THE IMPACT OF COVID-19 ON BAME COMMUNITY AND VOLUNTARY SECTOR ORGANISATIONS IN WALES: INNOVATION, RESILIENCE AND SUSTAINABILITY

Karl Murray

About Ethnic Minorities & Youth Support Team (EYST) Wales and partners

EYST is the leading Welsh charity that supports Black, Asian and minority ethnic (BAME) young people, families, individuals and community groups living in Wales to contribute, participate and be valued members of Welsh society. EYST provide a range of services to achieve this aim including one to one support, family support, advice and support for refugees, asylum seekers and EU migrants, volunteering, supported employment and capacity building. They also challenge and counter negative stereotypes about racial diversity and increase awareness and understanding about the diverse communities who live in Wales.

Dr Roiyah Saltus, Principal Research Fellow, University of South Wales, is a sociologist with research interests rooted in community-based approaches with respect to critical race theory, feminism, community development theory and critical perspectives in health, social policy and practice. In support for the project, she writes:

In the present climate in particular, it is vitally important to capture stories of innovation and excellence, as well as stories that could provide insight into the struggles and challenges faced by community groups and organisations that are led, or work on behalf of BAME population groups. Our aim is for the stories to provide the basis of a powerful evidence base.

Race Alliance Wales (RAW), formally launched in December 2019, is a coalition of individuals and organisations working towards race equality in Wales**,** seeking to work collectively in order to strengthen the voice of BAME people and communities in Wales and to find solutions to shared challenges. It has a current membership of 41 organisations and 110 individual members.

Third Sector Support Wales (T3SSW) is a third sector support network of organisations for the whole of the third sector in Wales. It is a national partnership made up of 19 local and regional support bodies across Wales, the County Voluntary Councils (CVCs) and the national support body, Wales Council of Voluntary Action (WCVA).

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Appendix 1: Responding organisations by charitable purpose mapped
against the EYST boundaries

Executive Summary

Reports continue to show that men, older people, people from Black, Asian and minority ethnic (BAME) groups, disabled people, people with long-term health conditions, and people living in deprived areas are at higher risk of serious illness and death as a result of the virus. The ONS report (May 2020), for example, indicated that members of BAME communities are disproportionately contracting and dying from the Covid-19 disease, suggesting that British BAME groups are up to two times more likely to die from the disease than their white counterparts;[1] and the Intensive Care National Audit and Research Centre (ICNARC)[2] findings that a third of those cases admitted to critical care with confirmed Covid-19, were people from Black, Asian or minority ethnic (BAME) backgrounds have been widely reported.

Within the voluntary and community sector, the issues are more acute as indicated by The Ubele Initiative's report (April 2020).[3] The report found that, of 137 BAME led organisations that responded to their survey, close on *"9 out of 10 BAME micro and small organisations"* were set to close if the crisis continued *"beyond 3 months following the lockdown."* What was remarkable about this report, was that it was the first to identify the impact of COVID-19 on BAME led voluntary and community sector organisations. The report author stated:

> *The spread of the virus is such that, more than half of those who responded, knew of a colleague who had been diagnosed and had to self-isolate (i.e. 63% of respondents indicated that they knew someone – colleague and/or volunteer – who had been self-isolating due to a diagnosis of having COVID-19).*

At around the same time, the Ethnic minority and Youth Support Team (EYST) Wales, undertook a series of discussions with BAME organisations and individuals on the impact of COVID-19 on the communities they work with, the outcome of which fed into the: Response to Equalities, Local Government and Communities Committee Inquiry on the Impact of COVID 19 Crisis in Wales.*[4]*

EYST, with partners, sought to explore further the organisational impact and implications of COVID-19 on BAME organisations, especially in view of the warning contained in The Ubele Initiative's report. This was particularly pertinent as the feedback provided by organisations from the series of discussions with BAME organisations did not focus on the impact on the organisations, rather on the beneficiaries and the service being provided.

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[1] Coronavirus (COVID-19) related deaths by ethnic group, England and Wales: 2 March 2020 to 10 April 2020;

[2] Amongst the many articles and reports produced on the disproportionate impact of COVID-19 om BAME communities, two early stand out reports are worth mentioning: Intensive Care National Audit & Research Centre (ICNARC), available from: https://www.icnarc.org/Our-Audit/Audits/Cmp/Reports; Platt L and Warwick R (2020), Are some ethnic groups more vulnerable to COVID-19 than others? The Institute for Fiscal Studies, May 2020.

[3] https://www.ubele.org/covid19-supporting-bame-communities,

[4] https://business.senedd.wales/mgConsultationDisplay.aspx?id=393&RPID=1018711357&cp=yes.

This survey – and this report more specifically - focuses on the impact on organisations, the aims of which were to:

1. build a more accurate picture of the growing concerns and impact of the pandemic, during and as lock down measures begin to ease;
2. capture the ways in which BAME community groups and organisations are working innovatively, and seeking to provide services and support to Wales' BAME residents during this period of crisis;
3. inform funders and policy makers on responding to the crisis as it impacts on BAME communities and organisations.

FW Business Ltd was commissioned by EYST and its supporters, University of South Wales, Race Alliance Wales and Cognitive-Edge, to undertake the survey and to produce a report for EYST and the sector more widely. What follows are the key findings based on the work undertaken between 7th July and 7th August 2020.

By the close of the survey, 34 responses had been received from an estimated 100 BAME Community organisations identified on the EYST 'directory map' that can be found on their website. From the responses, some of the key characteristics were:

- Of the 34 responding organisations, 28 (82%) were BAME organisations with a further two (2), that had indicated that they were not BAME organisations, but, on further verification, they had met the EYST definition, and as such, they were included, which then showed that 30 (88%) organisations fulfilled the EYST criteria of a BAME organisation.
- Using the boundaries defined by EYST, the overwhelming majority of responding organisations were based in Cardiff and South Wales (16: 47%) with Swansea, Mid & South West Wales (12: 35%) the next highest responding area (Fig 2). Additionally, the survey identified seven organisations that were not on the EYST directory map, including three organisations that had only recently incorporated (January and July 2020) and 6 unincorporated organisations.
- Responding organisations varied in size, with the majority of responding organisations being 'medium' sized according to the NVCO definition used.[5]

Key findings

Against the aims of the survey, based on the evidence of those who responded, our key findings are:

Aim 1: To build a more accurate picture of the growing concerns and impact of the pandemic, during and as lock down measures begin to ease.

a) Over two-thirds (68%) of respondents felt anxious about the impact COVID-19 was having on their personal lives.
b) Responding organisations were concerned about the likelihood of a mental health crisis emerging as a result and consequence of the 'lockdown' measures that had been put in place. Respondents' 'stories' captured well how COVID-19 was impacting on beneficiaries; indeed, they echoed very much the outcomes from the EYST

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[5] See https://almanac.fc.production.ncvocloud.net/executive-summary/

discussions that had taken place in April and as such, this is an area of need that is likely to be with us the longer the crisis deepens and is protracted.

c) The reach of organisations should not be ignored as the loss of service delivery due to the cessation and/or closure of projects will have major impact on beneficiaries. As the survey did not seek to understand the services being delivered by organisations, we were not able to assess or provide a determination of the impact of service delivery on beneficiaries; however, the range of services provided offered an indication of possible and/or potential reach, which should not be ignored as any loss of service delivery will have noticeable impact for those beneficiaries being supported.

d) Seventy percent (70%) of respondents indicated that they did not have any reserves or sufficient funding to last for up to 3mths. This suggests that the longer the crisis goes on, the more likely that more organisations will be badly affected, with BAME led organisations more likely to be worst impacted due to the fact that the majority tend to be micro or small sized organisations.

e) One of the challenges that the 'third sector' faces, is that of an agreed definition. This suggests that infrastructure organisations, such as WCVA amongst others, may wish to develop a clearer definition of the sector and organisational size that better reflects the BAME sector profile in Wales, which could be used to determine priorities for support, especially with respect to micro and small organisations.

Aim 2: To capture the ways in which BAME community groups and organisations are working innovatively.

a) BAME organisations were able to adapt to the challenges of the pandemic which reflected:
   1) Innovation
   2) Resilience
   3) Sustainability

b) Organisations were adapting well to new approaches in order to better serve and support their clients/beneficiaries though also wanting to understand what the new normal would look and feel like. Despite the challenges facing individuals and their organisations, respondents highlighted areas of creative practice in 'coming together' as communities sharing a common concern. Many respondents indicated that they were working in partnerships with other organisations as they now found themselves in the same position: *"We have already started to form partnerships with EYST, Race Council Cymru and REF, but we are more active with the medical school at the moment so would love to develop skills."* [respondent]

c) Access to and an ability to engage with digital technology was an area of support that respondents indicated they needed. An illustrative comment stated: *"BAME groups are used to face to face support as it builds the trust between the service provider and the client. The impact is that we now have to overcome IT barriers."*

b) Evidence showed that organisations sought non-financial support such as advice, information and guidance from a range of infrastructure bodies on matters relating to the challenges being faced as a result of the pandemic and the longer-term sustainability of their organisation. The three main infrastructure support bodies where respondents sought advice and support were:

1) EYST (53%),
2) WCVA (41%); and
3) Local Authority (29%).

c) Respondents were clear about the types of support and development opportunities that they would like to see in place going forward. The following eight areas of needs were identified:
1) A targeted approach to the sector, which might mean targeting support specifically at micro and small organisations;
2) Capacity building support programme or approach
3) Fundraising generally and specifically (i.e. emergency funding and reporting flexibilities from funders);
4) Networking and collaborative partnership working;
5) Information, advice and guidance support;
6) Support work around policy and campaigning;
7) Support work with mental health challenges;
8) Research and evaluation support.

d) Many organisations (56%) did not have in place a business continuity plan, which suggests further work may be required in supporting organisations to consider continuity and contingency planning objectives for their organisations. Given that the majority of responding organisations were 'medium size' according the NCVO's definition (i.e. £101,000 to £999,999), it was surprising that less than half had in place contingency and preparatory plans, especially given the funding range indicated.

Aim 3: To inform funders and policy makers on responding to the crisis as it impacts on BAME communities and organisations.

a) The evidence suggests that support to organisations fell into one of two broad support categories:
1) Support from and through infrastructure supporting bodies; and
2) Support from and through funders targeting resources to fledgling charitable organisations.

b) Organisations were facing a significant degree of precarity and uncertainty, with respondents highlighting their deep concerns over their inability to sustain the organisation beyond the minimum charity commission's three months sustainability threshold. An implication for funders is perhaps best summarised by the following comment: "*For some of our online youth education provisions, we have had to use the 'normal grant' funding to continue to pay the youth workers. When this runs out, unless we can secure additional funding, the normal youth club programme will need to end.*"

c) The flexibility and emergency support provided by funders - national and local - was recognised and appreciated by respondents. As one respondent explained: "*…flexibility from funders has been provided from day 1, which is extremely helpful. Flexibility from funders is key and lack thereof by many funders is one of the most debilitating things for the third sector in general.*"

d) Forty-seven percent (47%) of organisations received short term 'Emergency COVID-19' related funding while 41% saw no decrease in their funding overall with only 12% experiencing delay in the 'main funding' programme decisions. On the whole, the

emerging picture was that funders were seen as flexible and cognisant of the challenges being faced by the voluntary and community social enterprise sector in particular BAME organisations. However, some respondents indicated concern over guidance and the application process and whether some of the flexibilities applied to them: *"There should have been some clear and easy to access funding avenues available for places of worship organisations like ours to apply for resilience funds, but unfortunately we have been left to fund ourselves using our reserves."*

e) Respondents indicated that partnership and collaborative working may offer sustainability going forward. An implication is that funders perhaps should be looking at opportunities that could support local partnerships or collaboratives. This respondent makes the point succinctly: *"In partnership with other local charities we organised a Covid19 Food project with Butetown Community Centre where we requested food donations from local businesses. The community responded very well to this and the project is up and running whereby food packs are delivered to some of those who are vulnerable, elderly and those in isolation once a week. However, there are still many vulnerable people who need more help. Better links with like-minded organisations will accomplish more together."*

THE IMPACT OF COVID-19 ON BAME COMMUNITY AND VOLUNTARY SECTOR IN WALES: RESILIENCE AND CONNECTEDNESS

INTRODUCTION, CONTEXT AND APPROACH

Since the national lockdown in response to the pandemic was announced on 11 March 2020 by the World Health Organisation (WHO), the world has seen COVID-19 infection cases rise from 118,000 in March[6] to 32,730,945 confirmed cases including 991,224 deaths[7]. Wales, as well as other areas of the UK more generally, is seeing a 'second' rising spike in the number of confirmed cases, which now shows Wales' rate of infection as 7278 per 100,000 compared to England's rate of 664 per 100,000[8], which suggests that the likelihood of catching the infection in Wales is higher than elsewhere in the United Kingdom. Not only this, but behind the data, the coronavirus COVID-19 crisis has laid bare some of the stark inequalities in society.

Reports continue to show that men, older people, people from Black, Asian and minority ethnic (BAME) groups, disabled people, people with long-term health conditions, and people living in deprived areas are at higher risk of serious illness and death as a result of the virus. The ONS report (May 2020), for example, indicated that members of BAME communities are disproportionately contracting and dying from the Covid-19 disease, suggesting that British BAME groups are up to two times more likely to die from the disease than their white counterparts;[9] and the Intensive Care National Audit and Research Centre (ICNARC)[10] findings that a third of those cases admitted to critical care with confirmed Covid-19, were people from Black, Asian or minority ethnic (BAME) backgrounds have been widely reported.

Within the voluntary and community sector, the issues are more acute as indicated by The Ubele Initiative's report (April 2020).[11] The report found that, of 137 BAME led organisations that responded to their survey, close on *"9 out of 10 BAME micro and small organisations"* were set to close if the crisis continued *"beyond 3 months following the lockdown."* What was remarkable about this report, was that it was the first to identify the impact of COVID-19 on BAME led voluntary and community sector. For example, the survey results predated pronouncements indicated by the ICNARC report (April 2020), both the reports by Public Health

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[6] WHO Director-General's opening remarks at the media briefing on COVID-19 - 11 March 2020: https://www.who.int/dg/speeches/detail/who-director-general-s-opening-remarks-at-the-media-briefing-on-covid-19---11-march-2020

[7] https://covid19.who.int/ (accessed 28 September 2020)

[8] https://coronavirus.data.gov.uk/cases (accessed 28 September 2020)

[9] Coronavirus (COVID-19) related deaths by ethnic group, England and Wales: 2 March 2020 to 10 April 2020;

[10] Amongst the many articles and reports produced on the disproportionate impact of COVID-19 om BAME communities, two early stand out reports are worth mentioning: Intensive Care National Audit & Research Centre (ICNARC), ICNARC report on COVID-19 in critical care; 22 May 2020 (available from: https://www.icnarc.org/Our-Audit/Audits/Cmp/Reports); Platt L and Warwick R (2020), Are some ethnic groups more vulnerable to COVID-19 than others? The Institute for Fiscal Studies, May 2020.

[11] https://www.ubele.org/covid19-supporting-bame-communities,

England (June 2020) and captured the voices of across BAME communities. The survey report showed that, far from being passive recipients of the virus, BAME communities were fighting shoulder to shoulder with other communities being affected. The report author stated:

> *The spread of the virus is such that, more than half of those who responded, knew of a colleague who had been diagnosed and had to self-isolate (i.e. 63% of respondents indicated that they knew someone – colleague and/or volunteer – who had been self-isolating due to a diagnosis of having COVID-19).*

At around the same time, the Ethnic minority and Youth Support Team (EYST) Wales, undertook a series of discussions with BAME organisations and individuals on the impact of COVID-19 within the communities they work with. EYST is an award-winning Wales wide charity established in 2005 with the aim of supporting ethnic minority young people, families and individuals living in Wales and helping them to contribute, participate and feel a valued part of Wales. It does this through a range of services targeted variously at ethnic minority young people, ethnic minority families, refugees and asylum seekers and also the wider public. EYST Wales coordinates the All Wales BAME Engagement Programme, a project funded by the Welsh Government to gather views and experiences of BAME communities living in Wales and to improve the evidence base from which to positively influence public policies and services to better reflect the needs of BAME communities.

Over the period April to August 2020, the All Wales BAME Engagement Programme hosted weekly online topical fora on the impact of COVID 19 on BAME people and communities in Wales, a series attended by over 730 participants. The sessions focussed on topics such as: general impact of COVID-19 on communities, the impact on Muslim communities, impact on employment and businesses, the impact on children/pupils and young people/students, food security and community cohesion/racism/hate crime. The findings of the consultations were shared as part of the evidence to the 'Response to Equalities, Local Government and Communities Committee Inquiry' on the Impact of COVID 19 Crisis in Wales.[12] From the process, voluntary and community organisations voiced their concerns on some key issues, which has helped to inform the design of the survey. For example, responders to the consultation process highlighted:

- Serious concerns about those with No Recourse to Public Funds (NRPF) post-COVID: *"We were presented with some evidence that people subject to NRPF were not seeking assistance with local authorities because they are afraid of being unhoused at short notice."*
- That there have been many women able to escape from domestic violence and/or trafficking in this period as they now can receive refuge.
- concerns about BAME people not being able to access advice for COVID related relief and benefits: *"…it was noted that many Chinese small business owners, particularly in restaurant industry, are having a hard time accessing advice on COVID 19 related benefits and applying for universal credit due to language barriers."*

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[12] https://business.senedd.wales/mgConsultationDisplay.aspx?id=393&RPID=1018711357&cp=yes.

