



# **Survival Strategies**

**A survey of the impact of the current  
economic climate on community  
organisations in the most deprived areas  
of England**

**Church Urban Fund**

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## **Acknowledgments**

Thank you to all the community groups who completed this survey, without whom this report would not have been possible.

A list of all the organisations that took part can be found at the end of this report.

## **Further Information**

A copy of the full report is available as a free download from [www.cuf.org.uk/research](http://www.cuf.org.uk/research). For more information about this study, please contact us at Church Urban Fund ([bethany.eckley@cuf.org.uk](mailto:bethany.eckley@cuf.org.uk)).

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## Executive Summary

This report examines the impact of the current economic climate on community organisations in the most deprived areas of England. It follows two reports published by Church Urban Fund (CUF) in 2011, 'At the Cutting Edge' and 'Holding on by a Shoestring', which looked in detail at how public spending cuts were affecting people and organisations at a grassroots level. Returning a year later to the same organisations, we wished to examine the ongoing effects of the economic climate.

This report is based on a survey of organisations supported by CUF since 2008. CUF grants target small community-based organisations in the 10% most deprived areas of England. As such, this study offers an insight into how some of the most deprived communities in England are coping in the current economic climate.

### Key findings

The impact of the current economic climate on community organisations is seen in:

- **Rising demand for services** - 78% of community organisations have experienced a rise in demand for their services over the past 12 months.
- **The difficulties of securing funding** - 76% of respondents said that securing a regular stream of income was a 'major issue' for their organisation.
- **The significant issues confronting people living in deprived communities** – The most common problems cited by respondents included high levels of unemployment, especially amongst young people; reductions in benefits coupled with rising rent, food costs and bills; increasing levels of homelessness, and rising levels of debt.

However, in response to the current economic climate:

- **Organisations are employing a range of survival strategies to increase service provision** - 71% of organisations have been able to make an increase, to some extent, in their service provision over the last 12 months.
- **Organisations are increasingly willing to collaborate and work in partnership with others** - 83% of organisations are now working more closely with others.

### Background

The British economy was officially declared to be in recession in January 2009, as GDP was reported to have fallen for the second consecutive quarter. The Labour government in power at the time responded to this recession with efforts to stimulate the economy. However, with the election of the coalition government in

2010, government policy changed dramatically. Following a Spending Review in 2010, George Osborne, the newly appointed Chancellor of the Exchequer, outlined his plan to cut public spending by £81 billion as a strategy to reduce the UK's £156 billion deficit.

For people living in poverty in England, these spending cuts, combined with a stagnating economy, are creating a 'perfect storm'<sup>1</sup>, as unemployment and the cost of living rise and benefits are simultaneously reduced. For community organisations around the country, these cuts have led to a significant reduction in their grant funding. At a time when need is increasing dramatically, community organisations find themselves struggling to deliver the services and support demanded of them.

It was in this context that we wanted to learn more about the impact that the current economic climate was having upon community organisations in England. We already knew that they were facing an extremely difficult situation, but we sought more information about how demand for services has been affected and what level of services organisations are able to deliver. We also sought to explore the strategies organisations are employing to meet rising demand despite the difficulty of securing funding.

### ***Impact of the current economic climate on community organisations***

Our research reveals the two most significant problems facing community organisations across England. Firstly, demand for the services provided by community groups has increased dramatically over the last year. Almost eight out of ten (78%) organisations reported an increase in demand for services over the past 12 months: 41% of organisations reported a small increase, whilst 36% of organisations reported a large increase.

Secondly, at a time when demand is rising significantly, organisations are struggling to secure the funding they need: 76% of respondents said that securing a regular stream of income was a 'major issue'.

These two problems are causing extreme difficulties for the majority of organisations across England:

*"It has become much harder to find funding for our homeless projects. We are [a] very small charity and we struggle to fill the gap in provision for the homeless which has been left by statutory organisations and the government. All this at a time when we are seeing more people homeless, more people out of work and sleeping rough, more people on benefits."* Pilgrim Hearts Trust, Oxford

### ***Impact of the current economic climate on deprived communities***

The current economic climate is affecting people living in deprived communities in many ways. The most common problems cited by respondents were: high levels of unemployment, especially amongst young people; reduction in benefits coupled with rising rent, food costs and bills; increasing levels of homelessness, and rising levels of debt. These factors are creating a situation in which many families are "struggling to make ends meet".

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<sup>1</sup> Oxfam GB, 2012. *The Perfect Storm*

**Youth unemployment:** Young people are not only finding it increasingly difficult to find jobs, they are also receiving less support from youth workers as a result of cuts to support services. Consequently, many young people are feeling anxious about their future.

**Cuts in benefits as prices rise:** Organisations noted an increase in demand for advice about benefits claims and an increasing number of people having their benefits removed or cut. Changes to benefits are causing a great deal of concern amongst claimants, in particular those with disabilities or mental health issues. The fact that cuts to benefits are occurring alongside rising food and fuel costs puts an even greater squeeze on household incomes. One food bank commented that they had gone from feeding 1 to 15 families a week to more than 70.

**Rising levels of homelessness:** Many organisations reported rising levels of homelessness in their communities as a result of public sector cuts to projects supporting homeless people, the lack of job opportunities, rising prices making rents unaffordable, and cuts to benefits.

**Rising levels of debt:** Organisations working with people in debt reported that demand for their services has increased, as has the level of debt being repaid. As rents rise, food and fuel costs go up, and many lose their jobs, people are turning to credit cards and loan sharks to survive.

### ***Responses to the current economic climate: survival strategies***

We have already seen that demand for services has increased across the country during the last 12 months. However, many organisations have been able to increase their service provision in response to this situation. Whilst 78% of organisations have seen demand increase, 71% of organisations have been able to increase their provision.

Organisations have been able to do this, even though funding is difficult to secure, by employing a range of survival strategies. The most common strategy has been to put more time and resources into fundraising. The second has been to seek out new partnerships and develop collaboration with other organisations. The third has involved relying more heavily upon volunteers to deliver services. Whilst helping to plug the funding gap in the short term, strategies to increase fundraising efforts and reliance on volunteers are largely unsustainable in the long term.

Predictions for the future of community work were mixed. Many (44%) community workers were confident that they would be able to expand their services to meet growing demand, while 18% thought they would be able to maintain similar levels of activity. However, almost a quarter (22%) thought they would have to reduce their activities or that they were at serious risk of closure. Others felt the future was too uncertain to predict what would happen to their community work.

### ***The opportunities ahead for churches and faith-based organisations***

Current difficulties in securing funding and recruiting volunteers, though extremely stressful for community organisations, also present an opportunity to develop collaborative ways of working with other service

providers. More than eight out of ten (83%) organisations are now working more closely with others than before.

*“Organisations are looking at ways to support each other and collaborate with one another. I see [the current economic climate] as an ideal opportunity to be more co-operative and cohesive, maximising on each other’s unique areas of expertise and local social capital.”* Sussex Pathways, Sussex

If this trend continues, it would be a very positive consequence of the current economic climate, helping to develop a new culture of collaboration. Partnerships between churches and faith-based organisations can help to streamline the delivery of services in a local community as well as provide extra resources and support for community workers, assisting organisations to continue delivering the services so badly needed by people living in poverty.

## **Conclusion**

There is no doubt that the current economic climate is causing significant problems for community organisations and people living in deprived communities around England. There is a great deal of uncertainty about the future for both organisations and individuals. As the cost of living rises while jobs and grants remain scarce, many feel anxious and stressed about the future and their ability to make ends meet.

However, organisations are employing a range of strategies to meet increasing demand with increased provision of services. They are also seeking new ways of working together, recognising that in order to continue supporting those in need, organisations have to collaborate and support one another more effectively.



## Introduction

### Aims

This report examines the impact of the current economic climate on community organisations in the most deprived areas of England. It follows two reports published by Church Urban Fund (CUF) in 2011, 'At the Cutting Edge' and 'Holding on by a Shoestring', which looked in detail at how public spending cuts were affecting people and organisations at a grassroots level. Returning a year later to the same organisations, we wished to examine the ongoing effects of the economic climate.

This report is based on a survey of organisations supported by CUF since 2008. CUF grants target churches and small organisations delivering community work in the 10% most deprived areas of England. As such, this study offers an insight into how some of the most deprived communities in England are coping in the current economic climate.

### Context

The British economy was officially declared in recession in January 2009, when it was announced that GDP had fallen by 1.5% in the last three months of 2008, following a 0.6% drop in the previous quarter. By June 2009, the British economy was around 5.5% below its peak in the first quarter of 2008, when the recession began. This British recession was part of a global crisis that began with the credit crunch of 2007. As the depth of the problems in the sub-prime housing market, and consequently in the banks themselves, became clear, this credit crunch deepened into a global financial crisis throughout 2008<sup>2</sup>.

The Labour government in power at the time responded to this crisis by cutting interest rates to 0.5% and introducing a quantitative easing programme to recapitalise the banks and stimulate the economy. However, with the election of the Conservative – Liberal Democrat coalition government in 2010, government policy changed dramatically. Following a Spending Review in 2010, George Osborne, the newly appointed Chancellor of the Exchequer, outlined his plan to cut public spending by £81 billion as a strategy to reduce the UK's £156 billion deficit.

As a result of these spending cuts, the welfare budget was reduced by £18 billion, leading to reductions in tax credits, local housing allowance, employment and support allowance, disability living allowance and child benefit. Two years later the Chancellor announced further cuts: at the Conservative Party conference, he announced a reduction of £10 billion per year by 2016-17 and in the 2012 Autumn Statement a further £3.7 billion reduction.

On top of the reduction to the welfare budget, local authorities have also had their grant funding reduced by up to 28% (14% in terms of overall spending power in cash terms over four years). These cuts have

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<sup>2</sup> Economic and Social Research Council, 2010. *Recession Britain: findings from social and economic research*

disproportionately affected the most deprived local authorities<sup>3</sup>. Additionally, government departments have experienced cuts averaging 19%, resulting in many hundreds of people losing their jobs.

For people living in poverty in England, these cuts, combined with a stagnating economy, are creating a 'perfect storm'<sup>4</sup>. This is the name Oxfam GB has given to the situation of 'falling incomes, rising prices, public service cuts, benefit cuts, a housing crisis and weak labour rights'<sup>5</sup>, that is threatening to push millions of people in the UK to breaking point.

Furthermore, as a result of public sector cuts, community organisations around the country have experienced a notable reduction in their income, with grants from central and local government being dramatically reduced. When surveyed in 2011, more than half of community groups had already experienced a notable reduction in their income<sup>6</sup>. At a time when need is increasing dramatically, organisations find themselves struggling to deliver the services and support demanded of them.

It was in this context that we wanted to learn more about the impact that the current economic climate was having upon community organisations in England. We already knew that they were facing an extremely difficult situation, but we sought more information about how demand for services has been affected and what level of services organisations are able to deliver. We also sought to explore the strategies that organisations are employing to meet rising demand despite the difficulty of securing funding.

## **Approach**

This report is based on a survey of all the organisations that have received a CUF grant since 2008. Nearly all these groups are based in the 10% most deprived areas of England and most are relatively small, faith-based organisations with an annual turnover of less than £150,000 a year, these being the main criteria for receiving a CUF grant<sup>7</sup>. The activities these organisations undertake are extremely diverse, addressing the wide range of problems associated with poverty, including homelessness, addiction, mental health problems, isolation, unemployment, low skills and lack of opportunities.

Organisations were contacted by email in September 2012 and requested to complete an online survey (see Appendix A). Non-responders were sent a reminder email two weeks later. Out of the 1,139 organisations that received it, a total of 250 completed the survey, a response rate of 22% (see Appendix B for a list of all responding organisations).

