Dorset in the pandemic
A report into our response to the coronavirus crisis
Covid-19 Timeline

January 31  First two Covid cases in the UK
March 9  First three Dorset cases
March 15  Shielding of over 70s and vulnerable begins
March 16  PM tells people to work from home if possible
March 19  Dorset Coronavirus Community Fund launched
March 20  Schools close except for key worker children
March 21  First death recorded in Dorset
March 23  BCP and Dorset Councils call for volunteers
March 26  Lockdown One
March 30  Dorset volunteers begin shopping, dropping food parcels and collecting prescriptions for isolated and vulnerable
April 6  First ten Dorset Coronavirus Community Fund grants are made
April 24  6,327 vulnerable residents contacted by BCP, 988 volunteers deployed
May 5  £250k of Phase 1 Dorset Coronavirus Community Fund grants paid
June 1  Lockdown One eases
July 13  £500k of Phase 1 Dorset Coronavirus Community Fund grants paid
July 30  DCF awards additional £70,000 to Dorset’s five Citizens Advice offices (total support now over £90k)
July 31  Shielding ends
August 3  Month long ‘Eat Out To Help Out’
September 30  £790k of Dorset Coronavirus Community Fund grants paid under phases 1 and 2
November 5  Lockdown Two
November 11  UK Covid death total hits 50,000
December 2  Lockdown 2 ends, tier system begins
December 18  £135,000 of Phase 3 Dorset Coronavirus Community Fund grants paid to address food poverty on behalf of Dorset and BCP Councils
December 19  Five-day Christmas ‘break’ cancelled
January 5  Lockdown Three
January 26  UK Covid death total hits 100,000
January 28  £51,000 additional Phase 3 Dorset Coronavirus Community Fund grants paid to address food poverty
February 10  £61,000 of Phase 4 Dorset Coronavirus Community Fund grants paid supporting longer term community recovery
February 22  Boris Johnson announces roadmap for ending most restrictions as 18 million are vaccinated

Our biggest test

These last 12 months have, without doubt, been a time of uncertainty, anxiety, sadness and disruption never seen on such a scale in this country outside of wartime.

However they have also brought out the very best in us as a people and in Dorset we have seen charities and voluntary groups step up despite losing staff and revenue, people who would never have imagined themselves volunteering coming forward to help their communities and new groups materialising to meet the need on their doorstep.

I am proud that Dorset Community Foundation has stood squarely at the forefront of this effort.

It was impressive to see not just the extent of the response from the voluntary sector but the speed at which it happened.

The Dorset Coronavirus Community Fund was launched in March just as the pandemic took its grip and ever since, it has provided the essential funds the groups asked for – at the pace they needed them.

For the past 21 years Dorset Community Foundation has shown that it is highly adept at empowering the grass roots groups who do so much for this county. In a typical year 70 per cent of the groups it funds have an income of less than £100,000 and 55 per cent under £50,000.

So it was no surprise to see the bulk of the more than £1 million it has allocated over four phases going to these smaller groups, who have been magnificent.

We have been able to look at the impact of phase one and we know that almost 45,000 people have benefitted from the first £500,000 of grant awards.

This represents a phenomenal effort from our small staff of just four, as well as its trustees and supporters, who have worked tirelessly to streamline processes to assess and approve applications quickly.

When we eventually look back at this tumultuous time, we will remember the heroism and dedication of our frontline workers who stood firm and steadfast in the teeth of this crisis. The voluntary sector deserves to be heralded alongside them.

Who we are

For the last 21 years Dorset Community Foundation’s mission has been to raise funds for those most in need in Dorset. Just in this last year we have awarded more than £1.2 million in grants to charities, groups and individuals across the county.

We have been able to do this because we have built up a relationship of trust and co-operation with our donors and funders. They trust us to use their money where it can make the most impact because our expertise and knowledge of where the need exists in Dorset is unrivalled.

Because we are not cause specific, we can consider funding any area of disadvantage as long as it is Dorset-based.

To find out more about us, how to donate and the grants we have available, go to dorsetcommunityfoundation.org

Jeremy Mills FRSA LUTIE
Chair of Dorset Community Foundation

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A call to action

On March 16, 2020, Prime Minister Boris Johnson told people they should work from home to try to minimise the spread of coronavirus and that within a few days 1.5 million vulnerable people would need to shield at home for three months.

