The National Lottery Community Fund Impact Research Report: findings from research with grantholders

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1   Executive Summary

The National Lottery Community Fund (the 'Fund') is the largest community funder in the UK, distributing £3.4 billion since 2016, to fund projects focused on topics including health and wellbeing, improving skills and education and bringing communities together. A large proportion (82%) of National Lottery grants are for up to £10,000 and are defined as 'small' grants, while the remainder are 'standard' grants, with a value greater than £10,000. The research includes grantholders across all funding portfolios: England, Scotland, Wales, Northern Ireland and UK.

This report summarises the findings of research investigating the reach and impact of The National Lottery Community Fund grants, focussing on grants that took place prior to the pandemic (pre-April 2020). The research comprised an online survey completed by 5,246 grantholders, the main aim of which was to collect and analyse standardised output and outcome data from a representative sample of grantholders and extrapolate this data to typical funding in the last five years. Alongside this survey, 14 qualitative case studies were conducted to provide deeper insight into the reach and outcomes of the grant.

Funding from The National Lottery Community Fund has enabled projects to reach over 5 million beneficiaries

Grantholders predominantly aimed to use the grant to increase their capacity or reach more beneficiaries (62%), although it often also helped them create new services or activities (52%) or reach new beneficiaries (49%).

The findings indicate that the organisations receiving grants from The National Lottery Community Fund in a typical year support 5.2m beneficiaries across the lifetime of the grant, and statistically we can be 95% confident that the figure lies in the range 4.2 million to 6.2 million.[1]

When grantholders[2] were asked how many unique beneficiaries had been directly supported by their organisation as a result of the grant received, the mean average was 455[3]. The mean number of beneficiaries was higher for standard grants (1,430 vs. 315 for small grants), UK portfolio grants compared to England (1,130 vs. 430), grants in urban areas (515 vs. 270 in rural areas), and increased with organisation size (from 235 in micros and 300 in small organisation to over 14,000 in super-majors).[4]

Grantholders that used the grant to improve places and spaces in their community were asked how many people use the places or spaces supported by the grant in a typical month. The mean number was 325 beneficiaries per month. **Overall, the findings, when extrapolated to typical funding,**

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[1] Note each organisation was asked about the number of unique beneficiaries they supported with the grant, but there may be double counting of individuals by different grantholders (i.e. if a person was supported by two different grantholders).

[2] All grantholders, except for those who focused solely on improving places and spaces in their community.

[3] Results on mean averages for beneficiary numbers have been rounded to the nearest 5 throughout the report.

[4] The definitions of organisation sizes can be found here https://blogs.ncvo.org.uk/2019/01/21/small-charities-key-findings-from-our-data/

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indicate that where grants were used to improve places and spaces, 1.8m people used these each month.

The funding has made a tangible difference to people's social wellbeing

The difference to individuals

Nearly all grantholders (97%) reported benefits for individuals as a result of the activities supported by the grant; of these, grantholders had delivered a mean average of 5.5 benefits each.[5] A wide range of benefits were reported, with the most common relating to improving individuals' 'social' wellbeing.

At least two-thirds mentioned:

- improved mental health and wellbeing (78%),

- more social contact (77%),

- improved confidence and self-esteem (72%); and

- feeling less lonely (66%).

Between two-fifths and a half reported better access to information and support to improve their knowledge (48%), improved physical health (45%); and improved education and development (43%).

Relative to the personal and social benefits listed above, fewer grantholders mentioned 'situational' benefits such as improving people's housing situation (8%), their financial and material wellbeing improving (15%), being better protected from harm, violence or abuse (15%), or their employment situation improving (18%). This is likely to be because these outcomes result from more targeted activity, with only some grantholders delivering support in these areas.

Improvements to individuals' 'situations' were heavily associated with 'social' benefits such as improved confidence and self-esteem and mental health and wellbeing. For example, the vast majority of grantholders reporting people's housing situation had improved as a result of the activities supported by the grant also reported improved mental health and wellbeing (93%) and people's confidence, self-esteem and resilience improving (92%).

Regression analysis examining the key drivers affecting the number of types of benefit reported by grantholders found that grants offering one-to-one support is the factor most associated with a large number of types of benefit for individuals. Health and wellbeing support, provision of information and advice, and grants where the beneficiary engages for six months or more, are also factors associated with a high number of types of benefits for individuals.

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[5] Grantholders were presented with a list of 13 potential benefits for individuals (they could also type in additional ones).

The difference to communities

Nearly all grantholders (92%) reported that the activities supported by the grant contributed to community benefits, with each giving an average of 3.2 benefits.[6] Over half reported that the grant had helped them contribute to:

- providing opportunities for people to mix with others who are different to them (66%),

- more opportunities for people to engage in their community and help meet local needs (60%), and

- more events and activities being available in the community (56%).

Over two-fifths (42%) reported that people express more local pride and belonging as a result of the grantholders' activities, and over a quarter (28%) felt local services were now more connected, available and easier to access.

The size of grant impacted on the number of benefits achieved: from 2.7 for grants of £5,000 or less, to 3.2 for grants in the £5,001 - £10,000 range, to 3.8 for standard grants.

Results suggest some community benefits were closely associated with certain specific individual benefits. For example, grants which contributed to people having the opportunity to mix with others who are different to them were more likely to also report individuals having more social contact (89% vs. 77% average for all grantholders), improved mental health and wellbeing (87% vs. 78%), improved confidence and self-esteem (82% vs. 72%), and feeling less lonely (79% vs. 66%) grantholders. Similarly, those reporting local amenities being saved from closure were more likely than average to also report more social contact (88%) and people feeling less lonely (82%).

Impacts varied by **type of activity**, with some types of activity more likely to deliver individual benefits (crisis support, material and welfare support), and others are more likely to deliver community benefits rather than individual (sector support and development).

Services that are accessible and connected lead to a wider range of benefits

Grantholders who reported that their activities made local services more accessible and connected (28%) were more likely to report a number of benefits for individuals. These were: more access to information and support to improve their knowledge (75% vs. 48% on average among all grantholders), better access to health and social care services (52% vs. an average of 26%), improved financial and material wellbeing (30% vs. an average of 15%), improved employment situation (29% vs. an average of 18%), and improved housing (17% vs. an average of 8%). This suggests a possibility that the accessibility of local services is interconnected with other benefits to individuals.

Support is mostly being delivered face-to-face

The vast majority of grants delivered their support face-to-face (86%) and just over a quarter (27%) delivered it exclusively in this way. In comparison between a third and two-fifths delivered support

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[6] Grantholders were presented with a list of eight potential community benefits (they could also type in additional ones).

through written materials including website information (39%), by telephone (38%), via social media such as Facebook and Twitter (36%), or by messaging such as emails, text or WhatsApp (33%). Slightly fewer had used video calls or online platforms such as Zoom (25%).

There were differences in how the grant was delivered as follows:

- Grants that aimed to deliver community engagement were more likely than average to use all channels, with the difference particularly marked for written information (48% vs. the 39% average) and social media (47% vs. 36%).

- Grants based in urban locations were more likely than those in rural ones to deliver using telephone calls (42% vs. 25%), messaging (35% vs. 26%) and video calls / meetings (28% vs. 15%).

- UK portfolio grants used fewer different modes of delivering support and were less likely than average to use face-to-face (71% vs. the 86% average), messaging (26% vs. 33%) or telephone (25% vs. 38%).

- Short-term grants of less than six months' duration were less likely than average to use face-to-face (69% vs. 86%), written materials (32% vs. 39%), messaging (26% vs. 33%) or telephone calls (22% vs. 38%) to deliver their support.

Grantholders who were not using the grant solely to improve places and spaces in their community were asked about the format of their support. They were roughly equally likely to provide one-to one activities or support (63%), support to large groups of 10 or more (63%), or to smaller groups (61%). Around three-in-ten (31%) gave support to family groups.

Grants involving assets and spaces saw beneficiaries engage for longer than other grant types

The length of time that beneficiaries typically engaged with grant-funded support varied by the support's focus. More than half of grantholders typically engaged with beneficiaries for over a year where they sought to improve community spaces and places (69%), sports and recreation (57%), environment (55%), and social and community connections (52%). (In comparison, where the grant was used to support employment and enterprise, material and welfare support/basic needs, digital, and crisis support, less than a third said that typical engagement with a beneficiary was for more than 12 months (30%, 30%, 30% and 24% respectively).

Delivering the grant-funded activities was commonly achieved via recruitment of new volunteers, and less so by partnership working

Working with and recruiting volunteers

Overall, the grantholders worked with around 290,000 volunteers. Over four-fifths (82%) of organisations worked with volunteers as part of their grant. This was more common among micro and small organisations (86% and 87%) than larger organisations (among major and large organisations just under three-fifths did so). Working with volunteers was less likely than average where the grant was used solely for improving assets and facilities (67%). These grantholders worked with a mean average of 15 volunteers each (the median was 8).

Three-in-ten grantholders (29%) used the grant to recruit volunteers: t**he results indicate that the grant was used to help recruit 81,000 new volunteers.**

Working with partners

Just over half of grantholders worked with other organisations to deliver the activities funded by their grant. This was more common among: standard grantholders (63%), large, major and super-major organisations (61%), Scotland portfolio (57%), and urban grantholders (54%).

Grantholders were most likely to have worked with community groups (31% of all grantholders had done so), registered charities (28%), local authorities (21%, rising to 25% for Scotland and 26% for Wales portfolio grants), or other public services such as the NHS, schools or police (19%).

Regression analysis identified that "face-to-face" delivery of the activity or support was the most important driver of partnership working.

Retaining staff or recruiting new staff with the grant

A quarter of grantholders (26%) used some of the grant to retain staff or recruit new staff. This was much higher among standard than small grants (72% vs. 20%) and among England, Scotland and Wales portfolios (28%, 30% and 28%) than for Northern Ireland or UK portfolios (13% and 16%). **Results suggest that just over 4,700 Full-time equivalent staff were recruited or retained as a result of the grants.**

Conclusion

In conclusion, grantholders have primarily used their grant from The National Lottery Community Fund to increase their capacity and reach more beneficiaries. Overall, the findings demonstrate that they have been successful in this aim, with the grants collectively directly impacting upwards of 5 million beneficiaries. The grant funding has had extensive impacts both for individuals and communities, with increased social connection and wellbeing at the forefront.

2   Introduction

About The National Lottery Community Fund

The National Lottery Community Fund (the 'Fund') is the largest community funder in the UK, distributing £3.4 billion, to communities across the UK since 2016. The National Lottery Community Fund grants funds to a wide variety of organisations, such as charities, schools and public sector organisations, across its different sizes of grant and funding programmes. It funds projects focused on topics including health and wellbeing, improving skills and education and bringing communities together. A large proportion (82%) of National Lottery grants are for up to £10,000 ('small' grants), with this funding going to grassroots groups and charities across the UK. Grantholders use the funding for things such as capital costs, staff costs, running costs, activities, and equipment.

Research aims and objectives

The aim of this research was to collect representative data about the typical reach and impact of The National Lottery Community Fund's funding, to improve the understanding of the difference funding makes to grantholders, beneficiaries and the wider community. This will help the Fund improve their practice and communicate more clearly about the work they fund. In April 2021, the Fund contracted IFF Research to carry out this research. This research focuses on grants that took place prior to the pandemic (pre-April 2020) and ended between January 2019 and June 2020. The majority of these grants fall under two core funding products:

- Small: grants up to £10k

- Standard: grants above £10k, including partnership funding

The research included grantholders across all funding portfolios: England, Scotland, Wales, Northern Ireland and UK. It was important for this research to cover all of the Fund's portfolios. However, it should be recognised that many grantholders in the UK portfolio carry out projects that focus on innovation and system change, the impact of which are hard to measure and may not be fully captured with the methods applied here. Therefore, results for UK grantholders are not directly comparable to other portfolios.

The primary aim of the research was to collect and analyse standardised output and outcome data from a representative sample of grantholders and extrapolate this data to typical funding in the last five years. Alongside this survey, a series of qualitative case studies provides deeper insights into a range of specific grants: how they were delivered; who they reached; what outcomes they achieved, and the key enablers and challenges to delivery.

The survey and the case studies together aimed to explore:

- **What the grant was used for** (to meet increased demand, adapt a service, invest in infrastructure etc) and how grant activities were delivered (digital, face-to-face etc)

- **The reach of the funding**: the numbers of beneficiaries that were supported and their characteristics, numbers of volunteers who are mobilised and staff at grant holder organisations that are employed as a result of the funding.

- **The difference made as a result of the funding,** either in social infrastructure (assets, refurbishments, places and spaces), community capital (networks, volunteers, voice and participation), social connection (events, groups, relationships) or individual wellbeing and resilience (improved physical wellbeing, mental health, financial resilience, etc).

Method

The survey and case studies ran concurrently in May and June 2021. All eligible grantholders were invited either to the survey or to take part in a case study. A small number of grants were excluded - the sample condition paragraph in the technical annex explains this in more detail.

Quantitative survey

The survey of grantholders was primarily conducted online, with telephone calls to encourage responses in the final stages of fieldwork. The National Lottery Community Fund provided a sample of grantholders whose grant ended between January 2019 and June 2020. All grantholders were contacted via email on the 4th May 2021, and invited to take part in a 10 minute survey about their grant.

The initial invite email was followed up by two reminder emails, and follow-up telephone calls to boost response rate. Of the 16,969 grantholders invited to take part in the survey, 5,246 **grantholders completed it: a response rate of 31%.**

Case studies

A qualitative stage was also carried out in May and June 2021, involving **14 case studies** spread across grantholders in all funding portfolios. The case study sample was selected to provide broad representation across simple and standard grants, covering all portfolios, and a range of activity and asset-based projects. Each case study involved between 2 and 8 interviews with a range of key stakeholders (project leads, staff, volunteers, beneficiaries, and in some cases partner organisations).

Profile of the grantholders responding to the survey

Table 1. Profile of surveyed grantholders by portfolio and funding product

Portfolio	Standard grants	Small grants	Total:
England	268	3,502	3,770
Scotland	107	500	607
Wales	27	282	309
Northern Ireland	14	293	307
UK	40	213	253
Total:	456	4,790	5,246

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Table 2. Profile of surveyed grantholders by portfolio and funding product compared to profile and counts in a typical year

Portfolio by grant size	Small grants			Standard grants		
	Survey profile %	**Profile in a typical year %**	**Count in typical year**	**Survey profile %**	**Profile in a typical year %**	**Count in typical year**
England	66.8%	62.9%	7,799	5.1%	7.8%	972
Scotland	9.5%	8.6%	1,065	2.0%	1.8%	217
Wales	5.4%	5.7%	708	0.5%	0.7%	91
Northern Ireland	5.6%	4.5%	561	0.3%	0.4%	48
UK	4.1%	6.3%	784	0.8%	1.2%	153

Table 3. Profile of surveyed grantholders by portfolio and urban/rural[7]

Portfolio	Urban	Rural	Total:
England	2,903	867	3,770
Scotland	431	176	607
Wales	192	117	309
Northern Ireland	172	135	307
UK	152	57	209
Total:	3,850	1,352	5,202

Note: 44 grants did not have an associated postcode so it was not possible to identify whether they are a rural or urban grant.

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[7] These have been defined using the postcodes provided by The National Lottery Community Fund. The 2011 Rural/Urban classification definitions were used (2001 definitions were used for Northern Ireland) and these can all be found here: https://www.gov.uk/government/collections/rural-urban-classification

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Table 4. Profile of case study grantholders by portfolio and funding product

Portfolio	Standard grants	Small grants	Total:
England	2	4	6
Scotland	2	1	3
Wales	0	1	1
Northern Ireland	1	1	2
UK	1	1	2
Total:	6	8	14

With 5,246 grantholders completing the survey, the respondent profile adequately represented the different portfolios and grant sizes of the Fund in a typical year.

Weighting and extrapolation

Following fieldwork, survey data was then weighted to the profile of grantholders that the Fund supports in a typical year. This was done by taking the number of awards made- by portfolio and size of grant each year, during financial years 2016 to 2020, excluding third party grants. Following this, a mean average was taken of these five years. This weighting was so that the survey data remained representative of grants that the Fund would award in a typical year. Another reason to weight the data was to make sure that it could be extrapolated to the Fund's overall funding and produce headline figures around beneficiary and volunteer numbers supported by the Fund in a typical year. For this, the survey base sizes were grossed-up to match the overall number of grants funded in a typical year- by portfolio and funding product- as shown in Table 2 above.

While this is a robust approach, potential issues with the comprehensiveness of the extrapolation remain. As noted, grants which are co-funded with other organisations (referred to as third party funding) are excluded. In addition, a small number of grants that reach a very large number of people each year may not be fully represented if their grant did not close in the timeframe, and because it is challenging to extrapolate data to outliers (i.e. grantholders with high beneficiary numbers). Most notably, the Big Lunch which is a programme run by the Eden Project which reached 6 million people a year prior to the pandemic[8], is not included in this research.

In the rest of this report we set out the findings from this research:

- Chapter 3 explores how The National Lottery Community Fund grants covered by the survey period have been used. It details the support or activities that grantholders have delivered,

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[8] For further information see here: https://www.tnlcommunityfund.org.uk/funding/the-big-lunch

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how long they typically engaged with beneficiaries, and the extent to which they delivered grants through partnerships with other organisations.

- Chapter 4 focuses on the reach of the funding. It reports on the number of beneficiaries that grantholders reached through their activities, the volume of volunteers that grantholders worked with to deliver their projects, the volume of new volunteers who were recruited, and the volume of staff who were recruited or retained as a result of the grants.

- Chapter 5 explores what difference The National Lottery Community Fund has made, in terms of individual and community outcomes, and the specific benefits that resulted from different types of grant-funded activity.

- The Conclusion draws together the main findings under each research question to highlight key points about the nature, reach and impacts of The National Lottery Community Fund in terms of building capacity and improving outcomes for individuals and communities.

3   What has the grant been used for?

This chapter details the support or activities that grantholders have delivered through their grants, how long they typically engaged with beneficiaries, and the extent to which they delivered grants through partnerships with other organisations.

Grant funding has been used to increase capacity and reach more beneficiaries

The grant funding was most frequently used to increase capacity or reach more beneficiaries (62%), followed by creating new activities or services (52%), and reaching new beneficiaries (49%).

Figure 3.1 What did the grant support or help the organisation to do
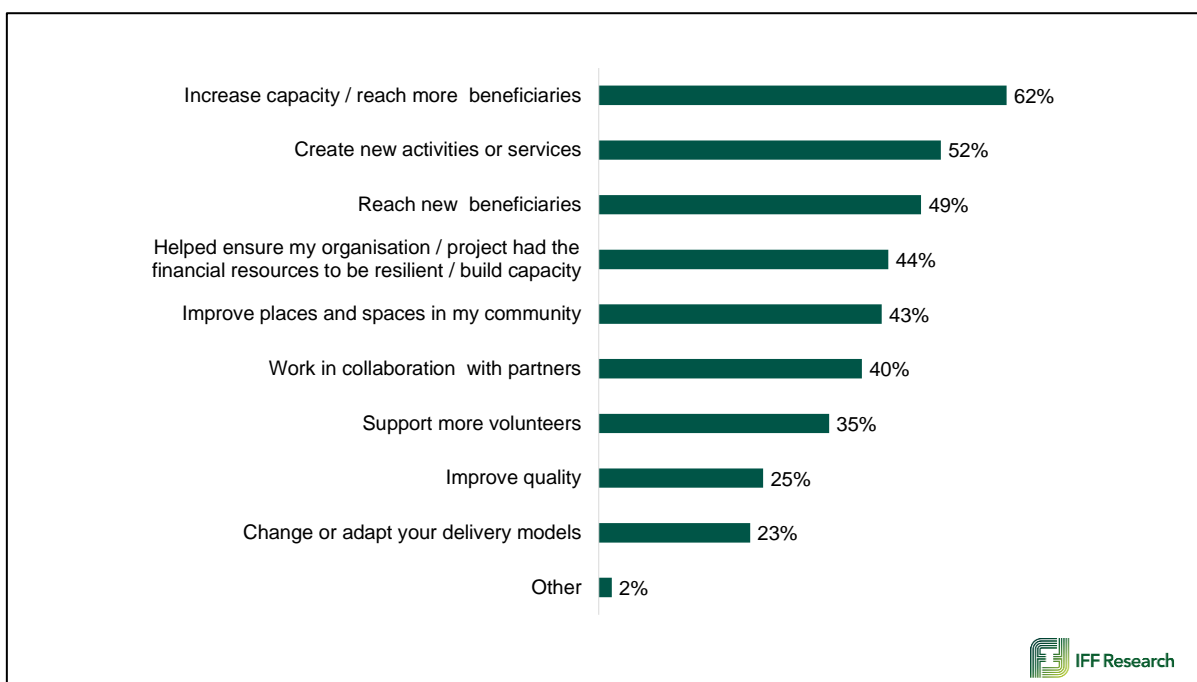
A1. Which, if any, of the following did the grant support or help your organisation to do? Other codes <2% not charted. Base: All grantholders (5,246)

Fewer grantholders used funding to change or adapt their delivery models (23%), suggesting that the funding has been used to bring about growth and increase reach, more than to change delivery or increase efficiency.

