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In a year like no other  
our grants provided  
people with dignity and  
a stepping stone to  
building a brighter  
future.

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# Resilience through Covid

## Our impact in 2020/21



[www.glasspool.org.uk](http://www.glasspool.org.uk)

# An unprecedented level of demand

The impact of the pandemic has been severe, especially on those who were already struggling before the Covid-19 outbreak. It has also pushed many people who were just about managing before into financial hardship. As one of the few charities with no restrictions on who we support, we faced a tsunami of people in desperate circumstances.

## **Resilience was needed like never before.**

We rapidly changed our grant delivery to help us cope with the increase in demand.

**Funders** showed understanding and flexibility in how we were able to allocate funding. **Support workers** on the front line worked closely with us to ensure our support was reaching those most in need.

**Partners** continued to find innovative ways to work together to achieve greater impact on people we support. Through our collective efforts and resources, we strengthened our ability to be there for people during the crisis.

**We provided £1.82m in grants** to people going through challenging life circumstances, such as illness and disability, homelessness, domestic abuse, financial hardship or mental health issues.

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“ The support from Glasspool really did lighten the load and put me in a position where I could start to rebuild after being hit so hard by the pandemic. That little bit of help meant I could function again.”

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# Our year in numbers

**11,839**

PEOPLE SUPPORTED

**7,429**

ADULTS

**4,410**

CHILDREN



**6,967**

ITEMS PROVIDED

including beds, ovens,  
fridge-freezers, washing  
machines and clothes  
to provide comfort,  
nutrition, dignity and  
a safe home.



# Our resilience during the Covid-19 crisis

As soon as the nation was plunged into lockdown, we quickly adapted our systems and processes so that we could continue to support people. To manage the unprecedented level of demand, we undertook a number of Covid measures to ensure our resilience during the crisis and beyond.

- We waived our criterion that prevented people from being able to apply for a second grant within three years, if the reason for the second application was Covid-related.
- We enhanced the ability of our staff to work remotely.
- We streamlined our assessment processes and assessed applications within five working days.
- We invested in staffing resources to further the development of our grants programme and approach to impact measurement.



## Maximising our impact

We don't just want to 'get through' the crisis. We want to emerge from it stronger than before, so we can ensure our grants continue to make a real difference to individuals. Alongside adapting our working practices to both respond to and mitigate against the impact of Covid, we also continued with our partnership approach so that our grants achieve maximum impact.

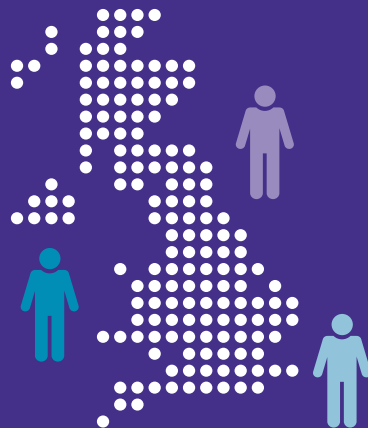
In 2020/21 we developed two new pilot programmes with Citizens Advice Manchester and Solace Women's Aid to provide a package of support alongside our grants. Our funding partnership with the Smallwood Trust, whereby our grants were match-funded by Smallwood to deliver greater support, has been refunded for a further 12 months.



Manchester

# The resilience of support workers

It is through our strong network of frontline support workers across the UK that we are able to target our support directly at those who most need it. It also enables our grants to be delivered as part of a wider package of care, enabling our small grants to achieve big impact.



We continued to work closely with support workers, who were operating in very difficult circumstances. We do not underestimate the challenges frontline support workers faced. We saw their concern and care for those they support, and how throughout the crisis they have continued to support those in our communities who need it most.

“Being able to provide advice and support for people daily, even more so with the pandemic, has given me the opportunity to see the impact the grants make on their lives. I recently supported Nafisa who was moving into an unfurnished property after being homeless for a while. Glasspool provided her with funding for carpets for her new property and in doing so she was able to settle in and get back on her feet.”

**Gwen Iyere**, Advice and Support Officer, Gateshead Council

“The financial support that Glasspool has given to our tenants is invaluable in helping them build strong and resilient futures for themselves and their families, after really challenging times in their lives.”

**Rachel Duce**, Senior Benefit Adviser, Together Housing Association

“Like most of my colleagues in this sector, we are working flat out and it feels like we are juggling so many balls all the time, but it's people's lives and well-being at stake, so it is really lovely when we encounter organisations willing to help out. Thank you for all that you do.”

