



Research Report

May 2020 Viewpoint Survey

South Gloucestershire Council

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Key Findings

Engagement with national guidance

- The majority of survey respondents think that it is 'Very important' to follow the national guidance on Coronavirus (89%)
- Ways of accessing the latest advice varied for different age groups with those over aged 65 and over significantly less likely to use online resources and much more likely to refer to the television, whilst younger respondents tended to make use of the government website
- There is some confusion around the advise given on masks – should we be wearing masks or not?

Your daily routine

- Just under one fifth of respondents were self-isolating (19%)
- The main reason for self – isolation was having a higher risk of serious illness from Coronavirus (60%)
- The majority of respondents advised that they are finding it harder to get what the need from the shops (85%)
- Half of the respondents are finding it harder to stay positive day to day (50%) – with those without an outside space and young people finding it particularly hard
- Just under three quarters of respondents (70%) are finding it harder to keep in touch with friends and family – although young people are more likely to be finding it easier than older age groups
- Residents are much more likely to be working from home (62%) and using video calls for meetings (65%) since the outbreak of Coronavirus
- The majority of respondents are driving a lot less (56%) and nearly half are walking more (45%)

Key Findings

Your health and wellbeing

- The majority of respondents feel they are in good health (77%)
- The majority of respondents were not in any of the vulnerable groups (63%) and do not live with anyone in one of the vulnerable groups (72%)
- The majority of respondents (85%) know someone who can help them with their basic needs if they find themselves in a situation where they cannot leave the house
- Nearly all the respondents are washing their hands more (92%)
- Just under half of the survey respondents had had a healthcare appointment changed by their healthcare provider (47%).
- The top three concerns about the impact of Coronavirus are: physical health, emotional health and staying connected with friends and family
- Maintaining contact and support from friends and family was highlighted as the most common way of reducing anxiety.

Where you live

- The majority of respondents are experiencing a reduction in traffic (90%) and pollution (78%) in their local area
- Over two thirds of respondents advised they have been noticing nature/animals more (68%)
- Respondents from a priority neighbourhood are more likely to live in socially rented accommodation (8% vs. 3%)
- Young people are less likely to have access to an outside space (86%)

Introduction

The following report provides a summary of findings from a survey by South Gloucestershire Council's Viewpoint panel. Members of South Gloucestershire Council's Viewpoint panel were asked for their feedback on the impacts of Coronavirus on their day to day lives.

Methodology

The survey was sent to all 2,293 members of South Gloucestershire Council's Viewpoint panel either by post (83%) or by email (17%). The survey was open from 24th April – 10th May 2020.

Sample and Response

1160 completed surveys were received giving a response rate of 65%.

The panel aims to be as representative of the population of South Gloucestershire as possible and any over- or under-representations with regards to certain demographics are balanced by weighting the data to match the proportions present in the population. Quantitative data has been weighted according to population information taken from the 2011 Census (Office for National Statistics). The results are weighted by gender, ethnicity (White and BAME), age (working age vs. non working age) and geography (priority neighbourhood and rest of the district).

There are five priority neighbourhoods in South Gloucestershire: Cadbury Heath, Kingswood, Patchway, Staple Hill and Yate & Dodington. These areas were defined using the English Indices of Deprivation as areas where higher numbers of people do not achieve their full potential, have poorer health outcomes, are employed in less well paid jobs or are unemployed and have higher levels of crime. For further information please visit <http://www.southglos.gov.uk/community-and-living/stronger-communities/priority-neighbourhoods/>.

Reporting

Base numbers shown for graphs/charts in this report reflect the weighted number. Qualitative data (comments questions) has not been weighted.

For each survey question, the difference in views of different sample groups have been tested for significance at a 95% confidence level. Key significant findings are highlighted throughout this report.

Sums of percentages reported in this document may deviate from the actual total due to rounding. Greater deviations from 100% occur where respondents were able to choose multiple options and percentages are based on the number of respondents.

A full list of all comments made is available on request; due to the large number of individual comments made it has not been possible to include the full text of all comments within the main body of this report.

This following pages present the survey findings by subject area and follows the format of the questionnaire (A copy of the questionnaire is available on request).



Engagement with national guidance

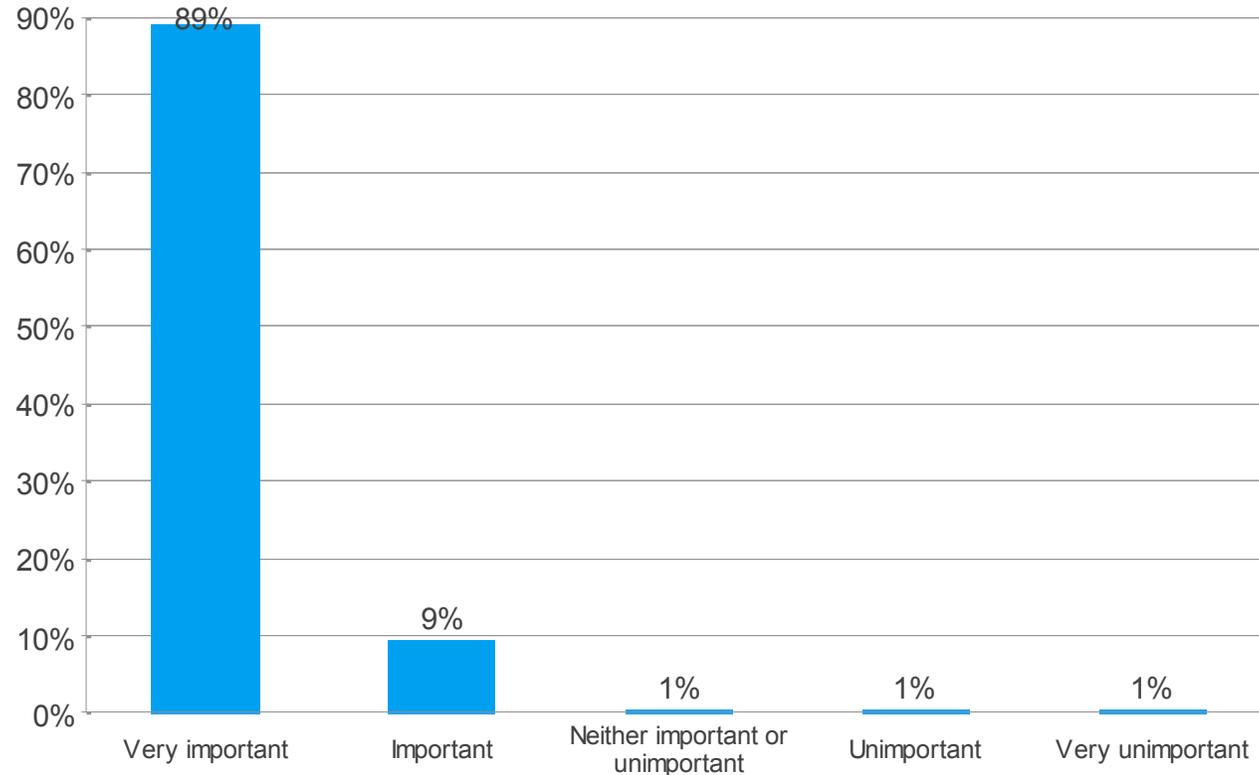
The first few questions aimed to assess local residents' engagement with the government guidance on managing Coronavirus

Importance of guidance

(Question 1)

The majority of respondents felt it is 'Very important' that they follow national guidance on staying home and social distancing (89%)

How important do you think it is that you follow national guidance?



Base: n=1157

Women are more likely than men to think that it is 'Very important' to follow national guidance (93% vs. 85%).

