

# **Bracknell Forest Council: Covid-19 Residents' Survey**

**Report: April 2021**



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# **Bracknell Forest Council: Covid-19 Residents' Survey 2021**

## **Executive Summary**

### **Introduction and background to the research**

1. Bracknell Forest Council commissioned a survey of local residents about the impact of the Covid-19 pandemic on residents and their experience of it, to help inform council and local planning and priorities to support recovery. This most recent survey is a follow-up to a prior survey conducted in July/August 2020 with the aim of assessing change and impact over time.

### **Aims of the research**

2. The survey covers the following key issues:
  - Perceptions about the council and its support to the local community.
  - Volunteering.
  - Internet use during lockdown.
  - The environmental and travel behaviour change.
  - Impact of the pandemic on work, employment and the economy.
  - Impact of the pandemic on health and wellbeing.
  - Perceptions and intentions around testing, isolation and vaccinations.
  - Priorities to support the recovery of individuals and the local area.

### **Approach to the research**

3. The research was conducted via a telephone survey of 1,861 residents living in Bracknell Forest. The survey took place over a 4-week period between the middle of April and the middle of May 2021.
4. A questionnaire was developed in conjunction with the council to capture information to answer the aims and objectives of the research, mirroring the questionnaire used in July/August 2020 for comparison. The questionnaire was tested with a small number of residents prior to its full implementation to ensure it worked effectively in practice.
5. Quotas were set based on the latest population data available to help ensure that the survey sample was demographically representative of the local population. Quotas were set by gender, age, ethnicity and location.
6. Interviews were conducted at different times of the day and different days of the week, including evenings and weekends to ensure that working age residents were interviewed. Only one person per household was interviewed.

7. With 1,861 respondents, the survey provides for robust data. At this number of respondents, the sample error or accuracy of the survey results is +/- 2.4% at a 95% confidence level.<sup>1</sup> This means that we can be 95% confident that the “real” result for any given question would be within 2.4 percentage points of those stated within the survey findings. This provides for robust data when analysed at a headline level and when different questions are cross-referenced against each other. It also allows for reliable comparison over time and nationally.

## **Key findings**

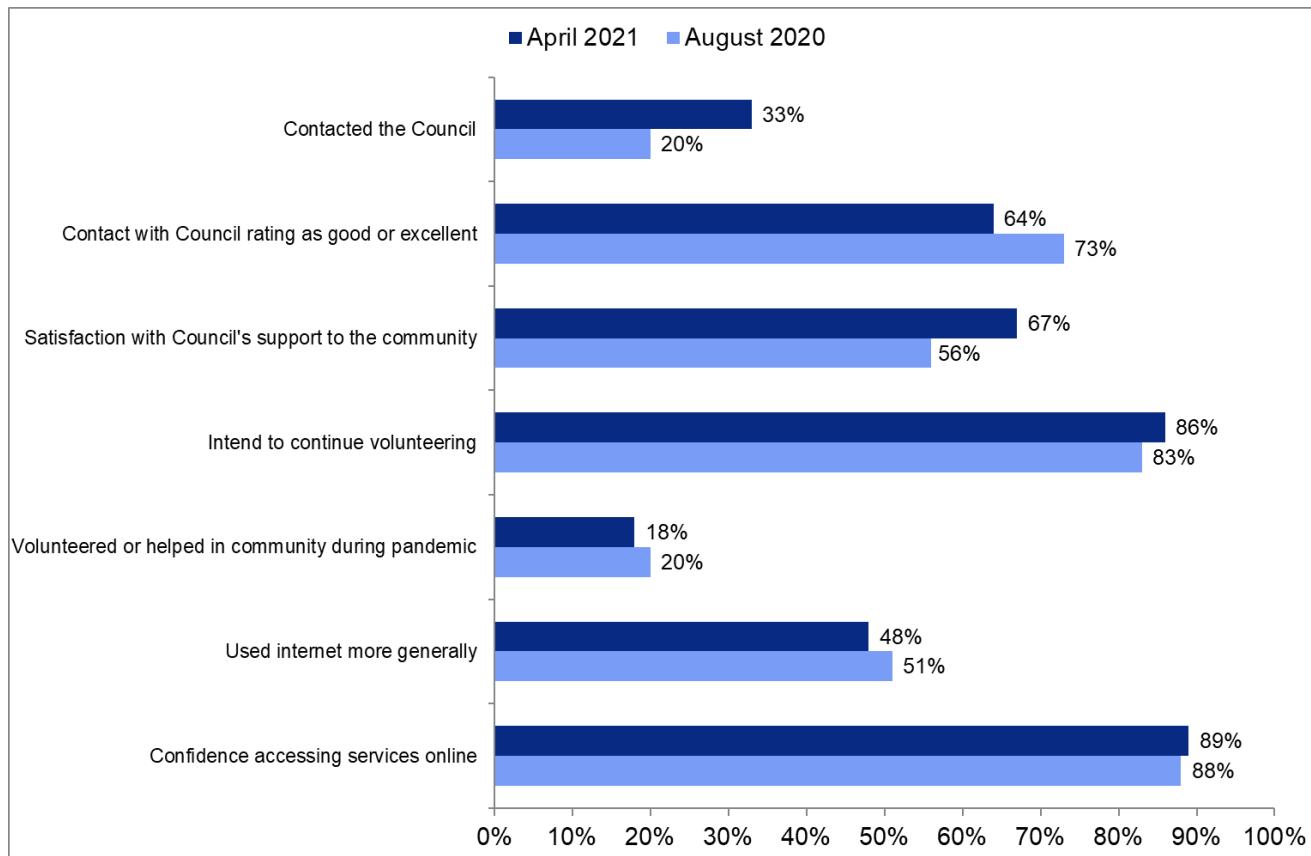
8. The key findings about **the council, community and digital access** are:

- **Contacting the council:** 33% of residents contacted the council in April 2021 compared with 20% in August 2020, potentially representing pent-up demand (or business as usual as arguably in the first lockdown residents held back from placing perceived unnecessary pressure on the council). 64% of residents who contacted the council since the start of November 2020 rated contact as good or excellent, compared with 73% in August 2020.
- **Satisfaction with the council’s support to the local community:** 67% of residents are satisfied with the way Bracknell Forest Council is supporting the local community during the pandemic, which is an increase from the 56% who were satisfied in August 2020.
- **Volunteered or helped in community during the pandemic:** In this latest survey, 18% of residents volunteered or helped in the community during the pandemic, 92% of whom indicate they were not volunteering prior to the pandemic. 86% of these intend to continue volunteering in the future. This is in line with the results seen in August 2020, when 20% said they volunteered or helped in the community during the pandemic, 93% of whom indicated they were not volunteering prior to the pandemic and 83% intended to continue volunteering.
- **Accessing services online:** 48% of residents said they used the internet in general more since the start of November 2020 (when the 2nd lockdown began). In addition, there is an increase in the proportion of residents who said they contacted the council on-line since the start of November 2020 (39%) compared to the 28% seen in August 2020. 89% of residents said they are confident to access services online (similar to the 88% seen in August 2020), with older residents (76% of those aged 55 and above) less confident than younger residents.

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<sup>1</sup> Sampling error exists because even when surveying as robustly as has been the case with this survey, only a proportion of the population has been interviewed. Sampling error, therefore, is the measure of accuracy between the survey results and those that would have been obtained if all residents in the area had been surveyed i.e. a census conducted.

**Figure 1: Council, community and digital access**

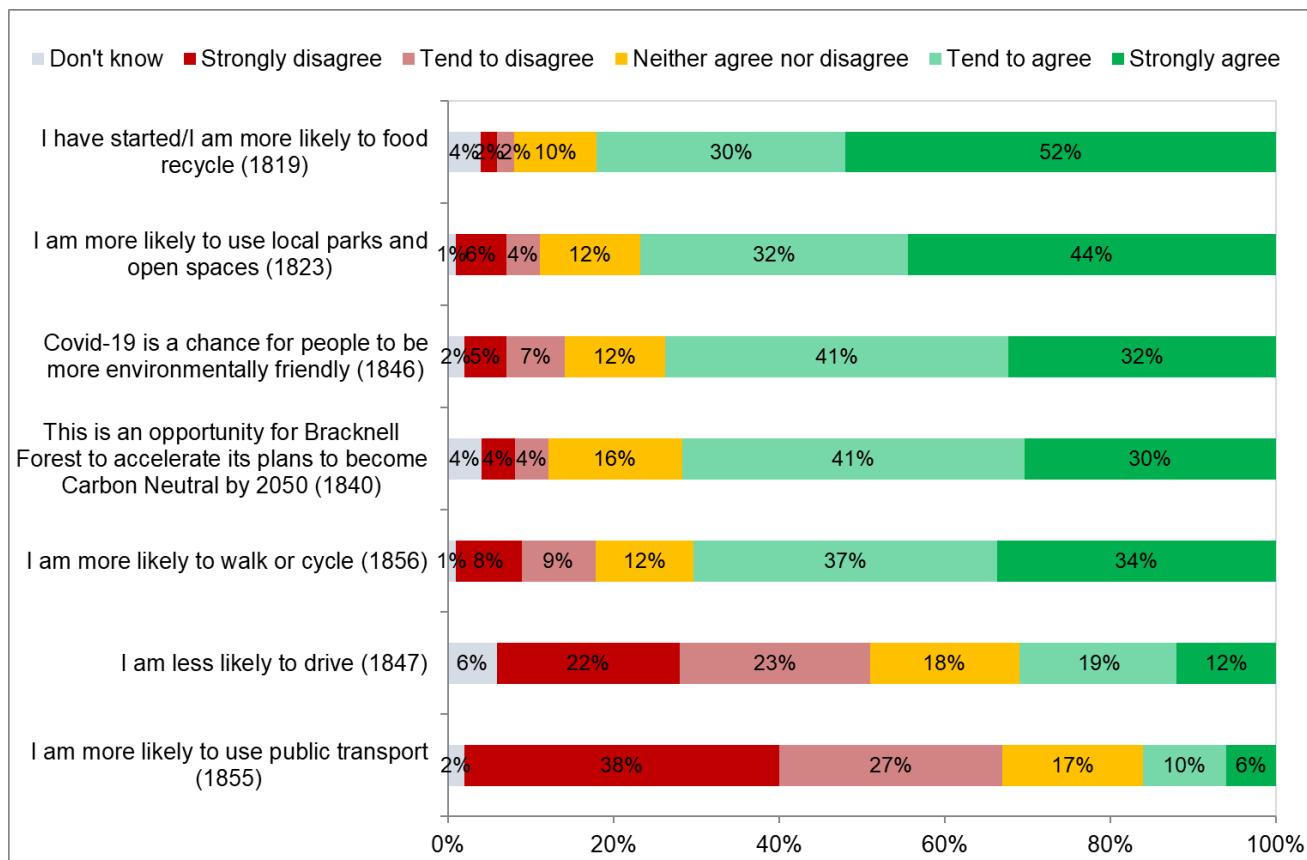


**These results highlight positive perceptions of the council during the pandemic. They suggest that there is an increase in volunteering and community sentiment during the pandemic, which could provide a positive foundation to build on in the future. The increase in digital use, and high levels of confidence, suggest opportunities for increased digital engagement and service delivery. However, it should be noted that digital confidence is lowest amongst older residents, with implications for digital exclusion.**

9. The views of residents about **travel and the environment** in the future, due to Covid-19 are as follows:
  - 82% of residents said they agree that **they have started or are more likely to food recycle** (a new service since March 2021) and 76% agreed that **they are more likely to use local parks and open spaces** (an increase from 62% in August 2020).
  - 73% of residents said they agree that **Covid-19 is a chance for people to be more environmentally friendly** (75% in August 2020) and 71% agreed that **this is an opportunity for Bracknell Forest to accelerate its plans to become Carbon Neutral by 2050** (73% in August 2020).
  - 71% agreed that **they are more likely to walk or cycle** (67% in August 2020).
  - 31% agreed **they are less likely to drive** (an increase from 26% in August 2020), while 45% disagreed. However, it is worth noting that 31% of residents have already been driving less as a result of the pandemic.

- Just 16% said they are more likely to use public transport (13% in August 2020), whereas 65% disagreed.

**Figure 2: The views of residents about travel and the environment in the future**



Numbers in brackets are the number of respondents to each statement.

Question: Do you agree or disagree with the following statements about travel and the environment in the future, due to your experience of Covid-19?

**These results highlight how the pandemic presents an opportunity to promote and embed climate friendly behaviour amongst residents, local businesses and other local organisations. Importantly, these positive perceptions and behaviour have been sustained over time and in some cases increased, highlighting that the pandemic may have helped form positive climate friendly habits.**

#### 10. Regarding employment and the economy:

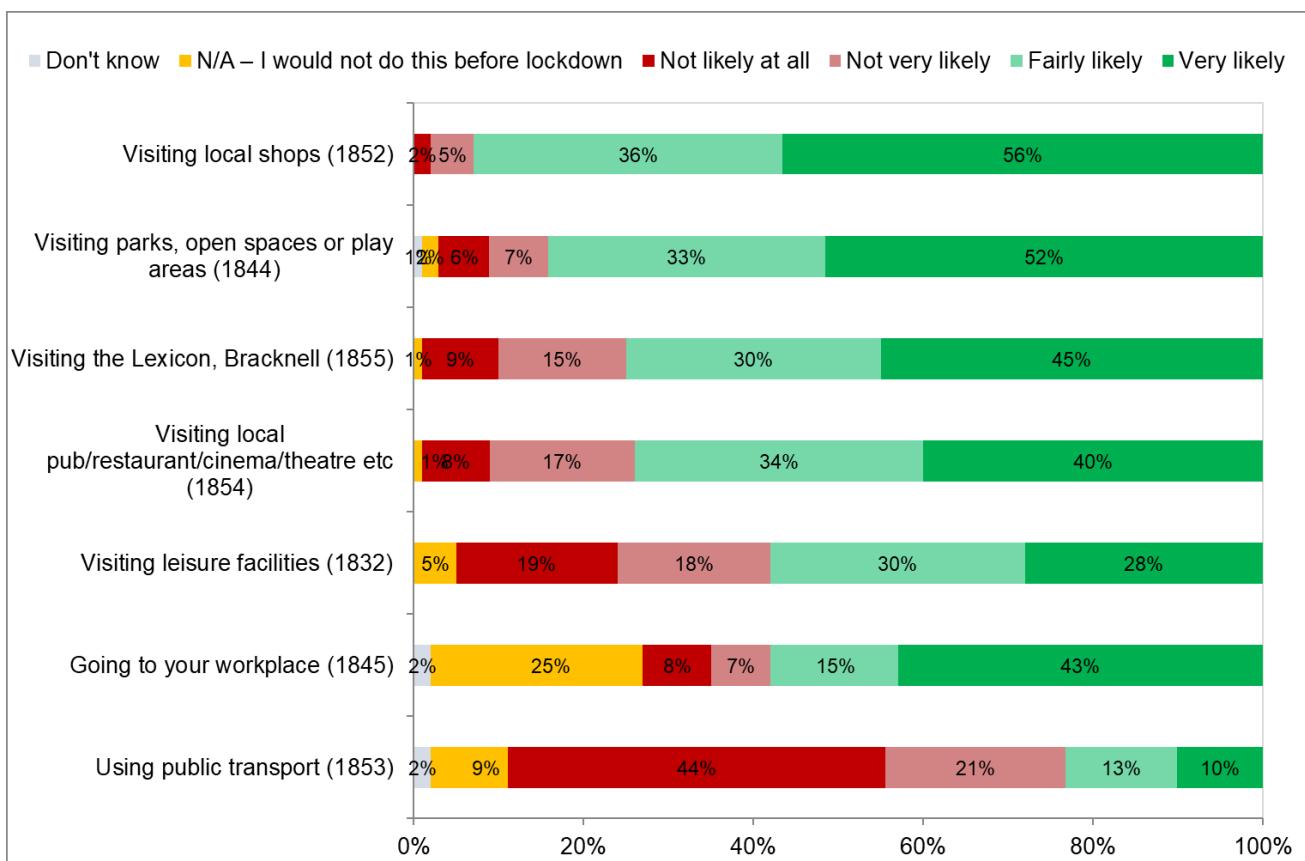
- **Half of residents are still employed on the same terms and conditions** (an increase from the 42% seen in August 2020). 4% said they had been previously furloughed, but are now back in work. Additionally, 4% said they are self-employed and their business has been affected (8% in August 2020), 4% said they are self-employed and not affected, 4% said they have lost their job (2% in August 2020) and 3% are furloughed and are being paid 80% of their salary under the government scheme.
- Overall, **74% of residents have not accessed or received any support from the UK Government** (70% in August 2020). 10% said they have been or are furloughed under

the Coronavirus Job Retention Scheme (17% in August 2020) and 6% have signed up to Universal Credit (3% in August 2020).

11. The likelihood of **doing activities as lockdown is eased** is as follows:

- Overall, 92% of residents said they are likely to **visit local shops** as lockdown is eased (86% in August 2020). 85% of residents said they are likely to **visit parks, open spaces or play areas** (82% in August 2020) and 75% said they are likely to **visit the Lexicon, Bracknell** (63% in August 2020). 74% said they are likely to **visit local pubs, restaurants, cinemas or theatres** (48% in August 2020).
- 58% said they are likely to **visit leisure facilities**, 58% said they are likely to **go to their workplace** (50% in August 2020) and only 23% said they are likely to **use public transport** (17% in August 2020).

**Figure 3: Doing activities as lockdown is eased**



Numbers in brackets are the number of respondents to each statement.

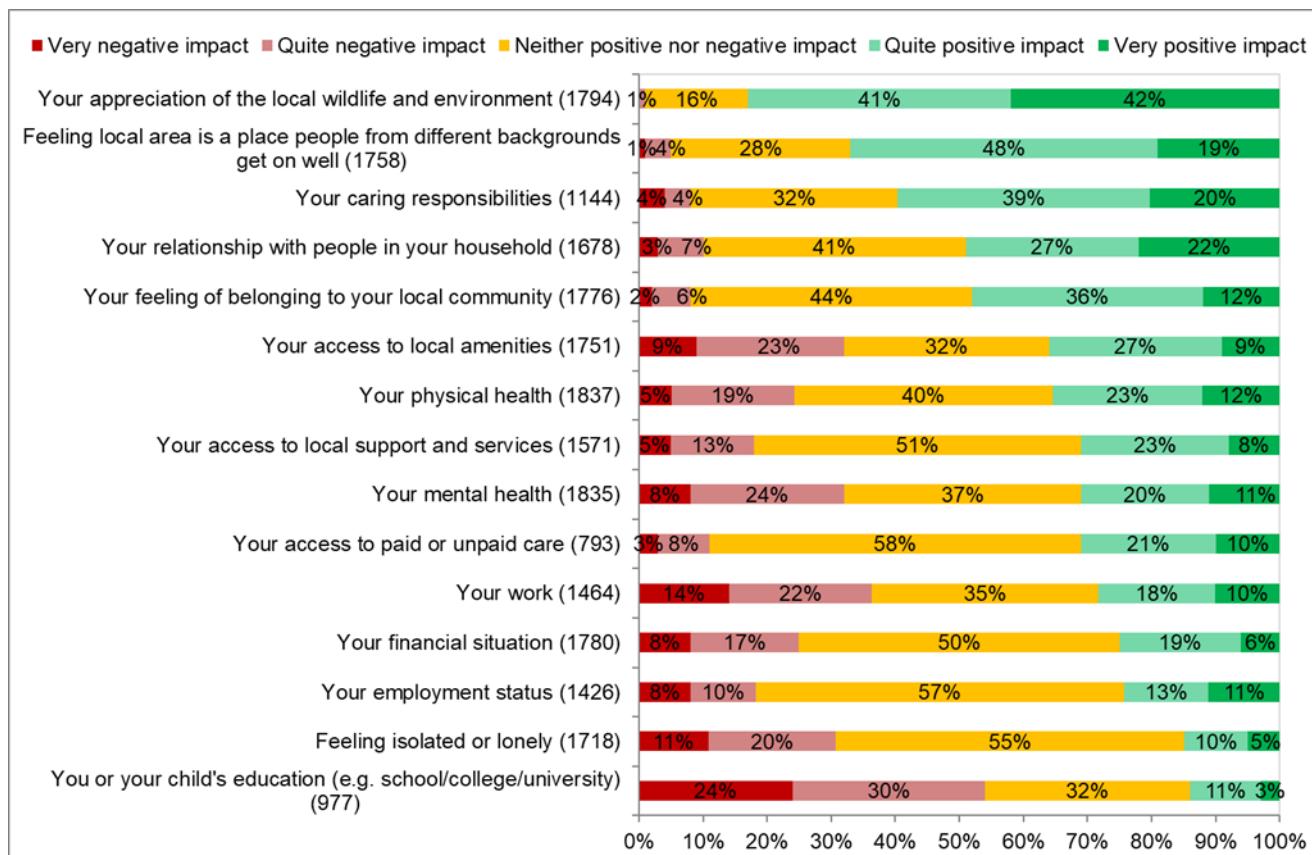
Question: As lockdown is eased, how likely, if at all, are you to do each of these activities when they are permitted?

