

Northern Ireland

No decision about me, without me

Learnings from Community Foundation
NI's Comic Relief Community
Support Programme.

Funded by





From practice to policy

How learning from Community Foundation NI's Comic Relief Community Support Programme can help us build back better

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Foreword by Comic Relief

2020 has been a year like no other. The Covid 19 pandemic has had an unprecedented effect on the way we live our lives, how we relate to one another, and it has shone a light on the shocking poverty and inequality that exists in communities across the UK.

It seems strange to talk about positive outcomes against this backdrop; however, the voluntary and community sector's response to the impact of Covid has been phenomenal and undoubtedly supported thousands of people through the pandemic, providing care, financial support, connection, food and more, supporting the people who have been hardest hit and who are furthest away from statutory services.

Comic Relief is proud to work in partnership with the Community Foundation Northern Ireland who, as this report demonstrates, worked swiftly and tirelessly to ensure vital funding was made available quickly to a wide range of local community organisations, enabling them to provide flexible and holistic support to over 7,000 people. It's clear that the Foundation's ethos of #ShiftingthePower, strong relationships and trust-based approaches was critical to the success of the Comic Relief Community Support programme. The reflections in this paper provide valuable insights and actions for funders, policymakers and community organisations to ensure that we work together to build on the foundations of the third sector response and continue to support organisations to respond to both deep-rooted inequality and emerging needs post-pandemic with agility, creativity and humanity.

Clare Kiely (She/Her)
Head of Funding and Approaches
Comic Relief

Foreword by Community Foundation NI

As I read the From Practice to Policy report, I was consistently humbled by but also proud of the huge contribution of the community and voluntary sector to the social, economic, environmental and cultural welfare of our society. Nevermore has this contribution been needed, highlighted and acknowledged than over the past two years as our communities joined a worldwide effort to mitigate the impact of the Covid 19 pandemic. No one had planned for such an eventuality, and it required everyone to adapt, pivot, change and seek out new ways of engaging to protect the most vulnerable in our communities.

The Foundation's relationship with Comic Relief was critical in allowing us to make quick changes to how we delivered their investment in our work, and I would like to take this opportunity to thank and acknowledge the work and the contribution of Clare Kiely, Head of Funding and Approaches at Comic Relief, for her support for and acknowledgement of the power of the lived experience as a key component to our Comic Relief Community Support Programme.

This programme's desire was to be innovative with a wide and deep engagement with communities and through the co-design process to achieve an informative evaluation process.

I am privileged to say that the fruits of this engagement is very evident in the way the groups committed to the evaluation support workshops, the Seeing is Believing visits and to Smith and Kent Consulting, the programme's Support Team. It is important that I thank both Janice and Brenda for their support, and it is clear that their approach was one based on mutual learning and respect. The rapport they developed with the groups saw them become much more than external evaluators but trusted critical friends in the journey of discovery, insight and influence.

The Foundation's approach within the programme also brought us some critical learning as we adopted both an open application and targeted process, the latter of which allowed our staff to work with groups whose need or opportunity was great but who had limited experience of the more formal application route. This is an area of our work that we will take forward especially as the Foundation deepens our diversity, equity and inclusion ethos. This is a very demonstrable outworking of how practice, listening, learning, reflecting and action has already influenced policy within Northern Ireland's largest independent charitable organisation.

On behalf of the Community Foundation for Northern Ireland, thanks to all the groups involved in the Comic Relief Community Support Programme for allowing us to be part of your community's history. Your support for us has been invaluable, it has reaffirmed that although we have been able to get some things right, we need to continue to improve using the huge asset of your lived experience.

It is now important that the Community Foundation and others do not leave this From Practice to Policy report sitting on a shelf. There are too many challenges and opportunities identified by those with the primary lived experience for us all not to acknowledge and act upon.

These voices and communities are not looking for a hand-out, but a hand-up from those that currently hold power and privilege.

If we as a society truly believe in diversity, equity and inclusion, it is important that we reach out and become more deliberate and intentional in how we support the most vulnerable. As one of the groups commented, "It is one thing amplifying voices. People in power have to have ears to listen".

As Chief Executive of the Community Foundation, can I conclude using artistic license with this comment by saying that "It is one thing amplifying voices ... People in power have to have ears to listen and must now have the humility and courage to take action which then places the power in the hands with those who have the lived experience."

Roisin Wood

Chief Executive

Community Foundation NI

Purpose of this report

Covid-19 has been traumatic. But it has also been a time to come together and do things differently.

Now, as we start to emerge from the pandemic, there is an opportunity to build back better. But successful recovery does not just happen by itself. There is a need to reflect, learn and agree what actions need to be taken to build a better future for everyone.

The following report considers what community organisations funded through the Comic Relief Community Support Programme discovered about the way they work and the people they work with so that groups can continue to adapt and improve what they do.

It also reflects on what funders and policymakers can do differently to support the sector and its beneficiaries, to shift the power and build back better for everyone together.

The report is divided in to six sections. These can be read by themselves or as part of the overall report. This means that there is some overlap between the sections.

- 1. <u>Building back a stronger voluntary and community sector</u> is about how funders and policymakers can better help support those organisations that had a vital role supporting people and communities during the pandemic.
- 2. <u>Building back better funding</u> is about practical changes that can be made to grant making.
- 3. <u>Building back people and communities</u> is about how community and voluntary groups can continue to support the people they serve.
- 4. <u>Children surviving and thriving</u> is about how community and voluntary groups, policymakers and funders can work together to better support children and young people.
- 5. <u>Mental health matters</u> is about how community and voluntary groups, policymakers and funders can work together to better support mental health as we emerge from trauma.
- 6. <u>Justice and equality for people at the edges</u> is about how community and voluntary groups, policymakers and funders can work together to better support the most vulnerable.

About the Comic Relief Community Support Programme

The Community Foundation NI launched the Comic Relief Community Support Programme in July 2020. The Foundation wanted to:

- support the generosity of individuals and groups who were working hard to support their communities
- address issues of social injustice and inequity that were uncovered or made worse by the pandemic
- help #BuildBackBetter and develop a more caring, equitable and inclusive society

Thirty-six grants of between £7,000 and £20,000 were made to 35 organisations under nine themes.