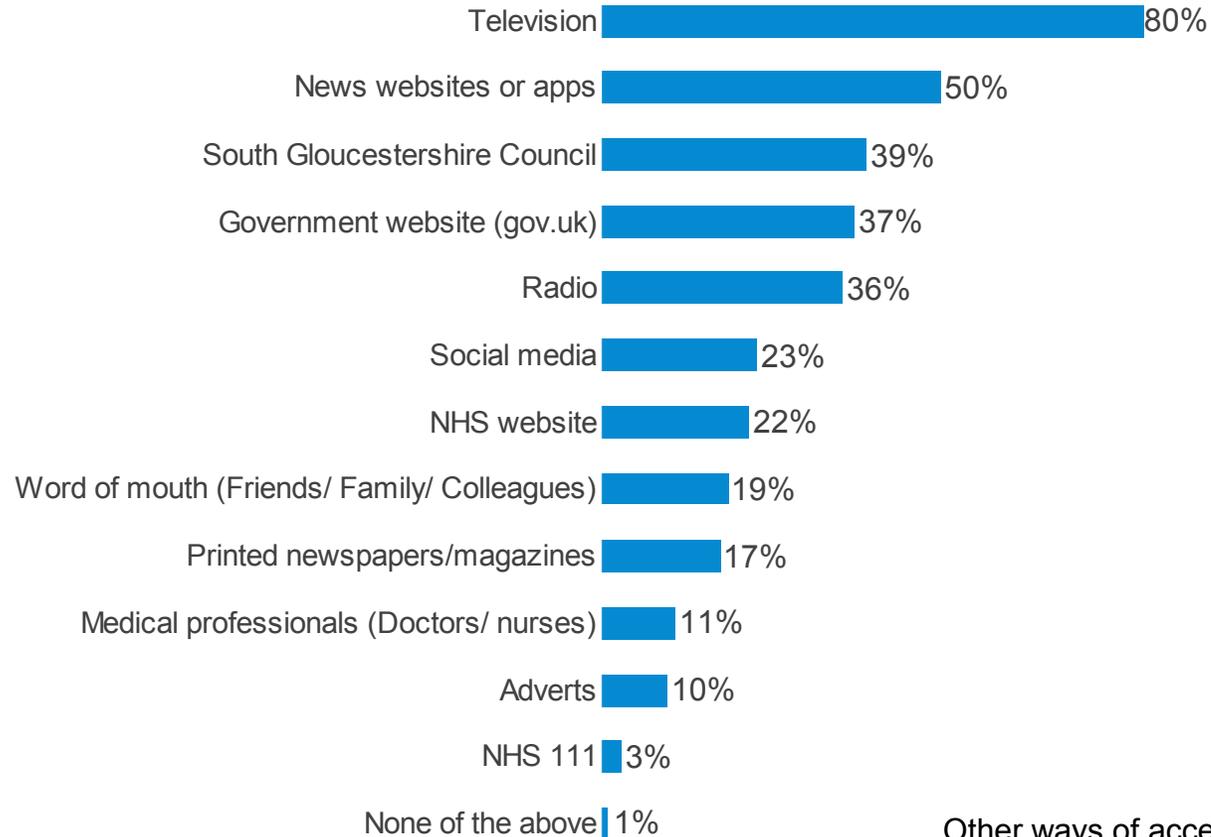
A very small proportion of respondents felt that following national guidance was unimportant (1% unimportant, 1% very unimportant). Respondents who live in a priority neighbourhood are more likely to feel that this is 'unimportant' when compared to responses from the rest of the district (2% vs. 0%).

Accessing information

(Question 2)

Television is the most common way to access information about Coronavirus (80%)

Where do you currently get information about coronavirus?



Base: n=1153

Over 65's

- Less likely to use online methods of communication such as NHS website (12%), Government website (22%) and social media (15%).
- Significantly more likely to get their information from television (91%).

Young people

- Significantly more likely to use the government website to access information on Coronavirus (56% of 16-34 year olds compared to 23% of over 65's).

Women

- Women are more likely than men to use social media (26% vs. 20%) and the council website (43% vs. 36%).

Priority Neighbourhoods

- Respondents from a priority neighbourhood are more likely to use NHS111 (6% vs. 2%).

Other ways of accessing information included via work (21 comments), daily government updates (14 comments), the BBC (11 comments), science/medical journals (5 comments), text updates/letter (4 comments), WHO (3 comments) and updates from service providers (1 comment).

Comments on guidance

(Question 3)

Comment	Count
Masks	24
Contracitory / inconsistent advice	16
Exercise guidance	15
No quarantine for airport arrivals	8
self-isolating	6
Who should be working?	6
At risk groups	6
How does it spread?	5
Travel	5
Exit strategy	4
Immunity / vaccines	4
Testing	4
Death rate	4
When will lockdown end?	3
Social distancing	3
Advice keeps changing	2
How to access advice	2
Treatment / access to healthcare	2
Shops opening	1
Access to services in isolation	1
How did it start?	1

Respondents were asked to detail any Coronavirus guidance that they did not understand. 174 comments were left. 29 were miscellaneous and 35 confirmed they understood all guidance for Coronavirus.

Key themes:

The most common response referred to the guidance on masks (24 comments). Respondents stated that it is unclear if wearing a **mask** is advised or not and if it will help to reduce the spread of the virus.

16 comments suggested that some guidance is **unclear and inconsistent**, others said that different sources can provide different advice making it hard to know which is the correct guidance to follow.

There was some confusion around the guidance for **exercising** outdoors (15 comments) with some respondents querying how often they can exercise and how long they are allowed to be out for exercise (note: this survey was conducted before the latest update which reduced restrictions on exercise).

Other themes raised included confusion over why there is no **quarantine** for airport arrivals, who should be **self-isolating** and for how long, who falls into '**at risk groups**' and details on **how the virus spreads**, such as how long it can survive on surfaces and if food packaging is safe.



Your daily routine

These questions aimed to gain an understanding of how residents' day to day routines may have changed since the Coronavirus outbreak.

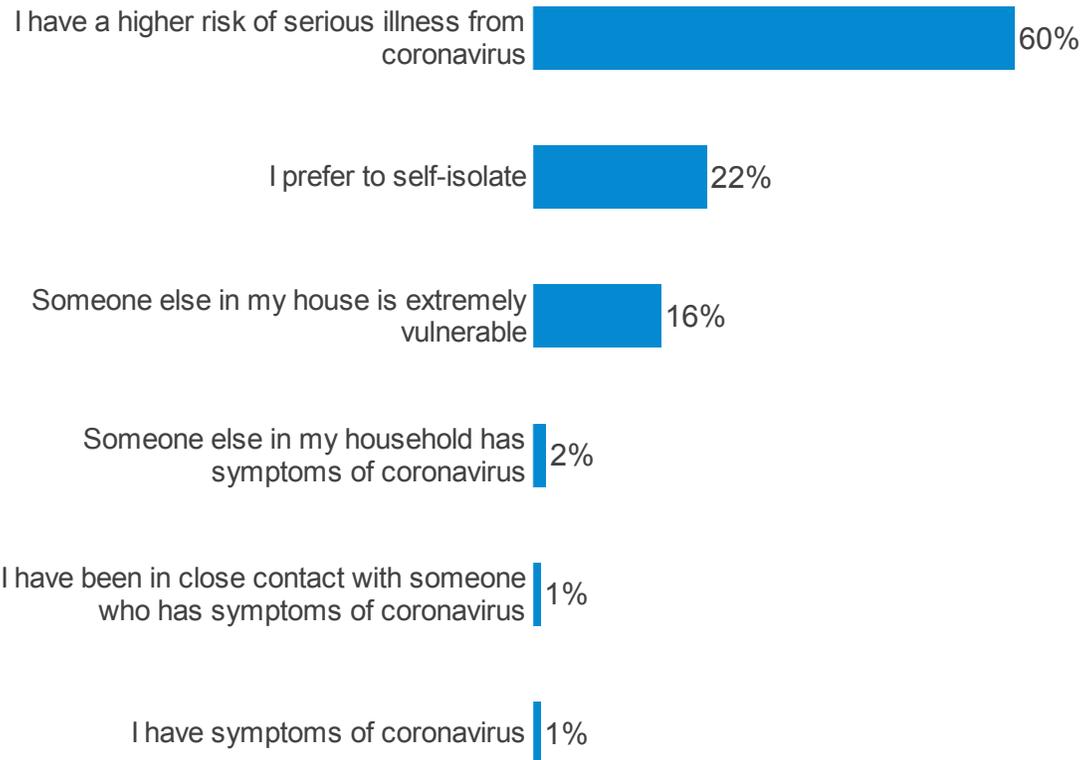
Self-isolation

(Questions 4, 5 and 21)

Just under one fifth of respondents were self-isolating (19%)

The main reason for self – isolation was having a higher risk of serious illness (60%)

For what reason are you self-isolating?



