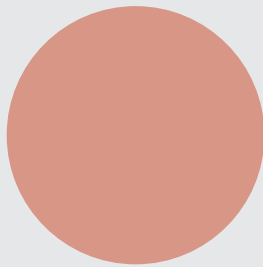


# Middlesbrough, Redcar & Cleveland Covid-19 Impact Report

## The Voluntary, Community, Faith & Social Enterprise Sector

### April 2021



Report by



Report for



Funded by



In partnership with THE NATIONAL LOTTERY COMMUNITY FUND

## About this report

Together Middlesbrough & Cleveland in recognising the magnificent resilience and positive responses from many faith communities and civil society groups locally to the continuing Covid-19 pandemic resolved to commission *Civil Society Consulting CIC* to produce this snapshot report to begin the process of assessing the impact of Covid-19 on the sector across its area of benefit: Middlesbrough, Redcar and Cleveland.

The charity wanted to deepen its understanding of the increasing impact of the pandemic - and associated community stories - on local organisations and the communities they serve. Like other local stakeholders, charity managers already had a strong sense - through their abundant networks - about some of the many amazing individuals, community, church and faith groups which had stepped up in these most challenging times offering much-needed community-based solutions and addressing people's emergency needs for food, social connection, wellbeing and other social support.

In seeking to expand this collective knowledge the charity wanted to directly hear more from the sector about the latest responses and continuing impact resulting – with a particular focus on vulnerable communities and ethnic minority organisations - from the many months of tough Tier 4 and then the renewed national lockdown Covid restrictions: throughout the latter part of 2020 through to Spring 2021:

**A separate detailed report has been produced examining the impact of Covid-19 on organisations supporting ethnic minority communities in Middlesbrough and Redcar & Cleveland. It captures their responses, main obstacles, and stories of resilience, as well as ideas to address local challenges.**

Based on the results of this report, the aim is to further co-produce an action plan to underpin sector recovery and sustainability: **Recovery for All**. To build on its recent strong performance in tackling food poverty and reducing loneliness, Together Middlesbrough & Cleveland is committed to continuing to provide a platform and co-ordination function for faith communities and civil society to enable all local organisations to join forces to address local challenges, develop initiatives, share good practice and showcase the multifold organisational and community successes.

With external financial support from the Government's Coronavirus Community Support Fund (National Lottery), the team designed this community engagement and social action research project, including an online survey to get the views and input of as many local people and communities as possible, and one-to-one interviews with faith, community and charity leaders.

Thus, the report reflects the recent Covid-19 related experiences, views and concerns of more than 40 'frontline' local voluntary, community, faith and social enterprise organisations; and assesses impacts on their work programmes, incomes, staff and volunteer teams and organisational infrastructure.

***“ The Coronavirus crisis continues to challenge us all. Locally, we have seen how well communities have come together showings us all what we can do to help each other through the pandemic.***

***It brings out the best in people and within faith communities and wider civil society - and many community solutions have been found during lockdown – we need to build further on this. Our charity has increased its activities to tackle child poverty and reduce social isolation all made that much worse by the crisis.***

***We now know that even more needs to be done so that together we can get through the pandemic and start to embrace recovery.***

***I am really delighted to see how many of you participated in this community engagement and research project to then help us all design further solutions and responses.”***



*+ Paul Whitty*

- The Right Reverend Paul Ferguson,  
Bishop of Whitby and Chairman of  
Together Middlesbrough & Cleveland

**PLEASE NOTE:** In this Survey Snapshot section we have not amended or altered the comments made by local people, groups and organisations. **We believe that the views and opinions of respondents speak loudly for themselves.** We have simply corrected spelling errors and omitted repetition.

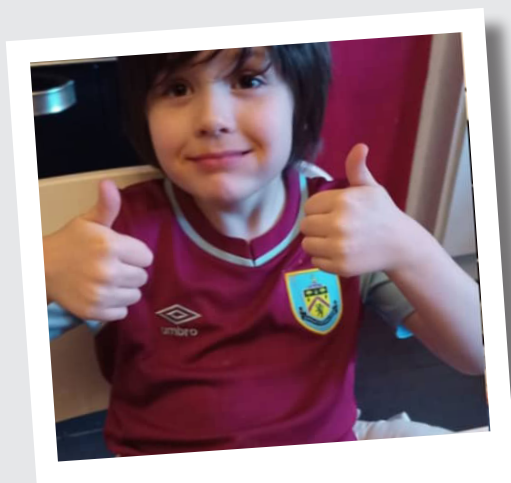
### **Survey respondents & Interview participants:**

Tees Valley Rural Action - Brookfield, Station & Hilton Plurality CoE - Iranian Community North East - FASD Network UK - Holistic Wellbeing - My Sisters Place - Saabat Gallery CIC - The Bungalow Partnership - Teesside Ability Support Centre - The Friends of Fairy Dell - Positive Strokes, Middlesbrough - North East Help Link Trust - All Saints Church Middlesbrough - Halo Project - 27th Middlesbrough Scouts - The Salvation Army - ARCH Teesside - Liverton Parochial Church Council - Tees Valley Nature Partnership - Coulby Newham Baptist Church - MFC Foundation - Hope Church East Cleveland - Redcar & Eston School Sport Partnership CIC - St Mary's Nunthorpe - Guisborough Bridge Association - Investing in People and Culture (IPC) - North of England Refugee Service - Cleveland Police Community Engagement Team - St Cuthberts in Coulby Newham - Redcar & Cleveland Voluntary Development Agency - All Nations Church - Middlesbrough Environment City - Amal Project Teesside – Together Middlesbrough & Cleveland – Methodist Asylum Project – Ubuntu Multi-Cultural Centre CIC – Open Doors – Newport Community Hub – LINX Youth Project – Streets Ahead for Information



# CONTENTS

- 1. Summary & Findings**
- 2. Civil Society Responses, Resilience & Collaboration**
- 3. Survey Snapshot - the Impact of Covid-19 on civil society & faith-based organisations**



# 1. Summary & Findings

The survey and allied community engagement exercise secured the participation of a representative cross section of 40 frontline civil society and faith-based organisations, many involved in delivering emergency food support and other poverty relief, mutual aid and general community support including befriending, advice and help with homelessness (pages 8-9).

It is estimated that collectively they provide support to more than 43,000 local beneficiaries, and employ some 272 people, and involve 576 volunteers. Almost a quarter of all organisations responding have no paid staff, and 58% have small staff teams of less than three or none at all.

From all the faith-based and civil society organisations that responded to the survey we learn that:

- 58% have experienced an increase in the demand for their services (this is much higher than other national Covid studies assessing impact on the sector), with 20% reporting a decrease in demand – as nationally this significant rise in demand for services, especially for those in the areas of mental health, food and poverty relief, is coupled with a substantial drop in organisational incomes, as donations dry up, faith communities have been restricted in their collections and charity shops have been forced to close
- 82% have been compelled to cancel or postpone some of their activities and events – core service delivery has been seriously undermined for 41% of organisations
- 42% have less than six months of organisational reserves, and 18% of which are less than three months – despite this financial precarity only 6% consider it likely that their organisation will close as a result of Covid-19 (this is in line with national findings).

However, there is a very real need for unrestricted core funding investment into many organisations, and to provide this quickly to underpin the sector's recovery and long-term sustainability. There are profound concerns about the detrimental financial impact of the pandemic on the sector in the short term and going forward (pages 17-19) – 47% report needing to raise more than £10,000 this year, with just under a third (29%) saying that they had to raise between £50-150,000 to stay afloat

- The majority of organisations have been using creativity and ingenuity in their responses to all the challenges presented by the pandemic, and therefore adapting and 'pivoting' their service delivery models and moving face-to-face services online (pages 11-12). Three-quarters report new provision of virtual events, activities and related training
- There is clear and unambiguous evidence of the Covid-19 crisis having effectively accelerated a digital transformation, with organisations reporting an increase in delivering their support in a flexible and highly responsive way – 47% have invested in new IT tools allowing for new ways of working and 65% have introduced new extensive remote ways (homeworking) for their staff.

As the snapshot survey took place under the most recent lockdown phase it is apparent that many felt much better prepared than during the previous March/April 2020 lockdown, which for many came as a shock requiring dramatic and highly challenging transformation of working practices. Many reported feeling better prepared, resilient and in position to more effectively cope with the crisis

- One third have furloughed their staff, but none reported laying off any of their staff (interventions designed to retain sector jobs – may at this stage – have been largely effective)
- Almost half have reduced volunteer numbers in response to the crisis, and one in 10 report reduced capacity due to staff having to themselves shield and self-isolate

- Just under one third of organisations have successfully secured Covid-19 emergency related funding, for example, from the National Lottery; whilst a quarter report success with their requests to current funders for flexibility on grant spending. A fifth have received emergency financial support from Middlesbrough and Redcar & Cleveland Councils
- Strong evidence of effective working together and partnership between organisations and also with their local Council/s, resulting in a robust community response and spirit (page 21), with many believing that this requires further encouragement and support
- Concerns that mutual aid and bespoke support, particularly focused on maintaining social connections, loneliness reduction, mental health and wellbeing, should be further strengthened for highly vulnerable groups and socially isolated individuals – both older and young people, family carers, those from ethnically diverse backgrounds including refugees – and focusing on these challenging set of social needs (pages 22-23).

In conversations, respondents have said that they believe the crisis may bring a new era of communal support, localism and solidarity – and have been keen to see the development of infrastructure support to nurture and sustain this. Covid-19 – the perceived ‘common enemy’ has encouraged people to look beyond the past differences and foster community cohesion and overcome the negative poverty stereotypes of the locality

- That the effective adaptation and resilience of the wider civil society and faith sector in the area has ensured the emergence of a strong platform for the rebuilding and restructuring phase, with recovery very much in people’s minds and organisational strategies’ agendas – this allows for the generation of new initiatives and a firmer, more diverse, infrastructure of support network – one that cuts across the faith-based and more generalist civil society. Very strong delivery of emergency food support and other recovery focused programmes has ensured, that for many respondents as we again come out of national lockdown and restrictions, Together Middlesbrough & Cleveland is very well placed to lead collaboratively in this rebuilding and recovery phase.

