Summary

All countries of ICFO members have been affected by the Corona-Crisis. Governments have taken lockdown measures to different degrees. In half of the countries leaving home was restricted and territories have been locked.

NGOs adapted to this situation by providing their services virtually, attending special needs due to the crisis and launching fundraising and solidarity actions.

• In most countries NGOs are seen as important actor in this crisis, either as a sector or as individual organizations.
• NGOs see financials as their most immediate problem, even if or because some activities of NGOs are suspended. They need information e.g. safety for employees and clients, legal or management advice. Some NGOs lack workforce, volunteers or digital equipment due to the lockdown.
• NGOs dedicated to sports, culture and social services suffer most from the crisis and lockdown measures taken.
• One third of the governments did not take any measures to help NGOs, among them are countries which are highly affected by the crisis such as Italy, Spain or Brazil.

Charity Monitoring Agencies mainly work from home, without major problems. In Taiwan and Sweden they still work from the office.

• As main challenges monitoring agencies see NPO having other priorities than monitoring. They fear that donation will decrease and that some NGOs will not survive the crisis.
• Due to the crisis monitoring agencies have launched various initiatives in communication, many cooperate with partners, build networks or platforms to support NGOs and some monitor the sector. By conducting surveys.
• Monitoring agencies support NGOs by giving visibility to initiatives from NGOs, enhance trust and call for solidarity. They adjust the monitoring process for NGOs and share information and knowledge with them.
Situation in the Countries

• All countries of ICFO members have been sooner or later affected by Corona.
• Degrees of affection differs between countries
  • High (> 10’000 dead): Brazil, France, Italy, Spain, US
  • Mid: Canada, China, Germany, Japan, Sweden, Switzerland
  • Low (< 1000 dead): Austria, Czech Republic, Taiwan, Ukraine
  • Still uncertain: Mexico, India
• Governments introduced measures to a different extent
  • All countries banned events
  • Leaving home was restricted in half of the Countries
Which of the following restrictions has your government implemented due to the crisis?

<table>
<thead>
<tr>
<th>Restriction</th>
<th>Count</th>
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<tbody>
<tr>
<td>Ban of events and/or meetings</td>
<td>17</td>
</tr>
<tr>
<td>Closing schools</td>
<td>16</td>
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<tr>
<td>Closing of restaurants, bars, theaters, etc.</td>
<td>15</td>
</tr>
<tr>
<td>Restrictions of traveling</td>
<td>15</td>
</tr>
<tr>
<td>Lockdown of territories</td>
<td>9</td>
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<tr>
<td>Restrictions to leave home</td>
<td>8</td>
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Situation of NGOs

- Sport, Culture and Social Services are most negatively affected.
- NGO mainly fear to lose private donation, that restrictions will not allow them to carry on their work and that they will lose other income.
- One third of the Governments did not take any measures to help NGOs, among them are countries which are highly affected by the crisis such as Italy, Spain or Brazil.
- The NGO sector or individual NGOs are seen as important actors in this crisis, except from Japan and Mexico.
Which NGOs are mainly negative affected by the crises?

- Culture: 11
- Sports: 10
- Social services and community development: 10
- Education: 9
- Humanitarian aid & International cooperation: 7
- Environment and Animals: 6
- Health: 3
- Research: 2
What are the main problems of NGOs due to the corona crisis?

- Fear of losing private donations: 14
- Restrictions do not allow carry on projects and services: 13
- Fear of losing other income: 12
- Fear of losing government money for programs and projects: 8
- Fear of illiquidity: 7
- Shortage of volunteers: 6
- Need to dismiss employees: 6
- Lack of attention for their cause: 6
- Problems with working from home: 5
- IT problems: 2
- Shortage of employees: 2
- Risk of corruption or misuse due to lack of on-site visits: 1
- Field implementation against goals and budget: 1
- Shut down of fundraising and cash collections: 1
Is your government preparing measures to help the NGO sector?

- **Yes, with specific measures for NGO**
  - 3
  - 17%

- **Yes, with general measures for employers including NGOs**
  - 8
  - 44%

- **The situation is unclear**
  - 1

- **No, there are no measures from the government which help the NGO sector**
  - 6
  - 33%
How is the NGO sector perceived in your country in this crisis?

