



# CONSORTIUM

for stronger lgbt+ communities

## **Covid-19 Insight Report**

The Impact of Covid-19 on  
LGBT+ Service Delivery  
April 2020

# Consortium

**370+**

**Members**

**22**

**Years of experience**

## **A message from Consortium CEO, Paul Roberts OBE**

Consortium remains focused on providing useful data on what is happening across the LGBT+ sector to ensure those providing vital services for vulnerable and marginalised LGBT+ people are not forgotten.

Existing evidence already shows that LGBT+ people and communities are disproportionately affected by key issues such as poor mental health or increased isolation. The current situation is only adding to the pressures that our Members are already supporting service users with.

This new information highlights how LGBT+ services are being effected and builds on our recently published [report](#) outlining the immediate organisational impact of Covid-19.

Our next stage is to bring data from across the sector together in one place on our website so members can use it to build their own case for support and other stakeholders have evidence to understand how to support LGBT+ organisations.



“We are adapting but our capacity is stretched meeting peoples different technology needs. We have seen a vast increase in demand for one to one support ”

- Consortium Member

# Covid-19 Impact: Income

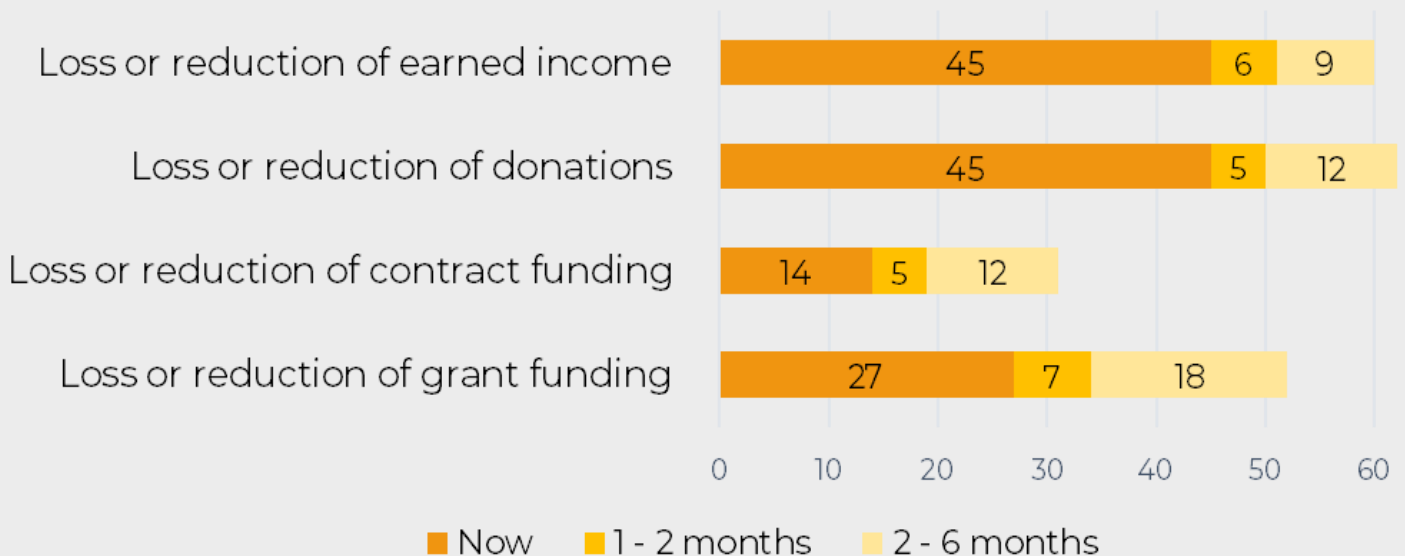
12

Organisations facing  
imminent closures

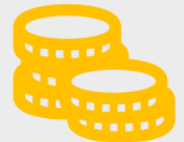
61%

Cancelled fundraising or  
community events

Number of Groups Reporting a loss or reduction of income



**25%** of respondents report an immediate loss or reduction in grant funding and a further **23%** forecast a loss or reduction over the next 6 months.



“We don't have the financial security to further increase the capacity of the team - so we risk losing both volunteers and failing to meet the needs of those most in need as a result.” - Consortium Member

**40%** of respondents report an immediate loss or reduction in donations and a further **15%** forecast a loss or reduction over the next 6 months.