**These results highlight an improvement in the economic challenges of the pandemic, with an increase in the proportion of residents who are employed on the same terms and conditions. The increase in willingness to do activities as lockdown is eased, compared to the results seen in August 2020, perhaps highlights increased desire to return to ‘normality’, and increased confidence.**

12. The impact of the pandemic on aspects of residents' **life, health and wellbeing** is as follows:

- Overall, 83% of residents said that the pandemic had a **positive impact on their appreciation of the local wildlife and environment**, the same proportion as in August 2020. 67% mentioned the pandemic had a **positive impact on their feeling that their local area is a place where people from different backgrounds get on well together** (70% in August 2020) and 59% said it had a **positive impact on their caring responsibilities** (68% in August 2020).
- 49% of residents said the pandemic had a **positive impact on their relationship with people in their household** (50% in August 2020) and 48% said it had a **positive impact on their feeling of belonging to the local community** (52% in August 2020).
- 36% said it had a positive impact on their **access to local amenities** (although 32% cited a negative impact), 35% said it had a positive impact on their **physical health** (48% in August 2020), 31% of residents said the pandemic had a positive impact on their **access to local support and services**, 31% of residents said the pandemic had a positive impact on their **mental health** (36% in August 2020), albeit with 32% citing negative impacts on mental health, and 31% said it had a positive impact on their **access to paid or unpaid care** (25% in August 2020).
- 28% believed the pandemic had a positive **impact on their work** (23% in August 2020), whereas 36% said it had a negative impact.
- 25% said the pandemic had a positive impact on their **financial situation** (24% in August 2020) and 25% said it had a negative impact.
- 24% said the pandemic had a positive impact on their **employment status** (21% in August 2020) and 18% said it had a negative impact.
- 15% said the pandemic had a positive impact on their **feeling of isolation or loneliness** and 31% said it had a negative impact.
- Only 14% of residents believed the pandemic had a positive impact on their or their **children's education (e.g. school/college/university)**, while 54% said it had a negative impact.

**Figure 4: Impact of the pandemic on aspects of life, health and wellbeing**



Numbers in brackets are the number of respondents to each statement (excludes don't know responses).

Question: How much, if at all, has the pandemic had a positive or negative impact on each of the following aspects of your life, health and wellbeing?

**13. Residents provided views about accessing healthcare and the support they need to recover from the experience of the pandemic:**

- Above six-in-ten (64%) residents spent **more time in nature**, visiting open spaces since the beginning of the 2<sup>nd</sup> lockdown onwards (59% in August 2020) and above two-fifths (43%) of residents tried a **new form of exercise or exercised more** (48% in August 2020), while **smoking** levels remained about the same.
- Six-in-ten (62%) residents feel that their **health and care needs** have been supported overall during the pandemic (in line with the 64% seen in August 2020), with those aged 18-34 more likely to say so (perhaps reflecting their lesser health needs).
- The majority of residents (76%) are **confident accessing health and care services that are not Covid-19 related** (a decrease from the 82% seen in August 2020), with residents aged 18-34 being more confident, perhaps reflecting lesser care needs.
- A quarter of residents said they had **avoided going to the GP / hospital** because they did not want to overburden them (40% in August 2020), a quarter said they have had a pre-existing (non-GP/hospital) medical appointment postponed because of Covid-19, for example a dentist or optician appointment (35% in August 2020), and a fifth said they had a pre-existing G.P/hospital appointment postponed (30% in August 2020).
- Above two-fifths (44%) of residents said they had not changed the way they access primary healthcare as a result of the pandemic and above **a third said they had**

**received telephone GP appointments (37%), while 17% had received video or on-line GP appointments.**

- Three-fifths (60%) of residents that have made change(s) to the way they access primary healthcare said they are **willing to maintain this change** and above a quarter (27%) said they are not willing to maintain this change. Residents with a disability (50%) were less likely to maintain the change. Similarly, residents that have shielded at any point since the start of November 2020 (52%) were less likely to say they will maintain the change.
- The majority of residents (86%) **do not need any help or support** due to their experience of Covid-19 (similar to the 87% seen in August 2020), although middle aged and residents with a disability are more likely to want support.

**These results highlight the impact of the pandemic on health and wellbeing (with a need to pay special attention to education, work, mental and physical health, access to local amenities and feeling of loneliness aspects), and that certain population groups may require more support than others to recover from the experience of the pandemic. They also highlight the impact of the pandemic on access to healthcare, although this is less pronounced in April 2021, compared with August 2020. The changes experienced by some residents in accessing healthcare may provide opportunities for a hybrid delivery model, including telephone and on-line appointments. However, some residents and some population groups are less supportive.**

14. Residents provided views about **testing and vaccinations**:

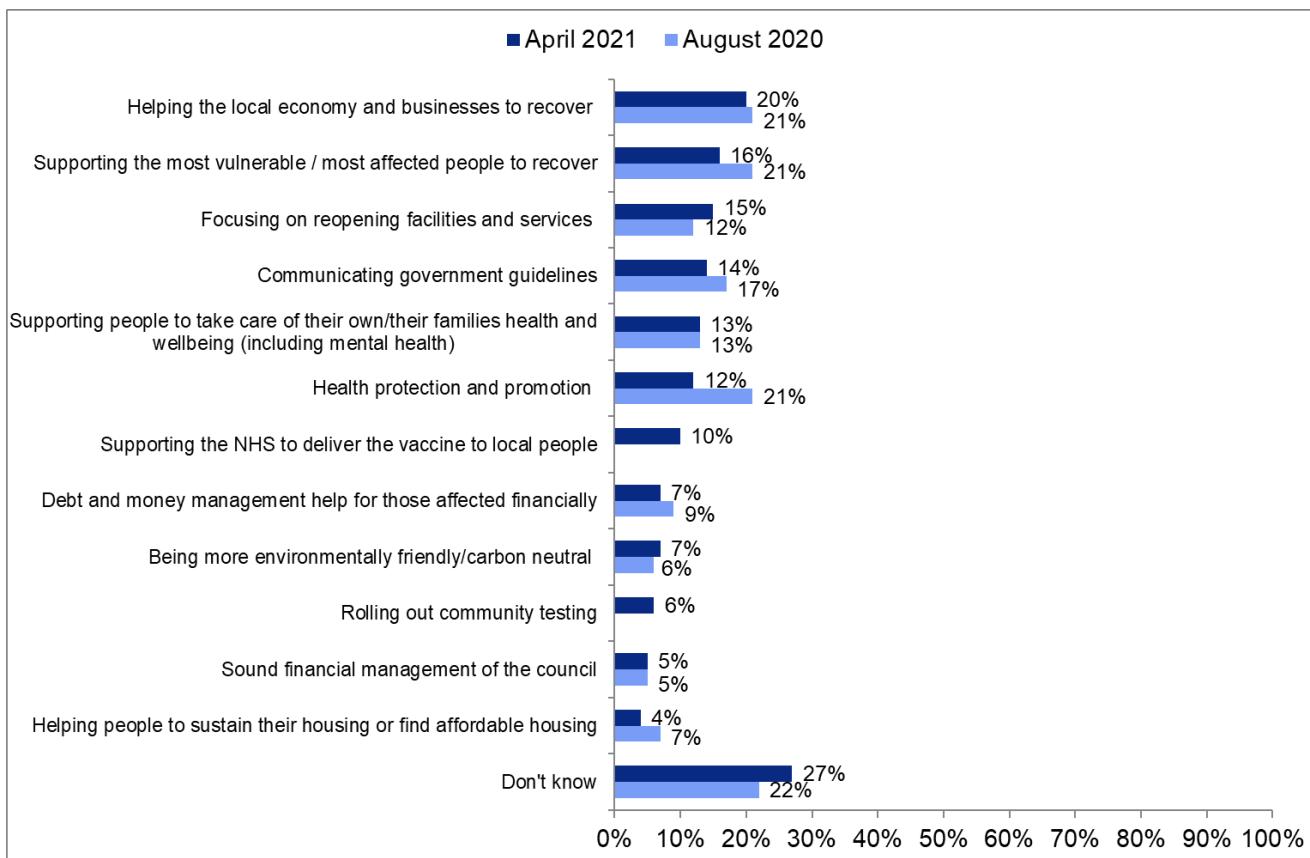
- **The majority of residents (61%) have either taken or will access regular rapid Covid-19 testing.** On the other hand, above a third said they have not taken and will not access it.
- **Almost all residents (99%) said that they would comply with the requirement of self-isolation at home for 10 days** if they or someone they are in close contact with tested positive.
- **Almost all residents have taken or are going to take the Covid-19 vaccine (93%),** although residents aged 18-34 and Black, Asian or residents of other ethnic backgrounds are less likely to take it.
- A quarter of residents who have not taken and will not take the Covid-19 vaccine said they are concerned about long-term side effects and a further 19% said they are concerned about short-term side effects. The same proportion of residents (19%) said they will make their minds up when the time comes.

**Whilst these results are positive, they highlight the scope to increase up-take of testing and to target specific groups where there may be lower uptake of the vaccine.**

15. Regarding the **future and priorities for recovery**:

- **Around half of residents had concerns moving out of lockdown**, better than the 67% seen in August 2020. Fear of coming out of lockdown too quickly and risk of local lockdown or local restrictions due to outbreak were the most mentioned concerns.
- One-fifth of residents said **helping the local economy and businesses to recover should be the council's top priority** over the next few months to help the borough's recovery (20%), one-in-six residents mentioned **supporting the most vulnerable to recover** (16%) and a similar proportion mentioned **focusing on reopening facilities and services** (15%). Helping the local economy and businesses, and supporting the most vulnerable / most affected people to recover were also the top mentioned priorities in August 2020, alongside health protection and promotion (21% each).
- Additionally, about 10% mentioned in 'other' comments **that the priority should be ensuring schools remain open and pupils are supported to 'catch-up' with their education**.

**Figure 5: Priorities for recovery**



Question: Over the next few months, what do you think the council's top priorities should be to help the borough's recovery from the pandemic? Note: Respondents could select more than one answer.

**These results highlight that residents want the council to support the local economy to recover, while simultaneously supporting the most vulnerable/most affected people to recover, planning the reopening of facilities and services, and promoting and enforcing public health guidelines. Similarly, they highlight the importance of keeping schools open and ensuring education is prioritised.**

16. **Throughout the survey there are often differences by different demographic groups.**  
In some instances these highlight that disadvantaged or vulnerable groups, such as residents with a disability, older people and people living in social housing, have been more significantly affected by the pandemic and are in greater need of support. **This highlights the importance of a targeted approach to services and support to help protect residents and the local area, and promote recovery from the pandemic.**
17. Positively, whilst there have been some specific changes over time, in many cases the results are similar or improved. **This highlights that the impact of the pandemic has not been magnified over time and/or that positive behavioural changes around volunteering, digital activity and the environment for example are potentially sustained over time.** Nonetheless, issues and impact remain prominent and there is a sense of a precarious recovery, which requires continued focus and support to local residents and the local area to ensure a positive recovery is achieved.

# **Bracknell Forest Council: Covid-19 Residents' Survey 2021**

## **Main Report**

### **Section 1: Introduction**

#### **Introduction and background to the research**

1.1. Bracknell Forest Council commissioned a survey of local residents about the impact of the Covid-19 pandemic on residents and their experience of it, to help inform council and local planning and priorities to support recovery. This most recent survey is a follow-up to a prior survey conducted in July/August 2020 with the aim of assessing change and impact over time.

#### **Aims of the research**

1.2. The survey covers the following key issues:

- Perceptions about the council and its support to the local community.
- Volunteering.
- Internet use during lockdown.
- The environmental and travel behaviour change.
- Impact of the pandemic on work, employment and the economy.
- Impact of the pandemic on health and wellbeing.
- Perceptions and intentions around testing, isolation and vaccinations.
- Priorities to support the recovery of individuals and the local area.

#### **Approach to the research**

1.3. The research was conducted via a telephone survey of 1,861 residents living in Bracknell Forest. The survey took place over a 4-week period between the middle of April and the middle of May 2021.

1.4. A questionnaire was developed in conjunction with the council to capture information to answer the aims and objectives of the research (see appendix). The questionnaire mirrors that used in July/August 2020 for comparison over time. Several of the questions are drawn from surveys conducted by other local authorities. The questionnaire was tested with a small number of residents prior to its full implementation to ensure it worked effectively in practice.

1.5. Quotas were set based on the latest population data available to help ensure that the survey sample was demographically representative of the local population. Quotas were set by gender, age, ethnicity and location.

1.6. Interviews were conducted at different times of the day and different days of the week including evenings and weekends to ensure that working age residents were interviewed. Only one person per household was interviewed.

1.7. With 1,861 respondents, the survey provides for robust data. At this number of respondents, the sample error or accuracy of the survey results is +/- 2.4% at a 95%

confidence level.<sup>2</sup> This means that we can be 95% confident that the “real” result for any given question would be within 2.4 percentage points of those stated within the survey findings. This provides for robust data when analysed at a headline level and when different questions are cross-referenced against each other. It also allows for reliable comparison over time and nationally.

- 1.8. The following table shows the demographic profile of respondents to the survey:

<b>Demographic</b>	<b>Percentage of interviews</b>
<b>Gender</b>	
Male	50%
Female	50%
<b>Age</b>	
18-34	27%
35-54	39%
55-70	22%
Over 70	12%
<b>Ethnicity</b>	
White British-Irish	82%
Black, Asian or residents of other ethnic backgrounds <sup>3</sup>	18%

Note: All quotas were achieved within 1-2 percentage points of their target and the results ‘re-weighted’ to be fully in line with the latest local population demographics (these were derived from the ONS mid-year population estimates 2019 and for ethnicity based on the latest school census data – this may slightly over-estimate the size of Black, Asian or residents of other ethnic backgrounds in the adult population, but it was considered important to ensure good representation of ethnic groups and reflect future trends in the population).

## Reporting

- 1.9. The main report summarises the key findings from the research. Each relevant question has been analysed against a set of key demographic and conceptual variables to identify any relevant patterns, trends, similarities or differences by different types of respondents. Commentary is only provided where significant or meaningful findings are identified. The variables include:
- Gender
  - Age
  - Ethnicity
  - Disability
  - Location
  - Housing type
- 1.10. The main thrust of the analysis has sought to compare changes over time between the first survey conducted in July/August 2020 and this most recent survey.

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<sup>2</sup> Sampling error exists because even when surveying as robustly as has been the case with this survey, only a proportion of the population has been interviewed. Sampling error, therefore, is the measure of accuracy between the survey results and those that would have been obtained if all residents in the area had been surveyed i.e. a census conducted.

<sup>3</sup> Data is available on the views and experiences of residents from different ethnic backgrounds. However, analysis is not conducted by the individual groups in this report because of the relatively small number of respondents or sample size for each group, which makes it difficult to conduct statistically reliable analysis and identify meaningful differences. This said, further investigation and analysis has been conducted where the analysis identified differences that exist at the headline level between White British-Irish residents and Black, Asian or residents of other ethnic backgrounds to assess whether the issues are notably experienced more or less by specific groups of residents.

1.11. The report is divided into the following sections:

- Section 2: The council
- Section 3: Community
- Section 4: Digital activity
- Section 5: Environment
- Section 6: Employment and the economy
- Section 7: Life, health and wellbeing
- Section 8: Testing and vaccinations
- Section 9: Recovery

## Section 2: The Council

### **Key issues/findings**

- A third of residents contacted the council since the start of November 2020 (compared to 20% in the August 2020 survey, perhaps reflecting pent up demand), with residents with a disability more likely to do so than other residents.
- Over two fifths (44%) of residents who contacted the council wanted to request a service. This is similar to the 40% seen in August 2020.
- The majority have high satisfaction levels with the contact, albeit slightly lower than in the previous survey.
- Two thirds of residents are satisfied with the way Bracknell Forest Council is supporting the local community during the pandemic. This is higher than the 56% seen in August 2020.

### **Introduction**

2.1. This section presents findings about perceptions of the council performance during the pandemic, including:

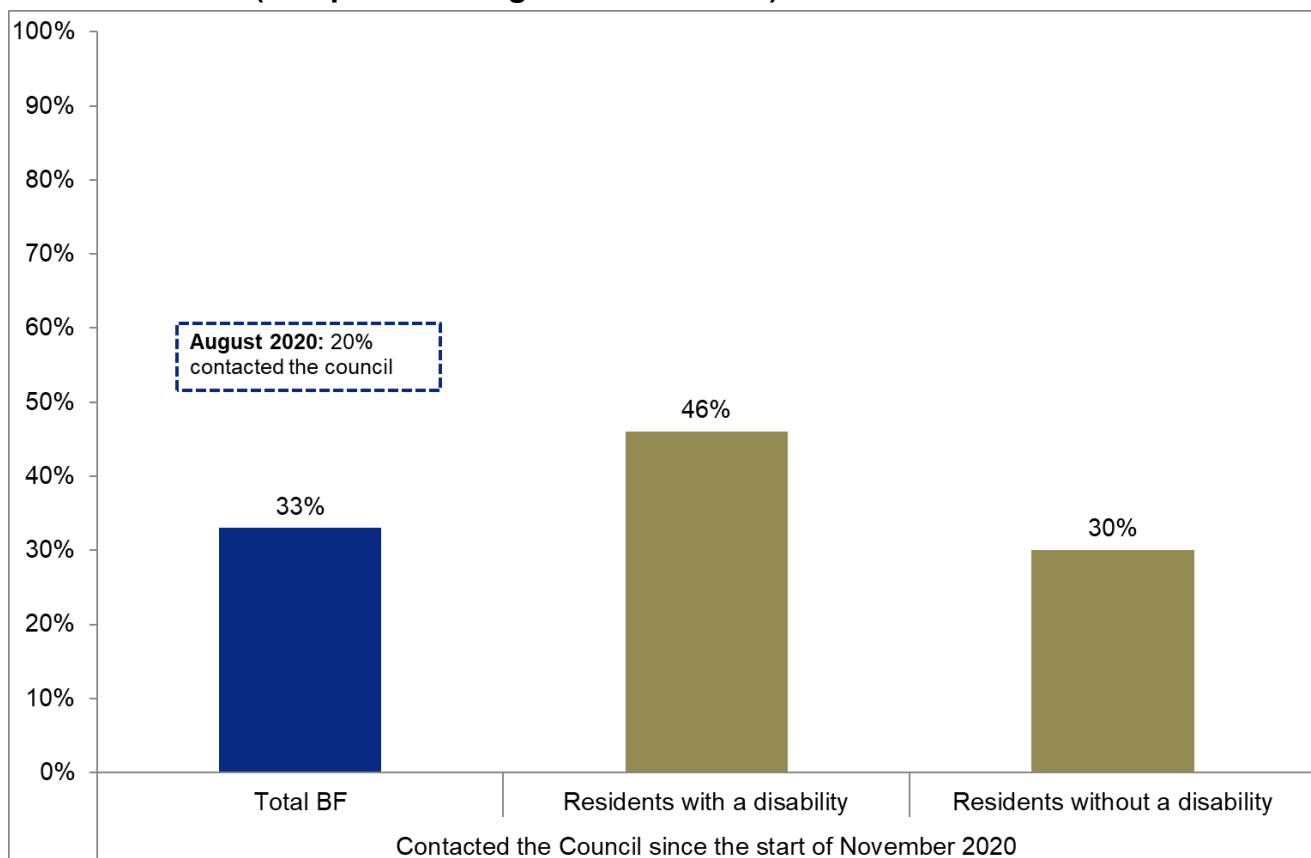
- Incidence of contacting the council.
- Details of contacting the council, including reasons and satisfaction with the contact.
- Satisfaction with the council's support.