We realised we had to do something to meet the needs of those in Dorset who would be disadvantaged by the situation – those who were shielding or whose income was adversely affected by businesses closing down.

We worked with UK Community Foundations and the National Emergencies Trust to establish a way of receiving money being raised nationally as well as raising funds ourselves regionally and locally so we could get it to the community groups on the frontline. The result was the Dorset Coronavirus Community Fund, which has contributed to us awarding more than £1.2 million in grants in the last year.

We knew the unsung heroes who were out there rolling their sleeves up and helping vulnerable people by fetching shopping, collecting prescriptions and running errands, needed our support quickly.

And as the full lockdown became reality little more than a week later, we quickly realised the impact it was having on established voluntary groups who were having to adapt to the needs of the people who relied on them. Switching to online support, remote youth work and telephone contact is costly, especially at a time when revenues are drying up.

That meant a complete gear-change in the way we assessed and awarded grants. Our trustees and volunteers really came through for us in helping to make quick decisions without sacrificing the integrity of the process.

We were bowled over that donors we had known for many years, as well as lots of new ones, came forward to help. We reached out to some but many came to us wanting to respond to the pictures they were seeing on TV and in newspapers.

All of them told us that they came to the community foundation because we were best-placed to use their money the most effectively by getting it to the places where it was needed the most.

Looking back almost a year, I remember it being a time of enormous anxiety, mixed with huge pride and admiration for the incredible community spirit we witnessed.

Many people have suffered personal tragedies but the way the grass roots groups rallied, and continue to adapt and rise to this unprecedented challenge, really has been uplifting and inspiring.

I have to include our staff, supporters, trustees, partners and donors in that list as well. They have all shown amazing resilience and resourcefulness to achieve what we set out to do – raise as much money as quickly as possible and use it to fuel the greatest community effort we have seen in generations.

I hope this report highlights some of that spirit and resilience, and acts as a tribute to the enormous hard work and dedication we have seen.

Our response

We launched the Dorset Coronavirus Community Fund on 19 March, 2020, when it was clear to us that Dorset, with its above-average elderly population, many living in comparatively remote rural communities, as well as other vulnerable groups living in localised areas of relative deprivation, would feel the impact straight away.

We streamlined our grant-making processes to make sure help reached those most in need as quickly as possible. Volunteer assessors from our councils and other contacts helped share the load on our Grants Manager Ellie Maguire and applications were determined daily by a small panel of trustees via email. As a result we were able to get help to Dorset residents fast – the average turnaround for successful groups from application to awarding funds was just five days in the first phase.

Our priority was to fund emergency responses supporting the most vulnerable and most impacted.

In any emergency response the approach has to be flexible so our application process was kept as simple as possible. We knew many of the groups applying to us so we could adjust grant-making to ensure no groups or communities were left behind. We reached out to groups we may not have funded before and encouraged applications from BAME communities and disability groups.

Through all this we feel we have played a significant part in making a difference to people’s lives in Dorset affected by the pandemic.

We looked for helpful and creative ways to support the many new and emerging groups set up quickly in smaller communities that were providing vital services.

We also awarded grants to agencies supporting the voluntary sector as a whole, providing advice and guidance to groups on Covid guidelines and connecting groups together – Dorset Community Action and Community Action Network for example.

From the beginning we adopted a collaborative approach in our response. We strengthened our partnerships with the two local councils, assisting their efforts to reach those most in need through our knowledge of grass-roots groups and networks.

We have continuously analysed and reflected on our grant-making and the results achieved so we could adjust grant-making to ensure no groups or communities were left behind. We reached out to groups we may not have funded before and encouraged applications from BAME communities and disability groups.

Looking back almost a year, I am so proud of our team and all our volunteers for their endless efforts to get help to those who needed it soonest.

I hope this report highlights some of the amazing hard work and dedication we have seen.

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Our impact in Phase One

Beneficiaries by place for first £500,000 of Dorset Coronavirus Community Fund grants

"The Fund recognised the urgency of the application and provided a fast, positive, response. As a result the Service/Project was quickly up and running. In turn this gave a boost to the volunteers who had joined the initiative."

