

FACING COVID-19 TOGETHER

VOICES OF THE
NATIONAL EMERGENCIES TRUST
CORONAVIRUS APPEAL



NATIONAL
EMERGENCIES
TRUST



FOREWORD

This past year has taught us many lessons, not least how much we can achieve, and how quickly, when we pull together. The challenges Covid-19 has created, and the inequities it has unearthed, have paved the way for charities and communities to come together in ways last seen during war times.

Since it launched on the 18 March 2020 companies have raised phenomenal sums of money for the Coronavirus Appeal, while grappling with business-as-(un)usual. Individuals have donned costumes, skipped marathons and climbed mountains on their stairs to raise money; all the while raising families, and holding down day jobs in difficult lockdown conditions.

Grant-makers with lived and local experience have worked tirelessly to understand the ever-changing impacts of the pandemic, and process thousands of grant applications. Meanwhile, charities and groups have popped up, and stepped up, to put others' needs before their own, spreading light in times of darkness.



General The Lord
Richard Dannatt, Chair,
National Emergencies
Trust

In the spirit of collaboration, it is only right that this final reflective report be told through their voices, together with the extraordinary individuals on our Board and Committees who volunteered their time and expertise to bring the Appeal together.

From fundraisers and funders, to charitable champs, I would like to personally thank everyone who has contributed to what has been a remarkable effort this past year. You have made a meaningful difference to people's lives when it mattered most. And you have taught us lessons we take forward gratefully as we prepare for the next national emergency.

APPEAL LAUNCH
18 MARCH 2020



£98m
OVERALL
FUNDS RAISED



13,000+
PROJECTS
SUPPORTED
UK-WIDE



11
FUNDING
PARTNERS

CORONAVIRUS APPEAL APPROACH: LIVING OUR VALUES

MHAIRI SHARP, CEO, NATIONAL EMERGENCIES TRUST



TEAM VOICE

"From the minute we launched the Coronavirus Appeal, the nation gave so generously, and so quickly, we felt a huge responsibility to make sure that that generosity got to where it was needed, fast and fairly. Amidst the chaos of the pandemic, and working at a frenetic pace, our six core values kept us focussed. They shaped our overall approach to the Coronavirus Appeal, and then within that, guided every single decision we made; from allocation, to distribution, to our culture."



T RUSTED

A GILE

C OMPASSIONATE

T RANSSPARENT

I NNOVATIVE

C OLLABORATIVE

T

TRUSTED

"We recognised that making decisions at speed carries great risks, so put data at the heart of decision-making. It was the only way we could make good on our founding mission of being fast and fair during emergencies."

FACT:

- The Allocations Committee met daily, seven days a week to review grants data and external data, and evolve its approach accordingly.

A

AGILE

"We made our funding criteria really flexible and relied on the expertise of our grant-making partners, which meant funds got to where they were needed fast. We were also agile to act on new information as it arose because things were changing every day."

C

COMPASSIONATE

"We knew that charities were under very sudden and extreme pressure. Through our grantmaking partners, we tried to make the process of applying for funding as quick and simple as possible, to remove unnecessary extra stress. Today we're listening to feedback on how we can improve this even further in future emergencies."

FACT:

- Grants data was provided to 360 Giving to help the sector to take a more considered view on emergency funding.

T

TRANSPARENT

"It was really important for the Allocations Committee and Equity Scrutiny Group to be able to review real-time grants data so they could make informed decisions. As each successful application was uploaded by community foundations, we could see this instantaneously."

**I**

INNOVATIVE

"Though we weren't conscious of it at the time, we had to innovate in many ways to be fast and fair - and we're hopeful some of that work will have a positive legacy. For instance, bringing together four new charity consortias that didn't exist before to make sure funds could be distributed equitably across the four nations."



"It's amazing how quickly we all came together to try to help individuals in the UK during a difficult and uncertain time and it just goes to show that where there is a will, there is a way."

[Click here for volunteer
Bhagti Patel's story](#)

FACTS:

- Refuge established a new consortium with Nexus NI, Scottish Women's Aid and Welsh Women's Aid
- The Refugee Councils in England, Wales and Scotland came together with Bryson Care in Northern Ireland to deliver a UK-wide response

**C**

COLLABORATIVE

"We have trusted in our partners' expertise to create a truly collaborative and impactful approach together. Putting lived experience at the heart of this has been essential. Whether local experience of a certain region, or lived experience of belonging to a specific community, those with this authentic expertise have determined the best way to spend the funds raised."

THE NEED FOR SPEED

TEAM VOICE

**THELMA STOBER, TRUSTEE,
NATIONAL EMERGENCIES TRUST**



"The speed and scale of change brought about by the pandemic created urgent need overnight. How would people access basic essentials like food and medicines? Who was going to school our children? What would all of this mean for men, women and children already unsafe in their own homes? Or with no home to go to at all?"

Grassroots charities and groups quickly realised this and sprung into action. Thankfully, prior to the pandemic we had established a partnership with UKCF and its network of 46 Community Foundations. This meant that, with the help of an incredible team of National Emergencies Trust volunteers, we were able to start to fund these brilliant grassroots efforts, and make a difference to those in need, almost immediately.

We made our funding criteria really flexible and kept our reporting requirements to a minimum so Community Foundation teams could operate at speed."



**"One family said
that it was the first
food they'd had in the
house for three days"**

Sarah Bentley, Made In Hackney,
London. First grant received
on 1 April 2020

Sherita at Dimobi Children's Disability Trust, a charity in Manchester for families of children with learning disabilities, pivoted their usual services overnight to set up a food bank for the families they support

[Click to watch Sherita
share her experiences with
Comedian, Russell Kane](#)

**'Nurse in tears as coronavirus panic-buyers stop
her from buying food after her 48-hour shift'**

Metro, 20 Mar 2020

**'UK care homes struggle
with wave of Covid-19
cases'**

Financial Times, Apr 2020

**'Domestic abuse
killings 'more
than double'
amid Covid-19
lockdown'**

The Guardian Apr 2020

**"If we had waited 2, 3, 4
weeks we would have lost a lot
of people. So that funding was
vital for us to mobilise digitally,
from a distance, very quickly."**

Damon Parkinson, Riverside Access
and Training Centre, Gainsborough,
East Midlands. Grant received on
30 March 2020

**'Coronavirus: UK deaths
double in 24 hours'**

BBC Mar 2020

UKCF FUNDING CRITERIA

Voluntary and community organisations eligible for grants include those:

- Supporting the health & wellbeing of vulnerable people
- Supporting vulnerable groups self-isolating
- Alleviating or complementing local statutory services
- Alleviating food poverty
- Providing community response
- Providing specific response to the pandemic
- Requiring support with volunteer costs
- Requiring support to work remotely/adapt services
- Requiring additional support for mental health, emotional wellbeing and bereavement

EARLIEST STORIES OF SUPPORT

On 23 March the nation went into lockdown and by 26 March the first £2.5million had reached 46 Community Foundations around the UK. On the very same day the first charities received the vital funding they needed.