## Contacting the council

**A third of residents contacted the council since the start of November 2020 (compared to 20% in the August 2020 survey, perhaps reflecting pent up demand), with residents with a disability more likely to do so than other residents**

- 2.2. Overall, 33% of residents said they contacted the council at least once since the start of November 2020 (this compares to 20% in the August 2020 survey).
- 2.3. Residents with a disability are more likely than other residents to have contacted the council, 46% did so since the start of November 2020, compared with 30% of non-disabled residents (in the August 2020 survey, older residents tended to contact the council more).

**Figure 2.1: The proportion of residents that have contacted the council since the start of November 2020 (compared to August 2020 results)**



Number of respondents: 1861.

Question: Have you contacted the council since the start of November 2020 (when the 2nd Lockdown first began)?

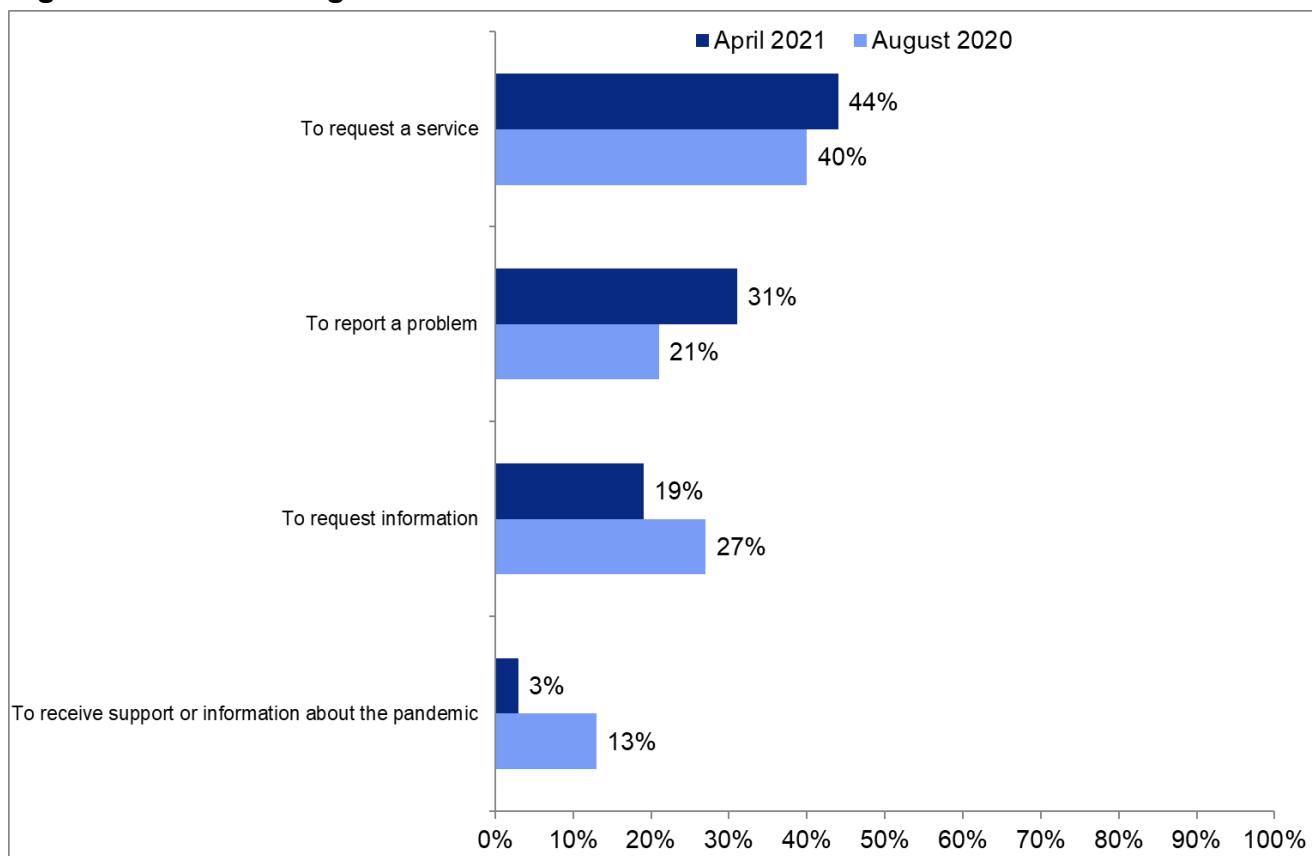
- 2.4. In most cases, the incidence of contact with the council is consistent across different demographic groups. However, there are some demographic differences to note:
  - **White British or Irish residents are more likely to contact the council:** For example, 35% of White British or Irish residents contacted the council compared with 23% of Black, Asian or residents of other ethnic backgrounds.
  - **Residents in social housing are more likely to contact the council:** For example, 45% of residents in social housing contacted the council compared with 33% overall.
  - **Residents who shielded at any point since the start of November 2020 due to health or medical reasons are more likely than other residents to contact the council:** For example, 40% of residents who shielded at any point since the start of November 2020 contacted the council, compared with 33% overall.

## Reasons and satisfaction with the council contact

**Over two fifths (44%) of residents who contacted the council wanted to request a service, similar to the 40% seen in August 2020**

- 2.5. 44% of residents that have contacted the council said they wanted to request a service and 31% wanted to report a problem. In August 2020, a higher proportion said they wanted to request information (27%, compared with 19% in April 2021).

**Figure 2.2: Contacting the council**



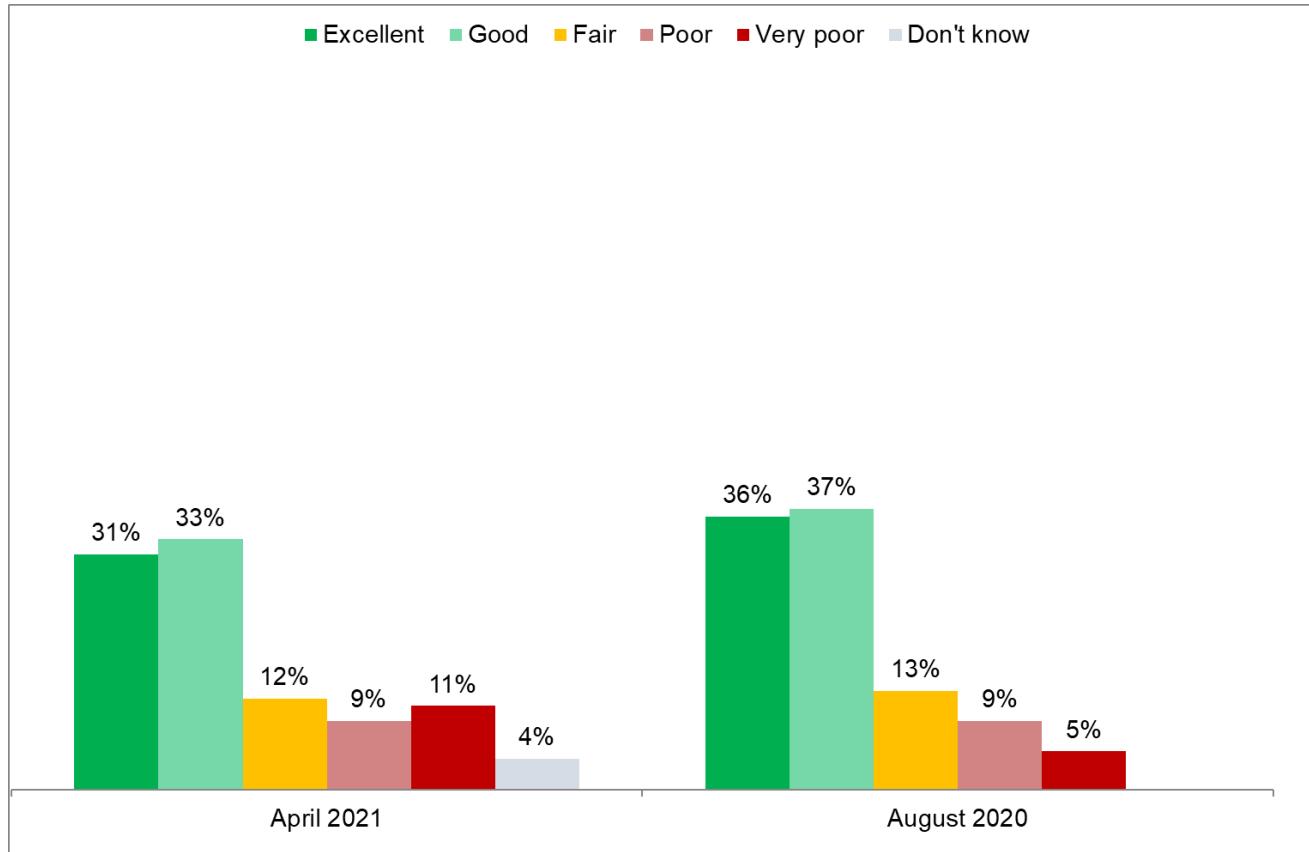
Number of respondents: April 2021 - 593, August 2020 - 328 (as question only asked to those who contacted the council)

Questions: What was your reason for contacting the council?

## The majority have high satisfaction levels with the contact, albeit slightly lower than in the previous survey

- 2.6. There are high levels of satisfaction with contacting the council, including 31% giving an “excellent” rating and 33% a “good” rating. 20% of residents who contacted the council rated the contact as at least poor.
- 2.7. However, this is slightly lower than the levels of satisfaction seen in August 2020, when 36% gave an “excellent” rating, 37% a “good” rating and 14% of residents who contacted the council rated the contact as at least poor.

**Figure 2.3: Satisfaction with contact**



Number of respondents: April 2021 - 603, August 2020 - 364 (only asked to those who contacted the council).

Questions: How would you rate your contact with the council?

- 2.8. In most cases, contact rating and reasons of contact are consistent across different demographic groups. However, there are some demographic differences to note:
  - **Residents aged 18-34 are more likely to request a service:** For example, 51% of residents aged 18-34 contacted the council to request a service compared with 40% of residents aged 35-54 and 43% of those aged 55 and above.
  - **White British or Irish residents are more likely to report a problem:** For example, 33% of White British or Irish residents contacted the council to report a problem compared with 20% of Black, Asian or residents of other ethnic backgrounds who contacted the council.
  - **Parents or guardians of a dependent child are more likely than other residents to request a service:** For example, 54% of residents who are parents or guardians contacted the council to request a service, compared with 44% overall.
  - **Carers, who look after others are less likely than other residents to request a service:** For example, 35% of residents who are carers contacted the council to request a service, compared with 44% overall.

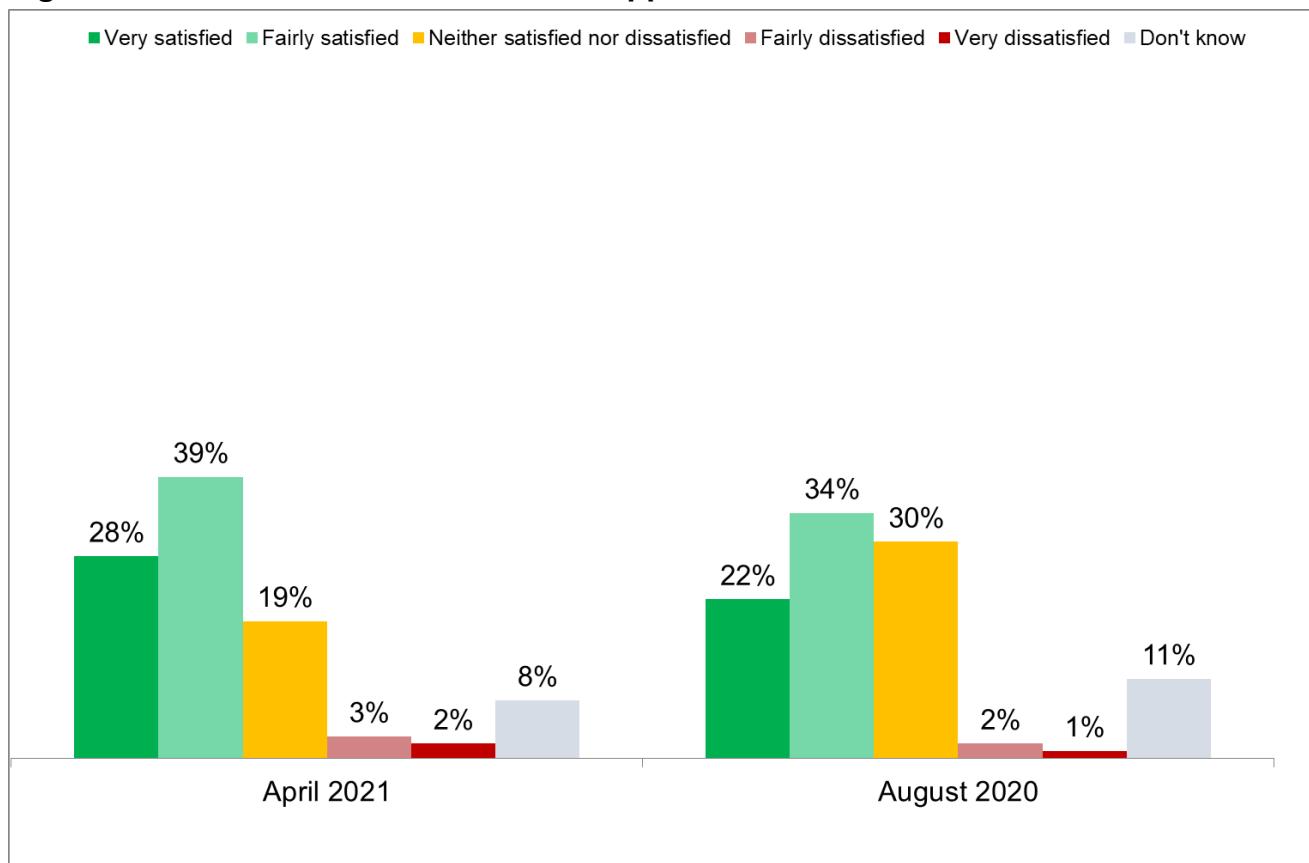
- **Residents who have shielded at any point since the start of November 2020 are more likely than other residents to request a service:** For example, 62% of residents who have shielded contacted the council to request a service, compared with 44% overall.
- **Residents aged 18-34 are more likely than other residents to give a “very poor” rating to their contact with the council:** For example, 27% of residents aged 18-34 who contacted the council gave a “very poor” rating, compared with 11% overall.
- **Residents with a disability are more likely than other residents to give an “excellent” rating to their contact with the Council:** For example, 41% of residents with a disability who contacted the council gave an “excellent” rating, compared with 31% overall (this is especially important given that this group are more likely to contact the council).

## Satisfaction with the council's support to the local community

**Two thirds of residents are satisfied with the way Bracknell Forest Council is supporting the local community during the pandemic, higher than the 56% seen in August 2020**

- 2.9. Overall, 67% of residents are at least fairly satisfied with the way Bracknell Forest Council is supporting the local community during the pandemic. Only 5% of residents are at least fairly dissatisfied with the way the council is supporting the local community.
- 2.10. These results are also higher than the latest available Local Government Association's representative national survey of 1,004 people (February 2021), with 20% very satisfied, 33% fairly satisfied, 31% neither satisfied nor dissatisfied, 7% fairly dissatisfied and 7% very dissatisfied. Interestingly, these results have decreased slightly over time, while the results for Bracknell Forest have increased.

**Figure 2.4: Satisfaction with council's support**



Number of respondents: April 2021 - 1852, August 2020 - 1826.

Question: How satisfied or dissatisfied are you with the way your local council is supporting your local community during the coronavirus pandemic?

- 2.11. In most cases, satisfaction with the council support is consistent across different demographic groups. However, there are a couple of demographic differences to note:
  - **Parents or guardians of a dependent child are less likely to be satisfied about the way the council is supporting the community than other residents:** For example, 63% are at least fairly satisfied, compared with 72% of residents who are not parents or guardians.
  - **Residents who have shielded at any point since the start of November 2020 are more likely than other residents to be satisfied about the way the council is supporting the community:** For example, 77% are at least fairly satisfied with the council support, compared with 67% overall.

## Section 3: Community

### **Key issues/findings**

- The majority of residents have not volunteered in the community during the pandemic, similar to the 80% seen in August 2020.
- Over three-fifths (63%) of residents who volunteered in the community wanted to do good for others and the community, slightly lower than the 70% seen in August 2020.
- Half of residents who volunteered in the community said they volunteered between March and October 2020 (the first lockdown) as well as from November 2020, with women and residents with a disability more likely to volunteer at both times.
- The majority of residents who volunteered intend to keep volunteering in the local community, similar to the 83% seen in August 2020. Those aged 18-34 were less likely to say so.
- The majority of residents who did not volunteer would consider volunteering in the future, with those aged 55+ less likely to do so.