- NGO are generally seen as an important agent in this crisis: 8 (50%)
- Some NGO are seen as important agents in the crisis, others are not: 6 (37%)
- NGO are not visible (yet) in this crisis: 2 (13%)
Innovations from NGOs

The innovations observed are driven by doing things differently and addressing special needs.

**3 type of innovations** have been observed:

1. Providing services virtually (e.g. counselling by video, phone, online, apps, video games, webinars)
2. Attending new needs due to the crisis (e.g. foodbanks, assist senior citizens with home delivery, production of masks, psychological help desk, child care,..). The service has in various cases been organized with volunteers an in neighborhood communities.
3. Fundraising and solidarity actions (e.g. virtual fundraising events, auctions in social media, Givingtuesdaynow, solidarity run, collection of goods,..)
Needs from NGOs

Basically the following three type of needs from NGOs have been identified

1. Financials are seen as the most immediate problem of NGOs, even if or precisely because projects, services and other activities of NGOs are suspended.
2. Some NGOs need information e.g. regarding regulation, safety for employees and clients, legal advice or management advice.
3. Some NGOs lack of workforce, volunteers or digital equipment due to the lockdown.
Situation of Charity Monitoring Agencies

Monitoring agencies work mainly from home. 20% had experience before. 60% had technical systems basically ready. No major problems have been identified:

• positive effects of remote work: no travel time, more comfortable way to work, less distraction

• negative effects of remote work: meetings, coordination and projects take more time, communication and technical problems, lacking personal contact, kids at home, less attention to data protection and security

Monitoring agencies see as main challenges that NPO will have other priorities than monitoring. They fear that donations will decrease, that NGOs will not survive the crisis. This could also lead to financial problems for some monitoring agencies.

Monitoring agencies have launched various initiatives due to the crisis: Mainly in communication. They entered in cooperation with partners, did build networks or platforms and some are monitoring the sector with surveys.

Monitoring agencies support NGOs during the crisis by giving visibility to their initiatives. They also call for solidarity and enhance trust. They make adjustments in the monitoring process for NGOs and share information and knowledge with NGOs.
Is your organization working from home?

- Yes 100%
- 9
- 56%
- Most employees work from home, only a minimum number of employees from the office
  - 5
  - 31%
- We work as usual but take measures
  - 2
  - 13%
How have you been prepared before the crisis to work from home?

- **24%**: We upgraded our technological systems and improved our digital skills during the crisis.
- **6%**: We did work from home before the crisis.
- **12%**: We needed to implement most of the technical systems before we could start using them.
- **35%**: We had most technological systems ready, but did not use it regularly before.
- **6%**: We weren't prepared to work from home.
What are the main challenges your organization is facing because of the Coronavirus-Crisis?

- NGO will have other priorities than being monitored: 11
- Donations will decrease: 9
- Some NGO will not survive the crisis: 9
- We expect financial problem due to drop in revenues: 7
- IT and logistics: 5
- NGO will not meet our standards: 5
- Communication with NGOs: 3
- We expect financial problem due to increased cost: 1
- For the moment we are not suffering any Sanitary measures or health problems within your organization: 1
- No Sanitary measures or health problems within your organization: 0
Have you started any initiative because of the crisis?

- Social-Media Activities: 9
- Public Relations: 8
- Collaboration with other partners: 8
- Help charities with their fundraising: 6
- Advertising Campaign: 5
- Observation, Surveys: 4
- Collaboration with private sector: 3
- Collaboration with government: 2
- Prevention Campaign: 1
- Prolongation expiry date of seal: 1
ICFO members expect from ICFO

• Sharing ideas, best practice, examples and knowledge
• Learning from each others (webinars, video calls,..).
• An additional survey for NGOs is assessed differently and would need to be adapted to local situation.
• ICFO should circulate information how to handle the crisis and how donations are developing among its members.
Background

• The survey was conducted online
• The responses cover the period from 14 April to 11 May 2020
• The return flow is 85%.
• 17 out of 20 national charity monitoring organizations responded: Austria, Brazil, Canada, China, Czech Republic, France, Germany, India, Italy, Mexico, Spain, Sweden, Switzerland, Taiwan, Ukraine, USA