## **Geographical representation**

Our sample showed a good geographical spread, with 39 of the 43 diocese and all nine English regions represented (see Appendix C for map of dioceses and regions). The region with the highest number of

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<sup>3</sup> Joseph Rowntree Foundation, 2012. *Serving Deprived Communities*

<sup>4</sup> Oxfam GB, 2012. *The Perfect Storm*

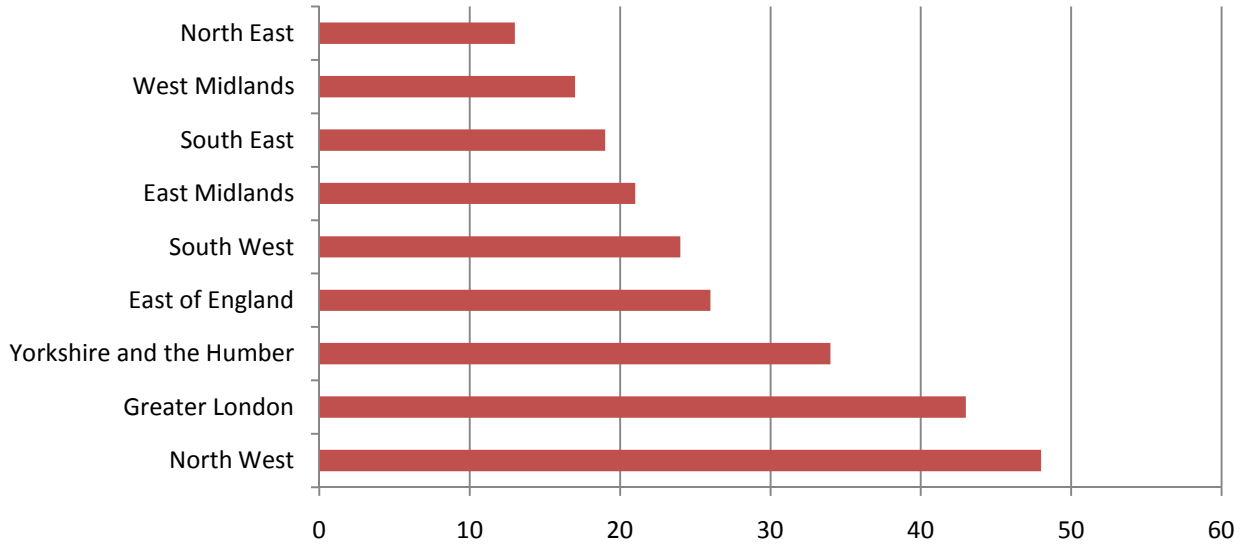
<sup>5</sup> Ibid, page 1

<sup>6</sup> Church Urban Fund, 2011. *The Cutting Edge*

<sup>7</sup> Church Urban Fund grants are given to church-led community projects and small faith-based organisations that deliver community work in deprived areas of England. As such, the term 'community organisation' has been chosen to describe this variety of survey respondents throughout this report.

respondents was the North West, with a total of 48 organisations. The region with the fewest respondents was the North East, with just 13 organisations filling in the survey.

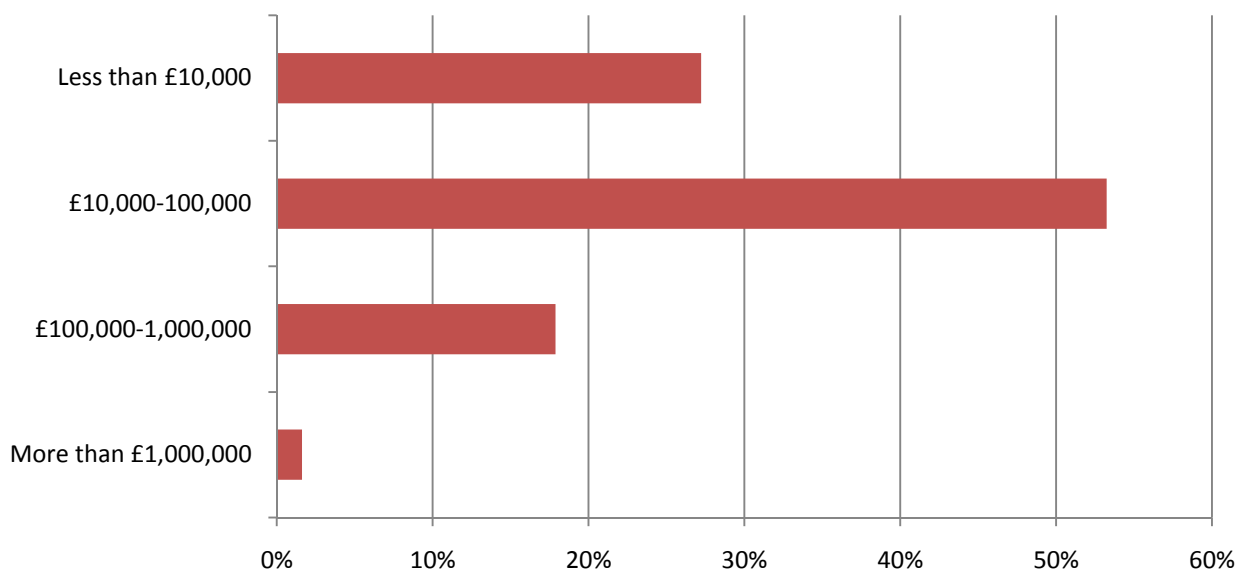
**Figure 1: Number of responding organisations in each region of England**



**Annual expenditure**

Almost three out of ten (27%) organisations in our sample have an annual expenditure of less than £10,000 (defined by NCVO as ‘micro’ organisations); over half (53%) have an annual expenditure of £10,000 - £100,000 (‘small’ organisations); fewer than two out of ten (18%) groups in our sample are ‘medium’ sized organisations, with an annual expenditure of £100,000 - £1 million; and just 2% of our sample have an annual expenditure of more than £1 million (‘large’ organisations).

**Figure 2: Percentage of responding organisations by annual expenditure**

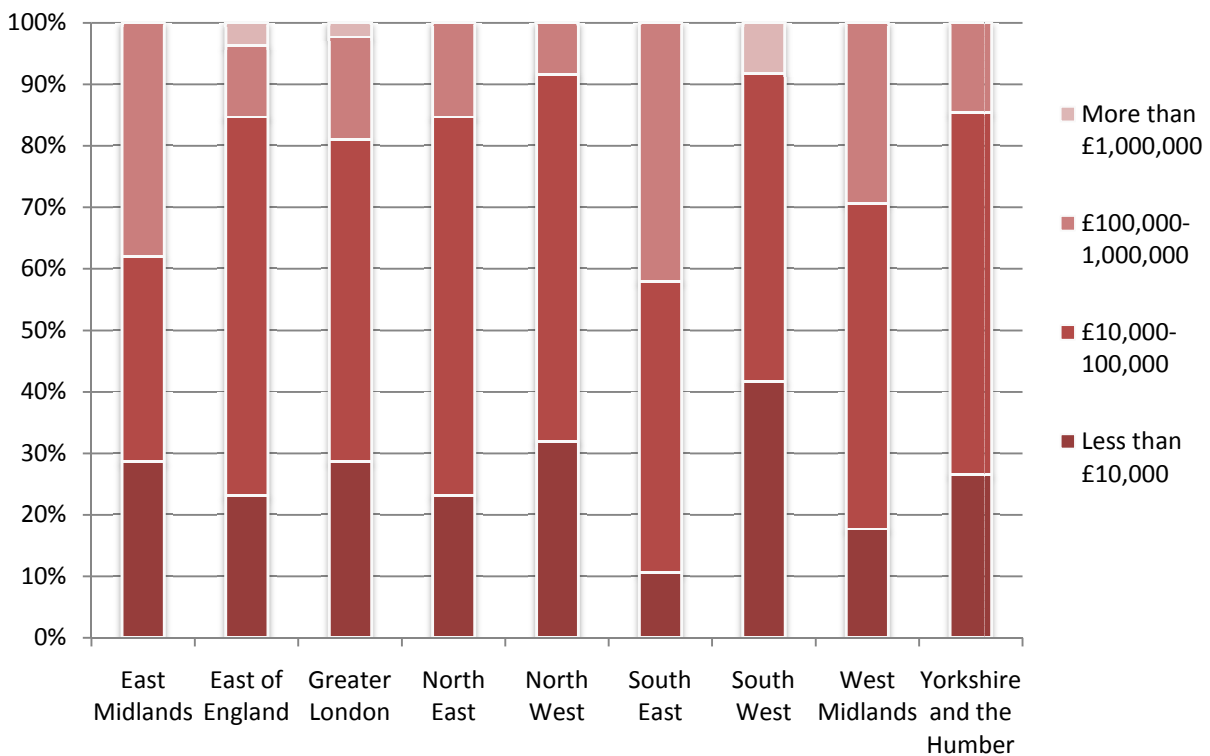


Compared with the sector as a whole, our sample contains more small/medium-sized voluntary organisations and fewer micro or large organisations<sup>8</sup>.

**Annual expenditure by region**

As you can see in the chart below, the micro, small and medium-sized organisations in our sample are found in every region in England, with one exception: there are no medium-sized organisations from the South West. The only large organisations represented are from the East of England, Greater London and the South West.

**Figure 3: Annual expenditure of responding organisations by region**



<sup>8</sup> National Council of Voluntary Organisations, 2009/10. *How big is a typical voluntary organisation?* <http://data.ncvo-vol.org.uk/almanac/voluntary-sector/scope/how-big-is-a-typical-voluntary-organisation>

# 1. Impact of the Current Economic Climate

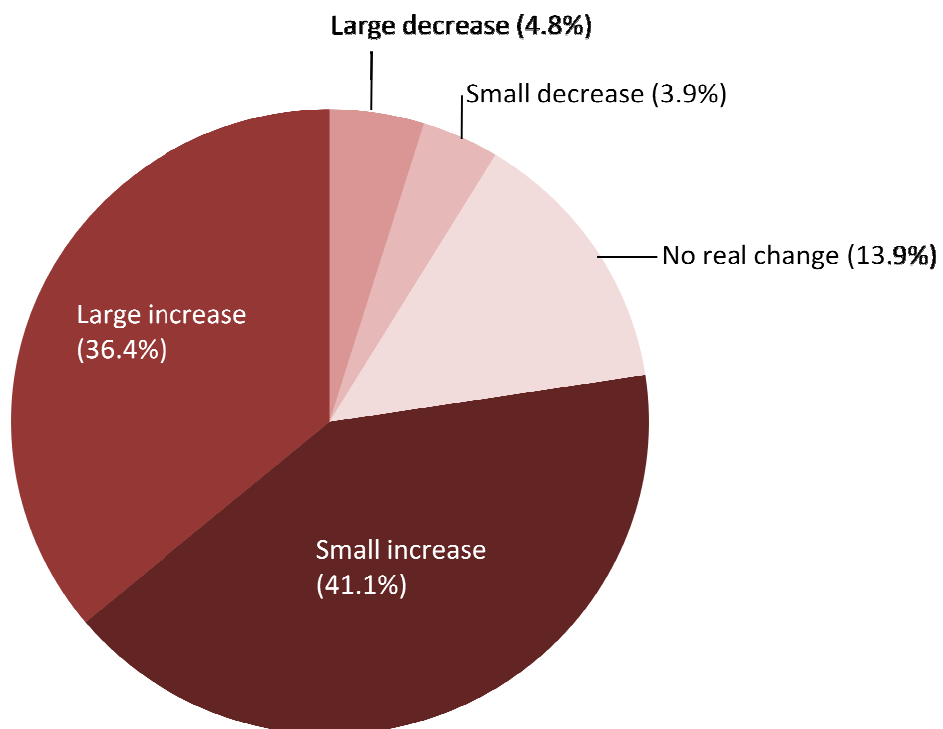
## 1.1 Increased demand for services

We began our investigation into the impact of the current economic climate by asking organisations how the demand for their community work had changed over the last 12 months, irrespective of their ability to meet it. Organisations were asked whether they had experienced a large or small decrease in demand, a small or large increase or no real change.

As shown in the chart below, 41% of organisations have experienced a small increase in demand for their services over the past year, whilst 36% of organisations have experienced a large increase. In other words, 78% of organisations have experienced some rise in demand for their services over the past 12 months. A similar level of increasing demand was reported in a survey carried out by CUF in October 2011<sup>9</sup>.

The first identifiable impact of the current economic climate is a rising demand for the services provided by community organisations, as people are increasingly in need of support to help make ends meet.