- That there is evidence of the disproportionate impact of COVID 19 on BAME people, including in infection rates, higher critical care rates and death rates: *"BAME people are over-represented in NHS staff, including among low paying frontline tiers… and are also over-represented in other essential/frontline sectors such as cleaning, social care, transport, including low paying ones."*
- That long standing disproportionate impact is not new and what is now playing out is as a result of decades of structural inequality: *"For years and years, people engaging in work in the racial equality sector have reported a combination of disadvantage and inequality for ethnic minority people and it is still happening."*

At another level, set against the national outcry of the disproportional impact of COVID-19 on BAME communities, especially those in frontline services[13], a rapid review was undertaken in Wales, led by Professor Ogbonna in June.[14] Commenting on the findings of the review, John Griffiths, MS, Chair of the Equality, Local Government and Communities Committee, said: *"The impact of COVID-19 has hit Wales hard and disproportionately affected already disadvantaged groups in society. We must learn lessons from what has happened, and we must act fast to support those who've been hit hardest."* The report identified three broad themes against which recommendations were made. They were:

1. Quality of ethnicity data
2. Racial inequalities; and
3. Representation

Within the theme of 'Representation', the report highlighted the importance of the third sector and community hubs in providing continued engagement with young people and supporting them to maintain good mental health and personal attainments. The report states:

> *The role of BAME voluntary and community organisations is crucial in the immediate, medium and longer term. However, a report by [The Ubele Initiative] revealed that nine out of 10 BAME-led voluntary and community sector organisations (VSC) are at risk of closure in the next three months. The sustainability of grassroots organisations needs to be addressed.* [15]

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[13] BAME people are over-represented in some sectors of the NHS, comprising over a third of medical and dental staff in Wales22. Concerns in the group were raised specifically about risks to Filipino staff. Approximately 18,500 Filipino nationals work in the UK's National Health Service (NHS), the third-largest group after white and Indian groups. Out of more than 100 healthcare workers who have died after contracting the virus in the UK, at least 25 have been from the Philippines, according to Kanlungan, an umbrella organisation for Filipino community support groups across the country [Coronavirus: Filipino frontline workers' pay ultimate price in UK, Ylenia Gostali, 1 May 2020, https://www.aljazeera.com/indepth/features/coronavirus-filipino-front-line-workers-pay-ultimate-price-uk-200501075917665.html].

[14] First Minister's BAME Covid-19 Advisory Group Report of The Socioeconomic Subgroup Chair: Professor Emmanuel Ogbonna June 2020.

[15] Murray K (2020), Impact of COVID-19 on the BAME community and voluntary sector: Final report of the research conducted between 19 March and 4 April 2020; Ubele: https://www.ubele.org/covid19-supporting-bame-communities, quoted in First Minister's BAME Covid-19 Advisory Group Report Of The Socioeconomic Subgroup Chair: Professor Emmanuel Ogbonna June 2020.

Against this backdrop, and in light of the ongoing "*Inquiry into COVID-19 and its impact on matters relating to the Equality, Local Government and Communities Committee's remit[16],*" EYST, with partners, sought to explore further the organisational impact and implications of COVID-19 on BAME organisations, especially in view of the warning contained in The Ubele Initiative's report mentioned earlier. This was particularly pertinent as the earlier feedback provided by organisations did not focus on the impact on the organisations, rather on the beneficiaries and the services being provided. This survey – and this report more specifically - focuses on the impact on organisations. The aims of the survey were to:

1. build a more accurate picture of the growing concerns and impact of the pandemic, during and as lock down measures begin to ease;
2. capture the ways in which BAME community groups and organisations are working innovatively, and seeking to provide services and support to Wales' BAME residents during this period of crisis;
3. inform funders and policy makers on responding to the crisis as it impacts on BAME communities and organisations.

FW Business Ltd was commissioned by EYST and its supporters, University of South Wales, Race Alliance Wales and Cognitive-Edge, to undertake the review and to produce a report for EYST and the sector more widely. What follows are the findings based on the work undertaken between 7th July and 7th August 2020.

Approach and challenges

The online survey was conducted between 7th July and 7th August, aimed at BAME organisations as defined by EYST: *"any community group or organisation which is run predominantly for or by people of Black, Asian or Minority Ethnic backgrounds."*

To engage widely across Wales, a press release was produced which was circulated using a range of outlets, including through Wales Council of Voluntary Associations (WCVA), EYST Race Alliance Wales (RAW), Diverse Cymru and other outlets associated with the members of the steering group as well as more widely through word of mouth and social media platforms.

By the close of the survey, 34 responses had been received from estimated initial 100 organisations identified on the EYST 'directory map' that can be found on their website. However, while this database was used as an initial basis for sharing, in recognising that there may be some organisations not yet captured, other contact data-bases of partner organisations were used to help disseminate the information about the survey (see Fig 27 in the report)

Participants were provided with the opportunity to participate or not in the survey by giving their consent before starting the survey; this ensured there were no coercion (nor hint of

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such) with respondents able to opt out at any point. Responses, therefore, reflect participants who chose to participate willingly.

The research review method adopted a survey approach, using the Sensemaker online tool[17]. The questions were agreed by a steering group and then captured in the Sensemaker, with the results subsequently analysed using the Statistical Package for Social Science (SPSS). A particular feature of Sensemaker is its incorporation of 'story' analysis, which is particular to this tool, unlike most of the more standard online survey tools on the market. This provided us with a rich analysis of qualitative responses through the lens of a short 'story' on the impact of COVID-19 on respondents. These have been woven throughout the narrative of the report.

The project benefitted from a steering group of experts and advisers[18] who met to review the questions and receive updated 'Briefings' as the results were coming in, culminating in a final session to consider the report and the recommendations.

The survey sought responses against six areas of exploration in seeking answers to the earlier indicated aims underpinning the challenges facing BAME organisations in Wales. The survey covered:

- contextual and organisational information
- Impact of COVID-19 on your life
- Impact on organisational delivery and innovation
- Impact on organisational preparedness
- Financial impact on organisations
- Support and development

Challenges and limitations of the survey

Language consideration: despite best intention and degree of cross checking and testing of systems and questions, there will always be the case of some respondents not fully understanding the question or willing to provide the answer required in contrast to an answer they wish to provide, which may not relate to the question but perhaps what they always wanted to get off their chest. Whatever the reason, there were answers that did not relate the specific question and for those we captured under the 'Other' category, rather than lose the response all together.

Though the use of the Charity Commission's[19] definition of charitable purpose may seem straightforward, it was evident from responses and follow-up processes that there were misunderstanding of what was meant by the 'charitable purpose' of the organisation and what the 'objectives and beneficiaries' were for the organisation.[20] These were small

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[17] https://collector.sensemaker-suite.com/?projectID=EYST_BAME_WAL&language=en#Collector

[18] Representatives included EYST, Diverse Cymru, University of South Wales, RAW, WCVA and T3SSW.
[19] https://www.gov.uk/government/publications/charitable-purposes/charitable-purposes
[20] This is not uncommon, as the WCVA's Third Sector Data Hub contains a similar profile which not only contain the 13 'headline purpose' as defined by the Charity Commission, it also included areas associated with

differences which, by cross checking and referencing, we were able to adjust responses to better reflect the stated purpose as contained in the incorporation documentation of the respective organisation. These changes did not skew the analysis as this information was for contextual purpose only as the survey was not concerned with the work of organisations.

Definition of the survey population: BAME, as an umbrella term, is a contested definition.[21] EYST, however, is happy to use the term BAME as it is a tern that is currently recognised and widely accepted to describe 'minoritized' communities[22]. EYST's definition of BAME organisations is that they are any community group or organisation which is run predominantly for or by people of Black, Asian or Minority Ethnic backgrounds. We initially received 28 responses from organisations who were BAME led and a further two having a strong focus on targeting BAME communities through the programmes they provide, thus making the overall responses 30 out of 34 (i.e. 88% representation), with four (4) indicating that they were not a BAME organisation or 'preferred not to say'. As such, the analysis that follows reflects overwhelmingly the perspective of BAME organisations (88% response rate).

Profiling and definition of organisational size: The other area of consideration is associated with the definition provided by National Council for Voluntary Organisations (NCVO) relating to organisation size. While the definition provides a useful starting point to gauge the size of an organisation (and for comparison purposes), it has limitations due to the 'range' over which the categories are defined. For instance, micro organisations are deemed to be ones that have an income less than £10k per annum but a small organisation's income range is between £10k and £100k; this is too broad a range to realistically account for the vast majority of organisations that are small by other criteria that could be used, such as staffing level by full-time equivalences (FTEs), reserves held or number of volunteers, for example. Not only this, but the next range (medium) goes from £100k to £1m per annum[23]. To get a true picture of the size of the responding organisations, we used the information provided either by Companies House or the Charity Commission (based on 2018/19 returns of 27 organisations that we were able to identify) to obtain a precise indication of the size of those responding organisations. From this we were able to determine that the size of incomes of some of the responding organisations ranged from £4,000 (micro) to £212m (major). The aim here was to narrow the responses so that we get a better picture of the actual income size of responding organisation instead of the much broader and wider bands used by NCVO; this could ensure that a more targeted support could be put in place to support fledging, micro and small voluntary and community organisations where resources are limited.

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beneficiaries and objectives of organisations (e.g. recreation, disability, accommodation/housing and others. See https://wcva.cymru/the-voluntary-sector-in-wales/

[21] Gus John, https://12b223d1-3b30-c18a-9a06-dd483968824b.filesusr.com/ugd/c4c7fc_acabdcde2c264b2fb9e34dc896cc86f8.pdf (accessed via https://www.fwbusinessltd.com/)

[22] Nazroo and Bacaries (2020), Racism is the root cause of ethnic inequalities in COVID-19; Discover Society (April 2020)(https://discoversociety.org/2020/04/17/racism-is-the-root-cause-of-ethnic-inequities-in-covid19/)

[23] NCVO's 2020 Almanac Report indicates that the "income-band classifications have stayed the same" since 2000, when they first started to use this formulation. https://almanac.fc.production.ncvocloud.net/executive-summary/#the-make-up-of-the-sector-is-changing-but-the-real-picture-is-more-complex.

Geographical boundary: we were mindful of the different ways we could have captured where organisations were located. There are 22 local authority areas which we were not aligned to the broad areas identified on the EYST directory mapping and therefore, as part of this process, were not able to identify responding organisations in terms of which local authority area they were based. The other consideration was to try to capture 'location' in terms of Welsh Assembly boundaries[24], which covered larger areas that incorporated a number of local areas. Again, this approach was not consistent with EYST's directory map capture, which clustered BAME organisations in terms of the following boundaries[25]:

1. Wales-wide
2. Wrexham and North Wales
3. Cardiff and South Wales
4. Swansea, Mid and South West Wales
5. Newport and South East Wales

For consistency, we used the EYST categories, with responding organisations asked to identify where they are located. We were then able to map responses against the EYST directory and map, which enabled us to determine how many from the EYST directory responded and to identify those that were not captured on the map. From this approach we were able to identify 21 responding organisations who were already captured on the EYST map, which represented 62% of all organisations responding and a further six organisations that were not yet captured in that directory who had responded.

Acronyms: Some respondents used acronyms to identify their organisation which, while helpful where the organisation has a long title, was difficult to determine who they were using standard search online, especially at Companies House and Charity Commission. Where these have occurred, and we have been able to decipher the acronym, a square […] bracket was used to enclose the full meaning of the acronym to enable wider understanding. Also, a few respondents did not declare the name of their organisation nor did they provide a post code (or a valid post code) that would enable us to capture all organisations by name, which would have been useful to feed into the Kumu connecting capture that arose from the process.

The report is divided into the following sections:

1. Characteristics of respondents
2. Concerns and impact of the pandemic, during and as lockdown measures begin to ease
3. Ways in which BAME community groups and organisations are working innovatively in providing services and support to Wales' BAME residents during this period of crisis.
4. Implications for funders and policy makers in responding to the crisis as it impacts on BAME communities and organisations.
5. Conclusion/recommendations

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[24] These are: North Wales, Mid and West Wales, South Wales Central, South Wales East and South Wales West
[25] http://www.eyst.org.uk/bame-map.php

SECTION 1: CHARACTERISTICS OF RESPONDENTS

Thirty-four (34) participating organisations responded to the survey. From the responses we have been able to discern the following main characteristics:

Of the 34 responding organisations, 28 (82%) were BAME organisations with a further two (2), that had indicated they were not BAME organisations, but, on further verification using their own websites, responses to other questions (i.e. 'story telling', for instance), Companies House and Charity Commission websites, they had met the EYST definition, and as such, we adjusted the response to this question to better reflect the position in line with the EYST definition (see Fig 1). Four (4) responding organisations indicated that they were not a BAME organisation or they did not provide additional information that could have been checked (i.e. they had left some questions blank).
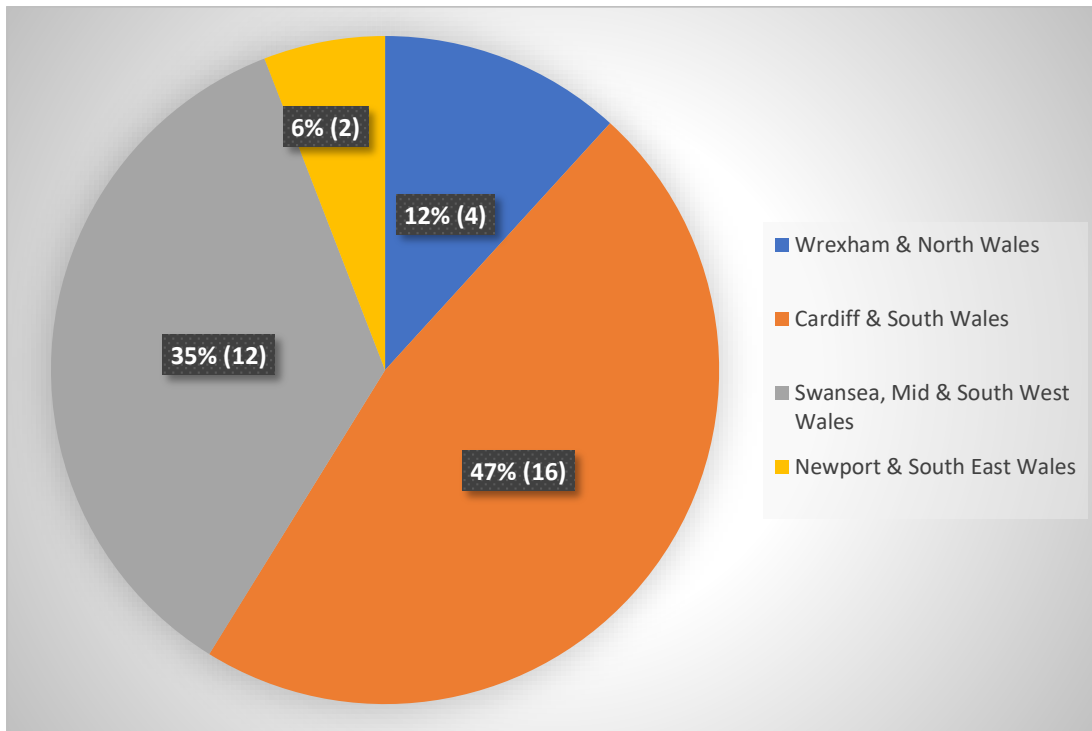
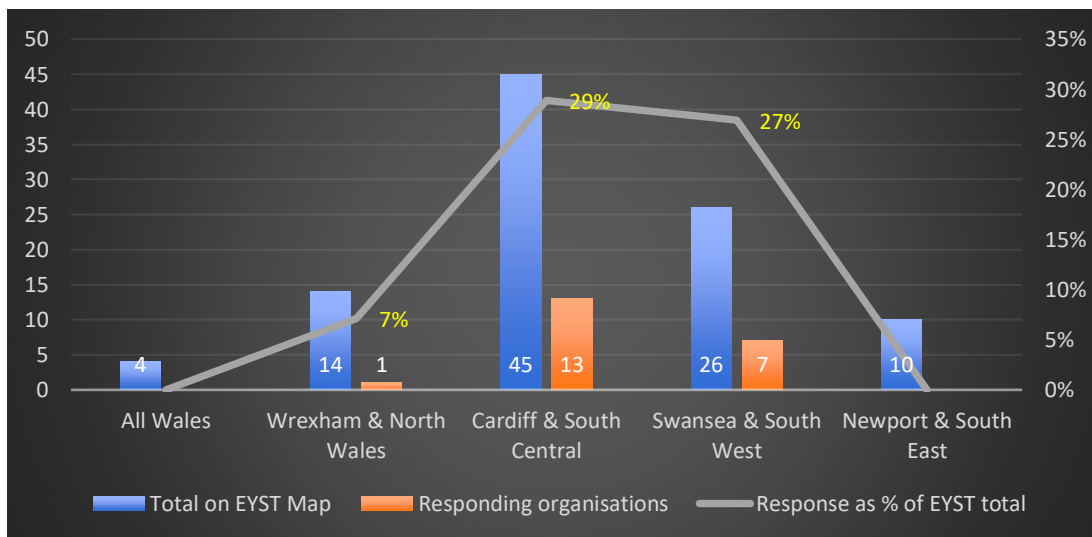**Fig 1: Are you a BAME organisation?**
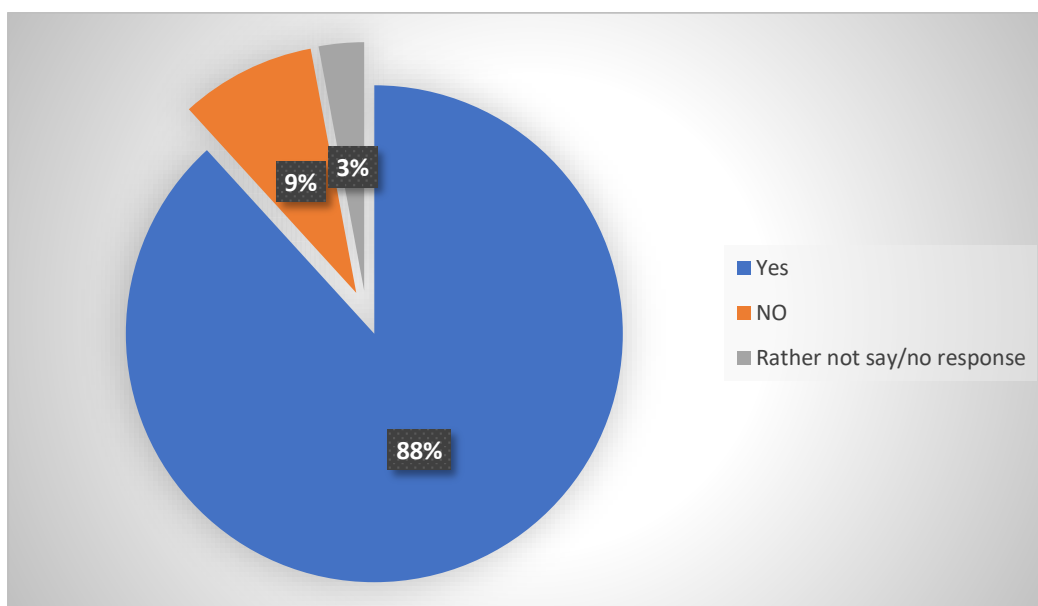
Base n=34

