee
15. Other [Please describe] [ANCHOR]
16. Don't know [EXCLUSIVE] [ANCHOR]

IF 2 OR MORE RESPONSES SELECTED AT **VOLACTIV**}
**VOLMAIN**
"And which of these, if any, was the main way you volunteered for {Organisation Name} during the COVID-19 pandemic (since March 2020)?"

1. PULL THROUGH CODES FROM **VOLACTIV [1-14]**
2. Difficult to say/ none of these was the 'main' activity I was engaged in
3. Don't know

IF **VOLACTIV** NOT EQUAL TO '16'}
**TIMEVOL**
"In a **typical month** during the COVID-19 pandemic (since March 2020), approximately how many hours have you spent doing these things for {Organisation Name} since you have been involved?

If you are not sure please give an estimate."

1. NUMERIC [1…1,000]
2. Varies too much to say
3. Don't know

IF TIMEVOL = 3}
**TIMEVOL2**
"Are you able to estimate the total number of **hours** you spent doing these things for {Organisation Name} in a typical month during the COVID-19 pandemic (since March 2020)?"

1. 1-5 hours
2. 6-10 hours
3. 11-15 hours
4. 16-20 hours
5. 20 or more hours
6. Varies too much to say
7. Don't know

IF **VOLACTIV** NOT EQUAL TO 16 "Don't know"}
**TOTVOL**
"In **total** during the COVID-19 pandemic (since March 2020), approximately how many **days** (including weekend days) have you spent doing these things for {Organisation Name}?

If you are not sure please give an estimate."

1. NUMERIC [1…1,000]
2. Don't know

IF TOTVOL = 2}
**TOTVOL2**
"Are you able to estimate the total number of **days** you spent doing these things for {Organisation Name} during the COVID-19 pandemic (since March 2020)?"

1. Less than 10 days
2. 11-50 days
3. 51-100 days
4. 101 or more days
5. Don't know

ASK ALL}
**VOLBEN** [MULTICODE. RANDOMISE CODES 2…14]
"Which, if any, of the following groups of people did you support through your volunteering?

*Please select all that apply.*"
1. Not a specific group – support was universal [ANCHOR AT THE TOP OF THE LIST]
2. Religious / faith groups
3. Ethnic minority groups
4. LGBTQ+
5. People with an illness or disability/ people who are shielding
6. People at greater risk of domestic abuse (e.g. women and children)
7. Children / young people (aged 16-24)
8. Older people
9. People and families who face financial hardship/ food insecurity
10. Homeless people
11. Asylum seekers and / or refugees
12. People dealing with substance misuse
13. People at end of life and their families
14. Lone parents, carers and those supporting the people above
15. Other (please describe) [ANCHOR]
16. Don't know [EXCLUSIVE] [ANCHOR]

ASK ALL}
**VOLIMP** [MULTICODE. RANDOMISE CODES 1…15]
"The next question is about the difference, if any, you think the volunteering you did made to other people.
Which, if any, of the following do you think the volunteering you did contributed towards?
By contributing towards, we mean things that you think were **better than they otherwise would have** been as a result of the volunteering you did.

*Please select all that apply.*"
1. People were better informed about other sources of support or similar services
2. People were better supported to access the health care they needed
3. People were better supported to access the social care services they needed
4. People were better supported to die with dignity
5. People were better supported through bereavement or loss
6. People's physical health was better
7. People's short-term basic needs were met better (e.g. financial, food, clothing, shelter)
8. People had more social contact
9. People felt less lonely
10. People were better supported and/ or protected from harm, violence or abuse
11. Children and young people's education and development was better
12. People's mental health and wellbeing was better
13. People developed better skills, strengths and assets
14. People were better able to respond to changing circumstances
15. People were better able / supported to protect themselves from Covid-19

16. Other (please describe) [ANCHOR]
17. Don't know [EXCLSIVE] [ANCHOR]

Ncoutcome = 210 (Partially productive)


## 1.11.4 Experience of volunteering

ASK ALL}
**VOLMG** [COLLAPSIBLE GRID]
"Overall, in your view, how well has {Organisation Name} done each of the following?"