# Covid-19 Impact: Demand

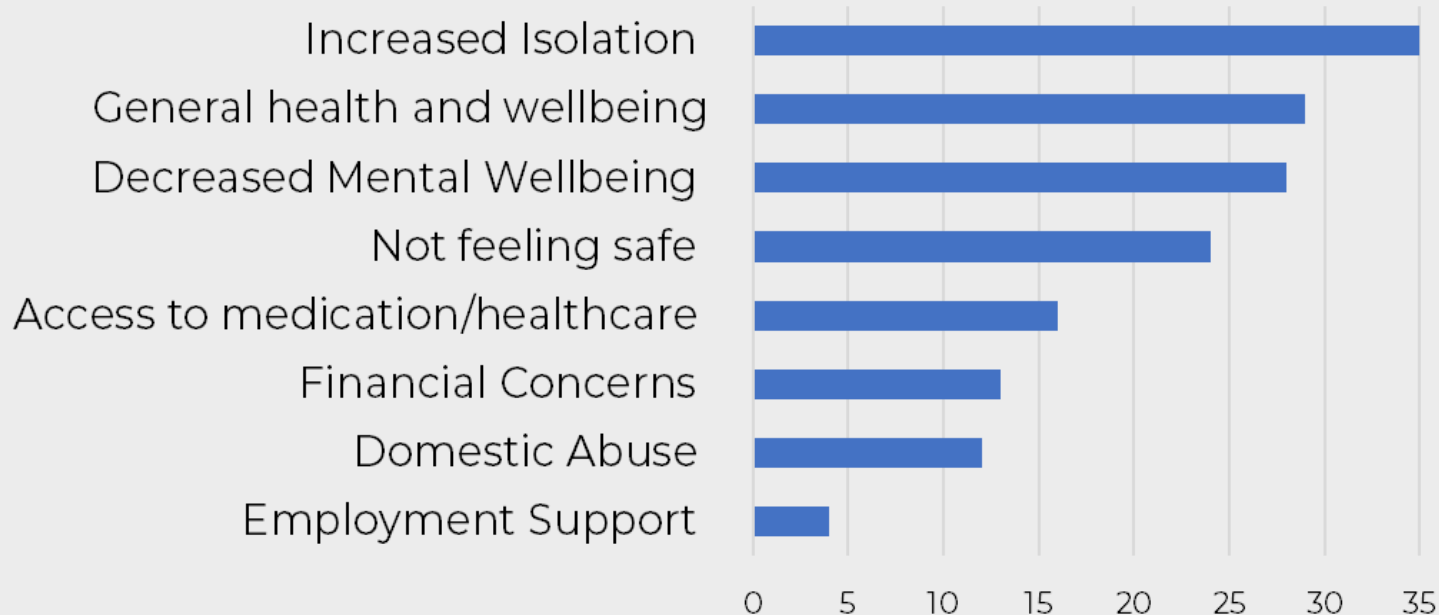
**46%**

Organisations report an increased demand

**37%**

Organisations report a decreased demand\*

## Groups Reporting Areas of Increased Need



**27%** of the LGBT+ Organisations reporting an increase in demand are Mental Health Organisations, followed closely by LGBT+ Youth Organisations (**23%**)



\* **37%** of respondents reported a decrease in demand citing a lack of access to Wi-Fi or a safe space from which to access digital support as some of the reasons.

“Some people have told us that they are self-isolating with unsupportive people or are not out at home and so don't have the privacy to make contact with us.” - Consortium Member