Using the boundaries defined by EYST, the overwhelming majority of responding organisations were based in Cardiff and South Wales (16: 47%) with Swansea, Mid & South West Wales (12: 35%) the next highest responding area (Fig 2). As Fig 3 shows, we were able to identify 21 responding organisations who were captured on the EYST map, which represented 62% of all organisations responding to our survey, though only 21% (or one-fifth) of the total number of different organisations listed on the EYST map (n=100). Additionally, this approach also enabled us to identify seven organisations that were not on the EYST directory map, including three organisations that had only recently incorporated (January and July 2020) and 6 unincorporated organisations.

Fig 2: Where organisations are located by EYST boundaries by proportionate split (%) and actual response)

Legend:
- Wrexham & North Wales
- Cardiff & South Wales
- Swansea, Mid & South West Wales
- Newport & South East Wales

Values shown: 6% (2), 12% (4), 35% (12), 47% (16)

Base n=34

Fig 3: Responding organisations compared to EYST directory breakdown (n=21)

Values shown on chart — All Wales: 4; Wrexham & North Wales: 14, 1 (7%); Cardiff & South Central: 45, 13 (29%); Swansea & South West: 26, 7 (27%); Newport & South East: 10

Legend: Total on EYST Map | Responding organisations | Response as % of EYST total

The responding organisations varied in size, with the majority of responding organisations being 'medium' sized according to the NVCO definition used.[26] Fig 4 provides an at-a-glance overview, which shows that 14 (41%) of responding organisations were medium (i.e. having a turnover of between (£100,000 and £1,000,000). By excluding those that 'preferred not to say' (n=3) and those over £10m (n=3), what we find is that 55% of those who responded to

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[26] See https://almanac.fc.production.ncvocloud.net/executive-summary/

this question were medium sized organisations.[27] This shows an over-representation of medium sized organisations compared to the NCVO data on proportionate split across the range of voluntary organisations in Wales based on income size.[28] This is reflected in Fig 5, which raises questions about the capacity of micro and small organisations, especially with respect to responsiveness to online or other surveys, which could mean their voices are silent on concerns that might affect them. As such, infrastructure organisations, such as WCVA amongst others, may wish to review how they work to better meet the needs of micro and small voluntary and community charitable organisations.

**Fig 4: Size of organisations responding by average annual income**
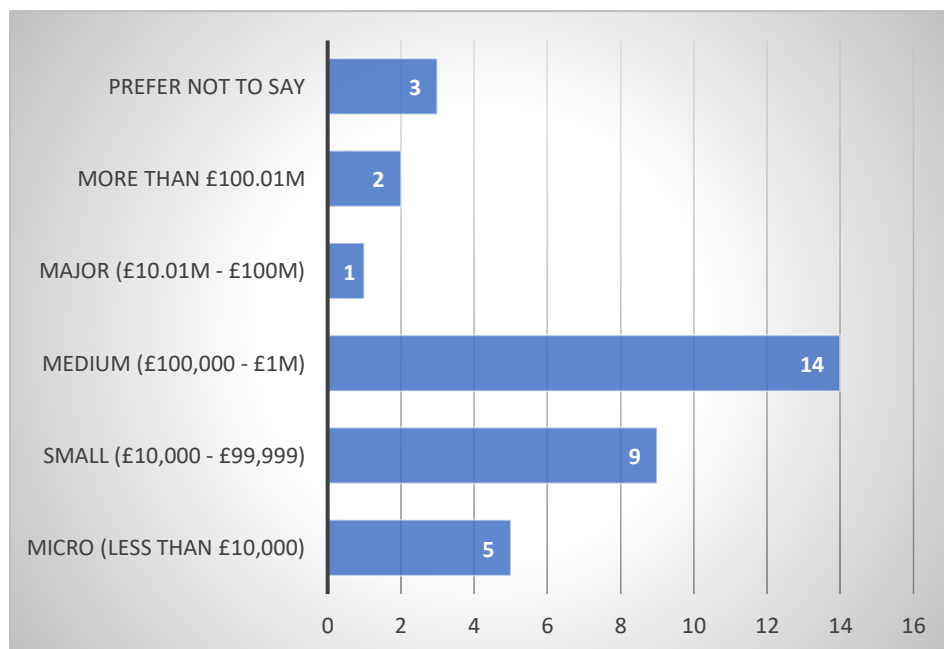
Base n=34. Note: Classifications are based on NCVO Almanac definitions.

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[27] Please note, none of the responding organisations indicated being a 'Large' organisation (£1m to £10m) and as such, this category/label is not shown in Fig 4, which moves from Medium to Major. It is possible that one or all of the '*prefer not to say*' respondents may have fallen into that category.
[28] https://wcva.cymru/the-voluntary-sector-in-wales/

Fig 5: Proportionate (%) survey responses compared to national voluntary organisation size across Wales.
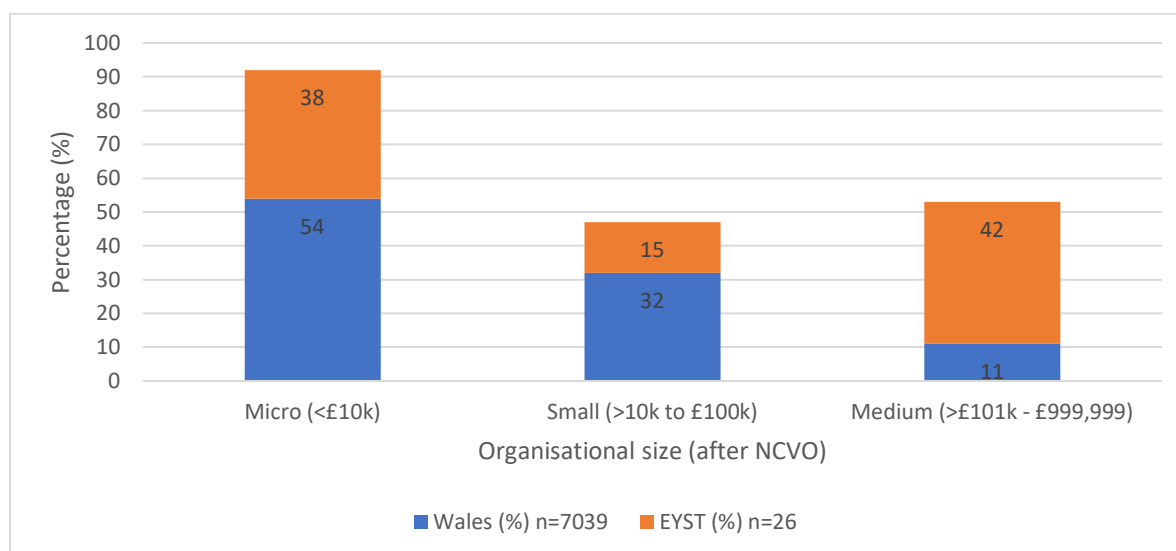
Source: NVCO, 2020 Almanac Report, Almanac data tables - About | UK Civil Society Almanac 2020 | NCVO (ncvocloud.net) .

The number of years organisations have been in existence ranged from 1 to 51yrs, with 3 recently established (i.e. less than 1yr) and reaching, on average, between 10 (at lower end) and 500 beneficiaries per week (with the major sized organisation), with the median being 50. As the survey did not seek to understand the services being delivered by organisations, there is no means of verifying these estimates and therefore caution is advised in reading too much into the estimation but they do offer an indication of possible and/or potential reach, which should not be ignored.

The overwhelming majority of responding organisations, as Fig 6 shows, were registered charities at 59% of the cohort who responded with a significant number who were unincorporated (17%). Overall, 80% of responding organisations were charitable organisations[29], including those organised as Community Interest Companies (CIC).

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[29] The Charities Act 2011 defines a charitable purpose, explicitly, as one that falls within 13 descriptions of purposes and is for the public benefit. For a purpose to be a charitable purpose it must satisfy both the benefit and the public aspects: https://www.gov.uk/government/publications/charitable-purposes/charitable-purposes. See Appendix 1 on a breakdown by charitable purpose and EYST boundaries
[29] Produced by VCVO and uploaded onto WCVA statistical hub

Fig 6: Legal structure of responding organizations
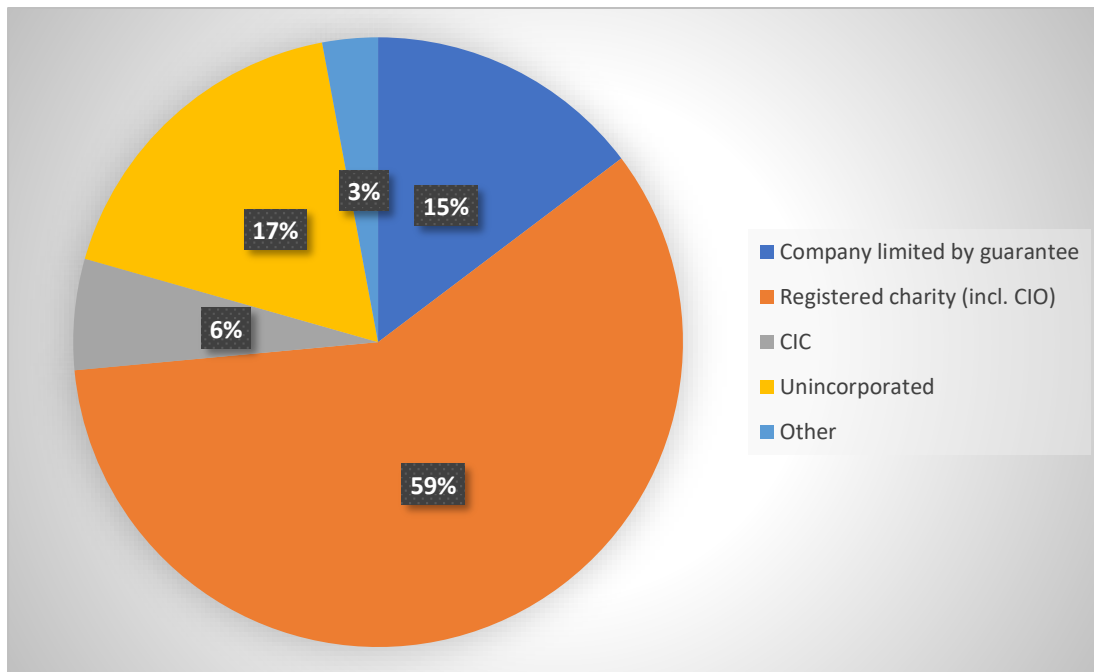
Base n=34

One of the challenges that the 'third sector' faces, is that of an agreed definition. WCVA, for example, uses the term 'third sector' while NCVO, for instance, uses the term 'civil society' for which they acknowledge *"…there is no perfect term or definition."* A consequence of this lack of clarity can be seen in the terms used to describe the sector on the WCVA Data Hub, where references are made to 'registered charities', 'general charities' and 'third sector organisations', all of which seeks to describe the voluntary and community sector. And across the data capture, there are categories to indicate organisations that are BAME community focused, though there is a reference to 1.2% of activities being 'ethnic minorities'[30]. For example, over a three year period to 2018, data showed that there had been no change in the proportion of activities described as 'ethnic minorities' at 1.2%, which suggest, at one level, that there had been no growth in this area of activity or may just reflect poor data capture. Either way, it would seem to suggest that being able to capture a clearer picture of the presence, size and state of the sector would be helpful.

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[30] See The voluntary sector in Wales - WCVA).

SECTION 2: CONCERNS AND IMPACT OF THE PANDEMIC, DURING AND AS LOCK DOWN MEASURES BEGIN TO EASE.

The scale of the crisis has brought with it many challenges, some of which are not just of a health concern nature with respect to those who contract the virus. Amongst the many challenges that society has had to accommodate, are the restrictions on movement, social distancing regulations, quarantine, isolation and 'shielding', all of which disrupts what we have been used to; that is, what we take as normal way of life.

Though the 'peak' of the crisis is said to have subsided, there are clear signs that different parts of Wales are experiencing increased infection cases and elsewhere in the UK, 'local lockdown measures' are in place (e.g. Leicester, Oldham and Manchester). Indeed, while London was seen as the epicentre of the virus in the UK between March and June, as we moved into July and August, other regions have seen increases of both infection and deaths, with the number of cases now recorded in the North West (48,330) greater than that of London at 36,355. Across the home countries, Wales' rate per 100,000 of the population stands at 921 compared to Scotland (lowest rate) at 678 per 100,000; only Northern Ireland has a higher rate per 100,000 at 961; thus making Wales, proportionately, the second worst hit area in the UK[31]. Putting it succinctly, given its size, Wales is disproportionately impacted upon by the pandemic, a situation that has not gone unnoticed and has implications for BAME community organisations.

Published on 22 June 2020, the report, *Coronavirus (COVID-19) and the Black, Asian and Minority Ethnic (BAME) population in Wales*, highlighted concerns showing that for different ethnic groups, *"there were concerns about the risk of the COVID-19 pandemic on their health and well-being either directly or through a disproportionate impact on socio-economic factors that could have longer term consequences.[32]"* Additionally, findings from Public Health Wales's (PHW) Public Engagement Survey on Health and Well-being during Coronavirus Measures[33], highlighted that "*coronavirus and the lockdown restrictions are having a greater impact on the mental health and wellbeing of Black, Asian and minority ethnic (BAME) residents in Wales*."

The analysis below presents the findings from the survey that looked at the impact and implications on individuals within the organisation from the start of the pandemic lockdown to the easing down phase in which we now find ourselves.

Impact of COVID-19 on your life

Respondents were asked the extent to which they agreed or disagreed with the statement: "*My anxiety about COVID-19 has increased significantly since the government's national 'lockdown' policy from 26 March.*" From the responses, respondents were worried and anxious about the impact of COVID on self, families and community more generally, including service delivery and ability to adapt, with the overwhelming majority able to adapt

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[31] https://coronavirus.data.gov.uk/cases (accessed 9 October 2020)
[32] https://gov.wales/coronavirus-covid-19-and-black-asian-and-minority-ethnic-bame-population-wales
[33] https://phw.nhs.wales/topics/latest-information-on-novel-coronavirus-covid-19/how-are-you-doing/weekly-hayd-reports/how-are-we-doing-by-demographics-report/

to online platform delivery approaches. Fig 7 shows that over two-thirds (68%) of respondents agreed with the statement overall (i.e. strongly agree and agree).

