

**September 2021**

# **Evaluation of the National Lottery COVID-19 Fund**

**Annexes to the final report**

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# Introduction

Ipsos MORI was commissioned to undertake an evaluation of the National Lottery COVID-19 Fund. The funding was targeted at small and medium sized community organisations delivering activities and support to people affected by the COVID-19 crisis.

The evaluation involved an assessment of the impact the funding made to the organisations that were funded, the people and communities that were supported, the volunteers and wider society.

**This document provides supporting Annexes for the Final Evaluation of the National Lottery COVID-19 Fund. It covers:**

- **Methodology:** sets out the evaluation approach taken.
- **Data tables:** presents a comprehensive set of data tables that are referenced throughout the evaluation report.
- **Taxonomy:** sets out the evaluation taxonomy that was developed during the scoping stage, which has been used to underpin the analysis presented in the evaluation report.

# Annex A: Methodology

## Introduction

This section details the approach that was taken to undertake the evaluation of the National Lottery COVID-19 Fund. It covers the evaluation design phase, data collection, our approach to the analysis of the data and our Quality Assurance processes.

## Design Phase

The evaluation of the National Lottery COVID-19 Fund was designed to build on and replicate elements of the evaluation infrastructure – namely the Theory of Change and the grantholder and volunteer surveys - that was developed to deliver the larger-scale evaluation of the Coronavirus Community Support Fund (CCSF)<sup>1</sup>. The rationale for sharing this infrastructure was grounded in the fact that the National Lottery COVID-19 Fund and the CCSF sought to achieve the same two objectives and largely used the same application processes, which resulted in them being highly comparable in nature.

The design phase of the CCSF evaluation incorporated the development of a set of strategic frameworks to underpin the evaluation. The first of these was a Theory of Change (ToC), which set out how the programme's inputs and activities were expected to result in the intended outcomes and impacts. The causal chains in the ToC – that described how the programme intended to achieve its aims – were framed as a set of hypotheses to be tested by the evaluation. These were designed to ladder up to an overarching hypothesis, which closely aligned to the two objectives of the CCSF and therefore could be replicated for the National Lottery COVID-19 Fund – see Box 1.

### Box 1: Overarching programme hypothesis

The National Lottery COVID-19 Fund has been provided to organisations that have identified and worked with the individuals and communities who have been disproportionately affected by COVID-19. These organisations have funded activities that have assessed immediate needs, delivered appropriate support/activities and achieved positive outcomes for individuals and communities. By funding this work, the National Lottery COVID-19 Fund has also contributed to the financial health, capacity and capability of some organisations.

The additional hypotheses set out how the CCSF and therefore the National Lottery COVID-19 Fund was expected to contribute to intended outcomes for grantholders, staff, volunteers and people and communities. These were designed to sit under the overarching hypothesis to disaggregate the elements that underpin this. By collecting evidence against each of these individual hypotheses, the evaluation sought to aggregate evidence to test the overarching hypothesis. The associated National Lottery COVID-19 Fund Evaluation Report provides an assessment of the evidence against each of the individual and overarching hypotheses.

More detail about the CCSF design phase can be found in the [CCSF Impact Evaluation Report and the associated Annex document](#).

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<sup>1</sup> The National Lottery COVID-19 Fund was administered alongside separate Government funding from the Department for Digital, Culture, Media and Sport (DCMS), who made £187mn available to disburse to the VCSE sector. This Government support was allocated via the Coronavirus Community Support Fund (CCSF).

## Data collection

### Grantholder survey

Ipsos MORI sent an email invitation to all National Lottery COVID-19 Fund grantholders that were eligible to take part in the evaluation in the sixth month of their grant asking them to participate in an online survey. A total of **3,574** responses were received from 5,451 eligible grantholders, representing a response rate of **66%**.

The grantholder survey launched in November 2020 and was emailed to a cohort of grantholders each month identified as having reached the sixth month of their grant (based on their grant start date). The final wave of the survey was issued in April 2021. Information on the grantholders required for sampling and survey administration was taken from the Fund's Grantholder Management System. This included organisation contact details, and information about the project to pre-populate in the online script and determine survey routing. Following the initial invitation, three reminders were issued to grantholders over a two-week period. The timings for each reminder were flexible; they were sent as and when there was a notable drop in response rates.

### Volunteer survey

The evaluation incorporated an online survey of volunteers who worked with grantholder organisations during the period of their grant. **A total 3,734 volunteers took part in the online survey.** The survey was hosted by Ipsos MORI and distributed by grantholders, who were asked to send survey links to their networks of volunteers. This means that it is not possible to calculate a response rate for the survey, as there is no record of how many people were invited to participate in the survey.

As with the grantholder survey, the volunteer survey launched in November 2020 and was issued to a cohort of grantholders each month until April 2021. The monthly sample was drawn from those identified as having reached the fifth month of their grant (based on their grant start date), although there were some variations to this due to timings (including for the first and last waves of the survey). However, all grantholders were invited to participate at some point after the fifth month of their grant and emailed with a unique 'open' link to pass on to their volunteers, alongside a template email to send on. There was no limit on the number of volunteers who could respond using each link.

## Additional sources of secondary data

The evaluation also drew upon two types of secondary data sources:

- Data from The Fund's Grantholder Management System (GMS) – that contained data gathered during the National Lottery COVID-19 Fund application process.
- Published secondary data sources including information gathered from the Community Life Survey, NCVO and the Office for National Statistics (ONS).

## Analysis

### Overarching analytical approach

The impact analysis is based on a triangulation of the three primary, quantitative data sources against each of the underpinning hypotheses set out in the ToC. Where possible, analysis was undertaken at three levels that examined evidence (1) **within singular data sources** and (2) **across data sources** for each underpinning hypothesis, and ultimately examined the evidence (3) **across underpinning-hypotheses** to assess the overarching hypothesis.

As qualitative research was outside the scope of this evaluation and given the similarity of the National Lottery COVID-19 Fund and the CCSF, assessment of the hypotheses also drew upon additional evidence from the qualitative research strand of the comparative and larger-scale CCSF evaluation. This is referred to as the CCSF qualitative research throughout the remainder of the report.

The CCSF qualitative research included 266 interviews with CCSF grantholders, and a further 33 case studies with CCSF grantholders, staff, volunteers, partner organisations and beneficiaries.

### Quantitative data analysis

Quantitative data was collected from multiple sources, including the:

- Grantholder survey;
- Volunteer survey;
- Grantholder Management System (data shared by The Fund); and
- Secondary data sources e.g. Community Life Survey.

A comprehensive dataset was developed for each of the above data sources, which provided descriptive findings to inform both the evaluation strand, including evidence on the activities, outputs and outcomes of the ToC.

In addition to providing descriptive findings for total respondents, the analysis involved cross-tabulation to look at the results by segments. The taxonomy (detailed in Annex C) provided an initial set of segments to enable meaningful analysis of sub-groups. This was complemented by further examination of characteristics, or combinations of characteristics, where appropriate. This involved data-linking between datasets using unique IDs, for example, linking grantholder survey responses with the GMS data. By cutting the data into meaningful groups, it was possible to observe notable differences in results across segments. Key themes and patterns were then drawn out to inform the next stage of analysis.

### Approach to extrapolation

Findings from the grantholder survey were extrapolated to estimate the overall figures among all grantholders<sup>2</sup>. This assumes that the findings among those who did not respond to the survey would have been replicated proportionally among those grantholders that did respond to the survey. The high survey response rate (66%) and the similarity between the profiles of grantholder survey respondents and all grantholders suggests this is a reasonable assumption (see Table 1.2 in Annex B).

Extrapolated numeric data does not account for contract variations given the differing nature of this set of grantholders<sup>3</sup>. The calculation used to extrapolate numeric data therefore differs to that used for all other grantholder data in that it is based on an adjusted response rate that removes the contract variation grantholders (see Table 1.4 in Annex B).

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<sup>2</sup> The extrapolations have been calculated assuming that the numeric figures would increase proportionately for the grantholders who did not respond to the survey (i.e. by dividing the key numeric figures by the response rate and multiplying by 100).

<sup>3</sup> This groups of grantholders were provided with additional funding to further support existing grant-funded activity and therefore the full grant award was used as the reference point for the surveys. This decision was made as it would have been challenging to separate the number of beneficiaries reached, and staff and volunteers that support activities as a consequent of just the variation.

Surveys results are provided in the report alongside estimated extrapolated data as percentages. Where figures do not add up to 100% this is the result of computer rounding or multiple responses. An asterisk (\*) indicates a score of less than 0.5% but greater than zero.

### Secondary data analysis

Comparative data was drawn from DCMS's Community Life Survey<sup>4</sup>, ONS's Opinions and Lifestyle Survey<sup>5</sup> and the NCVO research undertaken to understand the impact of volunteering<sup>6</sup>. Where applicable, this was used to provide a set of national benchmarks against which to compare the primary data collected as part of the evaluation.

### Synthesis and aggregation

The final level of analysis focussed on synthesising the findings across the evaluation to provide an assessment of the overall impact of the National Lottery COVID-19 Fund and to test the overarching programme hypothesis. As noted, given the large-scale nature of the (CCSF and the) National Lottery COVID-19 Fund and significant heterogeneity in its uses, it was necessary to develop multiple sub-hypotheses to permit a higher level of scrutiny. While this disaggregation was critical to the evaluation approach, it was equally important to synthesise the findings to provide an overall judgment of how well the National Lottery COVID-19 Fund performed in terms of its overarching aims and objectives.

The aggregation was done by mapping evidence to each evaluation hypothesis, which was then combined to provide an overall assessment of evidence against the overarching hypothesis. This involved assessing which elements of the overarching hypothesis were supported by more robust evidence (meaning we could be more confident in the findings), compared with any elements that were less supported by evidence. Given the National Lottery COVID-19 Fund evaluation was based on quantitative data only, and the similarities with the CCSF and its associated larger-scale evaluation, the assessment of the individual and overarching hypotheses also drew upon the CCSF qualitative research that was undertaken.

### Quality Assurance processes

All evaluation outputs, including reports, presentations and datasets (and all assumptions or modelling work underpinning these outputs) have been subject to a thorough staged review process to ensure they are of the highest quality and represent the evaluation findings accurately and fairly.

This has involved all reports, presentations and datasets being subject to:

- A full data check on all quantitative findings to ensure the figures are correct.
- An initial review by the survey lead from the Ipsos MORI Team.
- A second review by the Project Manager to ensure alignment with the overarching evaluation objectives.
- Final review and approval by the Project Director.

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<sup>4</sup> Data from the Community Life Survey 2018/19, fielded April 2018 to March 2019 <https://www.gov.uk/government/statistics/community-life-survey-2018-19>

<sup>5</sup> Data from the ONS Opinions and Lifestyle Survey, fielded 9 – 13 June 2021 <https://www.ons.gov.uk/peoplepopulationandcommunity/healthandsocialcare/healthandwellbeing/bulletins/coronavirusandthesocialimpactsongreatbritain/18june2021>

<sup>6</sup> Understanding the impact of volunteering on volunteers, NCVO, March 2018 [https://www.ncvo.org.uk/images/documents/policy\\_and\\_research/Impactful-volunteering-understanding-the-impact-of-volunteering-on-volunteers.pdf](https://www.ncvo.org.uk/images/documents/policy_and_research/Impactful-volunteering-understanding-the-impact-of-volunteering-on-volunteers.pdf)

# Annex B: Data Tables

## Introduction

**Table 1.1: Validating self-reported numeric data in the grantholder survey**

Question number	Data collected	Validation approach	Outcome
Q8	Number of beneficiaries supported as a result of the funding	<p>Any grantholder reporting 10,000 beneficiaries or more reviewed by Funding Officers from The Fund and EDA delegates where relevant. Recommendations from Funding Officers taken as final.</p> <p>Funding Officers made recommendations based on the project summary, alongside any knowledge they had of previous projects delivered by the grantholder.</p> <p>Any grantholder reporting 5,000 – 9,999 beneficiaries reviewed by Ipsos MORI. Data reviewed by two members of the project team to confirm decision.</p> <p>Ipsos MORI reviewed the data versus other survey variables, focusing the review on type of activity delivered, delivery model, intensity and grant size.</p>	<p><b>138</b> data points reviewed</p> <p><b>114</b> confirmed</p> <p><b>24</b> removed</p>
Q18	Number of volunteers worked with as a result of the funding	<p>Any grantholder reporting 1,000 volunteers or more reviewed by Funding Officers from The Fund and EDA delegates where relevant. Recommendations from Funding Officers taken as final.</p> <p>Funding Officers made recommendations based on the project summary, alongside any knowledge they had of previous projects delivered by the grantholder.</p>	<p><b>19</b> data points reviewed</p> <p><b>15</b> confirmed</p> <p><b>4</b> removed</p>
Q32	Number of staff recruited	Any grantholder reporting 100 staff or more reviewed by Funding Officers from The Fund. Recommendations from Funding Officers taken as final.	<p><b>2</b> data points reviewed</p> <p><b>0</b> confirmed</p> <p><b>2</b> removed</p>
Q35	Number of additional staff hours per week	Any reporting more than 150 staff hours reviewed by The Fund. Recommendations from The Fund taken as final.	<p><b>2</b> data points reviewed</p> <p><b>0</b> confirmed</p> <p><b>2</b> removed</p>

Table 1.2 Profile of GS respondents

Grant amount/type	Base group	
	All GS respondents	All eligible grantholders
Base: All with corresponding GMS data on grant amount	3,574	5,446
Simple (£10,000 or less)	<b>50%</b> (1779)	<b>52%</b> (2835)
Standard (£10,001 or more)	<b>50%</b> (1795)	<b>48%</b> (2611)
Median Grant Amount	<b>£10,209</b>	<b>£10,000</b>
Mean Grant Amount	<b>£25,617</b>	<b>£25,478</b>
<b>Annual income</b>		
Base: All with corresponding GMS data on annual income	3,313	5,011
Median Annual Income	<b>£136,696</b>	<b>£142,520</b>
Mean Annual Income	<b>£1.8mn</b>	<b>£1.9mn</b>
<b>Region</b>		
Base: All with corresponding GMS data on organisation region	2,580	3,855
East Midlands	<b>8%</b> (194)	<b>7%</b> (288)
East of England	<b>7%</b> (172)	<b>7%</b> (255)
London	<b>24%</b> (618)	<b>23%</b> (903)
North East	<b>7%</b> (189)	<b>7%</b> (269)
North West	<b>16%</b> (419)	<b>17%</b> (640)
South East	<b>10%</b> (254)	<b>10%</b> (376)
South West	<b>9%</b> (230)	<b>9%</b> (350)
West Midlands	<b>11%</b> (283)	<b>11%</b> (418)
Yorkshire and The Humber	<b>8%</b> (216)	<b>9%</b> (349)
<b>Organisation type</b>		
Base: All with corresponding GMS data on organisation type	2,499	3,800
Not-for-profit company	<b>25%</b> (617)	<b>23%</b> (887)
Registered charity (unincorporated)	<b>21%</b> (522)	<b>20%</b> (757)
Registered Charity and Not-for-profit Company	<b>16%</b> (394)	<b>16%</b> (597)
Community Interest Company (CIC)	<b>13%</b> (330)	<b>14%</b> (533)
Charitable incorporated organisation (CIO)	<b>13%</b> (334)	<b>13%</b> (492)
Unregistered voluntary or community organisation	<b>10%</b> (238)	<b>11%</b> (424)
Faith Organisation (Church, Mosque, Synagogue, etc.)	<b>2%</b> (39)	<b>1%</b> (52)
School or educational body	<b>*</b> (11)	<b>1%</b> (31)
Statutory body	<b>*</b> (12)	<b>1%</b> (24)
College or University	<b>*</b> (2)	<b>*</b> (3)

Source: Ipsos MORI Grantholder Survey. Information on grant type and income taken from the GMS.

