

**Introduction (split over two pages)**

In May, the Scottish Charity Regulator (OSCR) asked all Scottish charities to complete a short survey to find out how the sector was being affected by COVID-19 and the restrictions. The results provided valuable information that has been shared widely to help OSCR and other organisations respond to the crisis.

Now, six months later the situation has moved on and we would like to hear from Scotland’s 25,000 charities, about their experiences, needs and outlook. The findings will help OSCR and others understand and plan the ongoing support needed by charities in these uncertain times.

As someone involved in the running of a charity in Scotland, OSCR is very keen that your voice is included in this process by completing this short survey.

If you are involved in running a number of charities, please choose to answer on behalf of the charity that you feel you know best.

The survey is being conducted by Breaking Blue and should take approximately 10-12 minutes. To move forward / backwards please use the arrows at the bottom of your screen. Using your browser arrows may cause problems.

All responses you give will be treated in confidence and in accordance with the Market Research Society’s Code of Conduct. No attempt to sell you anything will be made as a result of this exercise. This research is being conducted under the terms of the ICC/ESOMAR Code of Marketing and Social Research Practice.

The survey will close at midnight on Sunday 15th November, so please complete the questionnaire before then.

Once again thank you for taking part.

**Questions**

Q1 In which of the following ways, if any, is your charity currently being affected by COVID-19 and the restrictions more generally?

Please select as many as apply.

*Multicode,*

*Financial impacts*

4 Lost income from fundraising

5 Lost income from trading and other sources (not fundraising)

13 Short-term risk (within next 6 months) to charity reserves

14 Long-term risk to charity reserves

*Impact on service and/or delivery*

1 Increased demand for services

2 Disruption of support or services to beneficiaries

3 All charity operations suspended

6 Working at a reduced capacity

7 Planned work / events postponed or cancelled

17. Unable to influence key decision makers

18 Some charity operations suspended

19 Decreased demand for services

20 Prevented from working/delivering services due to restrictions

21 Charity is no longer viable and has closed or is being closed

*Staffing and administration / governance*

8 Unable to hold an AGM

9 Staffing issues

10 Do not have the capacity to make use of the available volunteers

11 Volunteers are unable to work

12 Increased need for mental health and wellbeing support for staff, volunteers, beneficiaries or charity trustees

15 Charity trustees struggling to meet or discuss matters

98 In some other way (please say what)

97 None of these

99 Don’t know

SHOW IF Q1 = 21

Show screen You said that your charity is now closed or will be closing soon. OSCR would still very much appreciate your feedback to identify what pressures led to this.

You will be asked a small number of questions that may well still be relevant to you. At the end of the survey we will provide details of OSCR’s guidance for Winding up or Dissolving Your Charity

ASK Q2a IF Q1a NOT 97 or 99

Q2a In the period from June 2020 to November 2020, in what ways, if any, has your charity responded to the challenges presented by COVID-19 and the restrictions?

Please select as many as apply

*Multicode.*

*Financial*

1 Applied for additional or emergency funding

6 Applied for a payment holiday on loans, mortgages etc.

13 Approached our existing funders for additional finance

14 Developed new funding streams

15 Used financial reserves

16 Reduced staff hours or pay

*Service delivery*

2 Adapted current services to respond to restrictions (e.g. provided support remotely over the phone or using digital tools; integrated social distancing measures)

3 Changed the support provided to a different type or operating model

4 Adapted current services to meet beneficiaries’ and/or communities’ needs

7 Signposting /sharing information

8 Operated longer hours to meet demand

10 Stopped operating temporarily

17 Closed or are closing permanently [DO NOT SHOW – AUTOCODE IF Q1 = 21]

18 Merged or are merging with another charity

*Staffing & administration / governance*

5 Furloughed staff

9 Recruited/sourced/trained more volunteers

11 Reduced or ceased use of volunteers

19 Made or started the process of making one or more members of staff redundant

20 Accessed the new Government Job Support Scheme (available since 1st November 2020)

21 Supported staff and their wellbeing

22 Recruited new members of staff

98 Something else (please say what)

97 Nothing

ASK Q2b IF Q1a NOT 97 or 99

Q2b Considering any operational challenges that may affect your charity’s ability to achieve its purpose…

Which of the following operational challenges, if any, is your charity is facing because of COVID-19 and the restrictions?