### **Introduction**

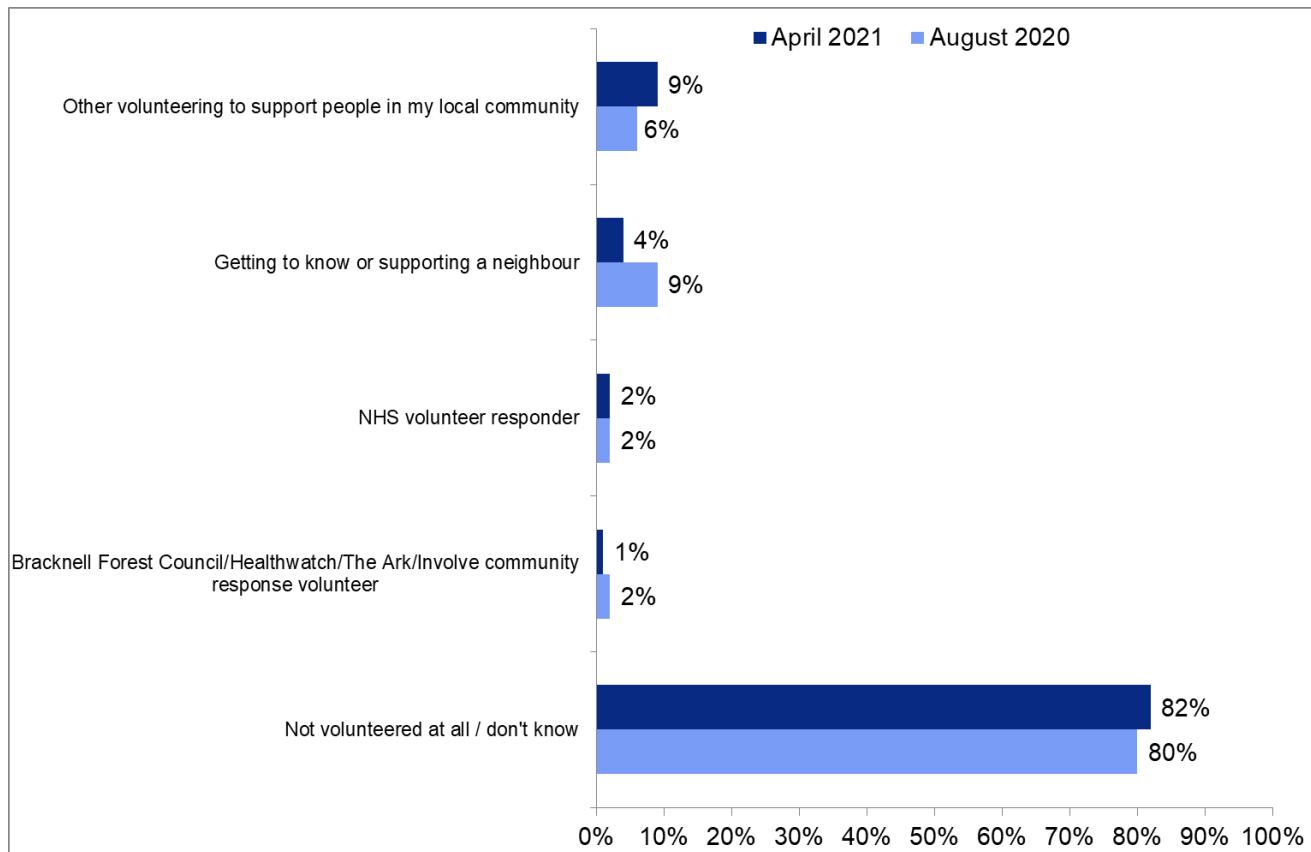
- 3.1. This section presents findings about volunteering and community during the pandemic, including:
- Ways of volunteering in the local community.
  - Reasons for volunteering in the local community.
  - Timeframe of volunteering.
  - Intention to keep volunteering.
  - Considering volunteering in the future.

## Ways of volunteering in the community during the pandemic

The majority of residents have not volunteered in the community during the pandemic, similar to the 80% seen in August 2020

- 3.2. Overall, 82% of residents did not mention any form of volunteering.
- 3.3. In addition to the cited types of volunteering in the graph below, about 3% also mentioned volunteering at vaccine and/or test centres.

**Figure 3.1: Ways of volunteering in the community during the pandemic**



Number of respondents: April 2021 - 1860, August 2020 - 1821.

Question: How, if at all, have you volunteered to help in your local community during the pandemic?

Note: Respondents could select more than one answer.

- 3.4. The findings are broadly consistent across demographic groups except for the following differences:
  - **Middle aged residents are more likely to volunteer than other age groups:** 25% of 35-54 year olds volunteered, compared with 11% of 18-34 year olds and 15% of residents aged 55 or over (perhaps because they are more able/less at risk than older residents and more community minded than younger residents).
  - **Carers are more likely to volunteer than non-carers:** 27% of residents who look after others said they volunteered compared to 14% of non-carers.
  - **Residents that rent accommodation from a private landlord are less likely to volunteer in the local community than other residents:** For example, 7% of residents who rent accommodation from a private landlord have volunteered compared with 18% of residents overall.
  - **Residents that have shielded at any point since the start of November 2020 are less likely to volunteer in the local community than other residents:** For example,

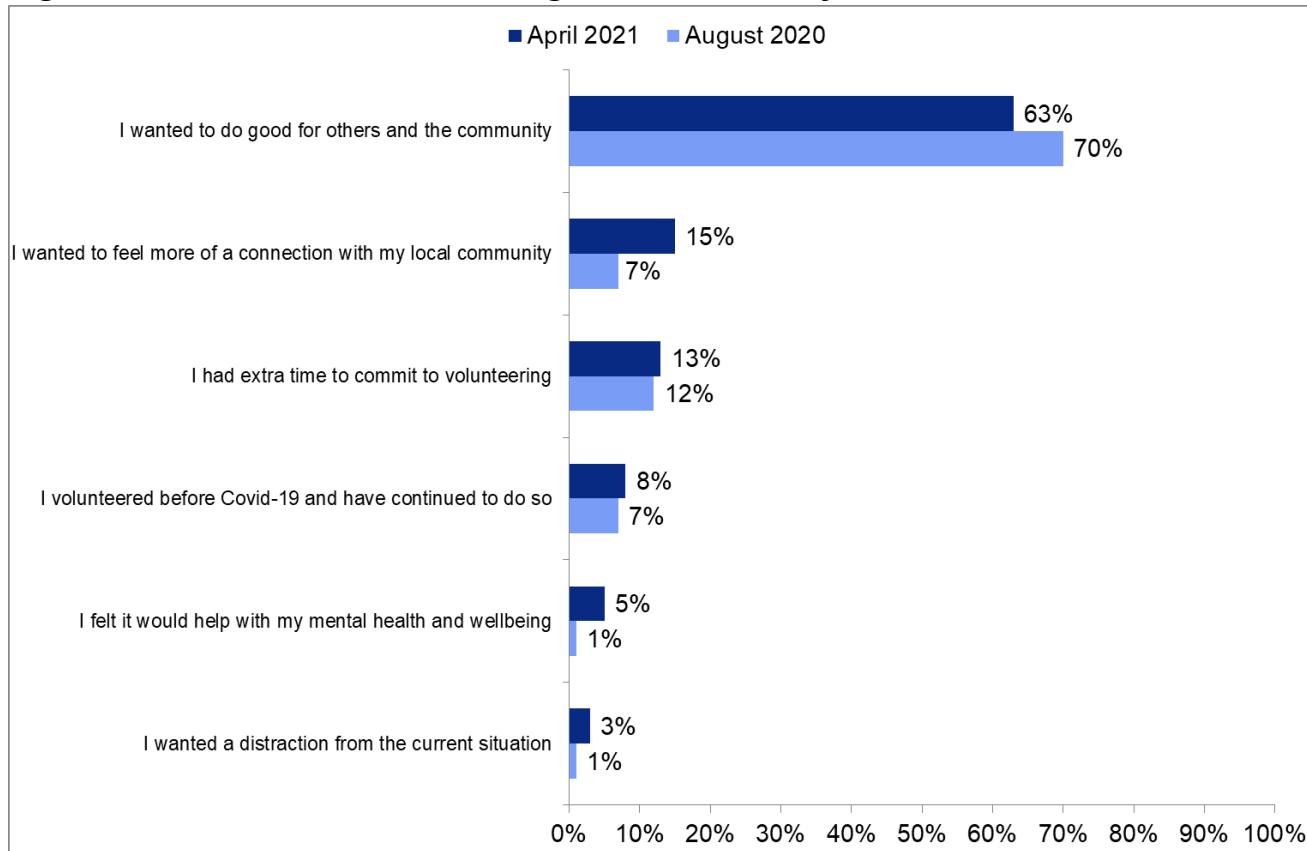
9% of residents who have shielded have volunteered compared with 18% of residents overall.

## Reasons for volunteering in the community

**Over three-fifths of residents (63%) who volunteered in the community wanted to do good for others and the community, slightly lower than the 70% seen in August 2020**

- 3.5. 63% of residents that volunteered in the community said they wanted to do good for others and the community (70% in August 2020 survey), while 15% said they wanted to feel more of a connection with their local community (7% in August 2020).
- 3.6. Men are less likely than women to say that they wanted to feel a connection with their community, 7% said so, compared with 21% of women. On the other hand, men are more likely to say that they had extra time to commit to volunteering (18% of men, compared with 9% of women).
- 3.7. Residents aged 18-34 are less likely than other residents to say that they had the extra time to commit to volunteering, 0% did so, compared with 15% of residents aged 35-54 and 17% of residents aged 55 and above. On the other hand, residents aged 18-34 are more likely to say they felt it would help with their mental health and wellbeing (16% of 18-34 years olds said this, compared with 2% of other respondents).
- 3.8. Residents with a disability are less likely to say they wanted to feel more of a connection with their community (7%) and that they volunteered before Covid-19 (0%).
- 3.9. Residents who have shielded at any point since the start of November 2020 are more likely to say they had the extra time to commit to volunteering, 27% said so, compared with 11% of residents who have not shielded.

**Figure 3.2: Reasons for volunteering in the community**



Number of respondents: April 2021 - 315, August 2020 - 332 (only asked to those who volunteered).

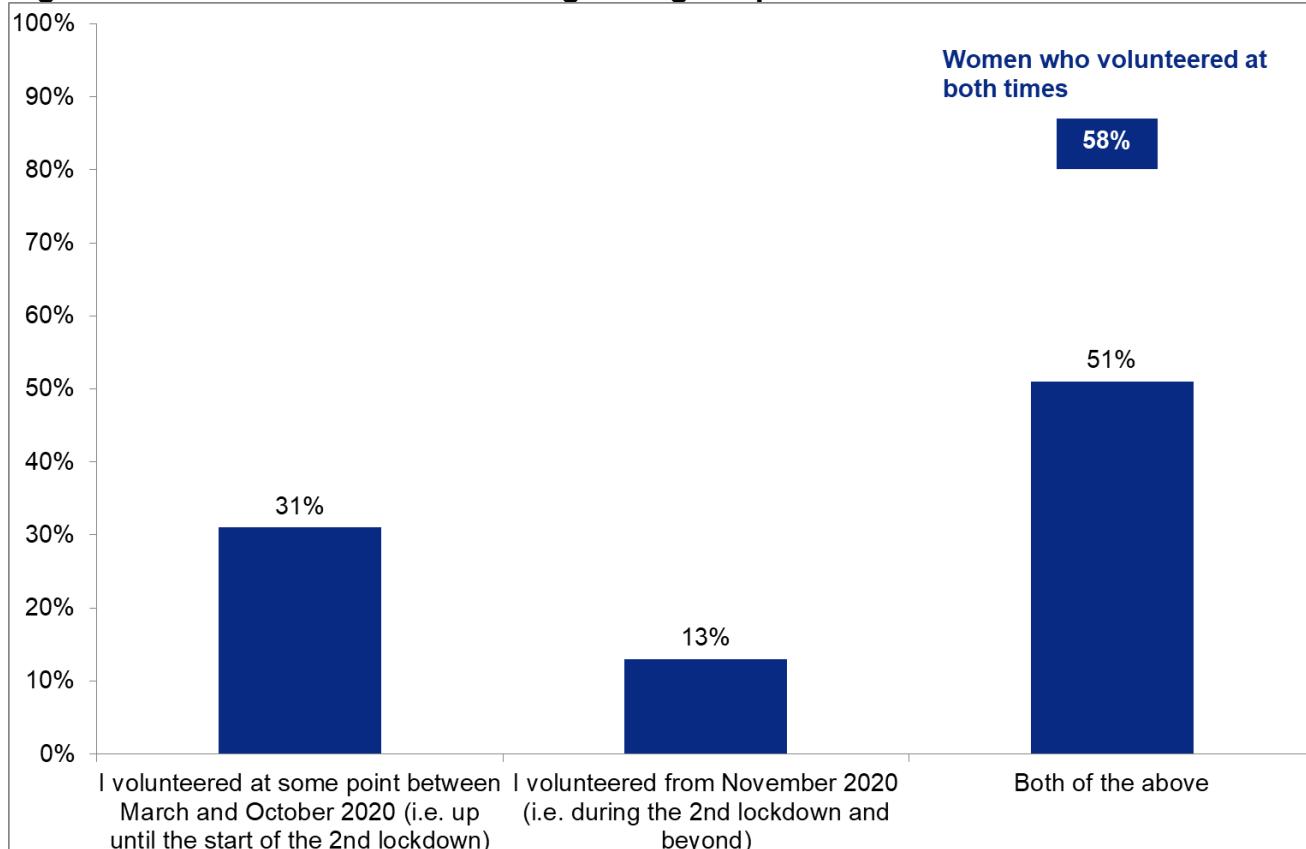
Question: What were your reasons for choosing to volunteer in your local community during Covid-19? Note: Respondents could select more than one answer.

## Timeframe of volunteering during the pandemic

**Half of residents who volunteered in the community said they volunteered between March and October 2020 (the first lockdown) as well as from November 2020, with women and residents with a disability more likely to volunteer at both times**

- 3.10. 51% of residents that volunteered in the community said they volunteered between March and October 2020 (i.e. up until the start of the 2<sup>nd</sup> lockdown) as well as from November 2020.
- 3.11. Women are more likely than men to say that they volunteered between March and October 2020 as well as from November 2020 (i.e. during the 2<sup>nd</sup> lockdown and beyond), 58% said so, compared with 41% of men. Men are more likely to say that they volunteered between March and October 2020 (i.e. up until the start of the 2<sup>nd</sup> lockdown).
- 3.12. Residents aged 18-34 are less likely than other residents to say that they volunteered at both times, 30% did so, compared with 55% of residents aged 35-54 and 56% of residents aged 55 and above. Residents aged 18-34 are however more likely to say they volunteered at some point between March and October 2020.
- 3.13. Residents with a disability more likely to say they volunteered at both times (81%).
- 3.14. Parents or guardians of a dependent child are less likely to say they volunteered at some point between March and October 2020 (i.e. up until the start of the 2<sup>nd</sup> lockdown), 20% said so, compared with 41% of residents who are not parents or guardians.
- 3.15. Carers are less likely to say they volunteered between March and October 2020 (i.e. up until the start of the 2<sup>nd</sup> lockdown), 20% said so, compared with 40% of non-carers.
- 3.16. Residents who have shielded at any point since the start of November 2020 are more likely to say they volunteered at both times, 69% said so, compared with 48% of residents who have not shielded.

**Figure 3.3: Timeframe of volunteering during the pandemic**



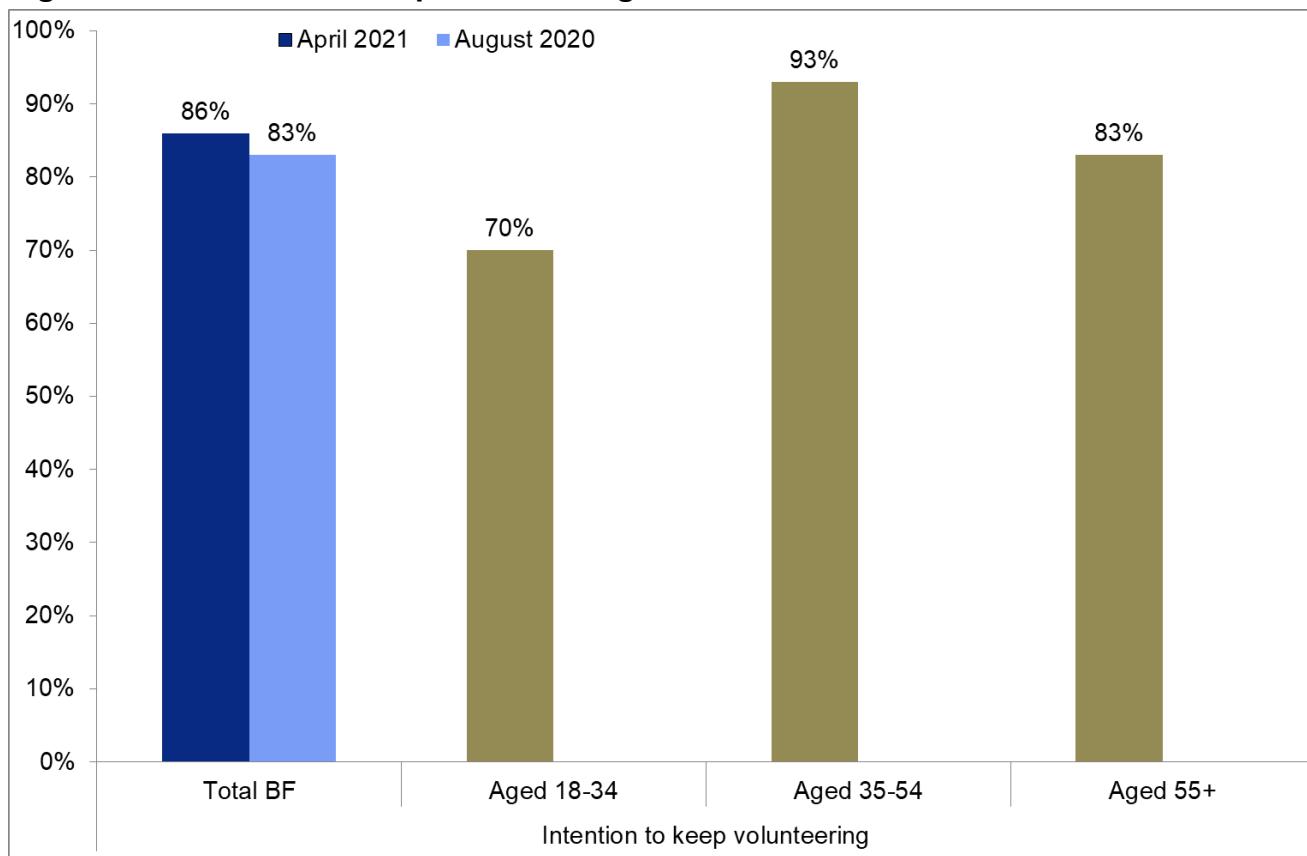
Number of respondents: 327 (only asked to those who volunteered). Question: Thinking about your volunteering during the pandemic, which one of the following best applies to you?

## Intention to keep volunteering

The majority of residents who volunteered intend to keep volunteering in the local community, similar to the 83% seen in August 2020, albeit with those aged 18-34 less likely to do so

- 3.17. Overall, 86% of residents that volunteered were intending to keep volunteering in the community, with 9% not intending to keep volunteering and 5% unsure. The main reason cited for not continuing is a lack of time, including going back to work.
- 3.18. Residents aged 18-34 were less likely to say that they were intending to keep volunteering, 70% said so.

**Figure 3.4: Intention to keep volunteering**



Number of respondents: April 2021 - 327, August 2020 - 372 (only residents who volunteered).