**Table 1.3 Profile of eligible National Lottery COVID-19 Fund grantholders by type of grantholder**

Grant amount/type	Base group			
	All eligible grantholders	All eligible non-EDA non-Variations grantholders	All eligible EDA grantholders	All eligible Variations grantholders
Base: All with corresponding GMS data on grant amount	5,446	3,132	1,650	664
Simple (£10,000 or less)	<b>52%</b> (2835)	<b>77%</b> (2398)	<b>20%</b> (328)	<b>16%</b> (109)
Standard (£10,001 or more)	<b>48%</b> (2611)	<b>23%</b> (734)	<b>80%</b> (1322)	<b>84%</b> (555)
Median Grant Amount	<b>£10,000</b>	<b>£9,990</b>	<b>£25,000</b>	<b>£24,877</b>
Mean Grant Amount	<b>£25,478</b>	<b>£22,037</b>	<b>£29,824</b>	<b>£30,917</b>
<b>Annual income</b>				
Base: All with corresponding GMS data on annual income	5,011	2,730	1,618	663
Median Annual Income	<b>£142,520</b>	<b>£84,714</b>	<b>£199,429</b>	<b>£238,990</b>
Mean Annual Income	<b>£1.9mn</b>	<b>£1.8mn</b>	<b>£1.8mn</b>	<b>£2.5mn</b>
<b>Region</b>				
Base: All with corresponding GMS data on organisation region	3,855	3,126	1,651 <sup>7</sup>	-
East Midlands	<b>7%</b> (288)	<b>8%</b> (242)	<b>6%</b> (94)	-
East of England	<b>7%</b> (255)	<b>7%</b> (227)	<b>4%</b> (71)	-
London	<b>23%</b> (903)	<b>17%</b> (535)	<b>36%</b> (587)	-
North East	<b>7%</b> (269)	<b>8%</b> (245)	<b>7%</b> (114)	-
North West	<b>17%</b> (640)	<b>18%</b> (559)	<b>14%</b> (223)	-
South East	<b>10%</b> (376)	<b>11%</b> (342)	<b>7%</b> (120)	-
South West	<b>9%</b> (350)	<b>10%</b> (310)	<b>9%</b> (146)	-
West Midlands	<b>11%</b> (418)	<b>12%</b> (365)	<b>8%</b> (133)	-
Yorkshire and The Humber	<b>9%</b> (349)	<b>9%</b> (294)	<b>9%</b> (152)	-
<b>Organisation type</b>				
Base: All with corresponding GMS data on organisation type	3,800	3,134	-	666
Not-for-profit company	<b>23%</b> (887)	<b>23%</b> (729)	-	<b>24%</b> (158)
Registered charity (unincorporated)	<b>20%</b> (757)	<b>19%</b> (606)	-	<b>23%</b> (151)
Registered Charity and Not-for-profit Company	<b>16%</b> (597)	<b>12%</b> (380)	-	<b>33%</b> (217)

<sup>7</sup> Please note that this is a different region variable to other base groups and includes 1% (11) of grantholders who were classified as England wide.

Community Interest Company (CIC)	<b>14%</b> (533)	<b>16%</b> (493)	- -	<b>6%</b> (40)
Charitable incorporated organisation (CIO)	<b>13%</b> (492)	<b>13%</b> (408)	- -	<b>13%</b> (84)
Unregistered voluntary or community organisation	<b>11%</b> (424)	<b>13%</b> (411)	- -	<b>2%</b> (13)
Faith Organisation (Church, Mosque, Synagogue, etc.)	<b>1%</b> (52)	<b>2%</b> (51)	- -	<b>*</b> (1)
School or educational body	<b>1%</b> (31)	<b>1%</b> (30)	- -	<b>*</b> (1)
Statutory body	<b>1%</b> (24)	<b>1%</b> (23)	- -	<b>*</b> (1)
College or University	<b>*</b> (3)	<b>*</b> (3)	- -	- -

Source: Ipsos MORI Grantholder Survey. Information on grant type and income taken from the GMS.

#### 1.4 Numeric data extrapolations

Grantholder survey questions	Description of numeric data	Base for numeric data (number of valid responses from the GS)	Sum of numeric responses from survey data	Extrapolated sum of numeric responses	Upper and lower bounds of extrapolated figure
Q8/Q9	Beneficiaries reached	3,031	<b>2,836,796</b>	<b>4,311,200</b>	<b>3,896,430 – 4,726,050</b>
Q8/Q9/Q10	New beneficiaries reached	2,721	<b>1,285,154</b>	<b>1,953,100</b>	<b>1,728,360 – 2,177,880</b>
Q18/Q19	Volunteers worked with	2,456	<b>110,552</b>	<b>168,000</b>	<b>145,980 – 190,040</b>
Q21/Q22	Additional volunteers recruited	945	<b>34,489</b>	<b>52,410</b>	<b>40,700 – 64,140</b>
Q23b/Q23c	Additional volunteer hours	1,450	<b>80,291</b>	<b>122,000</b>	<b>99,750 – 144,300</b>
Q26/Q27	Maximum staff on furlough	1,298	<b>14,015</b>	<b>21,300</b>	<b>21,060 – 21,540</b>
Q29/Q30	Staff taken off furlough or prevented from being put on furlough using grant funding	597	<b>2,324</b>	<b>3,530</b>	<b>3,180 – 3,890</b>
Q32/Q33	Additional staff recruited	860	<b>1,679</b>	<b>2,550</b>	<b>2,470 – 2,640</b>
Q35	Additional staff hours per week	1,426	<b>48,329</b>	<b>73,450</b>	<b>68,070 – 78,820</b>
Q40/Q41	Additional grant funding	2,430	<b>£138,749,687</b>	<b>£210,865,790</b>	<b>£200,386,500 – £221,345,070</b>

Source: Ipsos MORI Grantholder Survey.

### Figure 1.1: Numeric data extrapolations

All the figures shown in the diagram below (with the exception of the total number of grants distributed) are estimates based on an extrapolation of the grantholder survey results.



\*Of these, 5,451 were eligible for inclusion in the evaluation

Source: Ipsos MORI Grantholder Survey

## Overview of National Lottery COVID-19 Fund

For profiling data of those eligible and those that responded to the grantholder survey please see tables 1.2 and 1.3 above

**Table 2.1: Types of activity or support by typical length of beneficiary engagement among all grantholders**

For how long does a typical beneficiary usually have ongoing engagement with the activities your organisation delivers?	Which, if any, of the following types of activity or support did your organisation deliver using the grant received from the fund?				
	We provided information, advice and signposting to other support	We provided personal and care services	We provided material and welfare support	We promoted social connections	We provided activities and support for education and learning
Base: All GS respondents who delivered activities face-to-face, by phone, by messaging or via video calls/meetings	1,895	1,260	1,343	1,918	1,162
As a one off	<b>10%</b> (188)	<b>3%</b> (33)	<b>11%</b> (149)	<b>3%</b> (56)	<b>5%</b> (63)
For up to a week	<b>2%</b> (43)	<b>1%</b> (7)	<b>2%</b> (21)	<b>1%</b> (14)	<b>1%</b> (13)
One week up to one month	<b>6%</b> (112)	<b>4%</b> (48)	<b>7%</b> (93)	<b>3%</b> (59)	<b>3%</b> (40)
One month up to two months	<b>6%</b> (113)	<b>9%</b> (109)	<b>6%</b> (74)	<b>4%</b> (72)	<b>6%</b> (75)
Two months up to three months	<b>7%</b> (136)	<b>12%</b> (153)	<b>8%</b> (107)	<b>6%</b> (124)	<b>9%</b> (108)
Three months or more	<b>66%</b> (1260)	<b>71%</b> (893)	<b>66%</b> (885)	<b>82%</b> (1568)	<b>73%</b> (844)
Don't know	<b>2%</b> (43)	<b>1%</b> (17)	<b>1%</b> (14)	<b>1%</b> (25)	<b>2%</b> (19)

Base: All GS respondents who offered activities/support face-to-face, by phone call, messaging or via video calls/meetings (3,045)

Source: Ipsos MORI Grantholder Survey

**Table 2.2: Types of activity or support by typical length of beneficiary engagement among non-EDA, non-Variations grantholders**

For how long does a typical beneficiary usually have ongoing engagement with the activities your organisation delivers?	Which, if any, of the following types of activity or support did your organisation deliver using the grant received from the fund?				
	We provided information, advice and signposting to other support	We provided personal and care services	We provided material and welfare support	We promoted social connections	We provided activities and support for education and learning
Base: All GS respondents who delivered activities face-to-face, by phone, by messaging or via video calls/meetings	1,021	739	793	1079	591
As a one off	<b>11%</b> (113)	<b>3%</b> (21)	<b>9%</b> (73)	<b>3%</b> (35)	<b>6%</b> (34)
For up to a week	<b>2%</b> (22)	<b>*</b> (3)	<b>2%</b> (12)	<b>1%</b> (6)	<b>1%</b> (4)
One week up to one month	<b>5%</b> (51)	<b>4%</b> (28)	<b>6%</b> (48)	<b>3%</b> (28)	<b>3%</b> (20)
One month up to two months	<b>6%</b> (65)	<b>10%</b> (73)	<b>5%</b> (42)	<b>3%</b> (35)	<b>7%</b> (43)
Two months up to three months	<b>6%</b> (63)	<b>12%</b> (91)	<b>8%</b> (65)	<b>7%</b> (77)	<b>9%</b> (53)
Three months or more	<b>67%</b> (681)	<b>69%</b> (510)	<b>69%</b> (546)	<b>82%</b> (884)	<b>72%</b> (427)
Don't know	<b>3%</b> (26)	<b>2%</b> (13)	<b>1%</b> (7)	<b>1%</b> (14)	<b>2%</b> (10)

Base: All non-EDA, non-variations GS respondents who offered activities/support face-to-face, by phone call, messaging or via video calls/meetings (1,760)

Source: Ipsos MORI Grantholder Survey

**Table 2.3: Types of activity or support by typical length of beneficiary engagement among EDA grantholders**

For how long does a typical beneficiary usually have ongoing engagement with the activities your organisation delivers?	Which, if any, of the following types of activity or support did your organisation deliver using the grant received from the fund?				
	We provided information, advice and signposting to other support	We provided personal and care services	We provided material and welfare support	We promoted social connections	We provided activities and support for education and learning
Base: All GS respondents who delivered activities face-to-face, by phone, by messaging or via video calls/meetings	598	333	354	568	431
As a one off	<b>9%</b> (53)	<b>4%</b> (12)	<b>14%</b> (48)	<b>2%</b> (13)	<b>3%</b> (15)
For up to a week	<b>3%</b> (16)	<b>1%</b> (4)	<b>2%</b> (7)	<b>1%</b> (7)	<b>2%</b> (8)
One week up to one month	<b>8%</b> (49)	<b>5%</b> (18)	<b>8%</b> (30)	<b>5%</b> (26)	<b>4%</b> (16)
One month up to two months	<b>5%</b> (31)	<b>7%</b> (22)	<b>6%</b> (22)	<b>6%</b> (34)	<b>5%</b> (20)
Two months up to three months	<b>9%</b> (54)	<b>15%</b> (49)	<b>7%</b> (25)	<b>6%</b> (36)	<b>10%</b> (44)
Three months or more	<b>65%</b> (389)	<b>68%</b> (226)	<b>62%</b> (218)	<b>79%</b> (446)	<b>75%</b> (322)
Don't know	<b>1%</b> (6)	<b>1%</b> (2)	<b>1%</b> (4)	<b>1%</b> (6)	<b>1%</b> (6)

Base: All EDA GS respondents who offered activities/support face-to-face, by phone call, messaging or via video calls/meetings (908)

Source: Ipsos MORI Grantholder Survey

**Table 2.4: Types of activity or support by typical length of beneficiary engagement among Variations grantholders**

For how long does a typical beneficiary usually have ongoing engagement with the activities your organisation delivers?	Which, if any, of the following types of activity or support did your organisation deliver using the grant received from the fund?				
	We provided information, advice and signposting to other support	We provided personal and care services	We provided material and welfare support	We promoted social connections	We provided activities and support for education and learning
Base: All GS respondents who delivered activities face-to-face, by phone, by messaging or via video calls/meetings	276	188	196	271	140
As a one off	<b>8%</b> (22)	- -	<b>14%</b> (28)	<b>3%</b> (8)	<b>10%</b> (14)
For up to a week	<b>2%</b> (5)	- -	<b>1%</b> (2)	<b>*</b> (1)	<b>1%</b> (1)
One week up to one month	<b>4%</b> (12)	<b>1%</b> (2)	<b>8%</b> (15)	<b>2%</b> (5)	<b>3%</b> (4)
One month up to two months	<b>6%</b> (17)	<b>7%</b> (14)	<b>5%</b> (10)	<b>1%</b> (3)	<b>9%</b> (12)
Two months up to three months	<b>7%</b> (19)	<b>7%</b> (13)	<b>9%</b> (17)	<b>4%</b> (11)	<b>8%</b> (11)
Three months or more	<b>69%</b> (190)	<b>84%</b> (157)	<b>62%</b> (121)	<b>88%</b> (238)	<b>68%</b> (95)
Don't know	<b>4%</b> (11)	<b>1%</b> (2)	<b>2%</b> (3)	<b>2%</b> (5)	<b>2%</b> (3)

Base: All Variations GS respondents who offered activities/support face-to-face, by phone call, messaging or via video calls/meetings (377)