NI HYATT **£1K, 26 MARCH**

Social enterprise NI Hyatt used its £1K to provide wifi and tablets to refugee families to help them stay connected in isolation



CYMRU CREATIONS **£2K, 27 MARCH**

Not far from the Brecon Beacons, Cymru Creations's £2K grant enabled them to support older people self-isolating with food and medicines



GLASGOW THE CARING CITY **£1K, 26 MARCH**

Glasgow the Caring City's grant enabled it to deliver food, essentials and hygiene packs to those unable to access these



ENYP'S PICNIC PROJECT **£1K, 26 MARCH**

The Picnic Project in Norwich received a grant to deliver food parcels to local families struggling with extra food costs due to school closures

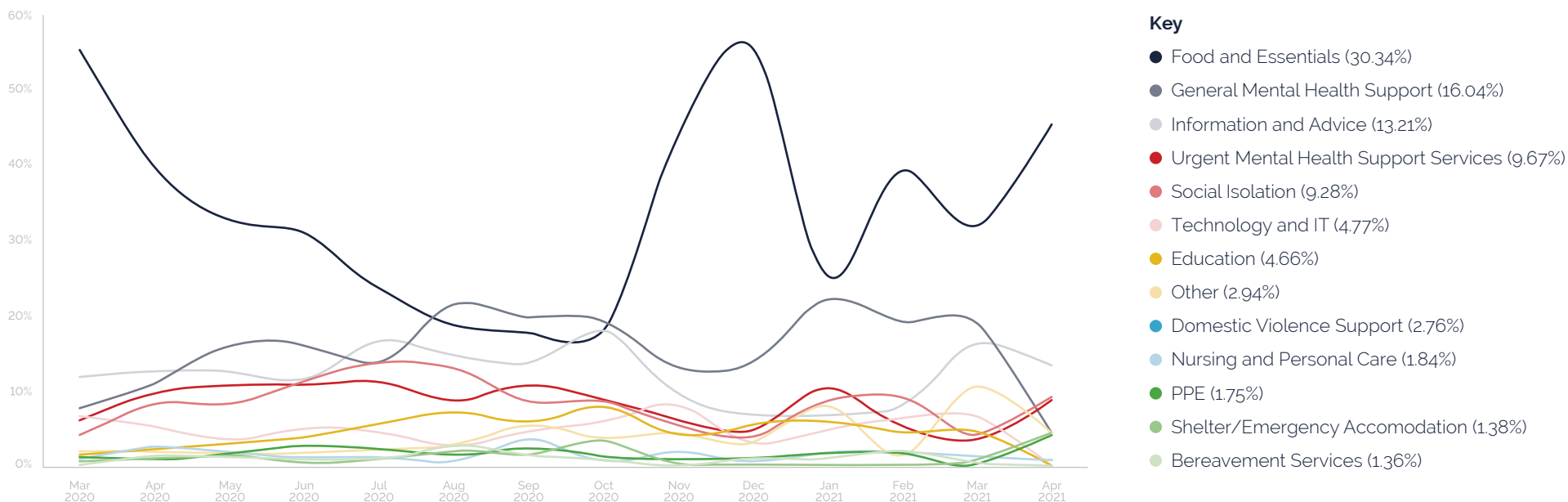


HOW NEED CHANGED OVER TIME

TEAM VOICE GERALD OPPENHEIM, CHAIR, ALLOCATIONS COMMITTEE



"As the months went on, needs within communities changed, and we could see this in our Community Foundation grants data. The immediate need for food support decreased as the complexity of need increased, while there were spikes in support for mental health during the height of the summer and the middle of winter. The pattern of support for victims of domestic violence almost directly reflects the pattern of lockdowns in the UK, while education support increased rapidly throughout, reflecting almost an entire year of home-schooling."



**MARCH
2020**

Food &
essentials

BENEFICIARY VOICE

"We've delivered over 6,000 meals to community members and even though restrictions are lifting, we're looking to extend our service as many elderly members are still afraid to go outside."

Elza Maeshiro, Moorland Star, Rhyl, Wales.
Grant received March 2020

[Click here for their story](#)



**MAY
2020**

Social
isolation

BENEFICIARY VOICE

"While being online quickly became the accepted new norm for most, this assumed a level of phone/internet credit simply absent for a number of our members. Our Keep Talking project established a means of remotely topping up phone credit on a monthly basis. We were humbled by its effect on 50+ lives, judging from the responses we received. Meanwhile, our weekly BFC feel-good music podcast found an immediate and enthusiastic audience."

Stephanie Mitchell, Coordinator at the Belfast Friendship Club, Northern Ireland
Grant received in May 2020

[Click here for their story](#)



**AUGUST
2020**

Mental health
support

BENEFICIARY VOICE

"We offer local people the chance to have a cup of tea and connect with people. It's a different take on therapy – we offer a shoulder to shoulder experience in a safe space that enables people to open up and talk about things in their own way."

Bruce Newlands, Chairperson at Inverclyde Shed, Scotland
Grant received in August 2020

[Click here for their story](#)



Photo credit:
Greenock
Telegraph

**OCTOBER
2020**

Domestic abuse
support

BENEFICIARY VOICE

"We have continued to support women throughout the pandemic at the Sunflower Women's Centre. We have seen an increase in women struggling with their mental health and an increase in domestic violence. During the lockdowns, we converted our support to virtual via Zoom and doubled the amount of sessions to reach more women who needed our help. We worked closely with Plymouth Domestic Abuse Services (PDAS) to ensure that women suffering from domestic violence were given the right specialist advice."

Charlotte Hudson, Practitioner at Sunflower Women's Centre, Trevi, England
Grant received in October 2020

[Click here for their story](#)



ENSURING EQUITY

TEAM VOICE ASHLEY HEAD, TRUSTEE, ALLOCATIONS COMMITTEE



"A brilliant volunteer data scientist helped us to create an allocation formula at the start of the appeal. This helped us to decide how much funding should go to each Community Foundation. The allocation criteria, as we called it, disaggregated the population across the four countries of the UK, and in England across the different regions. It then determined how much funding should go to each region based on levels of social and economic deprivation."

TEAM VOICE JEHANGIR MALIK, CO-OPTEE AND CHAIR OF THE EQUITY SCRUTINY GROUP



"The Equity Scrutiny Group was established at the end of April to work closely with the Allocations Committee, sense checking decisions and bringing more perspectives to the table. Then across May and June, two major audits looked at UKCF grants data, alongside external data, to identify unmet needs. The findings led to ten new funding partnerships, each focused on a different need; as well as the creation of a dedicated BAME Infrastructure fund by UKCF."