Fig 7: Has your anxiety level increased since COVID-19?
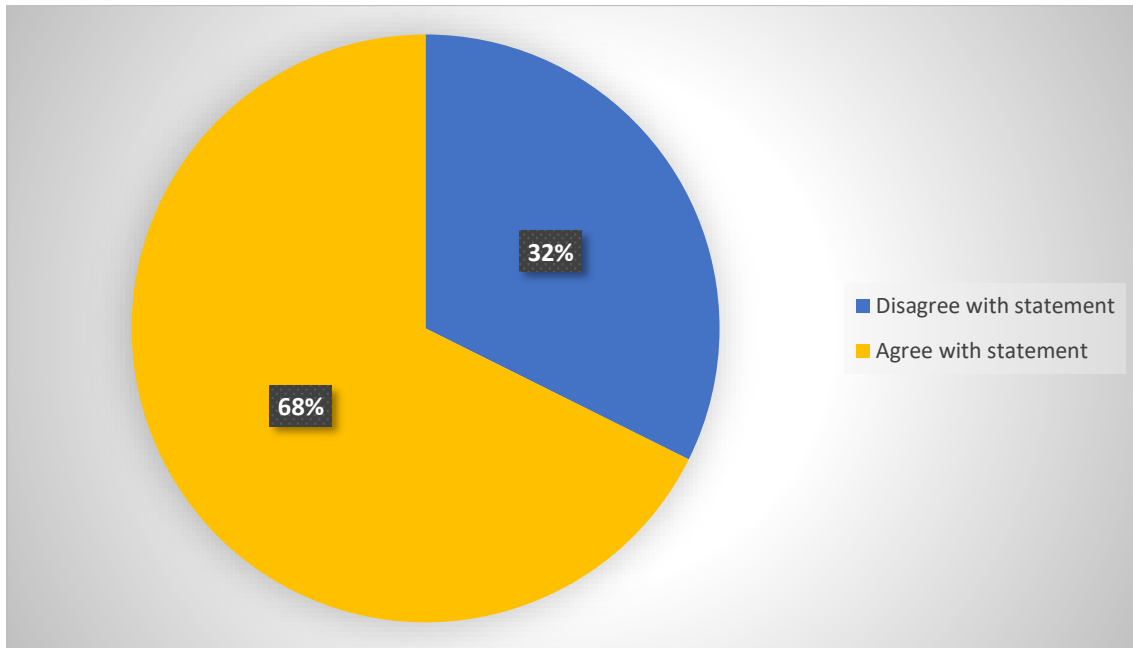
Base n=34

Additional comments from respondents gave further weight to the overall response capture:

I am worried about vulnerable people - especially colleagues and clients who are in the shielding category. Most of my work since lockdown has been organising food and other goods deliveries and ensuring that people are not struggling in isolation. I am also worried about how the government is handling the Covid crisis in my home country.

Disproportionate effects on BAME communities has been concerning - not confident of government's strategies.

Personally, I don't feel at much risk, but I do worry that the people we work with will be adversely affected.

There are worries in relation to job security; staff welfare and wellbeing.

My anxiety has increased as more reports are confirming out saying BAME are 50% more affected.

Many local Chinese are in fear with the outbreak of Covid19, one reason being serious negative impact has been brought to the Chinese in general when it happened in China, another reason they didn't know what future holds as many information in the UK are in English and with constant change in rules and regulation many people are very anxious.

Of course as soon as lockdown was announced the severity of Covid was made a lot clearer, so my anxiety increased, especially in the initial weeks, not only in relation to the possibility of me / other family members contracting it (some very vulnerable), but also in terms of household finances (a lot of freelance work used to supplement employment was cut short).

It is a very stressful time for us. In these uncertain times, we fear about what could happen to us, our families, our organisation and our service-users, and this is overwhelming and causing strong emotions in us. A lot of us feel isolated and lonely, and we are noticing stress and anxiety increase in our BAME Community.
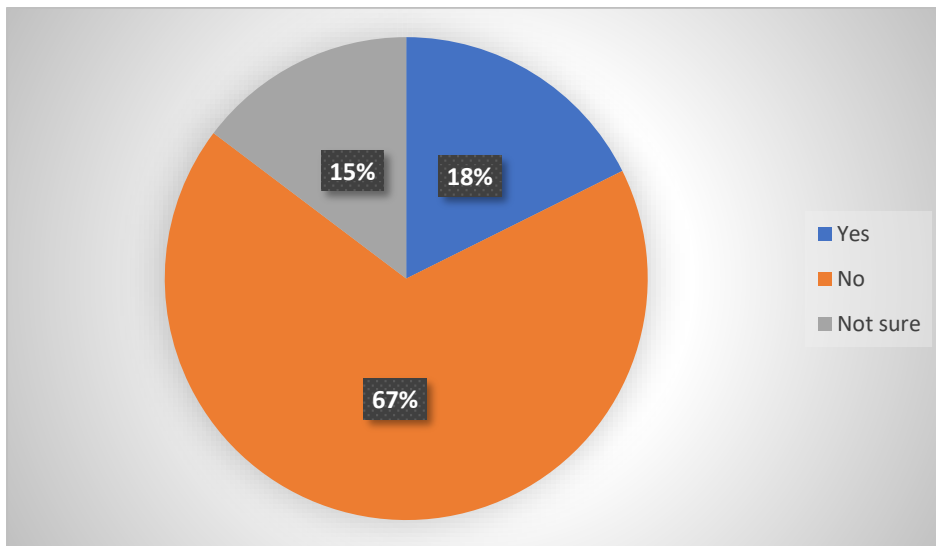
A concern about the services that we will be able to provide after lock-down. The aftermath of the pandemic - a backlash on black people…Lack of resources.

Worried about the potential effects on the team and our services to the BAME community. Worried for the communities we serve.

Fig 8 below shows that only 18% of respondents (almost 1 in 5) indicated that they or any member of their family had been diagnosed with COVID-19. This suggests that there may be other factors at play in the raised anxiety level shown in Fig 7. This could be partly explained by the response shown in Fig 9 to the question of knowing if friends and/or colleagues had contracted COVID-19. Responses to this question shows that 56% (19) of respondents knew of a friend and/or colleague that had been diagnosed with the virus, which, coupled with the heightened reporting of the number of cases across the UK and the world, may have added to the heightened level of anxiety indicated in Fig 7. Public Health Wales, for example, report daily and, at the time of writing, the Local Health Board worst affected is Betsi Cadwaldr University Health Board with 6,496 cases, with Wrexham the worst hit local authority within that area with 1,799. Across Wales, however, the local authority showing the highest incidence of cases is Cardiff, with 3,818, while the local authority with the lowest number of cases is Ceredigion with 152 cases,[34] and as Appendix 1 shows, three-out-of-five (60%) of those BAME organisations identified on the EYST directory that had responded, were based in Cardiff and South Central. This, given other precarity identified with respect to BAME communities, has implications for BAME organisations.
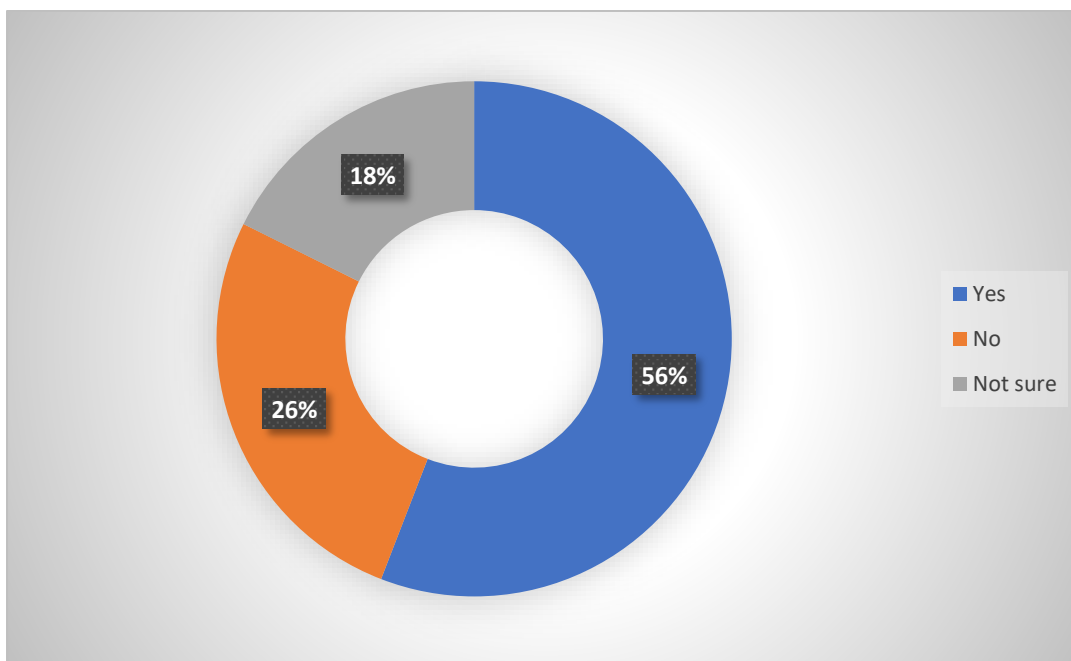
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[34] https://public.tableau.com/profile/public.health.wales.health.protection#!/vizhome/RapidCOVID-19virology-Public/Headlinesummary (as at 9 October 2020)

Fig 8: Have yourself and/or any family member been diagnosed with COVID-19?

Base n=34

Fig 9: Have any of your friends and/or colleagues been diagnosed with COVID-19?

Base n=34

Comments from respondents reinforce the view that concerns over contracting and surviving is real, but so too are concerns over the handling of the pandemic:

"#IamAlone
Mixed messages on COVID-19, especially during the month of March /April made our beneficiaries more vulnerable."

"The message was not clear from the beginning. The policy went into effect before/without consideration for furlough, unemployment, loss of income, mental health and social support etc."

"Many BAME communities did not receive health saving information in their ethnic languages."

"I don't have any anxiety for myself or my family about COVID. We are a Black family so you may think that it sounds odd not be anxious, but that is my way. I don't worry about anything until it happens - I have learnt to be that way because I used to worry myself into the ground, not eating or sleeping, feeling irritable and short tempered. I don't want to feel like that anymore."

"Disproportionate effects on BAME communities has been concerning - not confident of government's strategies."

My wife is shielding and so we looked at all the information available and so lockdown didn't come as a shock.

Al lot of the community have found it very difficult and [...] have had to provide on an average of 50 food packages per week to support the vulnerable and elderly. It has affected a lot of people's mental health and create a lot of anxiety.

My anxiety about Covid-19 has to do with what would happen if any of our family members were to become infected with the virus. Will they have the best care possible or will they be subjected to biased discrimination because they are members of an ethnic minority or a little overweight? I must say that last week the government did nothing to alleviate the problem of obesity in this country, except for blaming people for not eating well or exercising enough. Anyone who has seriously studied, and researched obesity knows that the problem is much more complex and that there are several genetic predispositions, as well as several conditions that do not allow people to lose weight easily.

Impact on beneficiaries and organisation

As a consequence of the level of anxiety and concerns, on top of the lockdown restrictions, organisations have been grappling with complex and problematic concerns. As Fig 10 shows, three-in-five (62%) indicated that beneficiaries were being impacted on as a result of the pandemic, with the majority of organisations working with children and young people as shown in Fig 11 (65%). This compares well to the overall beneficiaries identified in *The Ubele Initiative's* Report and the NCVO 2020 Almanac[35]: 81% in the Ubele Report and 59% in the NCVO Report (2017/18 figures).

It was care for the vulnerable and elderly, however, where the concerns were most felt as captured in the qualitative responses provided:

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[35] https://almanac.fc.production.ncvocloud.net/impact/beneficiaries/

"I see lonely, elderly and frail people are suffering from malnutrition and ill health."

"[Sickle Cell and Thalassaemia] are two groups of severe, inherited, life-long, life-threatening disorders for which there is no universal cure. Both conditions are more prevalent amongst people of African, Asian and Middle Eastern heritage they are so vulnerable, lonely and isolated and lack the necessary support from the NHS."

"We provide help to vulnerable individuals in Wales. As we are a small charity and based in the heart of the community, we work with the grassroots level in the community and work closely with many individuals. The sustainability of our charity is our main concern. There is more demand for mentoring services before and now due to lockdown and the pandemic we need more staff to provide services."

Fig 10: Has there been any impact on beneficiaries?
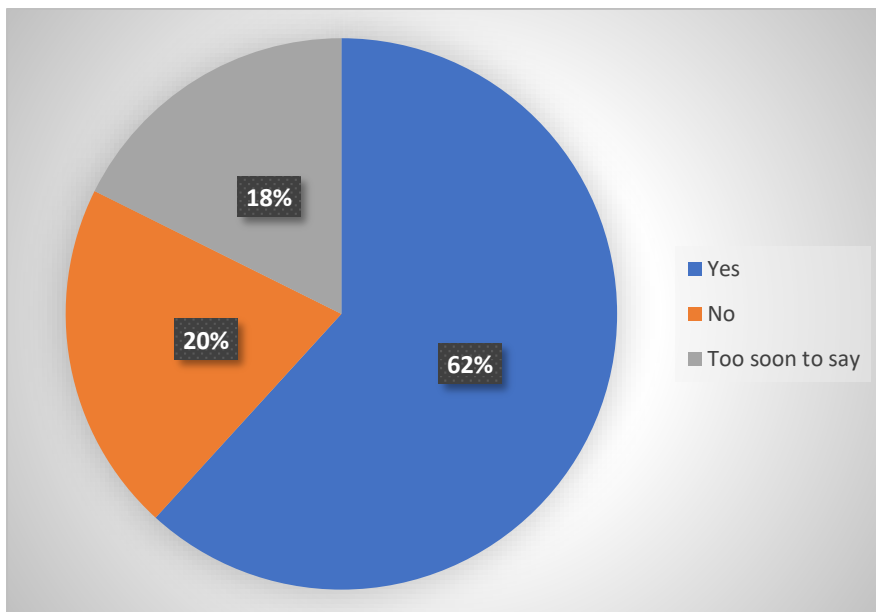
Base n=34

Fig 11: Breakdown of responding organisations by beneficiary group served
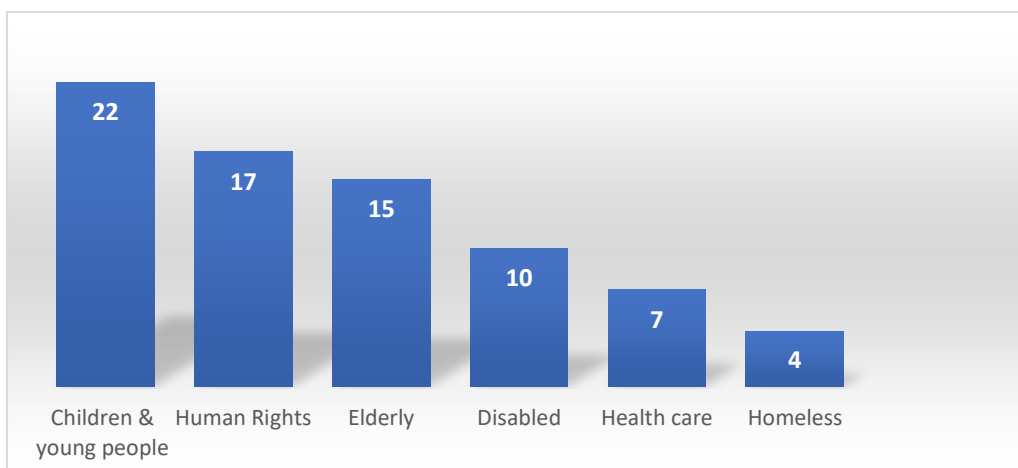
In trying to address the concerns and the implications on service delivery, respondents indicated that they had to adapt to the new sets of circumstances to better support their clients/beneficiaries, especially as responses indicated (and echoed) the uncertainties over when the easing down would come (Fig 12 – 47% not sure: 'until declared safe to re-open'), and more importantly, as some have remarked, what the new normal would look and feel like:

"Until social distancing is removed, we cannot return to face to face contact and delivery."

"We are offering new services in response to members' needs."

"We have started to plan for a return, had meetings and shared survey to capture staff's expectations and requests."

"We have continued to deliver certain services online and we plan to continue to do so until it's safe to return; we are also thinking of changing our office/work environment to suite and adapt to new ways of working."

"We are going online until next year, working and exploring different methods of fundraising online."

"For some of our online youth education provisions we have had to use the 'normal grant funding to continue to pay the youth workers. When this runs out, unless we can secure additional funding, the normal youth club programme will need to end."

"#wheredid2020go?
It's been humbling to see how people have come together to support each other, children have had their lives turned upside down, we've had to rethink how to work from home, dealing with more of a groundhog day scenario."

"#perseverance
Since Lock down we were forced to became creative to deliver our advocacy services to our clients, through Zoom we deliver different types of sessions, help clients fill their forms, interpret letters and forms for them. Making phone calls for our clients and acting as interpreters because most of our clients speak limited to no English at all."

Fig 12: When do you believe easing down will occur?
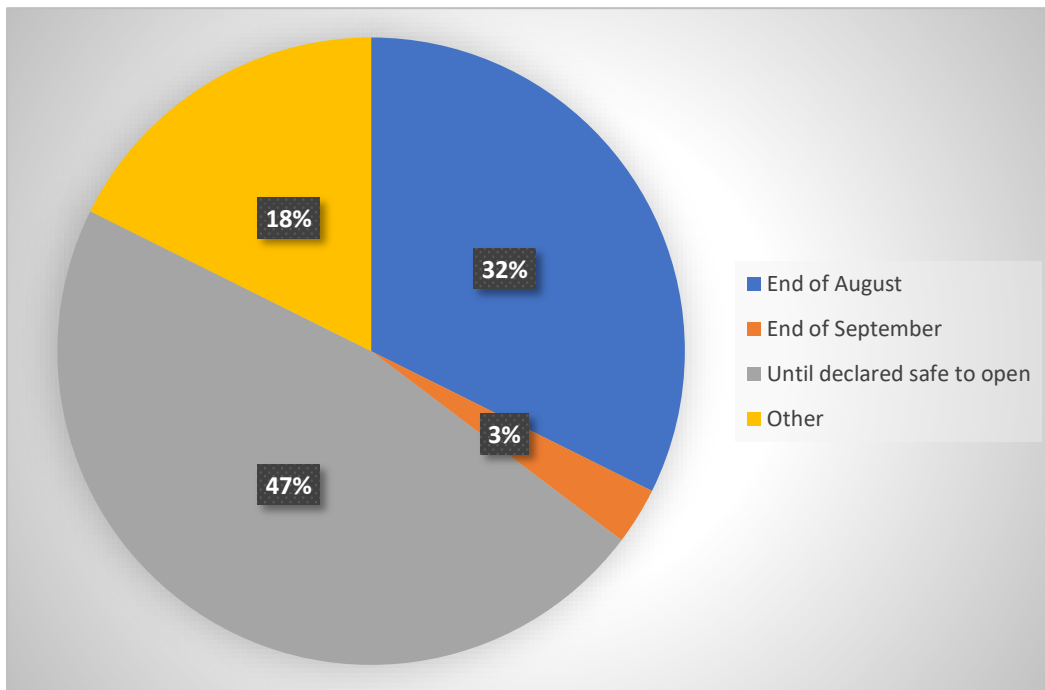
Base n=34

Despite the uncertainties, respondents, as indicated in Fig 13, have started to plan for 're-opening' ahead of any official announcement at the time; at least 56% had begun preparation planning while 29% indicated they had yet to start thinking and doing much about preparation and planning for re-opening.