Source: Ipsos MORI Grantholder Survey

**Table 2.5: Delivery modes by support to individuals, groups and families among all grantholders**

	Thinking now about the activities or support your organisation provided as a result of the grant received from the fund.			
	Were the activities or support offered:			
You mentioned that the activities or support delivered by your organisation as a result of the grant received from the fund were offered by/via [type of contact]. Which, if any, of the following types of contact did you offer to beneficiaries?	By phone call	Via video calls/ meetings	Face-to-face	By messaging (e.g. text messages, email or WhatsApp)
All GS respondents who offered support by phone call, via video calls/meetings, face-to-face, and by messaging	2,308	2,124	1,897	1,804
One to one activities or support	<b>93%</b> (2156)	<b>71%</b> (1505)	<b>78%</b> (1489)	<b>83%</b> (1496)
Group support (groups of fewer than 10)	<b>18%</b> (423)	<b>65%</b> (1371)	<b>44%</b> (843)	<b>36%</b> (643)
Group support (groups of 10 or more)	<b>11%</b> (265)	<b>52%</b> (1101)	<b>19%</b> (365)	<b>34%</b> (611)
Support to family groups	<b>28%</b> (646)	<b>29%</b> (610)	<b>37%</b> (699)	<b>31%</b> (558)
In another way	<b>6%</b> (130)	<b>6%</b> (134)	<b>12%</b> (224)	<b>6%</b> (113)
Don't know	* (2)	* (3)	* (2)	* (2)

Base: All non-EDA, non-variations GS respondents who offered support by phone call (2,308), via video calls/meetings (2,124), face-to-face (1,897), and by messaging (1,804)

Source: Ipsos MORI Grantholder Survey

**Table 2.6: Delivery modes by support to individuals, groups and families among non-EDA, non-Variations grantholders**

	Thinking now about the activities or support your organisation provided as a result of the grant received from the fund.			
	Were the activities or support offered:			
You mentioned that the activities or support delivered by your organisation as a result of the grant received from the fund were offered by/via [type of contact]. Which, if any, of the following types of contact did you offer to beneficiaries?	By phone call	Via video calls/ meetings	Face-to-face	By messaging (e.g. text messages, email or WhatsApp)
All GS respondents who offered support by phone call, via video calls/meetings, face-to-face, and by messaging	1,295	1,146	1,079	972
One to one activities or support	<b>91%</b> (1181)	<b>67%</b> (769)	<b>76%</b> (824)	<b>80%</b> (775)
Group support (groups of fewer than 10)	<b>18%</b> (236)	<b>63%</b> (722)	<b>41%</b> (447)	<b>33%</b> (324)
Group support (groups of 10 or more)	<b>12%</b> (157)	<b>51%</b> (584)	<b>19%</b> (207)	<b>33%</b> (318)
Support to family groups	<b>28%</b> (363)	<b>28%</b> (322)	<b>38%</b> (412)	<b>30%</b> (294)
In another way	<b>7%</b> (86)	<b>7%</b> (76)	<b>12%</b> (132)	<b>8%</b> (73)
Don't know	* (2)	- (-)	* (2)	* (2)

Base: All non-EDA, non-variations GS respondents who offered support by phone call (1,295), via video calls/meetings (1,146), face-to-face (1,079), and by messaging (972)

Source: Ipsos MORI Grantholder Survey

**Table 2.7: Delivery modes by support to individuals, groups and families among EDA grantholders**

	Thinking now about the activities or support your organisation provided as a result of the grant received from the fund.			
	Were the activities or support offered:			
You mentioned that the activities or support delivered by your organisation as a result of the grant received from the fund were offered by/via [type of contact]. Which, if any, of the following types of contact did you offer to beneficiaries?	By phone call	Via video calls/ meetings	Face-to-face	By messaging (e.g. text messages, email or WhatsApp)
All GS respondents who offered support by phone call, via video calls/meetings, face-to-face, and by messaging	672	689	562	572
One to one activities or support	<b>96%</b> (642)	<b>75%</b> (516)	<b>80%</b> (448)	<b>87%</b> (497)
Group support (groups of fewer than 10)	<b>19%</b> (129)	<b>63%</b> (433)	<b>47%</b> (265)	<b>36%</b> (207)
Group support (groups of 10 or more)	<b>12%</b> (80)	<b>52%</b> (355)	<b>20%</b> (115)	<b>36%</b> (206)
Support to family groups	<b>27%</b> (179)	<b>27%</b> (189)	<b>35%</b> (195)	<b>30%</b> (171)
In another way	<b>4%</b> (27)	<b>6%</b> (38)	<b>12%</b> (67)	<b>4%</b> (25)
Don't know	- -	* (2)	- -	- -

Base: All EDA GS respondents who offered support by phone call (672), via video calls/meetings (689), face-to-face (562), and by messaging (572)

Source: Ipsos MORI Grantholder Survey

**Table 2.8: Delivery modes by support to individuals, groups and families among Variations grantholders**

	Thinking now about the activities or support your organisation provided as a result of the grant received from the fund.			
	Were the activities or support offered:			
You mentioned that the activities or support delivered by your organisation as a result of the grant received from the fund were offered by/via [type of contact]. Which, if any, of the following types of contact did you offer to beneficiaries?	By phone call	Via video calls/ meetings	Face-to-face	By messaging (e.g. text messages, email or WhatsApp)
All GS respondents who offered support by phone call, via video calls/meetings, face-to-face, and by messaging	341	289	256	260
One to one activities or support	<b>98%</b> (333)	<b>76%</b> (220)	<b>85%</b> (217)	<b>86%</b> (224)
Group support (groups of fewer than 10)	<b>17%</b> (58)	<b>75%</b> (216)	<b>51%</b> (131)	<b>43%</b> (112)
Group support (groups of 10 or more)	<b>8%</b> (28)	<b>56%</b> (162)	<b>17%</b> (43)	<b>33%</b> (87)
Support to family groups	<b>30%</b> (104)	<b>34%</b> (99)	<b>36%</b> (92)	<b>36%</b> (93)
In another way	<b>5%</b> (17)	<b>7%</b> (20)	<b>10%</b> (25)	<b>6%</b> (15)
Don't know	- -	* (1)	- -	- -

Base: All Variations GS respondents who offered support by phone call (341), via video calls/meetings (289), face-to-face (256), and by messaging (260)

Source: Ipsos MORI Grantholder Survey

**Table 2.9: Number of direct beneficiaries reported to have been supported as a result of the National Lottery COVID-19 Fund by organisational income and grant type among all grantholders**

Grant type	Number of beneficiaries supported	Organisation income				
		All	Micro (less than £10,000)	Small (£10,000 to £100,000)	Medium (£100,000 to £1m)	Large, Major and Super-major (more than £1m)
All	Base	3,189	242	1,147	1,495	305
	Mean	994	457	839	1075	1603
	Median	156	100	120	200	250
Simple (£10,000 or less)	Base	1498	221	717	468	92*
	Mean	556	297	567	695	379
	Median	110	89	101	166	101
Standard (£10,001 or more)	Base	1691	21*	430	1027	213
	Mean	1382	2141*	1293	1248	2132
	Median	215	300*	170	220	424

\*Small base size (n<100)

Base: All non-EDA non-Variations GS respondents that provided an estimate of the number of beneficiaries supported (1,773)

Source: Ipsos MORI Grantholder Survey

**Table 2.10: Number of direct beneficiaries reported to have been supported as a result of the National Lottery COVID-19 Fund by organisational income and grant type among non-EDA non-Variations grantholders**

Grant type	Number of beneficiaries supported	Organisation income				
		All	Micro (less than £10,000)	Small (£10,000 to £100,000)	Medium (£100,000 to £1m)	Large, Major and Super-major (more than £1m)
All	Base	1,773	215	702	674	182
	Mean	1086	490	1013	1092	2049
	Median	151	95	120	245	300
Simple (£10,000 or less)	Base	1,252	202	577	397	76*
	Mean	564	306	633	648	297*
	Median	110	86	101	164	101*
Standard (£10,001 or more)	Base	521	13*	125	277	106
	Mean	2338	3346*	2766	1727	3305
	Median	378	1001*	220	400	538

\*Small base size (n<100)

Base: All non-EDA non-Variations GS respondents that provided an estimate of the number of beneficiaries supported (1,773)

Source: Ipsos MORI Grantholder Survey

**Table 2.11: Number of direct beneficiaries reported to have been supported as a result of National Lottery COVID-19 Fund by organisational income and grant type among EDA grantholders**

Grant type	Number of beneficiaries supported	Organisation income				
		All	Micro (less than £10,000)	Small (£10,000 to £100,000)	Medium (£100,000 to £1m)	Large, Major and Super-major (more than £1m)
All	Base	1,008	19*	352	558	79*
	Mean	806	214*	617	910	1062*
	Median	150	105*	121	156	240*
Simple (£10,000 or less)	Base	184	16*	109	45*	14*
	Mean	378	218*	302	468*	864*
	Median	101	104*	101	150*	34*
Standard (£10,001 or more)	Base	824	3*	243	513	65*
	Mean	902	197*	757	949	1105*
	Median	160.0	250*	144	156	301*

\*Small base size (n&lt;100)

Base: All Variations GS respondents that provided an estimate of the number of beneficiaries supported (1,008)

Source: Ipsos MORI Grantholder Survey

**Table 2.12: Number of direct beneficiaries reported to have been supported as a result of the National Lottery COVID-19 Fund by organisational income and grant type among Variations grantholders**

Grant type	Number of beneficiaries supported	Organisation income				
		All	Micro (less than £10,000)	Small (£10,000 to £100,000)	Medium (£100,000 to £1m)	Large, Major and Super-major (more than £1m)
All	Base	408	8*	93*	263	44*
	Mean	1057	161*	370*	1382	729*
	Median	200	108*	150*	220	192*
Simple (£10,000 or less)	Base	62*	3*	31*	26*	2*
	Mean	896*	134*	268*	1793*	116*
	Median	149*	145*	85*	218*	116*
Standard (£10,001 or more)	Base	346	5*	62*	237	42*
	Mean	1086	176*	421*	1337	758*
	Median	201	100*	180*	221	226*

\*Small base size (n&lt;100)

Base: All Variations GS respondents that provided an estimate of the number of beneficiaries supported (408)

Source: Ipsos MORI Grantholder Survey

**Table 2.13: Number of beneficiaries directly supported as a result of the National Lottery COVID-19 Fund by type of activity among all grantholders**

Which, if any, of the following types of activity or support did your organisation deliver using the grant received from the fund?	Number of beneficiaries supported	
	Median	Mean
All	150	964
We provided information, advice and signposting to other support	200	1,093
We provided personal and care services	145	772
We provided material and welfare support	250	1,049
We promoted social connections	170	989
We provided activities and support for education and learning	150	885
Other	159	919

Base: All GS respondents who used the funding to adapt existing services, develop new services, or respond to an increase in demand during the Coronavirus pandemic and were able to give a number or range of beneficiaries supported (3,158)

Source: Ipsos MORI Grantholder Survey

**Table 2.14: Number of beneficiaries directly supported as a result of the National Lottery COVID-19 Fund funding by type of activity among non-EDA non-Variations grantholders**

Which, if any, of the following types of activity or support did your organisation deliver using the grant received from the fund?	Number of beneficiaries supported	
	Median	Mean
All	150	1,020
We provided information, advice and signposting to other support	200	1,261
We provided personal and care services	145	640
We provided material and welfare support	250	1,174
We promoted social connections	173	1,103
We provided activities and support for education and learning	130	963
Other	200	994

Base: All non-EDA non-Variations GS respondents who used the funding to adapt existing services, develop new services, or respond to an increase in demand during the Coronavirus pandemic and were able to give a number or range of beneficiaries supported (1,838)

Source: Ipsos MORI Grantholder Survey

**Table 2.15: Number of beneficiaries directly supported as a result of the National Lottery COVID-19 Fund by type of activity among EDA grantholders**

Which, if any, of the following types of activity or support did your organisation deliver using the grant received from the fund?	Number of beneficiaries supported	
	Median	Mean
All	145	807
We provided information, advice and signposting to other support	170	706
We provided personal and care services	120	700
We provided material and welfare support	250	855
We promoted social connections	150	694
We provided activities and support for education and learning	155	637
Other	111	868

Base: All EDA GS respondents who used the funding to adapt existing services, develop new services, or respond to an increase in demand during the Coronavirus pandemic and were able to give a number or range of beneficiaries supported (936)

Source: Ipsos MORI Grantholder Survey

**Table 2.16: Number of beneficiaries directly supported as a result of the National Lottery COVID-19 Fund by type of activity among Variations grantholders**

Which, if any, of the following types of activity or support did your organisation deliver using the grant received from the fund?	Number of beneficiaries supported	
	Median	Mean
All	200	1079
We provided information, advice and signposting to other support	214	1297
We provided personal and care services	166	1423
We provided material and welfare support	300	884
We promoted social connections	200	1157
We provided activities and support for education and learning	191	1317
Other	221	650

Base: All Variation GS respondents who used the funding to adapt existing services, develop new services, or respond to an increase in demand during the Coronavirus pandemic and were able to give a number or range of beneficiaries supported (384)

Source: Ipsos MORI Grantholder Survey

**Table 2.17: Number of new beneficiaries directly supported as a result of National Lottery COVID-19 Fund by organisational income and grant type all grantholders**

		Organisation income				
Grant type	Number of <u>new</u> beneficiaries supported	All	Micro (less than £10,000)	Small (£10,000 to £100,000)	Medium (£100,000 to £1m)	Large, Major and Super-major (more than £1m)
All	Base	2,854	215	1,056	1,337	246
	Mean	466	245	381	461	1048
	Median	64	40	50	76	90
Simple (£10,000 or less)	Base	1321	195	654	405	678
	Mean	276	153	271	369	121
	Median	44	36	42	54	22
Standard (£10,001 or more)	Base	1,533	20*	402	932	179
	Mean	629	1140*	559	501	1395
	Median	87	174*	74	86	126

\*Small base size (n&lt;100)

Base: All respondents who have supported some new beneficiaries (1,556)

Source: Ipsos MORI Grantholder Survey

**Table 2.18: Number of new beneficiaries directly supported as a result of National Lottery COVID-19 Fund by organisational income and grant type among non-EDA non-Variations grantholders**

		Organisation income				
Grant type	Number of <u>new</u> beneficiaries supported	All	Micro (less than £10,000)	Small (£10,000 to £100,000)	Medium (£100,000 to £1m)	Large, Major and Super-major (more than £1m)
All	Base	1,556	188	636	589	143
	Mean	553	262	479	506	1457
	Median	61	37	50	80	87
Simple (£10,000 or less)	Base	1097	176	520	345	56*
	Mean	291	156	313	352	139*
	Median	45	35	45	61	26*
Standard (£10,001 or more)	Base	459	12*	116	244	87*
	Mean	1179	1817*	1225	724	2305*
	Median	128	380*	109	130	150*

\*Small base size (n&lt;100)

