

**TSI
SCOTLAND
NETWORK**



**CORONAVIRUS
SURVEY
REPORT**



The TSI Scotland Network

Across Scotland, the Third Sector, including charities, development trusts, community organisations, volunteers and social enterprises are **supported by a Third Sector Interface (TSI) Network**, funded by the Scottish Government.

In some local authority areas that can be a **‘single door’ organisation** where they combine all the work and functions of support **under one roof** – in other urban or larger geographical areas these can be **‘partnerships’**.

A full list of TSI organisations can be found at www.gov.scot/publications/third-sector-interfaces-contact-details/

Introduction

In order to gain a deeper understanding of the impact of coronavirus on the Third Sector, the TSI Scotland Network carried out a national survey over a two-month period with community groups, voluntary organisations, social enterprises, as well as the people and communities in which they support.

A total of 1,184 organisations took part, from local neighbourhoods to national level organisations across Scotland's 32 Local Authorities. 25% of participants self-defined as community groups, 61% as voluntary organisations and 14% as social enterprises. This report highlights the main survey findings on a national level. It is intended that each TSI will produce their own local version of this report.

Key Findings

- **The financial situation of social enterprises as a consequence of covid 19 is perilous, and, without urgent financial support, many will not recover. 81% of social enterprises are experiencing a reduction in income from trading and 86% of social enterprises expect their financial position to worsen.**
- **Reduction in income from fundraising is threatening the future of voluntary organisations large and small, with half of these organisations experiencing a reduction in income from fundraising.**



- **A key pinch point in the financial recovery of all organisations will be the cessation of the Job Retention Scheme. 58% of social enterprises and 39% of voluntary organisations with staff have furloughed staff and support will be required to avoid job losses.**
- **Organisations have been entrepreneurial and adaptive during this period. Half of all organisations have changed what they do, or have modified delivery support to their community/ service users. 9% of social enterprises have started online trading during this time.**
- **Organisations are seeing first-hand the impact of Covid 19 on people's mental health and are very concerned about the impact now and the future. 9 out of 10 organisations are concerned about the effect of ongoing social distancing and shielding on mental health.**
- **It is clear that community has flourished and risen to the challenge of supporting each other. A significant majority of organisations (84%) report that people are looking out for each other and 50% of organisations believe that there has been improved collaboration.**



Q. What impact do you expect the effects of coronavirus to have on your organisation's financial position? (choose one)

Responses	All organisations	Organisations with staff	Voluntary organisations	Social Enterprises
Our financial position is likely to improve	3%	2%	3%	1%
Our financial position is likely to remain broadly the same	30%	26%	28%	14%
Our financial position is likely to worsen, but within our capacity to handle	32%	33%	34%	27%
Our financial position is likely to worsen, and this will cause us challenges	36%	39%	35%	59%



Q. What positive effects are you seeing / anticipating on your organisation's finances? (choose all that apply)

Responses	All organisations	Organisations with staff	Voluntary Organisations	Social enterprises
Increase in income from memberships / fees	1%	2%	2%	2
Increase in income from fundraising	8%	9%	9%	9
Increase in income from trading	2%	2%	1%	5
Reduced costs	26%	30%	29%	24
Increased value of / income from investments	0%	0%	0%	0
Increase in income from funding applications	25%	29%	27%	30%
None	47%	42%	41%	45%



Q. What negative effects are you seeing / anticipating on your organisation's finances? (choose all that apply)

Responses	All organisations	Organisations with staff	Voluntary organisations	Social enterprises
Reduction of income from memberships / fees	24%	25%	23%	27%
Reduction of income from fundraising	45%	46%	53%	34%
Reduction of income from trading	36%	43%	32%	81%
Increased costs	17%	20%	20%	12%
Reduced value of / income from investments	8%	11%	9%	8%
Reduction of income from funding applications	29%	32%	35%	20%
None	14%	9%	11%	3%