**Figure 4: Changes in demand for community work over the past 12 months**



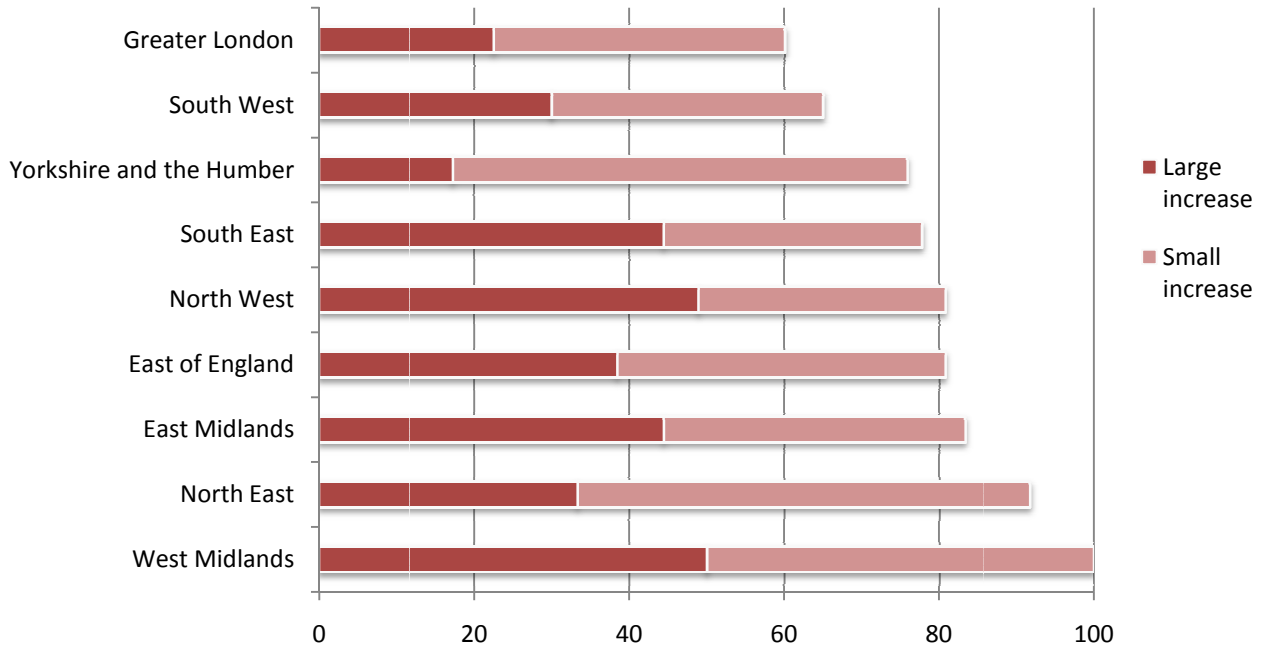
### 1.1.2 Regional variation in demand

There is significant regional variation in the changing levels of demand experienced over the past year. Every organisation in the West Midlands reported an increase in demand over the last 12 months: 50% reported a

<sup>9</sup> Church Urban Fund, 2011. *Holding on by a Shoestring*

large increase and 50% reported a small increase. However, only 60% of organisations in Greater London reported an increase in demand.

**Figure 5: Percentage of organisations in each region that have experienced a ‘small’ or ‘large’ increase in demand**



**1.1.3 Larger organisations facing higher demand**

Organisations of different sizes, as measured by annual expenditure, have been affected in different ways by the current economic climate, with larger organisations more likely to report an increase in demand than smaller organisations.

Half of organisations with an annual expenditure of £100,000 - £1 million have experienced a large increase in demand over the past 12 months, compared to 37% of organisations with an annual expenditure of £10,000 - £100,000 and just 29% of organisations with an annual expenditure below £10,000.

Similar variation is seen when we look at aggregate levels of demand (small and large increases). Almost all (95%) organisations with an annual expenditure of £100,000 - £1 million have experienced some rise in demand for their services, compared to 77% of organisations with an annual expenditure of £10,000 - £100,000 and 69% of organisations with an annual expenditure of less than £10,000.

**Figure 6: Changing levels of demand over the past 12 months by organisations' annual expenditure\***



\*The largest category of annual expenditure in our survey of more than £1 million has been excluded from this table due a very small base of just four organisations.

## **1.2 Community organisations struggling to secure income**

Unsurprisingly, when asked to identify the most significant issues facing their organisations in the current economic climate, the majority of respondents mentioned the difficulty of securing a regular stream of income. 76% of respondents said that securing a regular stream of income was a ‘major issue’ for their organisation. The following quotes bring to life the very real impact of this funding situation:

*“We have experienced a decline in funding, making it difficult to continue to run educational projects and youth club activity in the local borough of Lambeth. The council itself has made its own cuts in staffing support levels, creating bigger burdens on the voluntary sector... We are concerned for the future quality of the voluntary sector.”* Millennium Academy, London

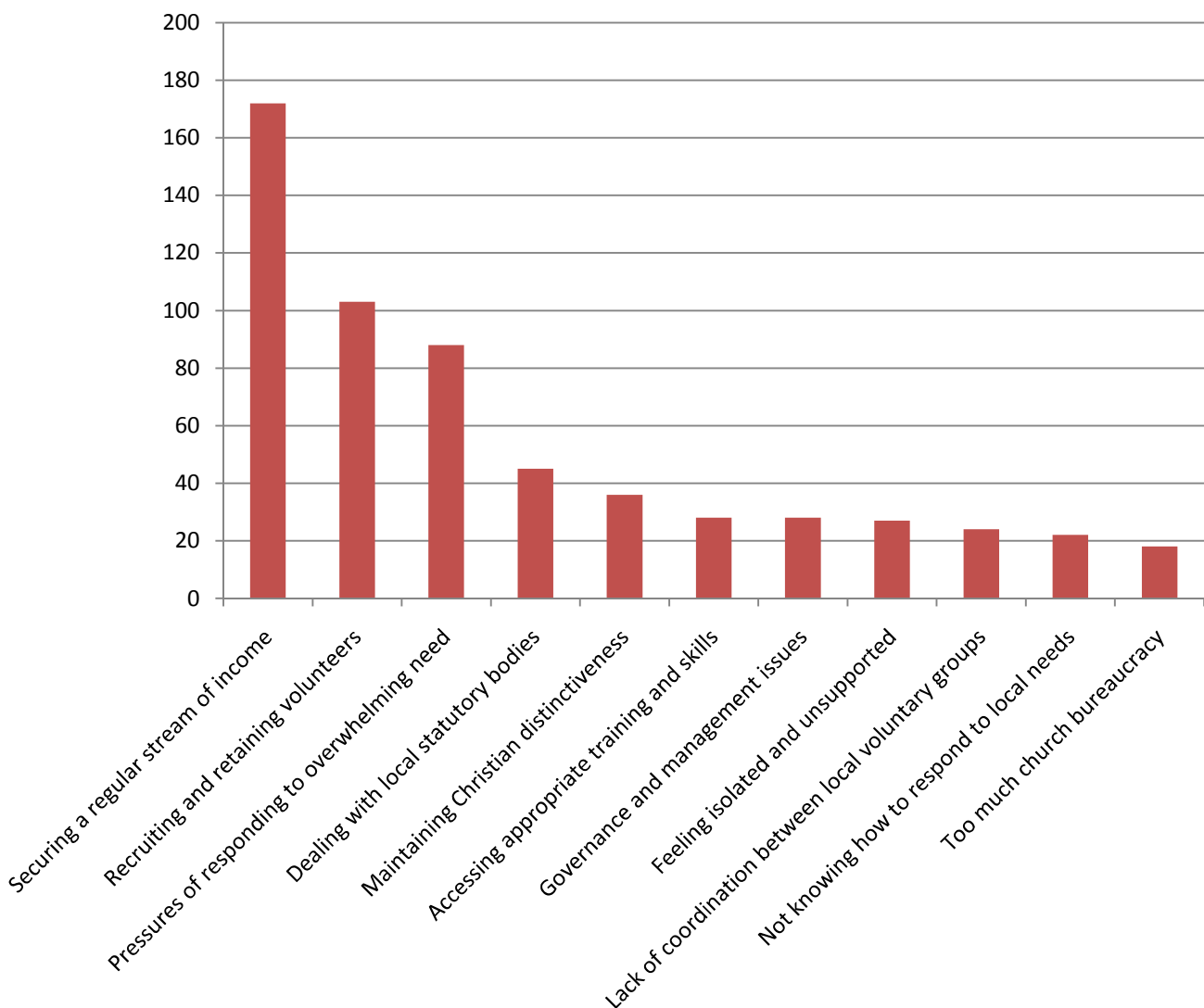
*“CCS is finding it harder to find funders that are willing to fund our project. We have always found it difficult to attract funding needed for staff wages, costs etc but now we are finding less and less funders even interested in funding the training we offer to the "hard to reach" members of our community... Many other small voluntary sector support organisations are closing or are really suffering financially, meaning we are under more and more pressure to try and support more people in our community.”* Community Childcare Service, London

Several respondents commented that the decreasing availability of funds has led to increased competition for the funds that are still available: *“In this economic climate [it] is really difficult to get funding because of the competition between organisations struggling to survive. All of our community work is now done by volunteers. Unfortunately, we are just above the accepted poverty level to qualify for many of the trusts and charities.”*

This lack of funding is causing a high level of anxiety for community workers. Not only is funding increasingly difficult to secure, but the number of people in need of the diminishing services is also increasing. Respondents often used words like ‘struggle’ and ‘difficult’ to describe this situation:

*“It has become much harder to find funding for our homeless projects. We are [a] very small charity and we struggle to fill the gap in provision for the homeless which has been left by statutory organisations and the government. All this at a time when we are seeing more people homeless, more people out of work and sleeping rough, more people on benefits.”* Pilgrim Hearts Trust, Oxford

**Figure 7: Number of responding organisations experiencing the listed problems as ‘major’ issues**





### **1.2.2 Other issues facing community organisations**

As you can see from the chart above, recruiting and retaining volunteers is also a major issue for 103 (46%) organisations. One local food bank commented that they had had to reduce their opening hours due to a lack of volunteers. Another organisation stated:

*“We are also increasingly struggling with a high turnover of volunteers as the older retired generation die off and their places are taken by younger volunteers juggling a succession of jobs or casual work. As pension ages shift ever later, fewer of us can afford to work for free. Or find the time and energy.”* Lee Oasis Drop-in, London

Lack of coordination between voluntary sector groups was a minor issue for 123 (56%) organisations, while dealing with local statutory bodies was a minor issue for 97 (44%) of organisations.

Organisations appeared to be increasingly confident in their own abilities to cope with rising levels of demand. More than six out of 10 organisations (62%) said that knowing how to respond to local needs was not a significant issue for them and one out of two organisations said that governance and management were also not significant issues.

Our research shows that the major difficulties facing community organisations at this time are external, primarily securing funding and volunteers, and are intimately connected with the current economic climate. Yet organisations show a great deal of determination in responding to the growing demand.

### **1.3 Deprived communities struggling to make ends meet**

As well as having a detrimental impact on community organisations, the current economic climate is causing significant problems for people living in deprived communities. In comments made by survey respondents, a few key issues were mentioned time and time again: high levels of unemployment, especially amongst young people; reduction in benefits coupled with rising rent, food costs and bills; increasing levels of homelessness, and rising levels of debt. These factors are creating a situation in which many families are “struggling to make ends meet”.

#### **1.3.1 Youth unemployment**

The following quote summarises the situation described by many respondents:

*“As we mainly work with young people, the impact [of the current economic climate] has been immense. There are few jobs and not a lot of appropriate training. As the cost of living is going up and wages are not, young people are receiving less support from their parents/carers. A main concern is the lack of direction and hope that young people are experiencing. They feel that getting a job is more or less impossible and the jobs that are on offer are so low paid that they cannot survive.”* The Hideaway Youth Project, Manchester

Here we see the direct effect of the current economic climate – the lack of jobs for young people and the rising cost of living. We also see the emotional impact the situation is having on young people – they lack

direction and hope for the future as getting a well paid job feels like an impossible task. Furthermore, they are receiving less support from their parents, carers or youth workers to help them cope, as the adults around them are experiencing similar difficulties in securing a livelihood.