Base: All non-EDA non-Variations GS respondents who have supported some new beneficiaries (1,556)

Source: Ipsos MORI Grantholder Survey

**Table 2.19: Number of new beneficiaries directly supported as a result of National Lottery COVID-19 Fund by organisational income and grant type among EDA grantees**

		Organisation income				
Grant type	Number of <u>new</u> beneficiaries supported	All	Micro (less than £10,000)	Small (£10,000 to £100,000)	Medium (£100,000 to £1m)	Large, Major and Super-major (more than £1m)
All	Base	933	19*	332	517	65*
	Mean	387	137*	245	462	586*
	Median	61	66*	48	69	80*
Simple (£10,000 or less)	Base	169	16*	104	39*	10*
	Mean	125	136*	105	202*	18*
	Median	35	59*	34	36*	2*
Standard (£10,001 or more)	Base	764	3*	228	478	55
	Mean	445	144*	309	483	689
	Median	72	125*	57	74	118

\*Small base size (n&lt;100)

Base: All EDA GS respondents who have supported some new beneficiaries (933)

Source: Ipsos MORI Grantholder Survey

**Table 2.20: Number of new beneficiaries directly supported as a result of National Lottery COVID-19 Fund by organisational income and grant type among Variations grantees**

		Organisation income				
Grant type	Number of <u>new</u> beneficiaries supported	All	Micro (less than £10,000)	Small (£10,000 to £100,000)	Medium (£100,000 to £1m)	Large, Major and Super-major (more than £1m)
All	Base	365	8*	88*	231	38*
	Mean	293	83*	179*	343	299*
	Median	78	46*	52*	79	104*
Simple (£10,000 or less)	Base	55*	3*	30*	21*	1*
	Mean	431*	32*	117*	950*	163*
	Median	43*	26*	19*	44*	163*
Standard (£10,001 or more)	Base	310	5*	58*	210	37*
	Mean	269	114*	211*	282	303*
	Median	80	50*	77*	80	98*

\*Small base size (n&lt;100)

Base: All Variations GS respondents who have supported some new beneficiaries (365)

Source: Ipsos MORI Grantholder Survey

**Table 2.21: Average number of volunteers worked with during the time period of the grant from the National Lottery COVID-19 Fund by organisation income**

– Average number of volunteers worked with during the time period of the grant from the National Lottery COVID-19 Fund	How many volunteers did your organisation work with as part of your grant from the National Lottery COVID-19 Fund?					
	All grantholders	Micro (less than £10,000)	Small (£10,000 to £100,000)	Medium (£100,000 to £1m)	Large (£1m to £10m)	Major / Super Major (£10m or more)
Base: All GS respondents who worked with volunteers	2,801	226	1,019	1,168	163	22*
Median	<b>10</b>	<b>8</b>	<b>10</b>	<b>15</b>	<b>18</b>	<b>11*</b>
Mean	<b>45</b>	<b>14</b>	<b>23</b>	<b>57</b>	<b>162</b>	<b>63*</b>

\* Small base size (n<100)

Base: GS respondents who worked with volunteers

Source: Ipsos MORI Grantholder Survey and TNLCF Grant Management System (organisation income)

**Table 2.22: Average number of volunteers worked with during the time period of the grant from the National Lottery COVID-19 Fund by size of grant**

– Average number of volunteers worked with during the time period of the grant from the National Lottery COVID-19 Fund	How many volunteers did your organisation work with as part of your grant from the National Lottery COVID-19 Fund?		
	All grantholders	Simple	Standard
Base: All GS respondents who worked with volunteers	2,801	1,416	1,385
Median	<b>10</b>	<b>10</b>	<b>14</b>
Mean	<b>45</b>	<b>22</b>	<b>68</b>

Base: GS respondents who worked with volunteers

Source: Ipsos MORI Grantholder Survey and TNLCF Grant Management System (grant size)

**Table 2.23: Average number of volunteers worked with during the time period of the grant from the National Lottery COVID-19 Fund by type of grantholder**

– Average number of volunteers recruited with the grant received from the National Lottery COVID-19 Fund	How many volunteers did your organisation work with as part of your grant from the National Lottery COVID-19 Fund?			
	All grantholders	All non-EDA non-Variations grantholders	All EDA grantholders	All Variations grantholders
Base: All GS respondents who worked with volunteers	2,801	1,659	797	345
Median	<b>10</b>	<b>10</b>	<b>11</b>	<b>12</b>
Mean	<b>45</b>	<b>55</b>	<b>25</b>	<b>43</b>

\*Small base size (n<100)

Base: GS respondents who worked with volunteers

Source: Ipsos MORI Grantholder Survey and TNLCF Grant Management System (grant size)

**Table 2.24: Average number of volunteers recruited with grant received from the National Lottery COVID-19 Fund by organisation income**

– Average number of volunteers recruited with the grant received from the National Lottery COVID-19 Fund	How many additional volunteers did your organisation recruit as a result of the grant received from the National Lottery COVID-19 Fund?				
	All grantholders	Micro (less than £10,000)	Small (£10,000 to £100,000)	Medium (£100,000 to £1m)	Large, Major and Super-major (more than £1m)
Base: All GS respondents who used the grant received to recruit volunteers	1,065	74*	380	449	75*
Median	<b>7</b>	<b>5*</b>	<b>5</b>	<b>9</b>	<b>10*</b>
Mean	<b>35</b>	<b>10*</b>	<b>22</b>	<b>51</b>	<b>58*</b>

\*Small base size (n&lt;100)

Base: GS respondents who worked with volunteers and used the grant received to recruit volunteers

Source: Ipsos MORI Grantholder Survey and TNLCF Grant Management System (organisation income)

**Table 2.25: Average number of volunteers recruited with grant received by size of grant**

– Average number of volunteers recruited with the grant received from the National Lottery COVID-19 Fund	How many additional volunteers did your organisation recruit as a result of the grant received from the National Lottery COVID-19 Fund?		
	All grantholders	Simple	Standard
Base: All GS respondents who used the grant received to recruit volunteers	1,065	464	601
Median	<b>7</b>	<b>5</b>	<b>8</b>
Mean	<b>35</b>	<b>16</b>	<b>50</b>

Base: GS respondents who worked with volunteers and used the grant received to recruit volunteers

Source: Ipsos MORI Grantholder Survey and TNLCF Grant Management System (grant size)

**Table 2.26: Average number of volunteers recruited with grant received from the National Lottery COVID-19 Fund by type of grantholder**

– Average number of volunteers recruited with the grant received from the National Lottery COVID-19 Fund	How many additional volunteers did your organisation recruit as a result of the grant received from the National Lottery COVID-19 Fund?			
	All grantholders	All non-EDA non-Variations grantholders	All EDA grantholders	All Variations grantholders
Base: All GS respondents who used the grant received to recruit volunteers	1,065	593	352	120
Median	<b>7</b>	<b>7</b>	<b>6</b>	<b>8</b>
Mean	<b>35</b>	<b>50</b>	<b>14</b>	<b>24</b>

\*Small base size (n&lt;100)

Base: GS respondents who worked with volunteers and used the grant received to recruit volunteers

Source: Ipsos MORI Grantholder Survey and TNLCF Grant Management System (organisation income)

**Table 2.27: Average number of additional volunteer hours made available per organisation as a result of the grant received from the National Lottery COVID-19 Fund by organisation income by organisation size**

– Average number of additional volunteer hours made available per organisation as a result of the grant received from the National Lottery COVID-19 Fund	Approximately how many <u>additional</u> volunteer hours <u>per week</u> were given to your organisation as a result of the grant from the National Lottery COVID-19 Fund?				
	All grantholders	Micro (less than £10,000)	Small (£10,000 to £100,000)	Medium (£100,000 to £1m)	Large, Major and Super-major (more than £1m)
Base: All GS respondents who used the grant received to increase volunteer hours	978	74*	380	449	75*
Median	<b>7</b>	<b>5*</b>	<b>5</b>	<b>9</b>	<b>10*</b>
Mean	<b>37</b>	<b>10*</b>	<b>22</b>	<b>51</b>	<b>58*</b>

\*Small base size (n<100)

Base: GS respondents who worked with volunteers and used the grant received to increase volunteer hours

Source: Ipsos MORI Grantholder Survey and TNLCF Grant Management System (organisation income)

**Table 2.28: Average number of additional volunteer hours made available per organisation as a result of the grant received from the National Lottery COVID-19 Fund by size of grant**

– Average number of additional volunteer hours made available per organisation as a result of the grant received from the National Lottery COVID-19 Fund	Approximately how many <u>additional</u> volunteer hours <u>per week</u> were given to your organisation as a result of the grant from the National Lottery COVID-19 Fund?		
	All grantholders	Simple	Standard
Base: All GS respondents who used the grant received to increase volunteer hours	1,065	464	601
Median	<b>7</b>	<b>5</b>	<b>8</b>
Mean	<b>35</b>	<b>16</b>	<b>50</b>

Base: GS respondents who worked with volunteers and used the grant received to increase volunteer hours

Source: Ipsos MORI Grantholder Survey and TNLCF Grant Management System (grant size)

**Table 2.29: Additional volunteer hours made available per organisation as a result of the grant received from the National Lottery COVID-19 Fund by organisation income**

– Average number of volunteers worked with during the time period of the grant from the National Lottery COVID-19 Fund	How many volunteers did your organisation work with as part of your grant from the National Lottery COVID-19 Fund?			
	All grantholders	All non-EDA non-Variations grantholders	All EDA grantholders	All Variations grantholders
Base: All GS respondents who worked with volunteers	1,065	593	352	120
Median	<b>7</b>	<b>7</b>	<b>6</b>	<b>8</b>
Mean	<b>35</b>	<b>50</b>	<b>14</b>	<b>24</b>

Base: All GS respondents who worked with volunteers

Source: Ipsos MORI Grantholder Survey and TNLCF Grant Management System (organisation income)

## Impact on People and Communities

**Table 3.1: Breakdown of types of activity/support delivered by target beneficiary group**

% of grantholders selecting each type of support within each target group	Which, if any, of the following types of activity or support did your organisation deliver using the grant received from the fund?					
	Base	We provided information, advice and signposting to other support	We provided personal and care services	We provided material and welfare support	We promoted social connections	We provided activities and support for education and learning
All	3,242	<b>60%</b> (1955)	<b>39%</b> (1277)	<b>44%</b> (1414)	<b>61%</b> (1985)	<b>38%</b> (1219)
None – our support is universal, not targeted	428	<b>62%</b> (267)	<b>29%</b> (126)	<b>49%</b> (209)	<b>53%</b> (228)	<b>24%</b> (104)
Black, Asian and Minority Ethnic (BAME) communities	1,172	<b>67%</b> (791)	<b>42%</b> (492)	<b>48%</b> (566)	<b>66%</b> (778)	<b>45%</b> (531)
LGBTQ+	295	<b>71%</b> (208)	<b>49%</b> (146)	<b>43%</b> (127)	<b>68%</b> (201)	<b>40%</b> (119)
People with a long-standing illness or disability (including people with long-term health conditions)	1,168	<b>64%</b> (744)	<b>45%</b> (527)	<b>47%</b> (548)	<b>71%</b> (826)	<b>39%</b> (453)
People at greater risk of domestic abuse e.g. women and children	616	<b>72%</b> (441)	<b>54%</b> (333)	<b>54%</b> (330)	<b>65%</b> (398)	<b>44%</b> (271)
Children and young people	1,194	<b>59%</b> (699)	<b>43%</b> (518)	<b>46%</b> (545)	<b>64%</b> (759)	<b>53%</b> (628)
Older people	1,051	<b>61%</b> (640)	<b>37%</b> (394)	<b>56%</b> (586)	<b>69%</b> (729)	<b>34%</b> (359)
People and families who face financial hardship	1,230	<b>65%</b> (805)	<b>40%</b> (489)	<b>62%</b> (758)	<b>63%</b> (769)	<b>42%</b> (519)
Homeless people	442	<b>68%</b> (301)	<b>44%</b> (194)	<b>74%</b> (328)	<b>55%</b> (243)	<b>34%</b> (152)
Asylum seekers and/or refugees	585	<b>75%</b> (437)	<b>36%</b> (212)	<b>56%</b> (328)	<b>66%</b> (386)	<b>48%</b> (283)
People dealing with substance misuse	324	<b>67%</b> (216)	<b>59%</b> (191)	<b>55%</b> (179)	<b>64%</b> (206)	<b>39%</b> (126)
People at end of life and their families	163	<b>63%</b> (102)	<b>59%</b> (96)	<b>49%</b> (80)	<b>68%</b> (111)	<b>33%</b> (54)
People with mental health conditions	1,316	<b>65%</b> (860)	<b>54%</b> (712)	<b>45%</b> (594)	<b>68%</b> (889)	<b>41%</b> (536)
Carers and those supporting the people above	755	<b>67%</b> (505)	<b>49%</b> (372)	<b>48%</b> (359)	<b>74%</b> (561)	<b>40%</b> (305)
Other	473	<b>65%</b> (307)	<b>38%</b> (180)	<b>33%</b> (158)	<b>62%</b> (294)	<b>36%</b> (168)

Base: All GS respondents who used the funding to adapt existing services, develop new services, or respond to an increase in demand during the Coronavirus pandemic and have supported some new beneficiaries (3,242)