### **3. Civil Society Responses, Resilience & Collaboration**

Civil society and faith organisations in Middlesbrough, Redcar & Cleveland have worked incredibly hard to respond to the pandemic over the last year, making sure that vulnerable people and communities are reached, support offered and that the grinding social isolation experienced by so many during the lockdown is reduced as much as possible. Practical needs have been addressed as much as possible – and this within a context of severe social deprivation, health inequalities and very high – if not some of the highest in the UK - levels of Covid-19.

To supplement survey results and in conversations with faith and civil society leaders – including those leading organisations serving ethnically diverse communities as part of the accompanying reporting to Together Middlesbrough & Cleveland – it is remarkable how the pandemic appears to have had a unifying impact, with local civil society and faith organisations reporting an uplift in community spirit and the feeling of having a stronger sense of belonging in their local communities. Responses have been resilient and energetic. Interestingly, this accords with latest research from the National Lottery Community Fund, which found that this could be a watershed moment for community spirit more generally, with almost half (48%) of survey respondents thinking that community spirit will be better in the long-run following the pandemic. Just 13% think it won’t be. The question then is one of how this renewed community spirit can be best be harnessed during the recovery phase starting in Spring 2021?

From discussions and the survey results, we see how much faith communities and many smaller civil society organisations locally have been engaged in 'under the radar' independent social action and provided critically important social support. Many smaller organisations have rallied, with noticeable outreach activity and collaboration by many faith-based organisations especially those linked with emergency food provision for the most socially disadvantaged residents (often with the most complex social needs and presenting issues) and a community spirit underpinned by inter-faith ethos and a renewed sense of camaraderie, and that in some ways the pandemic has brought a sense of community renewal with community spirit having previously been seen as somewhat 'splintered and fragmented'. Collaboration around emergency food support between Cleveland Police and groups established to better serve people and communities from ethnically diverse backgrounds is especially noteworthy.

Many frontline service providers adapted provision and ensured that they could continue to provide support to the most hard and seldom-served residents, being highly flexible and innovative – street walks, walks in the park and Kindle book clubs were mentioned. The sharing of information was noticeable and respondents said that better partnership working between different agencies, often effectively co-ordinated by the Council/s, was a real boost to civil society sector provision, often 'shining a light' on what the sector did best and demonstrating its most person-centred approaches – to reach older isolated residents, those experiencing intense loneliness, asylum seekers, excluded and often transient migrant communities and those engaged in the night economy. From a sector perspective these findings are noteworthy as the area is one of high deprivation and has a high concentration of so-called 'left-behind' wards (for examples, Grangetown in Redcar; North Ormesby, Hemlington, Brambles & Thorntree amongst others in Middlesbrough) where poor connectivity, including digital connectivity, and the paucity of engaged and active communities is often reported – possibly at times erroneously - as pronounced.

With the first lockdown in Spring 2020, we all witnessed a surge in community action and people responding in a highly positive and energised way. Many in the faith and civil society sector changed quickly how they operated, including by digitising their services and method of delivery. No more so in Middlesbrough, Redcar & Cleveland where the sector steps up to the mark and embedded digital ways of working. The sector has courageously tried to fill the gaps created by social distancing restrictions through a variety of innovative and creative digital approaches, including online and telephone befriending schemes (including by Together Middlesbrough & Cleveland), helplines and remote support groups. Streets Ahead for People pioneered a virtual Kindle Book Club as mentioned above.

Smaller organisations, charities and faith-based groups have played a key role in supporting people and communities throughout the pandemic providing person-centred and collaborative mutual aid (often this has been guided and complemented by Middlesbrough Council and the Mayor – this was mentioned by many in discussions). They also have been able to focus and concentrate on addressing people's four main areas of pressing need: access to food; social isolation and loneliness; public health and Covid-related information; mental health and wellbeing. This is all evidenced by several respondents and those interviewed, who would concur with the findings of another recent report '*The Value of Small in a Big Crisis*' which reported that small charities, faith communities and civil society groups responded effectively because they are distinctive in who they serve, how they carry out their work, and the role they play in their communities. The report, commissioned by Lloyds Bank Foundation, found that small, medium and local charities, faith and civil society groups, those with an income of between £10,000 and £1m, "showed up and stuck around". These type of organisations – of which there is an abundance of in Middlesbrough, Redcar & Cleveland - used their position of trust within communities to support people throughout the crisis, and as smaller charities, faith and civil society groups responded quickly and flexibly by adapting their provision in response to new and emerging needs and circumstances over time. Recovery for all, will now require a concerted and collaborative endeavour to build on the findings of this snapshot survey and community engagement exercise to ensure these positive outcomes arising from the pandemic are not dissipated.

## 2. Survey Snapshot – What Local People, Civil Society & Faith-Based Organisations Said In The On-Line Survey

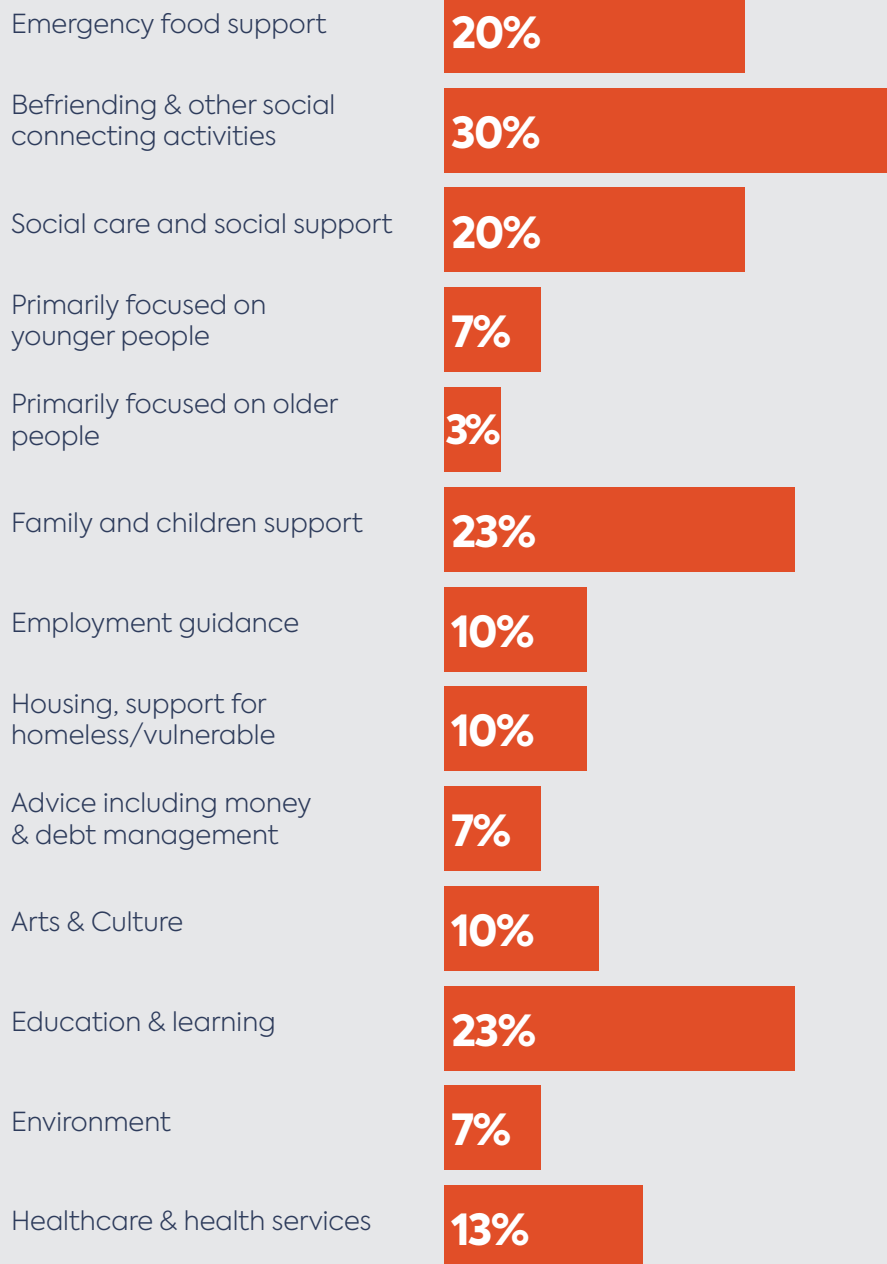
### Who participated in assessing the impact of Covid-19 on the faith and civil society sector locally?

From the 34 organisations responding to the on-line Covid-19 impact survey they said that they are engaged in the provision of a wide range of services and activities including:

CHURCH - WORSHIP, PRAYER, COMMUNITY OUTREACH INFRASTRUCTURE, INFORMATION, ADVICE AND GUIDANCE  
PROVIDING SUPPORT AND ADVICE TO REFUGEES AND ASYLUM SEEKERS  
PROVIDING INFORMATION, TRAINING AND SUPPORT TO FAMILIES AFFECTED BY FASD AND CONSULTANCY AND TRAINING TO PRACTITIONERS  
HOLISTIC WELLBEING & COMMUNITY ACTION ADVOCACY AND SUPPORT  
ARTS AND CULTURE THERAPEUTIC AND EMOTIONAL WELLBEING SUPPORT  
MENTAL HEALTH & ADDICTIONS DAY SERVICES FOR ADULTS WITH DISABILITIES  
OUTDOOR ACTIVITIES LIKE GARDENING, SPORTS, FAMILY FUN, AND MUCH ELSE  
HELPING PEOPLE WHO HAVE HAD STROKES AND THEIR CARERS MOBILE SOUP KITCHENS IN MIDDLESBROUGH, DARLINGTON, NEWCASTLE  
SUPPORTING VICTIMS OF DOMESTIC ABUSE YOUTH WORK, OUTDOOR ACTIVITIES, SKILLS FOR LIFE  
HOMELESS DROP IN; FINANCIAL SUPPORT, FOOD BANK SUPPORT  
SPECIALIST SEXUAL VIOLENCE SERVICE - DELIVERING INDEPENDENT ADVOCACY THROUGH A TEAM OF INDEPENDENT SEXUAL VIOLENCE ADVISORS, TRAUMA INFORMED THERAPEUTIC SUPPORT, PRACTICAL AND EMOTIONAL SUPPORT AND GROUP WORK PROGRAMMES.  
MAINTAINING AND GROWING A CHURCH COMMUNITY IN LIVERTON & LIVERTON MINE  
WE WORK AT BOTH STRATEGIC AND COMMUNITY LEVEL TO PUT NATURE FIRST IN TEES VALLEY. OUR STRATEGIC WORK WITH POLICY MAKERS AND INFLUENCERS ENSURES THAT NATURE'S WELLBEING IS AT THE HEART OF DECISION MAKING REGIONALLY AND NATIONALLY. OUR WORK WITH COMMUNITY GROUPS HELPS THEM TO THRIVE AND GIVES THEM A FORUM TO SHARE THOUGHTS, IDEAS AND BEST PRACTICE. WE ALSO REPRESENT THEM, GETTING THEIR VOICE HEARD AND UNDERSTOOD BY THOSE CREATING THE POLICIES THAT IMPACT NATURE IN TEES VALLEY  
CHRISTIAN WORSHIP AND COMMUNITY DEVELOPMENT YOUTH ACTIVITIES, FAMILY SUPPORT, CHURCH  
PHYSICAL ACTIVITY, SPORT AND PE IN SCHOOLS  
SUPPORTING THE LOCAL COMMUNITY OF ALL AGES THROUGH FOODBANKS, MEALS FOR ELDERLY, HOLIDAY CLUBS AND YOUTH PROJECTS PLUS PARENT SUPPORT. SOCIAL AND ECONOMIC INCLUSION OF NEW AND EMERGING COMMUNITIES INCLUDING ASYLUM SEEKERS AND REFUGEES  
TO UPHOLD THE LAW FAIRLY AND FIRMLY, TO PREVENT CRIME, TO PURSUE AND BRING TO JUSTICE THOSE WHO BREAK THE LAW; TO KEEP THE QUEENS PEACE; HELP REASSURE THE COMMUNITY.  
VOLUNTEERING, ORGANISATIONAL SUPPORT PROMOTION OF RELIGION, SUPPORT FOR VULNERABLE, COMMUNITY COHESION  
COMMUNITY ENGAGEMENT IN ENVIRONMENTAL SUSTAINABILITY  
PROVIDE TAILORED FOOD HAMPERS TO BAME FAMILIES, WHICH HAVE BEEN IDENTIFIED BY LOCAL SCHOOLS INCLUDING SURPLUS ITEMS TO REDUCE FOOD WASTE.  
SHARE ACTIVITIES AND RESOURCES WITH FAMILIES AND LOCAL SCHOOLS



## A significant number said that their activities were spread over many areas of work:



Between them they employ

**272** people

and have

**576** volunteers



**23%** have no paid staff. **35%** have between one and three employees =

**58%** have small staff teams of less than three or none at all.

There are at least

**42,828**

beneficiaries served by survey respondent organisations

Two thirds

**65%** have their own building or lease premises to provide their services – the other third are occasional users



More than half

**55%** are not faith based organisations, of those that are only one responding is Muslim and **38%** report as Christian

# Your reserves - how long will they allow you to continue running your organisation:



**58%** of organisations experienced an increase in demand for their support during the pandemic; and a further 18% reported no change.

**58% OF ORGS**  
HAVE SEEN AN INCREASE IN DEMAND

**20% OF ORGS**

HAVE SEEN A DECREASE



## In operational terms what changes have been made to the way you deliver your services to the community since COVID-19?

ON-LINE STREAMING OF SERVICE AND MEETINGS VIA ZOOM. COVID SAFE WORSHIP SO REDUCED NUMBERS. MANY ACTIVITIES HAVE HAD TO CEASE FOR NOW, WHICH WERE COMMUNITY BASED, SUCH AS THE MEALS AT HILTON AND THE TODDLER GROUP AT STANTON AND BROOKFIELD COMMUNITY TRANSPORT HAS BEEN MOTHBALLED. OTHER SERVICES ARE BEING PROVIDED VIA THE ZOOM ONLINE PLATFORM

**WE HAVE STOPPED ALL OF OUR FACE-TO-FACE APPOINTMENTS AND DROP-INS. WE SERVE OUR CLIENTS BY TELEPHONE, SOCIAL MEDIA AND ONLINE ZOOM MEETING**  
WE HAVE PUT SOME SUPPORT AND TRAINING ONLINE BUT LACK TECHNICAL EXPERTISE TO DO MORE MOSTLY NOW ONLINE **REMOTE WORKING RATHER THAN FACE TO FACE SUPPORT**  
ONLINE AND VIRTUAL UTILISING VIRTUAL SUPPORT AS WELL AS FACE TO FACE SUPPORT

**WE HAVE LESS USERS AND ARE OPERATING IN BUBBLES FORCED TO HALT BY MAYOR. THEN LIMITED BY DISTANCING GUIDANCE**

**WE C A N N O T M E E T**

**WE HAVE NOT RUN ANY OF OUR KITCHENS SINCE MARCH BUT HAVE BEEN ABLE TO ASSIST OTHER SERVICES FROM OUR STOCKS OF TINNED FOOD, HYGIENE ITEMS, SOCKS, HATS, SCARVES AND GLOVES**

**REDUCED NUMBERS, LESS SERVICES AND FUNCTIONS POSSIBLE LESS FACE TO FACE CONTACT**

**WE COULD NO LONGER MEET FACE-TO-FACE, SO NO MEETINGS OR CAMPS. WE MANAGED TO USE ZOOM A LOT, AS WELL AS SETTING CHALLENGES OVER SOCIAL MEDIA. WE CAN NOW MEET UP AGAIN, BUT WITH A LOT OF RESTRICTIONS SO SOME MEMBERS DO NOT WANT TO PARTICIPATE**  
**REDUCED VOLUNTEER STAFFING. HOMELESS DROP-IN NOW A TAKE AWAY SERVICE. LARGE INCREASE IN FOOD POVERTY SUPPORT**

**MOVED FACE-TO-FACE SUPPORT TO ONLINE AND TELEPHONE SESSIONS DURING THE FIRST LOCKDOWN. OFFICES NOW OPEN WITH ROTA SYSTEM AND REDUCED ACCESS TO THE BUILDING SO FEWER CLIENT APPOINTMENTS OFFERED FROM THE PREMISES**

**THE YOUTH AND ADULT WORK HAS BEEN SUSPENDED; VERY FEW CHURCH SERVICES WITH NUMBERS RESTRICTED TO 10; PAPER-BASED MATERIAL CIRCULATED WEEKLY; FACEBOOK TO 'DELIVER' SERVICES; APCM VIA A 'CHAT ROOM' SERVICE**

**THE FOCUS HAS CHANGED REVOLVE MORE AROUND ONLINE COMMUNICATION AND SOCIAL MEDIA. WHILST THIS HAS WORKED WELL IN SOME RESPECTS WITH SUCCESSFUL ONLINE EVENTS AND ENGAGEMENT, SOME ENGAGEMENT, PARTICULARLY WITH OUR GRANT RECIPIENTS HAS HAD TO BE PUT ON HOLD**

**HOSPITALITY WORK HAS STOPPED, FOODBANK HAS INCREASED, COMMUNITY WORK HAS GONE ONLINE OR TO DELIVERY**

**WE HAVE CHANGED OUR EFFORTS TO PRACTICALLY SUPPORT OUR COMMUNITIES WITH EMERGENCY FOOD**  
**REMOTE CONTACT, COLLECTION OF RESOURCES RATHER WHEN FACE TO FACE**

**WE HAVE BEEN FORCED TO WORK VIRTUALLY THE BEST WE CAN SHIFT TO ONLINE SERVICES. MANY ACTIVITIES CANCELLED**

**MORE ONLINE AND 'SOCIALLY DISTANCED' WORK WITH SOME PROJECTS IN ABEYANCE [FACE-TO-FACE WORK WITH ELDERLY PARTICULARLY] BUT MORE FOODBANK WORK + PRESCRIPTIONS/SHOPPING AND MAKING UP FOOD & CRAFT PACKS FOR FAMILIES**

**WE TRANSFERRED SOME OF OUR TRAINING ONLINE (ENGLISH LESSONS, MEDICAL TRAINING FOR REFUGEE DOCTORS VIA GOOGLE MEET, EMPLOYABILITY ONE TO ONE SESSIONS VIA ZOOM, STAFF AND VOLUNTEER TEAM MEETINGS ARE ALSO OF COURSE ONLINE)**

**WE DELIVER OUR SERVICES VIA TELEPHONE AND VIDEO CONFERENCE**

**WE'VE HAD TO COMPLETELY CHANGE FROM A PLANNED LAUNCH TO MEET IN PERSON EACH WEEK, TO A HOME DELIVERY AND ONLINE HYBRID APPROACH**

**H O M E W O R K I N G , B E T T E R I T**

**ALL ACTIVITIES ARE NOW DONE ONLINE, FOOD DELIVERIES MADE TO DOORSTEP, PASTORAL SUPPORT IS DONE VIA TECHNOLOGY**

**MORE ONLINE, SMALLER GROUPS TO ENABLE SOCIAL DISTANCING**

**WE LAUNCHED A NEW PROJECT IN RESPONSE TO COVID-19**

**WE HAVE IMPLEMENTED A CHAT FACILITY TO ENABLE EASIER ACCESS AND COMMUNICATION, DELIVERED ONLINE THERAPY AND IMPLEMENTED A NEW PROJECT WORKING INTO GP/HEALTH SETTINGS**

# Has your organisation taken any of the following actions?

We have furloughed...

