

TURN2US INSIGHT BRIEFING: CORONAVIRUS

There has been an unprecedented surge in demand for Turn2us services since public measures were put in place to deal with the coronavirus pandemic. This briefing aims to provide an overview of both the demand for our services during this time, and the national picture of how people's lives and livelihoods in the UK are being impacted.

£1M

WORTH OF
CORONAVIRUS
CRISIS GRANTS
AWARDED



CORONAVIRUS AND ITS IMPACT ON UK HOUSEHOLDS

The national measures put in place to flatten the curve lead to a huge surge in demand for our digital services. As that demand gradually steadies, our Grants team are processing an unprecedented number of applications for direct financial help by people who have lost income due to the lockdown.

In particular, the demand for our Coronavirus Grant has had thousands of applications in the short time the fund has been live on our site.

From our survey data, we can see that people are still experiencing a significant financial and emotional shock as a result of the pandemic; and that this is most acutely felt by low income households in the UK.

Across all our services, the proportion of users who are unable to afford housing costs and food are still worryingly high; particularly among grant applicants. **More than half (58%) of grant applicants are currently unable to afford food and two-thirds (66%) cannot afford their rent** or mortgage payments. So, although demand for our information and digital services is reducing again, the underlying causes of people searching for financial information and benefits remain.

This is particularly the case for single parents, those with underlying health conditions and people who have 'slipped through the net' of government support packages.

We already know from our national survey that the percentage of single parent families anticipating that they will have £1,000 or less next month is 66%, up from 54% in February. That equates to 1.2 million single parents anticipating that they will be living on £1,000 or less next month, an increase of 216,000 compared to February, before covid-19 measures began. An alarming 42% of single parents are anticipating living on less than £500 per month.

The two main problems highlighted from our recent qualitative data are:

- **People slipping through gaps in government support**, especially when their employer will not voluntarily furlough them, and;
- **The interdependence between employment, income and health vulnerabilities; as well as certain predicted characteristics such as race, gender and disability.** Some respondents continue to speak about having to choose between their family's health and their work.



58%

of grant applicants
are currently unable to
afford food



2/3

of grant applicants
cannot afford their rent or
mortgage payments



66%

of single parents anticipate
that they will have £1000 or
less to live on next month

MEETING NEED THROUGH OUR SERVICES

Between 16 April to 6 May 2020:



£1M

IN CRISIS GRANTS AWARDED TO 5,221 PEOPLE IN 2,060 HOUSEHOLDS SINCE THE PANDEMIC BEGAN



OVER 300,000

INDIVIDUAL PEOPLE VISITED OUR WEBSITE FOR INFORMATION ON CORONAVIRUS. THAT'S 1 IN 200 WORKING AGE PEOPLE

197% increase on same period in 2019



223,874

HOUSEHOLDS COMPLETING A BENEFITS CALCULATION IN THIS PERIOD

144% increase on same period in 2019



12,100

CONTACTS WITH OUR HELPLINE



MAKING A DIFFERENCE TO REAL LIVES

Ryan is a self-employed chef whose work was cancelled when the lockdown came into effect. With no other income, he has no way of paying child support to his ex-partner for their daughter.

He is still waiting for his first Universal Credit payment but it won't cover his outgoings. He approached Turn2us and was awarded a £500 Coronavirus Grant, which will allow him to manage for several more weeks. He's feeling much more positive about his short-term prospects but remains concerned about his job.



I found myself in an impossible situation, unable to afford the basics. Turn2us gave me a lifeline with their Coronavirus grant – helping me to get by in this crisis

TALK TO US:

We have dedicated team members who oversee our policy, media, fundraising and insight work. To find out more about our data and insight, or the many different ways you can get involved in our appeal, please get in touch by emailing us on partnerships@turn2us.org.uk or call us on 07807 967475 and one of the team will be happy to talk with you.

THE TURN2US CORONAVIRUS APPEAL

In association with the Telegraph, we have launched an emergency crisis appeal to help people facing financial devastation due to the coronavirus pandemic.

Money raised through this appeal will provide crisis grants to help people who are unable to work and who need money to pay bills or make essential purchases; as well as helping us to expand our online and helpline services for the increasing number of people who need them.

We are hugely grateful for all donations and your support now will enable us to meet the unprecedented need for help during the crisis - turn2us.org.uk/together

So far to-date we have raised

£2M

TURN2US
FIGHTING UK POVERTY