- 1. Child food poverty
- 2. Child digital poverty
- 3. Taking care of returning back to school
- 4. Gender-based domestic violence
- 5. Inequalities for the LGBTQIA+ community

- 6. Support for refugees and asylum seekers
- 7. Responding to loss and grief
- 8. Community-based responses to racism
- 9. Supporting structural changes to tackle racism

These 35 organisations came together to design an evaluation approach called a Storybook, which gathered key qualitative evidence of the impact of their work on individuals and communities alongside minimal quantitative data. The organisations were then invited to take part in a range of online workshops to share their stories and learning and reflect on what that could mean for the wider sector, funders and policymakers.

While battling to deliver their projects and support their communities, staff and volunteers through a global crisis, the organisations engaged with remarkable grace and generosity. A list of the 35 organisations is included as an appendix. We thank them for sharing their wisdom.

About #ShiftthePower

#ShiftthePower is a global movement that wants to create new behaviours, mindsets and ways of working by giving more agency to local people and their organisations, recognising that those we seek to "help" have much more power – such as knowledge, skills and networks – than they are given credit for.

About #BuildBackBetter

#BuildBackBetter is a campaign for a coronavirus recovery plan that:

- tackles the inequality that meant the most vulnerable in society were hardest hit by the pandemic
- redistributes power into the hands of people, workers and communities and
- supports sectors that nourish society and safeguard the future.

Summary of key findings

Building back a stronger voluntary and community sector

This is about how funders and policymakers can better support community and voluntary organisations. We found that:

- The community sector is immeasurably valuable, particularly in times of crisis when it already has the knowledge, respect and trust of the people it serves.
- Building funder-fundee relationships on trust recognises the skills, knowledge and power that exist already and creates space for continued development.
- There is a need for portfolio funding. Project funding is valuable for innovation, learning and crisis management. But core funding, particularly for staff, is vital for sustaining business as usual and providing the stability that allows innovation to happen.
- Less infrastructure, fewer paid workers, more isolation and greater distance to travel highlighted that rurality is a barrier.
- While community organisations can amplify the voices of the people they
 work with to speak truth to power, it is not solely their responsibility make
 them heard. Those in power need to be responsible for hearing and acting
 on what is said.
- Having proved themselves the "first sector" at the frontline of response, the voluntary and community sector would welcome a place at the table in emergency planning and crisis management.
- Bringing together people and organisations from different backgrounds around shared outcomes or goals supports learning and collaboration.
- It is important to celebrate success. This gives groups confidence and validation and provides them with opportunities to bond and reflect, supporting collaboration and learning.

Building back better funding

This is about practical changes that can be made to grant making. We found that:

 Building on the #shiftthepower movement, the passion and expertise of organisations funded through the Comic Relief Community Support Programme and the commitment of the Community Foundation NI, there is an opportunity to create a community of participatory grant practice.

- Success and failure are not absolutes. The groups adapted their projects
 and still delivered the impact they wanted for their communities. This can
 be supported by outcomes-based funding schemes that focus on the
 difference made for people, rather than inputs (spend) or outputs (number
 of people involved).
- Celebrating success is particularly valuable for the circular nature of philanthropy. Beneficiaries have the opportunity to give back through their stories and experiences, in turn inspiring others to give back financially.
- Grant recipients continue to need support to evaluate their impact. This
 helps organisations learn and reflect on what they can build on in the future
 and advocate for ongoing support.
- Funders should work together to streamline funding across shared goals or outcomes, reducing duplication of resources and services and the burden on organisations of applying and reporting to different funders.
- There is a need for longer-term funding so that services continue when they are needed most. As we emerge from trauma in particular, it can take time for people to understand the support they need.

Building back better communities

This is about how community and voluntary groups can continue to support the people they serve. We found that:

- Raising awareness and reducing stigma is essential for helping ourselves and helping others. This includes changing the image of modern poverty and modern slavery, domestic violence and mental health and supporting people to call out the racism they examine in themselves and see in others.
- Working better together with communities, other organisations, local councils, health trusts and funders creates a more effective, joined-up services and support for people on the ground.
- Generosity is an asset uncovered by the pandemic. It was less about personal resilience and more about togetherness. The challenge now is how we can build on success to sustain this community safety net.

Children surviving and thriving

This is about how community and voluntary groups, policymakers and funders can work together to better support children and young people. We found that:

 Schools should be recognised and valued as community hubs. They have an important role in supporting people at the edges – and the centre –

- building awareness, reducing stigma and stereotyping, challenging racism and tackling poverty as well as providing education.
- Schools can also benefit from stronger community connections, for example, when tackling difficult issues such as racism and homophobia as part of the curriculum.
- There also needs to be support for youth support networks outside school. This is particularly important when engaging children who may be at-risk in their home, for example, if there is domestic violence.
- There is particular need for long-term funding for the youth sector.
- Children who do not have English as a first language or common tongue at home may need particular support returning to school. This also applies to children at Irish-language schools from homes that do not have Irish.
- Issues such as child food poverty that existed before Covid will continue (at at-least pre-pandemic levels) after Covid, but this should not become "the new normal".
- Shifting the power needs to start with participation, for example, through focus groups, youth ambassadors or youth advisory panels.

Mental health matters

This is about how community and voluntary groups, policymakers and funders can work together to better support mental health as we emerge from trauma. We found that:

- In the aftermath of any trauma, large numbers of people will experience some form of psychosocial distress. In most cases, this will be short-lived, a natural response to an extraordinary situation. However, some will not recover without getting the right help and support.
- Organisations funded through the Comic Relief Community Support
 Programme fear that there will be a mental health epidemic. For those that
 do not get the right help and support, this could have serious
 consequences, including suicide.
- Children and young people are particularly vulnerable, and interventions need to start earlier at primary school. This should include teaching resilience and coping strategies and providing listening services, professional counselling.
- Support needs to be appropriate. This might include, for example, play therapy for children; women-only services for people from socially

- conservative cultures; and provision of services in different languages or with a skilled and trusted translator.
- Mental health services need to provide whole-family support. Children who
 are vulnerable are more likely to have parents who are struggling with
 physical or mental health, work, caring responsibilities, poverty or more.
 Families can sometimes create a barrier to children accessing support.
- People often do not see themselves as having mental health needs and can be reluctant to seek help, particularly from services labelled as "mental health". Opportunities to share their experience of Covid may, rather, be widely welcomed without stigma.
- There is a need to invest in sustaining core community mental health services because "People don't just need you when you are there".