30%

We have laid staff off

0%

We have reduced capacity due to staff self-isolating, shielding and Covid-related sickness

9%

We have reduced volunteer numbers

47%

We have struggled to manage volunteers effectively

9%

We have cancelled/postponed events and activities

82%

We have considered closure

6%

We have reduced our core service delivery

41%

We have reduced our fundraising activity

47%

We have invested in new IT tools to allow effective home working

47%

We have introduced effective remote ways of working

65%

We have run virtual events, activities and/or training

76%

We have launched an emergency appeal for support

18%

We have recruited more volunteers

9%

We have applied for emergency financial support (results yet unknown)

12%

We have secured emergency financial support from Middlesbrough Council/ Redcar & Cleveland

18%

We have asked funders for flexibility on spending/project delivery and/or reporting requirements

26%

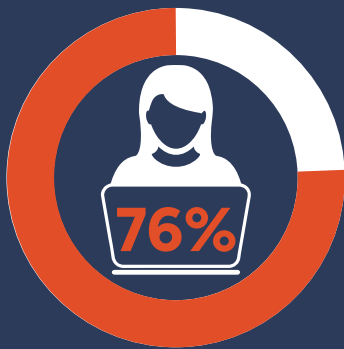
We have secured financial support from emergency grant sources e.g. National Lottery's Covid-19 emergency grant scheme

30%





**82%** of survey respondents have cancelled/postponed events or activities and **41%** have reduced their core service delivery



**76%** of organisations have been able to move to online delivery of some or all of their services

**30%** of organisations have laid off or furloughed staff.



**47%** of organisations have been compelled to reduce volunteer numbers



Upwards of **40%** of organisations combined reported securing emergency funding from local councils, grant givers and the National Lottery – with a further 9% awaiting the result of funding bids



## What has been the financial impact of COVID-19 on your organisation?

MASSIVE!! WE ARE NO LONGER ABLE TO RENT OUT THE CHURCH HALL IN BROOKFIELD, WHICH HAS IMPACTED OUR INCOME GREATLY. WE ARE ALSO NOT ABLE TO RUN THE NORMAL EVENTS AT ANY OF OUR CHURCHES TO RAISE FUNDS OR PROVIDE OUTREACH HAVE LOST £15-20K FROM COMMUNITY TRANSPORT AS IT WAS THE INTENTION IN 2020/2021 TO EXPAND THE VOLUNTEER CAR SCHEME. A NATIONAL LOTTERY BID WAS PAUSED - ESTIMATED VALUE OF THIS WAS £450K OVER 4 YEARS. ABILITY TO FUNDRAISE AND/OR APPLY FOR GRANTS HAS BEEN TOTALLY RESTRICTED DUE TO THE EMPHASIS BEING ON COVID 19 WE COULDN'T APPLY FOR FUNDING AS USUAL. WE HAD FINANCIAL PROBLEMS OUR ENTIRE FUNDING TO RUN THE WORK COMES FROM TRAINING. WE ARE NOT ELIGIBLE FOR ANY GOVERNMENT COVID GRANTS AND HAVE TAKEN A LOSS IN LAST YEARS ACCOUNTS AND THIS YEAR WILL BE A FULL YEAR OF COVID IMPACT SO WILL TAKE AN EVEN BIGGER LOSS INITIALLY, COULDN'T EARN ANYTHING SO QUICKLY HAD TO ADAPT TO NEW WAYS OF WORKING OUR UNRESTRICTED FUNDS (CORE FUNDING) HAS BEEN MOST IMPACTED BY COVID-19 AS WE HAVE CLOSED OUR CHARITY SHOP AND FUNDRAISING ACTIVITIES/EVENTS HAVE BEEN CANCELLED, THERE IS SIGNIFICANT UNCERTAINTY FOR 2021 AND BEYOND REDUCTION IN FUNDRAISING OPPORTUNITIES. TRAINING PROVISION HAS HAD TO BE SUSPENDED STILL ASSESSING BUT COULD RESULT IN A BIG DEFICIT NO INCOME FROM EVENTS. NO INCOME FROM GRANTS. NET OUTGOINGS ONLY WE ARE NOT GETTING MONEY ON A MONTHLY BASIS. OUR INCOME IS LESS THAN IN PREVIOUS YEARS - BUT OUR REGULAR DONORS, CHURCHES AND INDIVIDUALS, HAVE CONTINUED TO SUPPORT US. LESS INCOME, LESS FUNDRAISING, SLIGHTLY LESS COSTS. WE RELY ON SUBSCRIPTIONS, BUT IT WAS UNFAIR TO CHARGE THESE WHEN WE COULDN'T MEET UP, SO HAVE LOST HALF OUR ANNUAL INCOME WE'VE HAD TO SPEND A LOT MORE ON FOOD AND SIGN UP TO FAIR SHARE IN ORDER TO HAVE ENOUGH FOOD TO SUPPORT. WE HAVE BEEN FORTUNATE TO ACCESS COVID GRANTS DURING THIS INITIAL PERIOD, OUR CONCERN IS ON THE LONGER TERM FINANCIAL LANDSCAPE BOTH IN TERMS OF GOVERNMENT GRANTS AND THE ABILITY TO ACCESS TRUST AND FOUNDATION GRANTS AS DEMAND WILL INEVITABLY GROW HORRIFIC - THERE IS NO OPPORTUNITY TO HOLD FUND RAISING EVENTS AND WE ARE BASED IN A COMMUNITY WITH HIGH SOCIAL DEPRIVATION, LOW INCOMES ANY WAY WE RECEIVE FUNDING FROM THE NATIONAL LOTTERY COMMUNITY FUND. OUR MANAGER HAS HAD TO WORK WITH THE LOTTERY TO COMPLETELY RESHAPE THE BUDGET TO TAKE THE NEW WAY OF RUNNING INTO ACCOUNT. OUR FINANCIAL SITUATION HAS CHANGED DRAMATICALLY BEING A MEMBERSHIP ORGANISATION OVER £10,000 DOWN ON INCOME FOR 2020. THIS IS OK FOR ONE YEAR BUT NOT FOR TWO. SOME FUNDING HAS BEEN EFFECTED BUT WE HAVE BROUGHT IN NEW FUNDING AS A RESULT OF OUR WORK IN THE COMMUNITY BEING RECOGNISED NO INCOME FROM FUNDRAISING EVENTS OR DONATIONS AT EVENTS WE HAVE LOST A SIGNIFICANT AMOUNT OF FUNDING A DECREASE IN INCOME OF AROUND £30K SOME OF OUR MONEY MAKING PROJECTS [SOUP & ROLL/COFFEE MORNINGS ETC] HAVE STOPPED SO REDUCED REVENUE STREAM BUT VERY GENEROUS DONATIONS WITH A FEW COVID RESPONSE GRANTS AND AN INCREASE IN PERSONAL GIVING HAS HELPED TO COVER THAT LOSS. WE ARE AT A RELATIVELY HEALTHY POSITION TO CONTINUE THE ONGOING WORK FOR THE TIME BEING THERE HAS NOT BEEN MUCH NEGATIVE IMPACT FINANCIALLY THANKS TO UNDERSTANDING FUNDERS WHO HAVE BEEN BRILLIANT IN THEIR FLEXIBILITY WITH TARGETS AND EXTENDING DEADLINES FOR OUR CHARITY TO ADOPT WITH DELIVERY MODELS LOST ABOUT 20% OF OUR TRADING INCOME WE ARE A NEW ORGANISATION SO DON'T HAVE ANY PREVIOUS YEARS TO COMPARE TO! LOSS OF ABOUT £250K IN FORECAST EARNINGS REDUCTION IN INCOME THROUGH LOSS OF ROOM BOOKINGS AS WELL AS UNABLE TO TAKE PHYSICAL OFFERINGS AS PREVIOUSLY SO FAR OVERALL NOT SIGNIFICANT - SOME NEW SOURCES HAVE COVERED LOSSES IN OTHER AREAS WE HAVE STRUGGLED TO SEEK FUNDING WHICH IS NOT LINKED TO THE NATIONAL LOTTERY PLUS THE LARGER CHARITY ORGANISATIONS OR PROJECTS SEEM TO HAVE BEEN GIVEN INCREASED CONSIDERATION RATHER THAN THE SMALLER GRASSROOTS PROJECTS BY SOME FUNDING BODIES