Another respondent highlighted a more worrying consequence of the lack of jobs for young people:

*“The main impact [of the current economic climate] has been the loss of jobs and the closure of youth-focused projects. Add to this the lack of tangible opportunities and you get a lot of bored young people with time on their hands to get involved in anti-social activities. The sad thing is that the people who have the expertise and time to help get these young people back on track cannot do so due to lack of resources.”* Word 4 Weapons, London

As young people get fewer opportunities for work or social activities, as well as less support from family or youth workers, they are perhaps more likely to get involved in ‘anti-social activities’, leading to more longer-term consequences of the current economic climate.

However, unemployment isn’t just affecting young people:

*“A number of the female members of the community centre who are the primary carers of their children and in some cases elderly relatives, have communicated how they are feeling under extreme pressure from the Job Centre to find work that is often inappropriate for them (in terms of hours and pay). This pressure has led to increased anxiety and fear which has led to women complaining of feeling depressed.”* Galeed House Project, Sheffield

Again, we see the clear emotional impact of the current lack of jobs. People not only feel anxious about providing for their families, but under pressure to comply with government benefits regulations.

### **1.3.2 Cuts in benefits as prices rise**

Many respondents commented that changes to benefits were causing significant problems for the people they work with. Some respondents mentioned the specific effect of changes to housing benefits as well as the anticipated effect of the Universal Credit:

*“The biggest concern is the changes to benefits, especially housing policy. Those renting using LHA [local housing allowance] in the private market are finding that the caps mean they need to move away. The capped Universal Credit to come in next year will likely have a negative influence on our local families living on the estates and more people will experience financial hardship.”* St Francis Community Church, London

Organisations noted an increase in demand for advice about benefits claims and an increasing number of people having their benefits removed or cut. Even before many of the planned benefits cuts come into effect, community workers commented that they, “know a number of families who do have at least one employed person within the household who are struggling even more to make ends meet at the end of the week or month.” Further cuts will undoubtedly increase the occurrence of this type of situation.

Community workers also noted that changes to benefits are causing a great deal of concern amongst claimants, in particular those with disabilities or mental health issues. One respondent commented that in their area, the impact of the current economic climate was felt through:

*"[the] withdrawal of Disability Living Allowance from those survivors of childhood neglect, trauma and abuse with complex post-traumatic stress and dissociative disorders who are not receiving appropriate therapy on the NHS. Day-to-day functioning can be severely affected, but not be obvious at a Work Capacity Interview. To fail to provide therapy and then withdraw living allowance is doubly discriminatory."*  
Willows Counselling Service, Swindon

The fact that cuts to benefits are occurring alongside rising food and fuel costs puts an even greater squeeze on household income. One food bank commented that they had gone from feeding 1 - 15 families a week, to more than 70, as more and more people are in need of support. The effect of rising prices is not just being felt by people on benefits, but also by people in work:

*"In the summer of 2011, I began noticing that callers at the Vicarage for food/finance were not the usual callers, that from this point callers were often smartly dressed, in work, but had fallen foul of the system, had met with a crisis."* Oldham Foodbank, Oldham

The rising cost of living, a significant consequence of the current economic climate, combined with decreasing benefits payments is causing a great deal of anxiety for people across the social spectrum as uncertainty about the future increases.

### **1.3.3 Rising levels of homelessness**

Several respondents reported rising levels of homelessness in their communities and highlighted the multiple causes of this trend. For some, homelessness occurs as a consequence of the decreasing grant provision for homeless projects and the poor job market:

*"Homelessness is increasing. We are seeing a reduction in hostel places, cuts in supports services such as advice services, and the ongoing problem of the recession affecting people not being able to get jobs."* Booth Centre, Manchester

Other people find themselves homeless as the result of rising rents:

*"Homelessness has got much worse with people who are in work unable to afford rents for even basic accommodation."* St George's Church, Chelmsford

For others, homelessness is a result of changes to benefits that mean they can no longer afford to live in their home:

*"People are having to leave the area because of housing changes, the demolition of old Council flats, and the difficulty of finding affordable accommodation in the area."*  
St Paul Bow Common, London

As a result of these three issues (lack of jobs, the rising cost of living and benefits changes), homelessness is increasing in deprived communities across England.

### **1.3.4 Rising levels of debt**

Increasing levels of indebtedness were seen by many respondents as an impact of the current economic climate. Several respondents worked for organisations that provide advice and counselling for those experiencing problems with debt. One such centre reported that:

*“Over the last two years CMA's centres have seen nearly a 40% increase in client numbers (like for like) and over the last year a 42% increase in the value of debt being repaid by clients. Our main concern is that, with approaching one in ten homes in the UK affected by debt, we do not have enough centres across the country to make a considerable impact on the problem.”* Community Money Advice, Lichfield

As rents rise, food and fuel costs go up, and many lose their jobs, people are turning to credit cards and loan sharks to survive:

*“The current economic climate is tough. Many people are finding it difficult to access jobs and a particular concern here is pay day loans and credit. People, families are getting into financial difficulty and taking out loans that they cannot afford to pay back.”* The Soul Project, Chelmsford

*“For the poorest in our area it has been a genuine concern. With the price of some food essentials going up but not the amount they receive in benefit/pension, they have struggled with week by week living. However, it hasn't stopped people borrowing or buying items on credit card only to struggle with the debt when the bill comes in. Our community typically doesn't 'save' money and so there is no money to help when things go bad and loan sharks are the only option, leading to greater debt and fears of losing houses.”* Quinton YFC, Birmingham

Debt is an issue that, as a result of the current economic climate, threatens to push some people over the edge as they struggle to make ends meet.

### **1.3.5 The emotional impact of the current economic climate**

Although the emotional impact of the current economic climate has already been alluded to, it warrants being explicitly spelt out. People in deprived communities are experiencing high levels of stress, uncertainty, fear, anxiety and depression.

The following quotes speak for themselves:

*“80% of the vulnerable women we work with are having their benefits either cut or taken away. They are in fear of what the future holds for them and how they will cope. Their mental health needs have increased due to their stress... They are all so very worried about the future or lack of a future that it has, for some, been*

*responsible for their deterioration that has had a detrimental effect on their wellbeing and willingness to take part in activities.” U-Turn Women's Project, London*

*“Domestic violence has increased by 50% in the areas that we work, showing that the poor economic climate, combined with a reliance on alcohol and drugs in poor areas is increasing. Those affected by it are suffering higher stress levels resulting in higher incidents of domestic violence. More young people are turning to crime, drugs, gangs, weapons for security and a sense of purpose.” Malt Cross Trust, Nottingham*

*“There is higher unemployment than the national average, there is a general lack of skills or people with low skill levels, resulting increase in poverty and debt, poor health, and increased mental health issues in the form of anxiety, stress and depression.” Inspire Middleton, Manchester*

*“Increase in use of our food bank, huge rise in debt, people are feeling a real sense of hopelessness and guilt at not being able to feed their children. We are seeing a real rise in people not feeling there will be a change to their circumstances leading to emotional distress, an overriding sense of hopelessness and wondering how they will manage.” Narthex Sparkhill, Birmingham*

The current economic climate is having a very real emotional impact on people throughout England. As uncertainty about the future increases and people lose hope of getting a well-paid job, fear and anxiety increase. Some people cope by turning to loan sharks, a strategy that only increases their problems in the long term, while others are forced to give up their homes to reduce expenditure.

Such is the emotional impact of the current situation that one respondent even commented: *“There have been a couple of suicides in the area apparently related to finance.”*

## **Conclusion**

The current economic climate is having a significant impact upon community organisations throughout England. Almost four out of five organisations have seen demand for their services increase over the last 12 months, at a time when funding and volunteers are increasingly difficult to secure. This is causing a great deal of anxiety for community workers.

People living in poverty in England are also being gravely affected. Unemployment, homelessness and debt are on the rise and, with cuts to benefits occurring at the same time as rises in the cost of living, people are increasingly struggling to make ends meet. Again, this is causing a great deal of stress, anxiety and depression for those in poverty as uncertainty about the future increases.

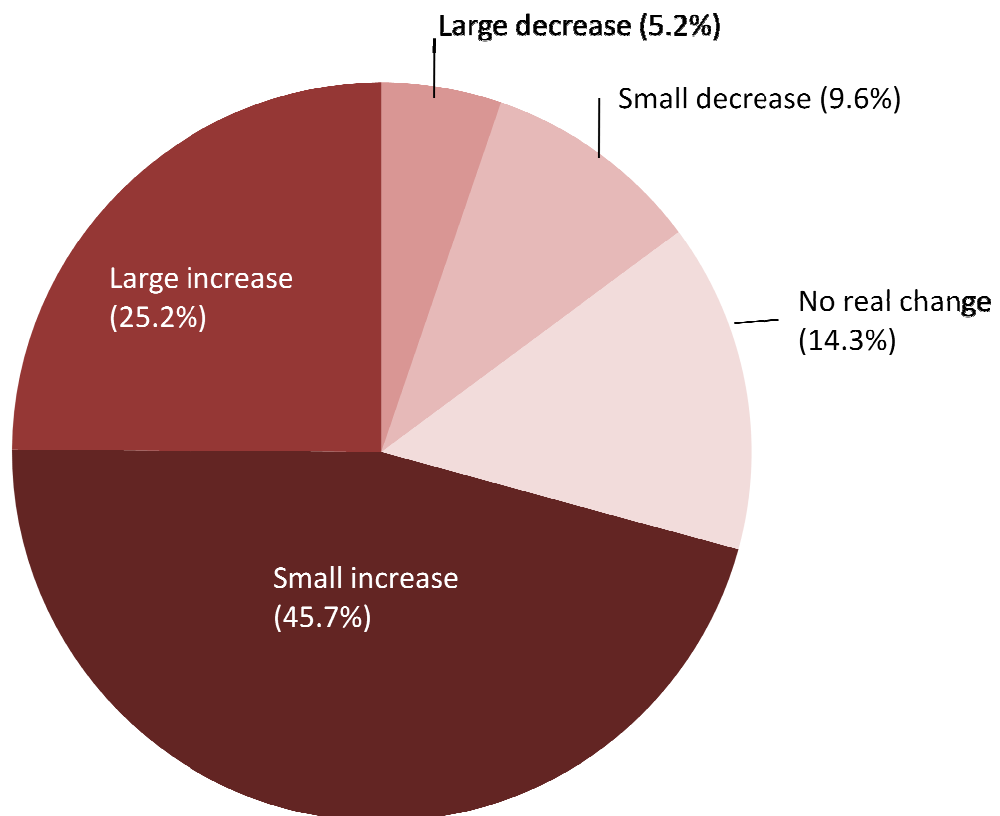
## 2. Responses of Community Organisations to the Current Economic Climate

### 2.1 Provision largely meeting rise in demand

We have already seen that demand for services has increased across the country during the last 12 months. Surprisingly, however, many organisations have been able to increase their service provision in response. Whilst 78% of organisations have seen demand increase, 71% of organisations have been able to increase their provision.

The figures below show that 46% of organisations have been able to make a small increase in their provision of services, whilst 25% have been able to make a large increase. More than seven out of ten community organisations have managed to increase their services, to some degree, over the past 12 months. In the same timeframe, just 15% of organisations have had to decrease their services.