As shown in figure 3.2, standard grantholders were more likely than small grantholders to have used the funding in each of the ways listed (by at least 10 percentage points, sometimes by 20 percentage points or more) other than for improve places and spaces in their community (32% vs. 44% among small grants). This suggests that standard grantholders were working across multiple purposes, in a way that small grantholders were not. This is demonstrated by the average number of answers selected by standard grantholders compared to small grantholders (5.0 vs. 3.6 answers selected on average by small grantholders).

Figure 3.2 What did the grant support or help the organisation to do: standard grants compared to smaller grants
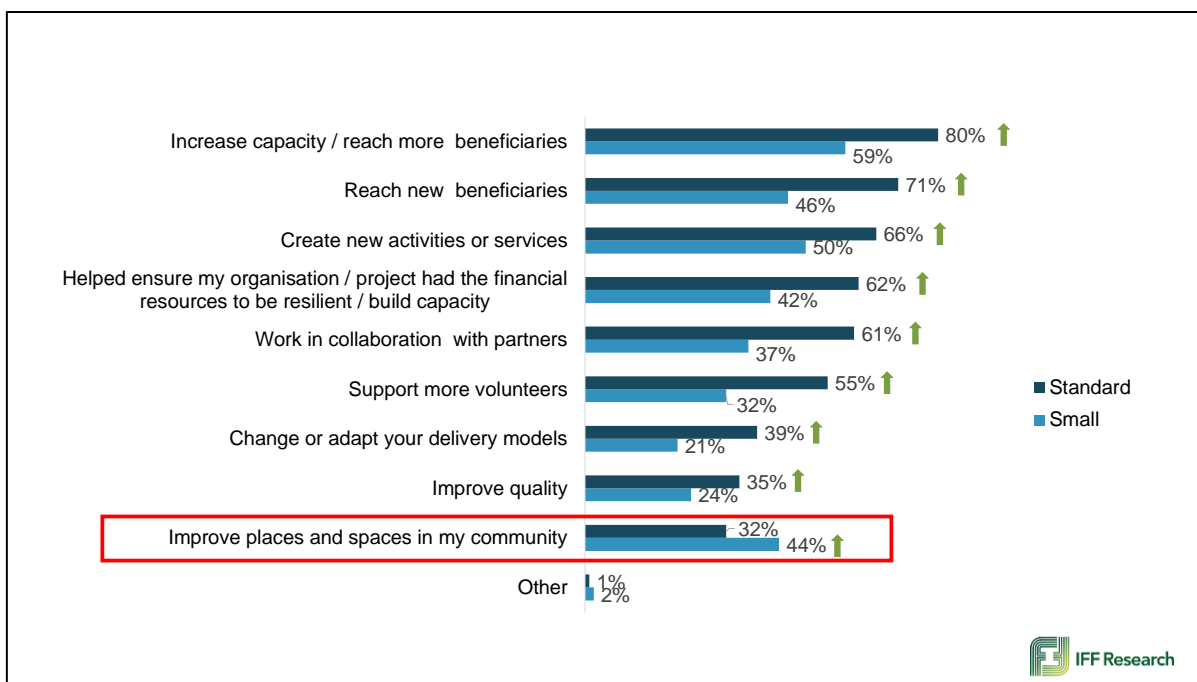
A1. Which, if any, of the following did the grant support or help your organisation to do? Other codes <2% not charted. Green arrow shows statistical significance between standard and small grants. Base: Small (4,790) and Standard (456)

UK portfolio grantholders tended to be less likely than the average to report many of the activities. For example, less than half (48%) of UK portfolio grantholders reported using the grant to reach more beneficiaries, lower than the average across all portfolios (62%). They were also less likely than average to report creating new activities and services (46% vs. 52%), reach new beneficiaries (42% vs. 49%) or supporting more volunteers (26% vs. 35%).

The region a grant holder operated in impacted how the grant had been used. These trends were particularly striking in the cases of whether the grant was used to reach new beneficiaries, or to improve places and spaces in the community.

Grantholders based in the South West (53%) and Northern Ireland (50%) were more likely than the average across all regions (43%) to have used the grant to improve places and spaces in the community, while grantholders based in London (26%) and the North East (33%) were far less likely than average to have done so.

However, London based grantholders were the most likely of all regions to have used the grant to reach new beneficiaries (62%). Scotland based grantholders were the least likely to use the grant to support this (43%).

Social and community connections were the most common types of activity delivered using grants

The most common type of activity delivered using grants was social and community connections such as befriending, residentials/trips, clubs, community events, community groups, and volunteering (57%); see Figure 3.3. Approaching half (46%) delivered health and wellbeing activities and two-fifths (39%) delivered community engagement (such as co-production, community development, leadership training and mentoring and peer support).

Figure 3.3 What types of activity or support did the organisation deliver using the grant[9]
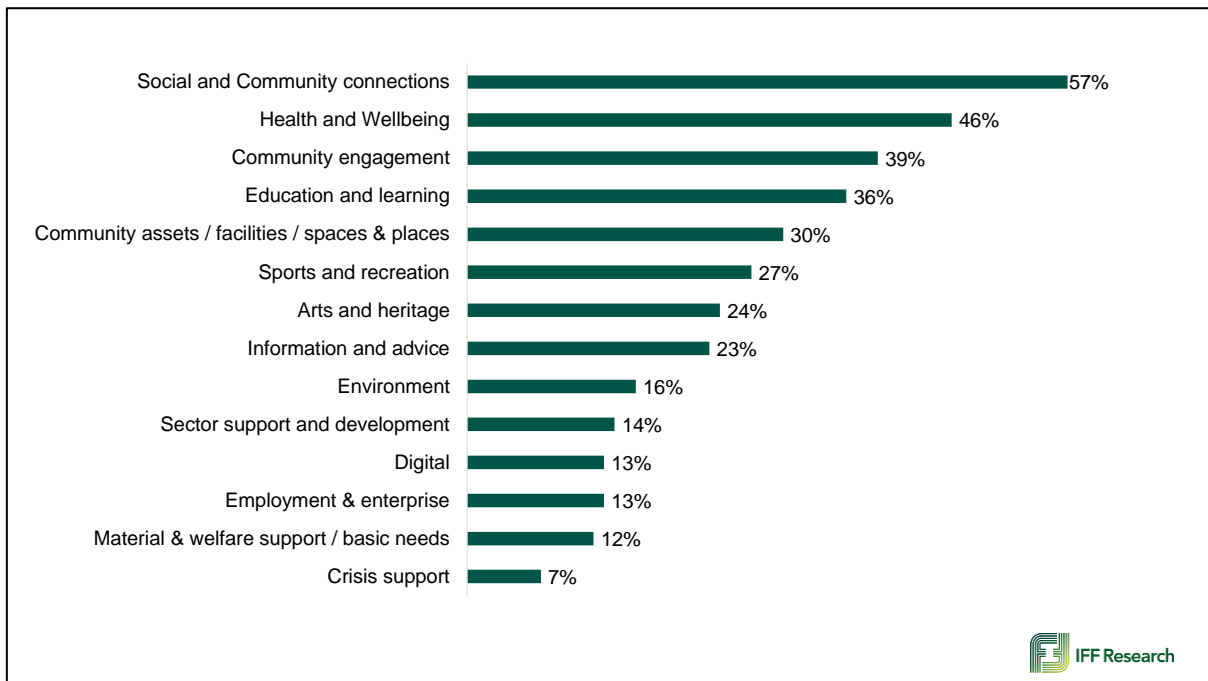
A2. Which, if any, of the following types of activity or support did your organisation deliver using the grant received? Other codes <2% not charted. Base: All grantholders (5,246)

An example of one of the many social and community connections events delivered with the grant funding was the Swindon and Wiltshire Pride event in 2019.

Case study: Swindon and Wiltshire Pride

The Swindon and Wiltshire 2019 pride event received a grant of £10,000. This was used to pay for the essential services needed to put on a daytime festival style event as well as a pride parade. Costs covered by the grant funding included security services and insurance for the event. In 2018, the event did not go ahead as the committee had been unable to secure funding for it. This highlights the importance the fund had on ensuring the event could take place.

Standard grantholders were more likely than small grantholders to have delivered the most common activities, including social and community connections (64% vs. 56%), health and wellbeing (61% vs. 44%) and community engagement (52% vs. 37%). Differences in delivery were particularly stark for information and advice (47% vs. 20%), employment and enterprise (30% vs. 11%) and sector support and development (25% vs. 12%). In contrast, the sole activity more commonly delivered by small grantholders was community assets or facilities (32% compared to 21% of standard grantholders); see Figure 3.4.

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[9] Respondents were given examples of each activity in the survey to ensure they could answer accurately. See Technical Appendix for the full list of examples.

Figure 3.4 What types of activity or support did the organisation deliver using the grant: standard grants compared to smaller grants
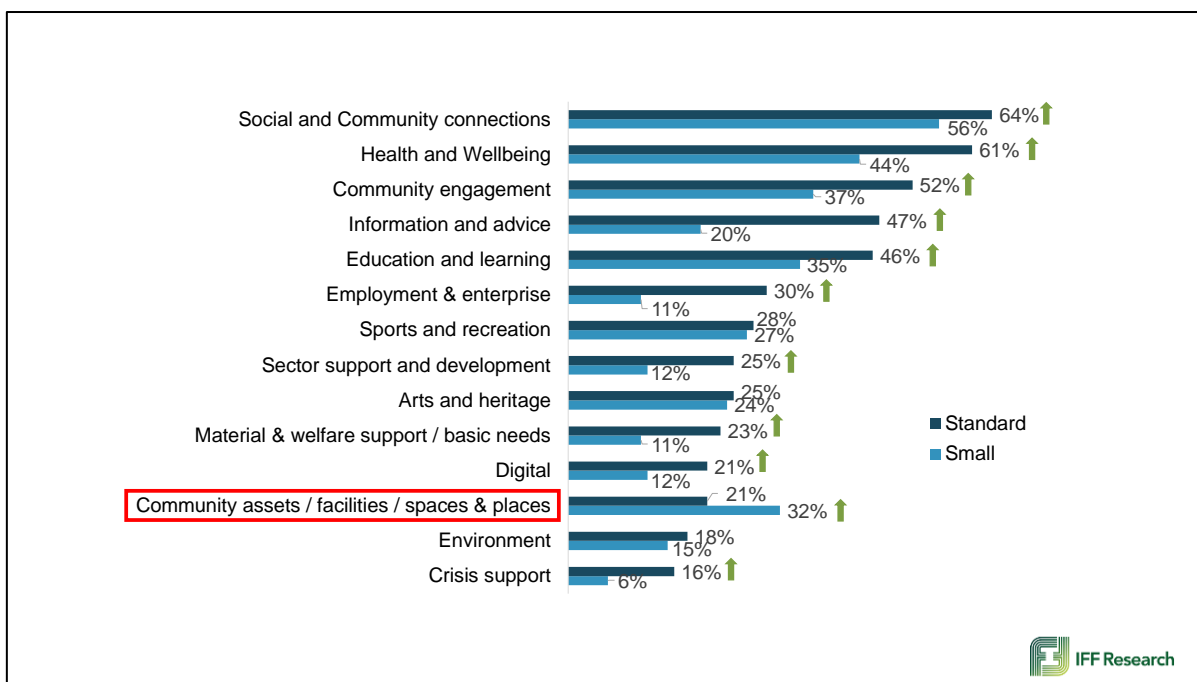
A2. Which, if any, of the following types of activity or support did your organisation deliver using the grant received? Arrows denote significant differences between small/standard grantholders. Base: All grantholders. Small (4,790) and Standard (456)

Across the portfolios, the pattern was similar to as reported previously regarding the use of the grant funding (e.g. to reach more beneficiaries), with multiple instances of UK portfolio grantholders being less likely than average to report a type of activity/support. For example, three-in-ten (31%) UK portfolio grantholders reported using the grant to deliver health and wellbeing related support, significantly less than the average across all portfolios (46%).

For the most common types of activity or support delivered using the grant (which were social and community connections, health and wellbeing or community engagement), there was little striking regional variation. The exceptions were that grantholders in London were more likely than the average of all grantholders across other regions to have delivered community engagement activities / support (49% vs. the 39% average). Grantholders in the West Midlands were significantly less likely than the average to report supporting community engagement activities (34%).

Grantholders in London were less likely than average to have sought to improve community assets / facilities / spaces (13%), mirroring the findings about London reported in relation to Figure 3.2. Similarly, as found in relation to Figure 3.2, grantholders based in the South West (41%) and Northern Ireland (39%) were more likely than average to have used their grant for improving community assets / facilities / spaces.

Children and young people were the most commonly targeted group by grantholders

Grantholders were asked if they targeted the support or activities they offered as a result of the grant funding. The most common group to be a target of support was children and young people not at

risk,[10] targeted by around a third (34%) of grantholders. This was followed by three-in-ten grantholders supporting people who were educationally or economically disadvantaged (30%) and people with a long-term disability (30%).

A quarter (24%) of grantholders reported that their support was universal, and not targeted at one specific group. Figure 3.5 shows the groups targeted by grantholders using their grants.

Figure 3.5 What groups of people grantholders targeted for support / activities
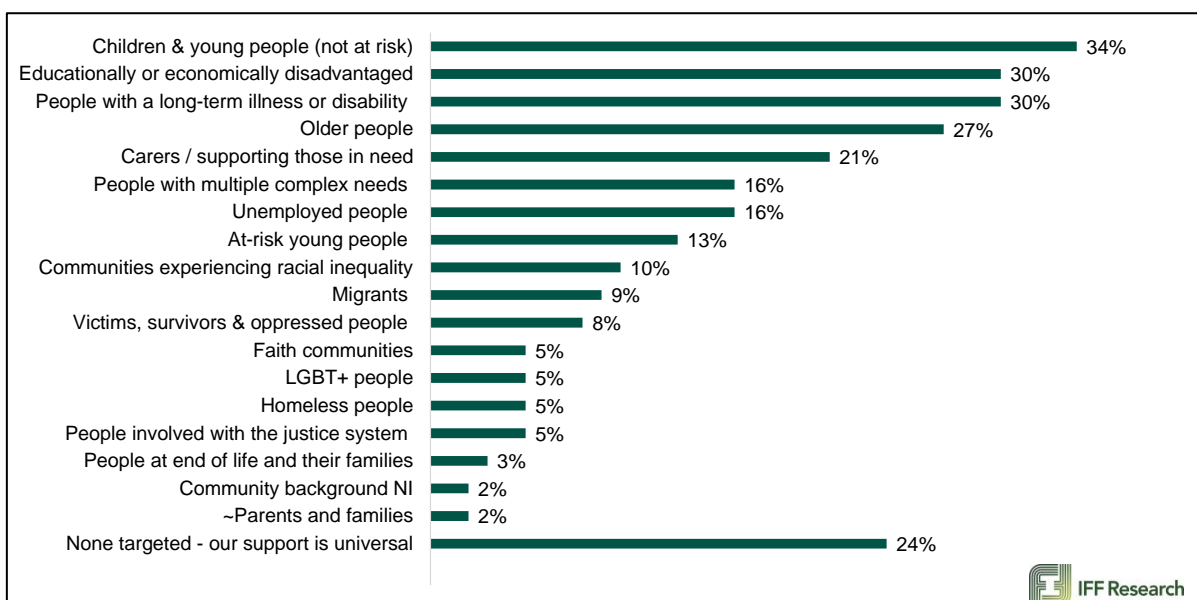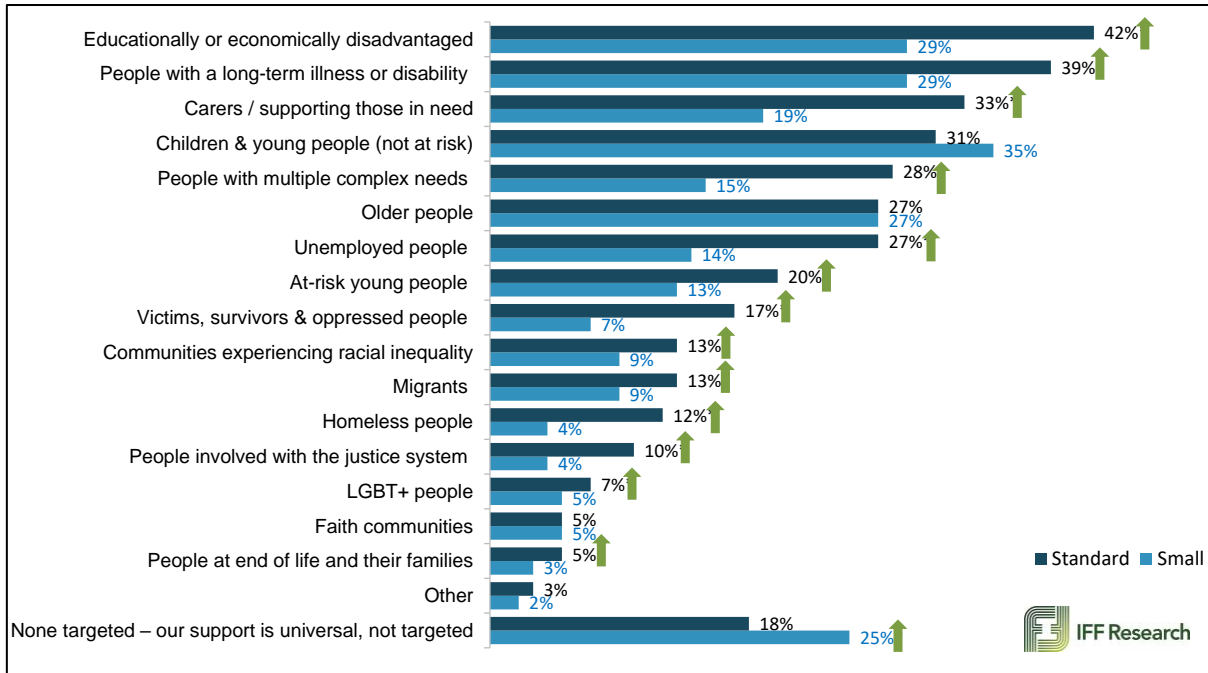

A3. Which, if any, of the following groups of people did you target with the support or activities delivered using the grant you received? Other codes < 2% not charted. ~ indicates a new code created from back coding open text response. Base: All grantholders (5,246)

Standard grantholders were significantly more likely to have targeted support/activities for each of the groups, compared to small grantholders. Groups who are particularly vulnerable were often two or three times more likely to be supported by standard grantholders compared to small grantholders.

For example, standard grantholders were three times more likely than small grantholders to target support towards homeless people (12% vs. 4%), and around twice as likely to target support/activities towards people who were victims, survivors or oppressed people (17% standard vs. 7% small) with multiple complex needs (28% standard vs. 15% small) and unemployed people (27% standard vs. 14% small). Figure 3.6 highlights the differences between small and standard grantholders in terms of who support was targeted at.