Source: Ipsos MORI Grantholder Survey

**Table 3.2: Breakdown of delivery modes delivered by target beneficiary group**

<b>% of grantholders selecting each mode of support within each target group</b>	<b>Thinking now about the activities or support your organisation provided as a result of the grant received from the fund.</b>						
	<b>Were the activities or support offered:</b>						
<b>Which, if any, of the following groups of people did you target with the support or activities delivered using the grant you received from the fund?</b>	Base	Face-to-face	By phone call	By messaging (e.g. text messages, email or WhatsApp)	Via video calls/meetings	Via social media (e.g. Facebook or Twitter)	Through written advice or materials, including on websites
All	3,242	<b>59%</b> (1897)	<b>71%</b> (2308)	<b>56%</b> (1804)	<b>66%</b> (2124)	<b>51%</b> (1650)	<b>52%</b> (1699)
None – our support is universal, not targeted	428	<b>57%</b> (246)	<b>69%</b> (294)	<b>50%</b> (215)	<b>56%</b> (240)	<b>53%</b> (227)	<b>53%</b> (226)
Black, Asian and Minority Ethnic (BAME) communities	1,172	<b>61%</b> (713)	<b>77%</b> (899)	<b>67%</b> (783)	<b>74%</b> (864)	<b>53%</b> (623)	<b>53%</b> (620)
LGBTQ+	295	<b>54%</b> (158)	<b>76%</b> (225)	<b>65%</b> (193)	<b>79%</b> (233)	<b>65%</b> (192)	<b>57%</b> (167)
People with a long-standing illness or disability (including people with long-term health conditions)	1,168	<b>62%</b> (719)	<b>77%</b> (900)	<b>58%</b> (676)	<b>66%</b> (775)	<b>57%</b> (667)	<b>58%</b> (673)
People at greater risk of domestic abuse e.g. women and children	616	<b>69%</b> (423)	<b>85%</b> (526)	<b>72%</b> (443)	<b>76%</b> (468)	<b>58%</b> (360)	<b>55%</b> (339)
Children and young people	1,194	<b>63%</b> (758)	<b>69%</b> (819)	<b>60%</b> (713)	<b>68%</b> (815)	<b>57%</b> (683)	<b>55%</b> (652)
Older people	1,051	<b>65%</b> (685)	<b>76%</b> (801)	<b>55%</b> (576)	<b>59%</b> (618)	<b>55%</b> (580)	<b>54%</b> (572)
People and families who face financial hardship	1,230	<b>67%</b> (830)	<b>76%</b> (936)	<b>64%</b> (787)	<b>63%</b> (778)	<b>56%</b> (687)	<b>55%</b> (680)
Homeless people	442	<b>78%</b> (343)	<b>79%</b> (350)	<b>66%</b> (292)	<b>60%</b> (264)	<b>48%</b> (211)	<b>51%</b> (225)
Asylum seekers and/or refugees	585	<b>66%</b> (386)	<b>83%</b> (485)	<b>73%</b> (429)	<b>78%</b> (454)	<b>51%</b> (296)	<b>55%</b> (321)
People dealing with substance misuse	324	<b>78%</b> (253)	<b>79%</b> (257)	<b>65%</b> (211)	<b>68%</b> (219)	<b>53%</b> (173)	<b>50%</b> (162)
People at end of life and their families	163	<b>58%</b> (95)	<b>85%</b> (139)	<b>60%</b> (98)	<b>71%</b> (115)	<b>52%</b> (84)	<b>64%</b> (105)
People with mental health conditions	1,316	<b>65%</b> (853)	<b>78%</b> (1027)	<b>63%</b> (827)	<b>72%</b> (945)	<b>57%</b> (752)	<b>55%</b> (728)
Carers and those supporting the people above	755	<b>61%</b> (463)	<b>80%</b> (606)	<b>60%</b> (456)	<b>71%</b> (537)	<b>64%</b> (481)	<b>65%</b> (487)
Other	473	<b>49%</b> (230)	<b>70%</b> (333)	<b>56%</b> (266)	<b>71%</b> (335)	<b>50%</b> (235)	<b>60%</b> (283)

Base: All GS respondents who used the funding to adapt existing services, develop new services, or respond to an increase in demand during the Coronavirus pandemic and have supported some new beneficiaries (3,242)

Source: Ipsos MORI Grantholder Survey

**Table 3.3: Perceived outcomes achieved by the beneficiaries supported by the grantholders**

Which, if any, of the following did your activities and support contribute towards? By contribute towards, we mean things that were better than they otherwise would have been as a result of the specific activities and support funded through your grant.	Base group			
	All GS respondents	All non-EDA non-Variations grantholders	All EDA grantholders	All Variations grantholders
All GS respondents	3,574	2,077	1,076	421
People's <b>mental health and wellbeing</b> was better	<b>83%</b> (2966)	<b>82%</b> (1705)	<b>80%</b> (866)	<b>94%</b> (395)
People felt <b>less lonely</b>	<b>76%</b> (2719)	<b>76%</b> (1584)	<b>71%</b> (767)	<b>87%</b> (368)
People had more <b>social contact</b>	<b>69%</b> (2482)	<b>69%</b> (1433)	<b>67%</b> (718)	<b>79%</b> (331)
People were better able to <b>respond to changing circumstances</b>	<b>69%</b> (2454)	<b>66%</b> (1374)	<b>69%</b> (742)	<b>80%</b> (338)
People developed better <b>skills, strengths and assets</b>	<b>52%</b> (1845)	<b>46%</b> (954)	<b>62%</b> (662)	<b>54%</b> (229)
People's <b>short-term basic needs</b> were met better (e.g. financial, food, clothing, shelter) better	<b>49%</b> (1746)	<b>47%</b> (975)	<b>48%</b> (520)	<b>60%</b> (251)
People's <b>physical health</b> was better	<b>38%</b> (1344)	<b>38%</b> (786)	<b>35%</b> (373)	<b>44%</b> (185)
People were better <b>supported to access the health care</b> they needed	<b>34%</b> (1219)	<b>31%</b> (651)	<b>33%</b> (357)	<b>50%</b> (211)
People were better <b>supported to access the social care services</b> they needed	<b>33%</b> (1188)	<b>30%</b> (619)	<b>33%</b> (357)	<b>50%</b> (212)
Children and young people's <b>education and development</b> was better	<b>29%</b> (1054)	<b>27%</b> (556)	<b>34%</b> (366)	<b>31%</b> (132)
People of all ages were better <b>protected from harm, violence or abuse</b>	<b>20%</b> (730)	<b>18%</b> (369)	<b>23%</b> (246)	<b>27%</b> (115)
People were better <b>supported through bereavement or loss</b>	<b>19%</b> (684)	<b>20%</b> (410)	<b>15%</b> (163)	<b>26%</b> (111)
People were better <b>supported to die with dignity</b>	<b>3%</b> (96)	<b>3%</b> (65)	<b>2%</b> (20)	<b>3%</b> (11)
None of the above	<b>2%</b> (65)	<b>2%</b> (37)	<b>2%</b> (25)	<b>1%</b> (3)
Don't know	<b>*</b> (17)	<b>*</b> (10)	<b>1%</b> (7)	<b>-</b> -

Base: All GS respondents (3,574)

Source: Ipsos MORI Grantholder Survey

**Table 3.4: Grantholder perceptions about how the National Lottery COVID-19 Fund activities related to the use of public services**

Which of the following statements best describe how the funded activities related to the use of public services (e.g. health, social care, or education services) by beneficiaries?	Base group			
	All GS respondents	All non-EDA non-Variations grantholders	All EDA grantholders	All Variations grantholders
All GS respondents	3,574	2,077	1,076	421
Activities <b>took the place of public services</b> that beneficiaries could not access or receive	<b>26%</b> (928)	<b>26%</b> (543)	<b>24%</b> (256)	<b>31%</b> (129)
Activities helped <b>reduce or prevent the need for public services</b> by beneficiaries	<b>52%</b> (1841)	<b>49%</b> (1018)	<b>50%</b> (539)	<b>67%</b> (284)
Activities <b>supplemented the use of public services</b> by beneficiaries	<b>49%</b> (1766)	<b>45%</b> (939)	<b>54%</b> (579)	<b>59%</b> (248)
Activities were <b>not related to use of public services</b> by beneficiaries	<b>31%</b> (1096)	<b>31%</b> (648)	<b>31%</b> (335)	<b>27%</b> (113)
Don't know	<b>4%</b> (137)	<b>4%</b> (84)	<b>4%</b> (43)	<b>2%</b> (10)

Base: All GS respondents (3,574)

Source: Ipsos MORI Grantholder Survey

## Impact on Grantholders and Staff

**Table 4.1: Self-reported GS respondents' assessment of past and future financial health among all grantholders**

	In the years prior to 2020 would you say that:	And over the next year, what do you expect to happen to the income of your organisation as a result of the COVID-19 pandemic?
Base: All GS respondents	3,574	3,574
The income of my organisation remained / will remain broadly the same from year to year	<b>18%</b> (638)	<b>10%</b> (357)
The income of my organisation remained / will remain broadly the same year to year, but with occasional fluctuations of at least 25%	<b>25%</b> (882)	<b>26%</b> (929)
The income of my organisation was growing steadily / will grow steadily	<b>42%</b> (1513)	<b>25%</b> (896)
The income of my organisation was declining steadily / will decline steadily	<b>11%</b> (380)	<b>26%</b> (939)
Don't know	<b>5%</b> (161)	<b>13%</b> (453)

Base: All non-EDA non-Variations grantholders respondents (3,574)

Source: Ipsos MORI Grantholder Survey

**Table 4.2: Impact of the National Lottery COVID-19 Fund grant in relation to what would have happened in the absence of National Lottery COVID-19 Fund by the three grantholder sub-groups**

Which of the following applies to your organisation? Without the National Lottery COVID-19 Fund grant our organisation...	In which, if any, of the following ways did your organisation use the grant received from the fund?			
	All GS Respondents	To ensure my organisation had the financial resources to <u>continue to operate</u> during the COVID-19 pandemic <b>(exclusive) (1a and b)</b>	To help my organisation respond to an <u>increase in demand</u> for its activities during the COVID-19 pandemic <b>(exclusive) (2a)</b>	To help my organisation adapt its delivery models to continue to deliver <u>existing</u> activities or to continue to deliver <u>new</u> activities during the COVID-19 pandemic <b>(exclusive) (2b)</b>
Base: All GS respondents	3,574	227	241	1,000
...would have delivered a similar level of service as we did in the prior six months	<b>5%</b> (176)	<b>3%</b> (7)	<b>8%</b> (20)	<b>6%</b> (60)
...would likely have delivered slightly fewer services than we did in the prior six months	<b>19%</b> (675)	<b>15%</b> (33)	<b>23%</b> (56)	<b>21%</b> (208)
...would have delivered significantly fewer services than we did in the prior six months	<b>55%</b> (1973)	<b>48%</b> (109)	<b>54%</b> (129)	<b>53%</b> (531)
...would have had to close or stop services altogether	<b>19%</b> (673)	<b>33%</b> (75)	<b>13%</b> (31)	<b>17%</b> (167)
Don't know	<b>2%</b> (77)	<b>1%</b> (3)	<b>2%</b> (5)	<b>3%</b> (34)

Base: All GS respondents (3,574)

Source: Ipsos MORI Grantholder Survey

**Table 4.3: Impact of the National Lottery COVID-19 Fund by the three grantholder sub-groups**

Thinking now about the impact on your organisation as a whole, which, if any, of the following has the fund supported you to do?	In which, if any, of the following ways did your organisation use the grant received from the fund? (End of grant survey)			
	All GS respondents	To ensure my organisation had the financial resources to <u>continue to operate</u> during the COVID-19 pandemic <b>(exclusive)</b> (1a)	To help my organisation respond to an <u>increase in demand</u> for its activities during the COVID-19 pandemic <b>(exclusive)</b> (2a)	To help my organisation adapt its delivery models to continue to deliver <u>existing</u> activities or to continue to deliver <u>new</u> activities during the COVID-19 pandemic <b>(exclusive)</b> (2b)
Base: All GS respondents	3,574	227	241	1,000
Continue to deliver existing activities and support	<b>66%</b> (2344)	<b>76%</b> (173)	<b>55%</b> (132)	<b>45%</b> (446)
Adapt to deliver activities and support online	<b>60%</b> (2149)	<b>34%</b> (78)	<b>34%</b> (81)	<b>54%</b> (545)
Work to reach new beneficiaries	<b>58%</b> (2082)	<b>29%</b> (66)	<b>49%</b> (118)	<b>52%</b> (521)
Increase capacity to do more of what you do already	<b>50%</b> (1788)	<b>28%</b> (63)	<b>64%</b> (155)	<b>29%</b> (286)
Improve the quality of what you already do	<b>44%</b> (1556)	<b>26%</b> (59)	<b>32%</b> (77)	<b>37%</b> (369)
Begin new activities	<b>43%</b> (1553)	<b>18%</b> (40)	<b>24%</b> (58)	<b>49%</b> (490)
Adapt activities and support so they can continue to happen face-to-face	<b>40%</b> (1439)	<b>35%</b> (80)	<b>25%</b> (60)	<b>30%</b> (301)
Enable collaboration between organisations to tackle an issue	<b>35%</b> (1264)	<b>20%</b> (46)	<b>24%</b> (59)	<b>31%</b> (311)
Other	<b>5%</b> (171)	<b>6%</b> (14)	<b>5%</b> (12)	<b>4%</b> (44)
None of the above	<b>1%</b> (18)	<b>2%</b> (4)	- -	* (4)
Don't know	* (5)	* (1)	- -	* (2)

Base: All GS respondents (3,574)

Source: Ipsos MORI Grantholder Survey

**Table 4.4: Impact on grantholder organisation by use of the National Lottery COVID-19 Fund to adapt staff resourcing**

Thinking now about the impact on your organisation as a whole, which, if any, of the following has the National Lottery COVID-19 Fund supported you to do?	Was any of the grant money from the fund used to:		
	Bring back staff from furlough or prevent them from being put on furlough	To recruit a new member(s) of staff	To increase the number of staff hours available
Base: All GS respondents	700	976	1,764
Increase capacity to do more of what you do already (e.g. recruit / retain more staff or volunteers)	<b>48%</b> (335)	<b>70%</b> (683)	<b>64%</b> (1134)
Work to reach new beneficiaries (e.g. outreach / marketing / removing barriers to access services / support)	<b>63%</b> (440)	<b>70%</b> (684)	<b>67%</b> (1174)
Improve the quality of what you already do (e.g. hire or buy better equipment, improve facilities or invest in training for volunteers or staff)	<b>40%</b> (283)	<b>50%</b> (488)	<b>49%</b> (858)
Begin new activities (e.g. starting a new community scheme)	<b>43%</b> (302)	<b>54%</b> (523)	<b>49%</b> (859)
Adapt to deliver activities and support online (e.g. provision of training / technical / digital equipment to remove barriers to access of services / support)	<b>66%</b> (459)	<b>65%</b> (633)	<b>65%</b> (1147)
Adapt activities and support so they can continue to happen face-to-face (e.g. introducing social distancing measures)	<b>51%</b> (354)	<b>42%</b> (408)	<b>42%</b> (744)
Enable collaboration between organisations to tackle an issue	<b>39%</b> (276)	<b>45%</b> (438)	<b>41%</b> (727)
Continue to deliver existing activities and support	<b>75%</b> (524)	<b>67%</b> (653)	<b>68%</b> (1194)

Base: All GS respondents that used the grant received to bring staff back from furlough or prevent them being put in furlough (700); to recruit a new member(s) of staff (976); or to increase the number of staff hours available at their organisation (1,764)