Swanage and Purbeck Development Trust

Additional regional beneficiaries*

Weymouth and Portland 2559
West Dorset 4444
North Dorset 1418
East Dorset 474
Purbeck 686
Christchurch 3008
Bournemouth 3649
Poole 2660

*Data provided by groups delivering services regionally
Our impact

How all four phases of our grant-giving helped Dorset tackle the pandemic fallout.

Total amount awarded by grant theme area

<table>
<thead>
<tr>
<th>Theme Area</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Supporting BAME communities</td>
<td>£43,173</td>
</tr>
<tr>
<td>Grants to groups supporting BAME communities with culturally-sensitive projects.</td>
<td></td>
</tr>
<tr>
<td>Support for young people</td>
<td>£117,170</td>
</tr>
<tr>
<td>Grants to groups providing education, childcare, mental health services and supporting disabled children and their families.</td>
<td></td>
</tr>
<tr>
<td>Mental health support</td>
<td>£126,336</td>
</tr>
<tr>
<td>Grants helping groups take early action on impact of loneliness, existing conditions and working on frontline services.</td>
<td></td>
</tr>
<tr>
<td>Disabilities/serious Illnesses</td>
<td>£77,505</td>
</tr>
<tr>
<td>Grants supporting people with disabilities, their families and carers, people with health conditions, including with treatments cancelled due to Covid.</td>
<td></td>
</tr>
<tr>
<td>Supporting homeless individuals</td>
<td>£24,362</td>
</tr>
<tr>
<td>Grants to groups helping rough sleepers mitigate against mental health issues, addictions and lack of food and supplies.</td>
<td></td>
</tr>
<tr>
<td>Support for the recovery of families and communities</td>
<td>£58,301</td>
</tr>
<tr>
<td>Grants to help to begin recovery from the impact of the pandemic.</td>
<td></td>
</tr>
<tr>
<td>Doorstep deliveries</td>
<td>£64,662</td>
</tr>
<tr>
<td>Grants for groups, newly-formed and long-standing, who organised volunteers for shopping, prescriptions and errands.</td>
<td></td>
</tr>
<tr>
<td>Food/hot meal provision</td>
<td>£345,400</td>
</tr>
<tr>
<td>Grants for groups providing food to people in hardship, projects collecting and delivering food to foodbanks, refuges, hostels and homeless.</td>
<td></td>
</tr>
<tr>
<td>Crime including domestic/sexual violence</td>
<td>£27,297</td>
</tr>
<tr>
<td>Grants for crime prevention and support of victims.</td>
<td></td>
</tr>
<tr>
<td>Complementing statutory services</td>
<td>£24,450</td>
</tr>
<tr>
<td>Grants to voluntary groups supporting statutory services, e.g., police and hospitals.</td>
<td></td>
</tr>
<tr>
<td>Supporting those in financial hardship</td>
<td>£106,045</td>
</tr>
<tr>
<td>Grants for debt relief, employment support and universal credit services to switch to online support for huge increase in demand.</td>
<td></td>
</tr>
</tbody>
</table>

Grants by phase and by month

<table>
<thead>
<tr>
<th>Phase</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phase 1 - Supporting emergency responses and services providing immediate relief.</td>
<td></td>
</tr>
<tr>
<td>April</td>
<td>£163,066</td>
</tr>
<tr>
<td>May</td>
<td>£138,318</td>
</tr>
<tr>
<td>June</td>
<td>£166,847</td>
</tr>
<tr>
<td>July</td>
<td>£30,246</td>
</tr>
<tr>
<td>Phase 2 - Tackling longer-term emerging needs, focusing on vulnerable people and those suffering hardship.</td>
<td></td>
</tr>
<tr>
<td>August</td>
<td>£95,350</td>
</tr>
<tr>
<td>September</td>
<td>£193,197</td>
</tr>
<tr>
<td>Phase 3 - Addressing food poverty by supporting community food projects.</td>
<td></td>
</tr>
<tr>
<td>November</td>
<td>£38,631</td>
</tr>
<tr>
<td>December</td>
<td>£97,903</td>
</tr>
<tr>
<td>Phase 4 - Addressing the needs of vulnerable people self-isolating in Lockdown 3 and funding community recovery and cohesion.</td>
<td></td>
</tr>
<tr>
<td>January</td>
<td>£65,537</td>
</tr>
<tr>
<td>February</td>
<td>£46,748</td>
</tr>
</tbody>
</table>