# Has your organisation developed a strategy (continuity/resilience plan) in response to Covid-19?

Yes

48%

No, its being developed

12%

No

33%

Don't know

6%



Photos kindly supplied by the Amal Trust and Together Middlesbrough & Cleveland

## What are the biggest challenges facing your organisation right now at this point of the Covid-19 pandemic?

UNABLE TO CONNECT WITH PEOPLE IN OUR COMMUNITIES IN THE SAME WAY. CONCERNED THAT BAPTISMS AND WEDDINGS MAY NOT HAPPEN THIS YEAR. HUGE FINANCIAL CHALLENGES. MAINTAINING THE BUILDINGS AND PAYING THE BILLS. REDUCED OPPORTUNITIES FOR MINISTRY IN SCHOOLS AND CARE HOMES. NOT BEING ABLE TO VISIT PEOPLE  
INCOME GENERATION FOR 2021/2022. MOTIVATION OF STAFF AND TRUSTEES TO CONTINUE  
INCREASED DEMAND - LESS FUNDING - DECREASED SOCIAL ACTIVITIES (WE HAVE STOPPED OUR REGULAR DROP-INS)  
WE HAVE NEVER HAD A BIGGER DEMAND FOR SERVICES DUE TO THE ONGOING PRESSURE ON FAMILIES OF CHILDREN WITH DISABILITIES BUT WITH NO FUNDING STREAMS, THERE IS NO WAY WE CAN ADDRESS THE VOLUME OF NEED. THERE ARE NO OTHER ORGANISATIONS AT ALL IN THE NORTH EAST AND YORKSHIRE REGIONS THAT DO WHAT WE DO SO THERE ARE NO ALTERNATIVE SERVICES FOR FAMILIES SO WE CONTINUE TO VOLUNTEER OUR TIME FREELY. THIS IS UNSUSTAINABLE  
STAYING CONNECTED WITH THE MOST ISOLATED AND VULNERABLE WHO DON'T HAVE READY ACCESS TO ZOOM ETC  
DURING THIS MOST RECENT LOCKDOWN THE BIGGEST CHALLENGE IS MAINTAINING CAPACITY AND SUPPORTING STAFF HEATH AND WELLBEING  
INCREASING DEMAND FOR MENTAL HEALTH SUPPORT AND NOT BEING ABLE TO SEE PEOPLE FACE TO FACE  
WE ARE OPEN WITH 51 PEOPLE IN THE BUILDING BUT WE DON'T KNOW IF THIS WILL CHANGE IN THE NEAR FUTURE. WE CAN DO THIS UNDER SUPPORT GROUP EXEMPTION. UNKNOWN DEFICIT POSITION  
UNABLE TO WORK SAFELY IN NUMBERS REQUIRED  
THE FACE-TO-FACE ASPECT OF OUR WORK HAS CHANGED DRASTICALLY IN ORDER TO WORK "COVID SAFELY", PERSONAL INTERACTIONS WITH OUR CLIENTS HAVE BEEN LOST  
BEING ABLE TO WORSHIP FULLY AND BEING UNABLE TO OFFER OUR FULL RANGE OF SERVICES  
INCREASE IN COMPLEXITY OF NEW CASES DUE TO COVID RESTRICTIONS AND THE CAPACITY OF OTHER SERVICES TO ASSIST IN PROVIDING SAFETY  
GETTING BACK TO MEETING IN A SAFE WAY AND ADAPTING SO WE HAVE FEWER PEOPLE, BUT THAT EVERYONE CAN STILL MEET UP  
FOOD POVERTY. KNOWING THE RIGHT PEOPLE TO SUPPORT AND TO KNOW IF THEY ARE GETTING SUPPORT ELSEWHERE. A LOT OF SERVICES SUCH AS CITIZENS ADVICE ARE NOT OPEN EXCEPT BY PHONE AND AS SUCH CLIENTS ARE NOT ABLE TO ACCESS  
OUR ABILITY TO SUPPORT YOUNGER CLIENTS (UNDER 13 YEARS) AS ONLINE THERAPEUTIC WORK IS NOT APPROPRIATE AND WE ARE RELIANT ON BEING ABLE TO ACCESS SCHOOLS TO DELIVER SESSIONS. DURING THE EARLIER LOCKDOWN WE RELIED ON WORKING THROUGH PARENTS/CARERS TO OFFER SUPPORT. THE CLOSURE OF THE COURTS IS LEADING TO POTENTIAL BOTTLENECKS IN OUR SERVICE AS WE ARE SUPPORTING CASES FOR LONGER AS WE WAIT NEW TRIAL DATES ETC. ALSO, HOW TO PLAN FOR THE FUTURE, WHEN WE ANTICIPATE A REDUCTION IN FUNDING AT A TIME WHEN DEMAND ON THE SERVICE IS LIKELY TO INCREASE  
PLANNING TO PAY THE INSURANCES WHICH ARE DUE IN MARCH 2021, APPROX. £1,400. MAINTAINING VOLUNTEERS AND MOTIVATION AS THE OUTLOOK IS STILL BLEAK IN THE SHORT TERM (NEXT SIX MONTHS), EVEN WITH A PROMISED VACCINE ROLL OUT  
ENGAGEMENT - MY ROLE FOCUSES AROUND ENGAGEMENT AND THIS HAS CHANGED DRASTICALLY OVER THE LAST 9 MONTHS. WHILST WE HAVE TRIED TO ADAPT OUR ENGAGEMENT METHODS THERE IS A CONCERN THAT PEOPLE MAY FALL THROUGH THE GAPS  
THE RELATIONAL CONNECTION BETWEEN OUR COMMUNITY AFTER SO LONG NOT BEING ABLE TO GATHER, SOCIALISE, RUN HOSPITALITY/CAFE SERVICES  
BEING ABLE TO REOPEN AND SECURE INCOME FOR THE NEXT YEAR TO FUND PROJECTS  
WORKING OUT HOW TO GET BACK INTO THE COMMUNITY  
MAINTAINING CUSTOMERS WITH A REDUCED OFFER. FUNDING TO CONTINUE. MAKING REDUNDANCIES  
MAINTAINING AND BUILDING SOCIAL CONNECTIONS. SUPPORTING ELDERLY CHURCH MEMBERS. REACHING OUT TO THE  
DECIDING PRIORITIES AND BALANCING THE DESIRE TO RESTART PROJECTS WITH THE NEED TO PROTECT OUR CLIENTS/THE VULNERABLE AND BE SEEN AS A MEASURED AND THOUGHTFUL ORGANISATION  
NOT BEING ABLE TO REACH OUT TO SOME OF OUR CLIENTS DUE TO DIGITAL EXCLUSION INCLUDING SCHOOL CHILDREN. IT TAKES MUCH LONGER AND LESS EFFECTIVE TO PROVIDE MEANINGFUL SUPPORT TO THOSE WITH NO IT EQUIPMENT AND INTERNET ACCESS AND DON'T SPEAK OR UNDERSTAND ENGLISH WELL  
THE LONG TERM ECONOMIC EFFECT OF COVID-19 TO REASSURE THE COMMUNITY AND MEET THE EVER GROWING DEMAND ON RESOURCES  
UNCLEAR ABOUT SAFE WAYS FORWARD CHURCH IS A BME CHURCH WITH 90% BEING OF AFRICAN ETHNICITY, AS SUCH THE PANDEMIC HAS CAUSED INCREASED SENSE OF ANXIETY; LEARNING AND UPGRADING IT CAPACITY TO ENABLE US TO HAVE AN EFFECTIVE PRESENCE ONLINE  
ENSURING WE HAVE FUNDING FOR THE LONGER TERM  
UNCERTAINTY OF HOW THE PROJECT MAY RUN LONG TERM DUE TO THE UNPREDICTABLE NATURE OF LOCKDOWNS ETC. PLUS THE CONCERN ABOUT PURCHASING ITEMS TO MAINTAIN STOCK LEVELS



**Tell us what your main funding successes have been from emergency grant sources? If you have struggled to secure emergency funding, tell us why you think this is the case?**

AS CHURCHES WE ARE NOT ENTITLED TO ANY FUNDING GRANTS OR EMERGENCY FUNDING PER SE DUE TO COVID. IF THIS IS NOT THE CASE, WE WOULD WELCOME ANY INFORMATION AND GUIDANCE BUSINESS DISCRETIONARY GRANT FROM MIDDLESBROUGH BOROUGH COUNCIL; FUNDING FROM NATIONAL LOTTERY; FUNDING FROM TEES VALLEY COMMUNITY FOUNDATION FOR EAST CLEVELAND AND ORMESBY GOOD NEIGHBOURS INITIATIVES; SECURED FUNDING FROM OTHER PARTNERS FOR EAST CLEVELAND GOOD NEIGHBOURS FUNDERS DON'T TEND TO FUND SELF EMPLOYED PEOPLE LIKE MYSELF SO I HAVE HAD TO RELY ON PARTNERING WITH LOCAL SUPPORT AGENCIES WHO APPLY FOR FUNDING AND THEN PAY FOR ME TO DELIVER WORK FOR THEIR CLIENT GROUPS

## **LOCAL AUTHORITY GRANT FUNDING**

### **WE HAVE NOT NEEDED TO APPLY FOR EMERGENCY FUNDING**

EMERGENCY FUNDING HAS BEEN AVAILABLE DUE TO THE LARGE INCREASE IN DEMAND ON OUR SERVICE

### **THERE HAVE BEEN SOME GRANTS SUCCESSFULLY SOURCED FOR THE DISTRICT BUILDINGS, RATHER THAN INDIVIDUAL GROUPS**

EVERYONE IS TRYING TO GET FUNDING AND SO POTS ARE LIMITED. THERE ARE LOTS OF SMALLER NEW INITIATIVES POPPING UP AND GET FUNDING BUT I THINK THEY SHOULD BE HELPING PEOPLE ALREADY DOING THE WORK

SECURED FUNDING FROM THE MINISTRY OF JUSTICE RAPE SUPPORT - COVID SCHEME. SECURED FUNDING FROM THE CLEVELAND PCC; SECURED FUNDING FROM THE SMALLWOOD TRUST; DCMS COVID SCHEME

### **WE HAVEN'T APPLIED FOR EMERGENCY FUNDING**

WE ARE NOT ELIGIBLE FOR ANY GOVERNMENT SUPPORT BECAUSE CHURCHES DO NOT PAY BUSINESS RATES. ALL GRANTS HAVE BEEN AIMED AT ORGANISATIONS PAYING RATES

WE SECURED £40K FOR DISTRIBUTING HOT MEALS TO CHILDREN OVER THE SUMMER HOLIDAY FROM APPLEBRIDGE

WE ARE OFTEN NOT ELIGIBLE AS NOT A LARGE ENOUGH TURN OVER OR DUE TO BEING A CHURCH

### **WE HAVE NOT NEEDED EMERGENCY FUNDING**

WE WERE IN THE PROCESS OF A LEGAL TRANSFER TO A COMMUNITY INTEREST COMPANY DURING THE FIRST LOCKDOWN. WE ARE THEN LEGALLY A NEW COMPANY, SO HAVE NOT HAD ANY EMERGENCY FUNDING

### **WE DIDN'T FIND ANYTHING THAT WE WERE ELIGIBLE FOR**

FEAST OF FUN GRANTS FOR HOLIDAY CLUB AT HOME PROVISION, B&M FUNDING FOR FOODBANK, CAF FUNDING AND COMMUNITY FOUNDATION GRANTS FROM DURHAM AND A SMALLER COVID RESPONSE ONE FROM TEESIDE

LOTTERY AND COMMUNITY FUND THE NATIONAL LOTTERY COMMUNITY FUND - BARROW CADBURY TRUST COVID-19 SUPPORT FUND

ONLY FUNDING WE HAVE RECEIVED HAS BEEN INDIVIDUAL DONATIONS AND FEAST OF FUN PROJECT FUNDING.

LITTLE SUCCESS IN SECURING GRANT SUPPORT, WE ARE NOT A SECTOR THAT HAS BEEN PRIORITISED BY FUNDERS

### **NATIONAL LOTTERY COMMUNITY FUND AND FUNDS FROM GOVERNMENT'S EMERGENCY ITEMS FUND (VIA MIDDLESBROUGH COUNCIL)**

PRIVATE FUNDERS HAVE BEEN A FANTASTIC SUPPORT TO US AND THIS HAS MADE SUCH A DIFFERENCE. PLUS WE WERE ABLE TO SECURE SOME FUNDING THROUGH A FUNDING ORGANISATION FROM MONEY THEY HAD RAISED VIA A GO FUND ME ACCOUNT - BUT IT HAS BEEN TIME CONSUMING WITH CONSTANT CHASING AND CHECKING THE SOURCE OF THE FUNDS.