**Jonathan Crowe**, Senior Support Worker, South Gloucester Council

WE WORKED WITH

**2,849**

FRONTLINE SUPPORT  
WORKERS TO DISTRIBUTE

**£1.82M**

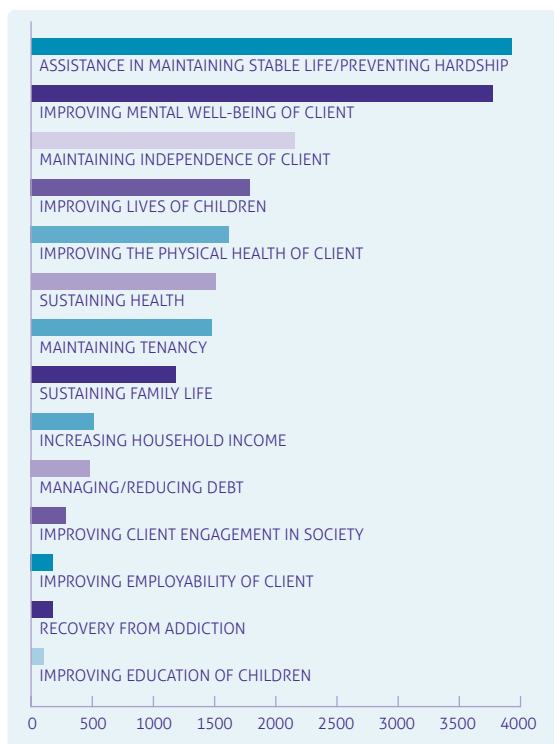
IN GRANTS TO PEOPLE  
REQUIRING FINANCIAL  
SUPPORT.



# Together we are stronger

Partnerships are at the core of our work to provide people with dignity and the ability to get back on their feet, and move on to build a brighter future. Through working in partnership with our funders, partners and support workers we strengthened our resilience during the Covid-19 pandemic, enabling us to better respond to the crisis.

This meant we were able to support people in challenging circumstances to increase their resilience. One essential item, delivered as part of a wider package of support, achieves significant outcomes. The chart below shows the difference our grants have made.



“ The past year has been difficult for many, but particularly for the vulnerable families and individuals who Glasspool so successfully supports. Despite the challenges that the pandemic brought, not a single day was lost in responding to the urgent needs of those it helps, ensuring that those in need were provided with essential household items to alleviate the hardship in their everyday lives.”

**Andy Mellows**, Head of Charities,  
The Drapers' Company

WE ARE WORKING IN PARTNERSHIP WITH  
**1,209** ORGANISATIONS TO  
MAXIMISE THE  
IMPACT OF OUR GRANT-GIVING.





# Judith's Story

“It's been a hard year, but I'm in a position now where I can live my life.”

“Lockdown has been brutal and I've felt very isolated and alone. There were times when I wanted to end it – for everything to just stop. I was scared of Covid and also worried about how I could afford to live without my income. The debts were mounting up, but with no work, I had no way to pay them.

When I thought things couldn't get much worse my washer-dryer broke. I was behind with my water, gas and electric. I couldn't pay my council tax and I was in rent arrears. There was no way I'd be able to buy a washing machine.

I couldn't afford the basics and found myself getting increasingly stressed about the thought of having to find additional money for the laundrette. I've dermatitis so I have to be very careful with what goes on my skin, so that was yet another concern.



When I was told Glasspool was going to give me a washer-dryer I literally jumped for joy! I know Glasspool tends to fund washing machines, so I was touched that Glasspool recognised that I live in a flat and that drying damp washing indoors would exacerbate my existing mould problem. They found the right solution for my situation.

In October I found a new job in a restaurant in town. It's been a hard year, but I feel I'm in a position now where I can live my life and not be dominated by anxiety and fear.”

WE SUPPORTED

**11,839**  
**PEOPLE**



**7,429**  
**ADULTS AND**  
**4,410**  
**CHILDREN**

We are grateful to everyone who has supported our work and stood with us through the pandemic. With the strength of our partners, funders, support workers and staff we will continue to navigate our way through these uncertain times so that we can help people like \*Martin.

“Glasspool gave me an oven and a bed. As soon as the oven was installed, I cooked dinner. It felt so good to eat something freshly cooked and healthy. That same night, for the first time in years, I slept in a bed – an actual bed. It was so comfortable. Before I’d toss and turn, trying to find a comfortable position. That first night, and ever since, I’ve slept through until morning. I don’t feel tired during the day and have so much more energy than before.

With my healthier eating and sleeping I feel so much better. These two items haven’t just helped me physically, they’ve also made a big difference to my mental health. I think an oven and a bed are two of the most important items you can have. Thanks to Glasspool, I now have them both. I don’t feel hopeless anymore, and after years of taking care of others, I feel like I can finally take care of myself.”

**\*Martin**

\*Name changed to protect anonymity