GRID ROWS:
1. Communicated clearly with you and responded to questions promptly
2. Helped you deal with any problems you faced
3. Provided any training you needed
4. Organised people like you giving unpaid help
5. Given you the chance to make decisions about how things were done
6. Managed the risks of people like you getting infected by COVID-19
7. Communicated their appreciation for your involvement

GRID COLS:
1. Very well
2. Fairly well
3. Not very well
4. Not at all well
5. Not applicable

VARNAME1: VOLMG1
VARNAME2: VOLMG2
VARNAME3: VOLMG3
VARNAME4: VOLMG4
VARNAME5: VOLMG5
VARNAME6: VOLMG6
VARNAME7: VOLMG7

SHOW ALL}
**ExperiencesIntro**
"The next questions are about how being involved with {Organisation Name} during the COVID-19 pandemic has made a difference to you or had an impact on you as a volunteer."

ASK ALL}
**POSEXP** [MULTICODE. RANDOMISE CODES 1…14]
"When people volunteer with groups, clubs or organisations, they may benefit in different ways.
Which, if any, of the following benefits have you experienced when volunteering with this community group or charity during the COVID-19 pandemic (since March 2020)?

*Please select all that apply."*

1. I felt I was making a difference
2. I met new people
3. I enjoyed it
4. It helped me feel less isolated
5. It gave me new skills and experience
6. It gave me more confidence
7. It improved my employment prospects
8. It improved my mental health and wellbeing
9. It improved my physical health
10. It brought me in contact with people from different backgrounds or cultures
11. It gave me a sense of personal achievement
12. It gave me a stronger connection to the local community
13. It gave me a sense of control
14. It gave me a sense of purpose
15. None of these [ANCHOR]
16. Don't know [EXCLUSIVE] [ANCHOR]

ASK ALL}
**NEGEXP** [MULTICODE. RANDOMISE CODES 1…14]
"Still thinking about your experience volunteering for {Organisation Name} during the COVID-19 pandemic (since March 2020).

Which, if any of the following have you experienced when volunteering for this community group or charity?

*Please select all that apply."*

1. I felt I wasn't part of the group (i.e. excluded)
2. I felt in conflict with others
3. It negatively affected my family life
4. It negatively affected my work or studies
5. It negatively affected my mental health
6. It negatively affected my physical wellbeing
7. I felt pressured by the group / club / organisation to do more than I would like / to continue my involvement
8. Too much of my time has been taken up
9. I felt unappreciated
10. I was worse off financially
11. I felt unsafe
12. I felt I was at a higher risk of contracting COVID-19
13. I felt isolated
14. None of these [ANCHOR]
15. Don't know [EXCLUSIVE] [ANCHOR]

## 1.11.5 Future volunteering

ASK ALL}

**FUTVOL**

"The next question is about volunteering with community groups or charities in the future. How likely or unlikely are you to continue volunteering with a community group or charity in future?"

ANAYLSIS:"Future volunteering likelihood"

1. Certain to

2. Very likely
3. Fairly likely
4. Not very likely
5. Not at all likely
6. Don't know

IF FUTVOL = 4 or 5}
**FUTWHY** [MULTICODE. RANDOMISE CODES 1…11]
"Why are you **unlikely** to continue volunteering with community groups or charities in future?

*Please select all that apply.*"

1. I only participated as part of the response to COVID-19
2. I didn't enjoy it
3. The organisation / programme is no longer running
4. The organisation / programme I volunteered for no longer need me
5. I am no longer interested in the cause
6. I am no longer able to dedicate enough time
7. I have returned to my normal caring responsibilities for a family member
8. I am no longer able to due to a return to normal working patterns
9. I am no longer able to due to the end of the furlough scheme
10. I don't want to undergo the process of DBS / background checks
11. I cannot afford to do unpaid work
12. Other (please describe) [STRING 400}] [ANCHOR]
14. Don't know [EXCLUSIVE] [ANCHOR]

IF FUTVOL = 1-3}
**FUTWHY2** [MULTICODE. RANDOMISE CODES 1…18]
"Why are you **likely** to continue volunteering for community groups or charities in future?