TEAM VOICE ELIZABETH BALGOBIN, CO-OPTEE, ALLOCATIONS COMMITTEE AND EQUITY SCRUTINY GROUP



"Throughout the appeal our funding strategy evolved as information on new needs came to light. For example, we re-weighted the UKCF allocation criteria a number of times towards economic deprivation and then in July adjusted it so that Community Foundations along the C-Curve – the geographic corridor where Covid-related deaths were more prevalent – could apply for extra funds. Across May and June we also identified a number of pressing unmet needs, including among the LGBT+ community, BAME communities, refugees and asylum seekers and people with disabilities. From July onwards, we worked closely with the Equity Scrutiny Group to bring on board ten new funding partners, including the LGBT Consortium, Comic Relief, The Refugee Council and Disability Action Northern Ireland, to help us to target additional support to where it was urgently needed."

MARCH

Allocations Committee established when Appeal launched

MAY

UKCF BAME data deep dive in response to growing body of external data on Covid-19's impacts.

JULY

Comic Relief Global Majority Fund & UKCF BAME Infrastructure Fund launch

MAY

Equity Scrutiny Group was created to work alongside the Allocations Committee and Board

JUNE

Unmet needs audit reviewed internal grants data and wider sector data

AUG/SEP

Nine additional national funding partners announced to respond to unmet needs



PARTNER VOICES

**Our eleven incredible
funding partners share
their perspectives**

LOCAL KNOWLEDGE FOR LOCAL NEEDS

ROSEMARY MACDONALD
CEO, UK COMMUNITY FOUNDATIONS (UKCF)



“Many of these organisations have been at the front line in helping their communities cope with the effects of the pandemic”

Our members reach into every community in the UK, providing funding to organisations which make a real difference in their local area, so the help we've provided and the issues we've seen fully reflect the national story of the pandemic. Many of these organisations have been at the front line in helping their communities cope with the effects of the pandemic. From the co-ordination of support for those shielding and self-isolating; to the provision of IT equipment to help children continue their education

remotely with local partners; and to the quick transformation of face-to-face befriending and support services into online communities, our members have been providing much-needed solutions to the many problems and challenges created by the pandemic.

“Our members adapted quickly, hosting additional funding panels and bringing new assessors on board to ensure that money was distributed as quickly as possible”

As the demands on many of the organisations we fund increased, their ability to fundraise was severely hampered by lockdown restrictions. Consequently, applications

TOP FIVE PRIMARY SERVICES

SUPPORTED BY
COMMUNITY
FOUNDATIONS



FOOD AND ESSENTIALS

£21m
4,600+ grants



MENTAL HEALTH SUPPORT AND SERVICES

£17.8m
3100+ grants



INFORMATION AND ADVICE

£9.1m
1500+ grants



SOCIAL ISOLATION

£6.4m
1300+ grants



EDUCATION

£3.2m
590+ grants

for funding increased significantly across all regions. Our members adapted quickly, hosting additional funding panels and bringing new assessors on board to ensure that money was distributed as quickly as possible to the organisations that needed it most. It's also been vital for community foundations to be as flexible as possible with funding so that organisations could meet immediate needs, providing core funding to enable them to keep delivering vital services. This statement from Community Foundation for Northern Ireland at the start of the pandemic typified our members' response: "our priority is always to support you to do your best work; we recognise that circumstances change and are proud to be a flexible funder who will adapt to the circumstances you are facing."

"The funds from the Appeal have led to record levels of grant-making right across our network"

Put simply, funding from the NET Coronavirus Appeal has allowed us to help more people and support more vital services and organisations than we would have thought possible a year ago. Combined with our members' own regional appeals and initiatives, the funds from the Appeal have led to record levels of grant-making right across our network. All in all, community foundations have distributed around £70 million to over 13,000 local organisations thanks to the generosity of those who donated to the appeal and the phenomenal fundraising efforts of the NET. The funding has also allowed us to reach

new organisations that we had not previously worked with and to build new partnerships for the future to ensure we reach all of the communities we are privileged to serve.

"Our challenge as funders is to connect local philanthropists, both individuals and businesses, with the causes that matter to them in their local communities"

In a recent survey our members told us they are seeing increasing need in the following service areas: mental health service; provision of food and essentials; supporting people experiencing social isolation; domestic violence support and technology and IT. Our challenge as funders is to connect local philanthropists, both individuals and businesses, with the causes that matter to them in their local communities. Our members have commented,

Local organisations have really been there when it matters. There is no doubt that there are huge challenges facing the sector, but there is also a fantastic opportunity for donors and funders to offer the kind of support that will help us build on the incredible work that has been done throughout the pandemic.

"We have the mechanisms in place now to respond quickly and well to crisis, but we do also need to take the time to learn our own lessons from this period and we need to listen to our charities too."

Hannah Clay, Head of Grant Programmes,
Sussex Community Foundation

"Our charities are resilient, innovative and creative, and are rising to the challenges of Covid and adapting their model to meet changing needs. For some, going digital has massively increased engagement, others are moving from a premises base to an outreach service."

Jenny Bevan, Head of Programmes,
Norfolk Community Foundation

LGBT+ COMMUNITIES

PAUL ROBERTS OBE
CEO OF LGBT CONSORTIUM



PARTNER VOICE

“The Pandemic has been a triple-whammy for LGBT+ communities”

The Pandemic has been a triple-whammy for LGBT+ communities: Organisations have seen huge increases in people coming to them for support. LGBT+ communities cross every part of society and those working across intersectional areas, such as anti-racism work, have had additional community pressures; Operating entirely virtually for a sector that is predominantly providing social and support activities, and majority volunteer-led, put additional strain on their ability to provide services; and we have seen a disturbing increase in attacks on our trans and non-binary communities. We also have to remember that the majority of people working for our communities are from our communities. None of us have been immune to feeling the pressures of the pandemic, resulting in additional strains on those serving our communities.

“We saw a 3-fold increase in the number of organisations wanting active support from us”

Consortium has been an officeless organisation for 9 years so we were in a strong position to turn our attention straight to our members rather than ourselves. We saw a 3-fold increase in the number of organisations wanting active support from us in the early weeks of the pandemic and luckily we were able to put on a series of broad online sessions to help others out. The equity lens also became increasingly important, and very welcome, which saw the demands on our organisation to engage with others massively increase, so we had to find the balance of pursuing this unique opportunity for our diverse communities to be more visible and engaged whilst also staying focused on serving the organisations we exist for.

"It has allowed us to give LGBT+ organisations a bit of breathing space to look ahead and not just firefight."

The funding from the National Emergencies Trust has enabled us to respond to the needs of our communities in the way we know is needed, which has felt like a breath of fresh air. It is a bit like a big jigsaw puzzle, with all the bits needed to give that complete picture. It has allowed us to get vital funds out to a diverse range of LGBT+ organisations right across the UK and give them a bit of breathing space to look ahead and not just firefight. It has also allowed us to look deeper at how we serve our diverse communities, and ensure we are targeting resources where it is both needed, whether that is geographical or thematic. We are now exploring how we balance out our core support for LGBT+ organisations, coupled with how we do funding and make it more representative of our communities—from design through to delivery. It has also allowed us to build strong data and evidence to articulate the future needs of our communities as we move through the next stages of the pandemic, and beyond.