Source: Ipsos MORI Grantholder Survey

**Table 4.5: Use of the furlough scheme by grant type and organisation size**

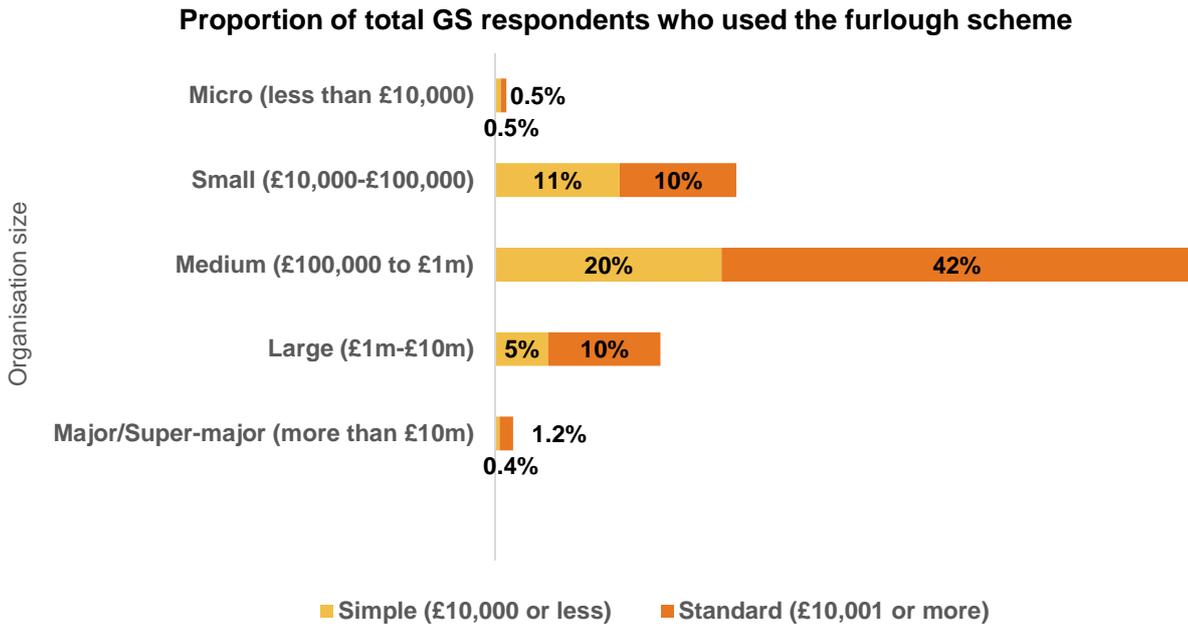
Did your organisation make use of the UK Government Furlough Scheme?	Grant type					
	All	Simple			Standard	
Base: All GS respondents	3,574	1,779			1,795	
Used the UK Government Furlough Scheme – National Lottery COVID-19 Fund GS Respondents	<b>42%</b> (1509)	<b>31%</b> (558)			<b>53%</b> (951)	
	Organisation size					
	All	Micro	Small	Medium	Large	Major/ Super Major
Base: All GS respondents	3,312	250	1,184	1,554	283	41*
Used the UK Government Furlough Scheme – National Lottery COVID-19 Fund GS Respondents	<b>45%</b> (1476)	<b>6%</b> (14)	<b>27%</b> (315)	<b>58%</b> (908)	<b>76%</b> (215)	<b>59%*</b> (24)
	Type of grantholder					
	All	All non-EDA non-Variations grantholders	All EDA grantholders		All Variations grantholders	
Base: All GS respondents	3574	2077	1076		421	
Used the UK Government Furlough Scheme – National Lottery COVID-19 Fund GS Respondents	<b>42%</b> (1509)	<b>37%</b> (764)	<b>51%</b> (544)		<b>48%</b> (201)	

\*Small base size (n<100)

Base: All GS respondents (3,574)

Source: Ipsos MORI Grantholder Survey. Information on grant type and organisation size was taken from the GMS – the difference in base sizes is the result of missing information

**Figure 4.1: Number of grantholders using furlough scheme by organisation size and grant type**



Base: All GS respondents who used the furlough scheme (1,476)

Source: Ipsos MORI Grantholder Survey. Information on grant type and organisation size was taken from the GMS – the difference in base sizes is the result of missing information.

**Table 4.6: Use of the National Lottery COVID-19 Fund to recruit staff or increase staff hours**

		In which, if any, of the following ways did your organisation use the grant received from the fund?			
		All	To ensure my organisation had the financial resources to <u>continue to operate</u> during the COVID-19 pandemic <b>(exclusive) (1a and b)</b>	To help my organisation respond to an <u>increase in demand</u> for its activities during the COVID-19 pandemic <b>(exclusive) (2a)</b>	To help my organisation adapt its delivery models to continue to deliver <u>existing</u> activities or to continue to deliver <u>new</u> activities during the COVID-19 pandemic <b>(exclusive) (2b)</b>
Base: All GS respondents		3,574	227	241	1,000
Used the National Lottery COVID-19 Fund to recruit new staff		<b>27%</b> (976)	<b>13%</b> (29)	<b>32%</b> (78)	<b>21%</b> (214)
		↓	↓	↓	↓
Base: GS respondents who recruited new staff		969	28	78	212
Number of new staff recruited	Mean	<b>2</b>	<b>1</b>	<b>2</b>	<b>2</b>
	Median	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>
Base: All GS respondents		3,574	227	241	1,000
Used the National Lottery COVID-19 Fund to increase the number of staff hours		<b>49%</b> (3108)	<b>27%</b> (62)	<b>57%</b> (138)	<b>41%</b> (410)
		↓	↓	↓	↓
Base: GS respondents who increased staff hours		1,619	53*	127	374
Number of additional staff hours per week	Mean	<b>34</b>	<b>81*</b>	<b>32</b>	<b>29</b>
	Median	<b>20</b>	<b>16*</b>	<b>20</b>	<b>16</b>

Base: All GS respondents (3,574)

Source: Ipsos MORI Grantholder Survey

**Table 4.7: Use of the National Lottery COVID-19 Fund to bring back or prevent staff from furlough by grant type and organisation size**

	Grant type					
	All	Simple			Standard	
Base: GS respondents who used the Furlough Scheme	1,509	558			951	
Used the National Lottery COVID-19 Fund to bring back or prevent staff from furlough	<b>46%</b> (700)	<b>35%</b> (194)			<b>53%</b> (506)	
	Organisation size					
	All	Micro	Small	Medium	Large	Major/ Super Major
Base: GS respondents who used the Furlough Scheme	1,476	14*	315	908	215	24*
Used the National Lottery COVID-19 Fund to bring back or prevent staff from furlough	<b>46%</b> (685)	<b>57%*</b> (8)	<b>52%</b> (164)	<b>46%</b> (421)	<b>40%</b> (86)	<b>25%</b> (6)
	Type of grantholder					
	All	All non-EDA non-Variations grantholders	All EDA grantholders		All Variations grantholders	
Base: GS respondents who used the Furlough Scheme	1,509	764	544		201	
Used the National Lottery COVID-19 Fund to bring back or prevent staff from furlough	<b>46%</b> (700)	<b>42%</b> (322)	<b>52%</b> (281)		<b>48%</b> (97)	

\*Small base size (n<100)

Base: All National Lottery COVID-19 Fund grantholders who used the furlough scheme

Source: Ipsos MORI Grantholder Survey. Information on grant type and organisation size was taken from the GMS – the difference in base sizes is the result of missing information.

**Table 4.8: Applications for additional funding**

Was your organisation successful in applying for additional grant funding during the COVID-19 pandemic?	In which, if any, of the following ways did your organisation use the grant received from the fund?	
	All GS Respondents	To ensure my organisation had the financial resources to <u>continue to operate</u> during the COVID-19 pandemic (exclusive) (1a and b)
Base: All GS respondents	3,574	227
Yes – we applied and were successful in receiving at least some additional grant funding	<b>79%</b> (2835)	<b>81%</b> (184)
No – we applied but were not successful with any of our applications	<b>7%</b> (256)	<b>8%</b> (19)
No – we did not apply	<b>12%</b> (435)	<b>9%</b> (21)
I don't recall	<b>1%</b> (48)	<b>1%</b> (3)
<b>Additional grant funding received</b>		
Base: all GS respondents who were successful in applying for additional grant funding	2,794	182
Mean	<b>£57,787</b>	<b>£73,613</b>
Median	<b>£25,000</b>	<b>£23,817</b>

Base: All GS respondents (3,574)

Source: Ipsos MORI Grantholder Survey

**Table 4.9: Whether the National Lottery COVID-19 Fund used to offer training to staff or volunteers**

Was any of the grant money from the fund used to offer training to staff or volunteers at your organisation?	Base group			
	All GS respondents	All non-EDA non-Variations grantholders	All EDA grantholders	All Variations grantholders
Base: All GS respondents	3,574	2,077	1,076	421
<b>Yes (total)</b>	<b>44%</b> (1585)	<b>38%</b> (789)	<b>56%</b> (605)	<b>45%</b> (191)
Yes – staff	<b>11%</b> (401)	<b>8%</b> (157)	<b>19%</b> (208)	<b>9%</b> (36)
Yes – volunteers	<b>11%</b> (410)	<b>13%</b> (277)	<b>8%</b> (91)	<b>10%</b> (42)
Yes – staff and volunteers	<b>22%</b> (774)	<b>17%</b> (355)	<b>28%</b> (306)	<b>27%</b> (113)
<b>No</b>	<b>54%</b> (1923)	<b>60%</b> (1250)	<b>42%</b> (453)	<b>52%</b> (220)
Don't know	<b>2%</b> (66)	<b>2%</b> (38)	<b>2%</b> (18)	<b>2%</b> (10)

Base: All GS respondents (3,574)

Source: Ipsos MORI Grantholder Survey

## Impact on Volunteers

**Table 5.1: Average number of additional volunteer hours made available per organisation as a result of the grant received from the National Lottery COVID-19 Fund by organisation income by organisation size**

– Average number of additional volunteer hours made available per organisation as a result of the grant received from the National Lottery COVID-19 Fund	Approximately how many <u>additional</u> volunteer hours <u>per week</u> were given to your organisation as a result of the grant from the National Lottery COVID-19 Fund?				
	All grantholders	Micro (less than £10,000)	Small (£10,000 to £100,000)	Medium (£100,000 to £1m)	Large, Major and Super-major (more than £1m)
Base: All GS respondents who used the grant received to increase volunteer hours	1,065	74*	380	449	75*
Median	<b>7</b>	<b>5*</b>	<b>5</b>	<b>9</b>	<b>10*</b>
Mean	<b>35</b>	<b>10*</b>	<b>22</b>	<b>51</b>	<b>58*</b>

\*Small base size (n<100)

Base: GS respondents who worked with volunteers and used the grant received to increase volunteer hours

Source: Ipsos MORI Grantholder Survey and TNLCF Grant Management System (organisation income)

**Table 5.2: Average number of additional volunteer hours made available per organisation as a result of the grant received from the National Lottery COVID-19 Fund by size of grant**

– Average number of additional volunteer hours made available per organisation as a result of the grant received from the National Lottery COVID-19 Fund	Approximately how many <u>additional</u> volunteer hours <u>per week</u> were given to your organisation as a result of the grant from the National Lottery COVID-19 Fund?		
	All grantholders	Simple	Standard
Base: All GS respondents who used the grant received to increase volunteer hours	1,065	464	601
Median	<b>7</b>	<b>5</b>	<b>8</b>
Mean	<b>35</b>	<b>16</b>	<b>50</b>

Base: GS respondents who worked with volunteers and used the grant received to increase volunteer hours

Source: Ipsos MORI Grantholder Survey and TNLCF Grant Management System (grant size)

**Table 5.3: Average number of additional volunteer hours made available per organisation as a result of the grant received from the National Lottery COVID-19 Fund by the three exclusive grantholder sub-groups**

– Average number of additional volunteer hours made available per organisation as a result of the grant received from the National Lottery COVID-19 Fund	All grantholders	Approximately how many <u>additional</u> volunteer hours <u>per week</u> were given to your organisation as a result of the grant from the National Lottery COVID-19 Fund?		
		To ensure my organisation had the financial resources to <u>continue to operate</u> during the COVID-19 pandemic (exclusive) (1a and b)	To help my organisation respond to an <u>increase in demand</u> for its activities during the COVID-19 pandemic (exclusive) (2a)	To help my organisation adapt its delivery models to continue to deliver <u>existing</u> activities or to continue to deliver <u>new</u> activities during the COVID-19 pandemic (exclusive) (2b)
Base: All GS respondents who used the grant received to increase volunteer hours	1,065	47*	63*	249
Median	<b>7</b>	<b>7*</b>	<b>8*</b>	<b>6</b>
Mean	<b>35</b>	<b>15*</b>	<b>31*</b>	<b>39</b>

Base: GS respondents who worked with volunteers and used the grant received to increase volunteer hours

Source: Ipsos MORI Grantholder Survey and TNLCF Grant Management System (grant size)

**Table 5.4: Whether the National Lottery COVID-19 Fund was used to increase volunteer hours by the three exclusive grantholder sub-groups**

– Did the grant your organisation received from the fund enable your organisation to increase the number of volunteer hours overall, from both new and /or existing volunteers, or not?	In which, if any, of the following ways did your organisation use the grant received from the fund?			
	All grantholders	To ensure my organisation had the financial resources to <u>continue to operate</u> during the COVID-19 pandemic <b>(exclusive) (1a and b)</b>	To help my organisation respond to an <u>increase in demand</u> for its activities during the COVID-19 pandemic <b>(exclusive) (2a)</b>	To help my organisation adapt its delivery models to continue to deliver <u>existing</u> activities or to continue to deliver <u>new</u> activities during the COVID-19 pandemic <b>(exclusive) (2b)</b>
Base: All GS respondents who worked with volunteers	2,817	155	184	763
Yes	<b>60%</b> (1701)	<b>47%</b> (73)	<b>62%</b> (115)	<b>57%</b> (438)
No	<b>34%</b> (950)	<b>46%</b> (72)	<b>30%</b> (56)	<b>37%</b> (283)
Don't know	<b>6%</b> (166)	<b>6%</b> (10)	<b>7%</b> (13)	<b>6%</b> (42)

Base: GS respondents who worked with volunteers

Source: Ipsos MORI Grantholder Survey

**Table 5.5: Volunteer activities for the grantholder organisation during the pandemic**

In which, if any, of the following ways did you give unpaid help to [grantholder organisation] in the last six months?	
Activities	All Volunteers
	3,734
Helping people access food and essential items	<b>33%</b> (1214)
Giving advice/information/counselling	<b>33%</b> (1218)
Supporting people to access services	<b>30%</b> (1135)
Ongoing mentoring or support for people	<b>26%</b> (969)
Organising or helping to run an activity or event	<b>20%</b> (736)
Visiting or befriending people	<b>26%</b> (972)
Administrative or technical support	<b>19%</b> (699)
Getting other people involved	<b>14%</b> (538)
Any other help	<b>16%</b> (596)
Leading a group/member of a committee	<b>15%</b> (567)
Support with education and learning	<b>10%</b> (388)
Raising or handling money/taking part in sponsored events	<b>7%</b> (252)
Campaigning	<b>5%</b> (169)
None of the above	<b>3%</b> (117)