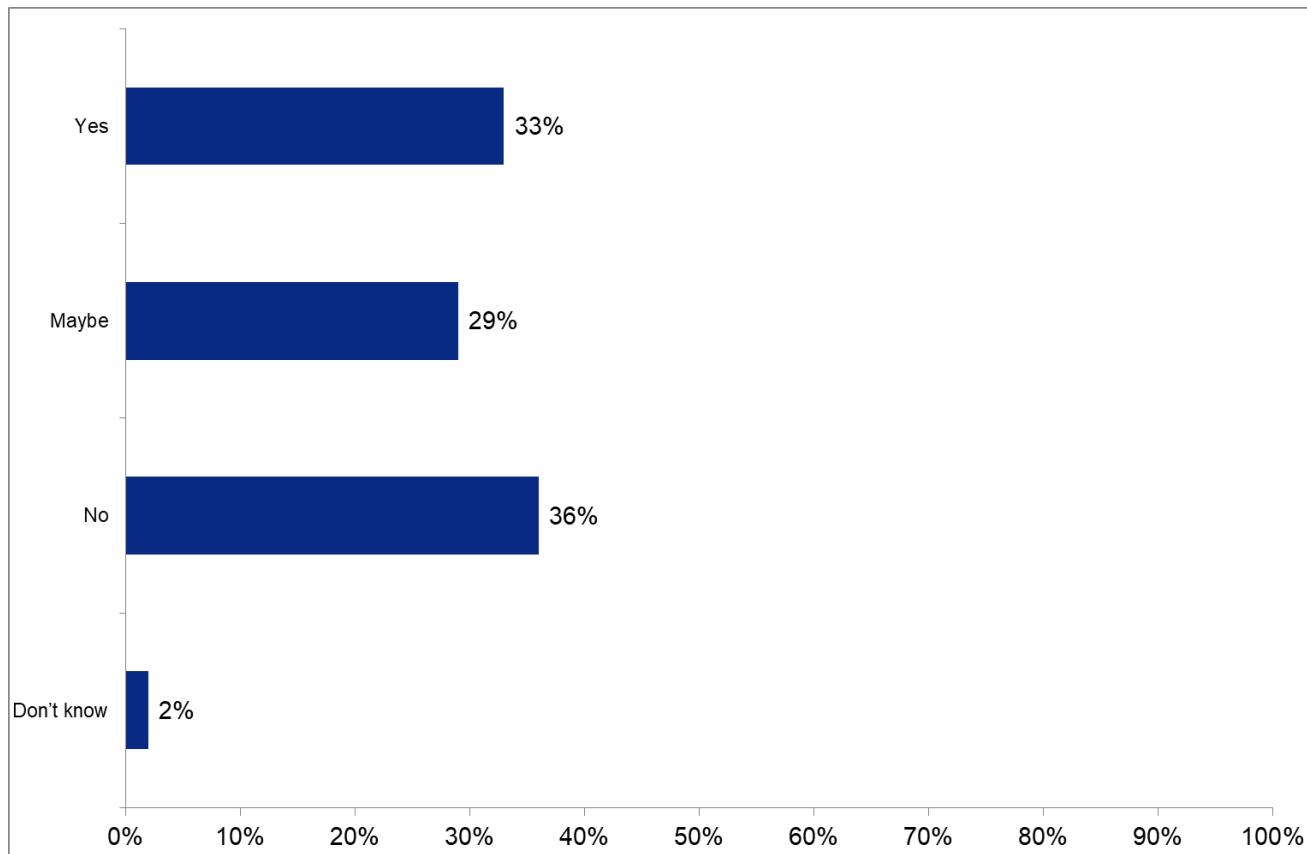
Question: Do you intend to keep volunteering in your local community?

## Considering volunteering in the future

**The majority of residents who did not volunteer would consider volunteering in the future, with those aged 55+ less likely to do so**

- 3.19. Overall, 62% of residents that did not volunteer said they would consider volunteering in the future, with 36% not willing to consider volunteering.
- 3.20. Residents aged 55+ were less likely to say that they would consider volunteering in the future, 46% said so.
- 3.21. Residents with a disability were less likely to say that they would consider volunteering in the future, 43% said so.
- 3.22. Residents that have shielded at any point since the start of November 2020 were less likely to say that they would consider volunteering in the future, 39% said so (it may be for this group and the two above, that the reasons for not volunteering are health and capacity related).
- 3.23. Black, Asian or residents of other ethnic backgrounds were more likely to say that they would consider volunteering in the future, 73% said so.

**Figure 3.5: Considering volunteering in the future**



Number of respondents: 1531 (only residents who did not volunteer).

Question: If you don't volunteer, would you consider volunteering in the future?

## Section 4: Digital activity

### **Key issues/findings**

- Almost all residents have used the internet and half of them have used it more often since the start of November (when the 2nd lockdown began).
- The majority of residents said they accessed services on-line, such as shopping, ordering takeaway or online banking, communicated using digital technology such as Zoom, Teams, WhatsApp or Facetime, and engaged on social media. However, the majority of residents have not contacted the council online.
- The April 2021 survey results remain in line with the results seen in August 2020, although the proportion of residents who used Alexa (or equivalent voice activated device) and who contacted the council online has increased (6 and 11 percentage points, respectively).
- The majority of residents are confident on-line, similar to the 88% that were at least confident in August 2020. Older residents are less confident.

### **Introduction**

- 4.1. This section presents findings about doing activities on-line, including during the pandemic, covering:
  - Frequency of online activities.
  - Confidence in accessing services online.

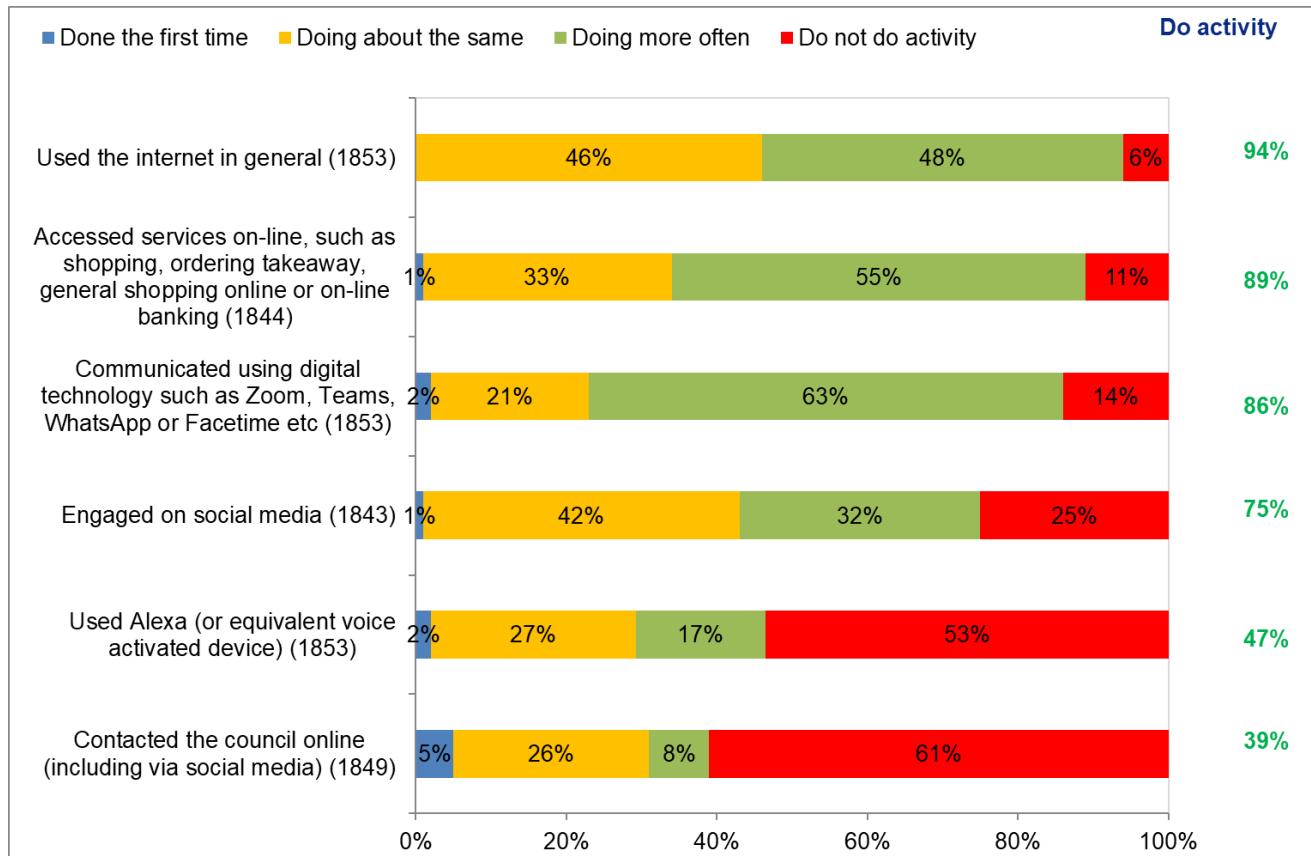
## Frequency of online activities

**Almost all residents have used the internet and half of them have used it more often since the start of November (when the 2nd lockdown began)**

**The majority of residents said they accessed services on-line, such as shopping, ordering takeaway or online banking, communicated using digital technology such as Zoom, Teams, WhatsApp or Facetime, and engaged on social media. However, the majority of residents have not contacted the council online**

- 4.2. Overall, 94% of residents used the internet; 48% have used it more often since the 2<sup>nd</sup> lockdown began and 46% continued using it with the same frequency.
- 4.3. 89% of residents accessed services on-line, such as shopping, ordering takeaway or online banking and 86% communicated using digital technology such as Zoom, Teams, WhatsApp or Facetime.
- 4.4. 75% of residents engaged on social media; 42% continued doing this with the same frequency and 32% have done this more often since the 2<sup>nd</sup> lockdown began.
- 4.5. Men were less likely to use the internet more often and communicate using digital technology more often since the 2<sup>nd</sup> lockdown began, 42% and 55% have said so, respectively.
- 4.6. Residents aged 55 and above are less likely to use the internet in general and access services on-line, such as shopping, ordering takeaway or online banking, 83% have used the internet and 77% have accessed services on-line.
- 4.7. Black, Asian or residents of other ethnic backgrounds are more likely to access services on-line and communicate using digital technology more often since the 2<sup>nd</sup> lockdown began, 65% and 72% have done so, respectively.
- 4.8. Residents with a disability are less likely to use the internet in general and access services on-line, 82% and 77% have done so, respectively.
- 4.9. Residents in social housing and those who rent from a private landlord were more likely to use the internet more often since the 2<sup>nd</sup> lockdown began, only 54% and 55% have done so, respectively.
- 4.10. Parents or guardians are more likely to use the internet more often and access services on-line more often since the 2<sup>nd</sup> lockdown began, 53% and 61% have done so, respectively.
- 4.11. Residents who have shielded at any point since the start of November 2020 are less likely to use the internet in general and access services on-line, 87% and 81% have done so, respectively.
- 4.12. Residents who are not confident in accessing services on-line were less likely to say they have accessed services on-line and have communicated using digital technology such as Zoom, Teams, WhatsApp or Facetime. Only 53% and 42% of those who are not confident at all said they accessed services on-line and communicated using digital technology respectively, compared with 96% and 94% of those who are very confident and 91% and 89% of those who are quite confident, respectively.

**Figure 4.1: Frequency of online activities since the lockdown began**

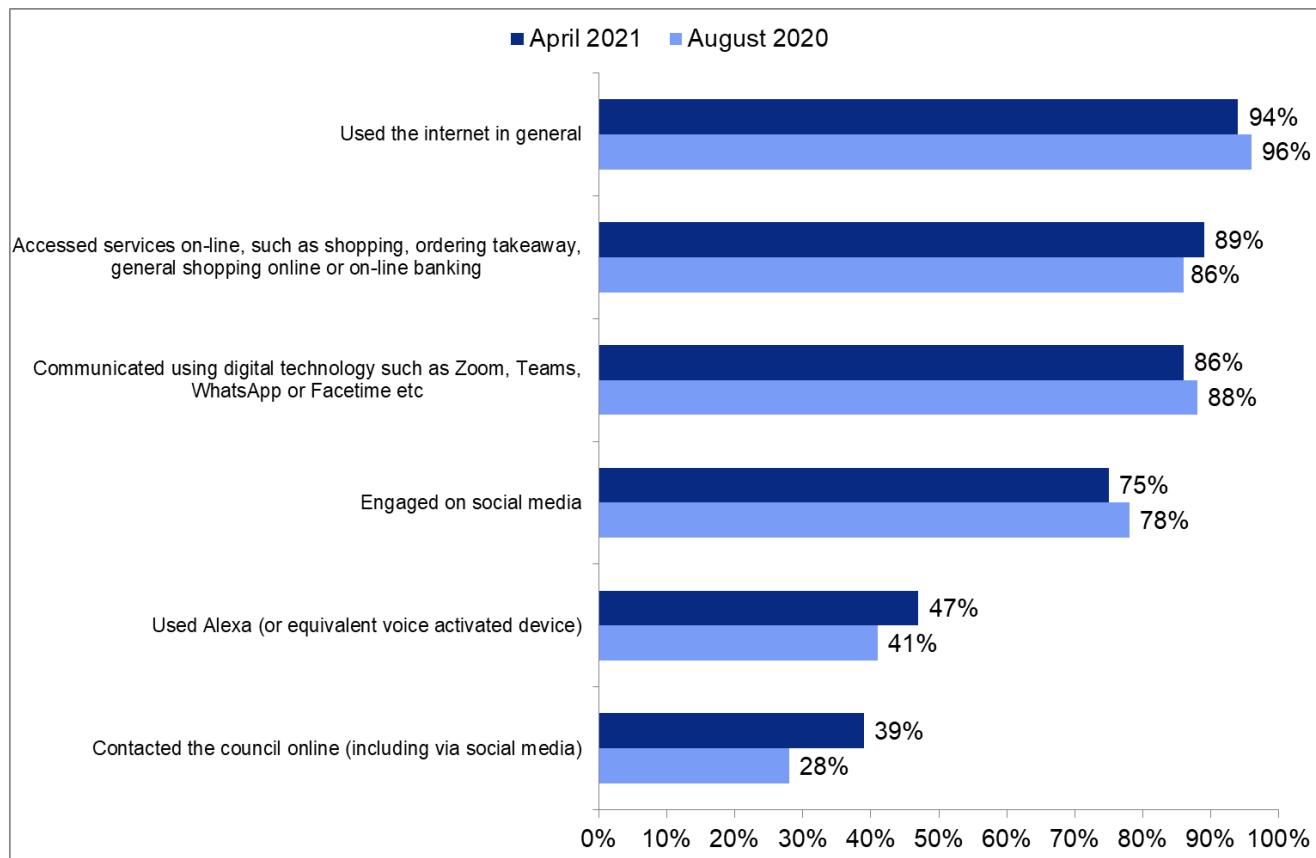


Numbers in brackets are the number of respondents to each question.

Question: Which of the following activities have you done for the first time or done more often since the start of November (when the 2nd lockdown began)?

- 4.13. The April 2021 survey results remain in line with the results seen in August 2020, although the proportion of residents who used Alexa (or equivalent voice activated device) and who contacted the council online has increased (6 and 11 percentage points, respectively).

**Figure 4.2: Proportion of residents doing activity: time series**



Number of respondents: April 2021 - 1853, August 2020 - 1827.

Question: Which of the following activities have you done for the first time or done more often since the start of November (when the 2nd lockdown began)?

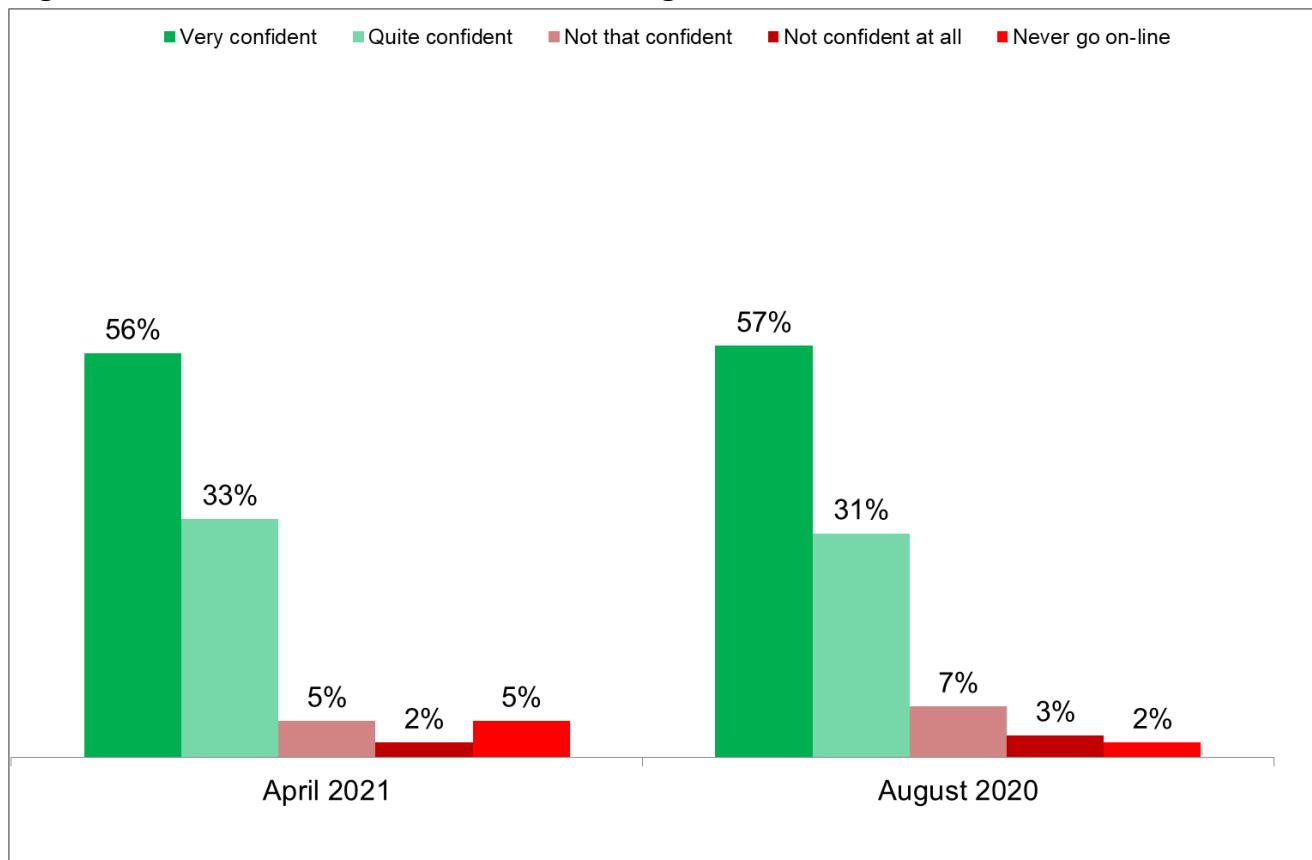
Question in August 2020: Which of the following activities have you done for the first time or done more often since the lockdown began on 23 March?

## Confidence in accessing services online

**The majority of residents are confident on-line, similar to the 88% that were at least confident in August 2020, although older residents are the least confident**

- 4.14. 89% of residents are at least quite confident accessing services online, with 56% very confident.
- 4.15. Perhaps not surprisingly, confidence to access services online is related to age, with younger residents more confident than older residents. For example, 98% of residents aged 18-34 are confident compared with 76% of residents aged 55 and over.
- 4.16. 76% of residents with a disability are confident, compared with 91% of non-disabled residents.
- 4.17. 65% of parents are “very confident”, compared with 48% of residents who are not parents or guardians.
- 4.18. 82% of residents who have shielded at any point since the start of November 2020 are confident, compared with 90% of residents who have not shielded.

**Figure 4.3: Level of confidence in accessing services online**



Number of respondents: April 2021 - 1859, August 2020 - 1827.

Question: How confident or not are you in accessing services on-line?

# Section 5: Environment

## Key issues/findings

- The majority of residents mentioned that they have started or are more likely to food recycle, are more likely to use local parks and open spaces (which has increased since August 2020), more likely to walk or cycle, and that Covid-19 is a chance for people to be more environmentally friendly and for Bracknell Forest to accelerate its plans to become carbon neutral.
- Most residents have made changes to reduce their carbon footprint during the pandemic and this has increased over time. The proportion of residents who said they have not made any changes decreased from 28% in August 2020 to 20% in April 2021.
- Almost half of residents who have made changes to reduce their carbon footprint during the pandemic will continue with food recycling and above two-fifths (43%) will continue to walk or cycle more, which is an increase from the 39% seen in August 2020. 32% said they will continue to drive less, which is a decrease from the 45% seen in August 2020, perhaps reflecting changes in travel patterns during this time including returning back to the office.