*Please select all that apply.*"

1. I feel as though I am making a difference
2. I meet new people
3. I enjoy it
4. It makes me feel less isolated
5. It gives me new skills and experiences

6. It gives me more confidence

7. It improves my employment prospects

8. It improves my mental health and wellbeing

9. It improves my physical health

10. It brings me into contact with people from different backgrounds or culture

11. It gives me a sense of personal achievement

12. It gives me a stronger connection to the local community

13. It gives me a sense of control

14. It gives me a sense of purpose

15. I am interested in the cause

16. I have more time due to a change in working patterns / stopping working / retiring

17. I am able to do volunteering due to a change in financial situation

18. I feel the need for volunteering is high

19. Other (please describe) [STRING 400] [ANCHOR]
20. Don't know [EXCLUSIVE] [ANCHOR]

ASK ALL
**FUTSUPP** [MULTICODE. RANDOMISE CODES 1…17]
"Which, if any, of the following would help you to continue volunteering for community groups or charities?
*Please select all that apply*."

1. Better communication from the organisation
2. Better support from the organisation with any problems
3. Better organisation of volunteers
4. Opportunity to share experience and socialise with other volunteers
5. Greater ability to make decisions about how things are done
6. Opportunity to volunteer in a different way / use my skills and interests more (such as, a different role, different tasks)
7. Mental health or wellbeing support
8. Improved access to volunteering opportunities for people from underrepresented groups (such as, people living with disabilities, people from Black, Asian and Minority Ethnic groups)
9. Better safety measures in place to reduce the risk of getting infected by COVID-19
10. Support to learn new skills
11. Financial support (e.g. expenses paid)
12. Less time commitment
13. Ability to volunteer at a time which suits me better
14. Ability to volunteer closer to where I live
15. Ability to volunteer from home
16. Childcare support
17. Better transport

18. Other (please describe) [STRING 400}] [ANCHOR]
19. None of these [EXCLUSIVE] [ANCHOR]
20. Don't know [EXCLUSIVE] [ANCHOR]

## 1.11.6 Past volunteering

ASK ALL
**B4C19**
"Thinking about **before** the COVID-19 pandemic, did you volunteer with {Organisation Name} before March 2020?

*Please select all that apply*."

1. Yes – I volunteered with {Organisation Name} during the 12 months before the pandemic (April 2019–March 2020)
2. Yes – I volunteered with {Organisation Name} before April 2019
3. No – I did not volunteer with {Organisation Name} before March 2020 [EXCLUSIVE]
4. Don't know
5. Prefer not to say

IF B4C19 = 1 or 2
**YRSORG**
"Thinking about your volunteering for {Organisation Name} how long would you say you have volunteered with them?"

1. 1–2 years
2. 3–5 years
3. More than five years
4. Don't know
5. Prefer not to say

IF B4C19 = 1 or 2
**TIMEORG**
"Still thinking about the volunteering for {Organisation Name} before the COVID-19 pandemic (that is, before March 2020). In a **typical month** during the year before the COVID-19 pandemic (**before** March 2020), approximately how many hours have you spent volunteering with {Organisation Name}?

If you are not sure please give an estimate."

1. NUMERIC [1…350]
2. Varies too much to say
3. Don't know

IF TIMEORG = 3
**TIMEORG2**
"Are you able to estimate the total number of **hours** you spent volunteering for {Organisation Name} in a typical **month** during the year before the COVID-19 pandemic (**before** March 2020)?"

1. 1-5 hours

2. 6-10 hours

3. 11-15 hours

4. 16-20 hours

5. 20 or more hours

6. Varies too much to say

7. Don't know

ASK ALL
**VOLOTH3**
"Thinking about **before** the COVID-19 pandemic, have you volunteered with or given any unpaid help to any other organisations, charities or groups **before March 2020**?

1. Yes
2. No
3. Don't know
4. Prefer not to say

IF VOLOTH3 = 1
**YRSOTH2**
"Thinking about your volunteering for other organisations, charities or groups how long would you say you have volunteered with them? If you have volunteered for more than one organisation, please answer based on the organisation you have volunteered longest with."

1. 1–2 years
2. 3-5 years
3. More than five years
4. Don't know
5. Prefer not to say

# 1.11.7 About you

SHOW TO ALL
"We would now like to ask you a few short questions about you and your background. Any information you provide will be treated in the strictest confidence and will not be passed on to anyone outside of NatCen in a way that can identify you.