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[10] At-risk young people were described as those in care, youth serious violence and NEETs

Figure 3.6 What groups of people grantholders targeted for support / activities: standard grants compared to smaller grants
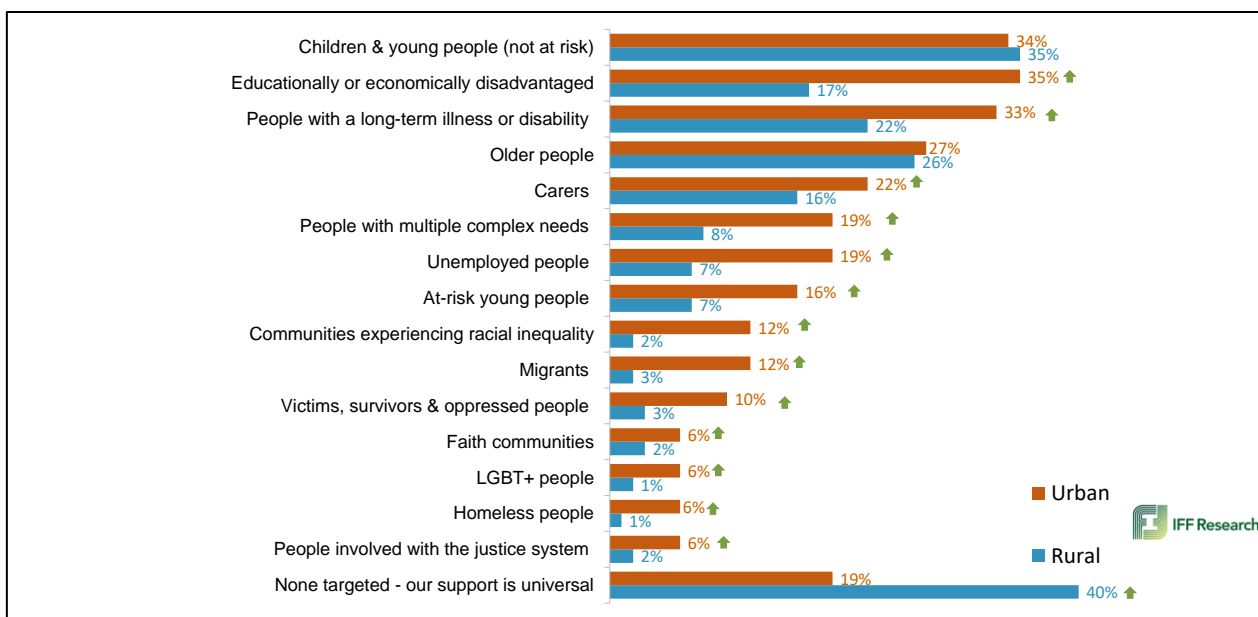

A3. Which, if any, of the following groups of people did you target with the support or activities delivered using the grant you received? Other codes < 3% not charted. Green arrow shows statistical significance between standard and small grants. Base: All grantholders. Standard size grant (456) Small size grant (4,790)

There were no notable significant differences between portfolios and the targeting of groups of support or activities.

Two-in-five (40%) rural grantholders provided universal support, compared to one-in-five urban grantholders (19%). Consequently, urban grantholders were more likely to target support and activities to nearly all groups. As shown in Figure 3.7, urban grantholders were six times more likely than rural grantholders to target support to communities experiencing racial inequality, and to migrants (both 12% among urban grantholders, vs. 2% among rural ones). This could be explained by the demographic composition of urban populations.

Figure 3.7 What groups of people grantholders targeted for support / activities: urban grantholders compared to rural grantholders

A3. Which, if any, of the following groups of people did you target with the support or activities delivered using the grant you received? Other codes < 3% not charted. Green arrow shows statistical significance between urban and rural grants. Base: All grantholders. Urban grantholders (3850) and rural grantholders (1352)

There was little significant difference between English regions and devolved countries in terms of the groups targeted for support, and patterns found were mirrored by the urban / rural findings in Figure 3.7. For example, London based grantholders were significantly more likely than the average to offer support to several of the groups, which could be explained by population density and diversity, and is in line with the finding that urban based grantholders were more likely to offer targeted support than rural based ones. For example, grantholders in London were five times more likely to target support towards migrants than in the South West (19% vs. 4%), potentially due to the number of migrants in London compared to the South West.

It was common for grantholders who delivered community assets, facilities or improved spaces and places to report they did not target support/activities and instead offered this universally (compared to grantholders who offered other types of activity and support). Two-in-five (41%) grantholders who delivered community assets reported this, compared to an average of 24%.

The groups which grantholders targeted support towards often linked to the type of activities they offered in the ways one would expect. For example, 58% of grantholders who targeted support towards people who were educationally or economically disadvantaged offered employment and enterprise activities, and 49% offered material and welfare support. In a similar pattern, grantholders who targeted support to homeless people were four times more likely than average to report they delivered crisis support activities (22% vs. 5% average).

Grantholders who reported they were targeting communities experiencing racial inequality with support or activities using the grant they received, were asked which groups of people they supported. As shown in Figure 3.8, most commonly, grantholders supported people of Mixed/Multiple

ethnic background (74%), Black / African / Caribbean / Black British people (71%) and Asian / Asian British people (65%).[11]

Figure 3.8 Groups of people supported amongst those grantholders who targeted communities experiencing racial inequality
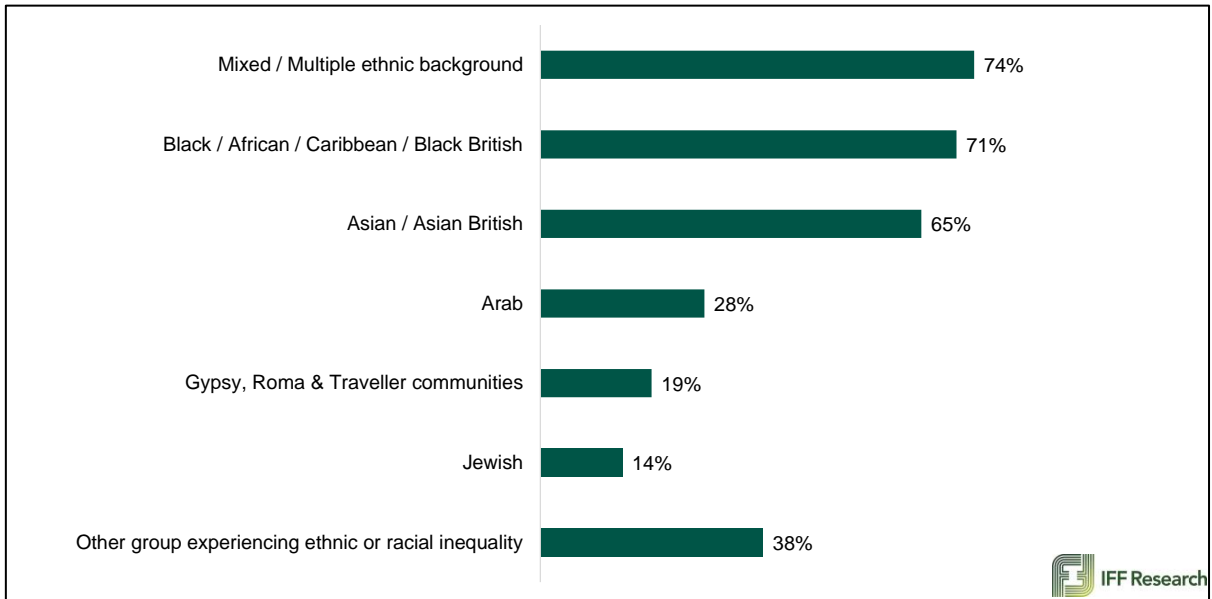

A3A. Please can you identify which of the following groups of people you supported? Base: Grantholders who targeted communities experiencing racial inequality with support or activities using the grant they received (491)

Face-to-face support is by far the most common mode of delivery for grantholders

The most commonly offered mode of support was face-to-face (86%) and just over a quarter (27%) delivered their support exclusively in this way. This was followed by written advice or materials (including websites) (39%), telephone support (38%) and social media (36%); see Figure 3.9. A third (33%) offered support via messaging, while a quarter (25%) did so through online video calls. Many grantholders therefore offered support in multiple ways.

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[11] There could have been a level of misinterpretation of the response codes offered to respondents, the high proportion of grantholders stating they specifically worked with people of 'Mixed / Multiple ethnic background' could have been understood as working with people cross a mixture of different ethnic backgrounds (including e.g. Asian people or Arab people), rather than specifically mixed race people. Therefore, these results should be viewed cautiously.
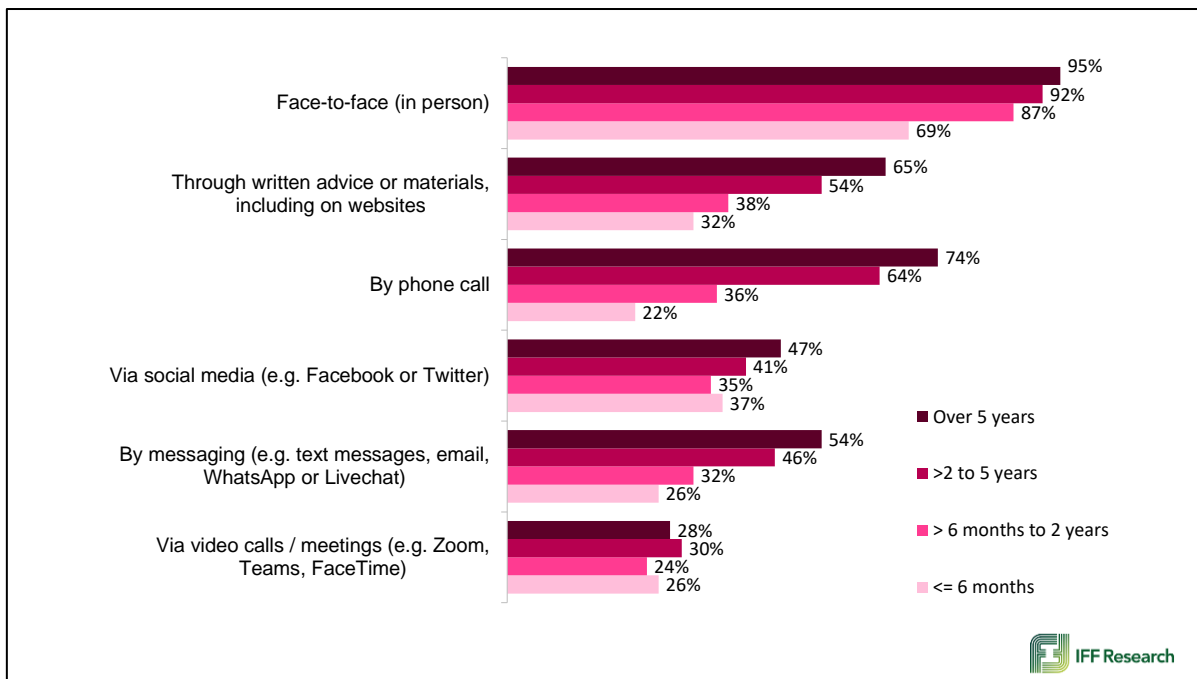
Figure 3.9 The different ways in which the activities or support were offered
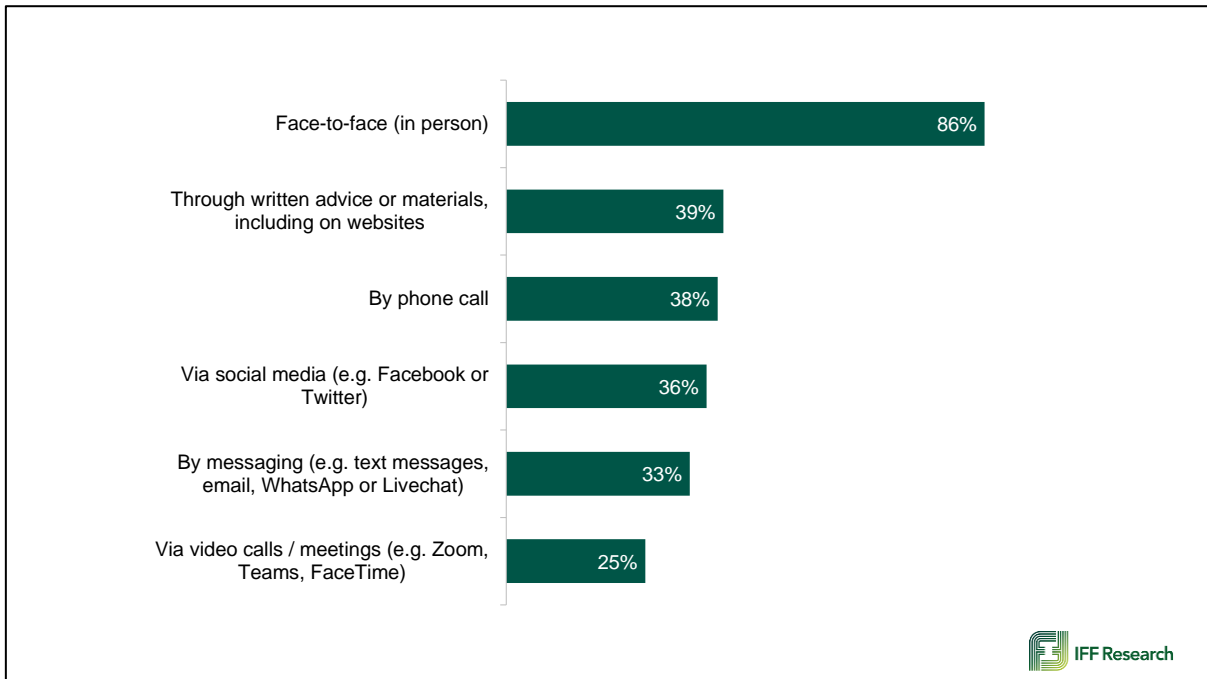
A7. Thinking now about the activities or support your organisation provided as a result of the grant, in which of the following ways were the activities or support offered?
Base: All grantholders except those who only improved places and spaces in their community using the grant they received (4,821) (codes under 5% are not shown)

As shown in Figure 3.10, for most modes of delivery there is a clear pattern in which the longer the grant lasted, the more likely the grantholder was to deliver support via each different mode (the exception being video calls and messaging).

Figure 3.10 The different ways in which the activities or support were offered: length of grant comparison

A7. Thinking now about the activities or support your organisation provided as a result of the grant, in which of the following ways were the activities or support offered?
All grantholders except those who only improved places and spaces in their community using the grant they received (All: 4,821; over 5 years: 80; 2-5 years: 266; 6 months – 2 years: 4201; <6 months: 274

There were further differences in how the grant was delivered as follows:

- Grants that aimed to deliver community engagement were more likely than average to use each of the methods discussed, with the difference particularly marked for written information (48%) and social media (47%).

- Grants based in urban locations were more likely than those in rural ones to deliver using telephone calls (42% vs. 25%), messaging (35% vs. 26%) and video calls / meetings (28% vs. 15%). There was little regional difference in support mode. A notable finding is that grantholders based in the North West were more likely than the average across all English regions and devolved countries to report delivering face-to-face, phone call, messaging and video call support.

- UK portfolio grants used fewer different modes of delivering support and were less likely than average to use face-to-face (71%), messaging (26%) or telephone (25%). When examining the types of activity supported by UK portfolio grants, they are more likely to support activities associated with the environment (21% vs. 16% for the total sample) but are less likely to work in areas which require concentrated support, such as crisis support (2% vs. 7% for the total sample). This may help to explain the difference in mode profile for the UK compared to other portfolios.[12]

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[12] Further detail on how UK portfolio grants differ from the other portfolios can be found in the 'Research aims and objectives' section in the Introduction.

IFF Research

The case study with Involve Northwest provides examples of how grants can be delivered in a variety of ways to support beneficiaries, as well as the length of time beneficiaries can be engaged.

Case study: Involve Northwest

Involve Northwest are a Wirral-based benefits advice service, who used their grant from the fund to develop their benefits advice team. Their grant lasted for 3 years. They offered advice to their beneficiaries in a variety of ways, including in one-to-one face-to-face appointments, as well as these appointments over the phone. In these sessions, beneficiaries would come to the office with their benefits documents and the advisors would work through the documents with the clients to help them fill them in correctly, before submitting them to DWP. The welfare support often led to a more longstanding relationship being formed between the beneficiary and the organisation, and they would come back to Involve Northwest with other queries, meaning engagement was not typically one off within the 3 year grant period, and depended on the needs of the individual.

"'They know they have people [us] they can rely on, vulnerable people can be quite untrusting of people, so we have built a good solid friendship with them, and they keep coming back for help with different issues." Martin, Welfare advisor

Two-thirds of grantholders provide one-to-one support

Grantholders delivering activities, rather than improving places and spaces, were asked about the format of the support they provided, in terms of group or one-to-one sessions. They were roughly equally likely to provide one-to one activities or support (67%), support to large groups of 10 or more (67%), or to smaller groups (65%). Around three-in-ten (33%) gave support to family groups.

Activities that offered face-to-face support were more likely to deliver this to groups (84%) than one-to-one (60%). Group support was also more common via video call, compared to one-to-one video calls (84% vs. 60%). However, those who offered telephone support to beneficiaries were more likely to provide one-to-one support (88%) than they were to groups (24%), it was also more common for messaging-based support to be delivered one to one (71%) rather than by a group (61%). Figure 3.11 outlines the specific types of contact grantholders were questioned on (and the different types of group work).

Figure 3.11 The different contact types in which the activities or support were offered, by the mode of contact
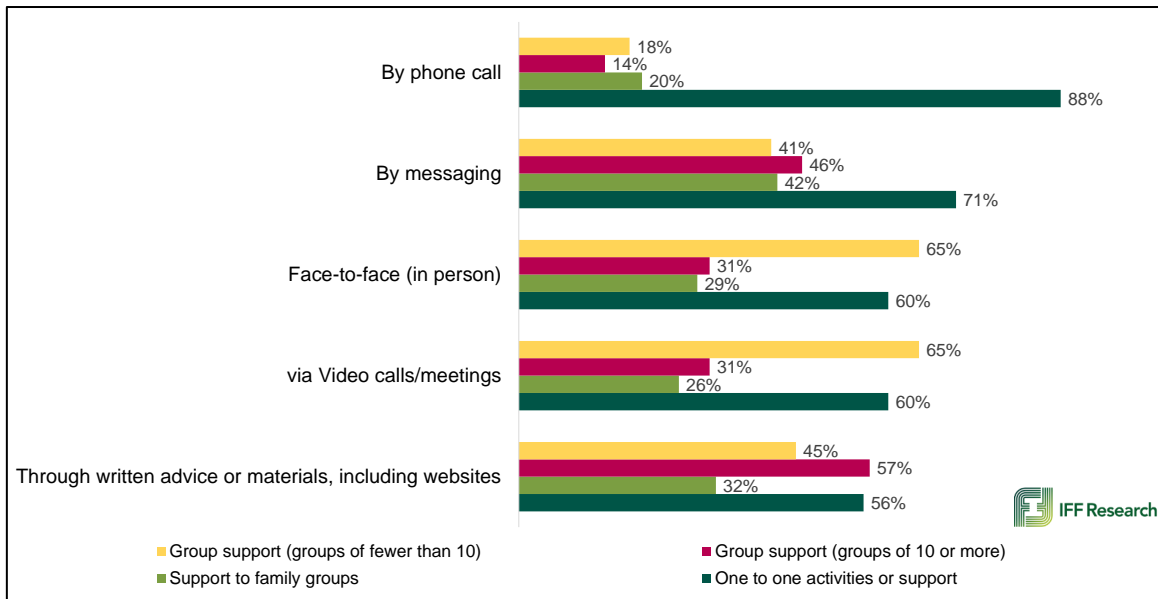

A8-Summary. Which, if any, of the following types of contact did you offer to beneficiaries? Base: If grantholders said they offered their activity by a specific mode, face-to-face (4038), by phone (1789), by messaging (1576), via video call (1183), through written advice (1829).