Q. Which best describes your organisation's response compared to what you were doing before? (choose one)

Responses	All organisations	Organisations with staff	Community Groups	Voluntary Organisations	Social Enterprises
Our activities are essential and continue roughly as before but with additional safety precautions	9%	9%	5%	8%	9%
Our activities aren't able to be done right now and have stopped any meaningful delivery	30%	22%	50%	21%	44%
We are doing similar activity but have modified our delivery model(e.g. using digital, telephone)	36%	46%	18%	46%	22%
We have completely changed what we do to support our community / service users	16%	16%	16%	17%	13%
Other	10%	8%	11%	8%	12%



Q. How well have you adapted to the use of digital? (choose one)

Responses	All organisations	Organisations with staff	Community Groups	Voluntary Organisations	Social Enterprises
We are doing really well	37%	45%	23%	42%	33%
We are coping	40%	42%	37%	42%	40%
We are struggling	7%	5%	9%	6%	9%
This isn't relevant to us	16%	8%	31%	10%	18%

Q. How well have you redesigned activities to current circumstances (choose one)

Responses	All organisations	Organisations with staff	Community Groups	Voluntary Organisations	Social Enterprises
We are doing really well	33%	41%	18%	42%	27%
We are coping	35%	38%	31%	35%	32%
We are struggling	12%	9%	17%	11%	14%
This isn't relevant to us	19%	12%	34%	12%	27%



Q. How well have you supported staff and volunteers? (choose one)

Responses	All organisations	Organisations with staff	Community Groups	Voluntary Organisations	Social Enterprises
We are doing really well	37%	48%	18%	46%	37%
We are coping	42%	45%	33%	44%	44%
We are struggling	6%	3%	9%	5%	9%
This isn't relevant to us	15%	4%	40%	5%	11%

Q. How well have you begun planning for an extended period of physical distancing restrictions? (choose one)

Responses	All organisations	Organisations with staff	Community Groups	Voluntary Organisations	Social Enterprises
We are doing really well	21%	24%	14%	23%	20%
We are coping	50%	56%	41%	53%	52%
We are struggling	19%	17%	23%	17%	24%
This isn't relevant to us	10%	3%	23%	6%	5%



Q. What has your organisation done so far? (choose all that apply)

Responses	All organisations	Organisations with staff	Community Groups	Voluntary Organisations	Social Enterprises
Moved support to online / telephone-based approaches	63%	75%	40%	74%	48%
Stopped activities	58%	57%	64%	54%	70%
Moved staff to home working	50%	72%	4%	67%	53%
Closed offices	42%	57%	10%	50%	55%
Furloughed staff	30%	44%	2%	35%	61%
Stopped fundraising	24%	19%	28%	25%	17%
Started online fundraising	15%	19%	6%	19%	14%
Recruited more volunteers	13%	15%	9%	15%	12%
Recruited more staff	5%	7%	1%	5%	4%
Started online trading	3%	3%	2%	1%	10%
Not made any changes	3%	1%	9%	2%	1%



Q. As a leader in your organisation, how well do you feel you are maintaining a work/life balance (choose one)

Responses	All organisations	Organisations with staff	Community Groups	Voluntary Organisations	Social Enterprises
I'm doing really well	21%	20%	23%	21%	20%
I am coping	58%	63%	51%	62%	58%
I am struggling	12%	13%	7%	12%	18%
Not relevant / rather not say	8%	4%	19%	5%	4%

Q. As a leader in your organisation, how well do you feel you are managing stress and looking after yourself (choose one)

Responses	All organisations	Organisations with staff	Community Groups	Voluntary Organisations	Social Enterprises
I'm doing really well	23%	21%	28%	22%	18%
I am coping	62%	67%	53%	66%	62%
I am struggling	10%	10%	8%	9%	17%
Not relevant / rather not say	5%	3%	11%	3%	2%