Please select as many as apply

MULTI-CODE

1. Charity trustees and staff are having to spend more time planning and responding to ongoing changes
2. We can’t do any long-term planning because of uncertainty
3. We can’t help our beneficiaries as much as they need because of ongoing restrictions
4. It is more difficult to reach beneficiaries
5. We are having to spend more time looking for new sources of funding
6. We are having to find new ways of fundraising
7. We have technological barriers to delivering support
8. Closed or inaccessible premises meaning it is not possible to provide support, activities or services
9. Adapting to frequent changes of Government restrictions and guidance
10. Changing the way the charity works (e.g. working from home, telephone/video call support, delivering services virtually, reduced group numbers)
11. Extra challenges to ensure the health and wellbeing of staff/volunteers
12. Frustration of not knowing when the charity will be able to resume its usual services/activities
13. Staff/trustee/volunteer fatigue or burnout from working on an emergency footing for an extended period
14. Something else (Please say what)
15. Don’t know
16. None

ASK Q2c IF Q2b = 1 to 14 – If only one option chosen at Q2b, auto-code and skip

Q2c Again, considering any operational challenges that may affect your charity’s ability to achieve its purpose…

Which are causing your charity the most severe operational challenges?

Please select up to three.

ONLY SHOW CODES SELECTED AT Q2b. 3 CODE MAX

1. Charity trustees and staff are having to spend more time planning and responding to ongoing changes
2. We can’t do any long-term planning because of uncertainty
3. We can’t help our beneficiaries as much as they need because of ongoing restrictions
4. It is more difficult to reach beneficiaries
5. We are having to spend more time looking for new sources of funding
6. We are having to find new ways of fundraising
7. We have technological barriers to delivering support
8. Closed or inaccessible premises meaning it is not possible to provide support, activities or services
9. Adapting to frequent changes of Government restrictions and guidance
10. Changing the way the charity works (e.g. working from home, telephone/video call support, delivering services virtually, reduced group numbers)
11. Extra challenges to ensure the health and wellbeing of staff/volunteers
12. Frustration of not knowing when the charity will be able to resume its usual services/activities
13. Staff/trustee/volunteer fatigue or burnout from working on an emergency footing for an extended period
14. Something else (Please say what)
15. Don’t know
16. None

ASK ALL

Q2d In which of the following ways, if any, has your charity benefitted from positive changes you have made since the start of the pandemic?

MULTI-CODE

1. Increased collaboration internally and/or with stakeholders
2. Better communication between charity trustees
3. Developing better ways to meet beneficiaries’ needs
4. Improved use of digital technology among staff/volunteers
5. Improved use of digital technology among beneficiaries
6. Greater volunteer engagement
7. A stronger connection with local community
8. Stronger working relationships with other local charities, voluntary organisations or businesses
9. Better engagement with local council/national government

Increase in income for delivery of specific pieces of work

1. Increased recognition of our work in the community
2. Structural changes within my organisation
3. Something else (Please say what)
4. Don’t know
5. None

*ASK Q2e if Q2a = 5 (Furloughed staff)*

Q2e Thinking about the Government furlough scheme that ran from March to 31October 2020.

What proportion of the staff at your charity experienced furloughing at some point during this time?

Less than 25% pre-COVID paid staff headcount

Between 26% and 50% of pre-COVID paid staff headcount

Between 51% and 75% of pre-COVID paid staff headcount

Over 75% of pre-COVID paid staff headcount

Don’t know

Prefer not to say

*ASK Q2f if Q2a = 19 (*Made or started the process of making one or more members of staff redundant*)*

Q2f Thinking about the period from June to November 2020, what proportion of the staff at your charity have been made redundant due to COVID-19 and the restrictions either directly or indirectly?

Less than 25% pre-COVID paid staff headcount

Between 26% and 50% of pre-COVID paid staff headcount

Between 51% and 75% of pre-COVID paid staff headcount

Over 75% of pre-COVID paid staff headcount

Don’t know yet

None

Prefer not to say

*ASK ALL apart from* Q1 = 21

Q2g In the next 12 months, do you expect any of your charity’s current staff to be made redundant due to COVID-19 and the restrictions either directly or indirectly?