These questions are being asked in line with the latest equalities legislation, but if you do not wish to answer a question please select 'Prefer not to say'."

ASK ALL
**GENDER**
"Are you …"

1. Male
2. Female
3. Prefer to self-describe [Please specify]
4. Prefer not to say

ASK ALL

**AGE**
"How old are you?"

1. NUMERIC [10… 120]
2. Prefer not to say

ASK ALL
**LOC**
"Where in the UK do you live?"

1. Scotland
2. Wales
3. Northern Ireland
4. North East
5. North West
6. Yorkshire and The Humber
7. East Midlands
8, West Midlands
9.  East of England
10. London
11. South East
12. South West
13. Don't know
14. Prefer not to say

ASK ALL
**ETHN**
"What is your ethnic group?"

**White**
1. English / Welsh / Scottish / Northern Irish / British
2. Irish
3. Gypsy or Irish Traveller
4. Any other White background, please describe

**Mixed / Multiple ethnic groups**
5. White and Black African
6. White and Asian
7. Any other Mixed / Multiple ethnic background, please describe

 **Asian / Asian British**
8. Indian
9. Pakistani
10. Bangladeshi
11. Chinese
12. Any other Asian background, please describe

 **Black / African / Caribbean / Black British**
13. African
14. Caribbean
15. Any other Black / African / Caribbean background, please describe

**Other ethnic group**
18. Arab
19. Any other ethnic group (please describe) [STRING 400]

---

20. Prefer not to say


ASK ALL
**LLHCOND**
"The next few questions ask you about your health and if relevant, any illnesses or conditions affecting your ability to carry out day-to-day activities. Do you have any physical or mental health conditions or illnesses lasting or expected to last for 12 months or more?"

1. Yes
2. No
3. Prefer not to say

IF LLHCOND = 1
**LIMIT**
"Does your condition or illness reduce your ability to carry out day-to-day activities? In answering this question, please think about how you are affected after receiving any treatment or medication for your condition or illness and / or using any devices such as a hearing aid, for example."

1. Yes, a lot
2. Yes, a little
3. Not at all
4. Prefer not to say


## 1.11.8 Employment

ASK ALL
**EMPL1**
"The next few questions ask you about your employment status and activity during the COVID-19 pandemic. If you have changed what you are doing, please select the employment status or activity you have been doing for **most of the time** since March 2020. What have you been doing during the pandemic (since March 2020)? *The questions after this one will ask you if you*
 *stopped work during the pandemic (through unemployment, retirement, sickness or furlough)."*

1. Employed in full-time paid work
2. Employed in part-time paid work
3. Self-employed – full-time
4. Self-employed – part-time
5. Unemployed and actively looking for work
6. Unemployed and not actively looking for work
7. Not working because of sickness or disability
8. Retired
9. In education or training
10. Looking after the home or family (including unpaid caring)
11. Doing volunteering (full-time or part-time)
12. Something else (please describe) [STRING 400]
13. Prefer not to say

IF EMPL1 = 5, 6, 7, 8
**EMPL2**
"Did you become unemployed or stop working during the pandemic (since March 2020), or did it happen before then?"

1. Yes – during the pandemic
2. No – longer ago
3. Don't know / Don't recall
4. Prefer not to say

ASK ALL
**FURLO1**
"Were you on furlough at any point during the COVID-19 pandemic (since March 2020)?"

1. Yes
2. No
3. Don't know / Don't recall
4. Prefer not to say

IF FURLO1 = 1
**FURLO2**
"Have you returned to work since being furloughed, either full-time or part-time?"

1. Yes
2. No
3. Prefer not to say

Ncoutcome = 110 (Fully productive)

**TS9**: set timestamp here

ASK ALL
**ThankYou**
Thank you for taking the time to complete this survey – your views are key to this evaluation and will play an important role in understanding what difference this funding has made to the VCSE sector and the people it helps during the coronavirus pandemic. The findings of the survey will be published by the DCMS as part of the wider evaluation results.

If you have any questions about the survey, please contact us for free on 0800 652 0601 or email VCSEvolunteersurvey@natcen.ac.uk.