Our response in numbers

<table>
<thead>
<tr>
<th>Category</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total amount awarded</td>
<td>£1,035,845</td>
</tr>
<tr>
<td>Average grant awarded</td>
<td>£3,140</td>
</tr>
<tr>
<td>Number of grants awarded</td>
<td>328</td>
</tr>
<tr>
<td>Number of groups supported</td>
<td>220</td>
</tr>
<tr>
<td>Number of newly-formed groups supported</td>
<td>26</td>
</tr>
<tr>
<td>Number of town and parish councils supported</td>
<td>78</td>
</tr>
<tr>
<td>Number of newly-formed groups supported</td>
<td>26</td>
</tr>
<tr>
<td>Number of town and parish councils supported</td>
<td>14</td>
</tr>
</tbody>
</table>
Complementing Statutory Services
Eyep Scrubs Sewing Group

An army of talented quilters took up the challenge of sewing 3,000 pieces of protective wear for health workers.
They used a £1,500 coronavirus fund grant towards the cost of making scrub sets, large and small scrub bags, scrub hats, headbands, mask extenders, adult and child face coverings from donated material.
They were sent to frontline workers at Dorset County Hospital and Weldmar Hospice as well as GP practices, health care centres and hospice shop staff.
Co-ordinator Beverly Chisnall said: “Children’s and Maternity wards initially received sets of scrub bags, headbands and mask extenders to accompany scrub sets being made by a seamstress. We designed and made a gathered face covering for use by outpatients, which were supplied regularly.
“On our suggestion, every member of staff received an individual designed scrub bags, with matching face covering and headbands.”

Disabilities and serious illness
Dorset Children’s Foundation

For families of vulnerable children with complex medical needs the lockdown was an anxious time that led many of them to shield completely from the outside world.
The Foundation, which supports sick and disabled children by funding medical expenses, mobility equipment and therapies not covered by the NHS, used a £5,000 coronavirus fund grant to fund extra support from trained counsellors as the focus shifted to supporting its families’ practical and emotional needs.
By talking to a counsellor via phone or Zoom, parents were able to talk honestly about how they felt. It was reassuring for mums left coping single-handed because carers were unable to visit, or for exhausted parents taking turns to care overnight.
Counsellors identified particularly vulnerable families and put them in contact with other parents to act as support buddies. Said staff member Patsy Hallmey: “This has enabled our charity to further build a close network of families within the community.
“When a practical problem was highlighted, we were able to draw upon other functions of the charity, for example providing home deliveries of essential supplies, bottles of Calpol, or other medication. This has brought our community together.”

Voices from the pandemic
Weymouth Community Volunteers

“Mrs H is an elderly lady of 92 with a lung condition and was in isolation since April. Mrs H rang WCV for help as she had not eaten for four days, had no food in the house and was feeling very weak, and tired. WCV took down a shopping list from her and got it delivered within the hour.”

Food and hot meal provision
The Bus Stop Club

The Bus Stop Club received a £844.20 grant to cover its overheads while it ran a hot meal and groceries project for low income families in Ferndown.
Project manager Sue Sutherland said: “Without the grant from DCF none of our costs would have been met.”
The group’s after-school club was unable to meet but it used its Facebook page to keep in touch with families and at Easter volunteers delivered holiday craft packs.
The group’s regular befrienders helped deliver meals and groceries three times a week. “This also gave us the opportunity to check on the well-being of clients,” said Mrs Sutherland.
One recipient wrote: “I have been doing a lot of thinking how it is so easy to take things for granted, like all we have got to do is open a door and we can go for a walk, go shopping or see family.
If there is anything I have learned it is I will never take things for granted ever again.”
A further £5,486 was awarded to fund the delivery of meals during Christmas and to reopen a debt relief service for those in financial hardship.