## Introduction

- 5.1. This section presents findings about travel and the environment, including behaviour change, as a result of the pandemic.

## Travel and the environment in the future

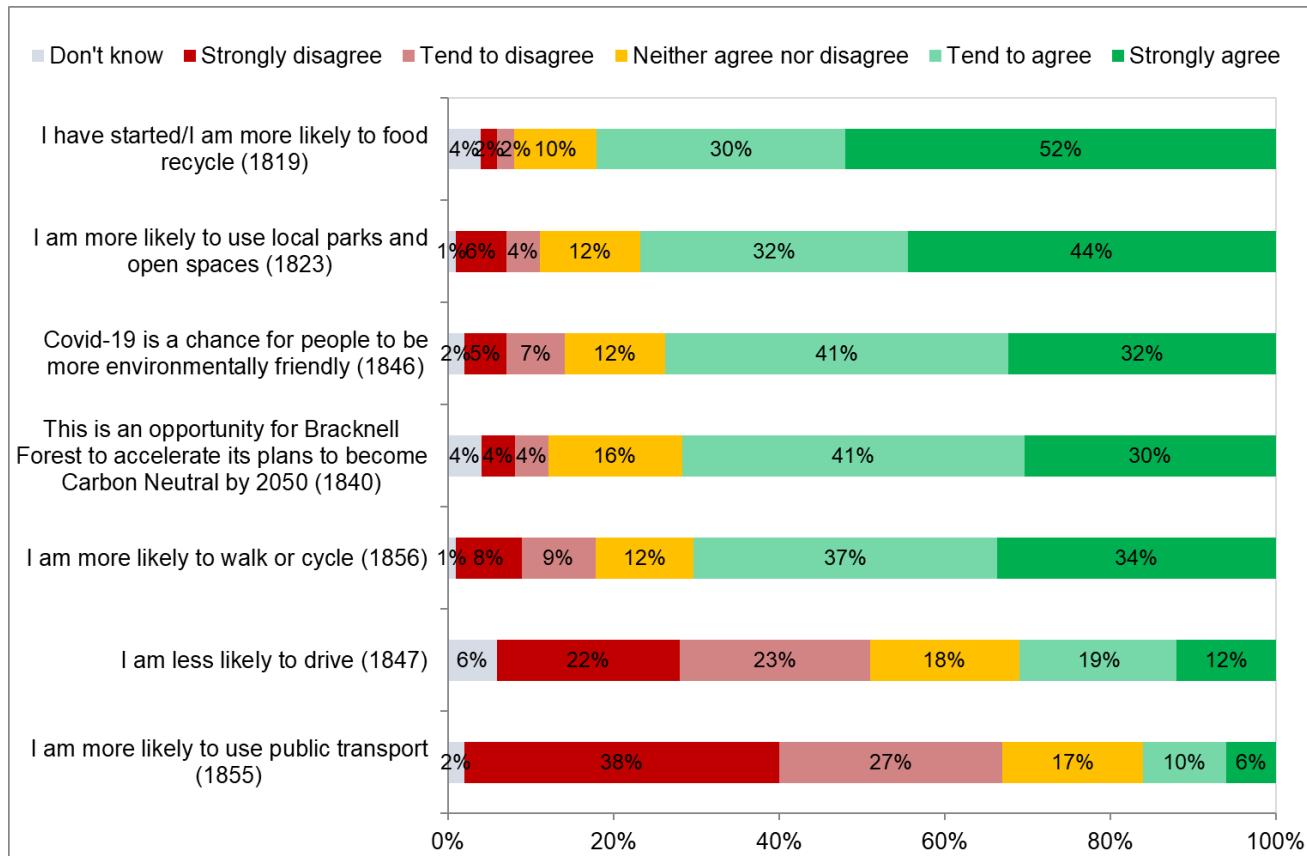
**The majority of residents mentioned that they have started or are more likely to food recycle<sup>4</sup>, are more likely to use local parks and open spaces (which has increased since August 2020), more likely to walk or cycle, and that Covid-19 is a chance for people to be more environmentally friendly and for Bracknell Forest to accelerate its plans**

- 5.2. 82% of residents said they have started or are more likely to food recycle.
- 5.3. 76% of residents said they are more likely to use local parks and open spaces and 73% agreed that Covid-19 is a chance for people to be more environmentally friendly.
- 5.4. 71% agreed that this is an opportunity for Bracknell Forest to accelerate its plans to become Carbon Neutral by 2050 and 71% agreed that they are more likely to walk or cycle.
- 5.5. 31% agreed they are less likely to drive, while 45% disagreed. However, it is worth noting that 31% of residents have already been driving less as shown in a following subsection.
- 5.6. Just 16% said they are more likely to use public transport, whereas 65% disagreed.

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<sup>4</sup> Food recycling was introduced to houses in Bracknell Forest in March 2021. Not all households (flats) are currently able to take part in the food recycling service.

**Figure 5.1: The views of residents about travel and the environment in the future**



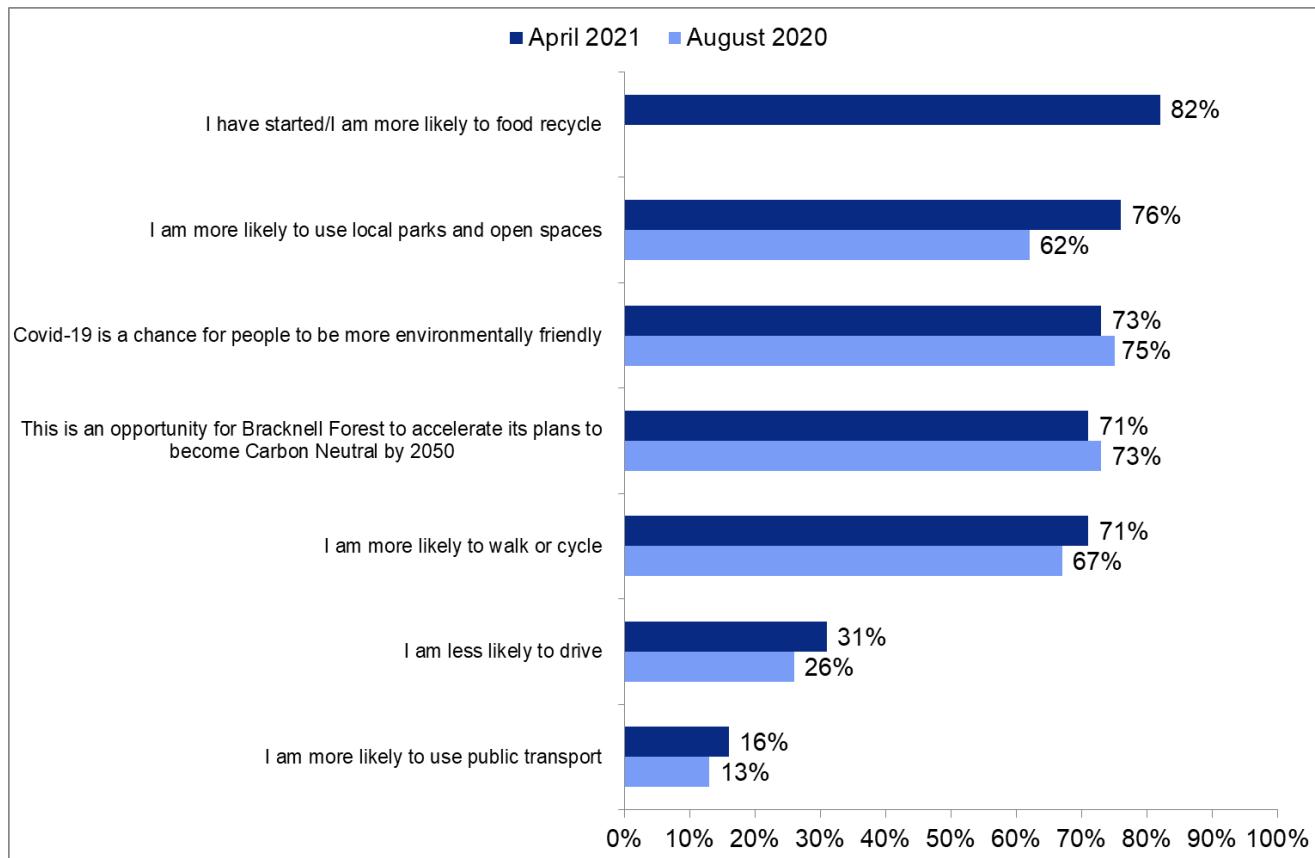
Numbers in brackets are the number of respondents to each statement. Question: Do you agree or disagree with the following statements about travel and the environment in the future, due to your experience of Covid-19?

5.7. The following demographic groups are more/less likely to agree with the mentioned statements:

- **Residents aged 55 and above:** 70% are more likely to use local parks and open spaces compared with 82% of those aged 18-34 and 79% of those aged 35-54.
- **Black, Asian or residents of other ethnic backgrounds:** 89% are more likely to use local parks and open spaces compared with 74% of White British or Irish residents.
- **Residents with a disability:** 52% are more likely to walk or cycle compared with 74% of non-disabled residents.
- **Parents or guardians:** 82% are more likely to walk or cycle compared with 73% residents who are not parents or guardians.

- 5.8. The April 2021 survey results remain in line with the results seen in August 2020, although the proportion of residents who said they are more likely to use local parks and open spaces and those who said they are less likely to drive has increased (14 and 5 percentage points, respectively).

**Figure 5.2: Proportion of residents who agree about travel and the environment statements: time series**



Number of respondents: April 2021 - 1856, August 2020 - 1827.

Question: Do you agree or disagree with the following statements about travel and the environment in the future, due to your experience of Covid-19?

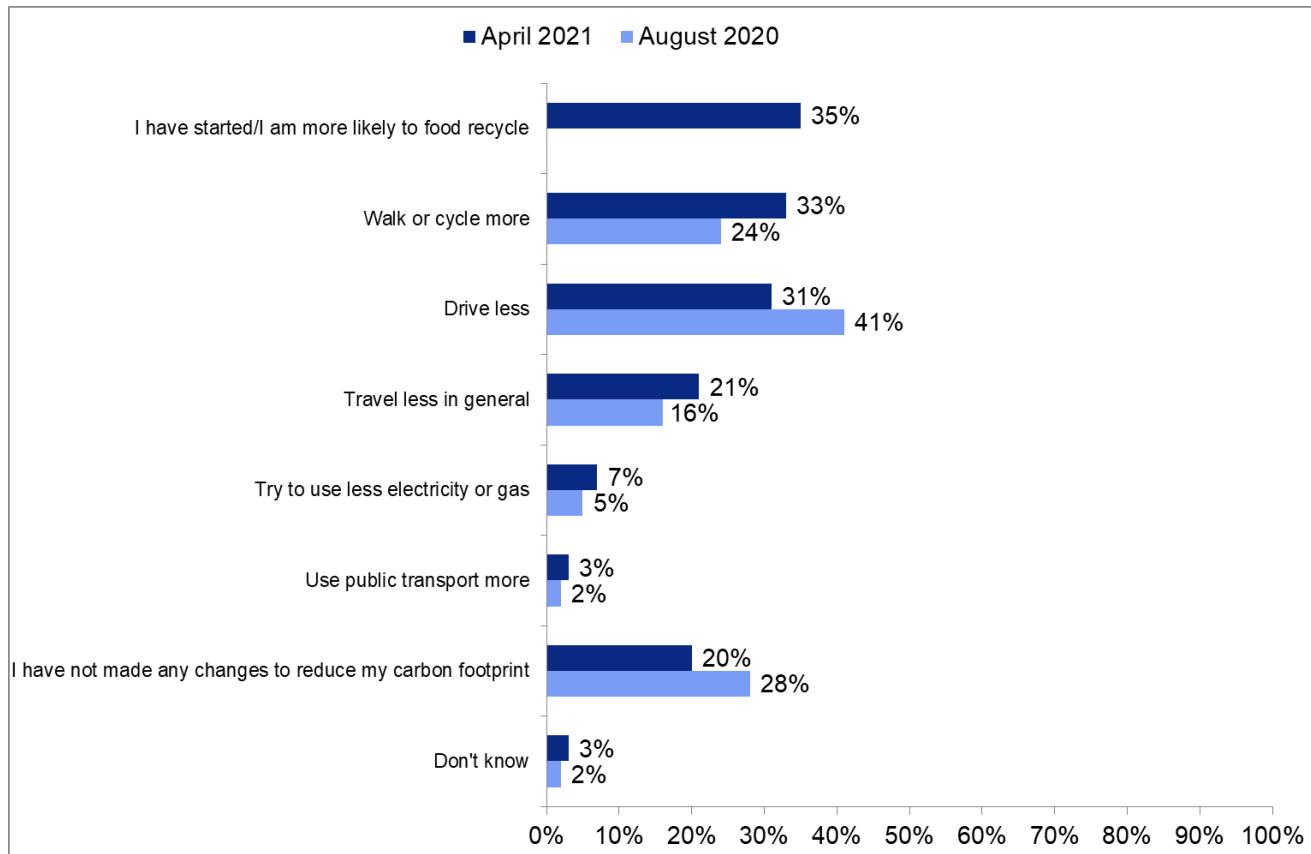
No comparative data for "I have started/I am more likely to food recycle" in August 2020

## Changes made to reduce carbon footprint

**Most residents have made changes to reduce their carbon footprint during the pandemic with the proportion of residents who said they have not made any changes decreased from 28% in August 2020 to 20% in April 2021**

- 5.9. A third of residents said they have started or are more likely to food recycle (35%). 24% of residents in social housing and 27% of those who rent from a private landlord have started or are more likely to food recycle – less than the wider population.
- 5.10. A third of residents said they walk or cycle more (33%), which is an increase from the 24% seen in August 2020. 20% of residents with a disability walk or cycle more, compared with 35% of non-disabled residents. 23% of residents who have shielded at any point since the start of November 2020 walk or cycle more.
- 5.11. Just under a third of residents drive less (31%), which has decreased since August 2020 (perhaps due to an increase in travel and discouragement to use public transport). Women are more likely than men to drive less. For example, 35% of women drive less compared with 27% of men. Younger residents are less likely than older residents to drive less. For example, 20% of residents aged 18-34 drive less compared with 38% of residents aged 35-54. 28% of residents in social housing and 21% of those who rent from a private landlord said they drive less.
- 5.12. 20% said they have not made any changes to reduce their carbon footprint, which is an improvement upon the 28% in August 2020.
- 5.13. Black, Asian or residents of other ethnic backgrounds are more likely than White British or Irish residents to have made changes to reduce their carbon footprint. For example, 87% of Black, Asian or residents of other ethnic backgrounds have made changes compared with 78% of White British or Irish residents.
- 5.14. 14% of parents or guardians of a dependent child have not made any changes to reduce their carbon footprint, compared with 24% of residents who are not parents or guardians.

**Figure 5.3: Changes made to reduce carbon footprint**



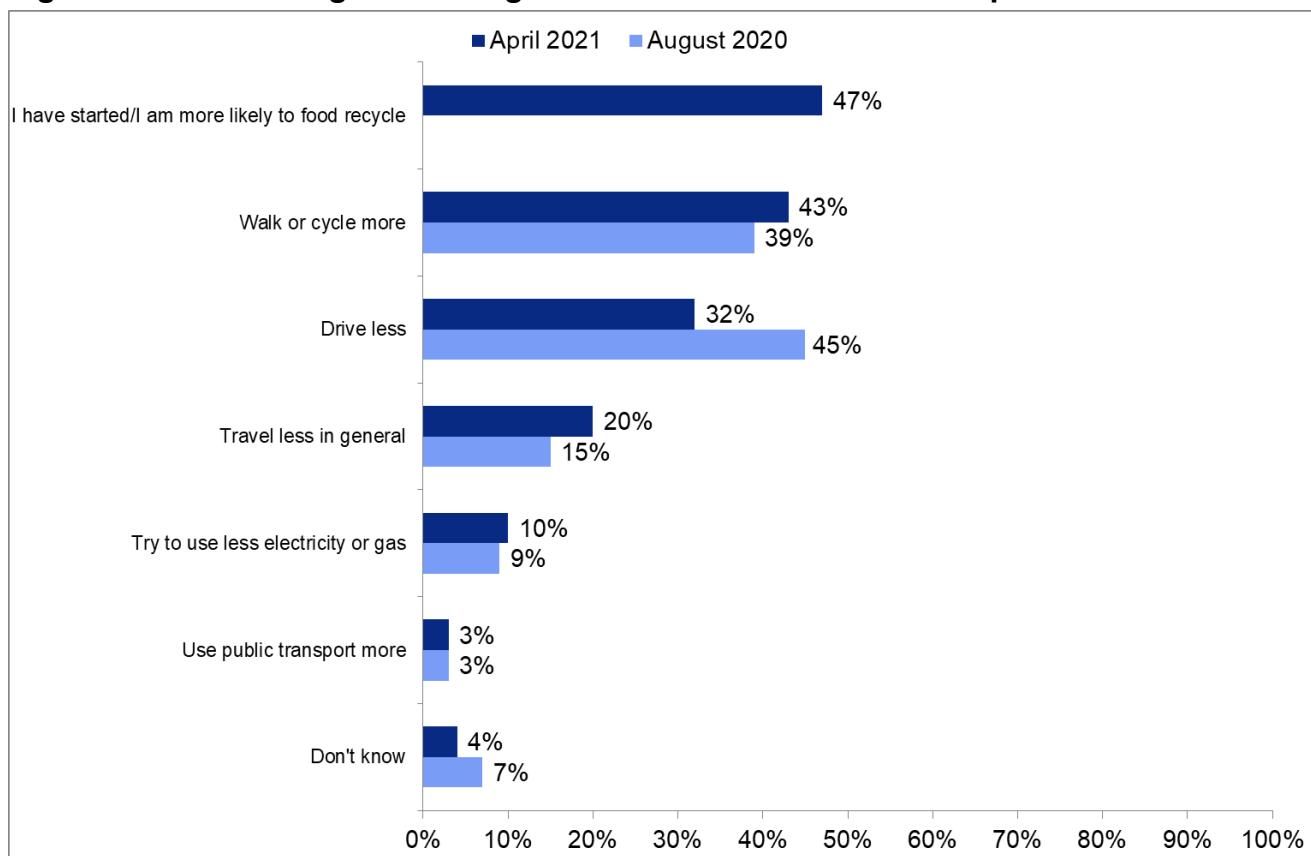
Number of respondents: April 2021 - 1853, August 2020 - 1824. Question: What, if any, changes have you made to reduce your carbon footprint during the pandemic? Note: Respondents could select more than one answer.

## Continuing with changes made to reduce carbon footprint

**Almost half of residents who have made changes to reduce their carbon footprint during the pandemic will continue with food recycling and above two-fifths (43%) will continue to walk or cycle more, which is an increase from the 39% seen in August 2020**

- 5.15. Almost half of residents who have made changes to reduce their carbon footprint said they will continue with food recycling (47%) and above two-fifths will continue to walk or cycle more (43%).
- 5.16. 32% said they will continue to drive less, which is a decrease from the 45% seen in August 2020, perhaps reflecting changes in travel patterns during this time including returning back to the office.

**Figure 5.4: Continuing with changes made to reduce carbon footprint**



Number of respondents: April 2021 - 1367, August 2020 - 1080 (excludes those that have not made any changes to reduce their carbon footprint).