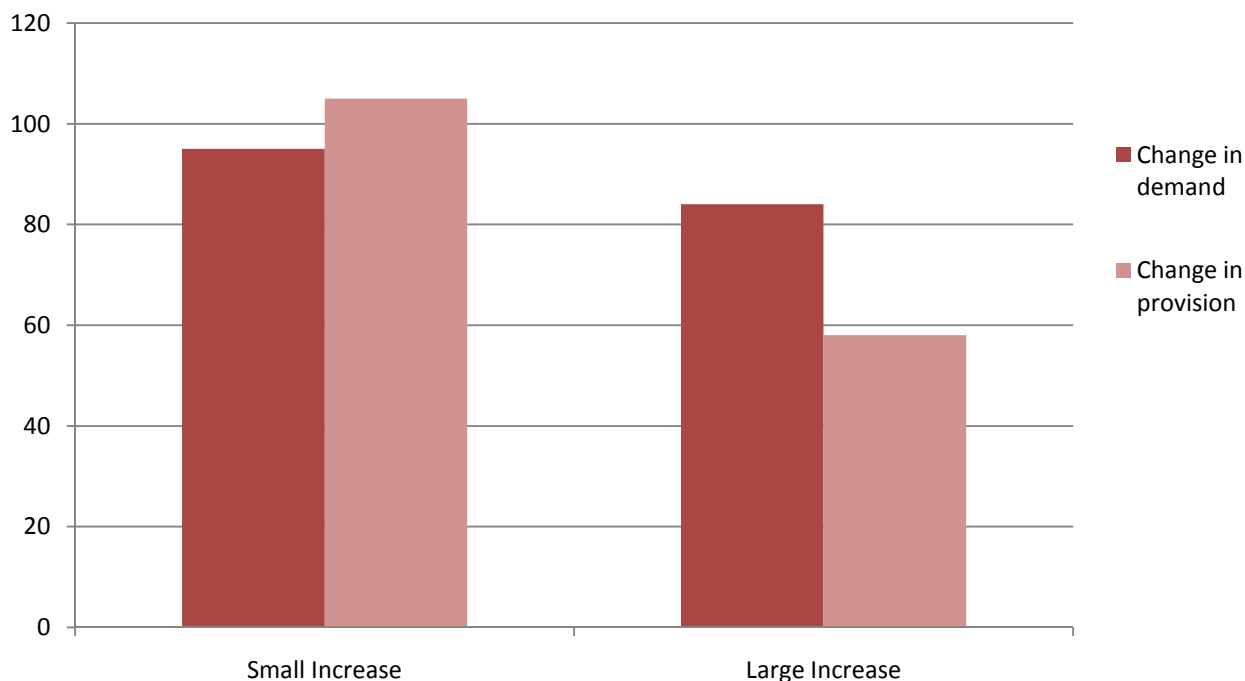
**Figure 9: Change in provision of community services over the past 12 months**



There is still a gap in provision: 178 organisations have reported an increase in demand, but only 163 have made any increase in their service provision. If we break this down further into the categories of small and large increases in demand or provision, we see that while small increases in demand are being matched with small increases in provision, organisations are struggling to keep up with large increases in demand. A total

of 84 organisations have seen a large increase in demand in the past 12 months, but only 58 have made a large increase in provision.

**Figure 10: Small and large increases in demand matched with small and large increases in provision**



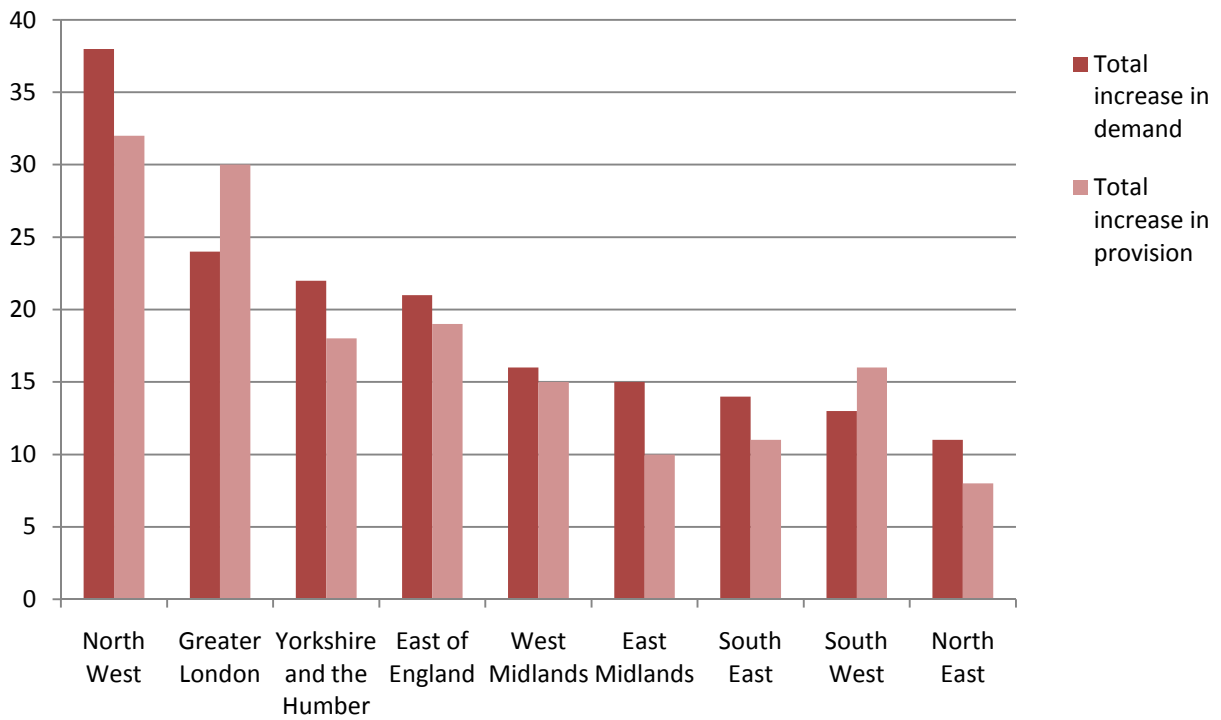
A gap in the provision of services is occurring where organisations are struggling to keep up with large increases in demand.

### **2.1.2 Regional variation in service provision**

There is a great deal of regional variation in the degree to which organisations are being able to meet rising demand with increased service provision. In the table below, we see the total number of organisations reporting a rise in demand (both small and large) matched against the number reporting a rise in provision (small and large), broken down by region.

In seven out of the nine regions, demand is outweighing provision, with noticeable shortfalls in the North West, Yorkshire and the Humber and the East Midlands. Provision is outweighing demand in just two regions: Greater London and the South West.

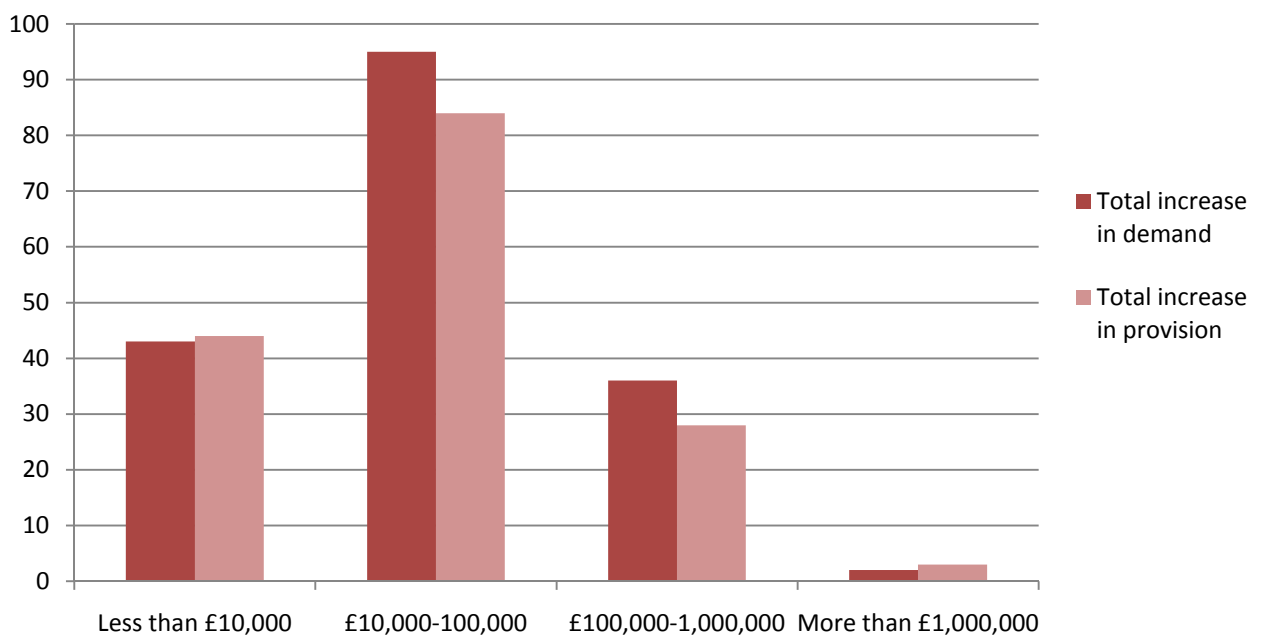
**Figure 11: Number of organisations reporting an increase in demand and provision, by region**



**2.1.3 Changing levels of service provision by annual expenditure**

Surprisingly, we see that the smallest organisations are matching rises in demand with increased provision, whilst larger organisations are struggling. In the table below, we see the total number of organisations reporting a rise in demand (small and large) matched against the number reporting a rise in provision (small and large), broken down by annual expenditure.

**Figure 12: Number of organisations reporting an increase in demand and provision, by annual expenditure**





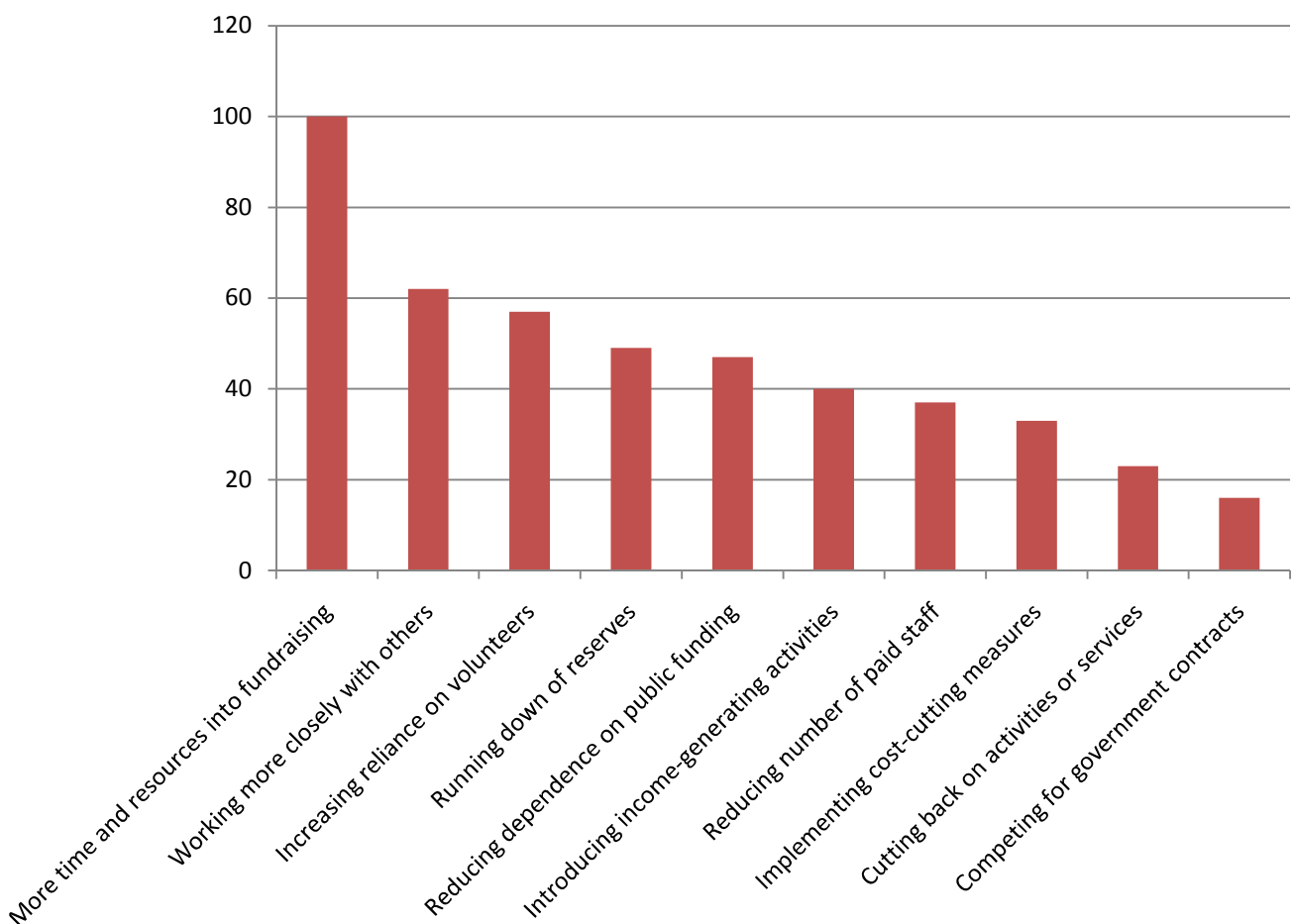
## 2.2. How organisations are increasing their service provision: survival strategies

The results recorded above are perhaps surprising and lead to the question; how are organisations managing to increase their service provision, given the difficulties of securing a regular income stream?