1 Yes

2 No

3 Don’t know

4 Prefer not to say

*ASK Q2h if Q2g = 1 (Planning staff redundancies)*

Q2h What proportion of your charity’s current staff do you anticipate may be made redundant due to COVID-19 and the restrictions either directly or indirectly over the next year?

Less than 25% pre-COVID paid staff headcount

Between 26% and 50% of pre-COVID paid staff headcount

Between 51% and 75% of pre-COVID paid staff headcount

Over 75% of pre-COVID paid staff headcount

Don’t know yet

Prefer not to say

Q3 What has been the impact of COVID-19 on the number of volunteers you engage?

*Single code*

1 Major increase in volunteers

2 A moderate increase in the number of volunteers

3 A slight increase in the number of volunteers

4 It has had no effect on the number of volunteers

5 A slight decrease in the number of volunteers

6 A moderate decrease in the number of volunteers

7 A major decrease in the number of volunteers

8 Not applicable, my charity does not use volunteers

99 Don’t know

Q4 For this next question, please think about the impact of COVID-19 and the current restrictions upon your charity’s own service users or other beneficiaries.

In which of the following ways, if any, have you seen COVID-19 and the current restrictions negatively impact on your charity’s beneficiaries or service users?

Please select as many as apply

1. Increased loneliness and isolation

2. Higher levels of anxiety about the future

3. Worsened mental health and wellbeing

4. Worsened physical health and wellbeing

5. Increased financial hardship and vulnerability

6. Increased unemployment, redundancy or lack of work

7. Decreased food security

8. Increased fuel poverty

9. Increased housing issues and/or homelessness

10. Negative impact on equality and human rights

11. Safeguarding issues

97. Something else (please say what)

98. None of these

99. Not applicable to my charity

ASK ALL

Q5a What impact do you think COVID-19 and the restrictions have had on the income your charity’s raised in 2020, in terms of…

* Trading income
* Donations and fundraising
* Grants and government funding
* Contracts

*Single code*

1. Led to a significant decrease
2. Led to a slight decrease
3. No difference
4. Led to a slight increase
5. Led to a significant increase
6. Don’t know
7. Not applicable to our charity – we don’t raise funds in this way

ASK IF Q5a NOT 98 or 99 *and* Q1 NOT 21

Q5b And thinking forward to **2021**, what impact do you think COVID-19 will have on the income you expect your charity to raise, in terms of…

SINGLE CODE. DO NOT SHOW WHERE Q5a = 98 or 99

* Trading income
* Donations and fundraising
* Grants and government funding
* Contracts

*Single code*

1. Expect a significant decrease
2. Expect a slight decrease
3. No difference
4. Expect a slight increase
5. Expect a significant increase
6. Don’t know / we can’t forecast that far ahead

ASK IF Q5a NOT 98 or 99 AND Q5b NOT 98 *and* Q1 NOT 21

Q5c Thinking forward to **2022**, what impact do you think COVID-19 will have on the revenue you expect your charity to raise in terms of…

SINGLE CODE. DO NOT SHOW WHERE Q5a = 98 or 99

* Trading income
* Donations and fundraising
* Grants and government funding
* Contracts

*Single code*

1. Expect a significant decrease
2. Expect a slight decrease
3. No difference
4. Expect a slight increase
5. Expect a significant increase
6. Don’t know / we can’t forecast that far ahead

*ASK ALL apart from* Q1 = 21

Q6a How would you rate the threat that COVID-19 and the restrictions more generally pose to your charity’s financial viability in the next...

* Three months
* Six months
* Twelve months
* Two years

*Single code, Rating scale, Carrousel if ‘Critical’ mentioned at any point then skip to Q5*

* No threat at all
* A small threat
* A modest threat
* A large threat
* A critical threat

*ASK ALL apart from* Q1 = 21

Q6b And, thinking about your charity’s ability to do its work, which of the following best represents the position you feel your charity will be in, in the next…

* Three months
* Six months
* Twelve months
* Two years

*Single code*

* My charity will be in a stronger position than in January 2020
* My charity will be in much the same position as in January 2020
* My charity will be in a weaker position than in January 2020
* My charity will be unable to do the work it was set up to do

ASK ALL

Q6c Thinking about the following methods of fundraising, has your charity increased or decreased its efforts to generate income in this way, since June 2020?