Justice and equality for people at the edges

This is about how community and voluntary groups, policymakers and funders can work together to better support the most vulnerable. We found that:

- Hard-to-reach does not mean "out-of-reach". But some people and groups of people have lower levels of trust in institutions and are less likely to engage. Mediums or "community connectors" in the form of trusted community organisations are an important conduit between statutory agencies and such groups.
- People can be "held in the minority" by "exotic othering" that others think is supportive. This includes, for example, people from minoritized ethnic backgrounds being invited to share their culture and gay people asked about their "coming out" story.
- Some people became harder-to-reach through Covid. Older people, disabled people and people with long-term health conditions self-isolated.
 Online workshops are less adaptable for disabled people and people without basic English and for services dependent on privacy and personal relationships, such as counselling.
- Further education ceased meaning refugees and asylum-seekers could not access English-as-a-foreign-language courses and without "survival English", they can rapidly become more vulnerable.
- Some people are not traditionally "hard-to-reach" but may be less able to recover now. This includes children and young people who missed out on social contact; individuals and families who are less resilient because they lost money, work, time, energy or structure through unemployment,

- furlough, homeworking or home-schooling; and those who lost and are grieving for family or friends.
- Lockdown meant that people could not connect with their community in the ways they normally chose to. Some people were trapped in or had to return to homes where their identity is suppressed or oppressed, such as with homophobic parents or abusive partners.
- Full-time carers of adults with disabilities and older people had no respite care in Covid. As well as practical benefit of time for themselves and other responsibilities, many value the social contact they get through day- and respite care.
- The working poor are particularly vulnerable. They may be less comfortable asking for help and not know where to go, less likely to have good terms of employment and more likely to be made unemployed.
- The "hardest-to-reach" are those people who do not realise that they are vulnerable or that groups exist to support them.
- Support programmes should encourage common ground or exchange between different people and cultures, rather than "mending" or "integration".
- Spaces for people to be themselves are also spaces where people can connect, have conversations and plant the seeds of change.
- A centralised bank or register of translation services would help equalise access for those with different language abilities.
- Refugees and asylum seekers have a lot of experience to offer. They have been through trauma and survived. What can they share that will help society emerge from Covid?
- There remains a huge need to tackle systemic racism, gender stereotyping and homophobia in government, public services, schools and even the voluntary and community sector. This will take more than funding but a multi-agency road map to structural change with positive and deliberate community representation at all levels.
- Organisations also need to be supported to tackle systemic racism, gender stereotyping and homophobia in their own house. This might include making sure that their staff, volunteers and committees include representation from the people they exist to benefit.
- The new, qualitative, story-based approach to evaluation allowed Comic Relief Community Support Programme grantees to amplify the voices of the people they work with.
- The community sector is calling for a new equality act based on inclusion and shifted power.

1. Building back a stronger voluntary and community sector

This section is about how funders and policymakers can better help support those organisations that had a vital role supporting people and communities during the pandemic.



From Young at Art's Journeys and Stories schools activity pack, which they adapted to deliver online during lockdown

What we did

"It's okay being called the third sector, but really we became the first sector."

COMMUNITY ORGANISATION

When the Covid-19 pandemic hit, those closest to the ground were able to act fastest. With relationships already built on knowledge and trust, the third sector understood who was most vulnerable, how they could be reached, what they needed to know and how they could be helped.

This was particularly true in rural areas, which can lack statutory services and paid workers and for vulnerable communities that are geographically dispersed, such as LGBTQIA+ people and people from minoritized ethnic backgrounds. Often described as hard-to-reach, they told us

"We know exactly where we are [...] we're just easier to ignore."

The 35 groups funded through Community Foundation NI's Comic Relief Community Support Programme proved to be resilient, responsive, innovative and generous. They gave out food parcels, computers, protractors and graph paper. They taught IT skills, language skills and self-care. They offered listening ears, counselling, respite and fun.

This benefitted over 7,378 participants and reached an audience of nearly half a million people.

They delivered this with relatively few resources – the funded groups have an average of one and a half members of staff supported by a generous team of 217 volunteers.

Each group started with a plan. But among shifting needs, guidance and restrictions, they had to rapidly adapt, overcoming obstacles and shifting assumptions about what was and was not possible. Before Covid, for example, "digital first" was often damned as being unfair to those with different language skills or technical literacy. During Covid, communities came together to find the IT training, equipment and support that people needed to engage online.

Community Foundation NI trusted its funded groups to adapt their projects to meet the needs of the people they support. This meant the groups could respond to emerging issues and needs with agility seldom gifted by funders or experienced by the statutory sector with its layers of decision-making.

Yet, the groups were still accountable. While many changed how they did it, they still managed to make the difference they set out to achieve. Most describe their project as having "gone to plan [...] more or less".

All this, of course, while still in a crisis. Staff and volunteers in funded organisations were also having to deal with homeworking, home-schooling, illness and trauma in their own lives. Some felt "dizzy with pivoting" trying to keep up with changing needs and circumstances. Some found their organisations changing and growing at such pace they experienced "growing pains". Others described "A new lease of life for our Centre".

"Our organisation pretty much changed our service delivery to meet to the demands and needs voiced by people in the area."

The voluntary and community sector went in to the pandemic vulnerable and remains vulnerable. For all the success, pride and learning coming from the Comic Relief Community Support Programme, there is talk of volunteer-run organisations in particular winding down with burned-out leaders wanting to enjoy more time for family and other interests.

What groups discovered

 Some activities could not go ahead or did not work as expected. But success and failure are not absolutes, and the groups adapted their projects and still delivered the impact they wanted for their communities.

"it is vital for all organisations to continue learning even when they think they are working in a field with success"

COMMUNITY ORGANISATION

- The funded organisations had to find new ways of doing things, becoming
 less risk averse and coming up with creative solutions. For some this meant
 changing project plans or the tried-and-tested ways they had always done
 things. Others found their teams of staff or volunteers became close while
 further apart with frequent Zoom team meetings and check-ins.
 Committees and boards came together more frequently while trusting staff
 to do the best they could.
- The third sector was also "less tied by rules around Covid" and could respond faster and with greater agility than the public sector.
- We also saw groups collaborating more, recognising a need to work together to best support people and communities. There was little sense of competition or duplication. Rather than signposting beneficiaries to another service or organisations, groups worked together to create holistic, supported pathways.
- The Community Foundation and other funders trusted grant recipients and gave them flexibility to deliver their activities to fit the needs of their communities. As well as having positive results for the people they serve, organisations found less of their time was eaten up applying to and reporting to funders.

