



WHAT HAS SURPRISED CHARITIES MOST SINCE THE PANDEMIC BEGAN?

What has surprised you most about your charity since the start of the Coronavirus pandemic?

Top 5 things that surprised charities



Top 5 surprises

1ST

How the organisation adapted to a new normal

61%

2ND

The resilience of staff

48%

3RD

The increase in demand for services

44%

4TH

The willingness of volunteers

42%

5TH

Support from the public

35%

Fieldwork 1-20 September. Base: n=185 charities.



Top 5 surprises

1ST

How the organisation adapted to a new normal

The resilience of staff

2ND

The willingness of volunteers

3RD

The lack of support for the sector

4TH

The increase in demand for services

Fieldwork 5-25 August. Base: n=57 charities. Percentages not shown for bases below 100.



Top 5 surprises

1ST

How the organisation adapted to a new normal

65%

2ND

The resilience of staff

53%

3RD

Support from the public

38%

4TH

The increase in demand for services

35%

5TH

The lack of support for the sector

30%

Fieldwork 1-14 October. Base: n=120 charities.