WE HAVE STRUGGLED TO SEEK FUNDING WHICH IS NOT LINKED TO THE NATIONAL LOTTERY PLUS THE LARGER CHARITY ORGANISATIONS OR PROJECTS SEEM TO HAVE BEEN GIVEN INCREASED CONSIDERATION RATHER THAN THE SMALLER GRASSROOTS PROJECTS BY SOME FUNDING BODIES

# How much funding does your organisation need to raise during this year?





## How do you expect COVID-19 to affect your organisation's ability to raise income?

It will have a largely negative impact on our ability to raise income

33%

It will have no impact on our ability to raise income

9%

It will have a positive impact on our ability to raise income

9%

Don't know/other

12%



## Does your organisation have a budget deficit as a result of C-19?

Yes, income generation has seen a reduction/our funding was cut/funding we expected was cancelled

29%

Yes, due to an increase in demand for our services

12%

No

41%

Don't know/other

6%



**Have you been able to provide your normal level of support or services to members of your community, if NOT please tell us why?**

UNABLE TO PUT ON COMMUNITY MEALS, EVENTS, FAYRES, COFFEE MORNINGS, TODDLER GROUPS, OTHER FUND RAISING EVENTS, JOINT CHURCH EVENTS WITH OTHER DENOMINATIONS, EVEN OUTDOOR EVENTS. UNABLE TO VISIT PEOPLE AND OFFER PRACTICAL SUPPORT OR A COFFEE AND CHAT. UNABLE TO VISIT PEOPLE TO PLAN FUNERALS. UNABLE TO VISIT CARE HOMES TO VISIT RESIDENTS AND GIVE MASS. UNABLE TO VISIT SCHOOLS AND DO ASSEMBLIES OR RE LESSONS, OR OTHER NORMAL SERVICES SUCH AS AT CHRISTMAS, EASTER, HARVEST. UNABLE TO HAVE SCHOOLS COME INTO CHURCH FOR SPECIAL SERVICES NOT. IT IS BECAUSE WE CHANGE OUR WAY OF DELIVERING SERVICES, WHICH WE PROVIDE, FROM FACE TO FACE TO VIRTUAL AND OUR CLIENTS MOSTLY ARE LIVING WITH VERY LITTLE BENEFIT AND CANNOT BUY AN INTERNET CONNECTION OR SMARTPHONE. SO THEY CANNOT USE OUR SERVICES AS USUAL

**WE DO NOT HAVE THE FUNDING TO DO SO. WE ALSO CANNOT CONNECT PEOPLE TOGETHER IN SUPPORT GROUPS AND I CANNOT VISIT HOMES TO PROVIDE WELLBEING CHECKS AND TO DO 1:1 WORK**

NO, WE OPERATE A ONE STOP SHOP/ DROP IN AND WE HAVE BEEN UNABLE TO DELIVER THIS DUE TO RESTRICTIONS, WE HAVE ADAPTED OUR OFFER AND CONTINUE TO PROVIDE SERVICES BUT THIS IS NOT AT THE NORMAL LEVEL NOT IN THE FORMAT WE USUALLY DO AND OUR TRAINING OFFER HAS BEEN SUSPENDED ENTIRELY

**REDUCED ACTIVITIES SUCH AS SINGING AND MIXING**

**NO. UNABLE TO WORK COVID SAFE NO AS WE CANNOT MEET**

THE NATURE OF THE SERVICE WE PROVIDE INVOLVES FACE-TO-FACE INTERACTION IN THE OPEN AIR BUT IN A RESTRICTED AREA. IT IS THEREFORE NOT COVID SAFE OWING TO A RESTRICTION ON BEING ABLE TO APPLY SOCIAL DISTANCING

NO. TO BE COVID-COMPLIANT HAS REDUCED OUR ABILITY TO PROVIDE OUR NORMAL LEVEL OF SERVICES LESS FACE TO FACE SUPPORT AND MORE REMOTE CONTACT DUE TO COVID RESTRICTIONS AND KEEPING STAFF SAFE AS SAME STAFF ARE AT INCREASED RISK OF COVID

**WE HAVE DONE OUR BEST BUT WE HAVE HAD TO REDUCE THE NUMBER OF FOOD VOUCHERS DUE TO THE COST**

YES - WE HAD ALREADY SET MOST STAFF UP FOR REMOTE WORKING AND HAD ACCESS TO A SECURE, BESPOKE ONLINE PLATFORM THROUGH OUR MEMBERSHIP OF RAPE CRISIS ENGLAND AND WALS (RCEW)

NO - WE CAN'T MEET PEOPLE; WE FILE IN AND OUT OF CHURCH; WE CAN'T GO TO PEOPLE'S HOMES TO OFFER SUPPORT; WE HAD TO LINE THE STREET AT A FUNERAL INSTEAD OF HAVING A SERVICE, BURIAL AND A WAKE TO CELEBRATE A LIFE; WE CAN'T SUPPORT SAD/LONELY/ANXIOUS PEOPLE BY MEETING THEM, HOLDING THEIR HAND, CRYING WITH THEM!

**COVID BUILDING RESTRICTIONS HAVE PROHIBITED MANY OF OUR COMMUNITY GROUPS FROM MEETING**

WE HAVE CHALLENGES SUPPORTING TODDLERS AND FAMILIES WITH YOUNG CHILDREN. YOUTH WORK HAS BEEN REDUCED AND NOT AS EFFECTIVE

**WE HAVE STILL BEEN PROVIDING, JUST CHANGED THE WAY WE DO THINGS**

**NO BECAUSE OF LOCKDOWN AND OUR EVENTS HAVE LARGE NUMBERS AND AT FIRST SCHOOLS DIDN'T WANT US IN THEIR BUILDING**

**NO, BECAUSE WE OFFERED SO MUCH INFORMAL SOCIAL SUPPORT THROUGH EVENTS AND CLUBS**

THE DEMENTIA FRIENDLY MUSIC, EXERCISE FOR THE ELDERLY AND 2 REGULAR GROUPS FOR THE ELDERLY HAVE HAD TO BE CLOSED SINCE MARCH AND FACE-TO-FACE YOUTH/CHILDREN SESSIONS HAVE BEEN SERIOUSLY CURTAILED BUT WE HAVE TRIED IN NEW WAYS TO STAY IN CONTACT EVEN IF THE USUAL SESSIONS HAVE NOT BEEN POSSIBLE

**DUE TO RESTRICTIONS, ENGAGEMENT WITH THE COMMUNITY HAS SEEN A DROP IN LEVELS**

**UNABLE TO GATHER GROUPS OF PEOPLE TOGETHER**

WE HAVE BEEN ABLE TO PROVIDE ABOVE THE NORMAL LEVEL OF SUPPORT, WHICH WE HAD PLANNED TOO. THIS IS THANKS TO THE HARD WORK AND EFFORT OF ALL THOSE INVOLVED WITH THE PROJECT BUT IT IS NOT FEASIBLE LONG TIME IN MY OPINION TO BE ABLE TO RUN ABOVE AND BEYOND THE EXPECTATIONS PLACED ON US



It is reported that community spirit in the Middlesbrough & Cleveland areas is buoyant and uplifted; residents have responded positively and new trusted relationships have been developed. How can we build on this in the future?

VISIBLE PRESENCE IN COMMUNITIES AND PRACTICAL HELP, SUPPORT AND ACTION TO THOSE WHO NEED IT. TAKING AN INTEREST AND WORKING WITH COMMUNITIES, BUSINESSES, VOLUNTARY ORGANISATIONS AND INDIVIDUALS TO ENHANCE QUALITY OF LIFE FOR PEOPLE. ASSISTING RATHER THAN HINDERING COMMUNICATION AND ENGAGEMENT WITH THOSE WHO HAVE BEEN AT THE FRONT OF DELIVERING SERVICES TO THE COMMUNITY AND NOT FOR THE LARGER ORGANISATIONS TO THINK THEY NEED TO STEP IN AND TAKE CONTROL. EASY TO ACCESS FUNDING SUPPORT FROM LOCAL AUTHORITIES THAT CAN HELP GROUPS CONTINUE BEYOND COVID 19 AND ALLOW THEM TO RECOVER, GROW AND THRIVE

LOOK TO BUILD BACK BETTER BY LEARNING VITAL LESSONS AND ALIGN WITH MOVEMENTS LIKE COMPASSIONATE COMMUNITIES UK...BROADEN THE VISION SO AS TO SUSTAIN THE VERY REAL AND POSITIVE BENEFITS OF ASSET BASED COMMUNITY DEVELOPMENT AND MORE PEOPLE'S WILLINGNESS TO SUPPORT THEIR COMMUNITIES MOST VULNERABLE

ACKNOWLEDGE AND REFLECT IN FUTURE PLANS THE IMPACT THE VOLUNTARY SECTOR HAS ON WELLBEING

**KEEP GOING AND SUPPORT ALL THE FRIENDS GROUPS**

ENSURE EVERYONE KEEPS TO THE COVID RULES AND TAKES THE REQUIRED VACCINATION

CONTINUE WITH COMMUNITY DEVELOPMENT AND BUILDING RELATIONSHIPS

MORE OF THE SAME - WE NEED TO CONTINUE TO BUILD NETWORK RELATIONSHIPS. WE ALSO NEED TO STOP APPLYING STICKING PLASTERS AND ACTUALLY LOOK AT THE ROOT CAUSE

FIND OUT MORE ABOUT WHY AND WHO AND HOW PEOPLE RAISED THE COMMUNITY SPIRIT. ON A PERSONAL NOTE, SOME COMMUNITIES SEEM TO BE 'FAIRING' BETTER THAN OTHERS AS ARE SOME INDIVIDUALS. SOME PEOPLE WON'T ASK FOR HELP

CONTINUE WITH ENGAGEMENT IN THESE DIFFICULT MONTHS PERHAPS IN A WAY THAT ALLOWS LINKS BETWEEN DIFFERENT COMMUNITIES?