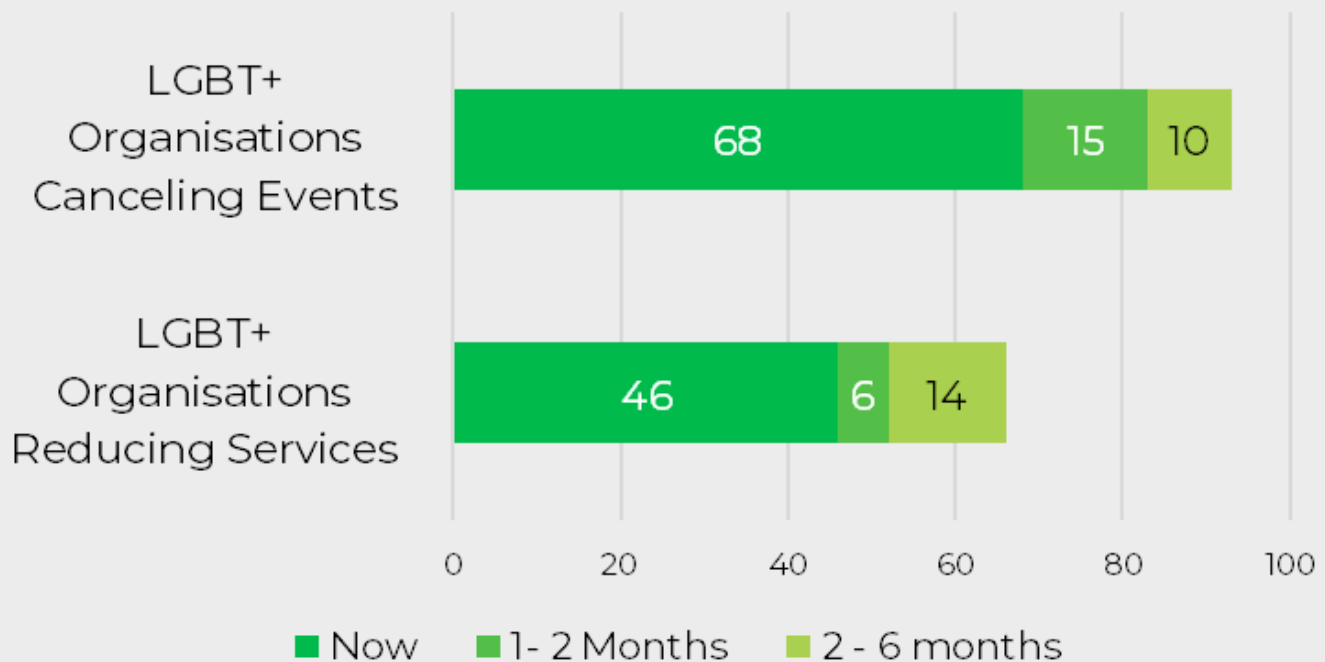
# Covid-19 Impact: Access & Support

**14%**

Organisations have furloughed staff

**61%**

Organisations are unsure of Government support



**20%** of respondents report an immediate loss or reduction of volunteers and a further **20%** forecast a loss or reduction of volunteers over the next 6 months



“Money coming into the sector is welcomed but ... much of the headline figure seems to be already pre-allocated, or will be given to a pre-determined range of organisations for specific purposes, so will not reach frontline LGBT services.” - Consortium Member



**83%** of respondents have been unable to make use of any of the Government's support schemes.

# Moving to Digital Services

**56%**

**Organisations have moved services online**

**10%**

**Organisations have been unable to move online**

## Barriers and concerns around digital service delivery



“Lack of finance to support the systems required for remote working e.g. mobiles (we are reliant on staff using personal phones), lap tops for... digital system support allowing for accessing, sharing and storing information and any digital meeting support”  
- Consortium Member

**56%** of respondents reported that they have been able to move some or all of their service delivery or support online.



“There is a lack of equipment, our team don't have work computers, internet or headsets etc and the young people we work with don't always have equipment to access things” - Consortium Member

# Looking Ahead

## LGBT+ Evidence

Consortium will continue gathering evidence that demonstrates the need of the LGBT+ sector so Members can use this when building their own case for support.

## LGBT+ Support

Consortium will continue to offer support and ensure that LGBT+ organisations and the communities they serve have their voices heard and their needs met.



“It is difficult to reach the most vulnerable in our community and we are currently looking at other ways to reach out but it’s difficult due to limited funding and capacity.” - Consortium Member

“As a small organisation, furloughing can help in reducing the loss of community fundraising but with the loss of staff comes a decrease in outputs and this increases the risk of people not donating in the future.” - Consortium Member



Information from Consortium Covid-19 Survey April 2020,  
[www.consortium.lgbt](http://www.consortium.lgbt)