Base: n=196

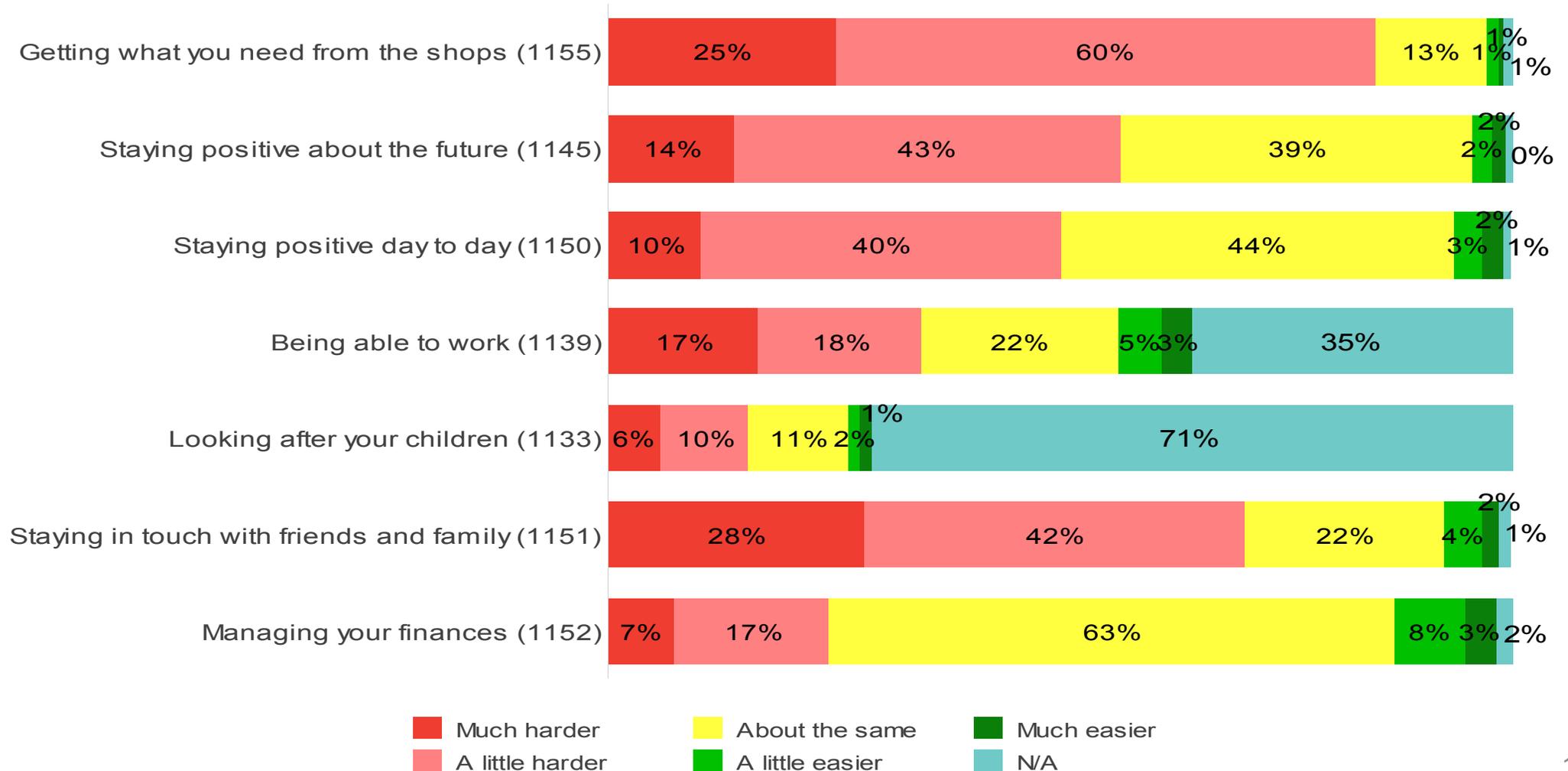
- 7% of key workers were self-isolating.
- Over 65 year olds were more likely to be self-isolating (40%).
- Respondents from a priority neighbourhood were significantly more like to prefer to self-isolate (36% vs. 18%).
- A higher proportion of those employed in administration and support services were self-isolating compared to other sectors (33%).

Other reasons given for self-isolating included: Old age (32 comments), poor health (10 comments) and being on the shielding list (3 comments)

Daily activities

(Question 6)

Are you finding each of the following easier, harder, or about the same compared with before the Coronavirus outbreak?



Daily activities

(Question 6)

Getting what you need

- People in **self-isolation** are more likely to be finding it 'much harder' to get what they need from the shops (39% vs. 22%)

Staying positive

- **People without a garden** are finding it 'much harder' to stay positive day to day (30% vs. 10%)
- **Young people** are more likely to be finding it 'a little harder' to stay positive (76% - about the future, 63% day to day)
- Those in **self-isolation** are finding it 'much harder' to stay positive (19% about the future, 18% day to day)
- Respondents from **priority neighbourhoods** are more likely to be finding it easier to remain positive (about the future – 5% vs. 1%, day to day – 7% vs. 2%)

Working

- **Students and self-employed** are more likely to be finding it harder to work since the Coronavirus outbreak
- Respondents from a **priority neighbourhood** are more likely to state that they are finding it 'much easier' to work (7% vs. 3%)

Managing finances

- **Self-employed** are much more likely to be finding it hard to manage their finances when compared to those who are in employed or retired
- Respondents living in **private rented** accommodation are more likely to be finding it 'much harder' to manage their finances (31%)

Looking after children

- **Key workers** more likely to find it 'a little harder' to look after children (14% vs. 9%)
- **Men** are more likely than women to be finding it 'much harder' to look after their children (7% vs. 4%)
- **People without an outdoor space** at home are more likely to be finding it 'much harder' to look after their children (27% vs 5%)

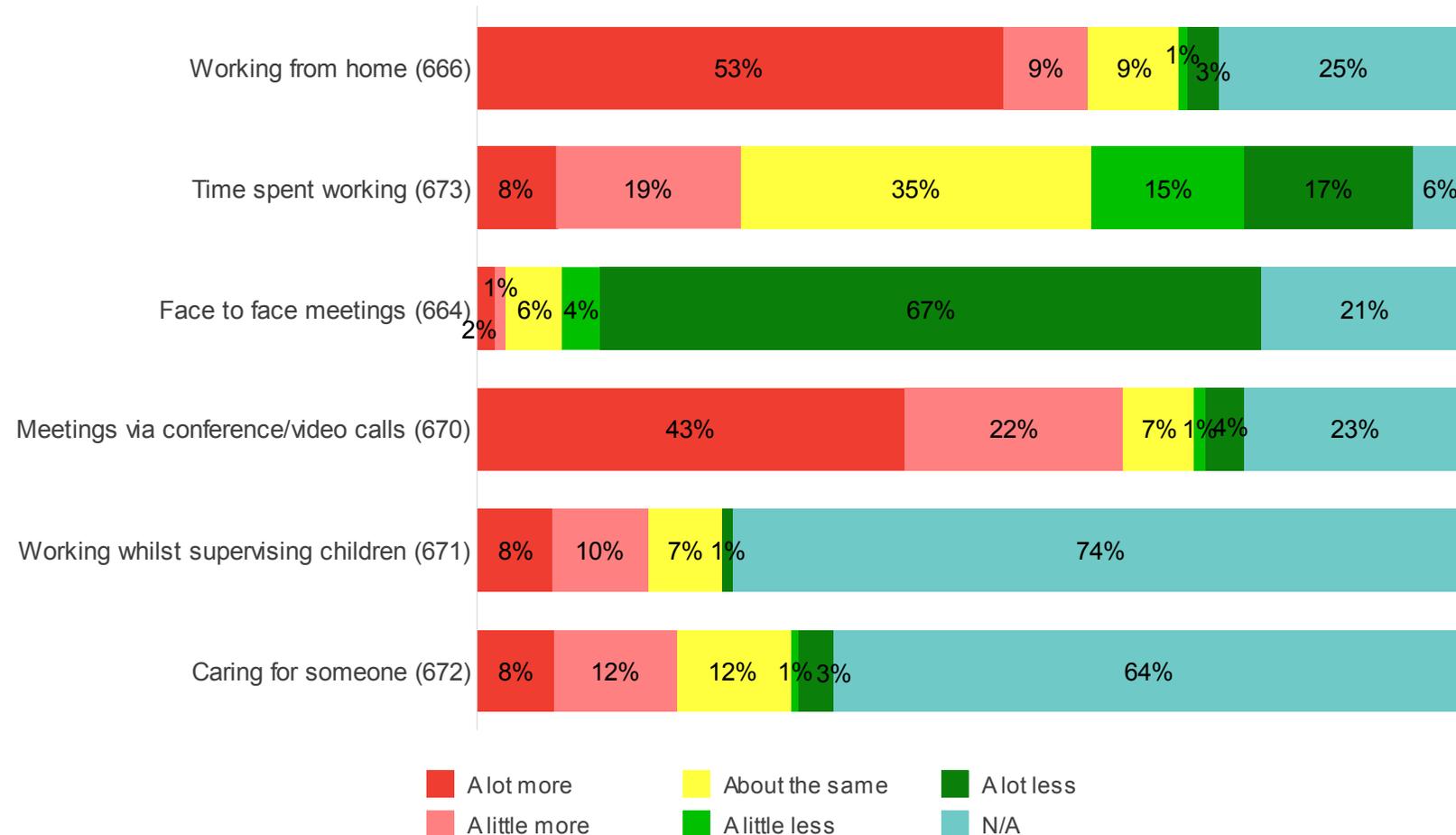
Keeping in touch

- **Young people (16-34)** are more likely to be finding it 'a little easier' to keep in touch with friends and family (18%)
- Respondents from a **priority neighbourhood** are more likely to be finding it 'much easier' to keep in touch with friends and family (4% vs 2%).