Question: Of the change(s) you mentioned, which ones will you continue with?

Note: Respondents could select more than one answer.

No comparative data for "I have started/I am more likely to food recycle" in August 2020

## Section 6: Employment and the economy

### **Key issues/findings**

- Half of residents are still employed on the same terms and conditions, an increase from the 42% seen in August 2020. 4% had been previously furloughed but were back in work at the time of the survey.
- The majority of residents have not accessed or received support from the UK Government since the start of November 2020, with a slight increase to the 70% seen in August 2020. Residents aged 55 and above are less likely to have accessed or received support.
- The majority of residents are likely to visit local shops and visit parks, open spaces or play areas as lockdown is eased. These were also the top activities seen in August 2020, with an increase over time in the proportion of residents who are likely to do these activities (perhaps reflecting an increased desire (and confidence) for doing activities after two lockdowns and may be related to the emergence and roll out of vaccines). The largest increases have been the likelihood of visiting the Lexicon (75% in 2021 compared with 63% in 2020) and visiting pubs etc (74% in 2021 compared with 48% in 2020).

### **Introduction**

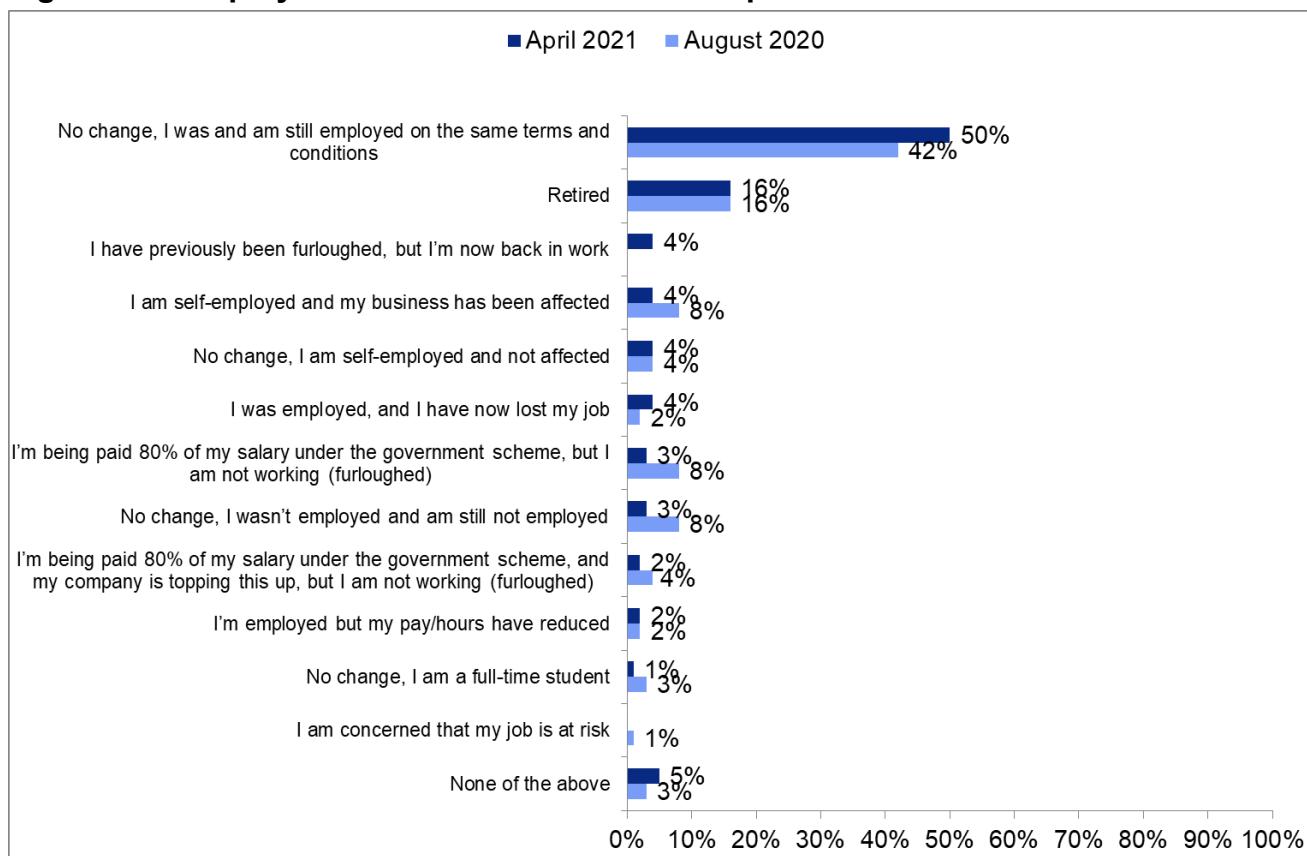
- 6.1. This section presents findings about employment and the economy, including:
- Employment status.
  - Support from the UK Government.
  - Likelihood to do activities as lockdown is eased.

## Employment status as a result of the pandemic

**Half of residents are still employed on the same terms and conditions, an increase from the 42% seen in August 2020**

- 6.2. Overall, 50% of residents are still employed on the same terms and conditions.
- 6.3. 4% said they had been previously furloughed, but are now back in work.
- 6.4. Additionally, 4% said they are self-employed and their business has been affected (8% in August 2020), 4% said they are self-employed and not affected (same as in August 2020), 4% said they have lost their job (2% in August 2020) and 3% are furloughed and are being paid 80% of their salary under the government scheme (8% in August 2020).
- 6.5. 16% said they were retired.

**Figure 6.1: Employment status as a result of the pandemic**



Number of respondents: April 2021 - 1856, August 2020 - 1826.

Question: What is your employment status as a result of the pandemic?

Note: Respondents could select more than one answer.

- 6.6. The findings are consistent across demographic groups except for the following differences:
  - **Black, Asian or residents of other ethnic backgrounds are more likely to remain employed on the same terms and conditions:** For example, 62% of Black, Asian or residents of other ethnic backgrounds said they were and are still employed on the same terms and conditions compared to 50% of residents overall.
  - **Residents with a disability are less likely to remain employed on the same terms and conditions:** For example, 23% of residents with a disability said they were and are still employed on the same terms and conditions compared to 50% of residents overall.

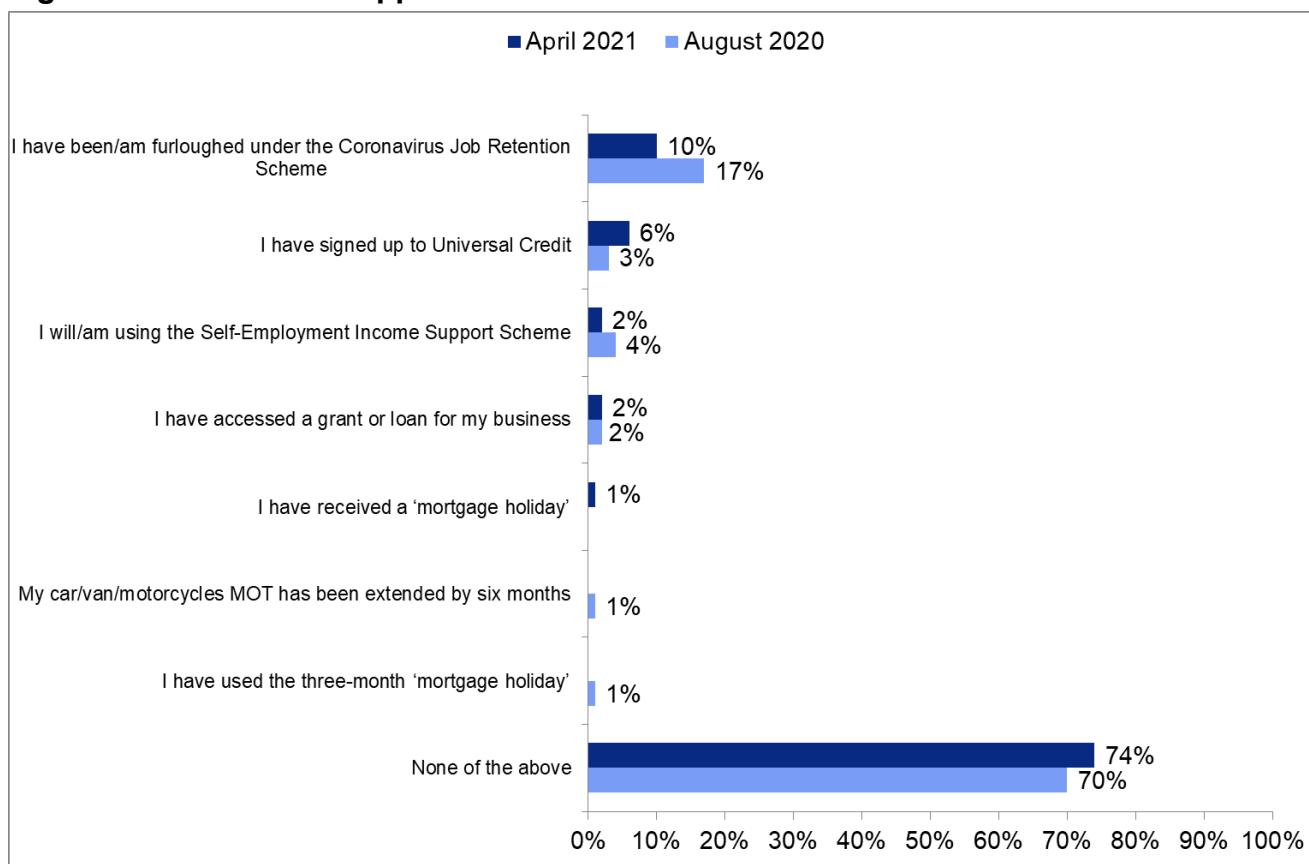
- **Residents in social housing are less likely to remain employed on the same terms and conditions:** For example, 37% of residents in social housing said they were and are still employed compared to 50% of residents overall.
- **Residents who have shielded at any point since the start of November 2020 are less likely to remain employed on the same terms and conditions:** For example, 38% of residents who have shielded said they were and are still employed compared to 50% of residents overall.

## Support from the UK Government

**The majority of residents have not accessed or received support from the UK Government since the start of November 2020, with a slight increase to the 70% seen in August 2020**

- 6.7. Overall, 74% of residents have not accessed or received any support from the UK Government. 10% said they have been or are furloughed under the Coronavirus Job Retention Scheme, which is a decrease from the 17% seen in August 2020 and 6% have signed up to Universal Credit (3% in August 2020).
- 6.8. Residents aged 55 and above were less likely to have accessed or received support, 16% said so.
- 6.9. Residents with a disability were more likely to have accessed or received support, 36% said they have accessed or received support.
- 6.10. Residents who support family members, friends, neighbours or others were more likely to have accessed or received support, 34% said they have accessed or received support.
- 6.11. Residents in social housing were more likely to have accessed or received support, 36% said they have accessed or received support.

**Figure 6.2: Access to support from the UK Government**



Number of respondents: April 2021 - 1831, August 2020 - 1802.

Question: Since the start of November 2020 (i.e. the start of the 2nd lockdown onwards), what, if any, support from the UK Government have you accessed or received (this may include support through your local council or your employer)?

Question in August 2020: Since the pandemic began, what, if any, support from the UK Government have you accessed or received (this may include support through your local council or your employer)?

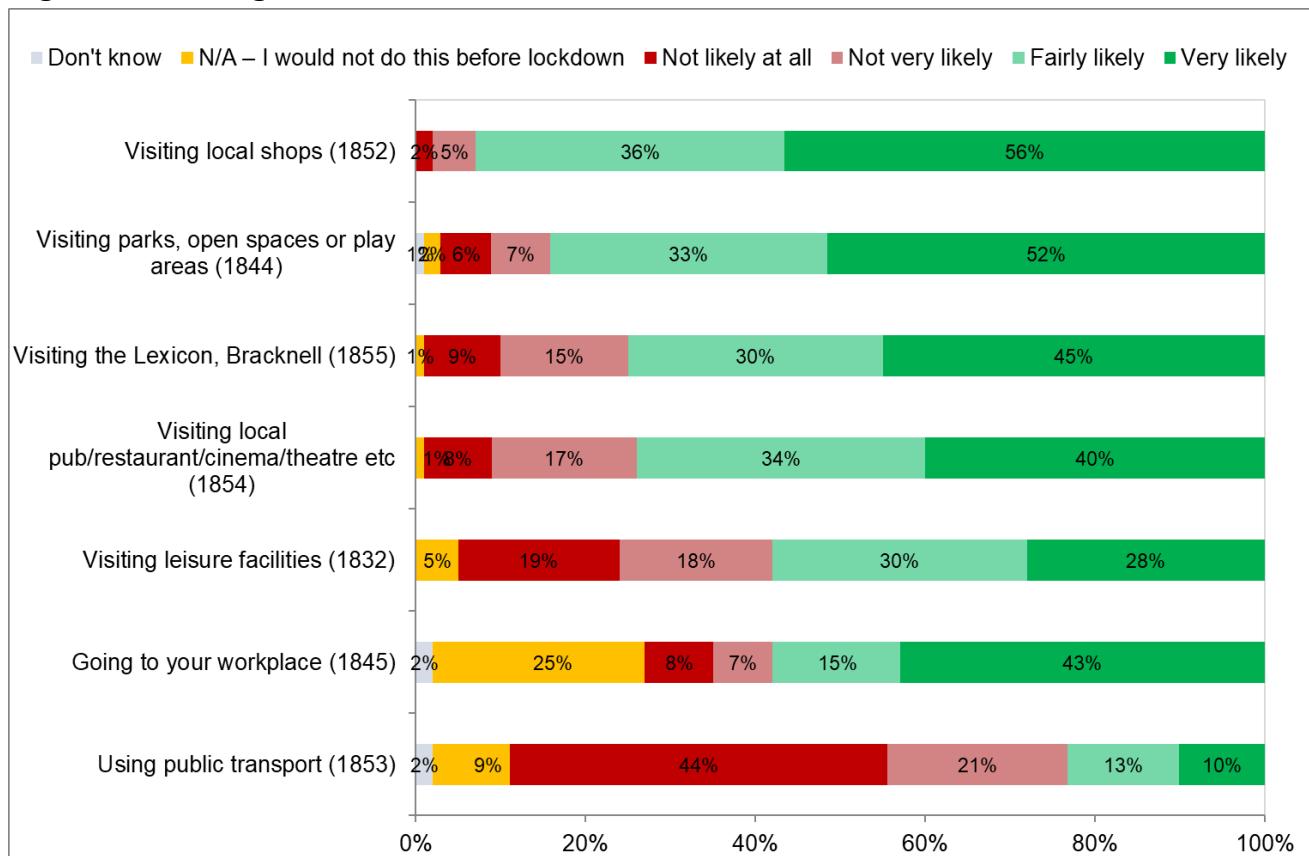
Note: Respondents could select more than one answer.

## Likelihood to do activities as lockdown is eased

The majority of residents are likely to visit local shops and visit parks, open spaces or play areas as lockdown is eased - these were also the top activities seen in August 2020, with an increase over time in the proportion of residents who are likely to do these activities

- 6.12. Overall, 92% of residents said they are likely to visit local shops as lockdown is eased.  
85% of residents said they are likely to visit parks, open spaces or play areas and 75% said they are likely to visit the Lexicon, Bracknell.
- 6.13. 74% said they are likely to visit local pubs, restaurants, cinemas or theatres.
- 6.14. 58% said they are likely to visit leisure facilities.
- 6.15. The same proportion said they are likely to go to their workplace.
- 6.16. Only 23% said they are likely to use public transport (65% not likely).

**Figure 6.3: Doing activities as lockdown is eased**



Numbers in brackets are the number of respondents to each statement.

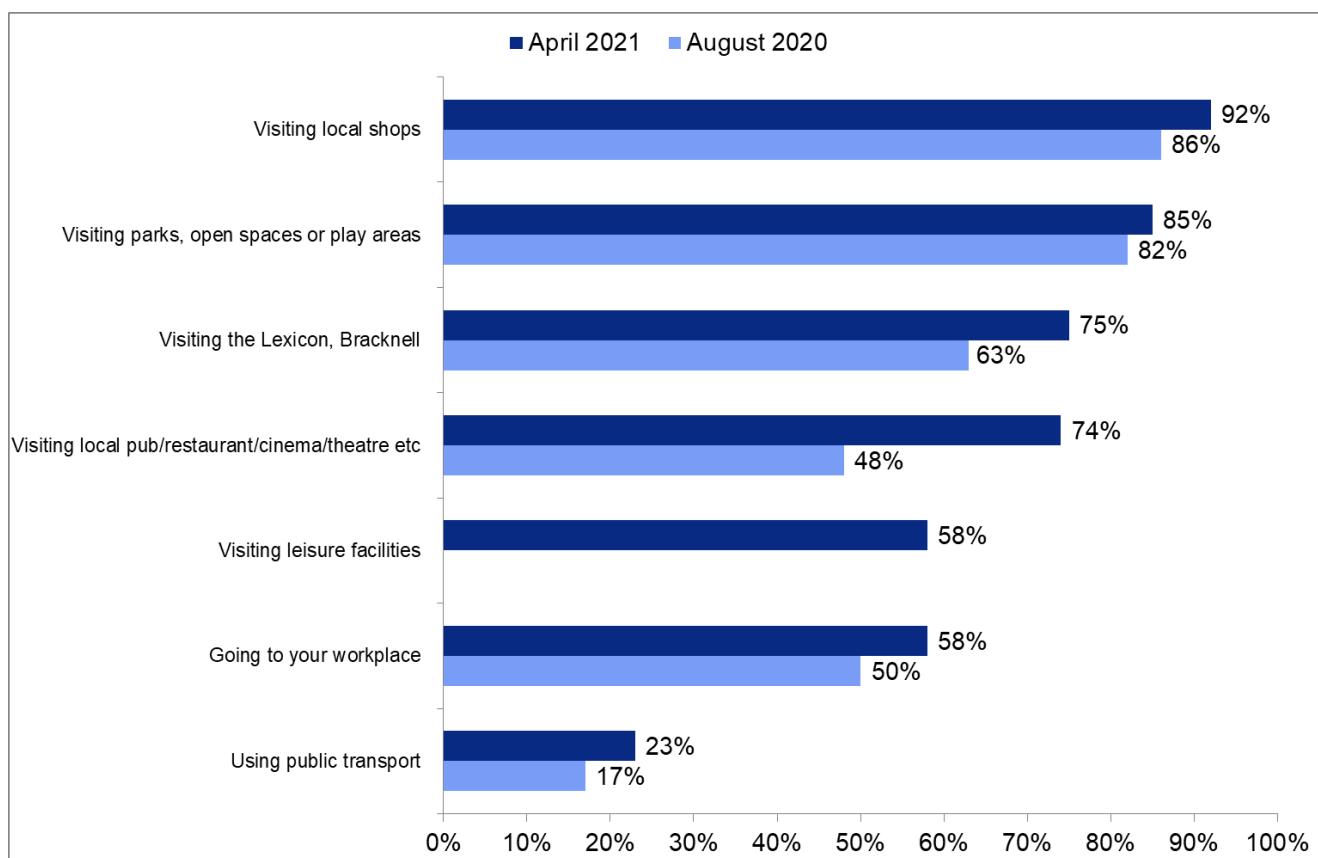
Question: As lockdown is eased, how likely, if at all, are you to do each of these activities when they are permitted?