"The CFNI and Comic Relief have been very understanding in the way they have provided support and more time to complete

projects due to the unforeseen challenges of lockdown and accessing the people the project is aimed at."

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- Trust and agency also created unexpected benefits. Individuals, for example, may have been supported to use Zoom to take part in the project, but this also meant they developed their digital skills and confidence, leaving them better able to pay bills or do food shopping online or support their children's home-schooling. At a strategic level, online and community-based education was more likely to be integrated so that pupils met children from "other" schools and communities Catholic, Protestant, Black, Asian, Polish ... for the first time.
- Community Foundation NI brought the groups together to share the impact
 of their work. This brought together people from different backgrounds and
 from large and small, new and established organisations working across
 advocacy, training, counselling, wellbeing, sport, arts and different
 geographic communities and communities of interest. Participants
 particularly valued the opportunity to learn from others.
- There was a strong sense of pride among the funded organisations, a sense of

"We did this. We got us and ours through."

What others can learn and do

"It is one thing amplifying voices. People in power have to have ears to listen"

COMMUNITY ORGANISATION

The community sector is immeasurably valuable. This is most visible in times of crisis. It has the knowledge and respect of the people on the ground to communicate information, understand their needs, act quickly and make a real difference in the lives of the people they represent and serve.

Building relationships on trust recognises the skills, knowledge and power that exist already while providing supportive space for continued development.

There is a need for portfolio funding. Project funding is valuable for innovation, learning and crisis management. But Core funding, particularly for staff, is vital for sustaining business as usual and providing the stability that allows innovation to happen.

"People don't just need you when you are there."

Less infrastructure, fewer paid workers, more isolation and greater distance to travel highlighted that rurality is a barrier and the

"Mindset of urban-based policy makers needs to recognise that rural is 'on the edges'."

While community organisations can amplify the voices of the people they work with to speak truth to power, it is not solely their responsibility make them heard. Those in power need to be responsible for hearing and acting on what is said.

Having proved themselves the "first sector" at the frontline of response, the voluntary and community sector would welcome a place at the table in emergency planning and crisis management.

"School trips and science classes are risk assessed to death but there seems there is no plan for schools closing."

COMMUNITY ORGANISATION

"Consult us before you shut us down. We needed a strategic plan for Covid, or a resilience plan – community, statutory, government – a role for all sectors across NI for responding to emergencies.

We could've got more out there [...] we were there and other services were not."

COMMUNITY ORGANISATION

Bringing together people and organisations from different backgrounds around shared outcomes or goals supports learning and collaboration.

It is important to celebrate success. This allows groups to bond and reflect, supporting collaboration and learning. Community Foundation NI thanked the

groups often and with feeling. This helped validate their work and gave confidence to do more.

"The world is better today than it was yesterday, thanks to individuals like you. The impact you have made has not gone unnoticed. Thank you for your continued dedication and commitment to your community."

COMMUNITY FOUNDATION NI

2. Building back better funding

This section is about practical changes that can be made to grant making.



The Comic Relief Community Support Programme helped Via Wings in Dromore feed families that were struggling during the pandemic. Community organisations were able to act fast and target the people most in need.

What we did

Community Foundation NI trusted the 35 organisations funded through the Comic Relief Community Support Programme to adapt their projects to meet the needs of the people they support. This meant the groups could respond to emerging issues and needs with agility seldom gifted by funders or experienced by the statutory sector with its layers of decision-making.

Yet, the groups were still accountable. They started with a plan, but among shifting needs, guidance and restrictions, they had to rapidly adapt, overcoming obstacles and shifting assumptions about what was and was not possible. So, while many changed how they did it, they still managed to make the difference

they set out to achieve. Most describe their project as having "gone to plan [...] more or less".

Together, the funded groups benefitted over 7,378 participants and reached an audience of nearly half a million people.

They delivered this with relatively few resources – an average of one and a half members of staff supported by a generous team of 217 volunteers.

What groups discovered

"If the opportunity presents itself to engage in the Comic Relief Workshops (or similar workshops) please do so. Our organisation gained great insight into how to get the best outcomes and impact for our service users, learned from the experiences of other groups attending the workshops and will definitely utilise the Storybook Mountain for future collection of stories and impact of support on our service users."

- Funders made more money available more quickly and trusted community organisations to spend it where it could be most effective. This meant that less time was eaten up applying to and reporting to funders. However, some deadlines did not shift, and coupled with difficulties getting supplies or recruiting staff due to the pandemic, it was not always possible for groups to make the most of the funding available.
- Groups were able to buy items computers, printers, dongles, food, school packs, other materials and so on – direct or capital gains that are often restricted by funders.
- Groups reported that their organisations developed rapidly during this intense period of action-learning. This included developing their ability to plan, innovate, deliver online, manage risks, fundraise and network.
- Some groups secured more funding during Covid than they did before the pandemic. Others found core funding was cut. There is a need to sustain investment so that the sector can develop strategically.

- Activities such as online workshops and "listening ear" services were designed as a stopgap to respond to escalating demand. They proved popular and effective and could now be mainstreamed.
- Groups welcomed the opportunity to share qualitative evidence of the impact of their projects with the Foundation – there was a real desire and commitment to telling the stories of their work and their communities powerfully and truthfully.
- Evaluation can be a powerful tool for staff. Staff found collecting qualitative evidence for the Foundation "catharsis" and

"an opportunity to process and reflect for the client and for your own professional development."

Evaluation can also be a powerful tool for beneficiaries. When collecting
qualitative evidence for the Foundation, some organisations asked their
clients to share their stories. This helped them reflect on what they had
overcome or distance travelled. Others found they gave voice to people
they had not heard from before, for example, young girls as well as women.

"They derived joy from participation in that [It gave] them an opportunity to thank organisations and funders"

COMMUNITY ORGANISATION

What others can learn and do

Building funder-fundee relationships on trust recognises the skills, knowledge and power that exists already within community organisations while providing supportive space for their continued development.

Building on the #shiftthepower movement, the passion and expertise of organisations funded through the Comic Relief Community Support Programme and the commitment of the Community Foundation NI, there is an opportunity to create a community of participatory grant practice.

Some activities could not go ahead or did not work as expected. But success and failure are not absolutes, and the groups adapted their projects and still delivered the impact they wanted for their communities. This can be supported by

outcomes-based funding schemes that focus on the difference made for people, rather than inputs (spend) or outputs (number of people involved).