Changes to work patterns

(Question 8)

How much more or less do you do each of the following since the start of the Coronavirus outbreak?



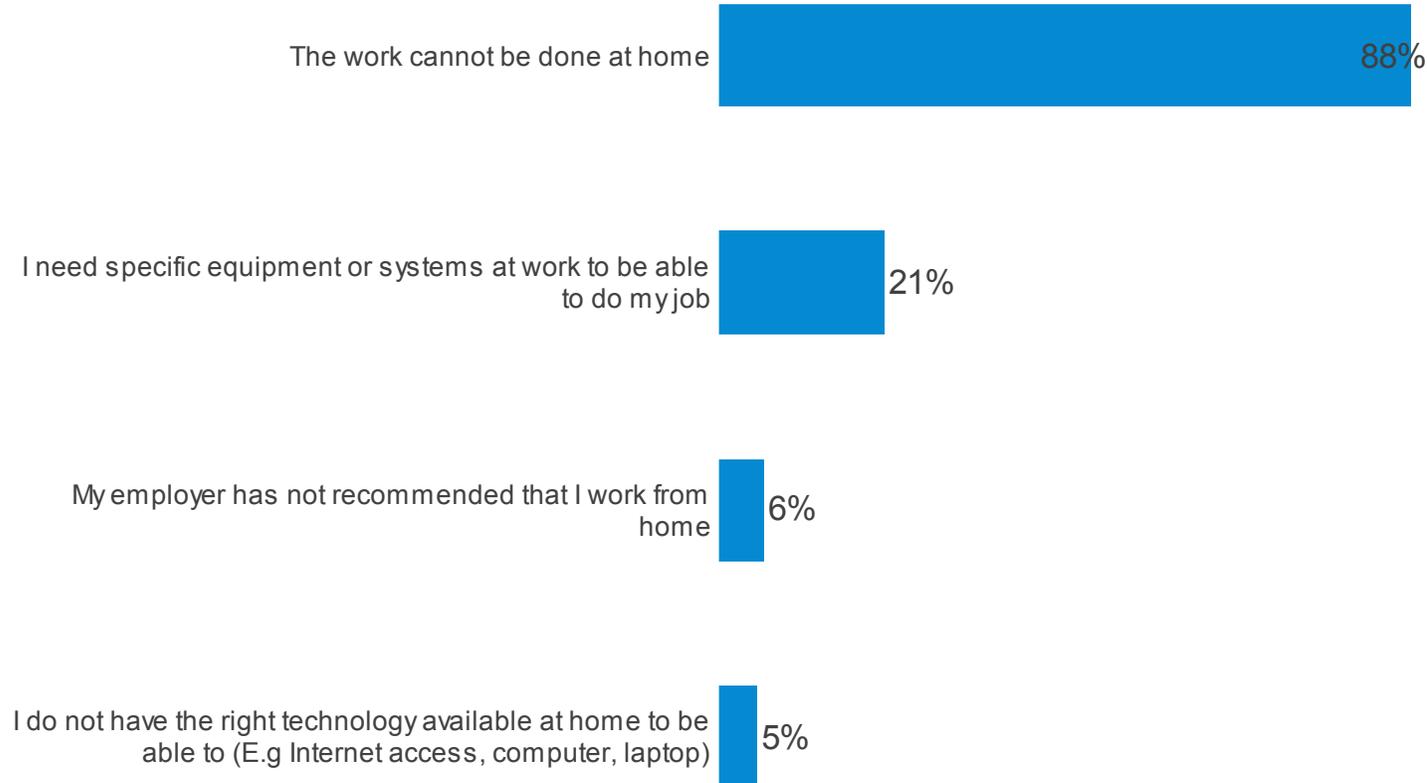
- Key workers are more likely to be working a lot more (12% vs. 5%)
- Self – employed are significantly more likely to be spending a lot less time working than those who are employed (46% vs. 13%)
- Those employed in construction and the arts and entertainment sectors are more likely to be working a lot less (42% and 49% respectively).

Working from home

(Questions 9 & 10)

Two thirds of those in employment are able to work from home (66%)

What is the reason you cannot work from home?



- Key workers are significantly less likely to be able to work from home (47% vs 24%)

Other reasons given for not being able to work from home were:

- No work available currently (3 comments)
- Furloughed (1 comment)
- Poor health (1 comment)
- Customers not working so no work generated (1 comment)

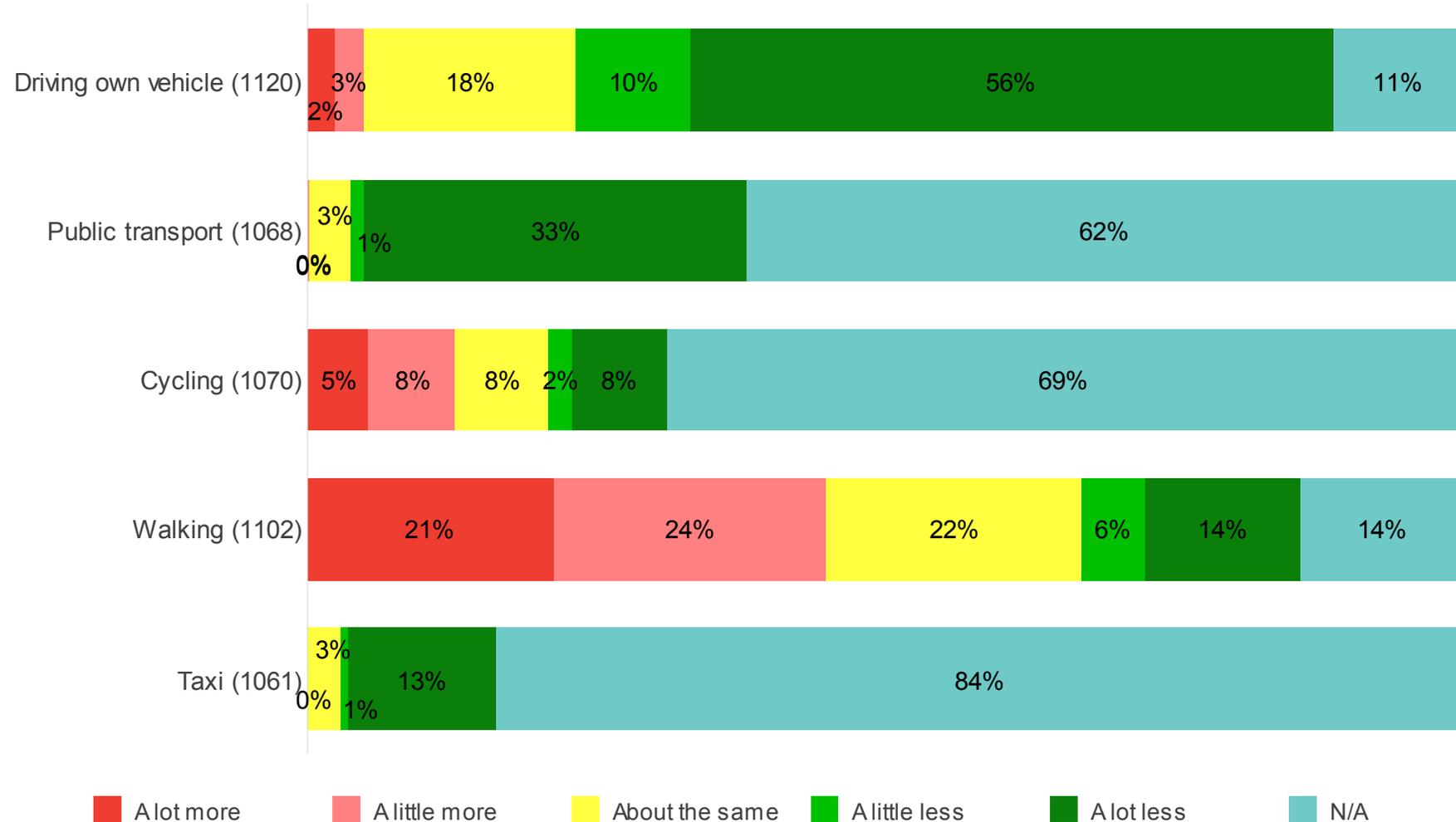
Base: n=212

Travel

(Question 11)

The majority of respondents are driving a lot less (56%) and nearly half are walking more (45%).