WE HAVE INCREASED SUPPORTED IN TERMS OF PEOPLE. WE HAVE ESTABLISHED NEW PARTNERSHIP OF SUPPORT

**LEARN LESSONS FROM THE PANDEMIC!**

WE ARE 'IN IT TOGETHER' IS GREAT. WE ARE SUPPORTING SCHOOLS IN DIFFERENT WAYS. ALL WORKING TOGETHER. SO MORE PARTNERSHIP WORKING WOULD BE GOOD

KEEPING PEOPLE LINKED IN TO THE FEELING OF COMMUNITY BY PLANNING POSITIVE EVENTS AND ACTIVITIES

**KEEP ON PARTNERSHIP WORK AND FRIENDSHIP WORK POST-COVID**

MULTI FAITH AND MULTI AGENCY WORK IS CRUCIAL IN KEEPING THE LINKS MADE DURING THIS PANDEMIC

**DON'T AGREE WITH THIS STATEMENT, IT ISN'T SOMETHING WE HAVE SEEN**

COMMUNITY FORUMS; INCREASED COMMUNITY INFORMATION AND INVOLVEMENT; FREE PARKING TO HELP WITH ECONOMIC REVITALISATION

**I AM NOT SURE THAT THIS IS THE CASE**

I THINK WE SHOULD FOCUS ON COHESION AND NOT ON HIGHLIGHTING DIFFERENCES BETWEEN PROJECTS IN A NEGATIVE WAY I THINK THIS IS WAY THE MEDIA AND SOCIAL MEDIA PLAYS A MASSIVE PART. FROM PERSONAL EXPERIENCE SOME LOCAL MEDIA OUTLETS TRY TO HIGHLIGHT THESE DIFFERENCES WITHIN THE COMMUNITY IN A NEGATIVE WAY SO THEY ATTRACT MORE PUBLICITY FOR THEIR ARTICLES AND IN TURN MORE RECOGNITION FOR THEIR MEDIA OUTLET. WE NEED TO TRY AND USE ANY OPPORTUNITIES WHEN CAN TO TURN THIS AROUND AND MAKE THEM CONSIDER THERE ACTIONS TOO

## Do you think there is any particular section of the community needing extra support? If yes, please specify what type of support (e.g. emergency food support, mental health and wellbeing, social isolation etc)

OLDER PEOPLE'S WELL-BEING, ADDRESSING LONELINESS AND ISOLATION. EMERGENCY FOOD SUPPORT FOR FAMILIES AND EVEN SINGLE PEOPLE IN NEED. THE CHURCHES THROUGH TOGETHER MIDDLESBROUGH AND CLEVELAND WERE HEAVILY INVOLVED IN PROVIDING THE FEAST OF FUN HOLIDAY PROGRAMME AGAIN LAST YEAR, ALTHOUGH IN A DIFFERENT WAY. THIS WAS VERY HARD WORK AND MASSIVELY TIME-CONSUMING ON THE PART OF VOLUNTEERS, BUT SO REWARDING WITH FAMILIES WHO WERE THANKFUL. I DELIVERED FOOD PARCELS AND ACTIVITY PACKS TO MANY FAMILIES IN HEMLINGTON, STANTON, COULBY NEWHAM AND EASTERSIDE. I AM CONCERNED THAT YOUNG SINGLE PEOPLE ARE BEING OVERLOOKED THOUGH HEALTH AND WELLBEING SUPPORT INCLUDING MENTAL HEALTH, IS PROBABLY THE HARDEST HIT AND ARE MUCH NEEDED TO REDUCE THE STRAIN ON OTHER NHS SERVICES. HOWEVER, HAVE TO BE CAREFUL THAT THE STRAIN IS NOT REMOVED FROM ONE AND PLACED ON THE VCS WITHOUT PROVIDING FINANCIAL RESOURCE TO RECRUIT MORE STAFF/VOLUNTEERS IF REQUIRED

**EMERGENCY FOOD SUPPORT / TECHNOLOGY EQUIPMENTS / INTERNET CONNECTION**

FAMILIES OF CHILDREN WITH DISABILITIES ARE STRUGGLING WITH CHILDREN AT HOME ALL THE TIME. THEY NEED PRACTICAL ASSISTANCE YES, THOSE ON THE MARGINS OF SOCIETY FOR WHATEVER REASON...ADDICTION, POVERTY, MENTAL HEALTH, ASYLUM SEEKERS, LONELY, ISOLATED, DIGITALLY CHALLENGED ETC

THERE IS A NEED ACROSS THE COMMUNITY FOR INCREASED MENTAL HEALTH AND WELLBEING SUPPORT, MANY WHO WOULD NOT ORDINARILY NEED TO ACCESS SERVICES FOR SUPPORT OR BE ELIGIBLE FOR SERVICES ARE FINDING THEMSELVES IMPACTED BY COVID-19 IN LOTS OF WAYS, MANAGING GRIEF, DEMANDS OF HOME WORKING AND HOME SCHOOLING, LACK OF CONTACT WITH OTHERS

**KINSHIP CARERS CARERS.** SOME USERS CANNOT ATTEND AND THIS IS CREATING AN INCREDIBLE STRAIN ON SOME CARERS

THE HOMELESS, THOSE BEING GIVEN EMERGENCY ACCOMMODATION AND THOSE WHO ARE SOCIALLY ISOLATED NEED EXTRA SUPPORT

**BAME WOMEN AND CHILDREN FLEEING ABUSE: SAFE ACCOMMODATION, FUNDING FOR BASIC ESSENTIALS**

MENTAL HEALTH, ESPECIALLY AMONG YOUTH/TEENAGERS WHO HAVE NOT BEEN ABLE TO ATTEND OUT OF SCHOOL CLUBS, MEET UP WITH FRIENDS ETC

EMERGENCY FOOD, BUDGETING, COOKING SKILLS AND DEBT MANAGEMENT - AND RECOVERY SERVICES FOR ADDICTION

- I BELIEVE THE KEY COMPONENTS OF GETTING TO THE ROOT CAUSE IS LOOKING AT A JOINED UP APPROACH TO THESE ISSUES. IF SOMEONE IS IN FOOD POVERTY - THAT'S NOT THE PROBLEM IT'S A SYMPTOM - THE ROOT CAUSE NEEDS TO BE ADDRESSED

I THINK THERE IS A GOOD LEVEL OF SUPPORT FOR MOST PEOPLE/GROUPS. I CANNOT THINK OF OBVIOUS GAPS, HOWEVER I AM SURE THERE IS A LOT OF HIDDEN LONELINESS AND ISOLATION ESPECIALLY FOR PEOPLE WHO DO NOT HAVE ACCESS TO IT

RURAL COMMUNITIES WITH NO VEHICLE. LIMITED ACCESS TO PUBLIC TRANSPORT. DISABLED PEOPLE AND CARERS

WE'RE DEFINITELY SEEING A RISE IN MENTAL HEALTH ISSUES BEING DISCUSSED BY THOSE WE ENGAGE WITH, THIS WILL BE AN ESSENTIAL FOCUS IN THESE DIFFICULT MONTHS

MENTAL HEALTH AND RELATIONAL FAMILY HEALTH/MARRIAGES WILL NOW BE THE HUGE BATTLE WE HAVE TO FIGHT OVER THE FOLLOWING YEARS

YES I THINK THE FURLOUGHED AND MAYBE SOON TO BE MADE REDUNDANT AS THEIR WAGES HAVE BEEN REDUCED AND OVER A LONG PERIOD OF TIME, BUT THEY ARE NOT ELIGIBLE FOR A LOT OF BENEFITS. THEY MAY ALSO BE TOO PROUD TO ASK FOR HELP

PARENTS WITH TODDLERS AND BABIES, GROUPS HAVE BEEN UNABLE TO OPEN AND CHILDREN CENTRES ETC REMAIN CLOSED

**OLDER ADULTS AND VULNERABLE PEOPLE WHO ARE SHIELDING, ESPECIALLY THROUGH WINTER**

**MENTAL HEALTH AND PHYSICAL FITNESS OF CHILDREN :(**

I THINK THERE WILL BE HIGH DEMAND FOR LOW COST ACTIVITIES SUCH AS TODDLER GROUPS WHEN WE CAN FINALLY RESTART

THOSE LIVING ALONE OR FEELING ISOLATED [YOUNG PARENTS/TEENS NOT ABLE TO SOCIALISE MUCH/UNEMPLOYED AND THE ELDERLY PARTICULARLY], FINANCIALLY STRUGGLING AND THOSE STRUGGLING TO COPE WITH THE PRESSURES AND STRESS

REFUGEE AND ASYLUM-SEEKING CHILDREN WITH LAPTOPS AND INTERNET CONNECTION. EMPLOYABILITY PROVISION AND COORDINATED MENTAL HEALTH

THE ISSUES IN THIS AREA MAKE ALL SECTIONS OF SOCIETY VULNERABLE. ALL ARE SUFFERING WITH A DECLINE IN SERVICES. THERE ARE NOW SOME THAT WERE NOT SUFFERING PRIOR TO THE LOCKDOWN MEASURES FINDING THEMSELVES STRUGGLING

**MENTAL HEALTH ADULTS WITH LEARNING DIFFICULTIES, ADULTS WITH CHAOTIC LIVES**

ASYLUM SEEKERS AND REFUGEES; SELF EMPLOYED; YOUNG PEOPLE WITH MENTAL HEALTH ISSUES

OLDER AND VULNERABLE WHO ARE ISOLATED AND FEARFUL OF COMING OUT AGAIN - BEFRIENDING SUPPORT

BAME AND ELDERLY I THINK SUPPORT SHOULD EXTEND FURTHER THAN JUST FOOD SUPPORT MENTAL HEALTH; WELL BEING AND SOCIAL ISOLATION ARE MASSIVE ISSUES. I HAVE BEEN INVOLVED WITH SOME WORK WITH A LOCAL MENTAL HEALTH AUTHORITY, LOCAL POLICE ENGAGEMENT TEAM AND A LOCAL COUNCIL TO ADDRESS ISSUES REGARDING LANGUAGE, CULTURE AND ACCESS TO SERVICES FOR THE BAME COMMUNITY. BUT I FEEL THE ELDERLY ARE ALSO BEING OVERLOOKED DURING THIS PANDEMIC. AS COVID RESTRICTIONS ARE ESTIMATED TO LAST UNTIL LATE SPRING THE ELDERLY COMMUNITY I FEEL ARE GOING TO BE PUSHED FURTHER IN TO BEING ALONE AND NOT BEING ABLE TO ACCESS THE SUPPORT THE NEED AND DESERVE BECAUSE THEY DON'T HAVE THE MEANS OR KNOWLEDGE OF HOW TO GET IT. A LOT OF WORK HAS BEEN DONE FOR FAMILIES AND CHILD POVERTY BUT I THINK THE SAME ATTENTION NEEDS TO BE FOCUSED ON THE ELDERLY TOO