Grants involving assets and spaces saw beneficiaries engage for longer than other grant types

Seven-in-ten (69%) grants that involved delivery of community assets, facilities and spaces had ongoing engagement of more than a year with beneficiaries, which was more than other types of activities. Crisis support (24%), employment and enterprise (30%), material and welfare support (30%) and digital (30%) were the least likely activities to engage beneficiaries for more than a year. This is to be expected as these types of grants provide intensive support for a specific need, such as for an acute crisis, support to find employment or to improve digital skills.

Figure 3.12 Length of beneficiary engagement based on type of activity delivered
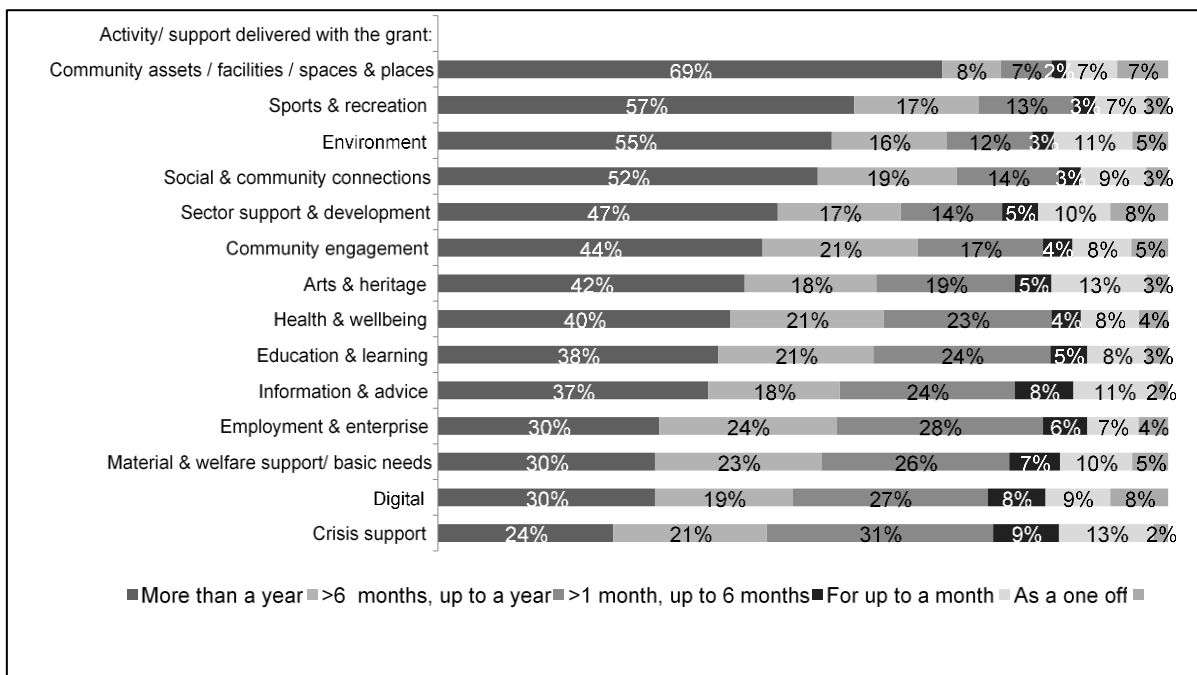
A9. For how long does a typical beneficiary usually have ongoing engagement with the activities your organisation is delivering with this grant?
Bases: Community assets (1,609), Sports & recreation (1,453), Environment (807), Social & community connections (2,970), Sector support (691), Community engagement (1,997), Arts & heritage (1,259), Health & wellbeing (2,373), Education & learning (1,890), Information & advice (1,176), Employment & enterprise (674), Material & welfare support (612), Digital (688), Crisis support (353).

As shown in Figure 3.12, grants which delivered community assets, facilities or improved places and spaces were the most likely to engage beneficiaries for over a year (69%). The case study carried out with North Edinburgh Arts suggests why this could be the case, as once a space or place is improved, beneficiaries can use it in the long term.

Case study: North Edinburgh Arts

The grant was aimed at improving the garden space, to create somewhere that the community could use freely as an area for rest and respite. This type of support is defined by the research as a *'community asset, facilities or improving places and spaces'.* The gates to the garden are always open and all local people are encouraged to spend time there whenever they need to. For local people without gardens, the space has had a huge impact on their life in terms of their physical and mental wellbeing. One of the beneficiaries felt very connected to the garden and had been visiting for 15 years with her blind daughter.

"It's been a safe space for her [daughter] to grow up: she knows her way around by feel, it's closed off from roads, there's no dog poo or needles or whatever. People know her as well, so I know there's always people looking out for her. I've seen the change in her too… her confidence has grown massively; she doesn't need me as much anymore." Beneficiary

Rural grantholders who used their grants to improve community assets, facilities and/or spaces were more likely than urban grantholders to report beneficiary engagement lasting more than a year (74% vs. 64%).

Just over half of grantholders worked with other organisations

Overall, just over half of grantholders (52%) worked with other organisations to deliver activities (and 2% were unsure).

The propensity of grantholders to work with others differed depending on the type of grant (Figure 3.13) as follows:

- Standard grants were more likely to work with others compared to simple grants.

- Urban grants were more likely than grants in rural areas. There was no significant difference between English regions and devolved countries.

- Large organisations were more likely to work with partners than micro, small and medium sized organisations.

- Grants lasting longer than six months were more likely to work with others than short-term grants of six months or less.

Figure 3.13 Proportion of grantholders working with other organisations to deliver activities funded by grant: comparison of grantholders / activities
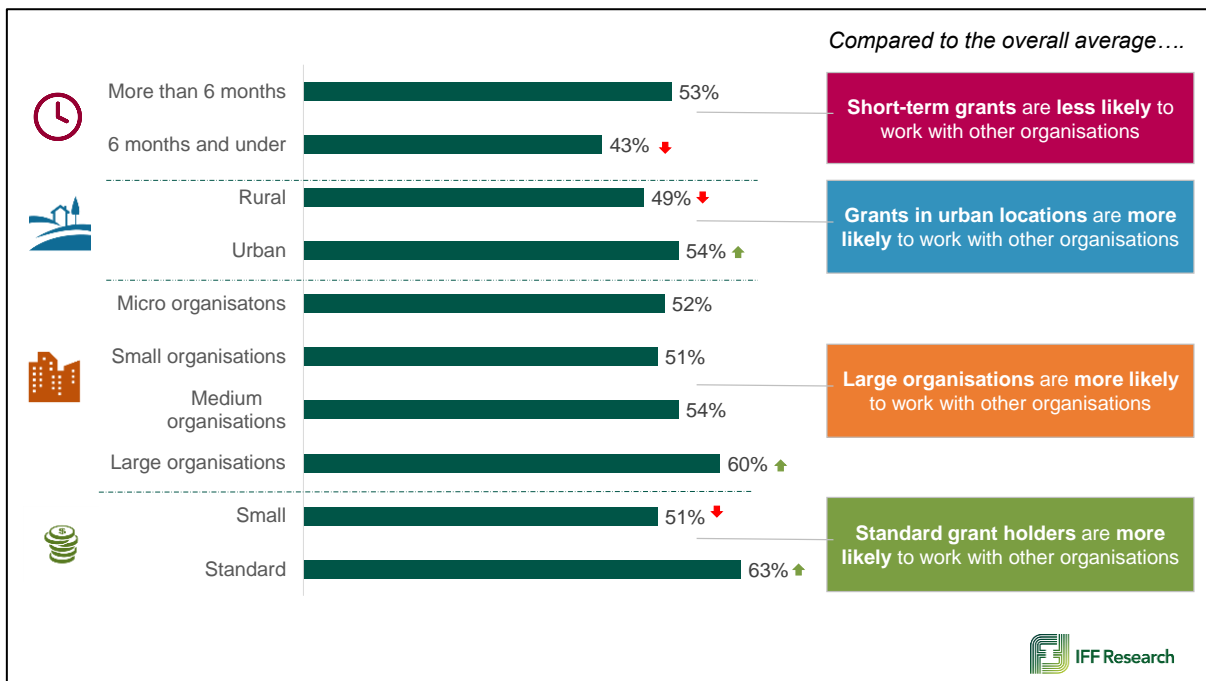
A19. Did you work with an(other) organisation(s) to deliver the activities funded by your grant?
Arrows show statistical significance from UK total average.
Bases: All grantholders (5,246). 6 months and under (321), 6 months to 1yr (3,423). Rural (1,352), Urban (3,850). Micro org (1,308), Small org (2,111), Medium org (1314), Large org (318). Small (4,790), Standard (456).

Regression analysis helped us to determine the variables which contribute most to working with other organisations, which is not always apparent from bivariate analysis, This analysis showed that "face-to-face" delivery was found to the most important driver of working with other organisations. This was followed closely by "through written advice or materials, including on websites". The size of the grant is the third most important driver, (with standard grants more likely to work with other organisations than those with small grants).[13]

As Figure 3.14 shows, among organisations who worked with others to deliver activities, the most common partners were community groups (61% of those who had worked with others; or 31% of all grantholders), followed by registered charities (53%; or 28% of all). Fewer than four-in-ten partnered with a local authority (39%; 21% of all) or another public service (36%; or 19% of all). A quarter (26%; or 14% of all) partnered with private companies, while around one in six (16%; or 8% of all) partnered with faith organisations. Only a small minority (2%) partnered with freelancers or independent facilitators.

Case study: Asthma and Allergy Foundation

To deliver their workshops educating those suffering from asthma about the disease, they had to collaborate with: the local authority to gain permission to deliver the workshops on their sites; universities to recruit volunteers; and the local Job Centre in order to provide young people with work experience.

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[13] The Johnson's metric breaks down the unique contribution of each predictor to the model taking account of its effect size and overall correlation with the Dependent Variable (what we are predicting, abbreviated as DV, here working with other organisations). It can be interpreted as a way of crediting each predictor with a contribution to prediction of the DV (summing to 100%), taking account of the correlations between the predictors as well as their relationship with the DV. The higher the Johnson % score, the higher the unique contribution of that predictor to the model.
For this analysis, face-to-face scored 40% on the Johnson's metric, followed by 'through written advice' at 38% and then size of grant at 22%.

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Figure 3.14 Types of partner organisation
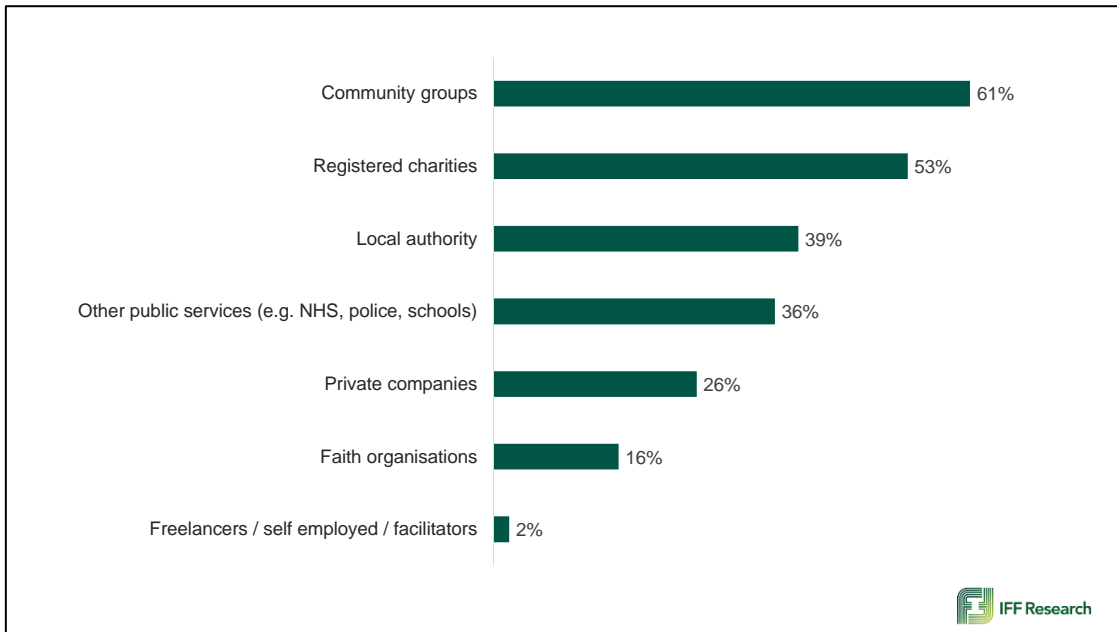
A20. Which, if any, of the following types of organisation(s) did you work with to deliver the activities?
Bases: If grant holder worked with other organisation(s) to deliver the activities funded by the grant (2,739)

The use of partner organisations differed by portfolio as follows:

- Grantholders in the Scotland and Wales portfolios were more likely to work with local authorities (44% and 48% respectively) than grants in the Northern Ireland (31%) portfolio.

- Those in the Scotland portfolio were also more likely than average to partner with other public services (42%).

- Those in the England portfolio were the most likely to work with faith organisations (18%), with grantholders in the Scotland (9%) and Northern Ireland (10%) portfolios the least likely to do so.

Of those who worked with other organisations, grantholders in the West Midlands were more likely than the average across all grantholders to partner with faith organisations (24% vs. 16%), however less likely than average to partner with local authorities (31% vs. 39%).

4   What reach has the funding had?

This chapter reports on the number of beneficiaries grantholders reached through their activities, and the volumes of volunteers and staff who were deployed in delivering the grants.

Over 5 million unique beneficiaries have been directly supported by grants

The average number of unique beneficiaries directly supported per grant was 455 (the median was 78). See Figure 4.1 for the breakdown.

These results, when extrapolated to all grantholders, indicate that across all grantholders funded within a typical year, **The National Lottery Community Fund directly supports approximately 5.2 million unique beneficiaries[14] per year in total via their grantholders**.[15] 2.1 million beneficiaries have benefitted from standard grants whilst 3.1 million have benefitted from small grants.

Figure 4.1 Volume of unique beneficiaries directly supported by the grant received
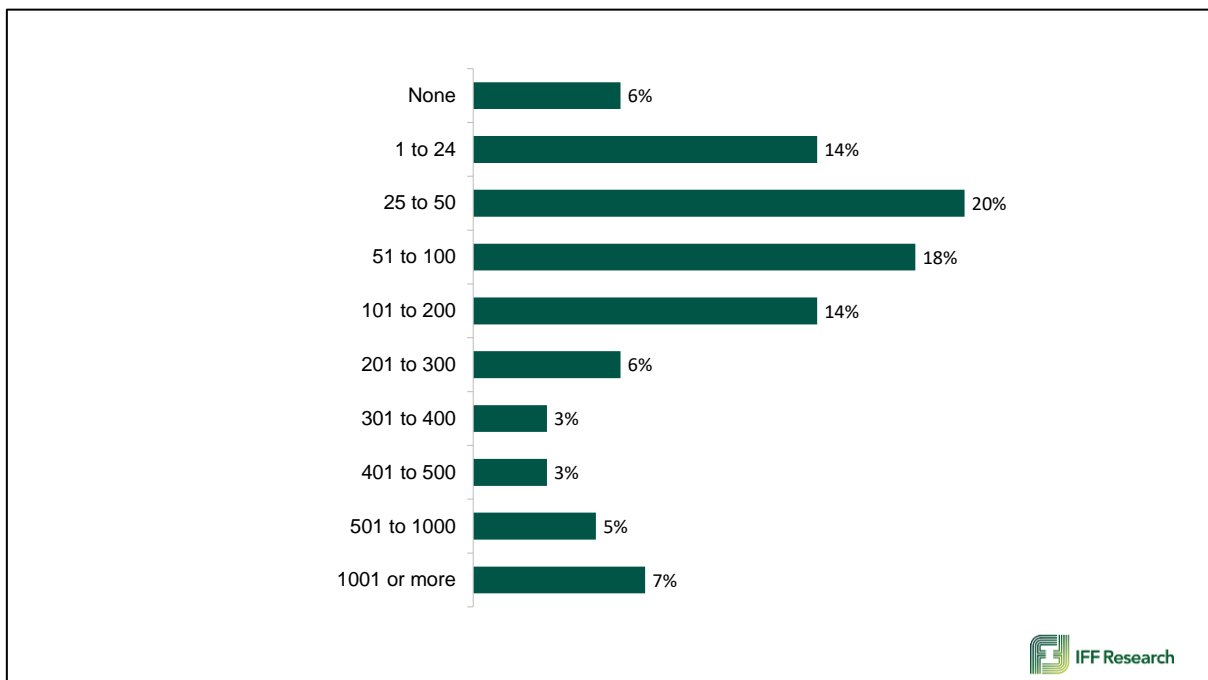
A5. In total, how many unique beneficiaries have been directly supported by your organisation as a result of the grant received?
Base: A5. All grantholders except those who only improved places and spaces in their community using the grant they received (4,821)

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[14] This measure capture beneficiaries unique to the grant holder. However, a beneficiary may be impacted by multiple grants involving different grantholders, hence there may be some double counting.
[15] Statistically we can be 95% confident that the true figure lies in the range 4.2 million to 6.2 million. The number has been calculated using self-reported data from grantholders.

Over 1.8m people per month used assets and facilities that were supported by grants

On average (using the mean average), each grant holder reported that 325 people used funded assets or facilities in a typical month (outside the pandemic period). The median number of beneficiaries was 100. Figure 4.2 shows the breakdown.

The survey data was weighted and grossed up to reflect the mean number of grants funded in a year, by portfolio and funding product, to allow for findings to be extrapolated to all grantholders. **When extrapolated to all grantholders, around 1.8 million beneficiaries used these assets and facilities in a typical month**.[16]

Figure 4.2 Average number of people using grant-funded assets or facilities in a typical month (outside of the pandemic period)
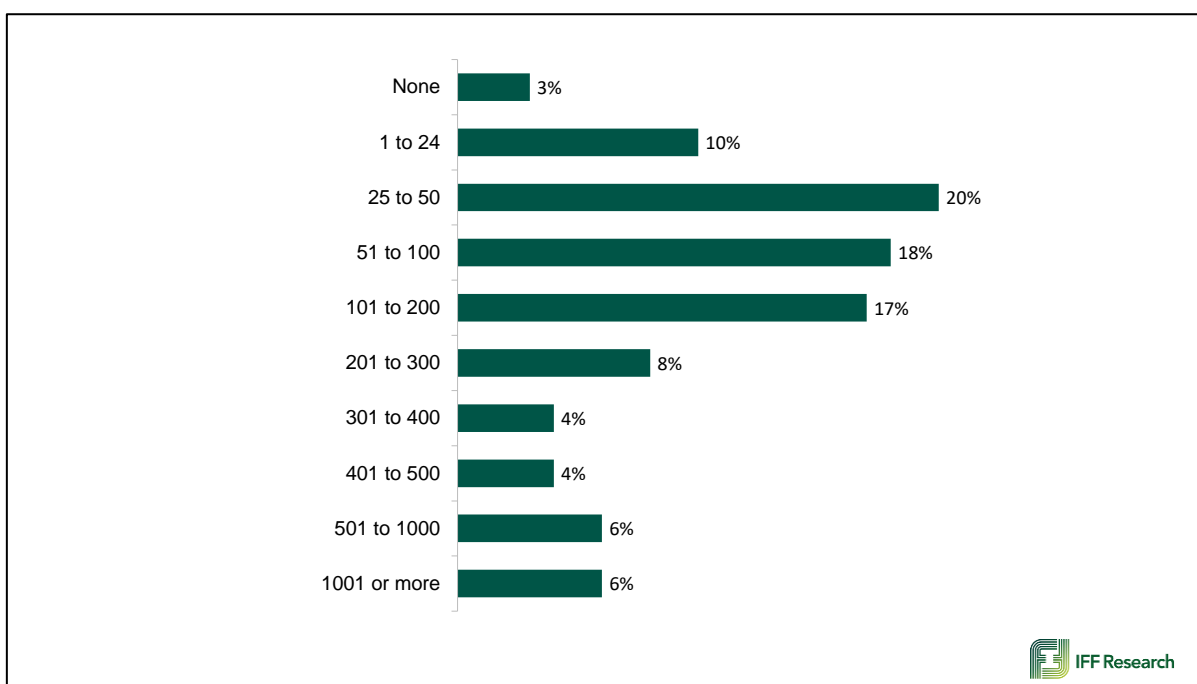
A4. On average how many people used these assets or facilities in a typical month (outside of the pandemic period)? Base: Grantholders who targeted community assets/facilities/spaces and places activities with the grant and/or helped to improve places and spaces in their community (2,406).