Are you using each of the following travel modes more, less, or about the same compared with before the outbreak?





Health & Wellbeing

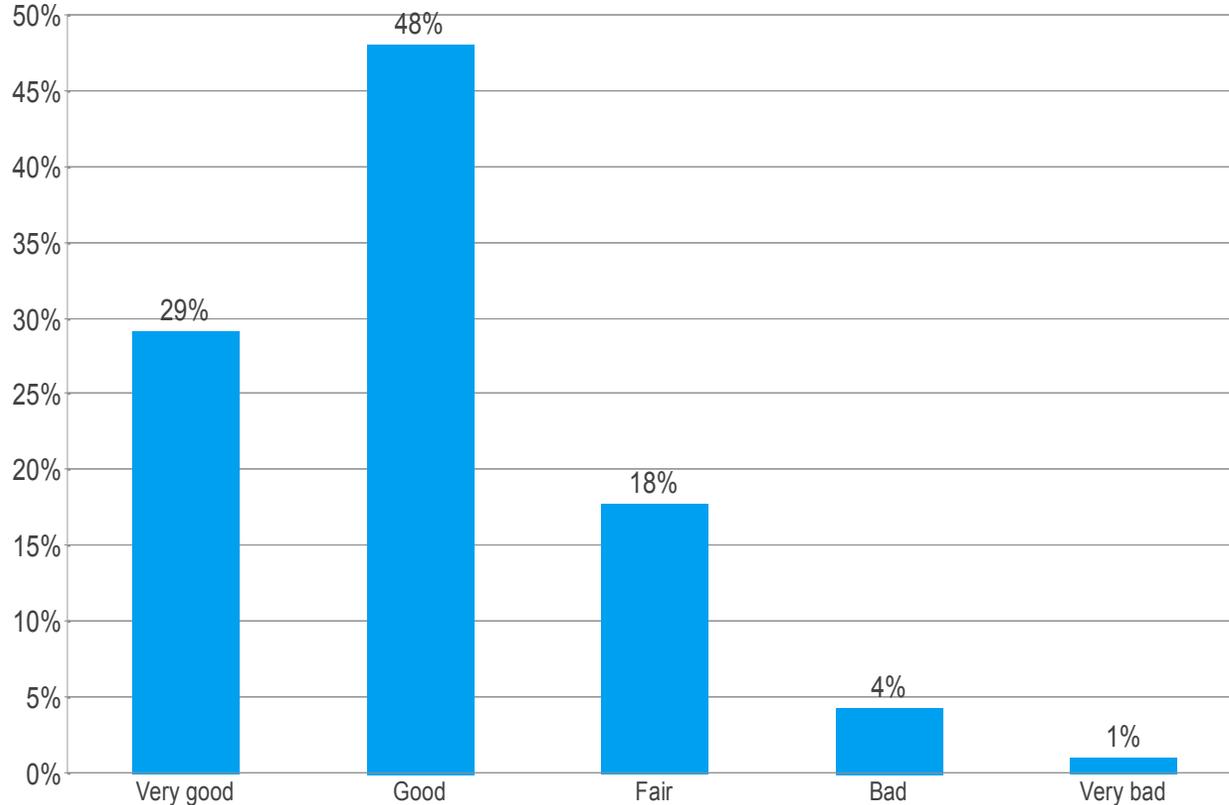
The next section of the survey asked residents about their overall health and the impacts of Coronavirus on their physical and mental wellbeing

Overall health

(Question 12)

The majority of respondents feel they are in good health (77%)

How would you describe your health in general?



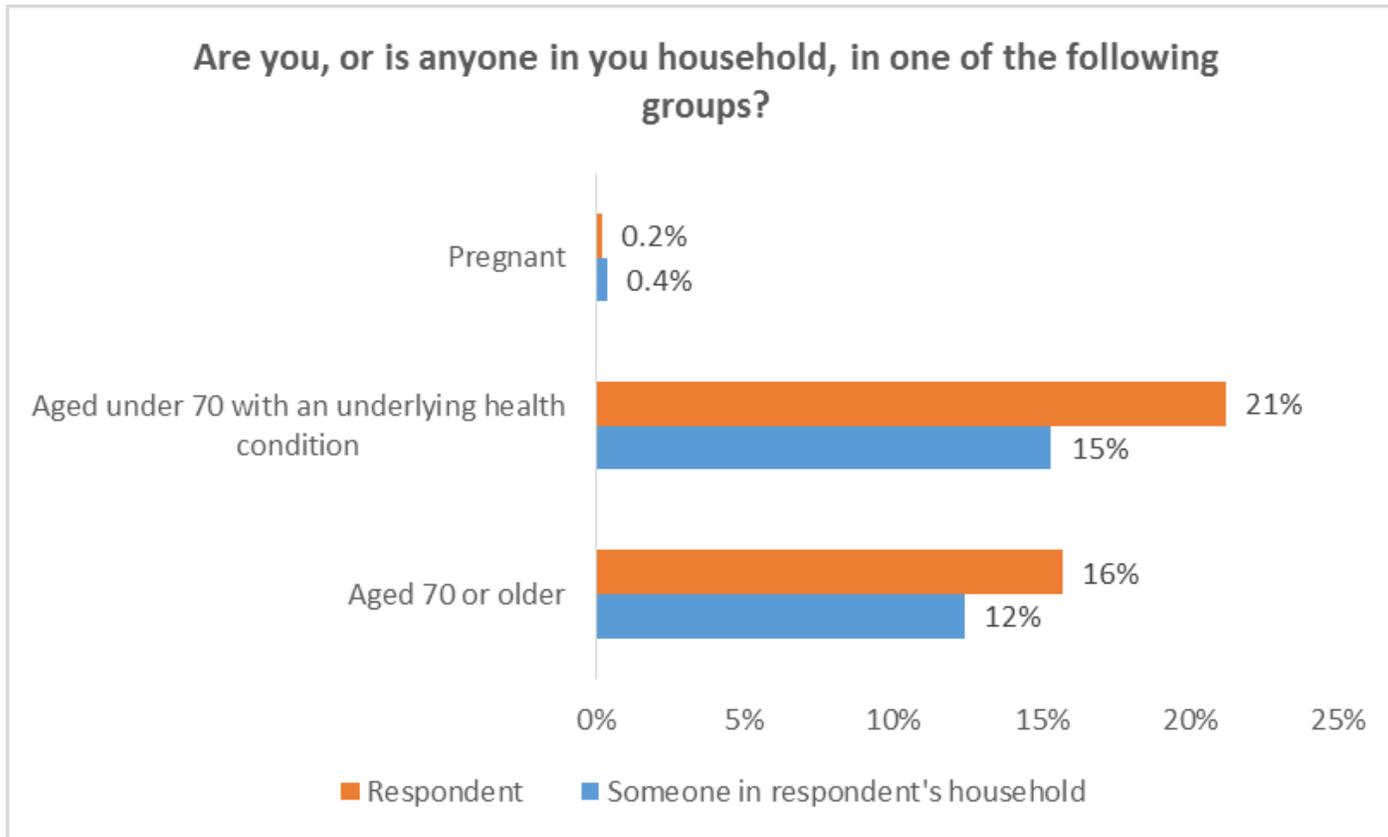
Base: n=1156

- Respondents from a priority neighbourhood were significantly less likely to consider themselves to be in 'very good' health (20% vs 31%).
- Women were more likely than men to consider their health to be 'very good' (33% vs. 25%).
- Respondents living in socially rented accommodation were significantly less likely to describe their health as 'very good' (3%).
- Respondents who consider their health to be 'bad' are significantly more likely to be self-isolating (Bad - 11% vs. 3%, Very bad – 3% vs. 1%)

Vulnerable residents & support

(Questions 13, 14 & 20)

The majority of respondents were not in any of the vulnerable groups (63%) and do not live with anyone in one of the vulnerable groups (72%)



The majority of respondents (85%) know someone who can help them with their basic needs if they find themselves in a situation where they cannot leave the house.