CASE STUDY: **AFRICAN RAINBOW FAMILY**

The team at the African Rainbow Family has been working with LGBTIQ people of African heritage and refugees since 2014. They support communities that face harassment through petition advocacy, providing advice and consultation, as well as organising events and counselling. The coronavirus pandemic, and the social distancing restrictions that came with it, created a barrier to many of these services. Social gatherings could no longer go ahead, while it was hard for some members to access support online because they didn't have the means, or knowledge, to do so.

Grants from the Coronavirus Appeal enabled the team to provide technology and support to its members that needed this, enabling them to maintain a vital sense of connection, and continue to offer care and advice during a challenging and lonely time, from a safe social distance.



OLDER PEOPLE

LESLEY CARBERRY
SERVICE DEVELOPMENT MANAGER, AGE UK



“Older people have consistently told us they are feeling lonely, with 1 in 3 older people feeling more anxious since the start of the pandemic”

Overwhelming global evidence shows that older people are more likely to become seriously ill and die from the virus. Many older people are deeply afraid of Covid-19 and of leaving their homes. Through our own research, older people have consistently told us they are feeling lonely, with 1 in 3 older people feeling more anxious since the start of the pandemic, particularly those with long-term health conditions. Large numbers of older people have also seen their health decline, with 1 in 3 agreeing they now have less energy, and 1 in 5 finding it harder to remember things.

“Our Telephone Friendship Service experienced a 300% increase in demand”

Demand for support from Age UK has never been higher. Our Telephone Friendship Service experienced a 300% increase in demand at the beginning of the pandemic. Demand for our national Advice Line peaked at 88% above normal levels, with calls now more urgent and complex than ever before. Similarly, demand for The Silver Line Helpline peaked at 31% above normal levels. We have also seen record views on our website and record numbers of emails asking for help. The story is the same for equivalent services delivered by our charity partners in the nations, Age Scotland, Age NI and Age Cymru.

"The funding has enabled us to answer 146,000 calls to The Silver Line Helpline since August 2020."

Primarily we have been able to develop and deliver our information and advice services for older people most in need across the UK including:

- Responding to additional demand on our Advice Line (helping towards staff and running costs).
- Expanding our Telephone Friendship Service, supporting 1,000 more older people since August 2020, with more waiting to be matched with a befriender.
- Answering calls to The Silver Line Helpline - since August 2020 the National Emergencies Trust funding helped us to answer 146,000 calls to this 24/7 service.
- Providing additional advice and frontline services in Scotland, Wales and Northern Ireland.

"Older people will find it significantly harder than other age groups to rebuild fitness and thinking skills. Many will never recover."

The main challenge is the disproportionate long-term impact of Covid-19 on older people's physical, cognitive and emotional health. Older people will find it significantly harder than other age groups to rebuild fitness and thinking skills. Many will never recover. Age UK has an opportunity to provide those most in need with advice and support to rebuild confidence, social networks and fitness. Additionally, many older people reaching out to us are now bereaved. We see an opportunity to train frontline staff with bereavement support skills to better equip them to help - we just need to find funding to do this.

Peta,
Age UK Adviser
[Click here to read more](#)



"Harriet, an ex-nurse in Yorkshire who is in her 70s and living alone, called up to ask that if she were to get coronavirus and pass away, could she still be buried in a grave with her family, as requested in her will. During the call she was hugely apologetic for taking up my time on the line, but I reassured her that we are here to help on all sorts of matters, especially at this unprecedented time."

"I also had a man in his 80s call who has several underlying health conditions. He was running out of food and he also needed medical assistance, but he was told a district nurse can't be sent to his home, so he wasn't sure what to do. I was able to let him know about the different options of support available for him, for example a contact for his local Age UK which is providing on-the ground services, or I could signpost him to other local organisations who might be able to help."

YOUNG PEOPLE AND FAMILIES

JON BROWN
DIRECTOR OF STRATEGIC PARTNERSHIPS,
BARNARDO'S



PARTNER VOICE

**"Families who coped in the first lockdown
are unable to cope at present"**

Barnardo's based its identification of need on the first lockdown and did not anticipate in July 2020 that schools in the celtic nations would remain closed to most pupils until March or April 2021. Like many others, we anticipated that the struggle to adapt to the changes brought by Covid would remain after the immediate crisis, but we did not anticipate that this crisis would remain at the high level that it remains at present. The cumulative effect of multiple lockdowns and restrictions have intensified emotional and financial issues - families who coped in the first lockdown are unable to cope at present.

Boloh's service users are communities that have experienced deprivation and health inequalities. The pandemic hasn't told us anything new about the structural inequalities these communities face. It has instead not only exacerbated these inequalities, but has drawn national attention to issues of poverty, unemployment, digital poverty, separation and loss which have been under-recognised for a long time. In particular, young people (YP) have experienced disruption in their schooling which has affected attainment levels and an increasing sense of despair about their future. Many of the young people contacting the helpline have experienced a decline in their mental health and wellbeing.

**"There has been an increase in
demand for our therapeutic services"**

The long-lasting impact of emotional trauma is not always evident during the immediate crisis; the impact of multiple lockdowns, restrictions and closures may not be seen until after the immediate danger to life subsides, yet this may still be considered during the crisis period and may pose significant threat to mental health and wellbeing. Our experience in Northern Ireland with conflict has shown that suicide risk increases in the aftermath. All statutory agencies are reporting fewer child protection referrals - this is not due to fewer issues, but that the usual protective factors, like school, are not operating as normal. We know that children are particularly vulnerable as schools and clubs are closed, and may be unsafe at home.

There has been an increase in demand for our therapeutic services over the past three months and for some service users, we have had to offer more than the six initial sessions. More than half of the cases are assessed as complex and this has had an impact on the wellbeing of staff, so we have had to provide monthly therapeutic reflective group for helpline advisors and a similar support system for psychotherapists. The extent of the deprivation experienced by callers demanded that the service

partnered with foodbanks and we were able to provide food vouchers. Therefore, we have had to provide more practical and hands on support to meet the basic needs of callers.

“These communities don’t have access to therapeutic support services and Boloh has been able to offer this in 13 different languages.”

A significant part of the offer is that we build capacity with parents and other adults (including teachers) to support children and young people, eg accessing Barnardo’s hub and resource and to respond in an appropriate way. This ensures that parents and teachers can be supported to meet children and young people’s needs now. Crucially, it also increases capacity to build strategies to help with emotional wellbeing now and when facing the challenges in life in the future.

Many children have specific fears they are discussing in direct work in the sessions, which are short and focused. These include: fear of illness, finance, parental separation, family dysfunction, anxiety, isolation, bullying, peer difficulties. Children are worried that their parent(s) or other family members will contract Covid – this is a particular worry for children with single parents and/or those with underlying vulnerabilities including health issues.