It is important to celebrate success. This may be particularly valuable for the Foundation because of the circular nature of philanthropy. Beneficiaries have the opportunity to give back through their stories and experiences, in turn inspiring others to give back financially.

Grant recipients continue to need support to evaluate their impact. This helps organisations learn and reflect on what they can build on in the future and advocate for ongoing support.

There is a need for portfolio funding. Project funding is valuable for innovation, learning and crisis management. Core funding, particularly for staff, is vital for building on learning and innovation and sustaining services. Having skilled and experienced staff on payroll also enables organisations to be more responsive to opportunities and crisis. Groups told us that long-term core funding is a particular issue for the youth sector.

Funders should work together to streamline funding across shared goals or outcomes, reducing duplication of resources and services and the burden on organisations of applying and reporting to different funders.

There is a need for longer-term funding so that services continue when they are needed most. As we emerge from trauma in particular, it can take time for people to understand the support they need. This may be particularly important due to the escalation in gender-based domestic violence, isolation and poor mental health during lockdown.

"The end of March [the financial year] is not the end of Covid."

3. Building back people and communities

This section is about how community and voluntary groups can continue to support the people they serve.



Tree planting by members of Strabane Sigersons GAA. Like many other groups, the club forged new links with the local community during Covid.

What we did

Everyone in the UK and Ireland has experienced the Covid-19 pandemic, but not everyone has experienced it equally.

Many people, including children, parents and LGBTQIA+ people, rely on support networks outside the home, which were out-of-reach during lockdown.

For some, home was already an unsafe space, and domestic violence was further exacerbated by the "pressure cooker" of proximity, lack of escape and financial and health anxieties.

People from minoritized ethnic backgrounds were almost three times more likely to contract Covid and up to twice as likely to die from it.

And some people lost family, friends and loved ones whether as a direct result of Covid or during the pandemic, when families where frequently cut-off from their most vulnerable loved ones and could not come together to grieve.

The 35 organisations funded through the Community Foundation NI's Comic Relief Community Support Programme built on their knowledge of people in communities to provide support where it was needed most.

They brought people together through youth work, photography, drama, craft, bushcraft and outdoor pursuits.

They fed people though food parcels, food vouchers, cooking lessons and breakfast clubs.

They provided computers, iPads, phone and Wi-Fi top-ups and dongles, pencils and graph paper.

They nourished wellbeing with mindfulness lessons and friendship networks and provided "listening ears" and talking therapies for teachers; young people; LGBTQIA+ people; victims of domestic violence (including men, women and LGBTQIA+ people); and the bereaved.

They educated with courses on online safety, Zoom, child protection, cultural awareness for foster carers and coding and provided homework clubs, school packs, study pods and English lessons.

This benefitted over 7,378 participants and reached an audience of nearly half a million people.

What the groups discovered

"It starts with me, collaborate, really listen, be open and curious, ask questions, do the background work you need to, be respectful, work to provide opportunities"

- Organisations found that the most effective solutions came from within the community. Some groups were representative of the people they sought to benefit. Others reached out to and asked questions of their intended beneficiaries. Some had steering groups or youth advisory panels. Groups found it was important to keep going back to check what they heard and that they were doing the right thing in the right way.
- In turn, groups found that their participants became more involved in their work, planning activities or events that they felt would be most beneficial for people like them or even volunteering for the group itself "to give back to their community".
- Wicked issues need whole-person solutions person-centred holistic responses to multiple needs. Often this was outside the expertise of the organisation, which then sought out others to collaborate with. Some provided computers; some provided Wi-Fi; some provided how-to Zoom

- training; and some provided English lessons so that everyone could connect and take part.
- Many groups had to work harder to reach people, but they benefitted from the unique experience of being able to engage with more people individually and in their own homes. As a result, many gained more insight and became more rooted in their communities.

"We can no longer just sit in our centres and expect people to come to us."

COMMUNITY ORGANISATION

- Providing online services also opened up opportunity to engage new users.
 Going digital was particularly good for young people and those who might feel less confident face to face. Zoom also removed barriers such as travel and childcare.
- Staff and volunteers also developed digital skills and are now better prepared to adapt their service delivery again in the future.
- Social media became not just a PR tool, but an important platform for keeping in touch, raising awareness, making connections and gathering supporters. WhatsApp was particularly good at getting participants to engage with each other.

"Go Digital! The impact and reach achieved through your message is phenomenal."

- Organisations also found that they were more visible delivering during the pandemic, helping them reach new people and groups in need they had not previously reached.
- Organisations found that people were more open to giving support.
 Everyone felt more vulnerable and in that vulnerability, found empathy.
 There was a sense of common struggle and collective endeavour. Often, this was across traditional boundaries, for example, distributing food parcels to vulnerable people in "other" communities.

"We have noted how people have rallied round and come together and wanting to help each other."

COMMUNITY ORGANISATION

- People were also more open to accessing support. Compassion erodes stigma and "acceptance is contagious". There was particular recognition of modern poverty and the needs of the working poor.
- Stigma and stereotyping could also be overcome by providing whole-community support so as not to single out its poorest or most vulnerable members.

What others can learn and do

"We have built in more time in our programmes to ensure complete collaboration and joined planning from the outset to ensure that our partners feel embedded in programmes and not a 'feature'"

COMMUNITY ORGANISATION

Raising awareness and reducing stigma is essential for helping ourselves and helping others. This includes changing the image of modern poverty and modern slavery, domestic violence and mental health and supporting people to call out the racism they examine in themselves and see in others.

Working better together – with communities, other organisations, local councils, health trusts and funders – creates a more effective, joined-up services and support for people on the ground.

Generosity is an asset uncovered by the pandemic. It was less about personal resilience and more about togetherness. How can we build on success to sustain this community safety net?

"It has shown the commitment and dedication of our volunteers who were re-purposed to support the delivery of the project."

4. Children surviving and thriving

This section is about how community and voluntary groups, policymakers and funders can work together to better support children and young people.



An online workshop at St Francis Primary School, Lurgan, organised by Friends of St Francis parent-teacher association.

What we did

When schools closed, children and their families missed out not just on education but on a whole community including friendships, peers, supporters, shared interests, English language lessons, counselling, childcare, youth work, respite, art, sport, exercise, nutrition and financial assistance.