Just under a fifth of residents who fall into one of these vulnerable categories do not know anyone who would support them (17%).

Just under a quarter of respondents who are currently self-isolating do not know anyone who can help them with their basic needs (22%).

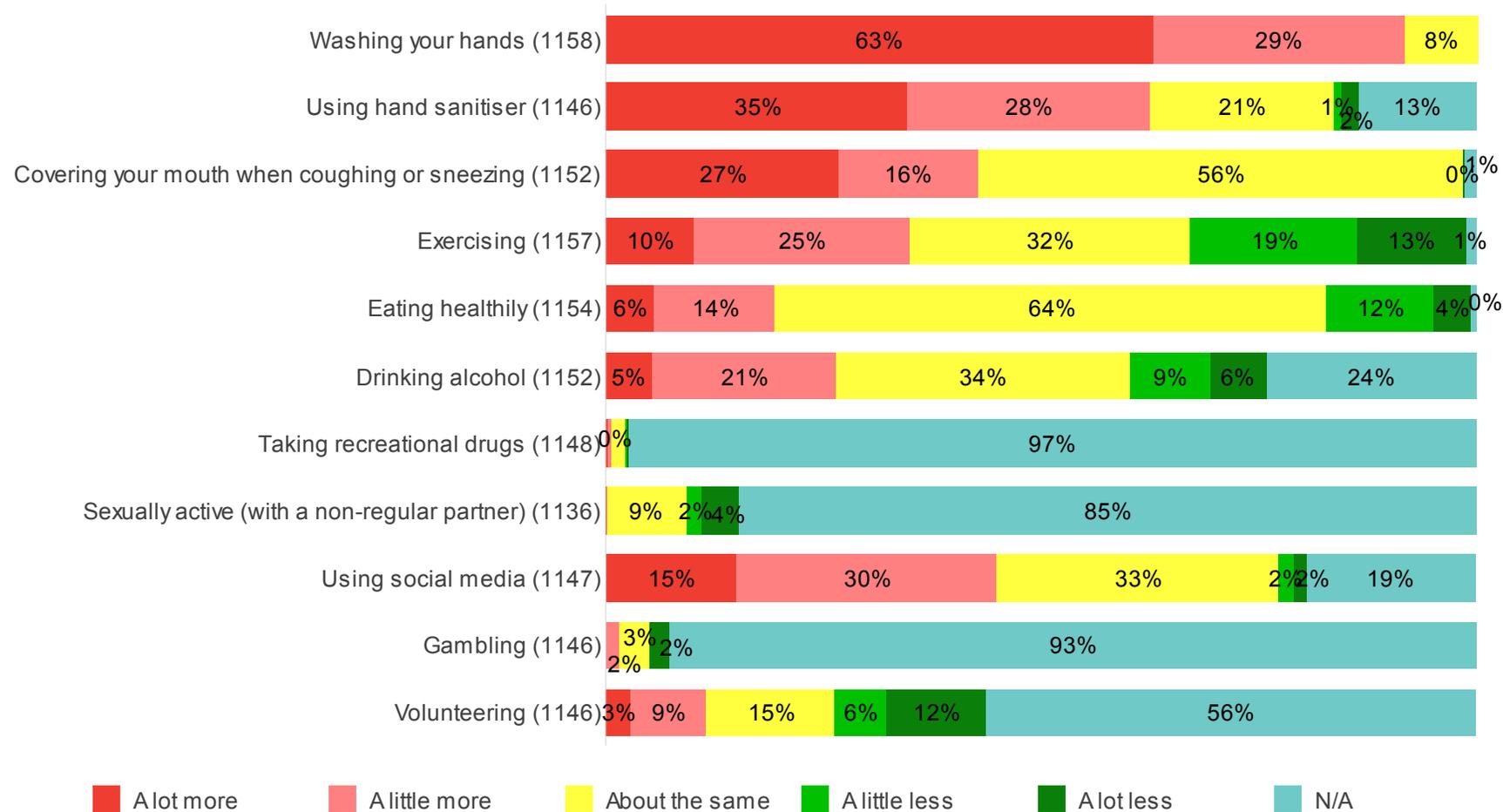
Do you know somebody who can support you with your basic needs?			
	Total	Vulnerable	Not vulnerable
Yes	85%	84%	85%
No	15%	17%	15%

- Respondents from a priority neighbourhood were more likely to have an underlying health problem (27% vs. 20%)

Lifestyle changes

(Question 15)

Are you doing each of the following, more, less or about the same compared with before the Coronavirus outbreak?



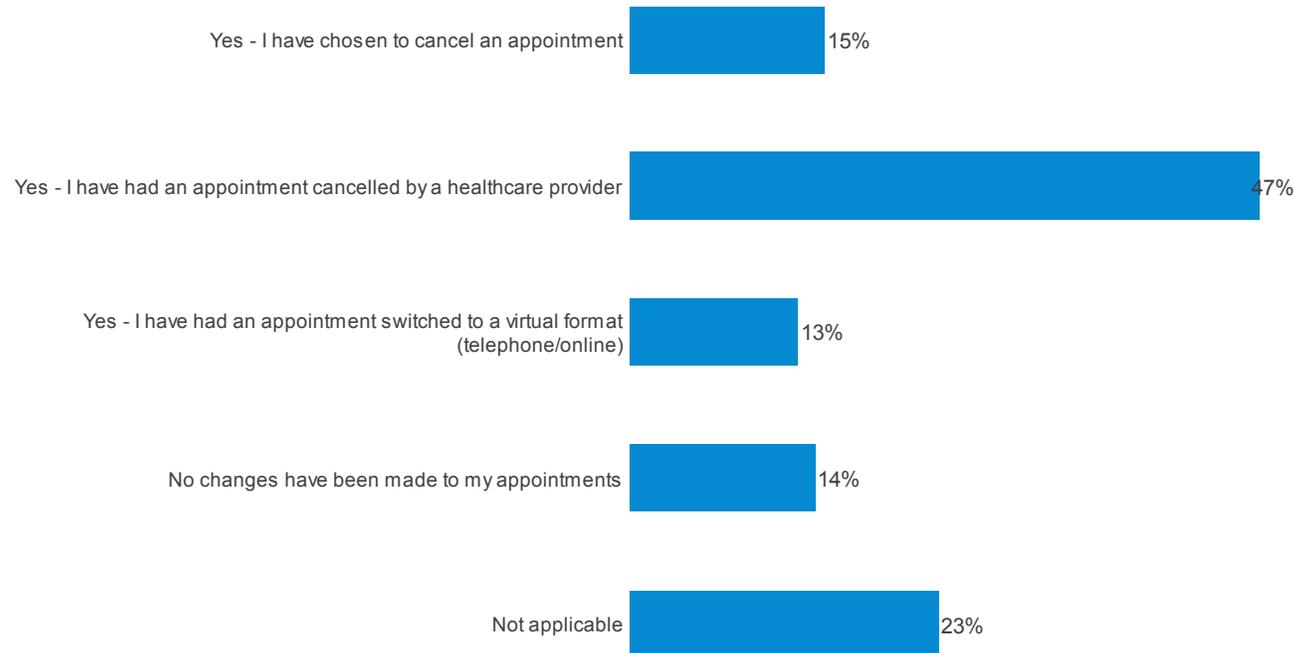
- Women are more likely than men to be exercising 'A lot more' (12% vs. 8%).
- Men are more likely than women to be drinking 'A lot less' (8% vs. 5%).
- People who are exercising 'A lot less' are also significantly more likely to be finding it 'Much harder' to stay positive day to day (24%).
- People who are finding managing their finances 'Much harder' are also more likely to be eating healthily 'A lot less' (30%).
- Respondents who are self-isolating are more likely to be exercising 'A lot less' (20% vs 11%).