Fig 13: Have you started to prepare for re- opening?
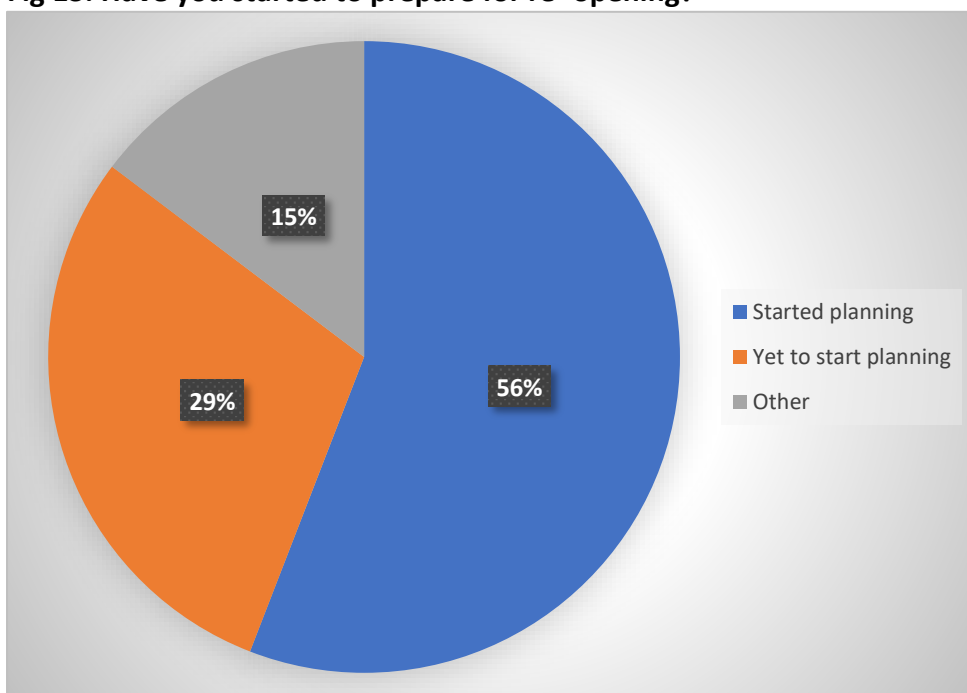
Base n=34

Illustrative comments from respondents provide valuable insights beyond the data:

"We may return to the office - but our audiences and participants will not return until a vaccine is found."

"As partners of the BAME Cultural & Digital Hub, we have to wait and see what is decided by RCC [Race Council Cymru], the lead."

"We have gone beyond planning a return and have begun rolling it out on a case by case basis. For safety we have a community working RA [Risk Assessment] and all staff and volunteers have completed an individual RA. All community working is done on a mutually agreed basis. No participants, staff or volunteers are penalised if they do not wish to meet face to face.

Operationally hosted by another organisation, policies and procedures are being put in place for us to return to work from the office / be able to have indoor face to face meetings where necessary. So far, only one meeting has been held and staff opinions have been gathers in relation to working from office again only, not in relation to ideas for other processes beyond that (in our case would only be meetings, 1-1 or larger General Meetings - the latter dependent on meeting spaces being opened up as we don't have space in our current office to host such events).

While lockdown is gradually being eased, we are constantly observing unfolding events and would take a decision once we find that it is absolutely safe to do so. We are currently planning to prepare the office and make the necessary rota adjustments with safety and wellbeing in mind.

We have been planning since lockdown to explore how we might operate in a new world; we have a national tour which we have been planning but it has been difficult.

[We] have written to all user groups; have set up a staff group to come up with a safe (method statement) way of working under the threat of the virus."

"Service provision is going to change radically. we will need to change our ways of working. we will have to work from home more regularly and we need to prepare for a second wave."

Given that the majority of responding organisations were 'medium size', it is perhaps not too surprising that they have been working on contingency and preparatory planning, unlike some of the smaller organisations. Figs 14 and 15, for example, shows that the majority of responding organisations have more than 15 volunteers (Fig 14) and only 10% of respondents (all micro and small), have no paid staff. As small organisations have indicated:

*"There have been so many changes, we currently haven't a space, so we work from home."*

"We are concerned about our beneficiaries if they are ready to participate in our community engagement activities. It may not be safe as the 'R' ratio hasn't reached a safe range. Most of our beneficiaries are from BAME communities and they are disproportionately affected with COVID-19."

"We have only opened the mosque to offer praying facility for the attendees but our Quranic classes for the children remain shut…"

"#ConquerCovid-19
*Remote service doesn't work for all groups, especially for BAME group who are used to face to face support as it easily builds trust between the service provider and the client. The impact is also different as we first have to overcome the IT barriers."*

Fig 14: How many volunteers are engaged in your organisation?
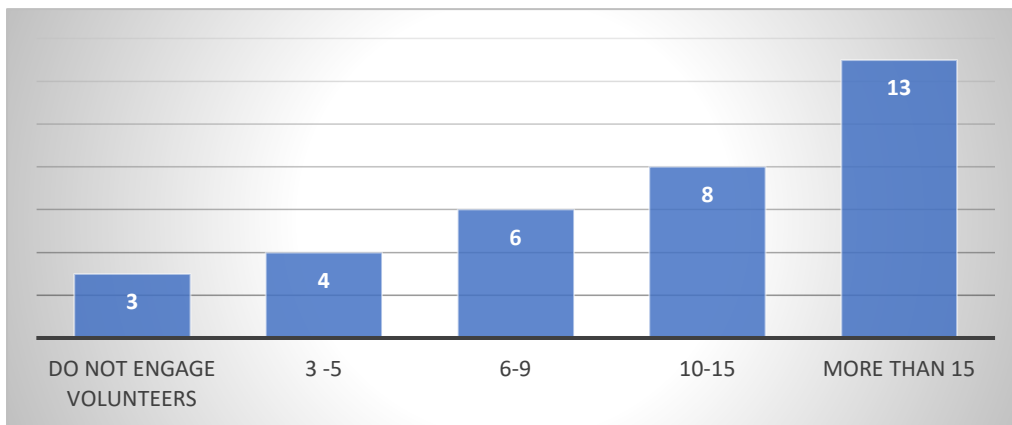
Base n=34

Fig 15: Does your organisation employ any paid staff?
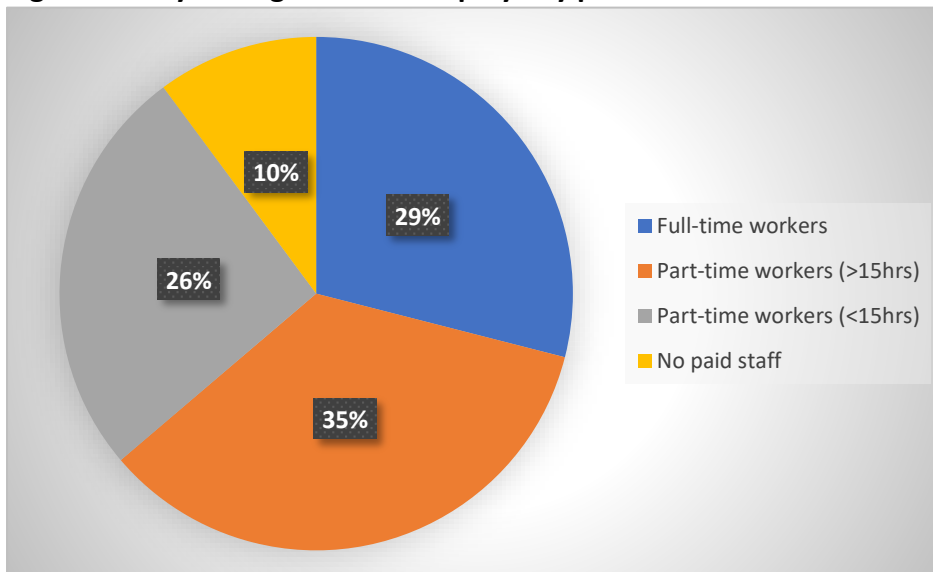
Base n=34

SECTION 3: WAYS IN WHICH BAME COMMUNITY GROUPS AND ORGANISATIONS ARE WORKING INNOVATIVELY IN PROVIDING SERVICES AND SUPPORT TO WALES' BAME RESIDENTS DURING THIS PERIOD OF CRISIS.

Despite the challenges facing individuals and their organisations, responses have shown that there are some creative and 'coming togetherness' taking place. From the responses received, three main service delivery approaches were discernible (Fig 16):

1. Moved online (using video conference platforms)
2. Telephone service
3. Working from home

"#perseverance
Since Lock down we were forced to became creative to deliver our advocacy services to our clients, through Zoom we deliver different types of sessions, help clients fill their forms, interpret letters and forms for them. Making phone calls for our clients and acting as interpreters because most of our clients speak limited to no English at all."

"#Connected with my purpose and adaptable
COVID19 forced us to be techno savvy and made us connect better with other regions. The engagement is less than before as moving online is not a perfect platform."

**Fig 16: How have organisations adapted services in light of the crisis (by % split)?**
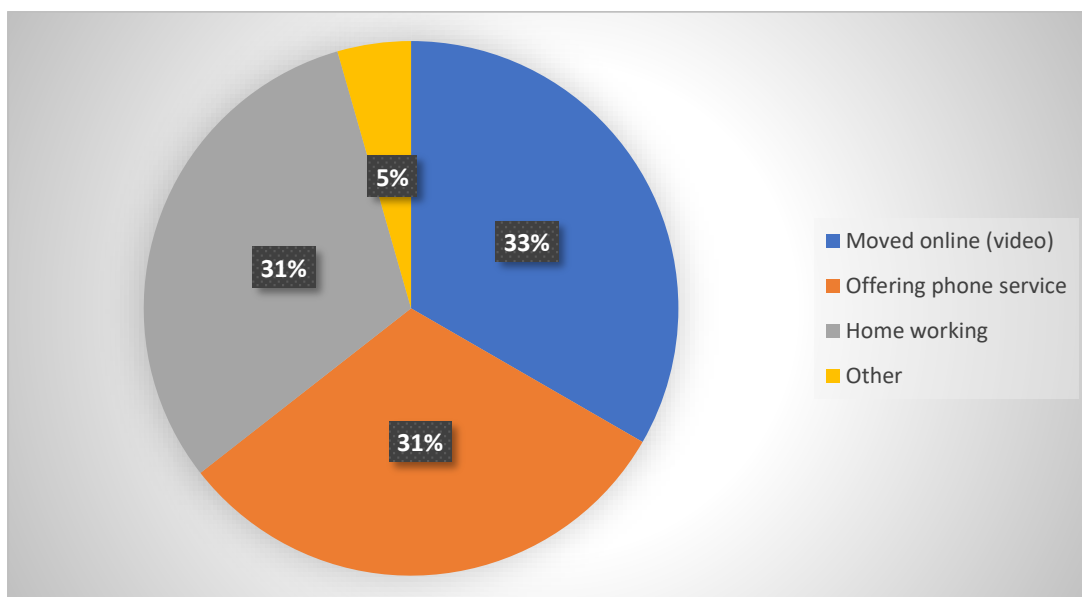
Base n=34

Respondents were asked to provide a short 'story' that would capture their experience at that time. They were asked to hashtag (#) their stories, which we have inserted in the report as appropriate to illustrate the data. Fig 17 shows the main themes that the stories illustrated, the main two being:

- Service delivery; and
- Communication with the public.

Fig 17: Themes emerging from respondents' stories
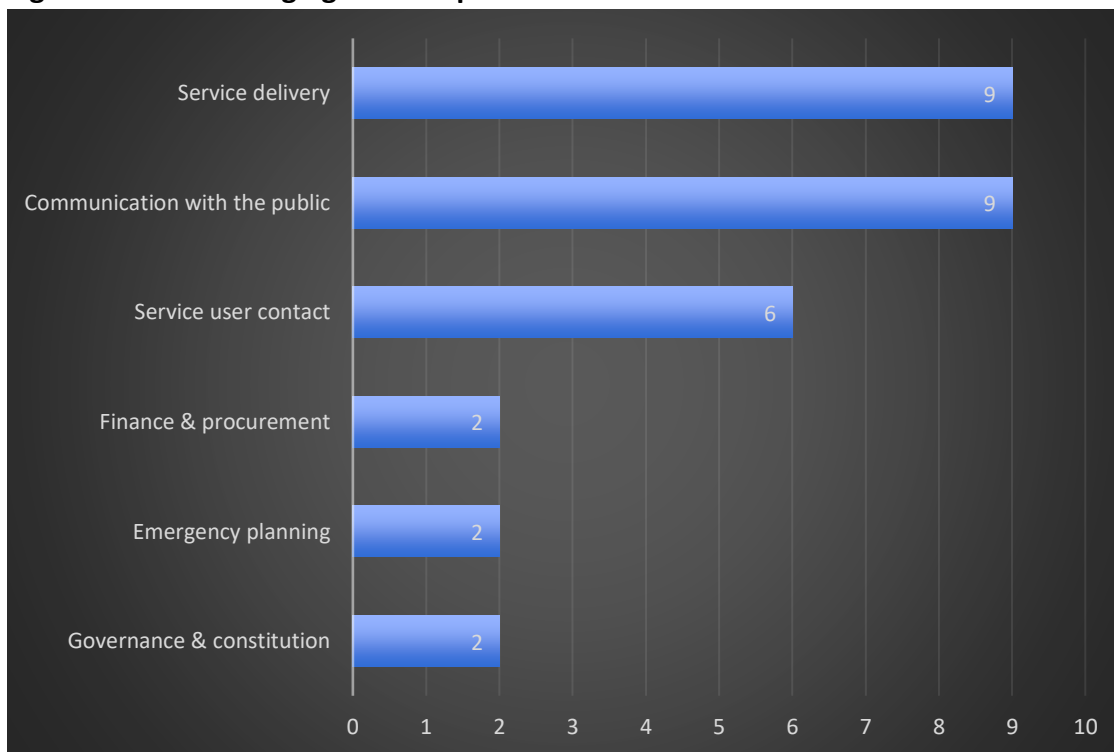
Examples of some of those 'stories' include:

"#IsolationOrStarvation
The biggest challenge for us has been around internet connectivity. Our asylum [support] service users are having to pay for expensive mobile data to access online information, services and integration support such as ESOL lessons. This isn't digital deprivation it's digital exclusion. We need support urgently for those o low incomes to have online access. This has a massive impact on mental health and wellbeing and leaves people isolated, unable to access vital support and information, and at a basic level without entertainment. People are having to choose between isolation or starvation."

#wecantfindyou
We have launched free coffee and chat online spaces on Zoom in different languages because of the isolation people whose first languages aren't English or Welsh must be feeling. This was inspired by the first-hand experiences of our staff members living in those conditions. Our staff have a diverse range of language skills, so we have been able to have a staff member in each one overseeing the suitability of the content. Our funder [...] has approved this.

We are categorising it as 'Digital Outreach' and those who take part do not need to share any personal info or sign up to our programme. The offer is free [and] offer this in French Hindi Urdu Kashmiri Polish Spanish Welsh."

Other creative and innovative approaches also included the following comments:

Took on new services and roles without funding, including setting up the COVID-19 NHS volunteers drivers programme delivering prescriptions and medicines to pharmacies and residents/patients.

Introduced new initiatives and new projects in response to our vulnerable members' needs

We are offering new services in response to members' needs

Additional work and support programmes to help the vulnerable in the community

#Cruel asylum allowance increase
I cannot believe that asylum seekers have only recently received an increase of 26p per day during the crisis when universal credit has increased by £80 per month. Considering how vulnerable this group is already, along with suspension of education and other support networks, I am shocked and saddened that the UK government has not humanely supported these people during a difficult time for us all. I have some families who literally cannot get fruit and veg because they are not carried by their local shops where they have been housed by the Home Office. If we didn't have strong partnerships with other community groups, it would be impossible for these families to get fresh food. All this in a developed nation in 2020.

#Hearourvoice
In this period of COVID-19, we have had all our committee meetings online over zoom and have so far delivered an outreach event online as part of Community Gateway event. Also, in the midst of the Black Lives Matter movement, many racial injustices have come to light and this encouraged ACMA to address the medical school to see how we can support them in tackling race & diversity effectively. We released an advisory document which had a great response from the wider community of NHS professionals and other medical schools as well. The aim of it was to bring voices from different ethnic groups in the BAME community to be heard, which did not previously feel comfortable to raise concerns with the medical school. Since then meetings with the medical school have begun and big changes are on the horizon.