We have been able to develop a culturally sensitive service to meet the needs of seldom heard and seen communities at a time when they need it the most. These communities don’t have access to therapeutic support services and Boloh has been able to offer this in 13 different languages. We have been able to recruit approximately 40 Black, Asian and minority ethnic therapists, which is a USP of the helpline. We have been able to provide communities with £42,000 in vouchers and devices. Our partnership with Vodafone enabled the helpline to provide laptops and smartphones who allowed C&YP to access schooling online and to combat loneliness.

“Children and young people with anxiety about travelling or social anxiety have fully engaged in the service and prefer the remote way of working.”

While Barnardo’s acknowledged the challenges in providing a remote service, rather than face to face, children and families love the accessibility of See, Hear, Respond. Children and young people with anxiety about travelling or social anxiety have fully engaged in the service and prefer the remote way of working. Children and families appreciate the responsiveness of the service and the lack of long waiting lists. These key learning points from See Hear Respond in Scotland, Wales and Northern Ireland will inform Barnardo’s future services across the UK.

The data collated will be used to support Barnardo’s with providing evidence of the impact of the pandemic on racialised groups and will support the organisation in its quest to develop a centre of expertise focused on improving outcomes for C&YP from these communities. The helpline has national reach and this has allowed the organisation to reach communities that are destitute and forgotten. Boloh’s webchat facility is the first provided by Barnardo’s and it has been used as a template for other services. The multi-lingual and ethnically diverse staff team is first for Barnardo’s and discussions are being held on how to capitalise on this going forward.

With five more months left in the life of the project, staff retention is an issue we have already started to address. The most pressing challenge would be ending the service when communities need it the most, as it is anticipated that the issues these communities experience would be revealed as lockdown eases and this coincides with the winddown of the service.



COMMUNITIES EXPERIENCING RACIAL INEQUALITY

Comic Relief launched its Global Majority Fund in July 2020 to support Black and minoritised communities disproportionately impacted by Covid-19. Five of the Fund's grant-making partners share their perspectives on the pandemic..

PARTNER VOICE



**ABDIRACHID FIDOW,
OPERATIONS MANAGER,
THE ANTI-TRIBALISM
MOVEMENT (ATM)**

"Our target communities were facing significant inequalities in accessing education, employment, health, and housing, which resulted in poorer outcomes."

The Anti-Tribalism Movement's target communities are Horn of African communities who face exceptionally challenging circumstances. They are living with disproportionate levels of Covid-19 infection and poor access to health information and health services, high levels of poverty (poverty rates in the UK are twice as high for minority ethnic groups than for white groups), high unemployment, poor financial resilience, inadequate housing and high level of rent arrears. Post Covid-19, our target communities were facing significant inequalities in accessing education, employment, health, and housing, which resulted in poorer outcomes. Many live in a web of interconnected vulnerabilities which is of particular importance in the Covid-19 context.

[Click here to read more](#)



**PHOEBE GEORGESTONE,
PROJECT SUPPORT OFFICER,
BLACK TRAINING AND
ENTERPRISE GROUP (BTEG)**

"This was not a situation that we were geared up for in terms of resources."

Black Training and Enterprise Group was directly impacted by Covid-19. A number of our programmes – particularly our role model work in schools – could not take place. Funding was paused and some staff furloughed. Everyone moved to work from home. This was not a situation that we were geared up for in terms of resources (laptops/work phones). We had to reallocate funds to facilitate new working conditions. Even once schools reopened, delivery was slow as schools had to catch up rather than welcome external visitors/initiatives.

[Click here to read more](#)



LAURETTA OSA-PETERS, GRANTS OFFICER FOR BAWSO, WALES

"Only a proportion of applicants received a grant, and many groups lacked the skills and knowledge and experience to apply effectively and evidence that they could deliver a project"

Only a proportion of applicants received a grant, and many groups lacked the skills and knowledge and experience to apply effectively and evidence that they could deliver a project. A competitive grants programme may provide one-off support, but it does not address the underlying need to strengthen the base capacity of community groups led by and for different ethnicities in Wales. An additional model of identifying thirty or so organisations and building their capabilities and competence in the knowledge that they will be guaranteed funding when their project and systems are robust, warrants careful consideration.

[Click here to read more](#)

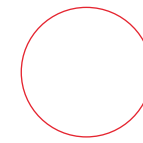


ATIHA CHAUDRY, CHAIR OF GM BAME NETWORK

"The funding made a huge difference to our communities as it responded to their essential needs."

The funding made a huge difference to our communities as it responded to their essential needs. It enabled us to help communities with some basic emergency support that was critical for communities impacted by the pandemic through loss of jobs, loss of income, isolation and loneliness, educational deprivation due to lack of digital access and resources, mental health needs, and most of all food and general poverty. Communities that would normally be able to access community support through groups and centres found that everything was closed and it took some time for community groups to switch their services to telephone and online support. Of course much of our sector is under-resourced and found it difficult to reorganise itself as infrastructure support targeted for diverse communities is limited. Our sector is well supported through volunteering and, like the rest of the community, we saw huge levels of mutual and citizen support. The funding enabled us to award 163 grants with a total value of £307,309.49 distributed to grassroots community groups. Examples of projects funded include culturally appropriate food support, tackling digital exclusion through tech loan schemes, art wellbeing sessions, assisting groups who were unable to fundraise to survive.

[Click here to read more](#)



BELTUS ETCHU, CEO OF NEXT STEP INITIATIVE

"To address entrenched inequalities and systemic issues, longer term funds will be paramount."

The major challenge we envisage is that of sustainability. Firstly, the grants are short-term in nature. To address entrenched inequalities and systemic issues, longer term funds will be paramount. Secondly, there is the need for more flexible use of funds. To ensure sustainability of these organisations, there is an urgent need for more flexible use of grants (especially for core costs) as well as multi-year grants. Otherwise, current gains will be lost in no time. It is good to see that funders are looking into the 'colour of funds', there is therefore the need to sustain the momentum.

[Click here to read more](#)

BEREAVED PEOPLE

ANDY LANGFORD
CLINICAL DIRECTOR,
CRUSE BEREAVEMENT CARE



PARTNER VOICE

"Bereaved people have been heavily impacted during the pandemic in communities across the UK."

Bereaved people have been heavily impacted during the pandemic in communities across the UK. People affected by a death during the last 12 months have seen restrictions to funerals and been unable to access their usual support networks, such as family and friends.

For others, isolation has meant difficult thoughts and feelings have emerged around past bereavements. Loss of life has been compounded by loss of freedoms and face to face contact with our communities, friends, families and professional support and services. Some groups have been disproportionately affected by deaths from Covid-19, highlighting the inequalities experienced by many communities in the UK.

"Overnight, Cruse faced the cessation of safely deliverable face-to-face services, our primary service model for over 60 years."

Overnight, Cruse faced the cessation of safely deliverable face-to-face services, our primary service model for over 60 years. We recognised it was likely we would receive an increase in the complexity of need and demand for our services, including our national helpline, and that we would need to deliver other services remotely to meet the needs of bereaved people.

All Cruse training needed to be converted to delivery by webinar and our existing 4,000+ volunteers trained in remote support techniques. We also needed to undertake a large recruitment and training drive for new volunteers to meet demand.



