



LONDON COVID-19 COMMUNITY RESPONSE SURVEY: WEEK NINE QUESTIONS

FIELDWORK 8th-11th JUNE 2020

INTRODUCTION

Purpose of the Community Response Survey

The weekly COVID-19 Community Response Survey asks civil society organisations who work in London, a small number of questions to understand the impact of COVID-19 and associated policy measures, such as social distancing, on vulnerable populations in the capital.

The first week of the survey focused on asking baseline questions to capture organisational profiles, and included a small number of questions relating to the immediate impact post-lockdown of COVID-19.

Surveys from week two onwards are shorter, and ask organisations a number of questions about changes they have seen in the last week.

We aim to increase the size of the cohort and will continue to ask new joiners the week one baseline questions.

Results from the survey are shared with responding organisations and with decision-makers supporting the pan-London response to COVID-19.

Cohort details

The questions were sent to more than 250 Civil Society organisations who have agreed to take part. The organisations were recruited through existing contacts and mailing lists held by the GLA Community Engagement and Equality & Fairness teams.

In addition, larger organisations and infrastructure providers were asked to cascade the invitation down to their networks.

A total of 94 organisations responded in full or in part to the week seven questions, which were live between Monday 8th and Thursday 11th June 2020.

Note: due to the relatively small sample size and the targeted way in which recruitment was conducted, it is important not to extrapolate from any findings in the weekly survey to all civil society organisations in London or any particular population of Londoners. Results from the weekly survey should be used alongside other sources of intelligence to understand the ongoing impact of COVID-19 on vulnerable communities.

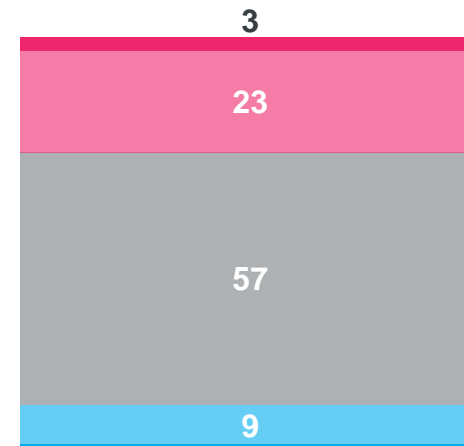
CHANGE IN NUMBER OF PEOPLE SEEKING SUPPORT

This week more organisations have seen little change (57) than an increase (26) in the number of people seeking support.

The proportion of organisations seeing an increase in numbers seeking support has stayed similar to last week, although over time it has fallen from 46 per cent seven weeks ago to 28 per cent in the most recent week.

Although relatively few organisations (10) are seeing a fall in the number of people seeking support, this number is starting to rise weekly.

Change in numbers seeking support (number of organisations)



■ Much lower ■ Lower ■ About the same ■ Higher ■ Much higher

CHANGE IN NUMBERS SEEKING SUPPORT FOR SPECIFIC ISSUES

We asked responding organisations to tell us whether the number of people seeking support for a range of specific issues was higher, the same or lower compared to last week. We asked them to only answer if they deal with and have seen each of the issues. This week we have seen several shifts in the types of issues being reported: issues around poverty, housing, discrimination, childcare/parenting and domestic violence are more likely to have seen weekly growth in demand. Relative to last weeks results, isolation and loneliness have fallen back slightly, although a third of organisations are reporting growth in demand.

Issue	Proportion reporting higher demand	No. of responses	Issue	Proportion reporting higher demand	No. of responses
Poverty	56%	41	Isolation and loneliness	57	37%
Housing	52%	44	Immigration issues	29	34%
Digital connectivity	51%	53	Access to benefits	49	33%
Capacity Building	45%	38	Access to care	36	31%
Mental health	43%	67	Grief bereavement	35	29%
Discrimination	43%	35	Access to food	54	28%
Childcare or Parenting	40%	30	Access to health	49	24%
Employment	40%	45	Victim support	22	23%
Domestic violence	38%	34	Physical health	42	21%
Debt issues	38%	42			

WHAT IS THE BIGGEST CHALLENGE YOUR ORGANISATION IS FACING THIS WEEK?

We asked responding organisations to tell us the three biggest challenges they were facing last week. The most common challenges are still longer-term funding and recovery planning

Challenge	Number of organisations	Issue	Number of organisations
Planning for recovery/easing of lockdown	38	Need to provide new or changed services	<10
Funding - sustainability beyond the crisis	33	Capacity - due to reduction in volunteers	<10
Staff wellbeing and mental health	20	Capacity - due to staff working from home	<10
Funding - general	17	Difficulty in delivering services online	<10
Digital or tech equipment	15	Reaching vulnerable groups	<10
Capacity - due to increased demand	13	Capacity - due to furloughed staff	<10
Funding - access to urgent funding	11	Funding - relationship with existing funders	<10
Maintaining engagement with beneficiaries	11	Personal Protective Equipment	<10
Capacity - general	10	Working with local authorities	<10
Social distancing in delivery	10	Advice/training on how to support vulnerable	<10
Digital skills or training	10		

WHAT IS THE BIGGEST CHALLENGE YOUR BENEFICIARIES ARE FACING THIS WEEK?

We asked responding organisations to tell us the three biggest challenges their beneficiaries were facing in the last week. Mental health and isolation remain the most widespread issues reported, followed by digital exclusion. Employment issues are becoming more commonly reported.