Our survey is able to shed some light on that question. We asked respondents, 'What, if any, changes has your organisation made in response to the current economic climate?' Their answers show the survival strategies organisations have been able to employ over the last year to increase their service provision.

Organisations were asked if they had made a major, minor or no significant changes in the ten different areas listed in the chart below. The chart shows the number of organisations that stated they had made a 'major change' in these areas.

**Figure 13: Number of organisations making 'major changes' in the listed areas**



Not surprisingly, the most common strategy community organisations have employed is to put more time and resources into fundraising: 100 (44%) organisations identified this as a 'major change' and 77 (34%) identified it as a 'minor change' to their organisational practice. At a time when the majority of organisations are struggling to secure a regular income stream, this is an obvious and necessary response to the economic climate. It does however, mean that, while helping to increase service provision in the short term, an increasing amount of organisational capacity is being used to secure income rather than deliver services.

The second most common survival strategy to increase service provision is more unexpected and more positive. Many organisations have responded to the economic climate by choosing to work more closely with others: 63 (28%) organisations said this had been a 'major change' and 123 (55%) described it as a 'minor change' to their organisational practice. Perhaps as a result of not being able to secure funding, organisations are seeking new partnerships to deliver services in their community. This strategy will be explored in detail in chapter three.

The third most common survival strategy we see is that organisations are becoming increasingly reliant on volunteers to deliver services: this has been a major change for more than a quarter (26%) of organisations. Despite the difficulty of recruiting and retaining volunteers, reported as a major issue for 46% of our sample, organisations are being forced by the lack of available funds to depend on volunteers rather than paid staff.

On top of these three strategies, the table also shows that organisations are being forced to run down their reserves, reduce their dependence on public funding and introduce income-generating activities.

The determination of community workers across England to support those in need is clear, yet these survival strategies are not sustainable in the long term. Increasing the time and resources spent on fundraising will cease to pay off as grant funding is increasingly reduced by public sector cuts; the supply of volunteers able to support community organisations is limited, and reserves will run out. These strategies are enabling community organisations to provide extra services in the short term, but will not guarantee their long term survival.

### **2.3 Mixed predictions for the future**

When asked whether they thought the general situation would improve or worsen for their organisation over the next 12 months (in relation to their community work), respondents to CUF's survey were marginally more positive than the sector in general. Almost four out of ten believed their situation would improve, compared to just three out of ten in the sector as a whole<sup>10</sup> (see figure 14).

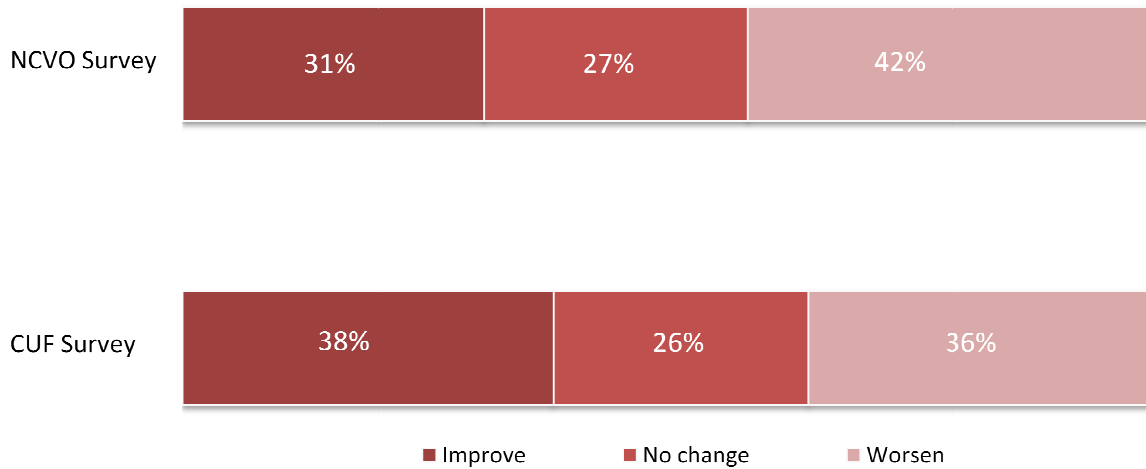
These results reveal a growing optimism in the charity sector. In the same two surveys carried out by CUF and NCVO at the beginning of 2011, just two out of ten respondents to both surveys believed the general situation of their organisation would improve over the following 12 months<sup>11</sup>.

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<sup>10</sup> Our survey question was taken from NCVO's Charity Forecast quarterly report, so that we would be able to compare our results with the sector as a whole. The figures quoted in Figure 14 are from the NCVO's Charity Forecast published in Quarter 3 of 2012.

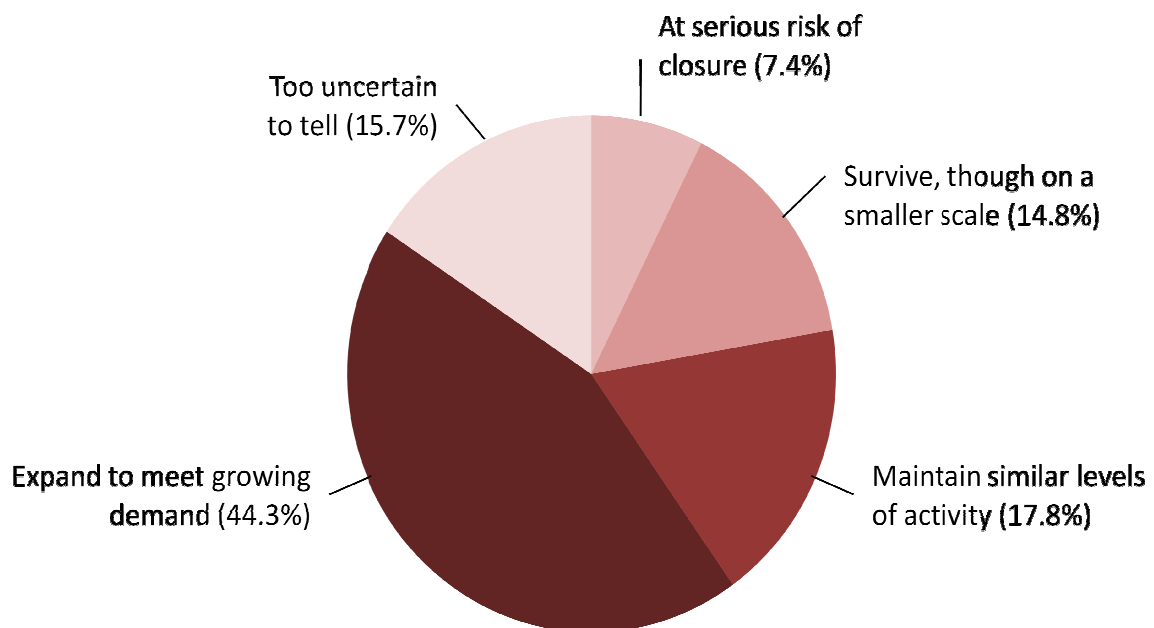
<sup>11</sup> Church Urban Fund, 2011. *The Cutting Edge*

**Figure 14: Predictions for the future of their organisations, compared to a sector-wide survey**



However, when asked what they thought would happen to their community work over the next few years, responses were very mixed. Many (44%) community workers were confident that they would be able to expand their services to meet growing demand and a further 18% thought they would be able to maintain similar levels of activity. Yet a significant proportion of respondents were less optimistic about the future: 22% thought they would have to reduce their activities or were at serious risk of closure. Others felt the future was too uncertain to predict what would happen to their community work.

**Figure 15: Predictions for the future of their community work over the next few years**



## ***Conclusion***

There is no doubt that community organisations are experiencing great difficulty at the moment, yet hundreds of people around the country are working hard to meet increasing demand. By increasing the time and resources put into fundraising and recruiting more volunteers, organisations are largely able to match rising demand with expanding services. They are also seeking new ways of working together, recognising that in order to continue supporting those in need, organisations need to collaborate and support one another more effectively.

Yet these survival strategies can only be short-term. If public sector cuts continue, fundraising efforts and cost-cutting measures will not prove sustainable methods of increasing service provision. Consequently, people feel uncertain about the future of their community work. Some community workers are optimistic, but many feel less confident that they will continue to provide the same level of service in the years to come.

### 3. The opportunities ahead for churches and faith-based organisations

The current economic climate is clearly having a devastating impact on community organisations and people living in deprived communities. However, our research highlights a potential opportunity presented by this difficult situation.

We asked respondents how the churches and faith-based organisations in their area were responding to the current economic climate, and what they felt were the main challenges and opportunities ahead. Their responses highlighted the ongoing challenge of securing funds and achieving a sustainable income stream, much of which has been written about in earlier sections.

However, their responses also highlighted the determination of community workers and church leaders across the country to continue supporting those in need in their community:

*“[We are] rising to the challenge! We are determined to do what we can and what we are able to do to help people, by showing them the love of God not just in words but in a practical way. We are working harder and looking for more innovative ways to grow and expand the work we do.”* Hope Alive, Warrington

This determination means that community workers are quick to spot opportunities presented by the current economic climate. Respondents’ comments highlighted one very positive opportunity: the opportunity to develop collaboration with other churches and faith-based organisations.

#### 3.1 Collaboration with other churches and faith-based organisations

This theme of working together and developing collaboration was present in many comments made by respondents. Several highlighted the fact that many churches and faith-based organisations are already working in partnership with others to deliver community work. For example, *“In Keighley, Christians and churches work well together in different ways. A new initiative is taking place over the winter months. A local church is providing accommodation and other churches, volunteers.”*

Much of this partnership work is being delivered through network or infrastructure organisations. More than three quarters (76%) of organisations in our sample commented that they were aware of and involved in network organisations (11% were aware but not involved and 13% were unaware of such organisations). The majority of the network organisations mentioned were locally based e.g. HOST Nottingham, Haringey Churches Winter Night Shelter and Brent Parent and Toddler network. National network groups mentioned included Trussell Trust (food banks), Churches Together, Nehemiah Foundation network and Faithworks.

The high percentage of respondents involved in network organisations is a positive indication of the historic efforts of churches and faith-based organisations to work together. Yet our research shows that this willingness to work with others is increasing. Several respondents commented that churches had recently come together to support people living in poverty, most commonly to set up a food bank: *“Hetton New Dawn Trustees attend the local ecumenical Fellowship of Churches, we are working together to recruit volunteers to begin a food bank in the area... Local churches are also involving local schools in the area to*

*develop this service.*" In other circumstances, organisations had come together to support one another: *"Some groups are facing closure, but we are trying to rally round to help each other."*

Many more respondents focused on the potential opportunity the current economic climate offers to further develop collaborative working in their local community. As a result of the current climate:

*"Organisations are looking at ways to support each other and collaborate with one another, I see this as an ideal opportunity to be more co-operative and cohesive maximising on each other's unique areas of expertise and local social capital."* Sussex Pathways, Sussex

*"We have looked at closer partnership working, sharing resources and networking closer for the benefit of individuals."* Street Teams, Walsall

*"There could be opportunities to work more effectively in partnership with others whose aims are similar."* Crime to Christ Charitable Trust, Northampton

Motivations for collaboration differ. For some respondents, the economic climate is a 'great' opportunity to develop the kind of collaborative working they seek. For others, collaboration is merely a necessary response to the difficulty of finding funding. Indeed, a direct link was often made between reduced funding and the need to seek out partners:

*"The support agencies we network with are being hit hard by the cutbacks and so more work is needed to seek out new partners."* Emmanuel Church, Preston

*"All churches and faith-based organisations are competing in the same field for funding and all are struggling. The need is for organisations to be proactive in supporting one another and working together more. This is both a challenge in that we all have limited resources and our time and efforts and I guess priorities are solely focused on our groups, but also an opportunity to begin to really develop the message of "community" and show what can be done when organisations pull together."* Currock Youth Project, Carlisle

Yet despite the somewhat mixed attitudes and motivations, the overall impression from respondents' comments is that the current economic climate is increasing the willingness of community organisations to seek out new partnerships and to collaborate in delivering services. If this willingness translates into reality, it would be a very positive consequence of the current economic climate, helping to develop a new culture of collaboration amongst churches and faith-based organisations in deprived communities around England.