Base: VS respondents (3,734)

Source: Ipsos MORI Volunteer Survey

**Table 5.6: Positive outcomes of volunteering for the grantholder organisation during the pandemic**

<b>Which, if any, of the following have you experienced when giving unpaid help to this community group or charity in the last six months?</b>	
<b>Outcomes</b>	<b>All Volunteers</b>
	3,734
It made me feel I was making a difference	<b>85%</b> (3190)
I enjoyed it	<b>73%</b> (2737)
It gave me a sense of personal achievement	<b>65%</b> (2425)
It gave me a sense of purpose	<b>66%</b> (2462)
It gave me a stronger connection to the local community	<b>52%</b> (1938)
It brought me into contact with people from different backgrounds or cultures	<b>49%</b> (1843)
It improved my mental health and wellbeing	<b>43%</b> (1595)
I met new people	<b>43%</b> (1593)
It gave me new skills and experience	<b>32%</b> (1213)
It helped me feel less isolated	<b>27%</b> (1018)
It gave me more confidence	<b>24%</b> (910)
It improved my physical health	<b>11%</b> (399)
It improved my employment prospects	<b>9%</b> (336)
It gave me a sense of control	<b>7%</b> (268)
None of these	<b>1%</b> (44)
Don't know	<b>*</b> (8)

Base: VS respondents (3,734)

Source: Ipsos MORI Volunteer Survey

**Table 5.7: Negative outcomes of volunteering for the grantholder organisation during the pandemic**

Which, if any, of the following have you experienced when giving unpaid help to this community group or charity in the last six months?	
Outcomes	All Volunteers
	3734
None of these	<b>88%</b> (3291)
I felt I was at a higher risk of contracting Covid-19	<b>3%</b> (118)
I was out of pocket	<b>3%</b> (100)
I felt unappreciated	<b>2%</b> (81)
Too much of my time has been taken up	<b>2%</b> (72)
Don't know/ can't recall	<b>1%</b> (32)
I felt pressured by the group/ club/ organisation to do more than I would like/ to continue my involvement	<b>1%</b> (52)
I felt in conflict with others	<b>1%</b> (37)
It negatively affected my mental health	<b>1%</b> (48)
I felt I wasn't part of the group (i.e. excluded)	<b>1%</b> (48)
It negatively affected my family life	<b>1%</b> (35)
I felt isolated	<b>1%</b> (21)
It negatively affected my work or studies	<b>1%</b> (20)
It negatively affected my physical wellbeing	* (18)
I felt unsafe	* (23)

Base: VS respondents (3,734)

Source: Ipsos MORI Volunteer Survey

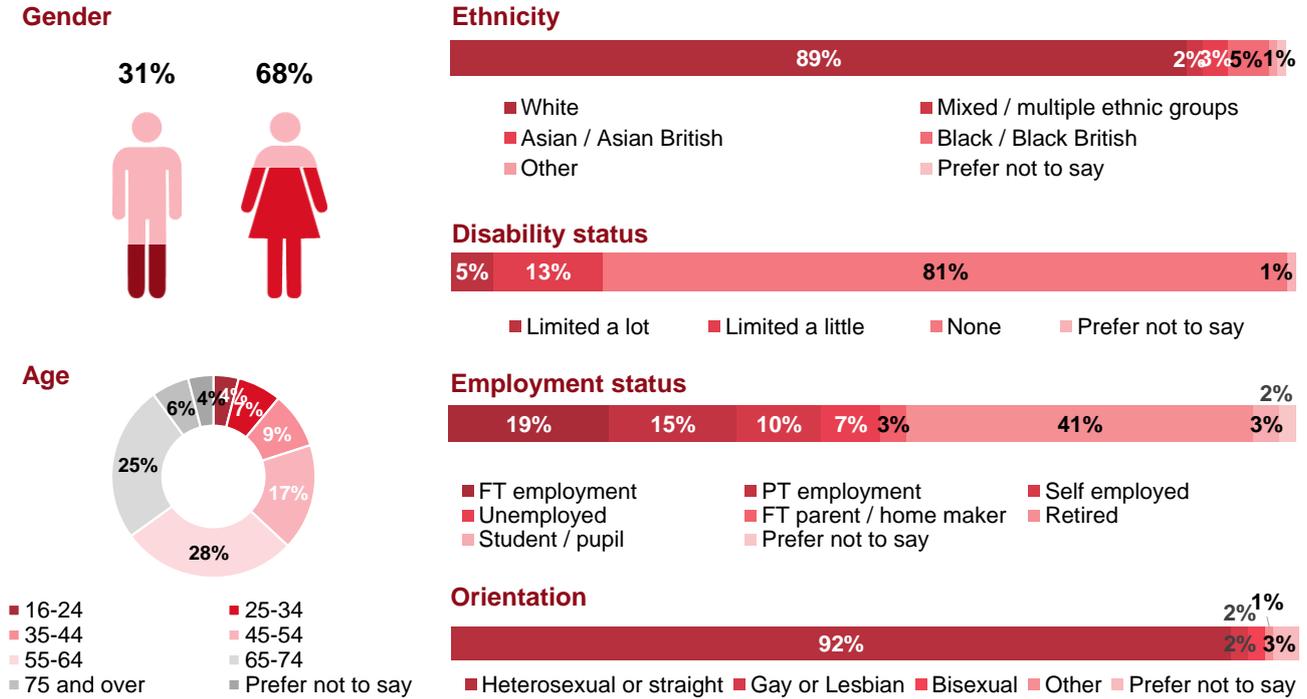
**Table 5.8: Whether volunteers for the grantholder organisation would volunteer again in future**

How likely or unlikely are you to continue to give unpaid help to a community group or charity in future?	
	All Volunteers
	3,734
Certain to	<b>55%</b> (2068)
Very likely	<b>36%</b> (1354)
Fairly likely	<b>7%</b> (277)
Not very likely	* (17)
Not at all likely	* (1)
Don't know	* (17)

Base: VS respondents (3,734)

Source: Ipsos MORI Volunteer Survey

**Figure 5.1: Demographic profile of those volunteered for an organisation funded by the National Lottery COVID-19 Fund during the time period of their grant**



Base: VS respondents (3,734)

## Other data tables

**Table B.1: Impact of the National Lottery COVID-19 Fund grant in relation to what would have happened in the absence of the National Lottery COVID-19 Fund by the three grantholder sub-groups**

Which of the following applies to your organisation? Without the National Lottery COVID-19 Fund grant our organisation...	In which, if any, of the following ways did your organisation use the grant received from the fund?			
	All GS Respondents	To ensure my organisation had the financial resources to <u>continue to operate</u> during the COVID-19 pandemic <b>(exclusive)</b> <b>(1a and b)</b>	To help my organisation respond to an <u>increase in demand</u> for its activities during the COVID-19 pandemic <b>(exclusive)</b> <b>(2a)</b>	To help my organisation adapt its delivery models to continue to deliver <u>existing</u> activities or to continue to deliver <u>new</u> activities during the COVID-19 pandemic <b>(exclusive)</b> <b>(2b)</b>
Base: All GS respondents	3,574	227	241	1,000
...would have delivered a similar level of service as we did in the prior six months	<b>5%</b> (176)	<b>3%</b> (7)	<b>8%</b> (20)	<b>6%</b> (60)
...would likely have delivered slightly fewer services than we did in the prior six months	<b>19%</b> (675)	<b>15%</b> (33)	<b>23%</b> (56)	<b>21%</b> (208)
...would have delivered significantly fewer services than we did in the prior six months	<b>55%</b> (1973)	<b>48%</b> (109)	<b>54%</b> (129)	<b>53%</b> (531)
...would have had to close or stop services altogether	<b>19%</b> (673)	<b>33%</b> (75)	<b>13%</b> (31)	<b>17%</b> (167)
Don't know	<b>2%</b> (77)	<b>1%</b> (3)	<b>2%</b> (5)	<b>3%</b> (34)

Base: All GS respondents (3,574)

Source: Ipsos MORI Grantholder Survey

**Table B.2: Breakdown of the types of short-term basic needs that were perceived to have been better met**

<p>You said that the funding resulted in people's short-term basic needs being met better than they otherwise would have been.</p> <p>Which, if any, of the following types of support did you offer to beneficiaries with the grant your organisation received from the grant?</p>				
Type of support	All grantholders	All non-EDA non-Variations grantholders	All EDA grantholders	All Variations grantholders
Base: all GS respondents who stated that their National Lottery COVID-19 Fund-related delivery was perceived to have better met the short-term basic needs of the beneficiaries	1,746	975	520	251
Food	<b>78%</b> (1362)	<b>81%</b> (789)	<b>72%</b> (375)	<b>79%</b> (198)
Toiletries and hygiene products	<b>55%</b> (964)	<b>58%</b> (565)	<b>48%</b> (251)	<b>59%</b> (148)
Essential household items (e.g. cleaning products)	<b>47%</b> (827)	<b>50%</b> (484)	<b>41%</b> (215)	<b>51%</b> (128)
Other	<b>32%</b> (563)	<b>29%</b> (280)	<b>37%</b> (190)	<b>37%</b> (93)
Clothing	<b>26%</b> (457)	<b>25%</b> (247)	<b>25%</b> (131)	<b>31%</b> (79)
Emergency cash grants	<b>14%</b> (239)	<b>12%</b> (113)	<b>16%</b> (83)	<b>17%</b> (43)
Accommodation	<b>11%</b> (197)	<b>9%</b> (90)	<b>15%</b> (79)	<b>11%</b> (28)
Don't know	<b>1%</b> (22)	<b>1%</b> (13)	<b>1%</b> (6)	<b>1%</b> (3)

Base: All GS respondents who stated that their National Lottery COVID-19 Fund-related delivery was perceived to have better met the short-term basic needs of the beneficiaries (1,746)

Source: Ipsos MORI Grantholder Survey

**Table B.3: Breakdown of the types of harm, violence or abuse that GS respondents perceived their support had been better protected from**

**You said that the funding resulted in people being better protected from harm, violence or abuse than they otherwise would have been.**

**Which, if any, of the following types of support did you offer to people at risk of harm, violence or abuse with the grant your organisation received from the grant?**

<b>Type of support</b>	All grantholders	All non-EDA non-Variations grantholders	All EDA grantholders	All Variations grantholders
Base: all GS respondents who stated that their National Lottery COVID-19 Fund-related delivery was perceived to have better protected the people they supported from harm, violence or abuse	730	369	246	115
Protection from domestic abuse	<b>69%</b> (504)	<b>66%</b> (242)	<b>75%</b> (184)	<b>68%</b> (78)
Protection from self-harm	<b>55%</b> (400)	<b>59%</b> (219)	<b>46%</b> (113)	<b>59%</b> (68)
Protection from child abuse	<b>30%</b> (221)	<b>31%</b> (116)	<b>26%</b> (65)	<b>35%</b> (40)
Protection from hate crime (including racial, homophobic, religious and / or disability-related abuse)	<b>28%</b> (207)	<b>26%</b> (95)	<b>33%</b> (80)	<b>28%</b> (32)
Other	<b>17%</b> (127)	<b>17%</b> (61)	<b>20%</b> (48)	<b>16%</b> (18)

Base: All GS respondents who stated that their National Lottery COVID-19 Fund-related delivery was perceived to have better protected the people they supported from harm, violence or abuse (730)

Source: Ipsos MORI Grantholder Survey

**Table B.4: Relationship between the type of activity delivered and the perceived outcomes (from the GS respondents) achieved by the beneficiaries supported by the grantholders**

Which, if any, of the following did your activities and support contribute towards?  By contribute towards, we mean things that were better than they otherwise would have been as a result of the specific activities and support funded through your grant.	Which, if any, of the following types of activity or support did your organisation deliver using the grant received from the grant?					
	All	We provided information, advice and signposting to other support	We provided personal and care services	We provided material and welfare support	We promoted social connections	We provided activities and support for education and learning
Base: all GS respondents who used the funding to adapt existing services, develop new services, or respond to an increase in demand during the Coronavirus pandemic	3,242	1,955	1,277	1,414	1,985	1,219
People's mental health and wellbeing was better	<b>85%</b> (2748)	<b>89%</b> (1731)	<b>94%</b> (1205)	<b>86%</b> (1216)	<b>91%</b> (1801)	<b>88%</b> (1074)
People felt less lonely	<b>78%</b> (2529)	<b>82%</b> (1612)	<b>88%</b> (1128)	<b>83%</b> (1174)	<b>90%</b> (1791)	<b>82%</b> (1004)
People were better able to respond to changing circumstances	<b>71%</b> (2291)	<b>81%</b> (1578)	<b>83%</b> (1057)	<b>74%</b> (1045)	<b>76%</b> (1514)	<b>74%</b> (906)
People had more social contact	<b>71%</b> (2312)	<b>76%</b> (1483)	<b>78%</b> (1001)	<b>73%</b> (1029)	<b>88%</b> (1742)	<b>81%</b> (989)
People's short-term basic needs were met better (e.g. financial, food, clothing, shelter) better	<b>50%</b> (1632)	<b>59%</b> (1147)	<b>48%</b> (607)	<b>86%</b> (1210)	<b>50%</b> (1000)	<b>46%</b> (559)
People developed better skills, strengths and assets	<b>54%</b> (1745)	<b>60%</b> (1171)	<b>62%</b> (792)	<b>47%</b> (671)	<b>63%</b> (1257)	<b>77%</b> (933)
People's physical health was better	<b>38%</b> (1243)	<b>39%</b> (758)	<b>45%</b> (572)	<b>45%</b> (640)	<b>43%</b> (847)	<b>42%</b> (509)
People were better supported to access the health care they needed	<b>36%</b> (1163)	<b>47%</b> (916)	<b>49%</b> (629)	<b>41%</b> (584)	<b>42%</b> (828)	<b>36%</b> (436)
People were better supported to access the social care services they needed	<b>35%</b> (1128)	<b>47%</b> (927)	<b>46%</b> (592)	<b>43%</b> (608)	<b>41%</b> (811)	<b>36%</b> (434)
Children and young people's education and development was better	<b>30%</b> (981)	<b>32%</b> (618)	<b>34%</b> (435)	<b>30%</b> (424)	<b>34%</b> (677)	<b>57%</b> (699)
People were better supported through bereavement or loss	<b>20%</b> (646)	<b>24%</b> (467)	<b>35%</b> (448)	<b>22%</b> (316)	<b>23%</b> (451)	<b>18%</b> (223)
People of all ages were better protected from harm, violence or abuse	<b>22%</b> (706)	<b>28%</b> (549)	<b>32%</b> (406)	<b>26%</b> (367)	<b>23%</b> (451)	<b>25%</b> (303)
People were better supported to die with dignity	<b>3%</b> (87)	<b>3%</b> (62)	<b>5%</b> (60)	<b>3%</b> (47)	<b>3%</b> (62)	<b>2%</b> (26)
None of the above	<b>1%</b> (29)	*	-	*	*	*
Don't know	*	*	-	*	*	*