Q. As a leader in your organisation, how well do you feel you are providing leadership during difficult times (choose one)

Responses	All organisations	Organisations with staff	Community Groups	Voluntary Organisations	Social Enterprises
I'm doing really well	26%	30%	20%	29%	25%
I am coping	60%	60%	56%	61%	61%
I am struggling	5%	3%	7%	4%	7%
Not relevant / rather not say	9%	7%	17%	6%	6%

Q. As a leader in your organisation, how well do you feel you are supporting others in your organisation (choose one)

Responses	All organisations	Organisations with staff	Community Groups	Voluntary Organisations	Social Enterprises
I'm doing really well	30%	34%	23%	33%	29%
I am coping	58%	58%	57%	58%	63%
I am struggling	4%	3%	6%	4%	4%
Not relevant / rather not say	7%	4%	15%	5%	3%



Q. What would help you respond to current circumstances? (choose all that apply)

Responses	All organisations	Organisations with staff	Community Groups	Voluntary Organisations	Social Enterprises
Able to recruit key staff	8%	10%	1%	9%	11%
Access to PPE	20%	24%	11%	22%	29%
Advice on managing volunteers	6%	6%	5%	5%	10%
Advice with digital	24%	28%	18%	27%	27%
Advice with funding / fundraising	29%	30%	27%	30%	38%
Advice with HR	7%	10%	2%	9%	11%
Money	47%	54%	29%	51%	70%
Networking and events	17%	21%	10%	19%	27%
Volunteers	11%	10%	11%	11%	16%
Don't need any support	21%	14%	38%	15%	22%



Q. Are there any of these you are struggling to access right now? (choose all that apply)

Responses	All organisations	Organisations with staff	Community Groups	Voluntary Organisations	Social Enterprises
Able to recruit key staff	5%	6%	1%	6%	5%
Access to PPE	13%	16%	6%	15%	16%
Advice on managing volunteers	2%	2%	1%	2%	5%
Advice with digital	12%	12%	14%	12%	12%
Advice with funding / fundraising	14%	12%	13%	14%	18%
Advice with HR	2%	3%	1%	2%	3%
Money	27%	28%	21%	27%	44%
Networking and events	7%	6%	7%	5%	7%
Volunteers	7%	7%	7%	7%	9%
None	45%	43%	54%	44%	34%



Q. Has your organisation accessed the Scottish Government Third Sector Resilience Fund (choose one)

Responses	All organisations	Organisations with staff	Community Groups	Voluntary Organisations	Social Enterprises
Not heard of	15%	10%	31%	10%	10%
Not eligible for	19%	18%	19%	18%	17%
Don't need / not suitable	31%	29%	36%	34%	15%
Have applied (awaiting response)	6%	7%	3%	8%	6%
Rejected	12%	15%	5%	13%	20%
Funded	16%	20%	6%	16%	32%



Q. Has your organisation accessed the Scottish Government Wellbeing Fund (choose one)

Responses	All organisations	Organisations with staff	Community Groups	Voluntary Organisations	Social Enterprises
Not heard of	20%	14%	36%	14%	18%
Not eligible for	18%	15%	21%	12%	24%
Don't need / not suitable	29%	25%	34%	26%	31%
Have applied (awaiting response)	8%	10%	5%	11%	5%
Rejected	4%	4%	3%	5%	3%
Funded	21%	31%	2%	32%	18%



Q. Has your organisation accessed the Scottish Government Supporting Communities Fund (choose one)

Responses	All organisations	Organisations with staff	Community Groups	Voluntary Organisations	Social Enterprises
Not heard of	30%	25%	40%	27%	28%
Not eligible for	20%	21%	17%	18%	28%
Don't need / not suitable	30%	27%	34%	30%	24%
Have applied (awaiting response)	6%	6%	3%	7%	5%
Rejected	1%	2%	2%	1%	2%
Funded	13%	17%	5%	16%	13%