## Case Study in Collaboration

With a small grant from Church Urban Fund, Foleshill Baptist Church in Coventry conducted a feasibility study of their local area. The church wanted to engage with the people in their neighbourhood, but also wanted to better understand their local context, avoid duplication of work and identify potential partners.

The study, carried out between December 2011 and March 2012, involved a church member meeting with agencies active in the area, including Health Agencies, the National Careers Service, the Police, Groundwork, the Sure Start Children's Centre and Sports Providers, to find out more about the needs of local people and the work being done to address those needs.

The completed study allowed Foleshill Baptist Church to identify five key issues in the local area and respond appropriately. In the last 12 months, the church has become a Food Bank Distribution Centre and fed over 800 people; three members of the Church Leadership Team have been trained as Money Coaches through Christians against Poverty; the church hosted Sport in the Park in August 2012 and is in conversation with the Jericho Foundation about becoming a Job Club.

In the summer of 2012, the church piloted a Community Café at the same time as their food bank, inviting people to drop in for a cup of tea and a chat. They also invited local agencies to send representatives along, so that local residents could talk to them in an informal setting. The café was a great success, resulting in many residents being referred for further support. For example, one resident struggling with her children was able to talk to the Positive Parenting representative and learn about the support they could offer her.

Local agencies were extremely positive about the opportunity the café gave them to talk to residents and officers of Coventry City Council have been very supportive of the church's approach to partnership working.

Tim Rees, a member of Foleshill Baptist Church and founder of many of these community initiatives said:

*"We don't have all the answers, but together with other agencies I think we can start to find the solutions. As a church, we can talk about spiritual and practical needs, but if you identify the right agencies and get them along, they can deal with all the other queries that people have."*

*"It's easy for churches to feel overwhelmed by the need in their local area, but the most important thing to do is to start talking to people in your local area, and ask them what they want. Once you start talking to people, people start trusting you."*

The challenge that remains in developing this collaboration is in *"breaking down real or perceived 'barriers' between churches and faith-based organisations"* and avoiding the temptation to compete with others for the limited funding available. These attitudes were unfortunately evident in some respondents' comments. One respondent had not had a positive experience of their local churches:

*"The churches in our area should be more generous, particularly during the current economic climate... What we have found from the churches that we have approached for community space in their church halls is that we can rent them at sometimes exorbitant rates (£30 per hour). If you want to run a three hour community programme, it is a big cost if you are a small community organisation with no funding. Also from our experience, a funder would expect the church to give that as an 'in kind' cost or at a 'peppercorn' amount, and so our application is not so attractive for a funder if we are adding a large venue amount for a church hall."* Voice of Dalit International, Southall

Unfortunately, collaborative working is underdeveloped in many deprived communities around the UK, as individual churches and community groups focus on surviving the current situation. However, the current economic climate presents a real opportunity for those keen to seek *“opportunities for greater co-operation and integration”* with other groups or churches. This opportunity must not be missed.

## ***Conclusion***

Current difficulties in securing funding and recruiting volunteers, though extremely stressful for community organisations, also present an opportunity to develop collaborative ways of working with other service providers. Partnerships between churches and faith-based organisations can help to streamline the delivery of services in a local community as well as provide extra resources and support for community workers, helping organisations to continue delivering the services so badly needed by people living in poverty.



## Appendix A: The survey

### 1. About your organisation

Thank you very much for taking the time to complete this survey. It should take around 10 minutes.

The purpose is to gather the views and experiences of local churches and faith-based groups that are directly engaged in tackling poverty, in order to highlight the issues and galvanise support among the wider church.

If you are a church, please base your responses on your community work, excluding as far as possible other aspects of your ministry.

#### 1. Name of organisation or church

#### 2. City or town where most of your community work is focused

#### 3. What is the full postcode for your organisation or church

#### 4. What is your organisation's approximate annual expenditure on community work?

- Less than £10,000
- £10,000-100,000
- £100,000-1,000,000
- More than £1,000,000

#### 5. Main contact person (for survey)

#### 6. E-mail address

#### 7. Telephone number

## 2. Impact of recession

**8. Please describe the impact of the current economic climate on your local community and the people you work with. What are some of the specific issues you are most concerned about that you have come across in your community work?**

**9. Looking back over the past 12 months, how has the demand for your community work changed (irrespective of your ability to meet that demand)?**

- Large decrease     Small decrease     No real change     Small increase     Large increase

**10. And, how if at all has the extent of your community provision changed over the past 12 months?**

- Large decrease     Small decrease     No real change     Small increase     Large increase

**11. What, if any, changes has your organisation made in response to the current economic climate?**

	No significant change	Minor change	Major change
Working more closely with other voluntary organisations or churches	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reducing dependence on public funding	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Putting more time and resources into fundraising	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Competing more for government contracts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cutting back on the activities or services provided	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Increasing reliance on volunteers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Expanding income-generating activities or social enterprises	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reducing the number of paid staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Implementing new cost-cutting measures	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Running down of reserves	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (please specify)			

**12. All together, do you think the general situation of your organisation will improve or worsen over the next 12 months (in relation to your community work)?**

- Worsen     No change     Improve

**13. Looking further ahead, what do you expect to happen to your community work over the next few years?**

- At serious risk of closure  
 Survive, though on a smaller scale  
 Maintain similar levels of activity  
 Expand to meet growing demand  
 Too uncertain to tell

**14. Overall, how are churches and faith-based organisations in your area responding to the current economic climate, and what do you see as the main challenges and opportunities ahead?**

### 3. Support and networks

#### 15. Which, if any, of the following are the most significant issues for your community work

	No really significant	Minor issue	Major issue
Recruiting and retaining volunteers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Not knowing how to respond to local needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accessing appropriate training and skills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Maintaining Christian distinctiveness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Feeling isolated and unsupported	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Securing a regular stream of income	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lack of coordination between local voluntary groups	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Dealing with local statutory bodies	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Governance and management issues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pressures of responding to overwhelming need	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Too much church bureaucracy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other (please specify)

#### 16. Which, if any, of the following types of support would you find most helpful?

	Not at all helpful	Not very helpful	Quite helpful	Very helpful
Opportunities to network with and learn from other projects	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Forum to develop strategic responses to poverty	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Relevant and affordable training and resources	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Being part of a faith-based network to tackle poverty in your city or region	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bespoke support or mentoring to help develop your work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Representation by an intermediary body to act as a voice for local faith-based groups (e.g. with local government)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Opportunities to reflect away from the day-to-day pressures of community work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Belonging to a national church movement that is speaking and acting against poverty in this country	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other (please specify)

**17. Are you aware of any existing network or infrastructure organisations that are already supporting community work in your area?**

- Yes, and we are involved
- Yes, but we are not involved
- No, not that we are aware of

Please comment on your involvement (or lack of involvement)

**18. Do you think there is a role for a Christian organisation to assist in supporting and coordinating faith-based community work in your diocese?**

- No
- Not sure
- Possibly
- Probably
- Definitely

Comment (optional)

**19. Church Urban Fund hosts an annual one-day conference for people involved in faith-based community action in deprived areas. Which, if any, of the following factors would make you more or less likely to attend?**

	Less likely	No difference	More likely
High-profile speakers with expertise	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hearing and learning from community activists about effective projects	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Theological reflection and input	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technical or specialist advice	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Opportunity to network with others doing similar work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Addressing a specific topic such as social enterprises	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Opportunity to input into Church Urban Fund's plans	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other (please specify)

**20. What more could the wider church do to support the work of organisations like yours, and what would be your message to senior church leaders about the role of the church in tackling poverty in this country?**

#### 4. Relationships with church and community

If there is more than one church in your area, please answer these questions about the church you are most closely associated with.

##### 21. How closely connected is your community work to your local church?

Please choose the statement that comes closest to describing this relationship.

- There is little or no connection with the local church
- The church leader is supportive, but there is very little awareness among churchgoers.
- Churchgoers are aware and support what we do, but there is little active involvement.
- A small number of churchgoers are actively involved in supporting our work through volunteering, prayer and financial giving.
- A large number of churchgoers are actively involved in supporting our work through volunteering, prayer and financial giving.
- Our community work is an integral part of the local church with the active involvement of the majority of churchgoers.

Comment (optional)

##### 22. What is the general feeling in the local church towards the people you support through your community work?

Please choose the statement that comes closest to describing their general outlook.

- Inclusive: they would generally go out of their way to include them
- Warm: they would generally be friendly, but not go out of their way to include them
- Civil: they would generally be polite, but a bit withdrawn with them
- Distant: they would generally be unaware or disinterested in them
- Cautious: they would generally be uncomfortable or even wary of them
- Negative: they would generally be unfriendly or even hostile to them

Comment (optional)

## Appendix B: Full list of survey respondents

Name of organisation	Location
St Francis Community Church	North Kensington, London
Parish of S. Margaret, Hollinwood & S. Chad	Oldham
Handcrafted Projects	Durham
ASCEND	South Oxhey
Daniel's Den	Stonebridge
U-Turn Women's Project	Tower Hamlets, London
Foleshill Baptist Church	Coventry
Islington Faiths Forum	Islington, London
St Philip's Centre	Leicester
Brighton & Hove City Mission - Basics Bank Ministry	Brighton & Hove
Christ Church Armley Community Projects Ltd	Leeds, West Yorkshire
58i	Nottingham
Horsham Matters	Horsham
Bonny Downs Baptist Church	East Ham, London
Dacorum Foodbank	Hemel Hempstead
Hetton New Dawn Group	Hetton-le Hole, Tyne & Wear
Edward Road Baptist Church	Birmingham
Hull Youth For Christ	Hull
Worth Enterprises	Birmingham
Jericho Road Project	Nottingham
Faithworks Wessex	Bournemouth
Seeds of Destiny	Tottenham, London
SEARCH	Hull
St. Ann's Church	Tottenham, London
Caris Islington	Islington, London
Cara Trust	London
Oaks	Skelmersdale
Kings Community Project, Frampton Park Baptist	London
The Ascension Church	Manchester
Arabic Community Church	Brighton & Hove
West Cumbria Community Money Advice	Workington
The Wellspring	Stockport
The Ascension Church	Manchester
Church of the Nazarene, Keighley	Keighley
The Rainbow Project	Nottingham
All People All Places	Haringey, London
The Clock Tower Sanctuary	Brighton
Transform Newham	Newham, London
Leeds Community Organising	Leeds
Regenerate	London

New Life Community Church, Milnrow	Rochdale
Methodist Church	Stratford
St Nicholas Cathedral	Newcastle
Bacup Family Centre	Rossendale
Vintage Community Church	Weston-super-Mare
St John and St James Church	Liverpool
Burnside Community Centre	Manchester
St Paul's Church	Plymouth
Lee Oasis drop-in & furniture project	London
St John's, Hurst	Ashton Under Lyne
Voice of Dalit International	Southall
Harbour Bideford	Bideford
St Oswald	Netherton
Emmanuel	Preston
St Michael's	Leeds
Word 4 Weapons	London
Community Childcare Service	East London
Crime to Christ Charitable Trust	Northampton
SEARCH	Hull
The Soul Project	Walthamstow, London
Rochdale St Chad, St Mary and St Edmund	Rochdale
St Philip's, Girlington	Bradford
St Saviour	Eltham
Joel Community Trust	Kingston upon Thames
Nottingham City of Sanctuary	Nottingham
St Philip's Centre	Leicester
St. Mary Magdalene & St. Peter	London
Bierley Community Association Ltd.	Bradford
Worksop Priory	Worksop
St. Clements Church	Salford
Holy Innocents, Hornsey	Hornsey, London
St Mark's, Childwall Valley	Liverpool
StreetSpace, Chard	Chard
St Laurence Church junk4fun	Birmingham
One Bread	Bradford
Worth Unlimited	National
Streetspace WSM	Weston-super-Mare
St Christopher's	Bradford
The Foxton Centre	Preston
Women on the Frontline Ministries	Newham and Redbridge
St. Columb, St Ervan, St Eval, St. Mawgan	Truro
St Peter's	Swindon
Christ Church	Liverpool
Bude New Life Centre	Bude