The school community may be particularly important for those at the edges. For people new to an area, including migrant workers and those with a first language other than English, it is a way to get information and connect with peers. For people living with homophobia or violence, schools can be a sanctuary.

But those perceived as being "at the centre" also struggled. Parents in work had to balance working from home with full-time childcare, teaching, cooking and

cleaning responsibilities. Those just about managing their mental health or in-work poverty experienced a "pressure cooker" of stresses and strains.

Of the 35 organisations funded through Community Foundation NI's Comic Relief Community Support Programme, over two thirds directly supported children and their families, benefitting 6,094 participants.¹

"With our help 160 families no longer needed regular food parcels."

COMMUNITY ORGANISATION

They educated through tuition, homework clubs, school packs, study pods and English lessons.

They entertained and brought people together, safely, through youth centres and digital hubs, photography, drama, craft and sport.

They provided computers, iPads, phone and Wi-Fi top-ups and dongles, pencils and graph paper.

They fed children and families with food parcels, food vouchers, cooking lessons and breakfast clubs.

They nourished wellbeing with mindfulness lessons, "listening ears" and talking therapies for teachers, parents and young people.

What the groups discovered

"Mol an óige agus tiocfaidh sí (Praise the youth and they will flourish)"

COMMUNITY ORGANISATION

Schools are a valued method of reaching children and young people. Even
after schools reopened, access and the additional burden on teachers and
school staff caused by the pandemic meant groups could not engage with
them in the usual way, and organisations struggled to find alternative
networks.

¹ Under the themes of Child digital poverty, Child digital poverty and Taking care of returning back to school

- Some groups did find success working directly with families and valued having a shorter chain of communications (previously, this would be from organisation to school to teachers to parent to child) and the opportunity to get to know families and children better, particularly in their home environments.
- Many children thrived working in small groups or through one-to-one tuition.
- Online and community-based education was more likely to be integrated so that pupils met children from "other" schools and communities – Catholic, Protestant, Black, Asian, Polish ... – for the first time.
- Wicked issues need whole-family solutions. Children who are vulnerable are more likely to have parents who are struggling with physical or mental health, work or worklessness, other caring responsibilities, poverty or more.

"You don't get child poverty without adult poverty, rich parents with poor kids"

COMMUNITY ORGANISATION

 Support needs to be delivered in a way that breaks down stigma and does not make the child, parent of family feel like they "need mended".

"As this club is open to everyone their is no stigma about not having had a breakfast at home. The food is enjoyed in a fun atmosphere. [...] This is much more to the children than getting a few pieces of toast. It is a time to eat with others in the morning, a time to have fun before school and a time to get some help from the adults their if needed. A great way to start the day!"

COMMUNITY ORGANISATION

"Children now have the necessary nutrients to grow, and energy to thrive [...] Parents are now not making the choice to go without food so that their child can eat."

- Against the often bleak and lonely backdrop of the pandemic, it was
 particularly important to continue to provide children with opportunities to
 be children and to have fun and play.
- One group noted that the pandemic changed how children play more by themselves, less with others – and they returned to school with poorer interaction skills.
- Little things could make big differences. Groups found that providing simple items like board games, a skipping rope or colouring pencils reminded people that others care.

"The hand reaching out with the bag of food was the hand that said 'We Care'."

COMMUNITY ORGANISATION

 The most effective solutions came from within the community, but this was more challenging during lockdown as few groups have young committee members or a youth steering group.

"We need to move from youth-led to youth-made."

- Previously organisations used incentives like pizza to encourage participation in focus groups to help design or review programmes. During Covid, some groups changed to issuing, for example, Domino's vouchers or ordering home deliveries so that young people would continue to take part.
- Zoom can be a very useful tool for young people, offering one-to-one contact, focus and confidence that is sometimes not possible in class.
- Social media and other software are useful for contacting and connecting
 with parents. For example, WhatsApp can be used to get parental approval.
 Google Drive and Google Forms can gather instant feedback that is free,
 can be saved centrally and is both secure and shareable.

"A family's story is not just the story of a hungry child."

COMMUNITY ORGANISATION

Schools should be recognised and valued as community hubs. They have an important role in supporting people at the edges – and the centre – building awareness, reducing stigma and stereotyping, challenging racism and tackling poverty as well as providing education.

Schools can also benefit from stronger community connections, for example, when tackling difficult issues such as racism and homophobia as part of the curriculum under Personal Development and Mutual Understanding and Learning for Life and Work.

There also needs to be support for youth support networks outside school. This is particularly important when engaging children who may be at-risk in their home, for example, if there is domestic violence.

There is particular need for long-term funding for the youth sector.

Children who do not have English as a first language or common tongue at home may need particular support returning to school. This also applies to children at Irish-language schools from homes that do not have Irish.

Issues such as child food poverty that existed before Covid will continue (at at-least pre-pandemic levels) after Covid, but this should not become "the new normal".

"Some people require short term assistance to get back on their feet and some require longer term support to break from a cycle of poverty."

COMMUNITY ORGANISATION

Shifting the power needs to start with participation, for example, through focus groups, youth ambassadors or youth advisory panels.

5. Mental health matters

This section is about how community and voluntary groups, policymakers and funders can work together to better support mental health as we emerge from trauma.



Me You and Them gave people in Dungannon a lift with health, beauty and holistic treatments.

What we did

"when COVID hit like a Tornado, it really opened to just how bad things were and how they were about to get worse for many"

Everyone in the UK and Ireland has experienced the Covid-19 pandemic, but not everyone experienced it equally.

Those just about managing their mental health experienced a "pressure cooker" of stresses and strains. Others had more time to spend with their thoughts, unable to avoid what was going on in their heads.

Some people found themselves newly vulnerable as they lost income, jobs, businesses, friendships, loved ones, confidence and community.

Existing tensions within homes could be exacerbated by enforced proximity and loss of freedom.

Many people, such as children, parents and LGBTQIA+ people, rely on support networks outside the home, "the tribe outside your home", which were out-of-reach during lockdown. When schools closed, children and families missed out friends and supporters; shared interests, sport and exercise; counselling, childcare, youth work and respite; and food and financial assistance; as well as education. Many parents balanced working from home with full-time childcare, teaching, cooking and cleaning responsibilities.

"People were stuck for help and reached out wherever they could. Teachers are seen as people who know so they phoned the school for help. This took teachers' time and not necessarily about topics they could help with. If they can't help they got the brunt of the anger and frustration. It broke teachers' hearts."