#Free Internet and Free Transport for all those who cannot afford them
Thanks to a grant from Community Foundation Wales, we have been able to implement a 'Tackling Digital Poverty Project' to help those members who only had a phone and were unable to participate in virtual classes and other educational training. However, many need Internet access. Moreover, we are still seriously concerned about some of our members' ability to afford transport in Swansea, as a return ticket is very expensive. Therefore, we would like the Welsh Government to provide free transport for those who cannot afford it.

SECTION 4: IMPLICATIONS FOR FUNDERS AND POLICY MAKERS IN RESPONDING TO THE CRISIS AS IT IMPACTS ON BAME COMMUNITIES AND ORGANISATIONS.

The survey sought to gauge and obtain a picture of how BAME organisations were funded (or being funded) over this pandemic period of the survey. Two sections within the survey were used to help capture this area of concern:

1. Financial impact on organisations; and
2. Support and development.

Financial impact on organisations

Seventy percent (70%) of respondents indicated that they did not have any reserves or enough to last up to 3mths while 20% indicated having up to 6mths reserves (Fig 18). In view of the level of funding that characterises medium sized organisations (£101,000 to £999,999), it is a concern that so many of those responding organisations did not hold any reserves beyond one month or not at all (43%). The implication for micro and small organisations is worst still, given their size in comparison which would suggest, were the crisis to continue for much longer, they are more than likely to be worst impacted on financially, unless further support is provided to them.

Fig 18: Reserves held by organisations coming into 2020/2021 financial year
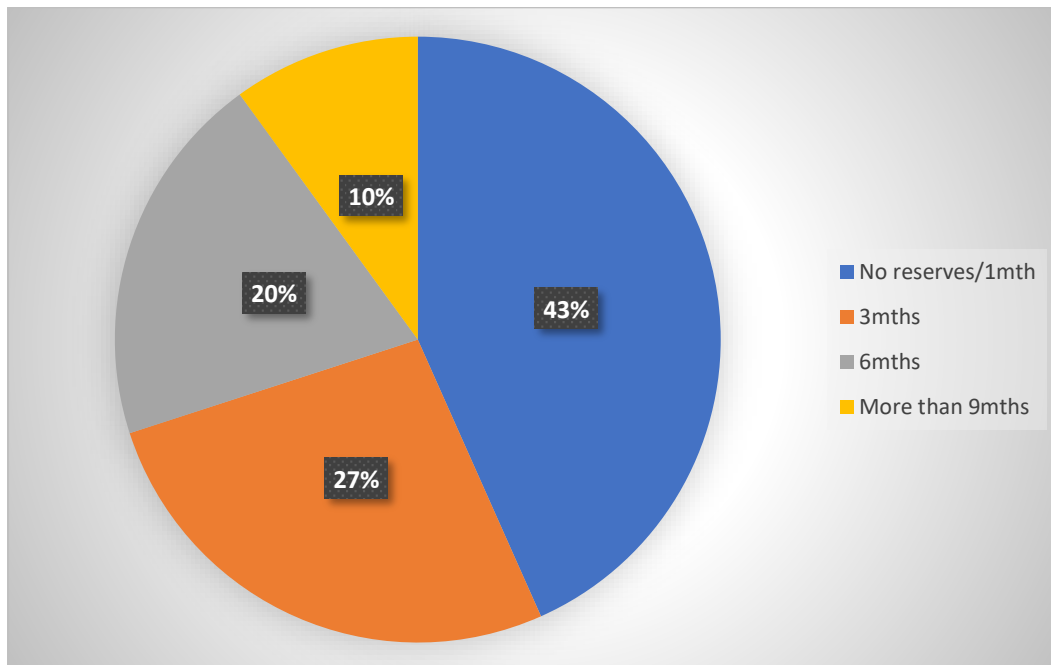
Base n=34

Comments by respondents indicated the precarious situation that many voluntary organisations now find themselves:

For some of our online youth education provisions, we have had to use the 'normal grant' funding to continue to pay the youth workers. When this runs out, unless we can secure additional funding, the normal youth club programme will need to end.

Our funder has offered an additional pot of money to support with Covid impact, so we are actually able to recruit someone new to the team for extra capacity which is great.

Additionally, one piece of work initially funded for this year, has been postponed indefinitely (namely writing a Shadow Report for CERD[Committee on Elimination of Racial Discrimination]) so that has freed up some capacity, and some other political developments have also been postponed which means we have been able to refocus our time.

[We] have secured Covid related funding to keep the organisation going for next 6-9 months

Organisations were asked to indicate the extent to which they were financially able to meet their operational costs coming into the new financial year starting April 2020. The aim was to get a sense of organisational stability prior to the pandemic and the national lockdown and where they are now, during the pandemic.

Fig 19 shows that 18 organisations indicated that they were able to meet operational cost obligations, while six indicated that they would only be able to do so over 3mths and a further two over 6mths; only two organisations said they could not meet their obligations in July, at the time of the survey. Four of the six who selected 'Other' offered the following 'factors' not so easily subsumable under any of the headings included in the choices offered:

- *Need to start contributing towards the running of the Hub when it re-opens*
- *We are a small group and have been applying for additional funding to meet our needs*
- *The situation is constantly changing*
- *Meeting costs by using our reserves but it means we are no longer able to pay for general maintenance costs*

**Fig 19: Ability to meet operational cost of the organisation**
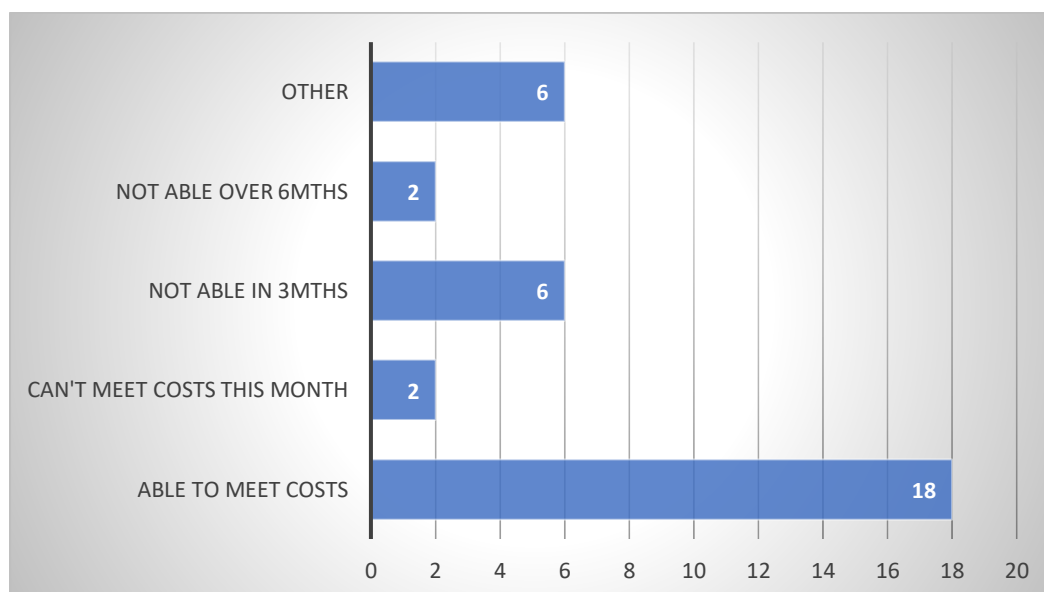
Base n=34

The flexibility and emergency support provided by funders - national and local - was recognised and appreciated by respondents; especially those who were successful in

securing funding. Forty-seven percent of organisations received short term 'Emergency COVID-19' related funding while 41% saw no decrease in their funding and 12% experienced delay in decision making from applications to 'main funding' programmes that were not COVID-19 related(Fig 20).

Fig 20: Implications of COVID on financial position of organisations at the start of 2020/21 financial year.
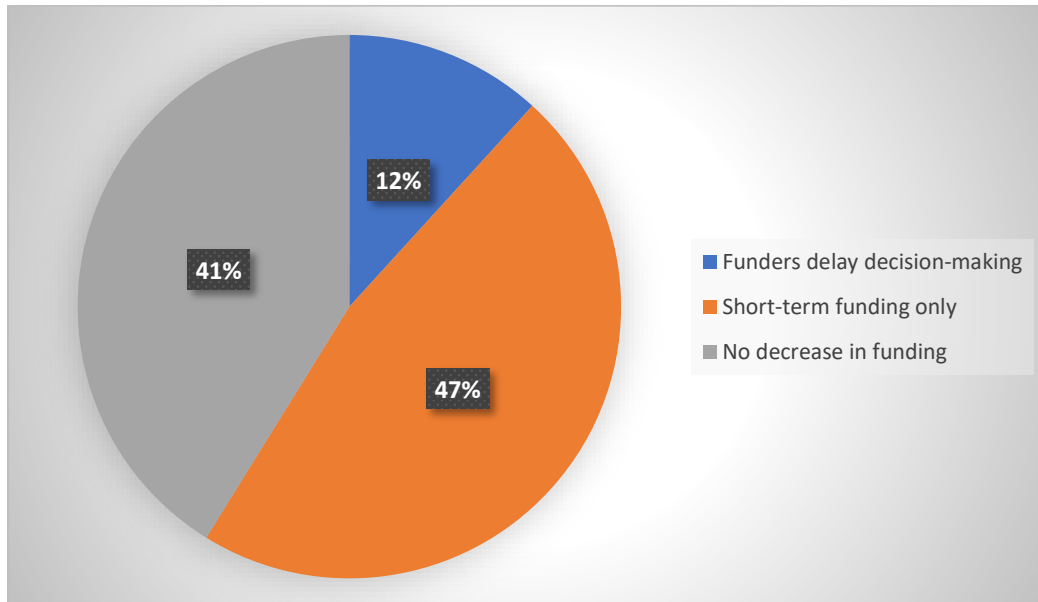
Base n=34

The impact and implications for organisations are captured well in the following examples of comments from some of those who received funding during this period:

"We have received small fund of £2000 from Community Fund to work on translation of Covid19 related documents. However, due to the demand from the community, staff are stretched, and we do not have much opportunity in applying for larger and longer fund to secure some of our staffing positions."

"Not Wales specific –[but] Joseph Rowntree Charitable Trust offered an additional £20,000 to support [our] needs through the crisis, with definition/eligibility very flexible; so we have applied for a Social Media / Comms role to support the increase in online traffic since the pandemic."

"As our strategic plan was disrupted by medium and long term funding applications being suspended, the funding that we received helped us survive the crisis and reorganise our plans, and develop a new fundraising strategy so that we can raise long term funding beyond the crisis."

"Community Foundation Wales [provided funding] to tackle Digital Poverty of our members; Children's Society Fund helped our members with mobile top-ups, clothes and shoes for the children; SCVS grant [enabled us] to purchase reusable masks to encourage members to go out more and be safer."

"We received funding for food packages from the National Lottery, Coronavirus Reliance Fund, GAVO and Newport City Council."

"We were given 6 months funding from the Resilience Fund to continue all of our Covid 19 support programme."

"[We] received funds to provide food so far but nothing for staff, overheads or rent of premises so far!"

Not all organisations were successful and not all applied. Those who were unsuccessful and/or did not apply, offered the following comments:

"We did not apply for any funding from the government [so as] to protect the autonomy and independence of the organisation."

"We are currently in the process of writing sponsorship proposals, but we do not intend to apply for funding from these organisations."

"To my knowledge the organisation has not applied for any."

*"We have applied to National Community Lottery Fund but currently waiting for the results."*

"The Oakdale Trust was about to give us a grant re. Dance Group Project, but decided to hold it back, and asked us to reapply…"

In trying to better understand the funding situation of BAME organisations, which provides an indication of sustainability in terms of how organisations were faring during the peak crisis period and as we move into the easing down phase, the survey asked respondents to indicate where they obtained funding from prior to the pandemic and during the crisis period (i.e. emergency funding). As Fig 21 shows, with the exception of the National Emergency Fund (NEF), which channelled funding through Community Foundations, responses reflect the following observations:

- Almost an equal level of funding was obtained pre and during the peak COVID period from the same programme that those organisations were already funded by. As many funders offered opportunities to existed funded organisations, this was perhaps not too surprising. Also, this could explain the 'no decrease' in funding indicated in Fig 20 above as well as the high number of organisations in Fig 19 that indicated they were 'able to meet costs'. Also, as many of the responding organisations were in receipt of grant funds over £100,000 per annum, this reflects well on their sustainability capacity.
- There were some funding programmes that were 'emergency fund' specifically earmarked to Wales (e.g. the Voluntary Services Emergency Fund and the Third Sector Resilience Fund for Wales).
- Only three funders did not directly offer an 'emergency fund' programme, though they may have channelled their funding into other 'general emergency funding programmes' such as the two indicated above. They were: Clocaenog Community Fund, National Lottery Heritage Fund and Pen Y Cymoedd Wind Farm Community Fund.

- Of those that indicated obtaining funding from other sources:
  - Three secured funding from BBC Children in Need
  - Five secured funding from their Local Authority area
  - Three secured funding from Comic Relief
  - Four secured funding from the Welsh Government
  - Two secured funding from (a) Joseph Rowntree Charitable Trust; (b) Moondance Foundation; and (c) the Children's Society
  - One from the Swansea Council for Voluntary Service (SCVS)

Fig 21: Funding source pre and during COVID-19 pandemic by funding agencies
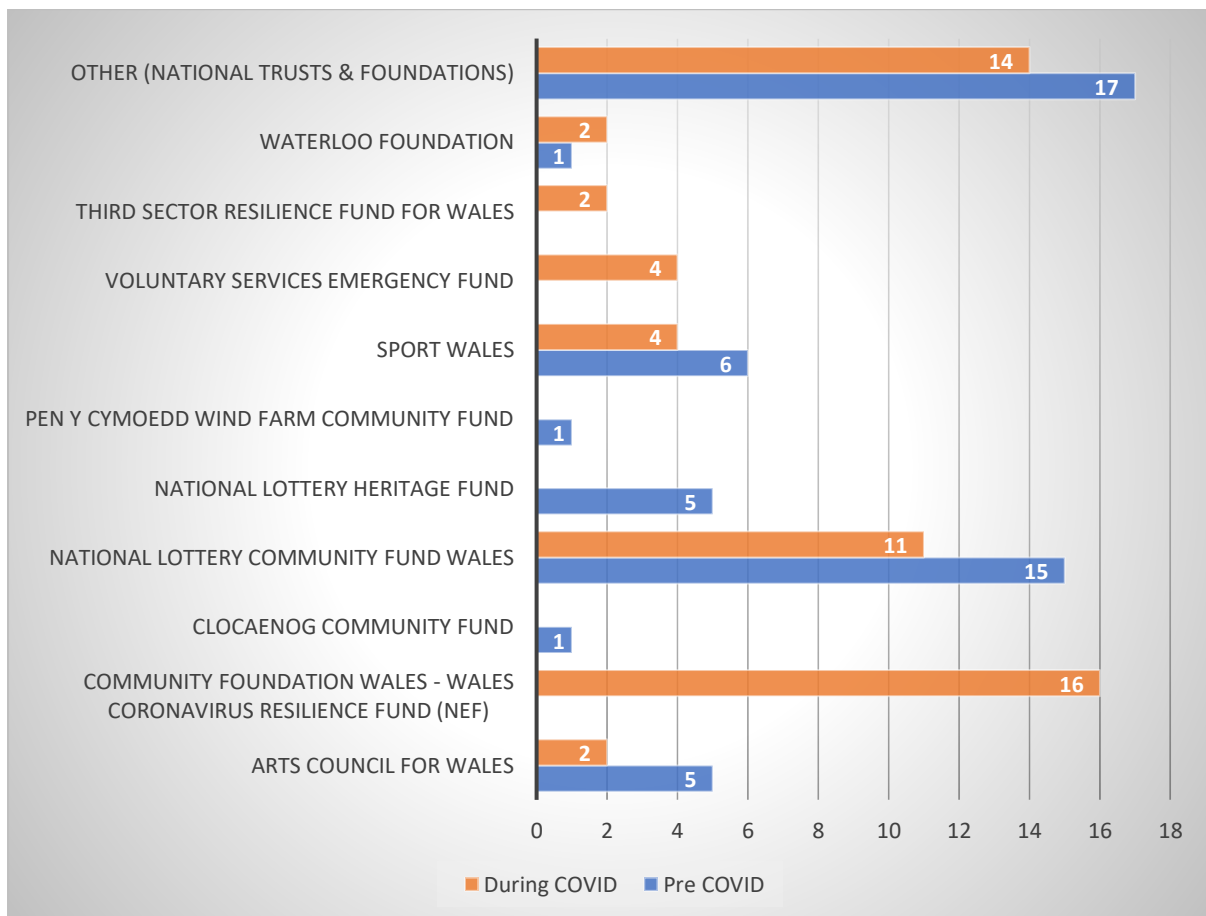
Support and development

As mentioned earlier, the majority of the BAME organisations responding were medium sized organisations and as such, it was not surprising to find that 44% (two-out-of- five) had a business continuity plan in place ahead of the pandemic (Fig 22). Given their size, and therefore the resource capacity in contrast to micro and small organisations, it would be reasonable to expect this. However, one-third (32%) did not and, if combined with those who responded as *not being sure,* especially as all but one respondent indicated that they were either the Chair, Director or CEO within their organisation, then what is observed is that 56% of organisations did not have in place a business continuity plan. This would suggest some further work may be required in addressing continuity planning.