St Andrews Community Network	Liverpool
Malt Cross Trust/ Nottingham Street Pastors	Nottingham
St Ann with Emmanuel	Nottingham
Faith in Schools	Newham, London
Open Doors	Dagenham and Redbridge
The Lighthouse at Weston Charity	Weston-super-Mare
Saltbox	Stoke on Trent
St James, Selby	Selby
St George's Crypt	Leeds
Mustard Seed	Eastbourne
Kirkholt Community Church	Rochdale
Galeed House Project of the DATIC Trust	Sheffield
Inspire Middleton	Middleton
Holy Trinity Parish Church	London
The Breakout Outreach Choirs	Wisbech
The Centre Project	Leicester
Light & Life Free Methodist Church, East Cornwall	St Austell
Three Spires Tots	Coventry
Jubilee Christian fellowship	Grantham
Chapel St Community Arts	Salford
Christ Church with Saint Ann	Newcastle upon Tyne
Community Action	Norwich
The Phoenix Support and Information Project	Ealing , London
St Budeaux Church Community Hall	Plymouth
Weston Church Youth Project	Southampton
Hope Alive	Warrington
St Paul's Church	Cheltenham
St Mark	New Ferry, Wirral
St Paul's Church	Cheltenham
Notre Dame Refugee Centre	London
The Byker Centre	Newcastle upon Tyne
St Paul's, Bow Common	Bow, London
Sussex Pathways	Pan-Sussex
Choices	Keighley
Triple C (Liverpool)	Liverpool
Heartsease Community Project	Norwich
St Luke's Neighbourhood Trust	Sunderland
Woodlands Christian Revival Centre	Liverpool
Community Money Advice	UK National
Cedar Housing, Nottingham	Nottinghamshire
Eden Westwood	Oldham
Street Teams	Walsall
Host Nottingham	Nottingham
St Luke	Brinnington

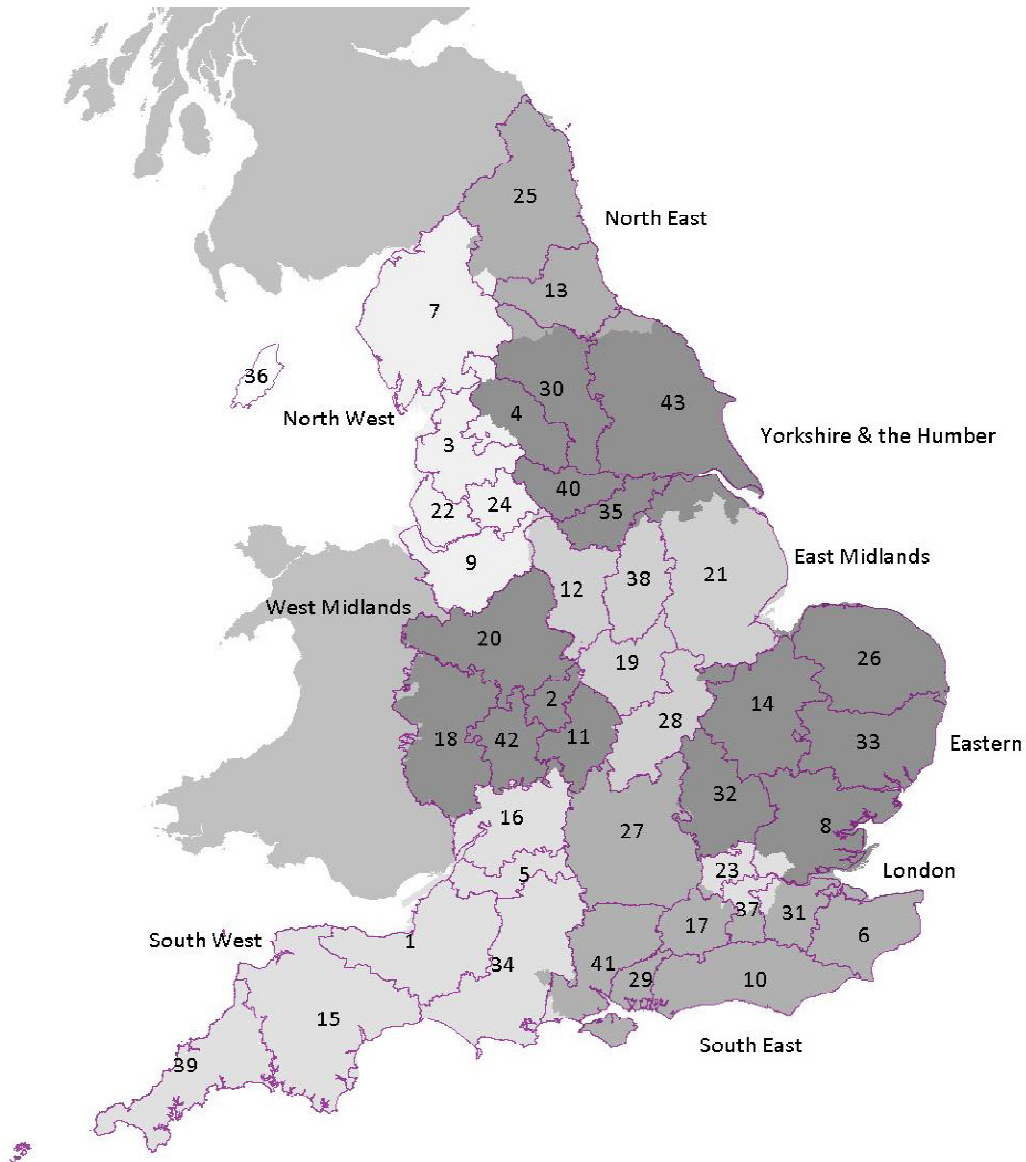


Seren House	Wath-on-Dearne
Wirral Foodbank	Wirral
Great Ilford: St Mary	Ilford South
East to West	Surrey and Berkshire
Leeds Minster	Leeds
Longhill Link up	Kingston upon Hull
All Hallows Church, Ipswich	Ipswich
British Pakistani Christian Association	Ilford
Finsbury Park Homeless Families Project	London
Booth Centre	Manchester
The Shelter Project, Hounslow	Hounslow
Churches Together In South Tyneside	South Tyneside
Linacre Methodist Mission & Neighbourhood Centre	Liverpool
St Thomas Community Project	Birmingham
The Hideaway Youth Project	Moss Side
Handcrafted	Durham
Swindon Restore	Swindon
Feltham Community Chaplaincy Trust	London
St Bride's Church	Old Trafford, Manchester
The Rock-Currock Youth Project	Carlisle
St Peter's Church	London
The Jeremiah Project	Mitcham
Narthex Sparkhill	Birmingham
St Andrew's, Nottingham	Nottingham
The Springfield Project	Birmingham
Willows Counselling Service	Swindon
St Peter's, Stonegrove	Edgware
Alternatives Trust East London	Newham, London
The Changing Room, Penzance Light and Life Free	Penzance
Doncaster Conversation Club & Night Shelter	Doncaster
St Luke the Evangelist, Walton on the Hill	Liverpool
Project Freedom Trust	Merseyside
Hope Nottingham	Nottingham
Pilgrim Hearts Trust	Slough, Reading, Uxbridge
St. James Church	London
Nottingham Arimathea Trust	Nottingham
Open Gate	North East
Latymer Christian Fellowship Trust	London
St Thomas, Becontree C of E	Dagenham
St Barnabas' Church	Oldham
Spacious Places Dayspring Church	Leeds
Cross Roads Middleton	Leeds
Maryam Project, St. Philip's, Girdlington	Bradford
Wycombe Homeless Connection Christian Trust	High Wycombe

Axminster Churches Together Job Club	Axminster
St Christopher's Youth Project	Bradford
CHAT Trust	Newcastle upon Tyne
Churches Together in Broomhill and Broomhall	Sheffield
Plymouth Vineyard	Plymouth
St Barnabas Community Learning Centre	Huntingdon
Hetton and Eppleton Community Hall	Hetton-le-Hole
St. Leonard's Youth & Community Centre	Bootle
St Chad's Community Project	Gateshead
The Hull Lighthouse Project	Hull
WHEAT Mentor Support Trust	London
St John, West Hendon	West Hendon, London
YMCA	London
FareShare Leicester	Leicester
Rural Community Action	Nottinghamshire
Derby City Mission	Derby
The Trussell Trust	UK wide
Wandsworth Mediation Service	- London
Slough Refugee Support	Slough
Arun Angels	Bognor Regis
St. Mary's PCC	Bridgnorth
Project for the Regeneration of Druids Heath (PRODH)	Birmingham
Quinton YFC	Birmingham
Parish of Radford	Nottingham
Life Expectancy Wirral	Wirral
St George's Church	Romford
St Luke's Drop In Centre	Bolton
SHINE	Bradford
Trinity Mission Night Shelter	Castleford
Churches Regional Commission for Yorkshire and the Humber	Yorkshire and the Humber
Streetlytes UK	London
Holy Trinity Church	Barnstaple
Hope Debt Advice	North Yorkshire Dales
Hemsworth Christian Fellowship	Hemsworth
St. Richard's Church and Community Centre	Hove
Cornerstone	Newcastle upon Tyne
Christian Muslim Forum	London
Axminster Alternative Job Club	Axminster
Holy Trinity, Coldhurst	Oldham
St Michael's Youth Project	Hull
Reach Café	Bristol
Good News Family Care (Homes) Ltd	Derbyshire
Camborne Church	Camborne
Holy Apostles Church	Hull

St. John's Church	Knotty Ash, Liverpool
Loaves n Fishes	Sandwell and Dudley
St. John's Church, Hurst	Ashton-under-Lyne
ykids	Bootle
Ivy Street Family Centre	London
Phoenix Family Support	Pendle
Free Spirit Youth Project	Plymouth
Preston Christian Action Network	Preston
MILLENNIUM ACADEMY	London
Parish of Aston & Nechells	Birmingham
Urban Hope	London
Fountain of Life Network Church	Villages around Dereham and Thetford
Memorial Community Church	London
St John the Baptist	Barnsley
Action Tutoring	London
Bootle Team Ministry	Liverpool
Fulwood Free Methodist Church	Preston
Open Door Community Project	Runcorn
Seed of Hope Family Organisation	London
St Austell Community Kitchen (STAK)	Cornwall
STEP Norwich	Norfolk
Hope Initiatives	Shropshire
St Vincent de Paul Society	East Sussex
Working Chance	London
Housing Justice / Together in Barnet Winter Night Shelter	London
Norwich Foodbank	Norwich
St Mary's Church	Leeds
East West Detox	Reading
St Peter's	Burnham
Sussex Diocesan Association For The Deaf	Brighton
Slough YMCA	Slough

## Appendix C: Map of dioceses and regions



1	Bath & Wells	16	Gloucester	31	Rochester
2	Birmingham	17	Guildford	32	St. Albans
3	Blackburn	18	Hereford	33	St. Edms & Ipswich
4	Bradford	19	Leicester	34	Salisbury
5	Bristol	20	Lichfield	35	Sheffield
6	Canterbury	21	Lincoln	36	Sodor & Man
7	Carlisle	22	Liverpool	37	Southwark
8	Chelmsford	23	London	38	Southwell & Nottingham
9	Chester	24	Manchester	39	Truro
10	Chichester	25	Newcastle	40	Wakefield
11	Coventry	26	Norwich	41	Winchester
12	Derby	27	Oxford	42	Worcester
13	Durham	28	Peterborough		
14	Ely	29	Portsmouth		
15	Exeter	30	Ripon & Leeds		