Doorstep deliveries to those self-isolating
Lychett Minster and Upton Town Council

The council received a grant of £3,000 to set up a food bank which provided bespoke, home-delivered food parcels to those in need.
A team of 55 volunteers were recruited to fetch shopping and collect prescriptions for those having to shield. The council also delivered a Cornish cream tea to over 70s and organised a summer sports camp for 30 children of families impacted by the pandemic.
The council delivered 7,000 leaflets advertising its 9am to 9pm phone helpline for people feeling isolated. It came to the rescue of one lady in her 80s, who rang because she had run out of tea. “She said she didn’t like to trouble anyone, but she hadn’t had a cup of tea for a week as she had run out,” said clerk Karen Cane.
Another elderly resident who had no family was taken to hospital every day for chemotherapy by volunteers, who then waited to bring him home.
“We have really observed local people stepping up to help those that are in a less fortunate position than themselves and have been really keen to work with the Upton Together team,” said Mrs Cane.

Voices from the pandemic
Blandford Forum Parish Church beneficiary

“Thank you, the children are hungry and I have nothing to give them. I have been working on a zero hours contract and now have no work or money, this is helping us so much.”

Weymouth Community Volunteers
Mental health support
Bournemouth YMCA

A grant of £3,340 enabled Bournemouth YMCA to provide 15 hours of counselling per week over four months to expand its service and move it online.

This allowed its counsellors to continue working with and expand their work with vulnerable homeless individuals with mental health issues and those suffering from addiction or domestic abuse.

The service was able to offer professional support to 45 people, including existing clients and frontline staff. Senior Operations Officer Mark Inkpen said: “During the pandemic the counselling has offered an important resource to support clients’ mental health. It has helped clients by being able to maintain a stable presence when all other interactions had been reduced to no contact rules.”

It also meant that when NHS and other local services had been stopped clients were still able to access support for mental health and addictions. The YMCA has also started to offer the service to the community and have taken on a number of clients already who required support and which it previously would not have been able to work with.

One client wrote: “Counselling has really helped me. I have come a long way since I started my sessions and I wouldn’t know where I would be without them, I would highly recommend these sessions.”

Supporting BAME communities
Umoja Arts Network

Umoja Arts was awarded a grant of £3,775, which helped it to support ethnic minority communities with food parcels.

Workers used the grant to buy supplies, particularly culturally sensitive products such as dhal, Carnation milk, cashew nuts and powdered cassava. They used their contacts with other groups working within the communities to identify families at risk so they could receive parcels. Ebi Sosseh of the group said: “The grant gave the recipients a feeling of being wanted and supported within their community, even amongst those who were on the breadline.

“The grant has also contributed to reinvigorating their sense of community involvement in the sense that some groups went the extra mile in publicising the project as well forsaking their donations for people they deemed more needy.”

The group also came to the aid of 300 ethnic minority students trapped in university halls of residence and being threatened with eviction. They had no recourse to public funds so workers provided them with urgently needed food and signed them up to foodbanks for longer term support.

The group has also provided food to at least seven full time musicians from ethnic minority backgrounds who have had no income.

Support for the recovery of families and communities
Home-Start South East Dorset

A grant of £5,000 helped Home-Start adapt its face-to-face support for families to online and phone contact.

Volunteers contacted families weekly to offer critical emotional and practical support, including resources to support mental health and wellbeing and advice on how to cope with new demands on parenting such as home schooling.

Grants Partnership Manager Sally Smith said: “The support we have delivered throughout the pandemic has made a huge impact for our beneficiary families and improved the lives of children.

During this period, the needs have increased with families reporting increased stress, anxiety, and lower moods with disclosures of self-harm, suicidal feelings, and domestic violence incidents.”

She said as a result of volunteers’ support, some parents have gone on to seek specialist help from mental health/counselling services, which will benefit their children in the long term.

Support for young people
Bridport ASD and Social Anxiety Group

The £2,281 awarded to the group has had a huge impact on its 104 young people and parents, it said.

“It has helped us to stay in virtual contact during lockdown and engage in meaningful and supportive ways – such as social media posts, yoga and meditation content to support teens and carers with mental and physical health,” said organiser Karen Wright.