"The Helpline and CruseChat have provided vital emotional support and signposting to bereaved people who need immediate help."

Funding from the National Emergencies Trust Coronavirus Appeal Fund has enabled us to support thousands more bereaved people through our national Helpline and CruseChat, our online web chat. We have also launched a new Virtual Support Team, to reach more bereaved people without a local bereavement service. We've trained hundreds of new specialist bereavement volunteers to ensure that we can respond to demand. The Helpline and CruseChat have provided vital emotional support and signposting to bereaved people who need immediate help.

"The pandemic has presented opportunities for more collaborative working and new methods of digital and remote support."

The pandemic has a devastating impact on bereaved people and it is likely that demand for services will continue to grow. This poses challenges for Cruse and other organisations in meeting need and responding to demand. Bereavement services struggled to meet demand for services before the pandemic, and there is a recognised lack of services that meet the needs of many communities.

The pandemic has also presented opportunities for more collaborative working and new methods of digital and remote support. This has increased the accessibility of support and the speed at which bereaved people are able to receive the help they need.

"If you hadn't answered my call on that difficult day, I know that I would not have gone on from strength to strength. Just knowing that someone was on the other end of the line gave that security blanket that I needed. I do have a very good support network in my friends and family but sometimes you don't want to burden them with your sadness, especially when they are with their loved ones."

Helpline caller

[Click here to read more](#)



DISABLED PEOPLE

**WENDY AFONSO-COLE
GRANTS OFFICER, DISABILITY
ACTION NORTHERN IRELAND**



"It has left them cut off from society, isolated and vulnerable"

The pandemic has had a great negative impact on the lives of disabled people across the UK, the majority of whom have been required to shield. Due to the nature of the wide ranging physical, learning, mental health, deaf and blind impairments and the barriers they face in communication and accessing mainstream services, this has left them cut off from society, isolated and vulnerable.

The loss of independence, reduced social contact and support services has contributed to increased mental health issues and anxiety, development of phobias and difficulty in managing/controlling chronic illnesses.

"Organisations have seen a huge increase in service users and demand for their services"

Most organisations have seen a huge increase in service users and demand for their services since the pandemic began which has put them under a lot of pressure, particularly as a number of their staff and volunteers themselves have disabilities and have been required to shield. This has left them short staffed and needing to recruit which has been an additional challenge. In addition to this a number of organisations have lost a portion of their income which would have been generated for example through fundraising activities, again resulting in a loss of paid staff or having to scale down their services.

Due to lockdown, usual in-person activities have stopped and services provided have had to be adapted and expanded in order to meet the needs of members and as such a lot of organisations have taken their activities and services online. There is an increased demand for information, support and advice helplines, counselling services, signposting and translation/adaptation of documents/web pages.

“Funding has enabled organisation to provide the staff and purchase the materials and the technology to continue their services remotely”

The National Emergencies Trust funding has enabled organisations to continue working to respond to the immediate needs of their service users, enabling them to adapt their services and in some cases providing new ones. They have been able to provide the staff and purchase the materials and the technology to continue their services remotely, enabling people to keep in touch and take part in online classes, counselling and form filling services.

Organisations working for the benefit of deaf, blind and learning disabled service users have been able to provide translation of government briefings and documents into easyread or BSL to keep them updated with current guidelines.

“Communication barriers have increased and may continue to be a challenge in particular due to wearing facemasks and the problems this presents for deaf people”

There are a number of challenges ahead for organisations including sustainability due to loss of income and increased service users. Communication barriers have increased and may continue to be a challenge in particular due to wearing facemasks and the problems this presents for deaf people.

The extreme impact the pandemic and lockdown has had on mental health will need to be addressed both for those with existing conditions, which have been exacerbated by the pandemic and those who have newly developed conditions, particularly if they present with other impairments their barriers to accessing mainstream counselling services for example may be increased. There is an increase in anxiety, agoraphobia, nosophobia, depression and suicide. Some of the opportunities for organisations coming out of lockdown include an increase in members, expanding range and flexibility of services.



MENTAL HEALTH NEEDS

PAUL FARMER
MIND CHIEF EXECUTIVE, ON BEHALF
OF THE HEADS TOGETHER PARTNERSHIP



“Over the coming years, 20% of adults and 15% of children in England will need mental health support”

In the wake of the Covid 19 pandemic we face a mental health emergency. The Institute for Fiscal Studies found that, taking account of pre-coronavirus trajectories, mental health in the UK has worsened substantially because of the pandemic,¹ and over the coming years, 20% of adults and 15% of children in England will need mental health support.²

“Demand has peaked significantly at times of national crisis”

We have seen a consistent rise in demand for the remote services offered by the partnership. This demand has peaked significantly at times of national crisis, such as the announcements of lockdowns and the cancellation of easing restrictions at Christmas. There is some data to indicate that service demand during lockdown periods goes on later into the night and early morning when people are less constrained by work and school requirements. People are seeking out our services for more complex issues and requiring signposting for additional support.

“Funding has enabled many partners to expand their services and increase resource at a time when the number of people getting in contact was skyrocketing.”

Funding has enabled many partners to expand their services and increase resource at a time when the number of people getting in contact was skyrocketing. According to data submitted by partners, a sample of seven partners supported 42,800 people *per month via remote services in summer 2020. The same organisations reached 57,400 in January of 2021. Many services have also dealt with longer, more complex queries. Funding from the National Emergencies Trust has enabled us to meet this growing demand.

“The mental health needs of the pandemic will be long-term, as we feel the effects of changes to our lives, including bereavement, financial instability and disruption to education.”

We anticipate that demand for our services will continue. The mental health needs of the pandemic will be long-term, as we feel the effects of changes to our lives, including bereavement, financial instability and disruption to education. Some people will also feel anxiety about a return to 'normal' life. Our upcoming campaign gives us the opportunity to reach out to some of those most impacted by coronavirus – specifically young black people, who have lost employment at a much higher rate than young white people, and are less likely to receive appropriate mental health support.

1. The mental health effects of the first two months of lockdown and social distancing during the Covid-19 pandemic in the UK, IFS, June 2020

2. How mental health charities are responding to Covid-19, Centre for Mental Health, Oct 2020.

VICTIMS OF DOMESTIC VIOLENCE AND ABUSE

LOUISE FIRTH
DIRECTOR OF FUNDRAISING, REFUGE



"Trapped at home with a perpetrator, many victims have no respite from the abuse."

In what the UN has called a "shadow pandemic," reports of violence against women and girls has increased in the wake of lockdowns around the world. Trapped at home with a perpetrator, many victims have no respite from the abuse. Friends, family and services that offer support have become harder to access and perpetrators have manipulated restrictive lockdown measures to further isolate and terrorise their victims. Research has shown that two thirds of women living with a perpetrator reported that the violence escalated during lockdown (Women's Aid for BBC Panorama). On average, it takes a woman seven attempts to leave an abusive partner before finally leaving, and lockdown made this window of opportunity even smaller.