Q. Has your organisation accessed Foundation Scotland’s Response, Recovery and Resilience Fund (choose one)

Responses	All organisations	Organisations with staff	Community Groups	Voluntary Organisations	Social Enterprises
Not heard of	28%	26%	37%	25%	28%
Not eligible for	21%	21%	19%	20%	23%
Don’t need / not suitable	31%	28%	35%	31%	23%
Have applied (awaiting response)	5%	6%	2%	6%	3%
Rejected	2%	2%	2%	2%	3%
Funded	13%	17%	5%	16%	19%



Q. Has your organisation accessed the UK Government Job Retention Scheme (furlough) (choose one)

Responses	All organisations	Organisations with staff	Community Groups	Voluntary Organisations	Social Enterprises
Not heard of	6%	5%	9%	5%	5%
Not eligible for	27%	17%	43%	21%	17%
Don't need / not suitable	38%	34%	47%	40%	18%
Have applied (awaiting response)	3%	5%	0%	4%	5%
Rejected	0%	0%	0%	0%	0%
Funded	26%	39%	2%	30%	54%



Q. Has your organisation accessed the Scottish Government Small Business Support Grants via your local authority (choose one)

Responses	All organisations	Organisations with staff	Community Groups	Voluntary Organisations	Social Enterprises
Not heard of	11%	11%	11%	12	11%
Not eligible for	35%	32%	43%	33	28%
Don't need / not suitable	39%	39%	40%	42	23%
Have applied (awaiting response)	4%	5%	3%	3	11%
Rejected	2%	3%	0%	3	5%
Funded	8%	10%	3%	6	23%



Q. Which of the following best describes your position with regards grant funding? (choose one)

Responses	All organisations	Organisations with staff	Community Groups	Voluntary Organisations	Social Enterprises
We don't need any funding to get through this	20%	11%	43%	13%	5%
We need funding to get through this and have been able to access what we need	13%	15%	11%	16%	5%
We need funding to get through this and have been able to access some of what we will need	36%	46%	17%	42%	48%
We feel like none / very little of the funding available suits our circumstances	19%	15%	23%	15%	26%
Other	13%	13%	7%	14%	15%



Q. What are the effects you are most concerned about for your community right now? (choose all that apply)

Responses	All Organisation
Loneliness	83%
Mental health	86%
Physical health	52%
Access to food	36%
Access to digital	43%
Safety / abuse / neglect	35%
Missing out on opportunities	46%
Loss of income	53%
Increased poverty	53%
Challenges accessing employment	30%
Housing	7%
Family relationships	27%
Increased use of alcohol / drugs	18%
None	1%



Q. What are the effects you are most concerned about for your community should there be ongoing social distancing / shielding lasting for an extended period of time? (choose all that apply)

Responses	All Organisations
Loneliness	86%
Mental health	91%
Physical health	59%
Access to food	35%
Access to digital	36%
Safety / abuse / neglect	39%
Missing out on opportunities	54%
Loss of income	57%
Increased poverty	56%
Challenges accessing employment	39%
Housing	8%
Family relationships	28%
Increased use of alcohol / drugs	20%
None	1%



Q. What are the effects you are most concerned about for your community should there be a significant economic downturn due to the coronavirus outbreak (choose all that apply)

Responses	All Organisations
Loneliness	62%
Mental health	84%
Physical health	56%
Access to food	51%
Access to digital	34%
Safety / abuse / neglect	38%
Missing out on opportunities	54%
Loss of income	74%
Increased poverty	75%
Challenges accessing employment	56%
Housing	14%
Family relationships	28%
Increased use of alcohol / drugs	21%
None	1%



Q. More positively, have you seen positive impact in your community? (choose all that apply)

Responses	All Organisations
More people looking to volunteer	45%
People looking out for each other	84%
New connections and better relationships	45%
People making the best of it	75%
Improved collaboration between organisations	50%
None	4%