Those receiving standard grants reached 425 beneficiaries on average, compared to 315 among those receiving small grants. Amongst small grants, the value of the grant has an impact on the number of beneficiaries reached, with grants below £5,000 averaging 265 beneficiaries whilst those who received between £5,000 - £10,000 reached 330 people on average. Grantholders in urban areas had a larger reach, with a mean of 355 beneficiaries per grant, compared to 285 in rural areas. Scotland portfolio grantholders reported that 380 beneficiaries had used their grant funded assets or facilities in a typical month, compared to 345 by England portfolio, 295 UK portfolio, 235 Wales portfolio and 190 Northern Ireland portfolio grantholders.

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[16] Statistically we can be 95% confident that the true figure lies in the range 1.6 million and 2 million. The number has been calculated using self-reported data from grantholders.

The majority of grantholders worked with volunteers as part of their grant

Four in five grantholders (82%) worked with volunteers as part of their grant.

As Figure 4.3 shows, micro and small organisations were more likely to work with volunteers as part of their grant (86%, 87%); medium, large and major sized organisations were less likely to (78%, 58%, 57%).[17] Organisations who used their grant for activities rather than assets were more likely to have worked with volunteers too (82% activity only, 83% a mix of activities and assets, vs. 67% assets only).

Figure 4.3 Proportion of grantholders who used volunteers as part of their grant
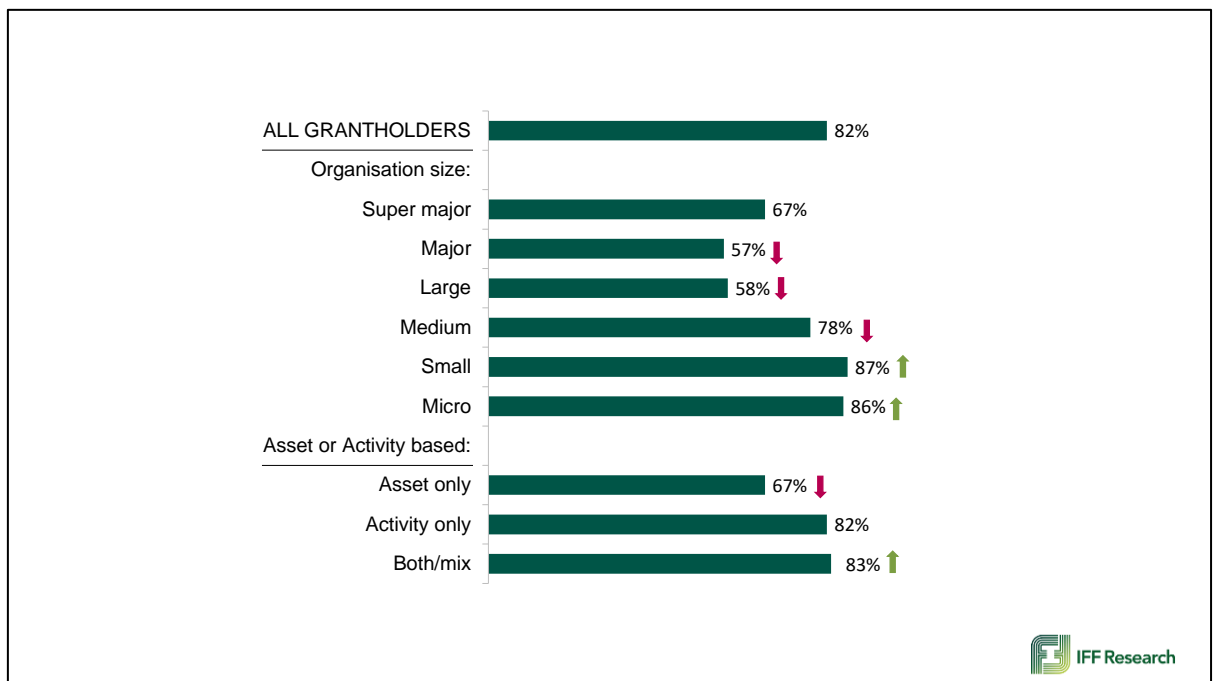
A12. Did your organisation work with volunteers as part of your grant?
Arrows denote significant differences from all grantholders.
Base: All grantholders (5,246)

The majority of the grantholders who took part in the case studies and delivered activities and events with the grants worked with volunteers. Volunteers were involved in a whole variety of tasks with these different organisations, typically roles involved helping out on the day of events or activities.

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[17] The definitions of organisation sizes are as follows:
Micro - under £10k in income,
Small - £10k- less than 100k,
Medium - £100k- less than £1m
Large - £1m- less than £10m
Major - £10m- less than £100m
Supermajor – Over £100m
Further information can be found here https://blogs.ncvo.org.uk/2019/01/21/small-charities-key-findings-from-our-data/

Case study: Cobhair Barraigh

Cobhair Barraigh is a small charity that provides a day centre and delivers meals for the elderly on the island of Barra in Scotland. Alongside two staff, at least one volunteer attends each day session. The volunteer helps with anything the elderly people need whilst they are at session, to support the paid staff. They also are encouraged to facilitate conversation with the attendees and assist with the activities, like helping with a quiz or armchair aerobics. One volunteer felt they got something out of volunteering with the group too:

"I really used to look forward to going, I enjoy meeting people, and the people there were so lovely, gentle and well mannered". Volunteer

Where grantholders worked with volunteers to deliver The National Lottery Community Fund grant, they worked with 29 on average (the median was 10). When extrapolated to all grantholders, we can be 95% confident that they worked with around 290,000 volunteers.

Figure 4.4 Number of volunteers grantholders worked with as part of their grant
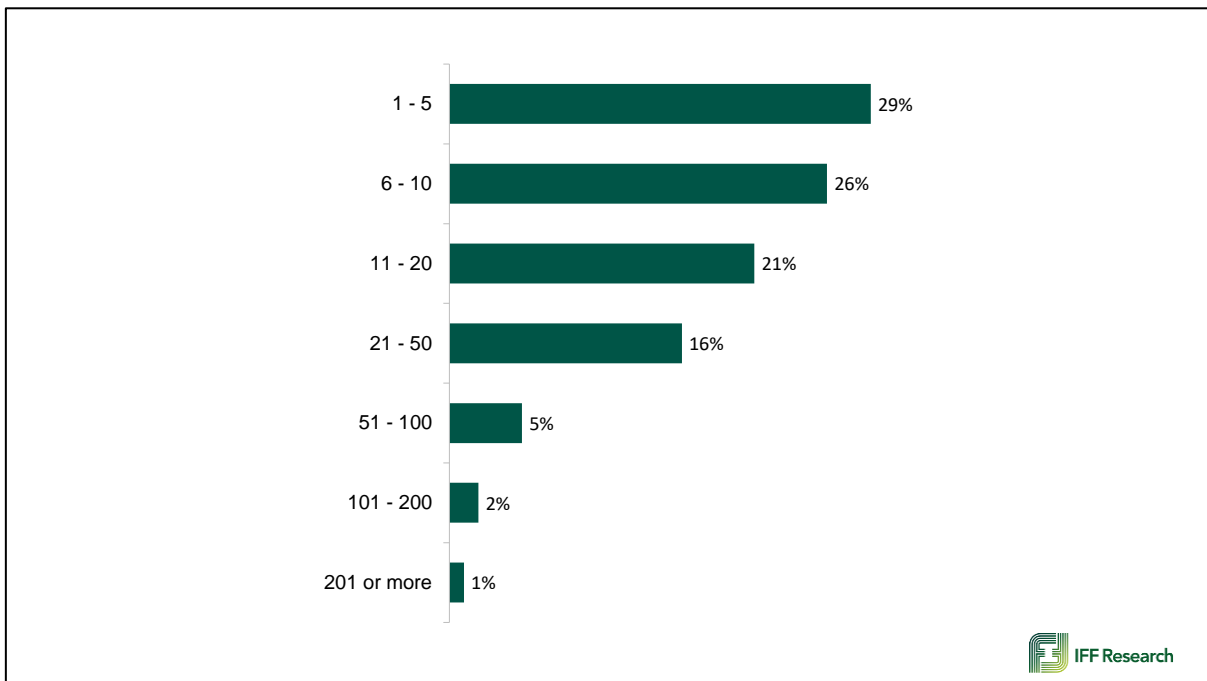
A13. How many volunteers did your organisation work with as part of your grant?
Base: Grantholders who worked with volunteers as part of the grant (4,292)

The larger the grant amount, the more volunteers the grant holder tended to work with to deliver funded activities: grants of £400-500,000 worked with 106 volunteers on average, those receiving £300-400,000 worked with 72, £200-300,000 worked with 46, £100-200,000 worked with 43, £50-100,000 worked with 26, £10-50k worked with 21, £5-10,000 worked with 17, and those receiving less than £5,000 worked with 14 volunteers on average.

Grants which funded crisis support had a particularly high average number of volunteers (123 mean, median 10)[18], as did other types of activities that are more labour-intensive, such as environmental activities (35 mean, median 12).

Just over one-third of grantholders (36%) recruited new volunteers. Of those that did, on average they recruited 23 additional volunteers (the median was seven). When extrapolated to all grantholders, around 80,000 additional volunteers were recruited through the grants.

Figure 4.5 Proportion of grantholders using their grant to recruit additional volunteers, and how many additional volunteers recruited
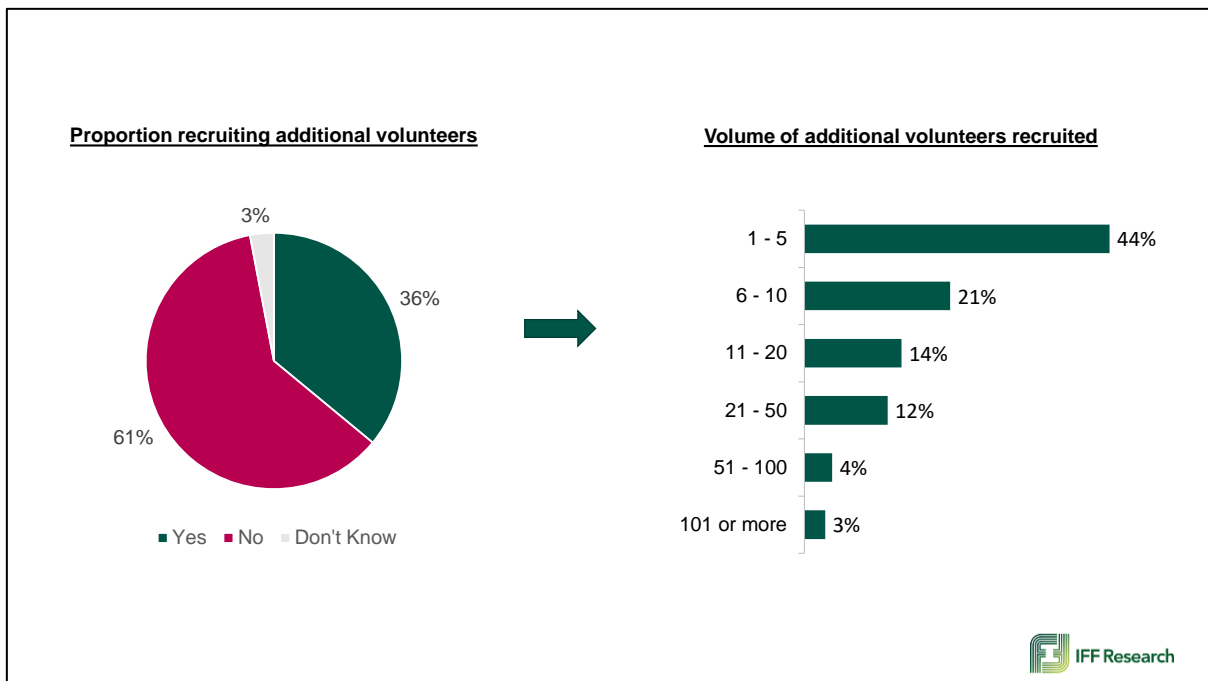
A14. Did your organisation use your grant to help you recruit new volunteers?
Base: Grantholders who worked with volunteers as part of the grant (4,292)

Standard grants were more likely to recruit volunteers using the grant compared to small grants (57% vs. 33%).

UK portfolio grantholders were significantly more likely to report that they did not use the grant to recruit new volunteers, compared to average across all other portfolios (72% vs. 61% average).

Grants in London were also more likely to have recruited new volunteers with the grant, compared to all other English regions and devolved countries (46%). Grantholders in the South West were less likely than average to have recruited new volunteers (31%).

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[18] This trend is driven by the Samaritans: a grant holder offering crisis support, which reported working with 18,000 volunteers.

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Case study: Towell House

Towell House is a residential home for elderly people in Belfast. To celebrate the 60th anniversary of the home, the activities manager used grant funding to organise a series of events for the residents, which were also open to the local community and residents' families. Towell House is an example of an organisation that did not need use the grant to recruit new volunteers, as they already had a strong group of existing volunteers (residents' family members and staff in the home). These volunteers would help out on event days, for example running stalls or accompanying the residents.

"The families of residents are always willing to help out on the day, we have a group of regular volunteers with connections to the home" Sarah, events manager

One of the volunteers was initially quite nervous to help out, but found that taking part regularly helped her to come out of her shell, and grow in confidence. She also learnt more about organising events.
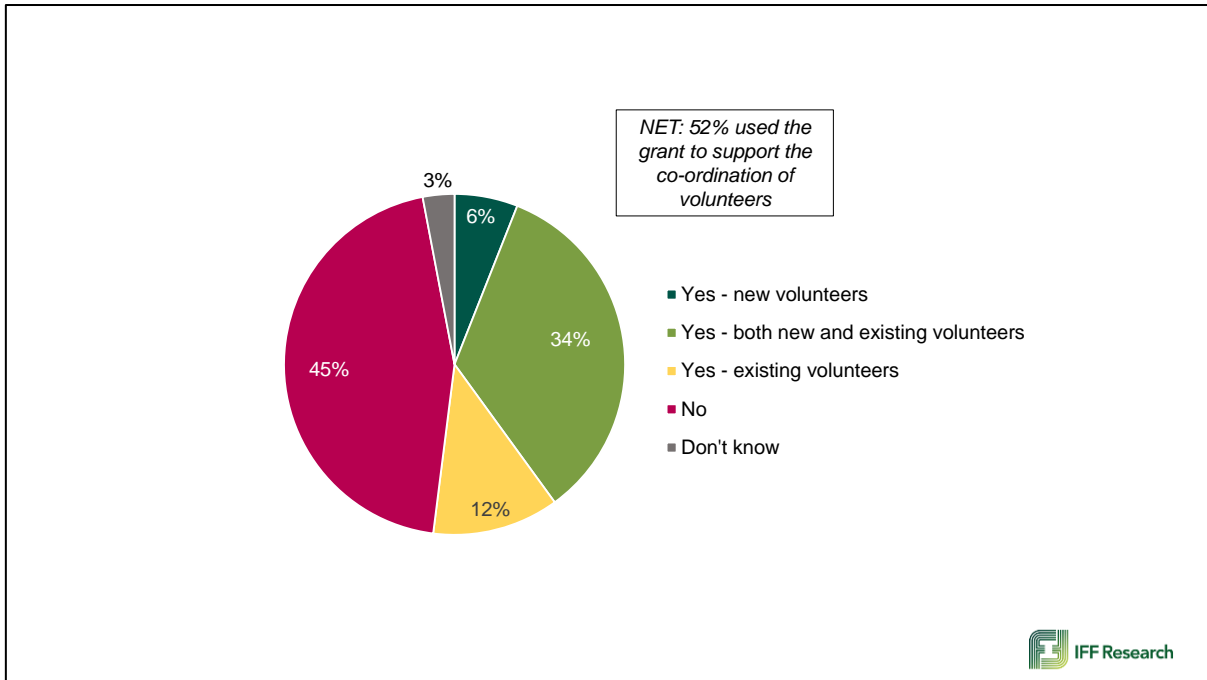
There were also differences by type of activity delivered through the grant: of those who worked with volunteers, those delivering activities relating to employment and enterprise (55%), sector support and development (54%), information and advice (51%), digital (51%), crisis support (51%) were all more likely to recruit new volunteers.

UK portfolio grants were less likely to recruit new volunteers: 23% did compared to 36% overall. This may be because the majority of UK portfolio grants were less than six months in duration (81% vs. 8% of the total sample). Evidence suggests that longer grants had greater propensity to recruit new volunteers. Of those who worked with volunteers, 18% of grants under six months in length recruited new volunteers rising to 66% for grants over five years in length.

Those using the grant to fund assets only (rather than activities, or a mix) were also less likely to have recruited new volunteers.

It was more common for grantholders to use their grant to support the coordination of volunteers than to use funds to recruit new volunteers; half (52%) used their grant to coordinate volunteers, most frequently both new and existing volunteers (34%).

Figure 4.6 Proportion of grantholders using their grant to support the coordination of new or existing volunteers

NET: 52% used the grant to support the co-ordination of volunteers

- Yes - new volunteers
- Yes - both new and existing volunteers
- Yes - existing volunteers
- No
- Don't know

A15. Was the grant received by your organisation used to support the coordination of new or existing volunteers? Base: All grantholders (5,246)

Standard grants were more likely to use their grant to coordinate volunteers (67% vs. 50% small). Those in London were also more likely to use the grant to do so (59% vs. 52% average), as well grantholders in the North West (56%). Grantholders in Northern Ireland were less likely than average to use their grant to coordinate volunteers (46% vs. 52% average).

As Figure 4.7 shows, grantholders developing community assets or facilities were the least likely to use their grant to support volunteer coordination: 56% had not, vs. 41% who had.

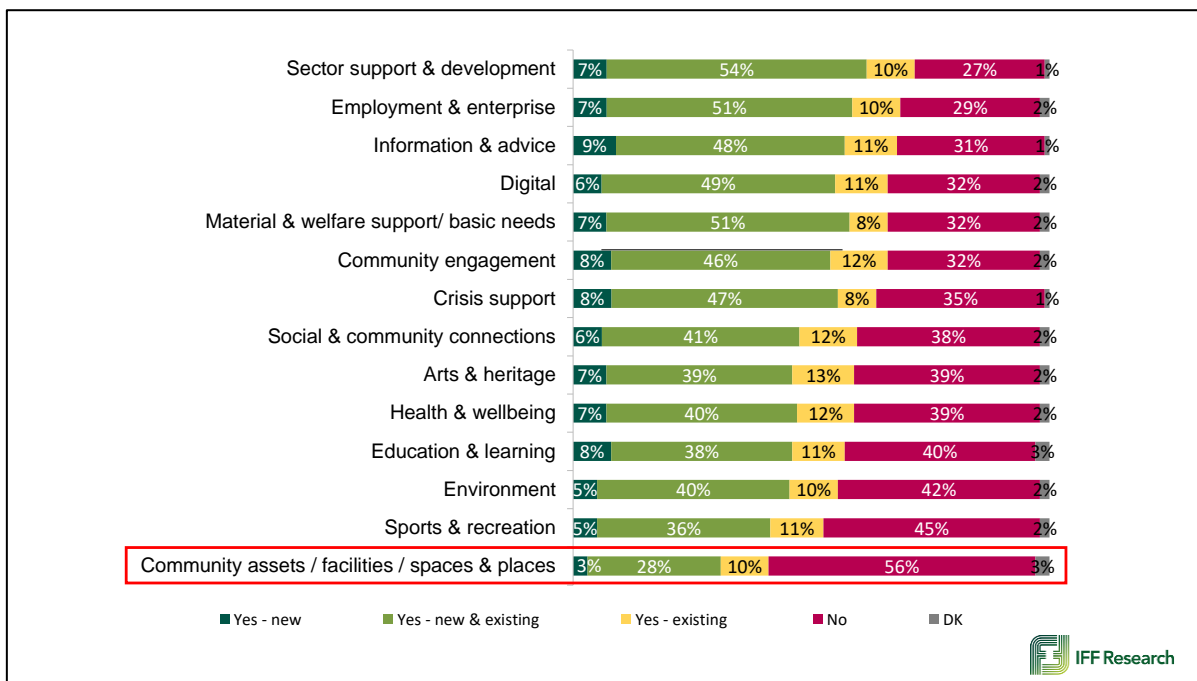**Figure 4.7 Whether grant was used to support coordination of volunteers by activity/support**

A15. Was the grant received by your organisation used to support the coordination of new or existing volunteers?
Base: All grantholders (5,246)

## A quarter used the grant to retain or hire staff

A quarter of grantholders (26%) used their grant to retain or recruit staff.