COMMUNITY ORGANISATION

Teachers found themselves under additional stress personally and professionally, adapting rapidly to new ways of working, supporting parents and pupils, while having their own concerns for health and family.

For some, such as people living with violence or transphobia, the home was already an unsafe space.

"You can only dress for the gender you are when are away from the family. Covid meant you could not be away. They are entirely trapped in home and in wrong gender."

All 35 groups funded by the Community Foundation NI's Comic Relief Community Support Programme contributed directly or indirectly to supporting mental health. This included talking therapies for teachers; culturally appropriate counselling for people from minoritized ethnic backgrounds; "listening ear" services and advice and helplines for LGBTQIA+ people, women and victims of domestic abuse; and yoga, mindfulness and complementary therapies for parents, children and families.

"People are so focussed on basic needs that there is no way they have brain space or mental health or confidence to seek help."

COMMUNITY ORGANISATION

What the groups discovered

"Happy Days! I have someone to talk to who is LGBTQIA+! I would miss contact with the LGBTQIA+ community if I didn't have that service."

PROJECT PARTICIPANT

- Loneliness was a major issue, and personal connection was part of the solution for most projects.
- Waiting times for mental health services increased and people on waiting lists were referred to stopgaps, such as "listening ear" services, set up through the Comic Relief Community Support Programme.

"Listening Ear has helped me get through lock down, the days would go on and on without it."

PROJECT PARTICIPANT

"The client also said it has helped them overcome moments of feeling 'down' as they remember 'the happy voice at the end of the phone'."

• Many children and young people are experiencing more distress and reporting higher levels of anxiety. They struggled with uncertainty; changing routines; the ever-changing school environment; exposure to news and social media; fears about the health and vulnerability of loved ones; fears about their own physical and mental health; concerns about falling behind with education; loss of friendships and social connections; missing out on milestones and rites of passage; and more.

"what they had learnt helped build the child's confidence, reduce their hesitancy and cope with the 'new normal' in school"

COMMUNITY ORGANISATION

- Stress and anxiety can manifest as harmful behaviours, which were harder to address during Covid. For example, young people were still accessing illegal substances, but because of lockdown, they were forced further underground.
- Being able to meet or interact with friends and peers in a safe space immediately improved wellbeing for many children and young people.
- Other children and young people who may have been struggling before lockdown benefitted from online support, home-schooling and small group tuition.
- People embraced opportunities to manage their stress in healthier ways such as mindfulness and exercise, fun and companionship.

"Children [have] reported that they have learnt how to better deal with their emotions, have learnt new techniques (such as mindfulness and

yoga breathing) and who to talk to when they feel overwhelmed [...]

Teachers have reported how comfortable children in their classes are about

talking about their emotional wellbeing [...] Parents have reported feeling more supported by the school."

- Small peer groups helped women and those who found themselves newly vulnerable feel less isolated and recognise that others were experiencing similar challenges.
- Parents need support so that they can support their children to seek help.
- Men may be most reluctant to ask for help and need "information put directly into their hand".

What this means for building back better

"People don't just need you when you are there."

COMMUNITY ORGANISATION

In the aftermath of any trauma, large numbers of people will experience some form of psychosocial distress. In most cases, this will be short-lived, a natural response to an extraordinary situation. However, some will not recover without getting the right help and support.

Organisations funded through the Comic Relief Community Support Programme fear that there will be a mental health epidemic. For those that do not get the right help and support, this could have serious consequences, including suicide.

They feel that children and young people are particularly vulnerable and that interventions need to start earlier at primary school. This should include teaching resilience and coping strategies and providing listening services, professional counselling.

Support needs to be appropriate. This might include, for example, play therapy for children; women-only services for people from socially conservative cultures; and provision of services in different languages or with a skilled and trusted translator.

Mental health services need to provide whole-family support. Children who are vulnerable are more likely to have parents who are struggling with physical or mental health, work, caring responsibilities, poverty or more. Families can sometimes create a barrier to children accessing support.

People often do not see themselves as having mental health needs and can be reluctant to seek help, particularly from services labelled as "mental health". Opportunities to share their experience of Covid may, rather, be widely welcomed without stigma.

There is a need to invest in sustaining core community mental health services because "People don't just need you when you are there".

"There are lots of counsellors and long waiting lists – the only thing stopping one addressing the other is a lack of funding for counselling hours.

6. Justice and equality for people at the edges

This section is about how community and voluntary groups, policymakers and funders can work together to better support the most vulnerable.



Household goods and food packed by Greenisland Football Club, ready to be distributed to people who found themselves vulnerable during the pandemic.

What we did

"Thank you for taking the time to listen, understand and not judge me. It means more than you know to feel that someone is standing with you and that I'm not alone anymore"

PROJECT PARTICIPANT

Everyone in the UK and Ireland has experienced the Covid-19 pandemic, but not everyone experienced it equally.

Many people, including children, parents and LGBTQIA+ people, rely on support networks outside the home which were out-of-reach during lockdown.

For some, home was already an unsafe space, and domestic violence was further exacerbated by the "pressure cooker" of proximity, lack of escape and financial and health anxieties.

People from minoritized ethnic backgrounds were almost three times more likely to contract Covid and up to twice as likely to die from it.

Crisis and trauma can exacerbate inequalities. Organisations funded through Community Foundation NI's Comic Relief Community Support Programme reported an increase in online hate crime online and "lots of micro aggressions".

But Covid-19 also "uncovered the hidden" with more recognition of the vulnerable and understanding of their vulnerabilities. It created space, for example, for difficult conversations around poverty, structural racism and multifaceted identities (such as Black, gay, male victims of domestic abuse).

"[There was a] Perceptible change in their language. They now speak with raised levels of confidence and self-esteem. This was largely down to the public speaking involved in the project, but it also had to do with the tools of self-reflection and critical thinking."