Healthcare services

(Questions 16 & 17)

Nearly half of the survey respondents had had a healthcare appointment changed by their healthcare provider (47%).

Have you had to make changes to any routine healthcare appointments due to the Coronavirus outbreak?



Base: n=1157

Nearly three quarters of respondents who would describe their health as 'bad' had an appointment cancelled by a healthcare provider (72%)

A smaller proportion of respondents had experienced changes to the ways in which they receive help for emergency issues since the outbreak of Coronavirus with just 2% being redirected to a different service provider and 12% choosing to not seek help.

Has the way in which you receive help for emergency healthcare issues changed because of the Coronavirus outbreak?	
Response	%
I have chosen to not seek help	12%
I have been redirected to a different provider than what I expected	2%
No change	20%
Not applicable	67%

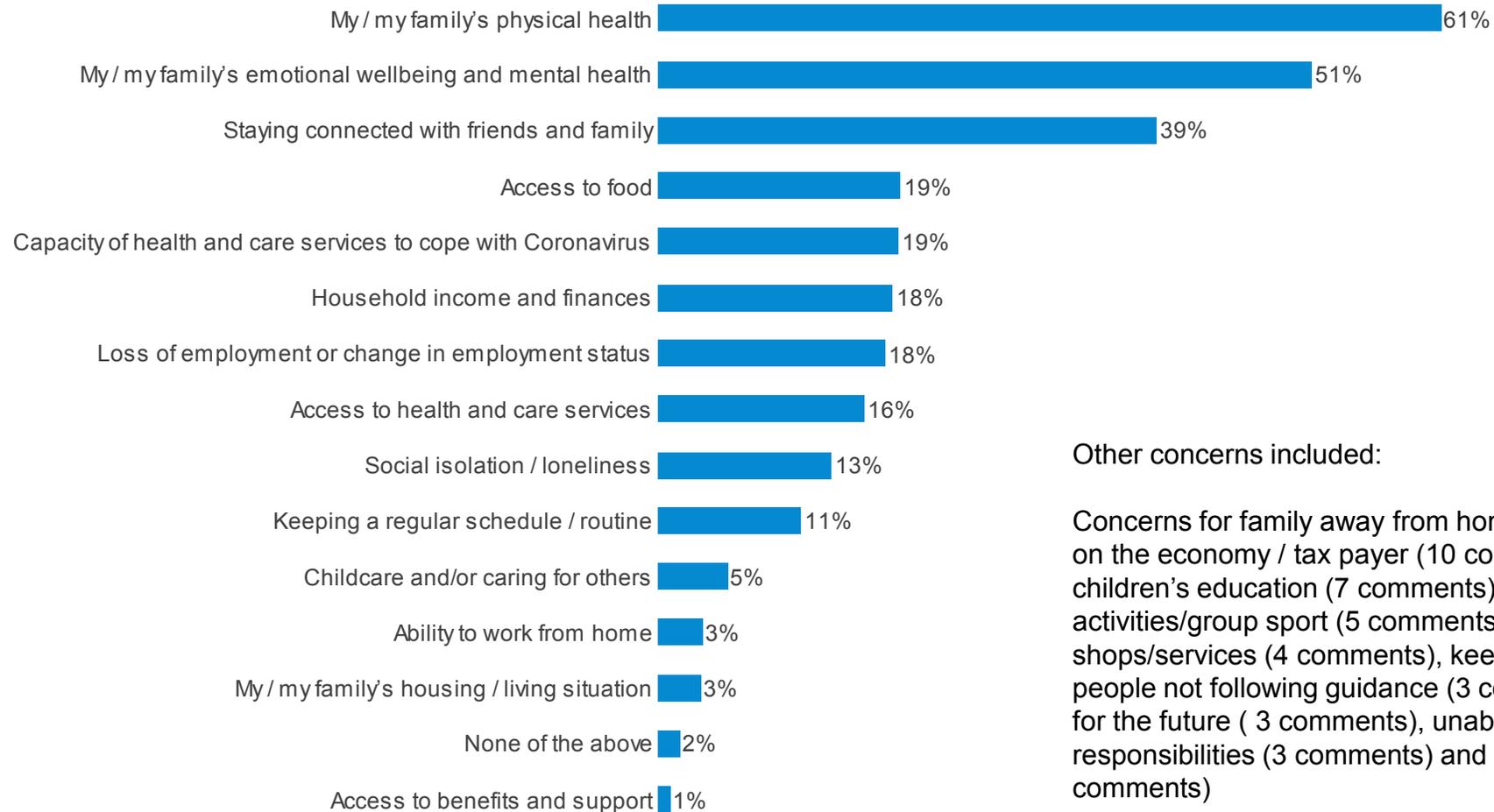
Other changes to emergency healthcare included: receiving virtual medical advice (12 comments), unable to access emergency dental care (8 comments), could not access any help when needed (3 comments), some appointment cancelled but not all (2 comments) and self medicating (1 comment)

Concerns about Coronavirus

(Question 18)

Respondents were most concerned about the impact of Coronavirus on their family's physical health (61%).

What are your top three concerns about the impact of Coronavirus?



Other concerns included:

Concerns for family away from home (11 comments), impact on the economy / tax payer (10 comments), impact of children's education (7 comments), loss of social activities/group sport (5 comments), access to shops/services (4 comments), keeping fit (4 comments), people not following guidance (3 comments), unable to plan for the future (3 comments), unable to carry out caring responsibilities (3 comments) and the exit strategy (2 comments)

Concerns about Coronavirus

(Question 18)

Key workers

- Key workers are more likely to be concerned about childcare/care for others (8% vs. 4%)
- Key workers more likely to be worried about social isolation / loneliness (18% vs. 12%)

Priority neighbourhoods

- Respondents from a priority neighbourhood are more likely to be worried about their family's physical health (69% vs. 60%)
- Respondents from a priority neighbourhood are less likely to be concerned about loss of employment or a change to their employment status (10% vs. 19%)

Over 65s

- Respondents who are retired are more likely to be concerned about access to healthcare (24%)
- Over 65's are more concerned than other age groups about staying connected with friends and family (46%)

Young people

- Young people are less likely to be concerned about the impact of Coronavirus on theirs and their family's physical health (31%)
- They are more likely to be concerned about emotional wellbeing and mental health (65%)

Housing

- Those living in socially rented accommodation have higher concerns about access to food than those who own their home (38%)
- Respondents who own their home outright are significantly less likely to be concerned about household income and finances (11%)

Managing anxiety

(Question 19)

Comment	Count
Friends and family	87
Keeping up to date on news / advice	55
Avoiding the news / social media	50
Following govt. guidance	36
Routine / keep busy	30
Nothing - I am worried	28
Nature /outdoor space	27
Minimise contact with others	25
Exercise	24
Maintain positive attitude	23
Positive news stories	22
Financial security	21
Hobbies	20
Religion	19
Confidence in government	16
Remembering this is temporary	14
Gardening	10
Vaccine testing	9
Take each day at a time	8
Low no. of cases in South Glos.	7
Good medical services	6
Good health	4
Counselling / mental health support	2
Good personal hygiene	1

Respondents were asked to detail what helps to make them feel less anxious about Coronavirus. 494 comments were left. 37 were miscellaneous and 20 advised that they were not worried or anxious.

Key themes:

The most common theme raised for managing anxiety was '**Friends and family**' (87 comments). These comments referred to using friends and family as a support network and how keeping in touch with people via online chat apps helps to prevent anxiety and loneliness.

The next most popular method for reducing anxiety was **keeping up to date with the news** and government advice (55 comments). Many comments referred to the daily government updates as a source of comfort with others highlighting the importance of being aware of the latest guidance and news from around the country and the world.

Others felt that **avoiding the news** helps them to stay positive (50 comments) by not constantly focusing on the negative reports.

Other key themes raised included following government guidance (including seeing other following the guidance), maintaining a routine and keeping busy each day, accessing nature and outdoor spaces and minimising contact with others.

28 comments stated that nothing is helping to reduce their anxiety and they are worried about Coronavirus.

Managing Anxiety

(Question 19)

Watching the government's daily updates and seeing that the country's measures appear to be working. Also keeping in contact with friends and family and making sure they are all ok.

Trying to keep things going as normal, exercise, family communications and contacting friends.

Knowing that it will pass and the belief that society will have changed for the better.