Challenge	Number of organisations	Issue	Number of organisations
Mental health	39	Access to benefits	<10
Social Isolation	33	Inadequate accommodation	<10
Digital exclusion	29	No recourse to public funds	<10
Employment	23	Access to local authority support	<10
Low income	18	Bereavement	<10
Social distancing rules	13	Domestic violence	<10
Access to food and essentials	12	Multi-lingual support	<10
Family tension	<10	Access to PPE	<10
Home schooling	<10	Eviction	<10

BENEFICIARY CHALLENGES BY BENEFICIARY GROUP

Do biggest beneficiary challenges vary by the main groups of beneficiaries organisations work with?

Organisations working with socially excluded and vulnerable mention a wider variety of issues than those working with other groups, but were more likely to mention access to food (15 per cent of organisations) and digital exclusion (31 per cent)

Organisations working with young people were more likely to mention mental health (71 per cent of organisations), social isolation (57 per cent) and employment issues (48 per cent)

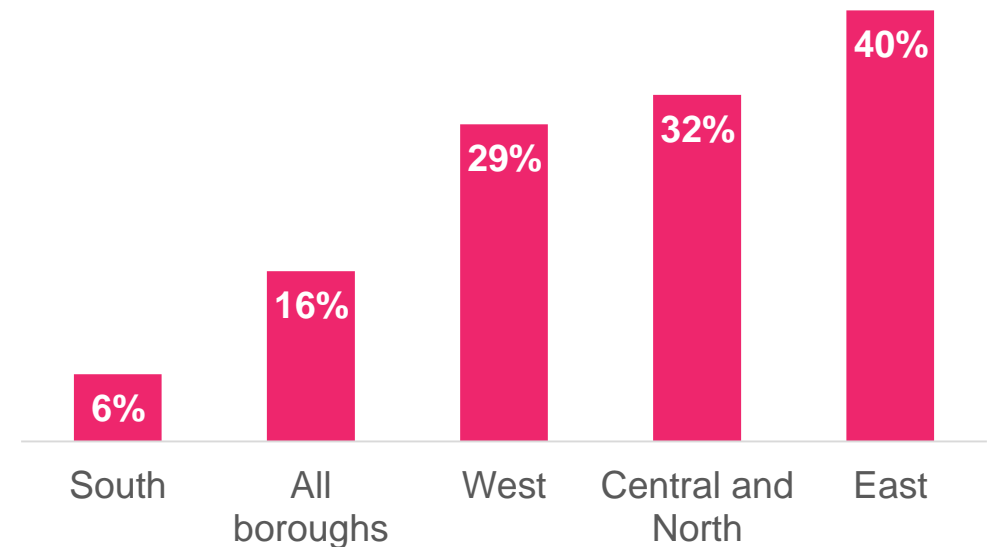
Organisations working with the general public were particularly likely to mention social isolation (50 per cent), employment issues (40 per cent) and mental health (40 per cent)

CHANGE IN NUMBER OF PEOPLE SEEKING SUPPORT BY GEOGRAPHY

Organisations working in the East and Central/North London sub-regions are more likely to report an increase in the number of people seeking support, compared to last week.

6 per cent of organisations working in the South, and 16 per cent of organisations working across all boroughs, reported an increase in numbers seeking support, versus 32 per cent in the Central and North sub-region, and 40 per cent in the East.

Proportion of organisations seeking support by London sub-region



ANY OTHER ISSUES

32 respondents wrote in to highlight risks, issues or share detail about their current challenges. We have highlighted some of these responses below.

- Access to food – 3 respondents referenced concerns about demand or supply of food for their beneficiary groups:

“This is first week we've had a notable number of enquiries about food bank use. Most of this is related to poverty, but some people are also too scared to go out and want the food bank deliveries for protection from coronavirus too.”

“Possibility of Local authorities that were providing 4 weeks or so of food are now stopping home deliveries which will be an issue for residents with long term health issues/ elderly and vulnerable”

“There seems to be less help for people and it is not as friendly and 'we're all in it together' attitude anymore ... We have also faced a new turn of events is that people are needing/wanting twice a week food aid. We pride ourselves on giving food to those who ask and do not refuse this but it does mean we will be stretched even further.”

ANY OTHER ISSUES

- Opening up – 3 respondents wrote in to highlight lack of guidance on how they can resume face to face services safely.

“Some of the announcements made recently are problematic - opening venues for private prayer is a concept not universally helpful across faith and belief organisations - some don't do prayer 'individually', some don't do prayer at all. Where is the guidance on how to support organisations to facilitate small numbers of people gathering together for common purpose?”

“As an adventure playground, there is little information about when we can open and how we are able to open. We are having to try and preempt what the guidelines will be and make arrangements.”

ANY OTHER ISSUES

The following issues were reported by individual respondents.

- Hate Crime

“It has been reported to us that hate crime, particularly aimed at those with disabilities is on the rise.”

- Young people with NRPF

“Worrying lack of access to support for NRPF young people - with immediate and longer term consequences”

- Test and Trace

“Key emerging issue is lack of national messaging on test and trace and the need to come up with local solutions and promotion.”

- Social Housing and return to work

“One issue to flag is that the bidding process for social housing seems to have slowed down and people are worried about being stuck in temporary accommodation for a long period. We are also beginning to hear concerns about how parents will cope if schools do not return and they need to go back to work, and they have questions over how childcare can be managed.”



NEXT STEPS

Week eight survey in the field between 15th – 18th June.

Results available on Monday 22nd June.