"Refuge's National Domestic Abuse Helpline saw a 61% increase in the number of calls and contacts"

Refuge's National Domestic Abuse Helpline saw a 61% increase in the number of calls and contacts logged on its database between April 2020 and February 2021. As lockdown restrictions eased in the summer, we saw a spike in the number of women contacting the Helpline in search of a refuge space. Staff caseloads across our frontline services have been rising steadily throughout the year, and many are now at capacity. To ensure our staff and beneficiaries were protected from the transmission of the virus, we transitioned much of our support to be provided remotely and ensured our frontline staff quickly received key worker status so they could attend our services and keep projects running.



"We are using the Coronavirus Appeal funds to expand the accessibility of Refuge's National Domestic Abuse Helpline"

Thanks to funding from the National Emergencies Trust, we have been able to work in partnership to provide a united response to domestic abuse across the devolved nations. Our work as a consortium with NEXUS NI, Scottish Women's Aid and Welsh Women's Aid has increased the reach of all our services to the rising numbers of survivors who needed help during the pandemic. At Refuge, we are using the Coronavirus Appeal funds to expand the accessibility of Refuge's National Domestic Abuse Helpline for harder-to-reach groups and groups that are disproportionately impacted by domestic abuse. We are finding new means of communicating with survivors in ways that they are comfortable with.

"Domestic abuse remains high on the public agenda, and in the wake of this public consciousness referrals into our services continue to grow."

The end of lockdown may be in sight, but Refuge's National Domestic Abuse Helpline remains extremely busy with calls and contacts at a higher level than before the pandemic. We must continue in our mission to ensure the sustainability of the service and make all the developments necessary to respond to the rising demand. Domestic abuse remains high on the public agenda, and in the wake of this public consciousness referrals into our services continue to grow. We are operating in a difficult funding climate and recovering from many years of major cuts to our services under austerity; our priority is to secure the sustainable funding we need to ensure that each woman gets the support she deserves.

**Rebecca* had almost given up hope before coming to Refuge:
"I really appreciate your support today,
I have been trying for weeks to get support but for one reason or another, I haven't been able to get any. It meant a lot to just have this space to talk about what's happening and know I can get help."**

*name changed to protect identity

[Click here to read more](#)

REFUGEES AND ASYLUM SEEKERS

TOMASZ GLINSKI
NATIONAL PROJECT MANAGER, REFUGEE COUNCIL



“People seeking asylum need specialist services to address homelessness, extreme poverty, legal and health needs.”

During the coronavirus pandemic, people seeking asylum and refugees have struggled to access the services that they need to stay safe, well, warm and dry during the coronavirus pandemic.

People seeking asylum need specialist services to address homelessness, extreme poverty, legal and health needs. They do not have access to appropriate housing, they are unable to socially distance or observe hygiene measures, and have no means to buy food, cleaning products, or other essentials.

Funding from the National Emergencies Trust enabled us to respond quickly to acute needs of people seeking asylum and refugees during the pandemic, adapting our services to offer an essential lifeline when they needed it most across the UK, with our partners in Northern Ireland, Scotland, and Wales.

“Funding from the National Emergencies Trust enabled us to respond quickly...”

During this period, we have seen a significant rise in the number of refugees and people seeking asylum contacting us for support to address mental health and domestic abuse, and many more children who arrived in the UK alone after fleeing war, terror, and abuse.



Our services ensured that people seeking asylum could live with safety, dignity, and health. In Yorkshire we supported isolated people seeking asylum living in poor quality hotel accommodation to access clothing, food, healthcare, and legal advice. In London, our Age Disputes and Care Leavers Projects enabled vulnerable young people to access quality advice and legal representation.

In England, Scotland, and Wales we provided an Infoline, a Freephone service for people seeking asylum to resolve their most common issues from financial support to homelessness. In Northern Ireland, people were able to access vital services through the provision of tablets and devices; digital inclusion is an ongoing challenge.

“Digital inclusion proves to be an ongoing challenge”

The National Emergencies Trust Coronavirus Appeal funding strengthened the coordination of UK-wide refugee services and advocacy on systemic issues impacting on their safety, dignity and health. The project enabled us to work closely with frontline partners across the UK to identify people's needs, connect them with local services, and identifying gaps in provision.

CASE STUDY:

Refugee Council saw increases in the number of calls about domestic violence. To make sure that we could deal with these more complex situations, the National Emergencies Trust grant funded additional specialist caseworkers to be there for people like Mary (not her real name) who had been suffering horrific abuse.

“I am going into emergency accommodation with kids. I can't believe I will finally be free. The past few days has been quite overwhelming for me. I will take it a day at a time so see what the future holds. You have been amazing dealing with me with all my emotions being all over the place. But your support I truly appreciate. Words are not enough for me to show my appreciation. Thank you and God bless you.”

[Click here to read more](#)

PEOPLE FACING HOMELESSNESS

STUART MOORE
ASSISTANT DIRECTOR FOR SERVICES, SHELTER



"Need shifted towards the immediate impacts of the pandemic"

Throughout the pandemic Shelter's Telephone & Online Advice Services saw a marked increase in demand for our services. Demand for the national Helpline increased by approximately 10%, compared to the same time last year.

In addition to this, client needs understandably shifted toward the more immediate impact of the pandemic, with a significant proportion of people contacting us about Covid-19 related issues. For example issues around eviction, street homelessness, unseen homelessness such as sofa surfing, as well as tenants' rights when landlords or contractors were demanding access to someone's home during lockdown.

As Government response to the pandemic shifted, demand was also driven by a lack of clarity within the general public around housing policy. For example, the lockdown and tier systems created confusion around the eviction ban and individual circumstances.

"Multi-faceted challenges needed to be quickly addressed."

Overnight, Shelter's service delivery model moved to being predominantly remote based, with our network of 16 community hubs across England & Scotland closing, and all staff working from home. The way people access our services also changed rapidly to telephone or digital, and this meant that our people had to quickly adapt to new ways of working, especially for our remote advice services, whose advisors had to be able to access support themselves very differently.

As demand increased, our capacity decreased due to the direct impact of the pandemic. New ways of working, the need to provision our staff with adequate equipment to be able to effectively work from home, and the need to safeguard the wellbeing of our people, created multi-faceted challenges that needed to be quickly addressed.

Shelter

Within a very short time frame new ways of working were adopted, and impressively our telephone and online advice services continued to operate without interruption. A great example of this is the creation of Covid-related digital user journeys which were developed and published to our website within four days of the first lockdown in March 2020.

Since then our Covid related advice pages have attracted over 1m unique page views, far and above our most popular page to date. The dedicated Covid page is continuously monitored and updated to reflect changing and emerging user needs and continues to be the most visited part of Shelter's website.

"As new staff started to take calls, our service answered around 3 in 10 calls, a significant increase from the 1 in 10 calls prior to the funding."