Fig 22: Did your organisation have in place a business continuity plan?
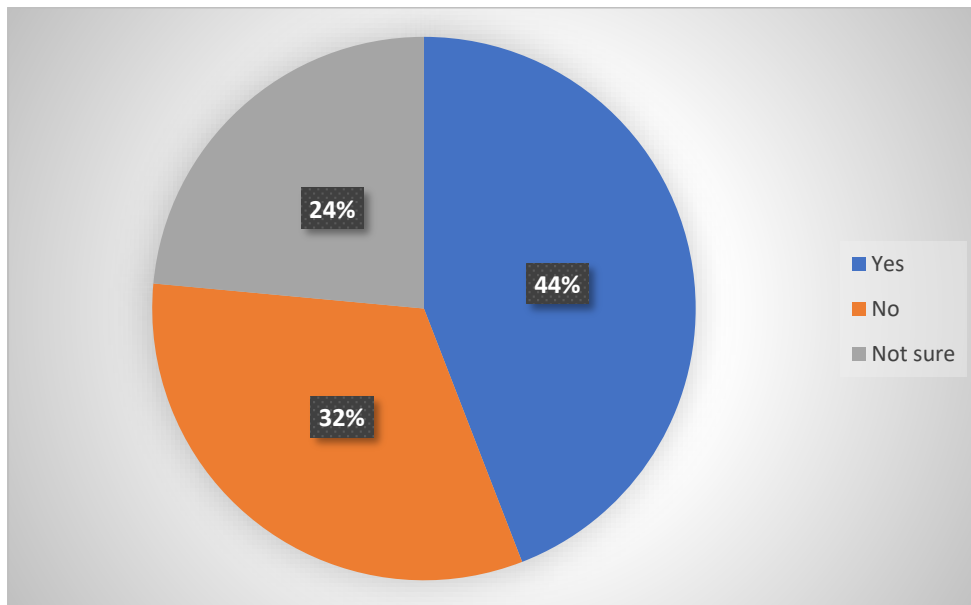
Base n=34

Comments by respondents help us to better understand and identify some of the emerging support and development needs that BAME organisations will need going forward. For example:

BAME led organisations are providing essential services to the local community, but they are underfunded and the lack of appropriate level of funding is putting a lot of pressure on these organisations. To be empowered, we would like more open relationship with funders willing to support our activities on a long-term basis (3 to 5 years). Short time projects increase more mental health issues on staff as they are uncertain about their future, which cause anxiety and as a result they are not able to deliver the work properly. BAME organisations should be properly funded and the impact in the BAME Community will be better.

To date there is not much on offer in terms of supporting organisations to learn these processes in Wales, so we just learn as we go along.

We need more collaborative work, less competitive and a better policy development in the BAME sector.

In a recently conducted survey by *BAMEStream*[36] one of the conclusions reached was that anxiety was high against a backdrop of the disproportionate impact of COVID-19 on BAME communities, which suggested that the role of organisations supporting BAME organisations, such as BAMEStream amongst others, may need to give some support to the mental health service providers over the coming months. Within our survey the same level of concerns were expressed in the comments made by respondents. Examples include:

We provide client groups with lots of support - particularly in relation to mental health - which we would benefit from greater capacity building and collaboration.

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[36] http://www.bamestream.org.uk/

"The mental health of young people drastically changes when too much screen time is introduced."

"BAME groups are disproportionately affected with COVID and it has an impact on their mental health and wellbeing. It would be good to collaborate with all third sector/corporate sectors to centralise services and cater to our vulnerable individuals."

"We provided food packages which was welcomed by the community, and this also created a sense of community as a lot of the elderly looked forward to seeing us to have a chat as they have been isolated. We called elderly daily to keep spirts up. We also gave kids activity packs to keep the children occupied and motivated."

"Anxiety issues phone calls due to COVID and the messages that come on TV every day have had an impact on our beneficiaries. Mixed messages on COVID-19, especially during the month of March /April made our beneficiaries more vulnerable."

"Now more than ever, our work with our community is needed, as they become even more isolated and marginalised. We need to strengthen our online presence and have the resources and drive to be ready to pick up improved face-2-face working as soon as is safe and possible to do so. The pandemic has exposed already existing inequalities in our social systems and public services."

"We are concerned in particular for the health and emotional wellbeing of the primary aged children stuck at home."

Access to and an ability to engage with digital technology was another area of support need that generated many comments from respondents, some of which has already been indicated (see Section 3 comments), with some further comments by way of additional illustration:

"BAME groups are used to face to face support as it builds the trust between the service provider and the client. The impact is that we now have to overcome IT barriers."

"We need to strengthen our online presence and have the resources and drive to be ready to pick up improved face-2-face working as soon as is safe and possible to do so."

With respect to non-financial support that BAME organisations might need, two main areas of explorations were considered: (a) where organisations went for advice, information and support and (b) what type of support needs they felt they needed to overcome, not just the challenges of the pandemic, immediate as that was, but the longer term sustainability of the organisation.

To the first question, as Fig 23 shows, respondents indicated that the three top infrastructure support bodies they go to for support were: EYST (18:53%), WCVA and CVCs (14: 41%) and Local Authority (10: 29%). Comments from respondents indicated that the following were also helpful bodies of support:

- Funding trusts/foundations
- Board of trustees

- local partners (i.e. SW Police, Butetown Community Centre and others)
- LBF

Fig 23: Where BAME organisations sought support by local funding agencies
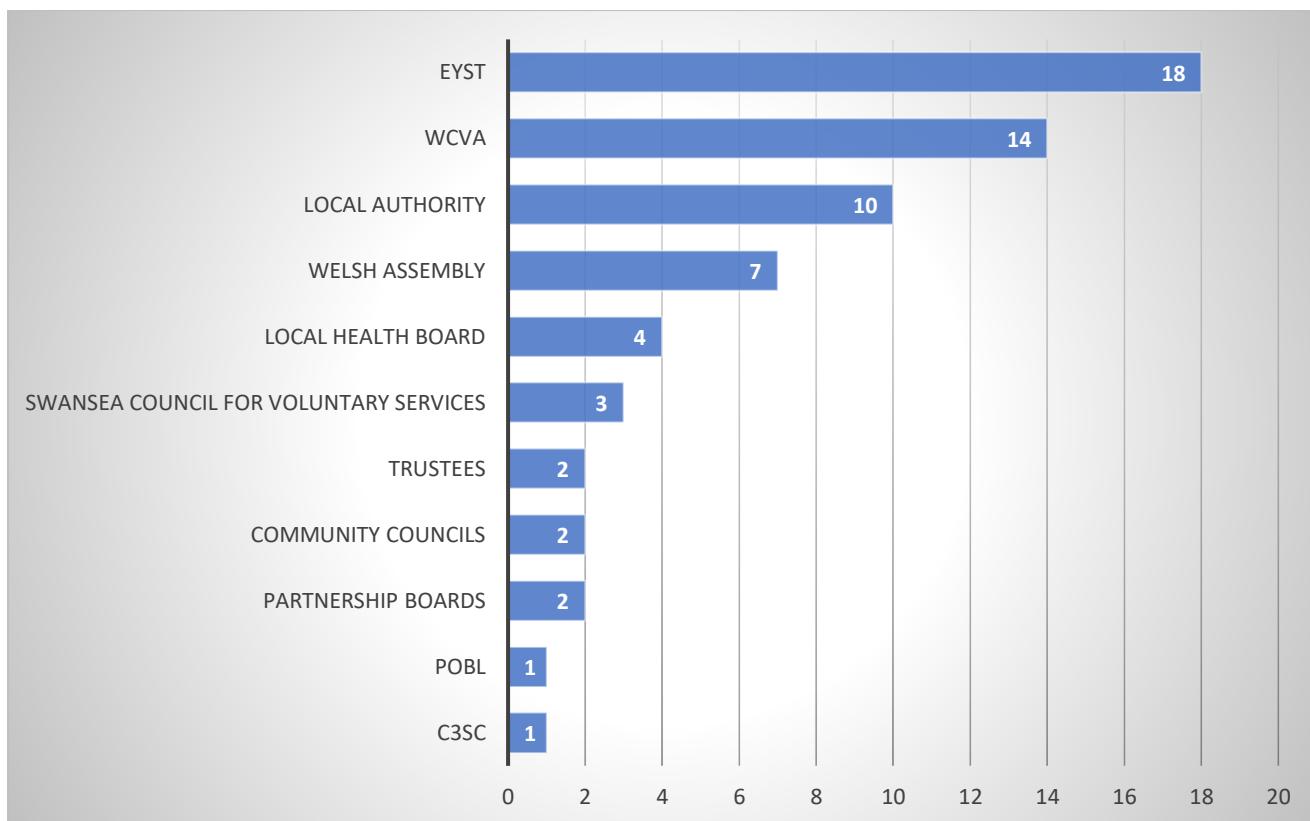
With respect to the second question, what specific support would they need, three broad areas of support were most frequently cited (Fig 24):

- Targeted BAME support
- Capacity building
- Fundraising support

Additionally, as shown in Fig 25, the following top three specific areas included:

- Reporting flexibility
- Networking
- Information, advice and guidance

Taken together (Figs 24 and 25), the responses suggest that a support and development approach to BAME organisations should consider:

- A targeted approach to the sector, which might mean targeting support specifically at micro and small organisations;
- Capacity building support programme or approach
- Fundraising generally and specifically (i.e. emergency funding and reporting flexibilities from funders);

- Networking and collaborative partnership working;
- Information, advice and guidance support;
- Support work around policy and campaigning;
- Support work with mental health challenges;
- Research and evaluation support.

Fig 24: Support needs coming out of lockdown identified by respondents
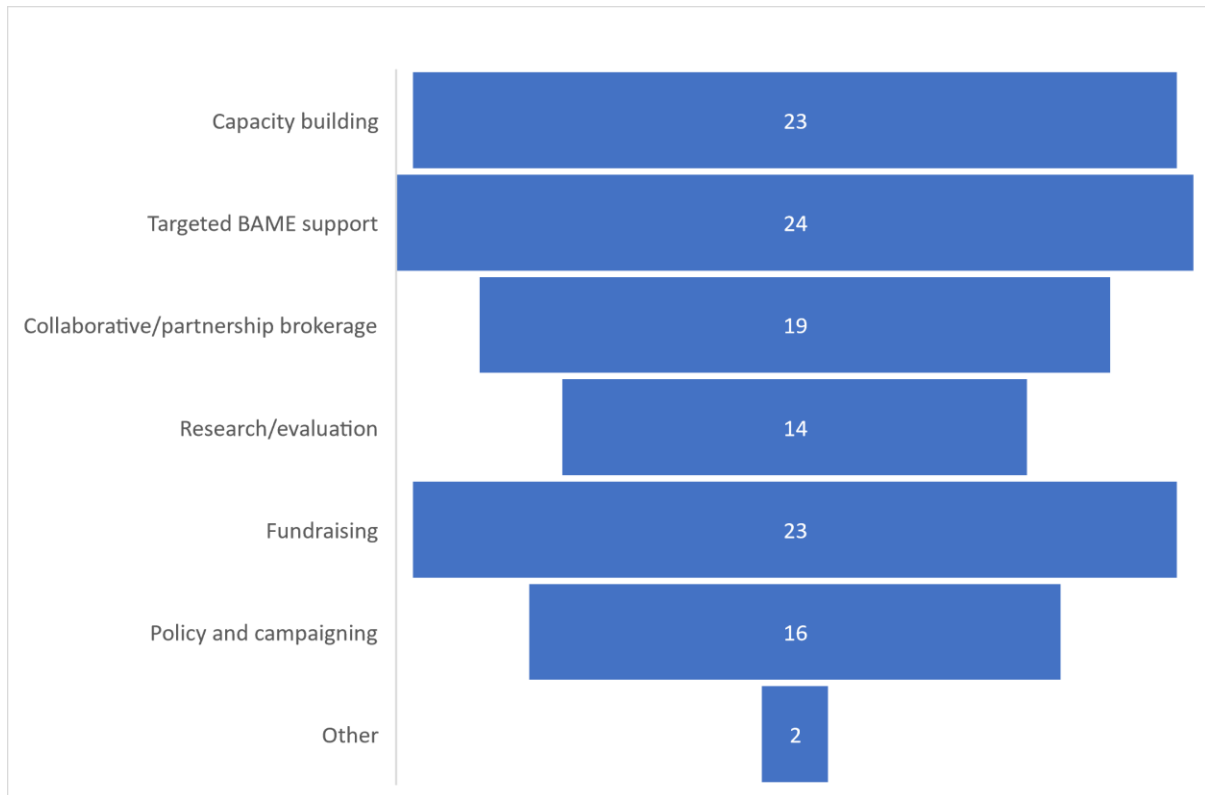
The range of support needs identified are captured in the following comments by respondents:

"Our Committee Members would benefit from more social media awareness and training. Some of us have had a couple of sessions on this topic, but it has not been hands-on, which is what is needed."

"We have already started to form partnerships with EYST, Race Council Cymru and REF, but we are more active with the medical school at the moment so would love to develop skills."

"As an organisation supporting the BAME community we need support to ensure the community are getting the service they need."

"BAME groups are disproportionately affected with COVID and it has an impact on their mental health and wellbeing. It would be good to collaborate with all third sector/corporate sectors to centralise services and cater to our vulnerable individuals."

"We are a very new community organisation and, as a result, need to consolidate our policies, finances and governance. Nevertheless, we have risen to the challenge and have

served our members quite well during these difficult times. In particular, we have kept in touch with them and have kept their spirits up, which is very important."

"Need help with infrastructure costs and organisational capacity."

"Our Association's Committee Members have decided that we would like to become a non-for-profit registered company and, as a result, we are producing a Business Plan and rewriting our Constitution. We need more funding to implement the Projects that were suspended as a result of the pandemic."

Fig 25: Support and development needs of BAME organisations going forward
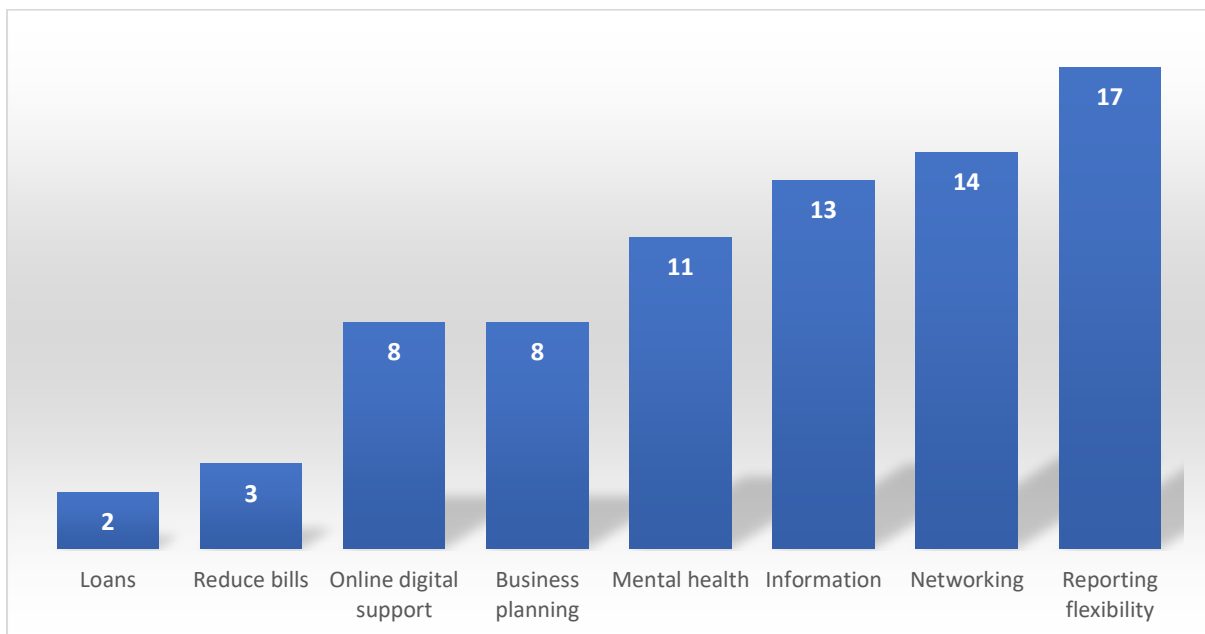
What are the implications for funders?

The following comments from respondents in relation to support going forward as lockdown conditions eases off, and with an eye to the future, seem to imply a mix of emotions and challenges facing organisations that funders may wish to consider local and national funding bodies). Some of the comments range from concerns over expectations of funders around 'reactionary' funding and the terms over which funding is to be reported (as well as the length of the funding) to concerns over sustainability due to lack of funding. The examples below capture well the most frequently cited concerns that organisations have reported:

"Due to the nature of our work, opportunities for linking in with other organisations is always beneficial and helpful. In regards to flexibility from funders - this has been provided from day 1 (I am not sure on the exact reporting regulations, as this is out of my remit), which is extremely helpful, as I know the project plan was understandably large from the offset, which they recognised, and were happy therefore to be flexible in what we could achieve once the ball got rolling. Flexibility from funders is key and lack thereof by many funders is one of the most debilitating things for the third sector in general - they give a small amount of money, with high demands, and expect all figures to be hit, no questions asked, or money has to be returned. This puts a huge amount of stress on delivery staff, and often leads to work being

low quality/high quantity, as funders do now recognise that people's lives changes, and therefore the way things are delivered will not always hit what was proposed on paper. In regards to continuity planning - this is something that regardless of the pandemic would be good for our organisation to start thinking about, as the current positions are funded until early 2022, but I am unsure what thoughts there are for maintaining the work / importantly using the research to actively lobby policy makers. Again, a symptom of reactionary work fuelled by the type of funding I explain above leads many orgs/projects no time or headspace to think long term and strategically and perpetuates the motion of reactive funding bids being submitted without due thought."