Base: All GS respondents who used the funding to adapt existing services, develop new services, or respond to an increase in demand during the Coronavirus pandemic (3,242)

Source: Ipsos MORI Grantholder Survey

**Table B.5: Relationship between the delivery mode of support and the perceived outcomes (from the GS respondents) achieved by the beneficiaries supported by the grantholders**

Which, if any, of the following did your activities and support contribute towards?  By contribute towards, we mean things that were better than they otherwise would have been as a result of the specific activities and support funded through your grant.	Thinking now about the activities or support your organisation provided as a result of the grant received from the fund.						
	Were the activities or support offered:						
	All	By phone call	Via video calls/meetings	Face-to-face	By messaging (e.g. text messages, email or WhatsApp)	Via social media (e.g. Facebook or Twitter)	Through written advice or materials, including on websites
Base: all GS respondents who who used the funding to adapt existing services, develop new services, or respond to an increase in demand	3,242	2,308	2,124	1,897	1,804	1,650	1,699
People's mental health and wellbeing was better	<b>85%</b> (2748)	<b>89%</b> (2064)	<b>89%</b> (1889)	<b>88%</b> (1677)	<b>90%</b> (1619)	<b>90%</b> (1480)	<b>88%</b> (1489)
People felt less lonely	<b>78%</b> (2529)	<b>84%</b> (1937)	<b>83%</b> (1764)	<b>83%</b> (1572)	<b>85%</b> (1529)	<b>86%</b> (1427)	<b>82%</b> (1386)
People had more social contact	<b>71%</b> (2312)	<b>75%</b> (1724)	<b>77%</b> (1633)	<b>77%</b> (1453)	<b>78%</b> (1400)	<b>81%</b> (1334)	<b>75%</b> (1275)
People were better able to respond to changing circumstances	<b>71%</b> (2291)	<b>78%</b> (1811)	<b>79%</b> (1669)	<b>73%</b> (1386)	<b>80%</b> (1438)	<b>77%</b> (1275)	<b>79%</b> (1345)
People's short-term basic needs were met better (e.g. financial, food, clothing, shelter) better	<b>50%</b> (1632)	<b>56%</b> (1304)	<b>46%</b> (986)	<b>61%</b> (1156)	<b>57%</b> (1034)	<b>53%</b> (870)	<b>52%</b> (889)
People developed better skills, strengths and assets	<b>54%</b> (1745)	<b>56%</b> (1302)	<b>65%</b> (1382)	<b>54%</b> (1021)	<b>61%</b> (1103)	<b>62%</b> (1018)	<b>63%</b> (1069)
People's physical health was better	<b>38%</b> (1243)	<b>39%</b> (910)	<b>38%</b> (812)	<b>45%</b> (862)	<b>41%</b> (746)	<b>43%</b> (715)	<b>40%</b> (676)
People were better supported to access the health care they needed	<b>36%</b> (1163)	<b>44%</b> (1017)	<b>41%</b> (879)	<b>39%</b> (744)	<b>46%</b> (824)	<b>42%</b> (690)	<b>44%</b> (741)
People were better supported to access the social care services they needed	<b>35%</b> (1128)	<b>43%</b> (991)	<b>40%</b> (848)	<b>39%</b> (733)	<b>45%</b> (803)	<b>40%</b> (656)	<b>42%</b> (714)
Children and young people's education and development was better	<b>30%</b> (981)	<b>30%</b> (685)	<b>34%</b> (729)	<b>33%</b> (632)	<b>34%</b> (614)	<b>36%</b> (602)	<b>34%</b> (578)
People of all ages were better protected from harm, violence or abuse	<b>22%</b> (706)	<b>27%</b> (618)	<b>26%</b> (554)	<b>25%</b> (481)	<b>28%</b> (508)	<b>24%</b> (401)	<b>25%</b> (418)
People were better supported through bereavement or loss	<b>20%</b> (646)	<b>25%</b> (582)	<b>24%</b> (509)	<b>21%</b> (406)	<b>25%</b> (445)	<b>23%</b> (381)	<b>24%</b> (401)
People were better supported to die with dignity	<b>3%</b> (87)	<b>3%</b> (78)	<b>3%</b> (69)	<b>3%</b> (61)	<b>3%</b> (57)	<b>3%</b> (48)	<b>3%</b> (56)

None of the above	<b>1%</b> (29)	*	*	*	*	*	<b>1%</b> (10)
Don't know	*	*	*	*	*	*	*
	(11)	(2)	(3)	(3)	(2)	(2)	(3)

Base: All GS respondents who used the funding to adapt existing services, develop new services, or respond to an increase in demand during the Coronavirus pandemic (3,242)

Source: Ipsos MORI Grantholder Survey

# Annex C: Evaluation Taxonomy

## Purpose and development of the taxonomy

The National Lottery COVID-19 Fund was used to support nearly 7,000 civil society organisations, which differ in characteristics including their scale, composition, geographical coverage, and financial health. Grantholders delivered a broad range of services and support to diverse groups of people and communities in different contexts. The evaluation therefore required a means of segmenting the programme to make sense of its scale and heterogeneity.

A taxonomy was developed to aid the design of the CCSF evaluation and was replicated in the National Lottery COVID-19 Fund evaluation. It was used to inform the analytical framework for the evaluation.

## Taxonomy

The table overleaf sets out the evaluation taxonomy with seven segments covering:

- Type of organisation (and lived experience of leadership)
- Geography/location
- Proportion of grant size to scale of organisation (Amount awarded / Income)
- Purpose of funding
- Potential people and communities supported
- Type of support/service provided, delivery model, nature of intended change
- Intended outcomes

The taxonomy notes where data was available in the GMS as well as where new categories were proposed by the evaluation team.

Segment/grouping	Potential breakdown	
1a. Type of organisation 1b. Lived experience of organisational leadership	<i>As per the GMS coding, all codes mutually exclusive:</i> <ul style="list-style-type: none"> <li>▪ Not for profit company</li> <li>▪ Registered charity (unincorporated)</li> <li>▪ Charitable incorporated organisation</li> <li>▪ Registered Charity and Not for profit Company</li> <li>▪ Community Interest Company</li> <li>▪ Unregistered voluntary or community organisation</li> <li>▪ Faith organisation</li> <li>▪ Other</li> </ul>	<i>As per the GMS:</i> <ul style="list-style-type: none"> <li>▪ Percentage of the organisational leadership (e.g. senior management team, board, committee) that has lived experience of the issues the organisation is trying to address</li> </ul>
2. Geography/location	<ul style="list-style-type: none"> <li>▪ Category 1: Government Office Region – <i>collected from GMS data linking with ONS geospatial data</i></li> <li>▪ Category 2: Local Authority – <i>as per the GMS coding</i></li> </ul>	<i>Additional categories:</i> <ul style="list-style-type: none"> <li>▪ Level of deprivation (using IMD) – <i>collected from GMS data linking with ONS geospatial data</i></li> <li>▪ Rural, urban and coastal communities – <i>need to explore source</i></li> </ul>
3a. Income 3b. Scale/size of grant 3c. Proportion of grant size to scale of organisation = Amount awarded / Income) <i>Contains multiple categories to enable development of intensity of support segment</i>	<i>Income (using NCVO categorisation), all codes mutually exclusive:</i> <ul style="list-style-type: none"> <li>▪ Micro (less than £10,000)</li> <li>▪ Small (£10,000 to £100,000)</li> <li>▪ Medium (£100,000 to £1mn)</li> <li>▪ Large (£1mn to £10mn)</li> <li>▪ Major (£10mn to £100mn)</li> <li>▪ Super-Major (more than £100mn)</li> </ul>	<i>Amount awarded – align with National Lottery COVID-19 Fund decision making process and all codes mutually exclusive:</i> Simple <ul style="list-style-type: none"> <li>▪ £0-£10,000</li> </ul> Standard <ul style="list-style-type: none"> <li>▪ £10,001 - £50,000</li> <li>▪ £50,001 - £100,000</li> <li>▪ £100,001 - £300,00</li> <li>▪ &gt;£300,000</li> </ul>
4. Purpose of funding	<i>Current GMS coding, codes not mutually exclusive:</i> <ul style="list-style-type: none"> <li>▪ (A) Funding will deliver activities specifically aimed to support communities through the COVID-19 crisis</li> <li>▪ (B) Funding will overcome any immediate liquidity or staffing issues caused by the COVID-19 crisis</li> </ul>	<i>Our suggestion (to more effectively align with evaluation hypotheses), codes not mutually exclusive:</i> <ul style="list-style-type: none"> <li>▪ (A) Funding will overcome any immediate liquidity issues or staffing issues caused by the COVID-19 crisis</li> <li>▪ (B) Funding will deliver activities specifically aimed to meet increased demand for their services as a result of COVID-19</li> <li>▪ (B) Funding will deliver activities specifically aimed at adapting delivery models that are inconsistent with COVID-19 restrictions</li> </ul>
Segment/grouping	Potential breakdown	

5. Potential people and communities supported	<p><i>Categories developed by the evaluation team, codes not mutually exclusive:</i></p> <ul style="list-style-type: none"> <li>▪ <b>Black, Asian and Minority Ethnic (BAME) communities</b></li> <li>▪ <b>LGBTQ+</b></li> <li>▪ <b>People with a long-standing illness or disability (including people with long-term health conditions)</b></li> <li>▪ <b>Children (early years and primary age and their families)</b></li> <li>▪ <b>Young people (12-25 yrs)</b></li> <li>▪ <b>Older people</b></li> <li>▪ <b>People at greater risk of domestic abuse e.g. women and children</b></li> <li>▪ People and families who face financial hardship</li> <li>▪ Homeless people</li> <li>▪ Asylum seekers and/or refugees</li> <li>▪ People dealing with substance misuse</li> <li>▪ People at end of life and their families</li> <li>▪ People with mental health conditions</li> <li>▪ <b>Carers and those supporting the people above</b></li> <li>▪ Other</li> </ul> <p><i>Categories highlighted in bold are available from GMS.</i></p>		
6a. Type of support/service provided 6b. Delivery model 6c. Nature of intended change	<p><i>Categories developed by the evaluation team, codes not mutually exclusive:</i></p> <ul style="list-style-type: none"> <li>▪ Provide information, advice &amp; signposting to other support</li> <li>▪ Provide personal and care services (for example, mentoring, counselling, psychological therapy, self-help groups, health provision, medical care, bereavement support)</li> <li>▪ Provide material and welfare support (for example, support packages, household items, food, emergency accommodation)</li> <li>▪ Promote social connections (for example, through community support networks, community activities / events, community forums, peer groups and befriending)</li> <li>▪ Provide activities and support for education and learning (for example, support with home learning and educational materials)</li> <li>▪ Other</li> </ul>	<p><i>Categories developed by the evaluation team, codes not mutually exclusive:</i></p> <ul style="list-style-type: none"> <li>▪ Face-to-face</li> <li>▪ By phone call</li> <li>▪ By messaging (e.g. text messages or WhatsApp)</li> <li>▪ Via video calls/meetings</li> <li>▪ Through written advice or materials, including on websites</li> <li>▪ In another way</li> </ul>	<p><i>Categories developed by the evaluation team, codes not mutually exclusive:</i></p> <ul style="list-style-type: none"> <li>▪ Increase capacity to do more of what you do already (e.g. recruit / retain more people)</li> <li>▪ Work to reach new people (e.g. outreach / marketing / removing barriers to access services / support)</li> <li>▪ Improve the quality of what you already do (e.g. hire better equipment, improve facilities or invest in training for volunteers or staff)</li> <li>▪ Begin new activities (e.g. starting a new community scheme)</li> <li>▪ Adapt to deliver activities online (e.g. provision of training / technical / digital equipment to remove barriers to access of services / support)</li> <li>▪ Enable collaboration between organisations to tackle an issue</li> <li>▪ Other</li> </ul>
Segment/grouping	Potential breakdown		

## 7. Intended outcomes/ impacts

*Categories developed by the evaluation team, codes not mutually exclusive:*

- People were better **supported to access the health care** they needed
- People were better **supported to access the social care services** they needed
- People were better **supported to die with dignity**
- People were better **supported through bereavement or loss**
- People's **physical health** was better
- People's **short-term basic needs** were met (e.g. financial, food, clothing, shelter) better
- People had more **social contact**
- People felt **less lonely**
- People of all ages were better **protected from harm, violence or abuse**
- Children and young people's **education and development** was better
- People's **mental health and wellbeing** was better
- People developed better **skills, strengths and assets**
- People were better able to **respond to changing circumstances**

*These are measured in terms of the funding contributing towards each outcome, with grant holders reflecting on whether these things were better than they otherwise would have been as a result of the specific activities and support funded.*

# Our standards and accreditations

Ipsos MORI's standards and accreditations provide our clients with the peace of mind that they can always depend on us to deliver reliable, sustainable findings. Our focus on quality and continuous improvement means we have embedded a "right first time" approach throughout our organisation.



## ISO 20252

This is the international market research specific standard that supersedes BS 7911/MRQSA and incorporates IQCS (Interviewer Quality Control Scheme). It covers the five stages of a Market Research project. Ipsos MORI was the first company in the world to gain this accreditation.



## Market Research Society (MRS) Company Partnership

By being an MRS Company Partner, Ipsos MORI endorses and supports the core MRS brand values of professionalism, research excellence and business effectiveness, and commits to comply with the MRS Code of Conduct throughout the organisation. We were the first company to sign up to the requirements and self-regulation of the MRS Code. More than 350 companies have followed our lead.



## ISO 9001

This is the international general company standard with a focus on continual improvement through quality management systems. In 1994, we became one of the early adopters of the ISO 9001 business standard.



## ISO 27001

This is the international standard for information security, designed to ensure the selection of adequate and proportionate security controls. Ipsos MORI was the first research company in the UK to be awarded this in August 2008.



## The UK General Data Protection Regulation (GDPR) and the UK Data Protection Act (DPA) 2018

Ipsos MORI is required to comply with the UK GDPR and the UK DPA. It covers the processing of personal data and the protection of privacy.



## HMG Cyber Essentials

This is a government-backed scheme and a key deliverable of the UK's National Cyber Security Programme. Ipsos MORI was assessment-validated for Cyber Essentials certification in 2016. Cyber Essentials defines a set of controls which, when properly implemented, provide organisations with basic protection from the most prevalent forms of threat coming from the internet.



## Fair Data

Ipsos MORI is signed up as a "Fair Data" company, agreeing to adhere to 10 core principles. The principles support and complement other standards such as ISOs, and the requirements of Data Protection legislation.

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