Critically in England the funds from the National Emergencies Trust have enabled Shelter to recruit and train an additional 22 Helpline advisors. Our advisors are fully trained as housing experts, going through an unmatched induction programme that enables them to deal with the whole range of housing related issues. As these new staff started to take calls, our service answered around 3 in 10 calls, a significant increase from the 1 in 10 calls prior to the funding.

Importantly, Shelter has committed to maintaining this level of advisors over the 21/22 financial year. This is in recognition that as the country moves out of the pandemic, the need for housing advice and support will only increase as the economic impact of the pandemic continues to be felt.

Shelter Scotland's Helpline capacity was increased by 5 and a digital manager was employed to help with our Scotland-specific online advice offering. In addition, Shelter Cymru were able to boost their Helpline staff through 4 redeployed members of the team; and Housing Rights Northern Ireland created a new digital role using National Emergencies Trust funding.

"Housing needs most certainly won't go away"

Housing needs most certainly won't go away, and in the short to medium term the need for our remote advice services will likely increase. In order to meet this need, our Telephone and Online advice services will need to continue to adapt.

A greater focus towards digital self-service for those people with less urgent and complex needs will be key, in order to free up our housing advice experts to focus on those people who are in an emergency situation. Therefore, our key challenge and opportunity now is to improve our digital advice offer, in terms of people's ability to self-serve. We are also looking to make greater use of social platforms to support the development and growth of housing advice communities.

"Every single client has a different and complex situation which requires diagnosis and uniquely specific advice. I've had clients laugh with me and cry to me so far, it's a real privilege to feel like you're helping people at their most vulnerable time."

Olivia Dunphy, Telephone Advisor

[Click here to read more](#)



LEARNINGS INTO LEGACIES

**The Team is busy turning learnings
from the Coronavirus Appeal into
an even better future response.**

CENTERING **LIVED EXPERIENCE**



LEARNING **VIJAY JASSAL, POLICY & STRATEGIC PARTNERSHIPS**

"The pandemic really highlighted inequities that exist in the funding system and the importance of centering lived experience as a way to start to tackle those. The Equity Scrutiny Group played a valuable role during the Appeal, and we started to expand and diversify our funding networks, focusing on partners who've walked in the shoes of the communities or causes they represent."

LEGACY **GILLY GOLDSMID, PEOPLE & GOVERNANCE**

"As well as continuing to build new relationships, we're revisiting old ones. We were in the process of setting up our Survivors Advisory Forum (SAF) when the Coronavirus Appeal launched, but now we are returning to that important work. SAF is a group of individuals with lived experiences of past emergencies who can help us to ensure that we raise funds compassionately, and make the process of applying for funds as inclusive as possible."



PARTNERS IN ALL THE RIGHT PLACES



LEARNING
HELEN KILLINGLEY,
DISTRIBUTION & EDI

"Adding national distribution partners during the Appeal, alongside pre-existing partner UKCF, helped us to distribute funds quickly and equitably, across causes, communities and regions."

LEGACY
DAMI AMODU,
DISTRIBUTION

"Now we are hoping to build out a network of pre-approved organisations, so that we can get to know one another now, and then together create the best possible outcomes, as quickly as possible, for those affected by future emergencies."



A SPRINGBOARD FOR OUR SUPPORTERS



LEARNING **LOUISE VAUGHAN,** **COMMUNICATIONS**

"So many of our generous donors asked what more they could do for us, beyond funding, during the Coronavirus Appeal. They offered us volunteers for all different departments, rallied fundraisers, and created content to raise awareness of the Appeal on their channels."

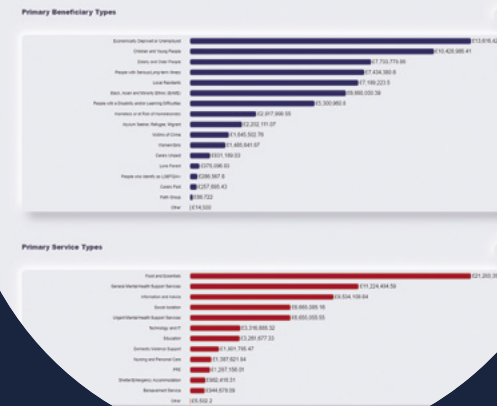
LEGACY **ANNEKA BHARDWAJ,** **COMMUNICATIONS**

"We're bringing together brand materials, appeal templates and data into one digital platform we're calling The NETwork. It will be part content hub, and part community, but most importantly will give our supporters everything they need to support at speed."





“Being able to access live grants data from community foundations was not only critical for making decisions at speed. It also gave donors the confidence to support a very new and relatively unknown charity, and helped them to make informed funding decisions.”



"We joined 360Giving during the Appeal, as a brilliant way to be part of the #opengrants movement and additive to the sector. Now, we're excited to be building a digital platform that will enable us to share live fundraising and distribution data in real-time during future emergencies."

A circular portrait of Dr. Anand Kumar, a man with dark hair and a goatee, wearing a blue shirt and a dark jacket.

THANK YOU TO EVERYONE WHO MADE THE CORONAVIRUS APPEAL POSSIBLE

ALL OVER THE UK, ORGANISATIONS AND INDIVIDUALS STEPPED UP AT SPEED TO MAKE A REAL DIFFERENCE TO PEOPLE'S LIVES.

[To find out more
about these stories
click here](#)

FUNDRAISER VOICE FINN TINSLEY, 9 YEAR- OLD MARATHON CYCLIST, LIVERPOOL

"It felt great to help people while having fun. Everyone was really supportive and I raised way more than I expected. I learnt a lot from the experience - that you can achieve anything if you work hard, but also that Coronavirus would affect people in many ways. Two months after my cycle-marathon, I cycled from coast to coast... I still can't believe I did that!"



FUNDRAISER VOICE LAURA WINTER, FOUNDER OF SMILES IN THE AISLES, KENT

"Doing my weekly essential food shop during lockdown in fancy dress was a lot of fun! And it was especially wonderful to make people laugh and smile during a time when so many had very little human interaction. The hotdog costume attracted the most attention and spurred a local media frenzy which helped spread vital awareness of the Appeal. I'm incredibly thankful for the generous donations - I know they have made a tangible difference"



FUNDRAISER VOICE TWO VIOLIN SISTERS, EUGENIE AND HENNY DALGLEISH, ST ALBANS

"We have been online, busking for the National Emergencies Trust's Coronavirus Appeal every day since the first lockdown; 408 days and counting! It has been an extremely rewarding experience for us. Not only have we been able to raise money for the appeal, but we hopefully have also been able to raise people's morale, enabling people to feel more connected and less alone."



**DONATION
BREAKDOWN:**

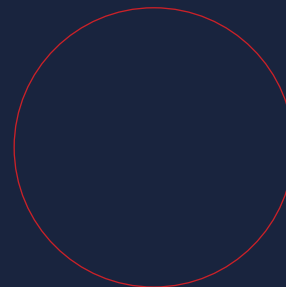
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CORPORATES**

**20%
GOVERNMENT**

**20%
TRUSTS &
FOUNDATIONS**

**17%
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