This was much higher among standard than small grants (72% vs. 20%) and among England, Scotland and Wales portfolios (28%, 28% and 30%) than for Northern Ireland or UK portfolios (13% and 16%). Recruiting staff was particularly common among organisations who used their grant for employment and enterprise related activities (47%), information and advice services (45%), crisis support (44%), sector support (39%), material and welfare support (39%) and digital activities (39%). Northern Ireland portfolio grants may be less likely to hire or retrain staff because grants in this portfolio are less likely to use the money to offer enterprise related activities (8% vs. 13% of total sample) and information and advice (17% vs. 23% of total sample). The latter is also true for the UK portfolio, where just 11% used the grant to deliver information and advice.

Grantholders in London (35%) and the North East (33%) were more likely than average to have used their grant to retain or recruit staff (average of 26%). Grantholders based in the South West (22%) and Northern Ireland (15%) were less likely than average to do this.

On average, grantholders retained or recruited 1.4 Full-Time Equivalent (FTE) members of staff as part of the grant (the median was 1). **When extrapolated to all grantholders, they retained or recruited around 4,700 FTE members of staff.**

Figure 4.8 Number of FTE members of staff were retained or recruited as a result of the grant?
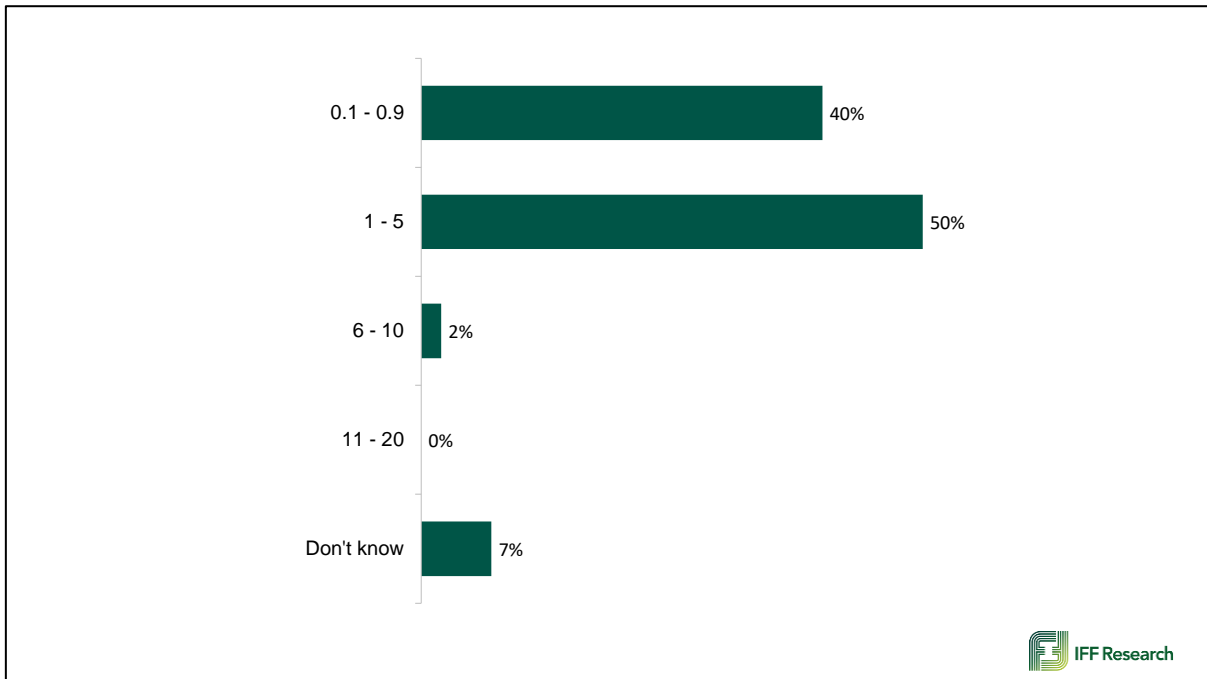
A17. How many Full Time Equivalent (FTE) members of staff were retained or recruited as a result of the grant?
Base: Grantholders who used the grant money to retain or recruit a member of staff (1,387)

A sizeable minority (37%) used the grant to offer training to their staff or volunteers. Of this 37%, 6% offered training to staff only, 14% to volunteers only and 17% for both staff and volunteers. See Figure 4.9.

Figure 4.9 Proportion of grantholders using their grant to offer training to staff or volunteers
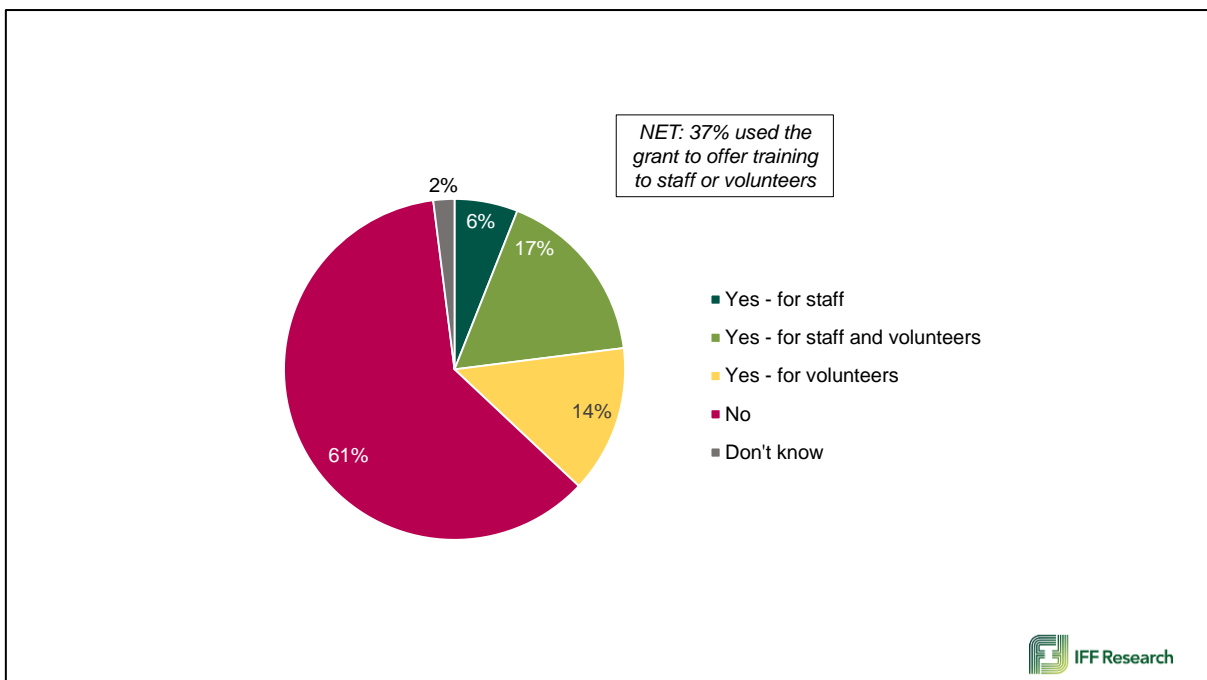
A18. Was any of the grant money used to offer training to staff or volunteers at your organisation?
Base: All grantholders (5,246)

Typically, it was larger organisations who used their grant to offer training to staff and volunteers: 46% of large organisations had offered training, along with 44% of medium sized organisations. Only 28% of micro organisations had used the grant to offer training.

It was most common to offer training to staff or volunteers among grantholders delivering crisis support (62%), employment and enterprise (60%), sector support (59%), information and advice services (57%), and material/welfare support (54%).

Grantholders in London were the most likely region to use the grant to retain or recruit staff. They were also more likely than all areas to report using the grant to offer training to staff or volunteers (45%, vs. 37% average) as were those in the South East (42%). Grantholders in the South West and in Northern Ireland were less likely than average to report using the grant to retain or recruit staff, which could explain why they were less likely to report using the grant to offer training to staff or volunteers (32% South West, 29% Northern Ireland).

5   What difference has the funding made?

This chapter looks at the difference the grant has made, for individual beneficiaries as well as the wider community.

The vast majority of grantholders reported benefits for individuals, the most common of which were connected to social wellbeing

Nearly all grantholders (97%) reported benefits for individuals as a result of the activities supported by the grant (1% said there were no such benefits,[19] and 2% were unsure).

The most common benefits were 'social'[20] ones, such as improved mental health and wellbeing and social connection. Around three-quarters of grantholders reported that their activities and/or support had contributed towards people having improved mental health and wellbeing (78%), more social contact (77%), improved confidence, self-esteem and resilience (72%), and feeling less lonely (66%); see Figure 5.1.

Less commonly, the grant funding contributed towards 'situational'[21] benefits, such as improved employment, housing or financial situations. Around a fifth of grantholders reported that the grant funding had meant that people's short term basic needs were met (20%), their employment situation improved (18%), they were better protected from harm, violence or abuse (15%), their financial and material wellbeing was improved (15%) or their housing situation had improved (8%).

Figure 5.1 Benefits towards which the grant-funded activities and support contributed
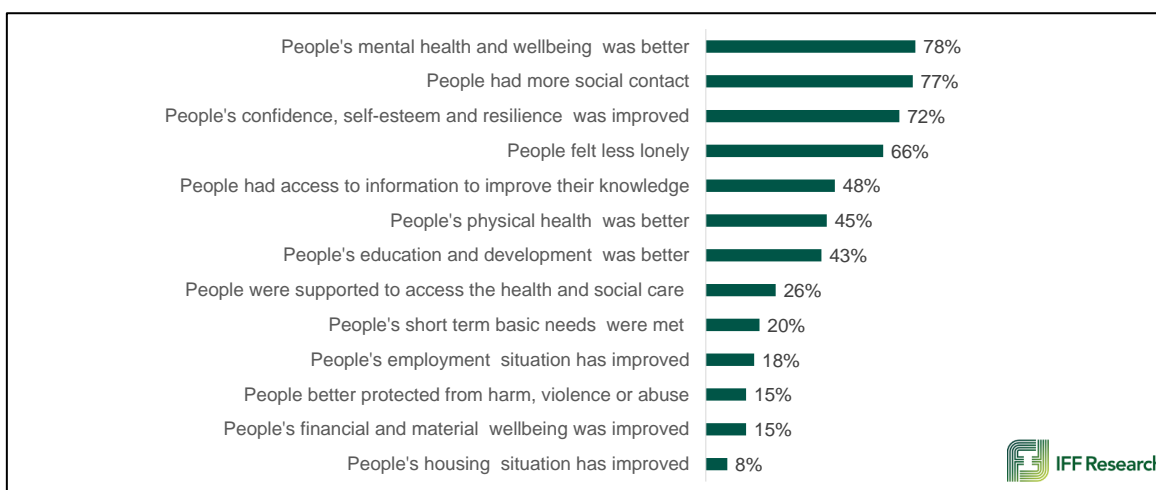
A10. Which, if any, of the following did your activities and support contribute towards? Other codes <=2% not charted. **Full code wording edited for length. Base: All grantholders (5,246)

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[19] Of these, the majority had contributed towards community benefits. However, a very small minority (0.003% of all grantholders) reported having achieved neither individual nor community benefits.
[20] By 'social', we mean improvements relating to a person's own wellbeing or how they interact with others, such as: mental health and wellbeing, social contact, confidence, self-esteem and resilience and feeling less lonely.
[21] By 'situational' we mean improvements relating to an individual's situation, such as: employment, housing or financial situation.

It was common for the grant to have impacted beneficiaries in multiple ways. Grantholders were presented with a list of 13 potential benefits for individuals (they could also type in additional ones) and, on average, grantholders reported 5.5 benefits. Standard grantholders selected more benefits on average, compared to small grantholders (7.6 vs. 5.2), reflecting the larger reach of their grant and greater range of activities.

Regression analysis examining the key drivers affecting the number of types of benefit reported by grantholders found that offering one-to-one support is the factor most associated with reporting a large number of types of benefits. One-to-one activities or support which were either via phone calls (1st), face-to-face (2nd) and messaging support (4th) accounted for three of the top five drivers of reporting a greater number of types of benefit for individuals. Health and wellbeing support where the beneficiary engages for six months or more (3rd), or information or advice that the beneficiary engages for six months or more (5th) are also drivers of a high number of benefits for individuals being reported.

UK portfolio grantholders selected significantly fewer benefits than the overall average (4.3 v 5.5). This should be read in the context of the fact that many UK grantholders deliver projects that focus on innovation and system change, the impact of which can be harder to measure.

Often, 'social' benefits were observed together. For example:

- Where a grant had contributed to people feeling less lonely, 93% also reported people having more social contact, 91% having improved mental health and wellbeing, and 84% having improved confidence, self-esteem and resilience. Correlation analysis shows that the strongest relationship occurred between grants that contributed towards people feeling less lonely and having more social contact (a coefficient of 0.538, where the maximum correlation is 1).

- Where a grant had contributed to people having improved mental health and wellbeing, 85% reported having more social contact, 82% reported improved confidence, self-esteem and resilience and 78% feeling less lonely.

See the Report Appendix for more detail.

Situational benefits are often reported alongside multiple social benefits

Where a grant had contributed to a 'situational' benefit, this was rarely reported in isolation but instead was typically reported alongside several 'social' benefits. For instance, where a grant had contributed towards improving people's housing situation, 93% also reported improved mental health and wellbeing, 92% reported that people had access to information and support to improve their knowledge and skills about their situation, 92% that people's confidence, self-esteem and resilience was improved, 85% that people had more social contact and 85% that people felt less lonely.
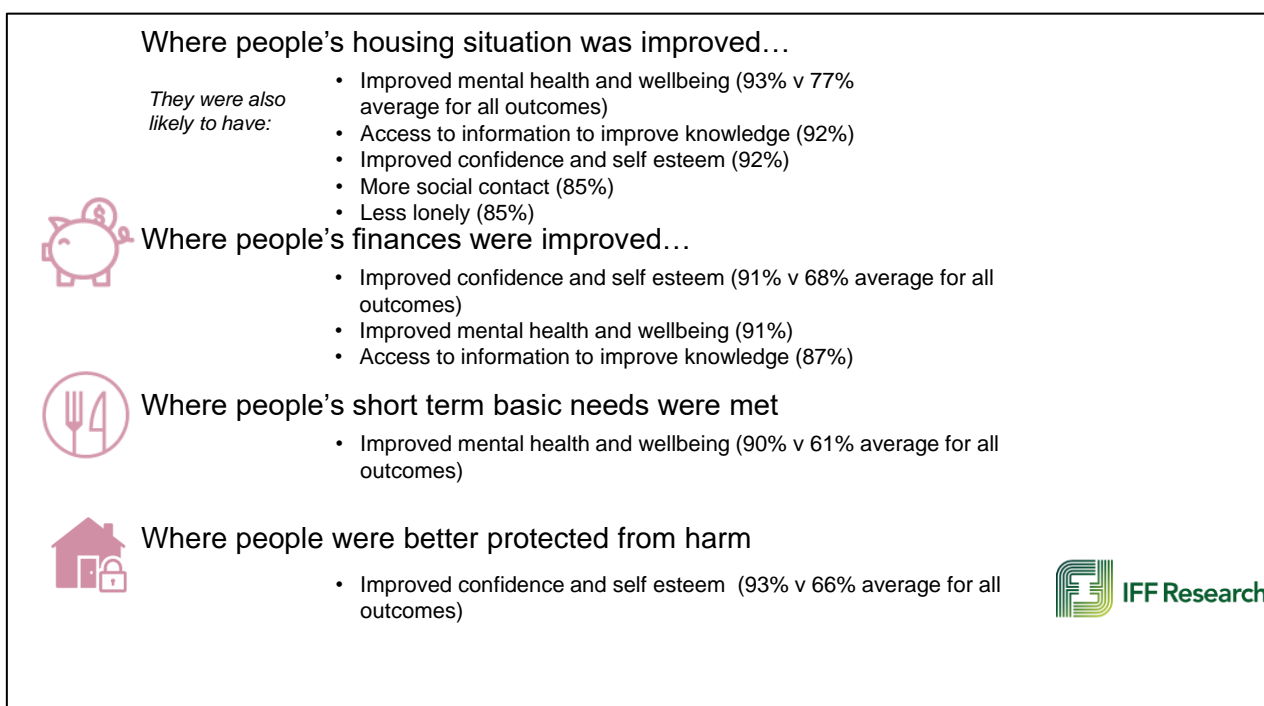
This was demonstrated in the case study carried out with My Sisters Place.

Case study: My Sisters Place

My Sisters Place is a domestic abuse advice service in Middlesbrough, and the grant was used to support the development of their Domestic Violence Intensive Response Team. The team helped women suffering from domestic violence by finding them a place to stay, accompanying victims to appointments and helping them set up their utilities. This support, alongside counselling, had a positive impact on the women's self-esteem and resilience. This case study highlights how practical support and 'situational' benefits (e.g. finding housing, setting up bills), lead to further social benefits in beneficiaries' lives.

Figure 5.2 shows the relationship between 'situational' benefits and 'social' benefits, where at least 85% of those selecting a 'situational' benefit had also selected a 'social' benefit. Supporting data is provided in the Appendix to this report.

Figure 5.2 Relationship between individual benefits

Where people's housing situation was improved…

They were also likely to have:

- Improved mental health and wellbeing (93% v 77% average for all outcomes)
- Access to information to improve knowledge (92%)
- Improved confidence and self esteem (92%)
- More social contact (85%)
- Less lonely (85%)

Where people's finances were improved…

- Improved confidence and self esteem (91% v 68% average for all outcomes)
- Improved mental health and wellbeing (91%)
- Access to information to improve knowledge (87%)

Where people's short term basic needs were met

- Improved mental health and wellbeing (90% v 61% average for all outcomes)

Where people were better protected from harm

- Improved confidence and self esteem (93% v 66% average for all outcomes)

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A10. Which, if any, of the following did your activities and support contribute towards? Benefits above 85% are shown. Base: All grantholders (5,246)

UK portfolio grantholders were, on the whole, less likely to report each measure; this is likely to be driven by the fact they selected 4.3 benefits on average compared to 5.5 among all grantholders. Again, this may be due to the different aims and activities of the UK portfolio grants compared to those of other portfolios. UK portfolio grantholders were also more likely to say that they had not yet been able to deliver their planned support, and therefore show impact, due to Covid (3% vs. <1%).

Grantholders in urban locations were also more likely to deliver a range of benefits; this is likely to be partly driven by the fact that there were more standard grantholders in urban locations compared to rural. Only 6% of those in rural locations held standard grants compared to 14% of those in urban locations.

The grant has commonly supported social engagement and mixing with others who are different

The grant supported more people to have opportunities to mix with others who are different as well as a chance to engage in their community and help meet local needs (66% and 60% respectively), as shown in Figure 5.3.

Grantholders were presented with a list of eight potential community benefits (they could also type in additional ones) and, on average, grantholders reported 3.2 community benefits. Standard grantholders selected more benefits on average, compared to small grantholders (3.8 vs. 3.1).