* Increased
* Stayed the same
* Decreased
* Stopped completely
* Not applicable, my charity does not carry out this type of fundraising activity

1. Use of online fundraising platforms (such as Just Giving)
2. Online fundraisers (e.g. coffee mornings or marathons)
3. In-person events (e.g. village fetes or fundraising dinners)
4. Door-to-door collections of goods
5. Door-to-door collection of money
6. Mobile contactless donations
7. Direct debits donations
8. Sale of goods
9. Cash donations
10. Lottery and raffles
11. Street collections
12. Text giving
13. Something else (please say what)

ASK Q7a IF Q1 NOT 21, 97 or 99

Q7a For each of the following types of additional funding support, which if any, have you already used since the start of the pandemic and which do you think would be useful to you in future?

If you have already used a type of funding and feel that it would be useful again in future, please select both options.

|  |  |  |
| --- | --- | --- |
|  | This has already helped us | This would help us in future |
| **Funding** |  |  |
| Independent grant funding |  |  |
| Scottish Government funding |  |  |
| UK Government funding |  |  |
| Sector specific support |  |  |
| Local authority funding |  |  |
| Funding for essential or core costs, such as staffing (not a UK Government job support scheme) |  |  |
| More flexibility in currently-funded projects, such as removing restrictions on how funding can be used |  |  |
| Simplified requirements for reporting on grants or outcomes |  |  |
| Funding for digital delivery |  |  |
| Longer grant/contracts |  |  |

ASK Q7b IF Q1a NOT 21, 97 or 99

Q7b For each of the following types of support, which if any, have you already used since the start of the pandemic and which do you think would be useful to you in future?

If you have already used a type of support and feel that it would be useful again in future, please select both options.

|  |  |  |
| --- | --- | --- |
|  | This has already helped us | This would help us in future |
| **Support** |  |  |
| Information and advice on the financial support charities can claim |  |  |
| Flexibility in filing or reporting deadlines |  |  |
| Support or training on HR/staffing issues |  |  |
| Support or training on volunteer issues |  |  |
| Support or training on remote leadership |  |  |
| Technical support and training for working remotely |  |  |
| Staff, charity trustee and volunteer wellbeing resources |  |  |
| Maintaining momentum on current policy and government business unrelated to Covid-19 |  |  |
| More guidance on how charities should adapt and continue during the pandemic |  |  |

ASK Q8 IF Q1a NOT 97 or 99

Q8a Earlier you told us about how COVID-19 and the restrictions were affecting your charity.

OSCR is very keen to provide the charity sector with an opportunity to share its experiences, frustrations and successes in response to the pandemic.

Please use the text box below to tell us what you have learned and we will share it anonymously with other charity sector support bodies, and the Scottish Government.

*Open, Don’t know*

\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

ASK ALL

Q8b In your view, what should OSCR and charity sector support organisations be doing to help your charity overcome the challenges that it faces because of the pandemic? Are there any other factors that you wish to bring to our attention?

Please give as much detail as you can.

*Open, Don’t know*

\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Q9 Thank you for giving us your feedback so far. To finish, we have a few quick questions about your charity that will help us understand your situation a little better.

First, please enter the last five digits of your charity’s registration number below.

If you do not have the number to hand, please select ‘I do not have this information available’

Small open text box, 5 character limit, include ‘I do not have this information available’, ‘SC0’ in front of the answer box

ASK IF Q9 = ‘I do not have this information available’

Q10 How long has your charity been established?

If you’re unsure, please choose the answer you feel is most likely.

*Single code*

1. Less than a year

2. 1-3 years

3. 4-10 years

4. 11-25 years

5. 26-50 years

6. More than 50 years

99. Don’t know

ASK IF Q9 = ‘I do not have this information available’

What is your charity’s legal form?