"Access to emergency funding to help us expand/extend our existing services will be very important to improve our activities and offer better support to our beneficiaries and volunteers. At the moment we have moved our office for lack of funding to avoid keep paying the high rents. In July we received an email decision of small grant award from Swansea Wales Church Act Fund, which was delayed due to the COVID-19. The grant was not part of the COVID-19 pandemic emergency fund, but to support our small organisation's ongoing activities that sustains our organisation."

"Our funding runs out on 31 Oct and up until now we have no guarantee for continued funding. Our part time Healthy Living programmes for the youth, the community and the over 50's are funded until Christmas time but we will need the club and gym open as normal without social distancing to be able to carry out our programmes. Some we may be able to modify but our facility will be difficult to control and monitor, especially youth club programmes."

"There should have been some clear and easy to access funding avenues available for places of worship organisations like ours to apply for resilience funds, but unfortunately we have been left to fund ourselves using our reserves. There is no clear guidance or funding streams that we could apply to at present and we did not receive any help or guidance from the local Governmental agencies to help support us financially; very disappointed indeed."

"For the time - being we will have to suspend a couple of projects and hope that our funders continue to support us in this. We have extensive projects working with GP based counselling and CYP BAME counselling. We can see that this will probably expand, and for this we will need further funding."

SECTION 5: CONCLUSION AND RECOMMENDATIONS

"Service provision is going to change radically; we will need to change our ways of working and we will have to work from home more regularly and therefore we need to prepare for a second wave." [respondent]

This response from one of the respondents perhaps summarises well both the challenges of operating under the current restrictive conditions brought about by the pandemic and, at the same time, a glimpse of a recognition of the future. That is, services and/or service 'provision' (i.e. activities and programmes) will change and as a result, organisations and those that support such organisations, will also need to change. The respondent also talked about a 'second wave' and it may not just be about a 'second wave' but of how society, and BAME communities in particular, bounce back.

This survey has shown that over two thirds (68%) of respondents from BAME organisations reported feeling anxious compared with 1 in 5 white respondents reported in the British Red Cross report: *Barriers to belonging: An exploration of loneliness among people from Black, Asian and Minority Ethnic backgrounds.*[37] One of the most frequently cited causes of concern and anxiety has been reports that BAME communities are more at risk of contracting and dying from COVID-19.

However, what the data also shows is that BAME organisations are resilient and many have indicated adapting to new ways of working and working in partnerships with other communities as they now find themselves in the same position. For example, as indicated in Section 3, despite the challenges facing individuals and their organisations, service delivery approaches shifted to embrace new technologies and opportunities, ensuring beneficiaries continued to be supported through:

1. Moving online (using video conference platforms);
2. Telephone service; and
3. Working from home.

The evidence suggests that support to organisations fall into one of two broad support categories:

1. Support from and through infrastructure supporting bodies; and
2. Support from and through funders targeting resources to fledgling charitable organisations.

Implications for infrastructure supporting bodies

What was surprising, when compared to a similar survey conducted between March and April by The Ubele Initiative[38], was that a higher proportion of respondents to this survey were from medium sized organisations (i.e. having income between £101,000 and

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[37] The British Red Cross, https://www.redcross.org.uk/about-us/what-we-do/we-speak-up-for-change/barriers-to-belonging; and also, Life after lockdown: Tackling loneliness among those left behind (June 2020)

[38] https://www.ubele.org/our-research

£1,000,000) compared to the combined micro and small organisations who responded to that survey. While not taking away from those who responded, the WCVA Data Hub shows that 86% of charitable organisations in Wales are micro and small organisations, with only 11% being medium sized organisations. However, our survey respondents comprised 55% medium sized organisations (see Fig 5) and, given that the survey is focused on BAME voluntary and community organisations, and that over 100 BAME organisations have so far registered with EYST, there is the impression that this sector is perhaps 'larger' than it actually is, especially as the WCVA Data Hub shows that only 1.2% of activities are 'ethnic minorities'. As indicated in an earlier section, this suggests that some further work could be undertaken to 'capture the size' of the BAME charitable organisation sector[39], especially if captured by Local Authority areas. This would provide a localised feel and may support longer term locality focused support packages (attached as Appendix 1 is an attempt to map those organisations that responded who are currently on the EYST directory mapped by charitable purpose, activities and location).

Evidence from the survey suggest further that those organisations who are likely to struggle the most will be the micro and small organisations. Within the micro category of organisations, it was also noted that those that had only recently been incorporated (3 since January 2020) and those that were 'unincorporated' (6 of the responding organisations in the survey), were the organisations that expressed greatest concerns over funding and sustainability.

The definition provided by NCVO is perhaps more helpful when looking at large and major charities, who are by far the main focus of NCVO's Almanac Reports, but not so much for the micro to medium sized organisations below £250,000, who are more localised. As such, a more nuanced and localised definition and approach would be best, especially as the vast majority of micro and small organisations tend to operate more locally as NCVO in its 2020 Almanac Report recognises[40].

Not surprising, micro and small organisations were also the ones that advocated greater partnership and collaborative working relationships. On the whole, as the easing down process gets underway, the majority of responding organisations identified the following range of support and development programmes that they would like to see in place:

1. A targeted approach to the sector, which might mean not supporting organisations of a particular size (i.e. targeted to micro and small organisations);
2. Capacity building support programme or approach
3. Fundraising generally and specifically (i.e. emergency funding and reporting flexibilities from funders);
4. Networking and collaborative partnership working;
5. Support work around policy and campaigning;
6. Research and evaluation.

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[39] https://www.gov.uk/government/publications/charitable-purposes/charitable-purposes.
[40] https://almanac.fc.production.ncvocloud.net/executive-summary/

Comments such as the following makes the point well:

"We need to have enough information and support in order to make sure that it's safe to return to work. The loss of funding and the difficulty in working from home for some means that certain lines of work were not completed on time so flexibility in reporting and accessing funding to keep us going is relevant now more than ever."

"As we have not been able to deliver our services fully, we would want funders to understand that our work may have slowed down, but we have not been lazy, and we all need flexibility. Three of our projects are based on responding to BME mental health needs, so this work is vital. It is also vital to us to support staff that are experiencing/exhibiting those needs."

In response to a number of comments in respect to undertaking partnership working and transformation of the sector, one respondent made the point, which is worth repeating here again as it triggered an approach that EYST and its partners may find useful to build on: *"We need more collaborative work, less competitive and a better policy development in the BAME sector."*

One of the emerging areas of need is that of mental health and wellbeing. Respondents' 'stories' captured well how COVID-19 was impacting on clients that organisations were working with; indeed, they echoed very much the outcomes from the EYST discussions that had taken place and as such, this is an area of need that organisations will need support in grappling with (see Section 4).

Another area of finding is that some organisations, especially the micro and small organisations, need to invest to information technology and online digital platforms and structures. As comments shared in Section 3 and 4 shows, the longer the crisis continues, the more organisations will have to seriously consider moving their services online, given the social distancing restrictions that is likely to be with us for some time to come.

Based on response to the final question as to how respondents came to hear about the survey, the overwhelming majority of responses indicated EYST and RAW (Fig 27: 85% response rate). This adds weight to having a support network that is in touch with BAME communities and organisations. Working through infrastructure bodies such as these clearly demonstrate reach, which seem not to be the case with respect to some of the other avenues for communication as identified by this survey.

Fig 27: How respondents came to hear about the survey
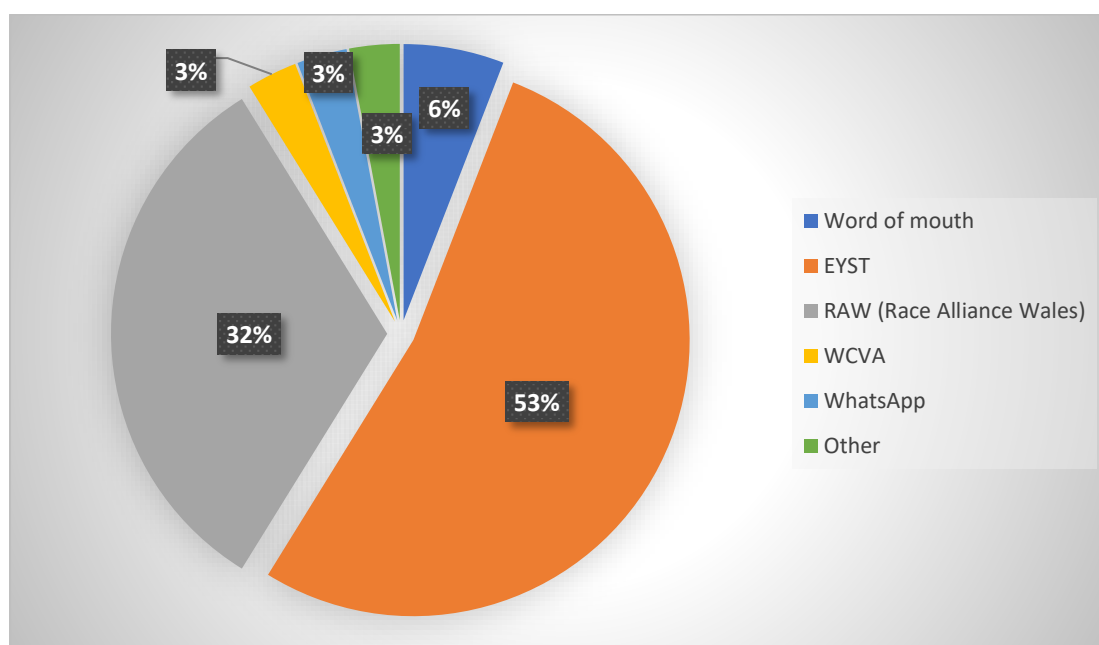
Implications for funders and those who provide resources

Given the context of the pandemic, there are naturally concerns raised over the long-term future development and sustainability of charitable organisations as noted by reports by WCVA[41], NCVO[42] and reported on extensively in articles on Third Sector website[43]. BAME organisations, as the *ACEVO/Voice 4Change Report* (June 2020)[44] highlighted, are likely to be negatively impacted. Based on a review of the literature of the Welsh context, there appears to be an absence of dialogue and research into how the BAME community and voluntary sector is faring overall; and not just in relation to the impact of COVID-19. Some of the comments made by respondents provide examples of what some organisations believe would better support their needs and how funders might be best placed to support them (e.g. considerations over funding flexibilities, simplified application process and a longer-term approach to funding). These are considerations that WVCA's 2018/19 Annual Report also highlighted[45].

Another refrain from respondents suggest that partnership and collaborative working may offer sustainability going forward. In this, there seem to be the suggestion that funders perhaps should be looking at opportunities that could support local development of partnerships. This respondent makes the point succinctly:

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[41] The-impact-of-COVID-19-on-the-voluntary-sector.pdf (wcva.cymru)
[42] Respond-recover-reset-the-voluntary-sector-and-COVID-19.pdf (cpwop.org.uk)
[43] Almost half of charities expect to run out of reserves in the next year, research indicates | Third Sector
[44] ACVEO and V4CE: Home truths (June 2020), London (https://www.acevo.org.uk/reports/home-truths/)
[45] Empowering Communities(May 2018): https://wcva.cymru/wp-content/uploads/2020/01/Empowering-Communities-Grymuso-Cymunedau.pdf

"In partnership with other local charities we organised a Covid19 Food project with Bute town Community Centre where we requested food donations from local businesses. The community responded very well to this and the project is up and running whereby food packs are delivered to some of those who are vulnerable, elderly and those in isolation once a week. However, there are still many vulnerable people who need more help. Better links with like-minded organisations will accomplish more together."

The sentiments of this respondent (and an earlier remark that: *"We need more collaborative work, less competitive and a better policy development in the BAME sector"),* suggest there may be the appetite for organisations working collaboratively than first thought. To help support this consideration, a Kumu generated 'connectedness' profile was produced. This was an attempt to show how, at a micro level, those organisations who shared some common purpose and location, could be identified as being part of a cluster based on their charitable purpose. The aim here was to show how partnerships could be forged if organisations were aware of who else occupied the space they are in and so avoid duplications. Funders, in principle, could perhaps better target support partnership packages at a local level, in contrast to some partnerships that seem to be drawn from outside local areas in the hope that they'll deliver locally where they are not grounded or rooted. This has been characterised in some circles as the 'parachuting' approaches, whereby large organisations secure funding in the name 'of local communities' with the aim of delivering the work as an 'outlier' body. The [Kumu capture](#) is aimed at kickstarting a discussion that could extend what has been shown to be part of the wider innovative, resilience and connectedness coming out of the crisis. The Kumu connectedness capture is therefore an approach for continuing such a dialogue as we move towards easing down and beyond.

RECOMMENDATIONS

Aim 1: To build a more accurate picture of the growing concerns and impact of the pandemic, during and as lock down measures begin to ease:

1. Further work is needed to capture the size of the BAME voluntary and community social enterprise sector;
2. Develop a clearer and narrower definition of the sector and organisational size that better reflects the BAME sector profile in Wales, which could be used to determine priorities for support, especially with respect to micro and small organisations in keeping with WCVA's recommendations in its report: *Empowering Communities.*
3. There appears to be an absence of dialogue and research into how the BAME community and voluntary sector is faring overall, and a such, there is the need to develop and implement processes that identifies reach and beneficiary impact of services being provided by BAME organisations.

Aim 2: To capture the ways in which BAME community groups and organisations are working innovatively:

1. Keep under review the position of BAME organisations to evaluate impact and sustainability support as part of a wider transformational recovery strategy (i.e. new service models using online and digital technologies, for example). Infrastructure support organisations to coordinate work with senior managers (e.g. CEOs, Founders, Chairs etc) and senior workers to develop and disseminate appropriate resources to support work being undertaken with communities, taking into consideration issues such as language, literacy and internet accessibility.
2. Within the packages of capacity support being provided by infrastructure organisations, to consider how progression and continuity planning could be offered, where this is not already in place.
3. Give consideration as to how mental health implications are being provided, especially with respect to supporting organisational development and sustainability considerations.

Aim 3: To inform funders and policy makers on responding to the crisis as it impacts on BAME communities and organisations:

1. Respondents indicated that partnerships and collaborative working may offer sustainability going forward. Micro and small organisations should consider economies of scale that partnerships and collaboratives offer where their mutual purpose coincide. Examples exist where organisations formally collaborative and/or combine with others as part of a 'group of companies'[46], all of which offers possibilities for micro, small and medium organisations to reflect on how best to achieve economies of scale, especially given evidence of having no or little reserves..

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[46] For example, WCVA operate as part of a 'wider group of companies', which includes Social Investment Cymru and Cynnal Cymru – Sustain Wales (see WCVA, Annual Report, 2018/19; published November 2019)

2. Linked to the above, for funders to consider focusing some resources specifically on priorities that encourages local partnerships and collaboratives between micro and small organisations.
3. Local (and national) funding programmes should commit to supporting micro and small organisations up to a particular size, where those organisations are best placed to deliver on priorities that would enable BAME communities to access opportunities where they be underrepresented.
4. Continue the reporting flexibilities, simplification of application processes and a longer-term approach to funding that supports the development and sustainability of BAME organisations going forward.

Appendix 1: Responding organisations by charitable purpose, main activities and location (EYST map boundaries)

Charitable purpose	Primary activities and beneficiaries	Location (EYST map)
Relieving poverty	Unemployed	Cardiff and South Central
	Unemployed	Swansea & South West
Human Rights	Refugees and asylum seekers	Cardiff & South Central
	Advocacy support and advice	Cardiff & South Central
	Community empowerment and support	Swansea & South West
	Advocacy, advice, support and training.	Cardiff & South Central
	Advocacy support and advice	Swansea & South West
Citizenship and community development	Community empowerment and support	Swansea & South West
	Community empowerment and support	Swansea & South West
	Community empowerment and support	Cardiff and South Central
	Employability training and support for BAME women	Cardiff and South Central
	Community empowerment and support	Swansea & South West
	Advocacy support and advice	Swansea & South West
	Advocacy support and advice	Newport & South East
	Community empowerment and support	Swansea & South West
	Community empowerment and support	Cardiff and South Central
	Advocacy support and advice for women	Cardiff and South Central
	Advocacy and support	Cardiff and South Central
	Community empowerment and support	Cardiff and South Central
	Community empowerment and support	Wrexham & North Wales
Education	Mentoring and support African Caribbean medical students	Cardiff and South Central
	Higher education/university provision	Cardiff and South Central
	Youth work with children and young people	Cardiff and South Central
The Arts	Drama and theatre provision	Cardiff and South Central
	Drama and theatre provision	Cardiff and South Central
Health	Health improvement and support activities	Cardiff and South Central
	Health improvement and support activities	Swansea & South West

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