Figure 5.3 Impacts on the community
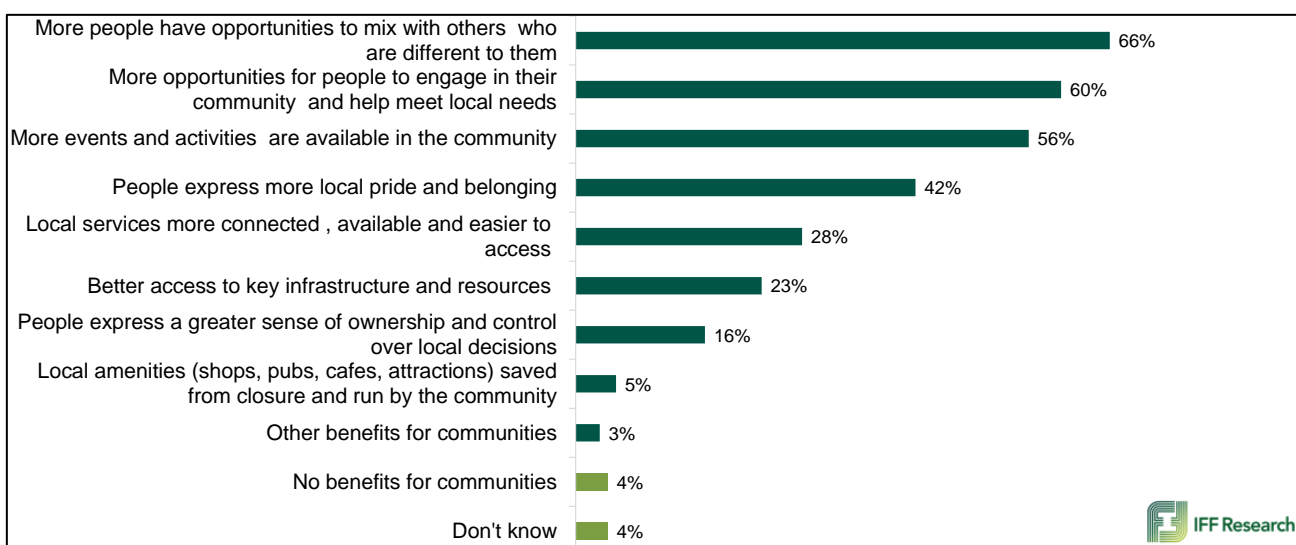
A11. And which, if any, of the following community benefits did your work contribute towards? Other codes <2% not charted. Base: All grantholders (5,246)

Northern Ireland had the highest mean score of 3.6 community benefits. Accordingly, grant holders in Northern Ireland were more likely than average to report most community benefits, including:

- People express more local pride and belonging (51% vs. the 42% average)

- More opportunities for people to engage in their community and help meet local needs (66% vs. the 60% average)

- More events and activities are available in the community (62% vs. the 56% average)

One case study who had contributed towards diverse people mixing with each other was the Naturewise Community Forest Garden.

Case study: Naturewise Community Forest Garden

Naturewise Community Forest Garden was a social project in Pembrokeshire that brought people together from different walks of life. A total of 80 volunteers had helped out in the garden from a range of social backgrounds and many spoke of how the garden helped them feel less isolated as well as helping their mental health.

For me, it's seeing the children playing alongside the adults. One little boy sticks in my memory particularly… he wanted to help his dad and would push a little wheelbarrow alongside his dad which was just so heart-warming to see the two of them." Beth, volunteer

There were clear links between the benefits that grantholders had achieved for the individual and those they had contributed towards within the wider community. Where grantholders reported contributing towards local services being more connected and available and easier to access, they were more likely than average to have impacted on individuals having more access to information and support (75%) and being better supported to access the health and social care services they need (52%). They were also more likely than average to report a range of improvements in 'situational benefits' (basic needs – 35%, finances – 30%, employment – 29%, housing – 17%).

The type of activity a grant holder was delivering influenced the benefits they achieved for individuals and in the community

There are also differences by activity, with grants offering crisis support and material and welfare support/basic needs reporting over eight benefits for individuals (8.5 and 8.1 respectively) whilst community assets/facilities and space grants report an average of less than five (4.8). Meanwhile, in terms of benefits achieved within the wider community, activities relating to sector support and development and employment and enterprise achieved the highest average number of community benefits at 4.3 and 4.1 respectively, followed by community engagement (3.9), information and advice (3.8), digital (3.8), arts and heritage (3.8), environment (3.8) and material support//basic needs (3.8). It is important to note that though a greater range of benefits are reported, that does not necessarily indicate greater impact (it simply shows a greater breadth of benefits).

There were some notable differences in the types of benefit achieved by each type of activity, with some types of activity more likely to deliver individual benefits (crisis support, material and welfare support), and others are more likely to deliver community benefits rather than individual (sector support and development) – see Table 5.1 for more detail:

- Projects which delivered crisis support   most commonly led to improved mental health and wellbeing (94%) and improved confidence, self-esteem and resilience (92%), but were also more likely than other projects to result in people being better supported to access health and social services they need (68%). Conversely, they were less likely than other types of activity to deliver benefits for the wider community.

- Grantholders delivering material and welfare support commonly reported achieving improved mental health and wellbeing (89%), but were also more likely than those delivering other activities to have met people's basic needs as a result of the grant (78%).

- Community assets, facilities, spaces and places, those focusing on the environment and sector support and development projects were on the whole less likely to deliver individual benefits. However, those delivering sector support and development projects were instead more likely to have contributed towards community focused benefits.

- Grantholders delivering activities related to community assets and the environment were also on the whole less likely to deliver most community benefits. However, the two exceptions to this were grantholders delivering activities related to community assets being more likely than other activities to achieve better access to key infrastructure and resource, while activities related to the environment were more likely to achieve greater local pride and belonging in the community.

Table 5.1 Relationship between type of activity and the most common benefits achieved at an individual and community level

Type of activity	Individual benefits	Community benefits
Health and wellbeing	• Improved mental health and wellbeing (93%) • Improved confidence, self-esteem and resilience (86%)	• No strong community benefits
Information and advice	• Improved confidence, self-esteem and resilience (90%) • people had access to info and support (89%) • Improved mental health and wellbeing (89%)	• No strong community benefits
Education and learning	• Improved confidence, self-esteem and resilience (86%)	• Opportunities to mix with others who are different to them (77%)
Social and community connections	• More social contact (90%) • Improved mental health and wellbeing (86%)	• Opportunities to mix with others who are different to them (78%)
Community assets	• No strong individual benefits	• No strong community benefits but an exception – better access to key infrastructure and resources (45%) (i.e. this type of activity is more likely than other types of activity to lead to this benefit)
Community engagement	• More social contact (87%)	• Opportunities to mix with others who are different to them (80%) • more opportunities to engage and meet local needs (79%)
Sports and recreation	• More social contact (87%) • Improved mental health and wellbeing (87%)	• Opportunities to mix with others who are different to them (77%)
Digital	• More social contact (85%) • Improved mental health and wellbeing (86%)	• Opportunities to mix with others who are different to them (76%)
Arts and heritage	• More social contact (90%)	• Opportunities to mix with others who are different to them (80%) • more events and activities available (79%)
Sector support and development	• No strong individual benefits	• More opportunity to engage and meet local needs (80%) • Opportunities to mix with others who are different to them (79%)

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Employment and enterprise	• More social contact (86%) • Improved confidence, self-esteem and resilience 89%	• Opportunities to mix with others who are different to them (85%)
Crisis support	• Improved mental health and wellbeing (94%) • Improved confidence, self-esteem and resilience (92%) • *an exception* - better supported to access health and social services they need (68%) (i.e. this type of activity is more likely than other types of activity to lead to this benefit)	• No strong community benefits
Material and welfare support	• Improved mental health and wellbeing (89%), • *an exception* - basic needs met (78%) (i.e. this type of activity is more likely than other types of activity to lead to this benefit)	• No strong community benefits
Environment	• No strong individual benefits	• No strong community benefits *but an exception* – more local pride and belonging – (64%) (i.e. this type of activity is more likely than other types of activity to lead to this benefit)

Grantholders targeting young people reported that it led to improved confidence, self-esteem and wellbeing amongst the target group

A third (34%) of grantholders targeted young people not at risk and 13% targeted young people at-risk. There was substantial overlap between the two areas; overall Almost four-in-ten grantholders (38%, or around 4,700 grants in a typical year) had targeted their **support at young people (whether at-risk or not)**. These grantholders were routed to a separate question in which they were asked about the specific impacts they had achieved for their target audience. Eight-in-ten said that the grant had led to improved confidence, self-esteem and wellbeing among the young people (80%). This equates to around 3,700 grants in a typical year. It was also common to have contributed to stronger friendships/relationships (65%).

This was evident in the case study of the Music 4 U project.

Case study: Music 4 U

Music 4 U is an inclusive stage school for young people (including those with additional support needs) in Aberdeen, who used their grant to put on community performances and run an open mic café for local NEET young people. Through providing opportunities for local young people to meet and perform at their inclusive stage school, the fundraising officer and tutor agreed that the project had increased confidence for the people that attended as well as forging new friendships. For example, one young person, Sophie, explained that before joining Music 4 U she was very shy and often hid behind other performers. Through regular attendance and performing, she has worked up to performing solo and gained the confidence to apply and gain a place at an elite summer school, as well as volunteering at Music 4 U.

"It gave me more confidence in school and I've made so many friendships ... I think I'm not as lonely anymore".

Sophie, beneficiary

Figure 5.4 Impacts on young people
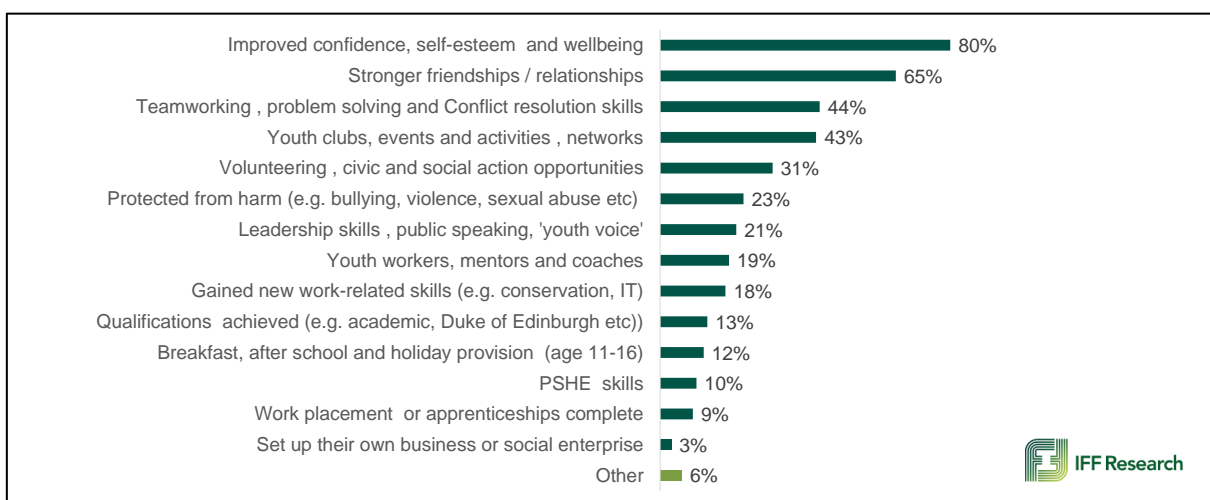
A11D. You said that you supported young people with the funding you received. Which of the following benefits did you achieve for young people? Other codes <2% not charted. Base: Grantholders who targeted young people with support and activities using the grant (1992)

Around one in six (16%) grantholders had targeted **those with multiple complex needs** with the funding they had received. The majority (91%) had seen an improvement in the mental health of those they supported, while over two thirds (68%) saw improved physical health and wellbeing. Other impacts were less common, though around a third reported improved finances (30%) or fewer people disengaging from or refusing services (29%), see Figure 5.5.

These grantholders reported an average of 3 benefits. Standard grantholders reported more benefits for those with complex needs compared to small grants (3.7 v 2.9).

Figure 5.5 Impacts on those with complex needs
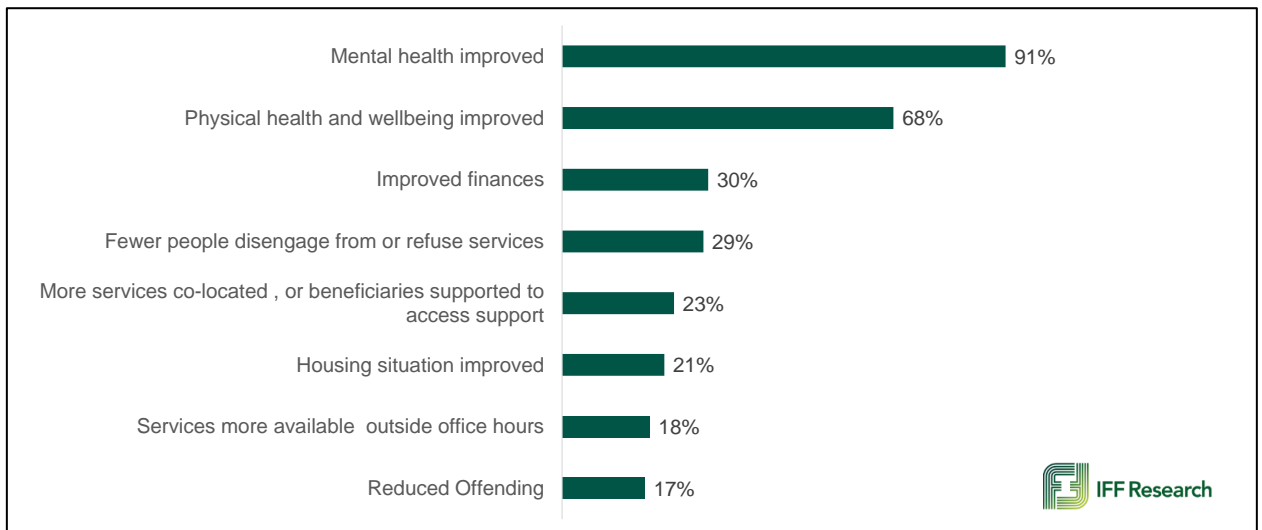
A11E. You said that you supported people with Multiple Complex Needs with the funding you received. Which of the following did you achieve for those with Multiple Complex Needs? Other codes <2% not charted. Base: Grantholders who targeted those with complex needs with support and activities using the grant (824)

Half of the grants were put towards **improving community assets or infrastructure or saving amenities** from closure (52%). Those who had used the grant in this way reported a range of benefits, commonly related to improving the physical space: around a third had used it to purchase new or refurbished equipment (35%), for new or improved outdoor spaces, including access (34%), to make spaces safer and more welcoming (32%) or to make repairs or refurbishments of existing physical assets (30%). See Figure 5.6.

One example of this from the case studies is the Southside Family Project.

Case study: Southside Family Project

The Southside Family Project used the grant from the Fund to install a pizza oven on the grounds of Bath City Farm. The new pizza oven was built by a specialist (paid for with the grant) and assisted by local volunteers and families. The pizza oven developed the family feast programme which helps to bring together local families from deprived communities in a safe environment, to learn about healthy eating and cooking. Chris, the manager explained:

"This is a great asset for the future, it will help us engage harder to reach young people and their families ... the pizza oven will be a real draw." Chris, manager

These grantholders selected an average of 2.2 benefits. Rural grants selected more benefits with regards to what was achieved compared to urban grants (2.3 v 2.1).

Figure 5.6 Impacts on community assets
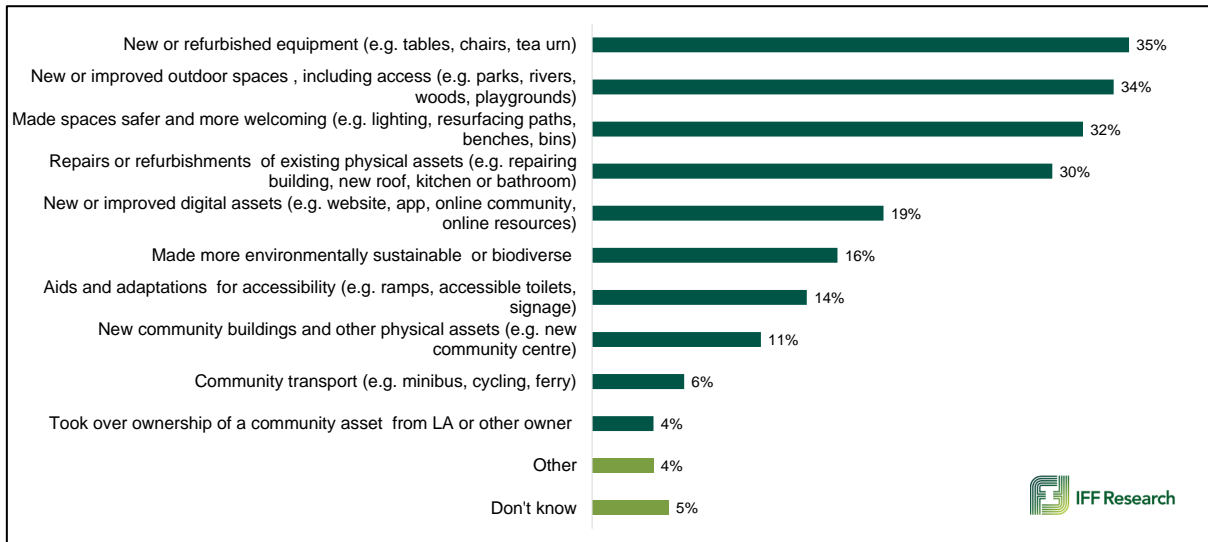
A11A. Which, if any, of the following did you achieve? Other codes <2% not charted. Base: Grantholders who said that funding improved community assets/facilities/spaces and places OR helped communities have access to key infrastructure and resources OR saved local amenities from closure (2792)

Around one in six (18%) of grantholders had used the grant to **improve people's employment situation**. The majority of these grantholders (83%) reported that people had improved their social and emotional wellbeing, while around two-thirds had developed skills for the workplace (68%), began looking for work (64%) and started education and training not in the workplace (62%).

It was common for grantholders to report a high number of benefits here: an average of 5.3 different benefits (in relation to other types of impact, those reporting improved employment situation reported more different benefits).

Of those with an improved employment situation, the most common benefit was for people to have improved their social and emotional wellbeing (83%). Notably, around four-in-ten had contributed to people moving into sustained employment of six months or more (42%) or beginning short-term employment lasting up to six months (39%). Note that there is likely to be overlap as grantholders may be aware of multiple individuals moving into employment after participating in the project, some with long term employment and others for whom the employment will be more short term. Over half (54%) said that the grant contributed to either short-term or sustained employment.

Figure 5.7 Impacts of those with improved employment situation

A11B. You said that the funding resulted in improved employment situation. Which of the following did you achieve? Other codes <2% not charted. Base: Grantholders who said that funding improved peoples' employment situation (905)

Less than one-in-ten (8%) of all grantholders reported that their grant-funded activities led to an **improved housing situation for beneficiaries**; see Figure 5.8. Of those that had contributed to this outcome, over half reported that beneficiaries had moved into supported accommodation (56%), moved into or out of temporary accommodation (54%) or maintained their tenancy agreement (54%). Around one-in-ten (9%) spontaneously mentioned that the grant had led to individuals receiving help and advice in accessing further support, while 4% had contributed to repairs or refurbishment being undertaken.

The average number of benefits per grant was 2.2.