## Does your organisation primarily work with people from Black, Asian & Minority Ethnic communities? If yes, are there any additional needs or future actions you think are needed? \*

NOT CURRENTLY IN THIS AREA, HOWEVER YES IN OTHER AREAS ACROSS THE TEES VALLEY AND WIDER AFIELD, DUE TO THE NATURE OF OUR ORGANISATION AS THE OFFICIAL NATIONAL CHURCH OF THE STATE. HOWEVER, I THINK THERE ARE MANY NEEDS OF THESE COMMUNITIES, PERHAPS IN TERMS OF EDUCATION, UNDERSTANDING OUR SYSTEMS, LAWS, LANGUAGE, EXPECTATIONS, AND HOW WE ALSO ACCOMMODATE THEIR CULTURES AND NEEDS. HOW DO WE INTEGRATE ALL PEOPLE INTO ALL AREAS OF LIFE? CONVERSATIONS NEED TO BE HAD TO ASK THEM. YES, MOST PEOPLE WHO WE SUPPORT IN OUR ORGANISATION ARE ASYLUM SEEKERS AND THEY DO NOT HAVE ANY TECHNOLOGY EQUIPMENTS. EVEN SOME REFUGEES CANNOT AFFORD TO BUY MOBILE OR TABLETS ETC. THEY HAVE PROBLEMS TO MANAGE THE COST OF FOOD AND SANITIZER WITH THEIR LITTLE BENEFIT

THE AREA IS PREDOMINATELY WHITE BUT THERE ARE A GROWING NUMBER OF ASYLUM SEEKERS AND REFUGEES BEING DISPERSED HERE. I DO SOME WORK ALONGSIDE OF THE METHODIST ASYLUM PROJECT MAP IN MIDDLESBROUGH AND RED CAR

AWARENESS OF HONOUR BASED VIOLENCE FROM PROFESSIONAL ORGANISATIONS; HOW TO IDENTIFY SIGNS, SAFEGUARD APPROPRIATELY AND ENSURE SAFETY BOTH SHORT AND LONG TERM.

NO, WE WISH TO INCREASE OUR WORK WITH THESE COMMUNITIES

TRUST, DUE TO A DIS-ENGAGEMENT FROM THE COMMUNITY TRUST WITHIN OUR SERVICE HAS FALLEN. THIS NEEDS TO BE CREATED AGAIN

YES, WE ARE A BME CHURCH; RESTORING CONFIDENCE IN HEALTH AND CARE PROVISION

YES, I THINK THE LANGUAGE BARRIER IS AN ISSUE AND THE PARENT/SUPPORT TEACHERS WE WORK WITH MENTION THIS QUITE A LOT. IT'S HARD FOR THEM TO ENGAGE WITH SOME PARENTS AND PASS ON SOMETIMES IMPORTANT INFORMATION SOME OF OUR FAMILIES ARE REFUGEE OR ASYLUM SEEKERS SO ARE NEW TO THE AREA AND ARE OFTEN MOVED TO MANY PLACES SO THEY FIND IT INCREASING DIFFICULT TO SETTLE AND BUILD TRUST OR RELATIONSHIPS WITH ORGANISATIONS ETC

\* Only 11 respondents reported working primarily with those from ethnic minority communities.

## Is there anything else you would like to tell us about your organisation's current situation, its proposed future actions and plans as we move through the COVID-19 crisis?

MOST OF OUR CONGREGATIONS ARE OLDER PEOPLE; SO ALL AREAS OF LIFE ARE DIFFICULT RIGHT NOW. WE ARE HOPING THAT WE WILL BE ABLE TO MEET AGAIN AND HOST SOCIAL EVENTS, HIRE THE HALL OUT AGAIN, AND WORSHIP MORE NORMALLY SOON. WE HAVE MANY PLANS FOR EXCITING VENTURES AND THE LIFE OF THE CHURCH INTO THE FUTURE

WE'RE LOOKING TO REVIEW AND SUBMIT THE PAUSED NATIONAL LOTTERY APPLICATION AS SOON AS POSSIBLE TO TAKE INTO ACCOUNT SOME RECOVERY FUNDING TO SUPPORT PROVIDING ADDITIONAL ADVICE AND GUIDANCE TO THE RURAL COMMUNITIES. LOOKING AT OUR BUSINESS MODEL FOR THE COMMUNITY TRANSPORT SERVICE AND REVIEWING THIS SO IT CAN BE STARTED AGAIN

THANK YOU FOR GIVING US THIS OPPORTUNITY TO TELL YOU ABOUT OUR PROBLEMS

ONWARDS AND UPWARDS....WE NEED TO BE VISIONARY TO MAXIMIZE UPON THE POSITIVE SOCIAL CHANGE THAT CAN RESULT AS WE EMERGE THROUGH THESE NEXT MONTHS!

WE ARE LOOKING TO LAUNCH AN ECO-SHOP TO HELP WORK WITH PEOPLE AND OFFER THEM FINANCIAL SUPPORT. THIS IS PHASE 1; PHASE 2 IS DEBT ADVICE AND BUDGETING. THE SALVATION ARMY ARE A LICENSED DEBT ADVICE - BUT THIS WILL NEED FUNDING

STAFF REMAIN POSITIVE DESPITE THE CIRCUMSTANCES, FACE TO FACE SUPPORT IS NOW BACK IN PLACE (WITH GUIDELINES). WE ARE TRYING TO BRING AS MUCH STRUCTURE AND ROUTINE TO OUR WORK AS POSSIBLE FOR THE BENEFIT OF THE CLIENTS AND TEAM.

THE OLDER PEOPLE IN OUR COMMUNITY ARE NOT IT LITERATE, WE HAVE 'SLOW' BROADBAND SPEEDS AND STILL SOME 'NOT-SPOTS' SO ... IT IS NOT THE WAY FORWARD FOR US. WE HAVE RELIED ON GRANTS FOR THE YOUTH & COMMUNITY WORK, THESE GRANTS HAVE DRIED UP. WE ARE USING PAPER TO COMMUNICATE WITH PEOPLE; THE COST OF POSTAGE IS DUE TO INCREASE. COULD THE POST OFFICE/ ROYAL MAIL BE LOBBIED TO DEFER THE COST OF POSTAGE RISES UNTIL LATER IN 2021 I.E. UNTIL THINGS ARE NOT SO IMPACTED BY COVID?

WE ARE READY TO RESPOND WHATEVER EVER COMES NEXT. I HAVE BEEN IMPRESSED BY OUR TEAMS ABLY TO ADAPT TO CHANGING CIRCUMSTANCES FAST AND EFFECTIVELY.

WE ARE NOW A COMMUNITY INTEREST COMPANY AND CAN NOW DIVERSIFY OUR OFFER AND WOULD BE WILLING TO WORK WITH OTHER PARTNERS TO DO THIS.

I THINK FAITH BASED ORGANISATIONS HAVE FALLEN THROUGH THE GAPS OF SUPPORT SCHEMES TM&C TO KEEP UP THE GOOD WORK!

WE PLAN TO CONTINUE TO PROVIDE OUR HOLIDAY SUPPORT AND CONTINUE TO REDISTRIBUTE SURPLUS ITEMS TO THE FAMILIES AS AND WHEN WE RECEIVE THEM. WE FEEL THE BAME COMMUNITY IS OVERLOOKED WHEN IT COMES TO THIS TYPE OF SUPPORT AND THE SCHOOLS WE WORK WITH ARE KEEN FOR US TO CONTINUE EVEN AFTER COVID 19

# TOGETHER MIDDLESBROUGH & CLEVELAND<sup>⊕</sup>

Together Middlesbrough & Cleveland is a not-for-profit, faith-based organisation that works with churches and the community to tackle poverty and the challenges that local people face.

Established in 2012, it is a joint venture with the Diocese of York and the Church Urban Fund (CUF) and works across Middlesbrough, Redcar and Cleveland. Its work has continued to be shaped by local people, churches and communities. The charity's staff work across Middlesbrough and Redcar & Cleveland and are supported by a board of trustees from a variety of church traditions. The board is chaired by The Right Reverend Paul Ferguson, Bishop of Whitby.

Together Middlesbrough & Cleveland is part of the Together Network, a nationwide community and faith-driven alliance of 21 partnerships between the Church of England Diocese and CUF.

[www.togthermc.org.uk](http://www.togthermc.org.uk)  
[@TogMbroRC](https://twitter.com/TogMbroRC)



**Civil Society  
Consulting**

**Civil Society Consulting CIC** is an independent not-for-profit Community Interest Company (CIC). Founded at the height of the then Government 'austerity' agenda 10 years ago, the CIC is committed to supporting smaller '**grassroots**' community-based organisations. We enable them to **flourish** and to tackle the problems that exist in the **local communities they know and love**. We believe not only that this is **right**, but that it is a highly **effective** way to leverage social impact.

Recently, the team have worked extensively with faith and civil society organisations in: throughout London including Barking & Dagenham, Bromley, Southwark, Tower Hamlets & Waltham Forest; Blackpool, Coventry, Derby, Ipswich, Leicester, Liverpool, Manchester, Middlesbrough, Peterborough, Redcar, Rochdale and across the West Midlands and East Anglia.

[www.civilsocietyconsulting.co.uk](http://www.civilsocietyconsulting.co.uk)  
[@CivilSocietyCIC](https://twitter.com/CivilSocietyCIC)  
07913 818838

[www.civilsocietyconsulting.co.uk](http://www.civilsocietyconsulting.co.uk)

[#CommunitiesCan](https://twitter.com/CommunitiesCan)