*Single code*

1. Unincorporated association

2. Company (the charity is registered with Companies House)

3. SCIO (Scottish Charitable Incorporated Organisation)

4. Trust (founding document is a deed of trust) (other than educational endowment)

5. Other

99. Don’t know

ASK IF Q9 = ‘I do not have this information available’

Q11 What was your charity’s income in its most recent set of annual accounts?

If you’re unsure, please choose the answer you feel is most likely.

*Single code*

1. Under £2,000

2. £2,001 to £10,000

3. £10,001 to £25,000

4. £25,001 to £100,000

5. £100,001 - £500,000

6. £500,001 - £1m

7. £1m - £5m

8. £5m+

99. Don’t know

ASK IF Q9 = ‘I do not have this information available’

Q12 In which local authority area is your charity based?

If your charity is based in more than one local authority, please chose the location of its main office.

Single code

|  |  |
| --- | --- |
| 1 | Aberdeen |
| 2 | Aberdeenshire |
| 3 | Angus |
| 4 | Argyll & Bute |
| 5 | Clackmannanshire |
| 6 | Dumfries & Galloway |
| 7 | Dundee City |
| 8 | East Ayrshire |
| 9 | East Dunbartonshire |
| 10 | East Lothian |
| 11 | East Renfrewshire |
| 12 | City of Edinburgh |
| 13 | Falkirk |
| 14 | Fife |
| 15 | Glasgow City |
| 16 | Highland |
| 17 | Inverclyde |
| 18 | Midlothian |
| 19 | Moray |
| 20 | Western Isles |
| 21 | North Ayrshire |
| 22 | North Lanarkshire |
| 23 | Orkney Islands |
| 24 | Perth & Kinross |
| 25 | Renfrewshire |
| 26 | Scottish Borders |
| 27 | Shetland Islands |
| 28 | South Ayrshire |
| 29 | South Lanarkshire |
| 30 | Stirling |
| 31 | West Dunbartonshire |
| 32 | West Lothian |
| 33 | Outwith Scotland |

ASK ALL

Q13 Usually, what are your charity’s main sources of income?

Please chose your most important income sources from the list below.

*Multicode.*

1 Local government grants

2 Local government contracts

3. Scottish Government grants

4. Scottish Government contracts

5. Lottery funding

6. Other public sector grants

7. Other public sector contracts

8. Rental income

9. Trading

10. Public donations and legacies

11. Fundraising events

12. Investments and interest

13. Non-government grant funding

14. Private sector funding

99. Don’t know (Exclusive)

ASK ALL

Q14 Which of the following best describes where your charity provides its service(s)?

*Single code*

1. A local community or small number of local communities

2. Regionally within Scotland

3. Nationally, across Scotland

4. Nationally, across the UK

5. Internationally (outside the UK)

ASK IF Q9 = ‘I do not have this information available’

Q15a How many paid staff members (including both full and part time paid staff) are normally employed at your charity?

Please provide an estimate if you’re not sure of the exact number.

*Single code*

1. None

2. 1-10

3. 11-50

4. 51 -250

5. 251-500

6. 500+

99. Don’t know

ASK ALL

Q15b How many volunteers are normally engaged by your charity (not including charity trustees)?

Please provide an estimate if you’re not sure of the exact number.

*Single code*

1. None

2. 1-10

3. 11-50

4. 51 -250

5. 251-500

6. 500+

99. Don’t know

ASK ALL

Q16 In which sector or sectors does your charity mainly operate?

Please select all that apply.

*Multicode. Randomise.*

Housing

Social care - Children and families

Social care - Young people

Social care - People with disabilities

Social care – older people

Culture and arts

Sports and recreation

Health

Mental health

Education and research

Community development (including employability and training)

Grant giving, philanthropy and funding

Environment and animals

Advocacy, minorities, rights and law

Umbrella body, intermediary or support organisation

Religion and belief

Other (Please say)

For more support and information visit [OSCR’s COVID-19 Guidance for Charities](https://www.oscr.org.uk/guidance-and-forms/covid-19-guidance-for-charities/).

If you are considering closing your charity please see [OSCR’s guidance on Winding up or Dissolving your charity](https://www.oscr.org.uk/guidance-and-forms/making-changes-to-a-charity-guidance/winding-up-or-dissolving-your-charity/).