The lower than average number of Coronavirus cases recorded in South Gloucestershire

Being able to sit out in the community garden and social distancing to talk to my friends and neighbours and get some fresh air, do my gardening, making new friends within my community

A positive attitude with a list of jobs to do gives a purpose each day

Talking to people and staying informed of the updates. Excising regularly and having good food at normal times (at the start I was over snacking).

Not watching the news - too much scaremongering and negative reporting



Where you live

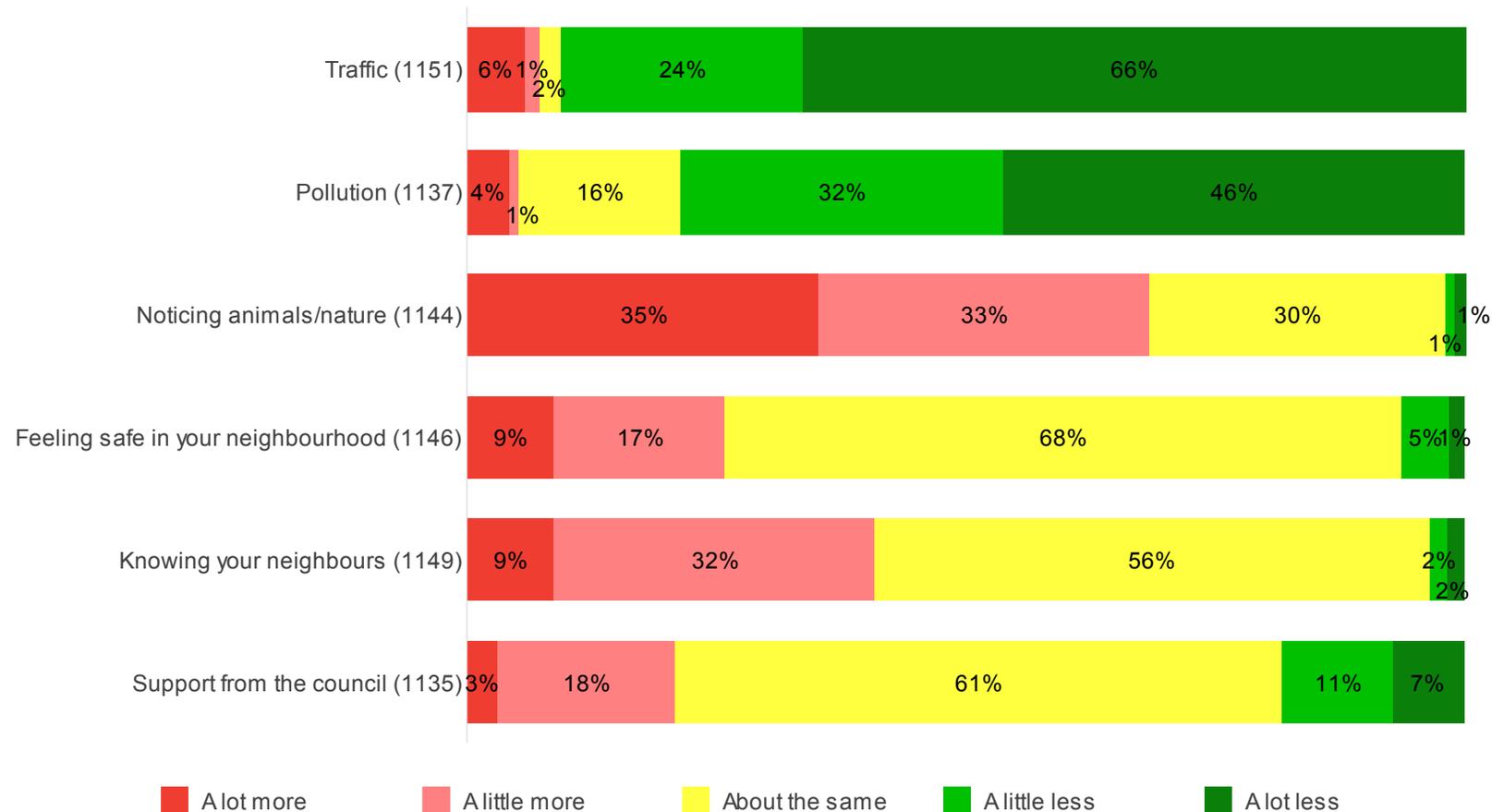
These questions aimed to gather an understanding of the living arrangements of respondents as well as changes to their local area since the outbreak.

Changes in the local area

(Question 21)

The majority of respondents are experiencing a reduction in traffic and pollution in their local area and an increase in wildlife.

In your local area do you feel you have noticed changes in any of the following aspects since the Coronavirus outbreak?



- Severn Vale is the area that has the highest proportion of respondents advising there is 'A lot less' traffic (82%)
- Patchway Coniston is the ward with the highest proportion of respondents advising that pollution levels are 'A lot less' (65%)
- Three fifths of respondents from Charfield reported that they were noticing animals 'A lot more' (60%). This is higher than any other ward.
- Respondents from Kingswood were more likely to state that they feel safer in their neighbourhood since the outbreak (24% - A lot more). Parkwall and Warmley respondents were much more likely to select 'A lot less' in regards to safety (11%).
- Frampton Cotterell and Kingswood wards were more likely to advise that they now know their neighbours 'A lot more' (24% and 22% respectively)

Housing

Which of the following best describes your housing?		How many people live in your household?	
Owned outright	56%	1	20%
Owned with mortgage	36%	2	46%
Privately rented	5%	3	16%
Socially rented	3%	4	16%
Assisted living	0%	5	3%
HMO	0%	6+	1%
Homeless	-		
Does your housing have access to an outdoor space?		How many rooms does your house have?	
Yes	99%	1	1%
No	2%	2	5%
		3	12%
		4	19%
Does your household have poor energy efficiency?		5	25%
Yes	6%	6	21%
No	62%	7+	18%
Not sure	32%		

Housing type

- Respondents from a priority neighbourhood were more likely to live in socially rented accommodation (8% vs. 3%)
- Respondents over the age of 64 were significantly more likely to own their property outright (91%)
- Young people (16-34 year olds) were more likely to live in private rented accommodation than other age groups (91%)

Outside space

- Young people were less likely to have access to an outside space (86% of 16 – 34 year olds compared to 98% of 35-44, 99% 45-64 and 99% of 65+)

Living alone

- Respondents over the age of 64 were more likely to live alone than all other age groups (32%)
- Women were more likely to live alone (23% vs. 16%)
- Respondents from a priority neighbourhood were more likely to live alone (26% vs. 19%)

Profile of respondents

	Unweighted sample base	Unweighted %	Census 2011 % (Target for weighting)		Unweighted count	Unweighted%
Sample base	1159	100%	100.0%	Employment status		
Priority neighbourhoods and rest of district				Employed full-time	272	24%
Kingswood	37	3.2%	5.5%	Employed part-time	126	11%
Yate & Dodington	32	2.8%	3.0%	Self-employed full-time	44	4%
Staple Hill	23	2.0%	2.2%	Self-employed part-time	28	3%
Cadbury Heath	17	1.5%	1.2%	Retired	617	54%
Patchway	17	1.5%	1.7%	Student	3	0%
Rest of district	1034	89.2%	86.3%	Looking after the family or home	23	2%
				Temporary sick	0	-
Gender				Long-term sick	15	1%
Male	628	54.2%	50.0%	Prefer not to say	6	1%
Female	516	44.5%	50.0%	Employment sector		
Prefer not to say	16	1.4%		Mining, Quarrying & Utilities	5	1%
				Manufacturing	25	6%
Age group				Construction	22	5%
16-34	28	2.4%	28.7%	Wholesale and retail trade	19	4%
35-44	90	7.8%	17.9%	Transport & Storage	16	4%
45-64	443	38.2%	32.6%	Accommodation & Food	15	4%
65+	572	49.4%	21.0%	Information & Communication	26	6%
Prefer not to say	27	2.3%		Financial & Insurance activities	31	7%
				Property/Real Estate	5	1%
Ethnicity				Professional, scientific & technical	66	15%
White	1046	90.3%	95.0%	Administration & support services	17	4%
BME	34	2.9%	5.0%	Public Administration & defence	45	10%
Prefer not to say	80	6.9%		Education	57	13%
				Health & Social work	61	14%
Disability				Arts, Entertainment & Recreation	8	2%
Yes	153	13.2%	16.0%	Prefer not to say	15	4%
No	962	83.0%	84.0%			
Prefer not to say	45	3.9%				