“The competitions we were able to run helped the teens get out taking photos and recording things about their special interests. What they have done will feed into our longer-term media project which will increase awareness of autism and anxiety in the wider community.”

The grant also helped the group reopen after the first lockdown so children and carers were able to meet again.

“Two of our teens had barely been out of the house at all during this time. Some were in urgent need of nurture and support and have been self-harming, tickling, experiencing psychosis and having suicidal thoughts,” said Mrs Wright.

“A woman with a history of poor mental health suffered a severe crisis and became suicidal at the beginning of lockdown. She required intensive support with many phone calls from the support worker who used distracting techniques to help the client who is now able to access the Thursday group for support, as well as continuing support by telephone.”

Water Lily Project

“Before I found you I had gone without a hot meal for three days, Probably more but who’s counting? Due to health problems I have been self isolating for months and having recently moved to Poole prior to the lockdown I did not know a lot of people.”

The Crumbs Project beneficiary

“One 15-year-old with ASD started on the journey of gender change just before lockdown, during which he only saw family and had barely left the house. The group supported him and his mum on social media and encouraged him gently to start coming to the group again. Although initially very nervous he has continued to come, gaining in confidence to express his change and participate in group activities.”

DCF Covid-19 Response Report

13

DCF Covid-19 Response Report
Groups rise to challenge

From the start of the pandemic groups on the frontline of the response adapted and evolved their operations.

Our Dorset Coronavirus Community Fund was vital to empowering those at the forefront of the huge effort to help people over 70 or with serious health conditions shielding at home. Town and parish councils, and rapidly-formed Covid response groups marshalled armies of helpers, whose ranks were swollen by furloughed workers. These fledging groups set up helplines, organised rotas and took hundreds of calls from isolated people needing shopping, prescriptions collected and errands run. They recruited trustees and adopted governance and safeguarding practices, supported in their rapid learning by voluntary sector support charities.

It is clear grass roots funders like Dorset Community Foundation will be an even more important source of funding and support in the future.

How to get involved with us

By supporting Dorset Community Foundation you will be empowering people who inspire change in their communities. And in the aftermath of the pandemic grass roots groups will need our help even more. Whether you want to make an instant impact on a particular issue or support your community for years to come, we can develop a charitable giving plan that meets your philanthropic and goals. and Lyme Support received more calls in two weeks than in a normal year.

Many groups also lost experienced workers who were shielding. Broadwindsor & District Community Enterprise reported: “We have lost around 80 per cent of our volunteers.”

Counselling, advice and support groups found ways to stay in touch with those who needed them through video calls, phone or text, which meant the unplanned cost of training and equipment. Others sent out activity packs to keep anxious and lonely members active.

Ten months of this relentless activity without fundraising has taken its toll. A Dorset Community Action survey last May found 64 per cent of 192 groups feared they were at risk of closing within 12 months without emergency funding. Bournemouth YMCA estimates it lost £1.4 million last year and countless others are eating through meagre reserves.

Our Covid grants

Our Dorset Coronavirus Community Fund saw need double by mid April. Axminster and Lyme Cancer Support received more calls in two weeks than in a normal year.

As lockdown’s grip tightened, the fund aided well-established charities forced to adapt their services and launch new ones in response to escalating need. This often came with extra costs – just as demand began to rise and fundraising dried up. Portland Foodbank saw need double by mid April. Axminster and Lyme Cancer Support received more calls in two weeks than in a normal year.

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With our expert knowledge of Dorset’s communities, and the need within them, we can match your giving with causes you care passionately about, ensuring your generosity has the maximum impact.

You can be involved in funding decisions and visit projects to see the difference your giving is making if you wish. You will receive reports that show the impact of your giving and updates of each funded project, as well as a wider report every year.

Go to dorsetcommunityfoundation.org to find out more or call us on 01202 670815
"We are so grateful for the support we have received from Dorset Community Foundation’s Coronavirus Community Fund. We have received a professional, friendly and very approachable response through all of our communications with you and have found the application and feedback forms to be very efficient and also simple to fill in. We would like to say a huge thank you to you for this incredible funding and for your continued support."

Age UK North, South and West Dorset
Dorset in the pandemic
A report into our response to the coronavirus crisis