COMMUNITY ORGANISATION

What we can learn from and build on

Trying hard for hard-to-reach

"We're not 'hard-to-reach', we know exactly where we are [...] we're just easier to ignore"

- Hard-to-reach does not mean "out-of-reach". If it was easy, lots of people would be doing it. But it probably means you are looking in the wrong place.
- But some people and groups of people have lower levels of trust in institutions and are less likely to engage. Mediums or "community connectors" in the form of trusted community organisations are an important conduit between statutory agencies and such groups.
- Young people are particularly unlikely to recognise their vulnerabilities.
- Some people became harder-to-reach through Covid. Older people, disabled people and people with long-term health conditions self-isolated. It was difficult to engage children and young people and not possible to run activities in schools during lockdown. Online workshops are less adaptable for disabled people and people without basic English and for services dependent on privacy and personal relationships, such as counselling

- (many people didn't even have a back garden to meet in as lockdown restrictions eased).
- Some people are not traditionally "hard-to-reach" but may be less able to recover now. This includes children and young people who missed social contact; individuals and families who are less resilient because they lost money, work, time, energy or structure through unemployment, furlough, homeworking or home-schooling; and those who lost and are grieving for family or friends.

Uncovering the hidden

"Within the community people have realised how much poverty exists within our own community. Not everything is as is seems. Many people have realised the importance of food banks and support services as it can affect all of us."

COMMUNITY ORGANISATION

The working poor are particularly vulnerable. They may be less comfortable
asking for help and not know where to go, less likely to have good terms of
employment and more likely to be made unemployed.

"We could not believe the number of people in very severe need of basics - or that so many of them were in work. People felt unloved and excluded - left on their own to get on with it. Practical things mattered - clothes, food, heat, a haircut for kids going back to school. Normal stuff, but it is very stressful when you do not have it."

COMMUNITY ORGANISATION

 The "hardest-to-reach" are those people who do not realise that they are vulnerable or that groups exist to support them, such as the newly vulnerable. They need to be engaged without being made to feel that they "need mending". "[She] really benefited from the support she received as her and her children had the luxury of having a warm cooked healthy meal"

COMMUNITY ORGANISATION

 Raising awareness and reducing stigma is essential to helping ourselves and helping others. This includes changing the image of modern poverty so that there is "no space for shame" and people feel more comfortable asking for help.

"Through the Covid 19 pandemic attitudes towards foodbanks have changed. Those that once donated to our food-store project have found themselves in a position where they need to ask for help."

COMMUNITY ORGANISATION

Safe places and spaces

- Lockdown meant that people could not connect with their community in the ways they normally chose to. For LGBTQIA+ people, for example, this meant loss of hubs, clubs and events, like Pride, where they could openly share and celebrate their identity.
- Some people were trapped in or had to return to homes where their identity is suppressed or oppressed, such as with homophobic parents or abusive partners. One project recorded a 214.3 per cent increase in reports of domestic abuse because of its campaign during lockdown.
- Full-time carers of adults with disabilities and older people had no respite care in Covid. As well as practical benefit of time for themselves and other responsibilities, many value the social contact they get through day- and respite care.
- Further education ceased meaning refugees and asylum-seekers could not access English-as-a-foreign-language courses and without "survival English", they can rapidly become more vulnerable.
- Spaces for people to be themselves are also spaces where people can connect, have conversations and plant the seeds of change.

 Support programmes should encourage common ground or exchange between different people and cultures, rather than "mending" or "integration".

Access and inclusion

"I am incredibly happy because the class was extremely helpful indeed. Before I did not know how to speak English, and this made me lose my self-confidence. Since I started the online English lessons [...] I am happy because I can read, speak, and hear when people are talking and intervene when necessary. I also started to help my children with their homework."

PROJECT PARTICIPANT

- People are more likely to participate when they feel they get something in return. When speaking truth to power, this should include being listened to, feeling part of something bigger and that they are contributing to making a positive change.
- A centralised bank or register of translation services would help equalise access for those with different language abilities.

Speaking truth to power

"The system is not broken – it's working exactly the way it was designed to work – to keep things where they are at. Power is not shifting."

- A new, qualitative, story-based approach to evaluation allowed Comic Relief Community Support Programme grantees to amplify the voices of the people they work with.
- However, some stories still get lost in translation literally when English is not the first language. People can also not have the confidence to recognise the validity of their own experience.

- It is not solely the responsibility of people or groups to make their voices heard. Their job is not to make people in power understand. Those in power need to listen, learn and act.
- People can be "held in the minority" by "exotic othering" that others think is supportive. This includes, for example, people from minoritized ethnic backgrounds being invited to share their culture and gay people asked about their "coming out" story.
- Refugees and asylum seekers have a lot of experience to offer. They have been through trauma and survived. What can they share that will help society emerge from Covid?
- There remains a huge need to tackle systemic racism, gender stereotyping and homophobia in government, public services, schools and even the voluntary and community sector. This will take more than funding but a multi-agency road map to structural change with positive and deliberate community representation at all levels.
- Organisations also need to be supported to tackle systemic racism, gender stereotyping and homophobia in their own house. This might include making sure that their staff, volunteers and committees include representation from the people they exist to benefit.
- People need to be supported to challenge their own assumptions and positions of power. People in turn have the power to shape their organisations and communities for the better.

"Even without knowing it people will be a little 'ist' and have things they can work on."

- While people are aware, open and honest about racism, "it's a journey", and there is a need for continued professional development to foster cultural competency and deal with systemic racism.
- The community sector is calling for a new equality act based on inclusion and shifted power.

<u>Appendix: Organisations funded through the Comic Relief</u> <u>Community Support programme</u>

An Tobar CIC

BAMECCNI (Black, Asian and Minority Ethnicity Children in Care Northern

Ireland)

Belfast City of Sanctuary

Building Bridges Community Arts

Theatre

Building Communities Resource

Centre

Cara-Friend

Carrowshee Park/Sylvan Hill

Community Association (Carrosyl

Community Association)

Counselling All Nations Services

Crimestoppers Trust

Crisis Cafe CIC

EMSONI (Ethnic Minority Sports

Organisation NI)

Fermanagh Sports and Cultural

Awareness Association

Fermanagh Women's Aid

Friends of St Francis

Friends of Holy Family Primary and

Nursery School

Glenabbey Community Association

Greenisland Football Club

Home-Start Banbridge

Invisible Traffick NI

Jigsaw Community Counselling

Centre

Larne Wellbeing Hub

Me You and Them

Men's Alliance NI

Multi-ethnic Sports and Cultures NI

(MSCNI)

Northern Ireland Refugees and

Asylum Seekers Women Association

(BOMOKO NI)

Short Strand Community Forum

South Belfast Roundtable

South Lough Neagh Regeneration

Association

St Mary's Primary School Parent

Support Group

Strabane Sigersons GAA

The Rainbow Project

The Whistle Project

Via Wings

Whiterock Children's Centre

Young at Art