Figure 5.8 Impacts on housing situation
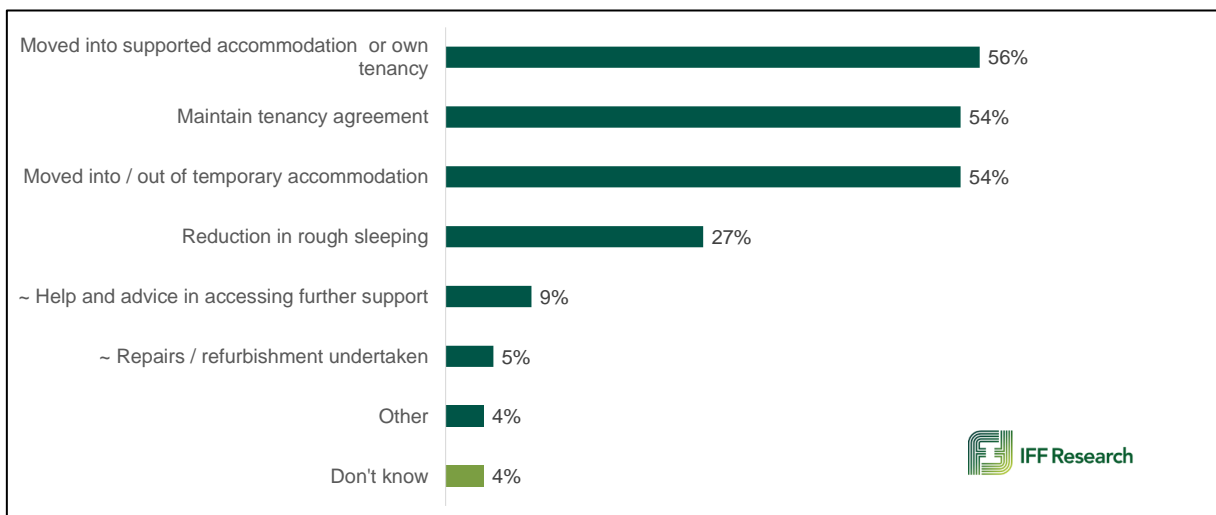
A11C. You said that the funding resulted in an improved housing situation. Which of the following did you achieve? ~ denotes a spontaneous mention. Base: Grantholders who said that funding improved housing situation (402)

6   Conclusions

The aim of this research was to collect representative data about the reach and impact of The National Lottery Community Fund's funding. This is the first time that the Fund has undertaken large scale, representative research across country-portfolios and programmes to systematically explore the reach and impacts on grantholders, beneficiaries and the wider community. Previous evaluation activities have taken place on a programme-by-programme basis, taking a bespoke evaluation approach to focus on funding on a particular theme or topic. The key success of this research is that it has been possible to collect meaningful data from a large number of diverse grantholders and extrapolate the results to 'typical' funding.

The research covered grants that took place prior to the pandemic (pre-April 2020) and which ended between January 2019 and June 2020. It retrospectively captured the experiences of 5,246 grantholders; this represents 31% of those contacted, and over two-fifths of the number of grants awarded in a typical year. This high level of participation means that the findings are very robust, and representative of the full range of non-3rd party grants supported by the Fund.

The majority of organisations have used the grant to improve social and community connections

The grants had been used to support a wide range of activities. The majority of organisations had used their grant to improve social and community connections (such as befriending, residentials/trips, clubs, community events, community groups, and volunteering) and around a third to a half had used the grant for health and wellbeing-related activities, for community engagement (such as co-production, community development, leadership training and mentoring and peer support), for education and learning, and / or for improving community assets / facilities / spaces and places.

The grant helped most organisations to increase capacity or reach *more* beneficiaries, and around two-fifths to a half to reach *new* beneficiaries, create new services or activities, to be more financially resilient and build capacity, to improve places and spaces in the community, and to work in collaboration with partners. Hence the grant has helped organisations increase their reach and improve the way they work.

The funding has had widespread reach as well as providing in-depth support

Evidence suggests that The National Lottery Community Fund has significant reach, with the findings indicating:

- That the organisations receiving grants from the Fund in a typical year support 5.2m unique beneficiaries across the lifetime of those grants (30% of grants were reported as lasting more than a year).[22]

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[22] Note, there may be some double counting of individuals by different grantholders (i.e. if a person was supported by two different grantholders). These figures involve extrapolation from self-reported data

- In addition, where grants were used to improve assets, facilities, places and spaces in the community (this was an element of approaching half of all grants), these were used by 1.8m people each month.

However, The Fund is not just focussed on achieving the widest possible reach, as some funding goes to high-intensity activities that support fewer beneficiaries in more intensive ways, such as crisis support. Not only did the survey find that The Fund has a wide reach, but two-thirds of grantholders provided some level of one-to-one activity or support with their grant.

The funding has supported capacity building, including grantholders working with around 300,000 volunteers

The delivery of the activities supported by the grant has led to significant amount of working with and recruiting volunteers, retention and recruitment of staff, and working with partner organisations. Each of these represent potentially increased capacity building for these organisations, as well as individual benefits for volunteers and staff (as identified in the case studies), such as improved skills and wellbeing. Findings indicate:

- Over four-fifths of grantholders worked with volunteers to deliver the activities supported by the grant, with around 300,000 volunteers engaged in this way, with 80,000 volunteers recruited using the grant.

- Around 4,700 full time equivalent members of staff were retained or recruited as a result of the grants.

- Almost two-fifths used the grant to help train staff or volunteers.

- Just over half worked with partner organisations to delivery their activity and support, most commonly working with community groups or registered charities, and two-fifths said the grant had helped them work in collaboration with partner organisations.

The vast majority of grantholders reported benefits for individuals, the most common of which were connected to social wellbeing

The research also uncovered the extensive nature of the impact grantholders have had for individuals and on local communities, using funding from The National Lottery. In terms of impacts and benefits for individuals, two-thirds or more of grantholders reported their activities and support had contributed towards:

- people having improved mental health and wellbeing,

- more social contact,

- improved confidence, self-esteem and resilience,

- and feeling less lonely.

Although it was less common for grant funding to contribute towards 'situational' benefits such as improved employment, housing or financial situations, still around a fifth of grantholders reported that the supported activities meant that:

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- people's short term basic needs were met,

- their employment situation improved,

- they were better protected from harm, violence or abuse,

- their financial and material wellbeing improved.

These situational impacts were also very often associated with improved mental health and wellbeing, self-esteem and confidence; hence grants leading to improved situational benefits can be particularly impactful.

Grantholders also reported multiple community benefits

Nearly all grantholders reported that the activities supported by the grant contributed to community benefits, and grantholders tended to report multiple community benefits. Over half provided opportunities for people to mix with others who are different to them, more opportunities for people to engage in their community and help meet local needs, and more events and activities being available in the community. Over two-fifths reported that people express more local pride and belonging as a result of the grantholders' activities.

Results suggest some community benefits are closely associated with some specific individual benefits. For example, grants reporting people having the opportunity to mix with others who are different to them were more likely than average (by around 10 percentage points) to report people having:

- more social contact,

- improved mental health and wellbeing,

- improved confidence and self-esteem,

- and people feeling less lonely.

Similarly, where grantholders reported that their activities made local services more accessible and connected (just over a quarter reported this) they were more likely than average to report a number of situational benefits for individuals such as:

- improved financial and material wellbeing,

- improved employment situation,

- improved housing situation.

Research recommendations going forward and final reflections

It is important to note that the research is unable to say directly how many individuals benefited in each specific way. Data was collected on the *overall* number of beneficiaries, and then whether the activities supported by the grant had any of the benefits listed. The benefits reported may have been felt by a single individual an organisation worked with or all of them – or most likely, somewhere in

between. This may be something to consider for future research, though it would be important to first assess whether grantholders would be able to answer at this level of detail.

Overall, the findings demonstrate that The National Lottery Community Fund grants have reached a wide number of beneficiaries; both in terms of breadth - with upwards of 5 million beneficiaries - and depth, with a majority offering some level of one-to-one activity or support. Furthermore, the grants have had extensive impacts and benefits both for individuals and communities with social contact and wellbeing being at the forefront of this.

7   Report Appendix

Relationship between benefits achieved

There were several relationships between benefits achieved by grantholders, as described in the main body of the report. IFF conducted correlation analysis to look at the strength of the relationship between individual and community benefits achieved. The following correlations were observed:

- People felt less lonely + People had more social contact: 0.538

- People's financial and material wellbeing improved + their housing situation improved: 0.521

- People's mental health and wellbeing was better + People felt less lonely: 0.450

- People's short-term basic needs were met – food, clothing, shopping, benefits + their financial and material wellbeing improved: 0.448

- People were better supported to access the health and social care services they needed + they had access to info and support to improve their knowledge and skills about their situation: 0.426

- More people have opportunities to mix with others who are different to them + People had more social contact: 0.408

- People's short-term basic needs were met – food, clothing, shopping, benefits + People's housing situation improved: 0.406

Figure 7.1 demonstrates the interrelation between individual benefits, while Figure 7.2 shows the individual benefits achieved with each community benefit. For example, in Figure 7.1, of grantholders who said that their grant has led to "people having more social contact", 80.4% also reported that "people felt less lonely" whilst 9% also said that "people's housing situation had improved". In Figure 7.2, of those who said that their grant had contributed to "better access to key infrastructure and resources" in the community, 69.6% of them also reported that "people felt less lonely".

A darker green shaded cell suggests a strong link between two benefits.

Figure 7.1 Individual benefits analysis (A10)

	People had more social contact	People felt less lonely	People had access to information and support to improve their knowledge and skills about their situation	People's employment situation has improved	People's housing situation has improved	People's financial and material wellbeing was improved	People's short term basic needs were met – food, clothing, shopping, benefits	People were better supported to access the health and social care services they needed	People's physical health was better	People's mental health and wellbeing was better	People better protected from harm, violence or abuse	People's education and development was better	People's confidence, self-esteem and resilience was improved
: People had more social contact	100.0%	93.1%	84.0%	86.4%	85.0%	83.3%	84.3%	88.3%	86.6%	85.0%	83.9%	81.6%	85.4%
People felt less lonely	80.4%	100.0%	79.9%	80.1%	85.1%	81.1%	84.4%	88.4%	77.6%	77.7%	82.7%	69.8%	78.0%
People had access to information and support to improve their knowledge and skills about their situation	52.4%	57.7%	100.0%	82.4%	92.1%	86.9%	75.1%	83.5%	51.9%	53.8%	81.9%	61.8%	59.7%
People's employment situation has improved	20.2%	21.6%	30.8%	100.0%	61.7%	53.2%	36.0%	32.7%	21.8%	20.1%	41.1%	32.0%	23.1%
: People's housing situation has improved	9.0%	10.5%	15.7%	28.1%	100.0%	42.2%	30.7%	23.4%	11.5%	9.8%	33.2%	11.8%	10.5%
People's financial and material wellbeing was improved	16.2%	18.3%	27.1%	44.4%	77.3%	100.0%	47.3%	36.1%	19.2%	17.4%	40.6%	21.1%	19.0%
People's short term basic needs were met – food, clothing, shopping, benefits	21.5%	25.0%	30.7%	39.4%	73.8%	62.0%	100.0%	43.6%	25.4%	22.6%	46.1%	21.7%	22.8%
People were better supported to access the health and social care services they needed	30.3%	35.1%	46.0%	48.2%	75.6%	63.7%	58.7%	100.0%	34.9%	31.8%	65.6%	30.7%	33.2%
People's physical health was better	50.4%	52.4%	48.4%	54.4%	62.9%	57.7%	57.9%	59.2%	100.0%	53.2%	60.8%	50.2%	50.8%
People's mental health and wellbeing was better	86.2%	91.3%	87.4%	87.5%	93.2%	90.5%	89.8%	93.8%	92.6%	100.0%	93.4%	84.3%	89.3%
People better protected from harm, violence or abuse	15.9%	18.1%	24.9%	33.4%	59.2%	39.5%	34.2%	36.2%	19.8%	17.4%	100.0%	21.7%	18.9%
People's education and development was better	46.0%	45.5%	55.7%	77.2%	62.4%	61.2%	47.9%	50.4%	48.5%	46.8%	64.6%	100.0%	52.7%
People's confidence, self-esteem and resilience was improved	79.6%	84.2%	89.1%	92.4%	92.0%	91.0%	83.2%	90.2%	81.2%	82.0%	92.8%	87.2%	100.0%

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Figure 7.2 Relationship between community and individual benefits

	A11 Better access to key infrastructure and resources (parks, community centres, refurbishment, community transport)	A11 More events and activities are available in the community	A11 More opportunities for people to engage in their community and help meet local needs	A11. More people have opportunities to mix with others who are different to them	A11. Local services more connected, available and easier to access (e.g. community navigators)	A11. Local amenities (shops, pubs, cafes, attractions) saved from closure and run by the community	A11. People express a greater sense of ownership and control over local decisions	A11. People express more local pride and belonging	A11. Less crime and antisocial behaviour in the community
A10: People had more social contact	83.0%	88.3%	86.9%	89.4%	85.6%	88.4%	88.3%	87.3%	62.0%
A10: People felt less lonely	69.6%	77.0%	77.9%	79.1%	81.5%	82.4%	81.8%	77.8%	46.0%
A10: People had access to information and support to improve their knowledge and skills about their situation	49.2%	49.9%	57.6%	54.5%	74.7%	54.9%	69.8%	53.4%	81.3%
A10: People's employment situation has improved	21.9%	19.4%	24.1%	22.8%	29.2%	32.5%	34.1%	23.1%	27.0%
A10: People's housing situation has improved	11.0%	7.7%	10.1%	9.3%	17.0%	15.6%	16.3%	9.9%	26.8%
A10: People's financial and material wellbeing was improved	19.5%	15.6%	18.5%	17.1%	29.7%	28.3%	28.4%	17.1%	23.4%
A10: People's short term basic needs were met – food, clothing, shopping, benefits	27.1%	20.8%	24.8%	22.1%	35.4%	36.3%	34.4%	23.5%	32.3%
A10: People were better supported to access the health and social care services they needed	32.8%	28.2%	32.7%	30.6%	52.0%	37.1%	43.7%	29.1%	54.2%
A10: People's physical health was better	59.6%	52.6%	49.6%	51.9%	54.4%	54.2%	57.8%	53.6%	54.4%
A10: People's mental health and wellbeing was better	78.1%	84.3%	84.5%	86.7%	87.5%	79.8%	85.2%	85.1%	85.9%
A10: People better protected from harm, violence or abuse	18.7%	14.5%	17.7%	16.8%	26.9%	24.7%	26.7%	17.0%	55.9%
A10: People's education and development was better	50.7%	49.3%	50.5%	50.1%	53.5%	50.0%	59.8%	52.7%	52.8%
A10: People's confidence, self-esteem and resilience was improved	68.0%	77.4%	80.4%	81.5%	84.6%	70.2%	85.9%	78.6%	92.0%

Relationship between type of activity and benefits achieved

The most common benefits achieved by type of activity were as follows:

- Grantholders delivering projects focusing on health and wellbeing were likely to have achieved improved mental health and wellbeing (93%) and improved confidence, self-esteem and resilience (86%).

- Those projects focusing on information and advice, achieved improved confidence, self-esteem and resilience (90%), people had access to information and support about their situation (89%) and improved mental health and wellbeing (89%).

- Those focusing on education and learning projects achieved improved confidence, self-esteem and resilience (86%).

- Social and community connections projects were most likely to achieve people having more social contact (90%) and improved mental health and wellbeing (86%).

- Community engagement projects reported having achieved more social contact (87%).

- Sports and recreation grantholders reported achieving more social contact (87%) and improved mental health and wellbeing (87%).

- Projects which delivered digital -related activities reported achieving more social contact (85%) and improved mental health and wellbeing (86%).

- Arts and heritage-focused projects achieved more social contact (90%).

- Employment and enterprise projects led to more social contact (86%) and improved confidence, self-esteem and resilience 89%.

- Projects which delivered crisis support   commonly led to improved mental health and wellbeing (94%) and improved confidence, self-esteem and resilience (92%). They were also more likely than other projects to result in people being better supported to access health and social services they need (68%).

- Grantholders delivering material and welfare support commonly reported achieving improved mental health and wellbeing (89%). They were also more likely than those delivering other activities to have met people's basic needs as a result of the grant (78%).

- Community assets, facilities, spaces and places, those focusing on the environment and sector support and development projects were on the whole less likely to deliver individual benefits (but instead more likely to have contributed towards community focused benefits).

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Figure 7.3 demonstrates how the benefits achieved differ by mode of activity.

Figure 7.3 Relationship between mode of activity and benefits

	Face-to-face (in person)	By phone call	By messaging (e.g. text messages, email, WhatsApp or Livechat)	Via video calls / meetings (e.g. Zoom, Teams, FaceTime)	Via social media (e.g. Facebook or Twitter)	Through written advice or materials, including on websites	* Provision of resources / physical items (inc. food parcels, craft packs)
People had more social contact	81.5%	84.0%	86.9%	82.6%	87.1%	80.9%	70.3%
People felt less lonely	71.6%	82.9%	82.3%	81.8%	79.2%	73.6%	71.9%
People had access to information and support to improve their knowledge and skills about their situation	53.2%	73.6%	70.7%	72.6%	62.1%	65.5%	39.0%
People's employment situation has improved	20.8%	28.6%	27.9%	26.3%	24.4%	24.6%	7.5%
People's housing situation has improved	9.5%	18.0%	16.3%	14.3%	11.0%	13.2%	3.3%
People's financial and material wellbeing was improved	17.2%	30.3%	27.1%	25.1%	20.6%	24.9%	12.2%
People's short term basic needs were met – food, clothing, shopping, benefits	21.9%	36.6%	35.2%	31.4%	27.1%	27.0%	49.1%
People were better supported to access the health and social care services they needed	29.6%	50.6%	46.0%	44.0%	37.0%	39.2%	28.5%
People's physical health was better	47.6%	51.8%	54.3%	48.5%	51.2%	49.0%	33.9%
People's mental health and wellbeing was better	82.8%	90.0%	89.0%	90.0%	86.5%	83.4%	85.9%
People better protected from harm, violence or abuse	16.3%	27.6%	26.5%	26.3%	19.8%	19.9%	4.4%
People's education and development was better	47.5%	47.6%	51.1%	51.5%	51.1%	51.6%	19.0%
People's confidence, self-esteem and resilience was improved	78.6%	86.2%	86.6%	87.2%	80.4%	79.1%	58.0%
* Improved facilities for people to access services	1.4%	0.6%	0.7%	0.5%	0.9%	1.6%	1.2%
* Nothing has happened due to COVID-19 pandemic	0.3%	0.1%	0.1%	0.1%	0.2%	0.3%	0.0%
Other outcomes for beneficiaries	1.4%	1.6%	1.9%	1.4%	1.7%	1.7%	1.3%
No benefits for beneficiaries	0.3%	0.2%	0.1%	0.1%	0.2%	0.4%	1.1%

Regional differences between situation outcomes

Benefits (as reported in question A10) by London, North East and North West (benefits shown where at least two of the English regions and devolved countries are significantly different from the total). A '*' indicates a significant difference to the total. London, North East and North West are shown as they are the three areas where there are a higher number of differences versus the total average.

Table 5 Regional differences between situational outcomes

Benefits	Total	London	North East	North West
People's mental health and wellbeing was better	78%	79%	*85%	*85%
People's confidence, self-esteem and resilience was improved	72%	*83%	77%	*81%
People felt less lonely	66%	*71%	*77%	*74%
People had access to information and support to improve their knowledge and skills about their situation	48%	*65%	52%	*53%
People's physical health was better	45%	*40%	47%	*50%
People's education and development was better	43%	*55%	38%	*48%
People's short term basic needs were met – food, clothing, shopping, benefits	20%	21%	*29%	*23%
People's employment situation has improved	18%	*28%	19%	*21%
People's financial and material wellbeing was improved	15%	*19%	18%	*18%
People's housing situation has improved	8%	*11%	8%	*10%

"

IFF Research illuminates the world for organisations businesses and individuals helping them to make better-informed decisions."

Our Values:

1. Being human first:

Whether employer or employee, client or collaborator, we are all humans first and foremost. Recognising this essential humanity is central to how we conduct our business, and how we lead our lives. We respect and accommodate each individual's way of thinking, working and communicating, mindful of the fact that each has their own story and means of telling it.

2. Impartiality and independence:

IFF is a research-led organisation which believes in letting the evidence do the talking. We don't undertake projects with a preconception of what "the answer" is, and we don't hide from the truths that research reveals. We are independent, in the research we conduct, of political flavour or dogma. We are open-minded, imaginative and intellectually rigorous.

3. Making a difference:

At IFF, we want to make a difference to the clients we work with, and we work with clients who share our ambition for positive change. We expect all IFF staff to take personal responsibility for everything they do at work, which should always be the best they can deliver.

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