- 6.17. The following are demographic differences to note:

- Men are more likely to go to their workplace. 62% are likely to do so.
- Residents aged 55 and above are less likely to go to a workplace. 37% are likely to go to their workplace. They are also less likely to visit leisure facilities (39%).
- Black, Asian or residents of other ethnic backgrounds are more likely to go to their workplace. 70% are likely to do so.
- Residents with a disability are less likely to go to their workplace and visit the Lexicon, Bracknell. 36% and 58% are likely to go to their workplace and visit the Lexicon, respectively.

- Parents or guardians of a dependent child are more likely to visit leisure facilities. 72% said they are likely to do so.
  - Residents in social housing and those who rent from a private landlord are less likely to visit local pubs, restaurants, cinemas or theatres. 58% and 68% of residents in social housing and those who rent from a private landlord said they are likely to do so, respectively.
  - Residents who have shielded at any point since the start of November 2020 are less likely to go to their workplace. 42% said they are likely to do so.
- 6.18. The April 2021 survey results generally increased compared to the results seen in August 2020, reflecting an increased desire (and confidence) for doing activities after two lockdowns and may be related to the emergence and roll out of vaccines. The largest increases have been the likelihood of visiting the Lexicon (75% in 2021 compared with 63% in 2020) and visiting pubs etc (74% in 2021 compared with 48% in 2020).

**Figure 6.4: Proportion of residents who are likely to do activities as lockdown is eased: time series**



Number of respondents: April 2021 - 1855, August 2020 - 1824.

Question: As lockdown is eased, how likely, if at all, are you to do each of these activities when they are permitted?

Question in August 2020: As lockdown is eased, how likely, if at all, are you to do each of these activities that are now permitted?

No comparative data for "Visiting leisure activities" in August 2020.

# Section 7: Life, health and wellbeing

## Key issues/findings

- The majority of residents believe the pandemic had a positive impact on their appreciation of the local wildlife and environment, their feeling that the local area is a place where people from different backgrounds get on well together and on their caring responsibilities - these are the same aspects that were most positively impacted in August 2020. On the other hand, there are notable negative impacts on education, work, mental health and access to local amenities.
- Above six-in-ten residents spent more time in nature (64%), visiting open spaces since the 2nd lockdown began in November 2020 and above two-fifths of residents tried a new form of exercise or exercised more (43%) - these were also the top activities captured in August 2020. Smoking levels remained about the same.
- Six-in-ten residents (62%) feel that their health and care needs have been supported overall during the pandemic, in line with the 64% seen in August 2020. Those aged 18-34 are more likely to say they have been supported.
- The majority of residents (76%) are confident accessing health and care services that are not Covid-19 related, however, this is a decrease from the 82% seen in August 2020. Residents aged 18-34 are more confident, perhaps reflecting lesser care needs.
- A quarter of residents said they had avoided going to the GP / hospital because they did not want to overburden them, a quarter said they have had a pre-existing (non-GP/hospital) medical appointment postponed because of Covid-19, for example a dentist or optician appointment, and a fifth said they had a pre-existing G.P/hospital appointment postponed - the proportion of residents experiencing the mentioned health and medical experiences decreased overall compared to the results seen in August 2020.
- Above two-fifths (44%) of residents said they had not changed the way they access primary healthcare as a result of the pandemic and above a third (37%) said they had received telephone GP appointments.
- Three-fifths (60%) of residents that have made change(s) to the way they access primary healthcare said they are willing to maintain this change and above a quarter (27%) said they are not willing to maintain this change.
- The majority of residents (86%) do not need any help or support due to their experience of Covid-19, similar to the 87% seen in August 2020.

## Introduction

- 7.1. This section presents findings about residents' life, health and wellbeing, and the pandemic, including:
- Impact of the pandemic on aspects of life, health and wellbeing.
  - Frequency of health-related activities since the 2<sup>nd</sup> lockdown began.
  - Health and care support during the pandemic.
  - Confidence in accessing health and care services that are not Covid-19 related.
  - Health and medical experiences.
  - Change in primary healthcare access.
  - Willingness to maintain change in primary healthcare access.
  - Support needed as a consequence of the pandemic.

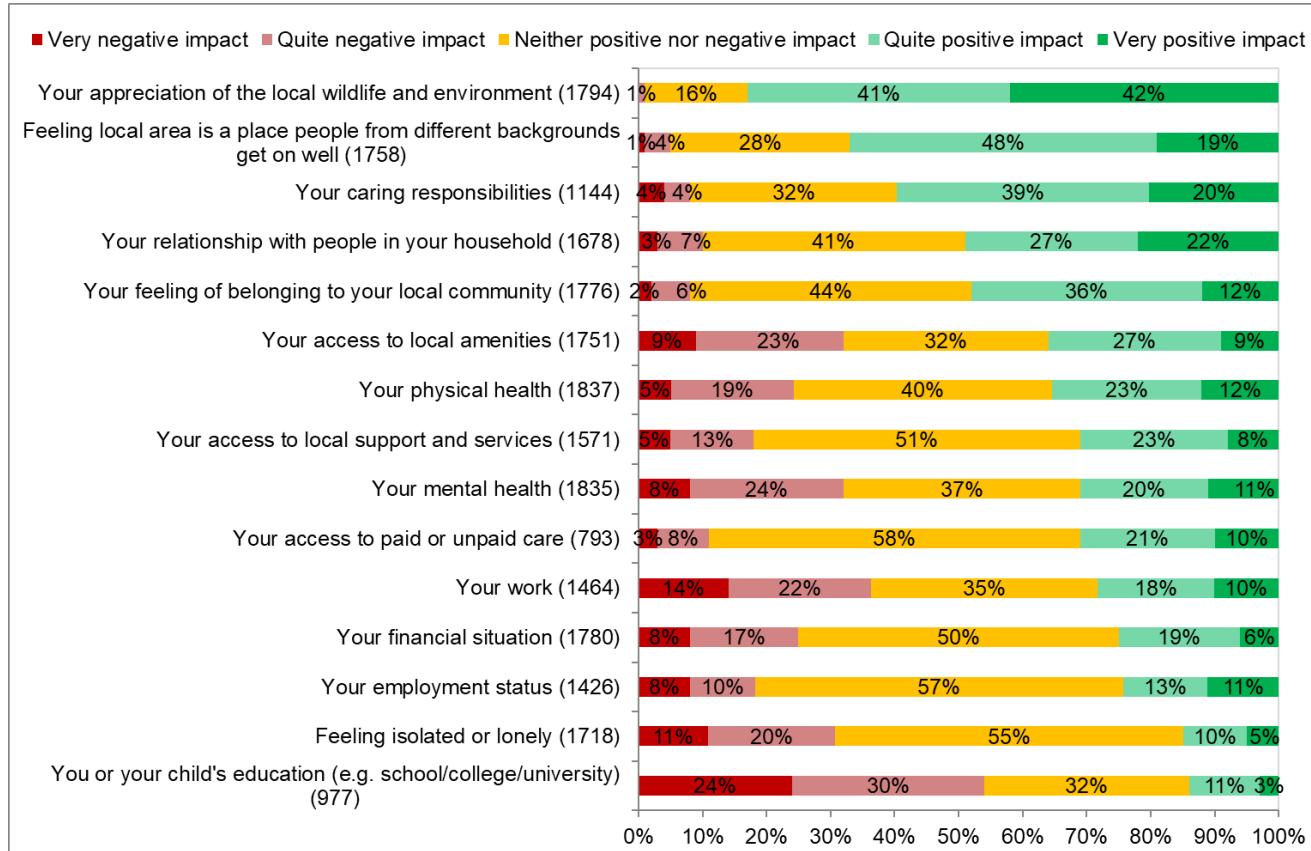
## Impact of the pandemic on aspects of life, health and wellbeing

The majority of residents believe the pandemic had a positive impact on their appreciation of the local wildlife and environment, their feeling that the local area is a place where people from different backgrounds get on well together and on their caring responsibilities - these are the same aspects that were most positively impacted in August 2020

On the other hand, there are notable negative impacts on education, work, mental health and access to local amenities

- 7.2. Overall, 83% of residents said that the pandemic had a positive impact on their appreciation of the local wildlife and environment, the same as the proportion seen in August 2020. 67% mentioned the pandemic had a positive impact on their feeling that their local area is a place where people from different backgrounds get on well together (70% in August 2020) and 59% said it had a positive impact on their caring responsibilities (68% in August 2020).
- 7.3. 49% said it had a positive impact on their relationship with people in their household (50% in August 2020) and 48% of residents said that the pandemic had a positive impact on their feeling of belonging to the local community (52% in August 2020).
- 7.4. 36% said it had a positive impact on their access to local amenities (32% cited a negative impact), 35% said it had a positive impact on their physical health (24% cited a negative impact), 31% of residents said the pandemic had a positive impact on their access to local support and services (18% negative), 31% of residents said the pandemic had a positive impact on their mental health (32% negative) and 31% said it had a positive impact on their access to paid or unpaid care (11% negative).
- 7.5. 28% said the pandemic had a positive impact on their work and 36% said it had a negative impact.
- 7.6. 25% believed the pandemic had a positive impact on their financial situation and 25% said it had a negative impact.
- 7.7. 24% said the pandemic had a positive impact on their employment status and 18% said it had a negative impact.
- 7.8. 15% said the pandemic had a positive impact on feeling isolated or lonely and 31% said it had a negative impact.
- 7.9. Only 14% believed the pandemic had a positive impact on their or their children's education (e.g. school/college/university), while 54% said it had a negative impact.

**Figure 7.1: Impact of the pandemic on aspects of life, health and wellbeing**



Numbers in brackets are the number of respondents to each statement (excludes don't know responses).

Question: How much, if at all, has the pandemic had a positive or negative impact on each of the following aspects of your life, health and wellbeing?

7.10. The findings are, on the whole, consistent across demographic groups except for the following key differences:

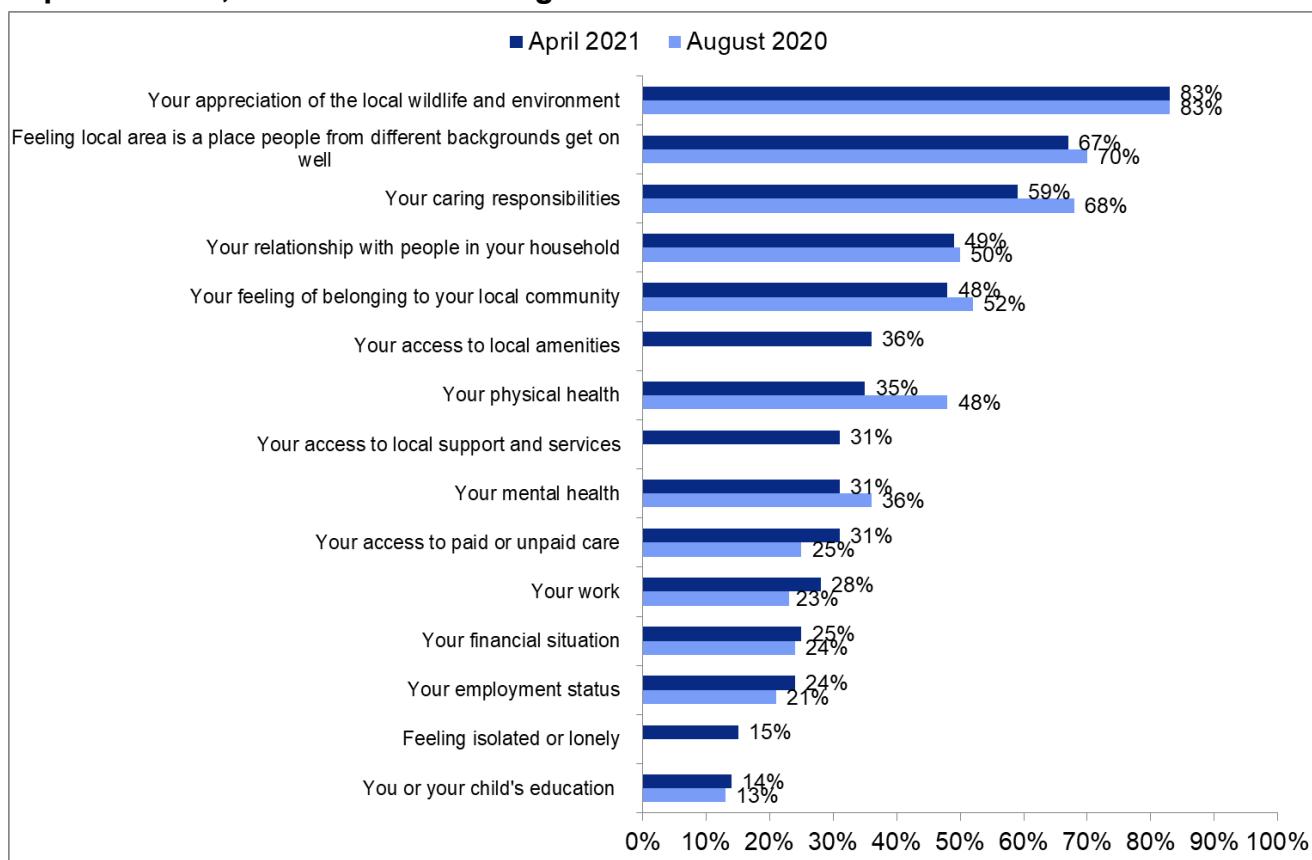
- **Women are less likely to say that the pandemic had a positive impact on their physical health:** For example, 30% of women said the pandemic had a positive impact on their physical health compared to 35% of residents overall.
- **Younger residents are more likely to say that the pandemic had a positive impact on their employment status:** For example, 37% of residents aged 18 to 34 said the pandemic had a positive impact on their employment status compared to 24% of residents overall.
- **Black, Asian or residents of other ethnic backgrounds are more likely to say that the pandemic had a positive impact on their or their children's education:** For example, 23% of Black, Asian or residents of other ethnic backgrounds said the pandemic had a positive impact on their or their children's education compared to 14% of residents overall.
- **Residents with a disability are less likely to say that the pandemic had a positive impact on their physical health:** For example, 19% said so compared with 35% of residents overall.
- **Carers are more likely to say that the pandemic had a positive impact on their feeling of belonging to their local community:** For example, 59% said so compared with 48% of residents overall.
- **Residents who rent from a landlord are less likely than other residents to say that the pandemic had a positive impact on their relationship with people in their**

**household:** For example, 36% of residents who rent from a landlord said so compared with 49% of residents overall.

- **Residents who have shielded at any point since the start of November 2020 are more likely than other residents to say that the pandemic had a positive impact on their access to paid or unpaid care:** For example, 40% of residents who have shielded said so compared with 31% of residents overall.

- 7.11. The April 2021 survey results generally remain consistent or show a decrease compared to the results seen in August 2020. For example, the proportion of residents who said the pandemic had a positive impact on their caring responsibilities, their feeling of belonging to their local community, their physical and mental health decreased compared to the results seen in August 2020.

**Figure 7.2: Proportion of residents who said the pandemic had a positive impact on aspects of life, health and wellbeing: time series**



Number of respondents: April 2021 - 1837, August 2020 - 1790.

Question: How much, if at all, has the pandemic had a positive or negative impact on each of the following aspects of your life, health and wellbeing?

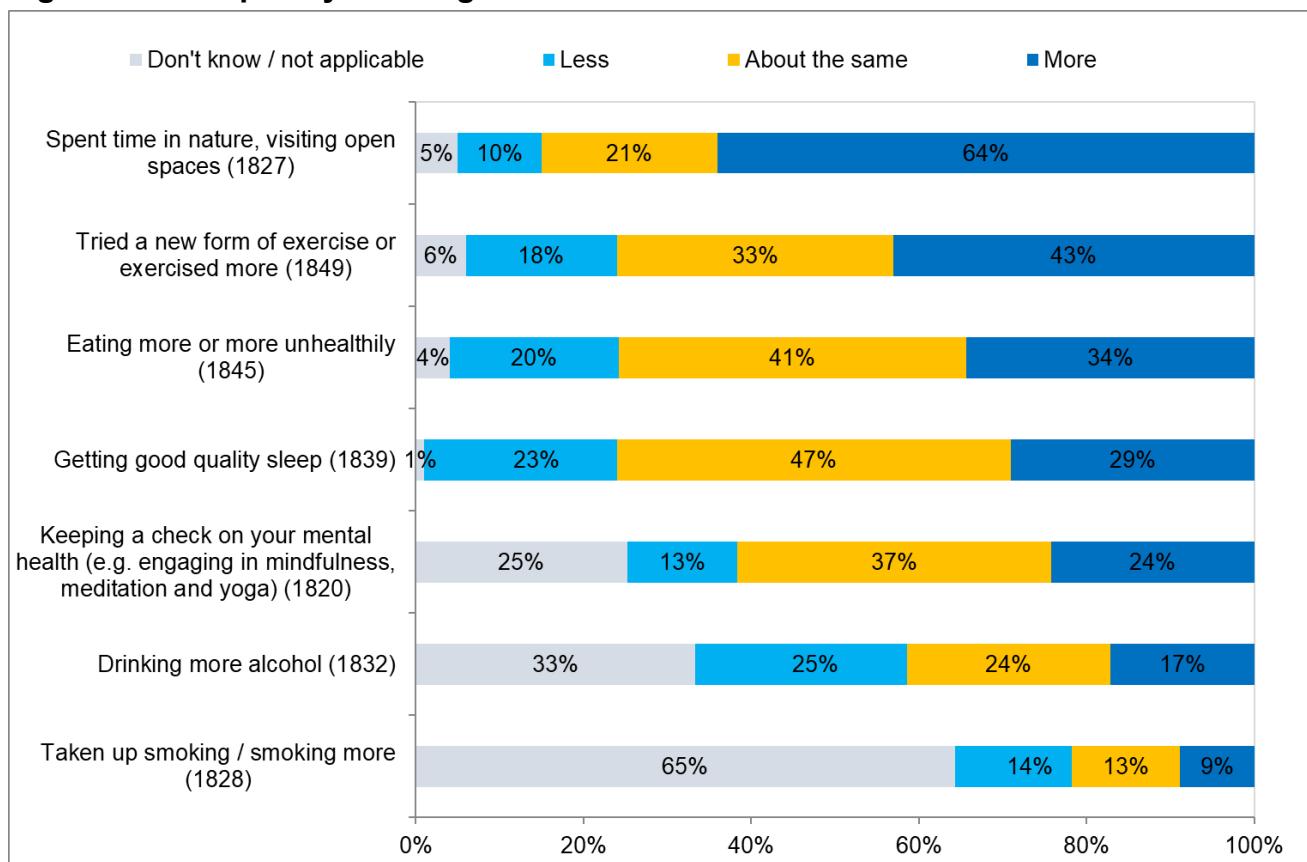
No comparative data for "Your access to local amenities", "Your access to local support and services" and "Feeling isolated or lonely" in August 2020.

## Frequency of health-related activities since the start of November 2020

**Above six-in-ten residents spent more time in nature, visiting open spaces since the 2<sup>nd</sup> lockdown began in November 2020 and above two-fifths of residents tried a new form of exercise or exercised more - these were also the top activities captured in August 2020**

- 7.12. 64% of residents spent more time in nature, visiting open spaces since the 2<sup>nd</sup> lockdown began in November 2020 and 43% tried a new form of exercise or exercised more.
- 7.13. 34% are eating more or more unhealthily, compared to 20% that are doing this less.
- 7.14. 29% are getting more good quality sleep, compared to 23% that are doing this less.
- 7.15. 24% are keeping more of a check on their mental health, compared to 13% that are doing this less.
- 7.16. A quarter of residents are drinking more (25%) and 17% are drinking less.
- 7.17. 9% are smoking more and 14% are smoking less.

**Figure 7.3: Frequency of doing activities since the start of November 2020**



Numbers in brackets are the number of respondents to each statement.

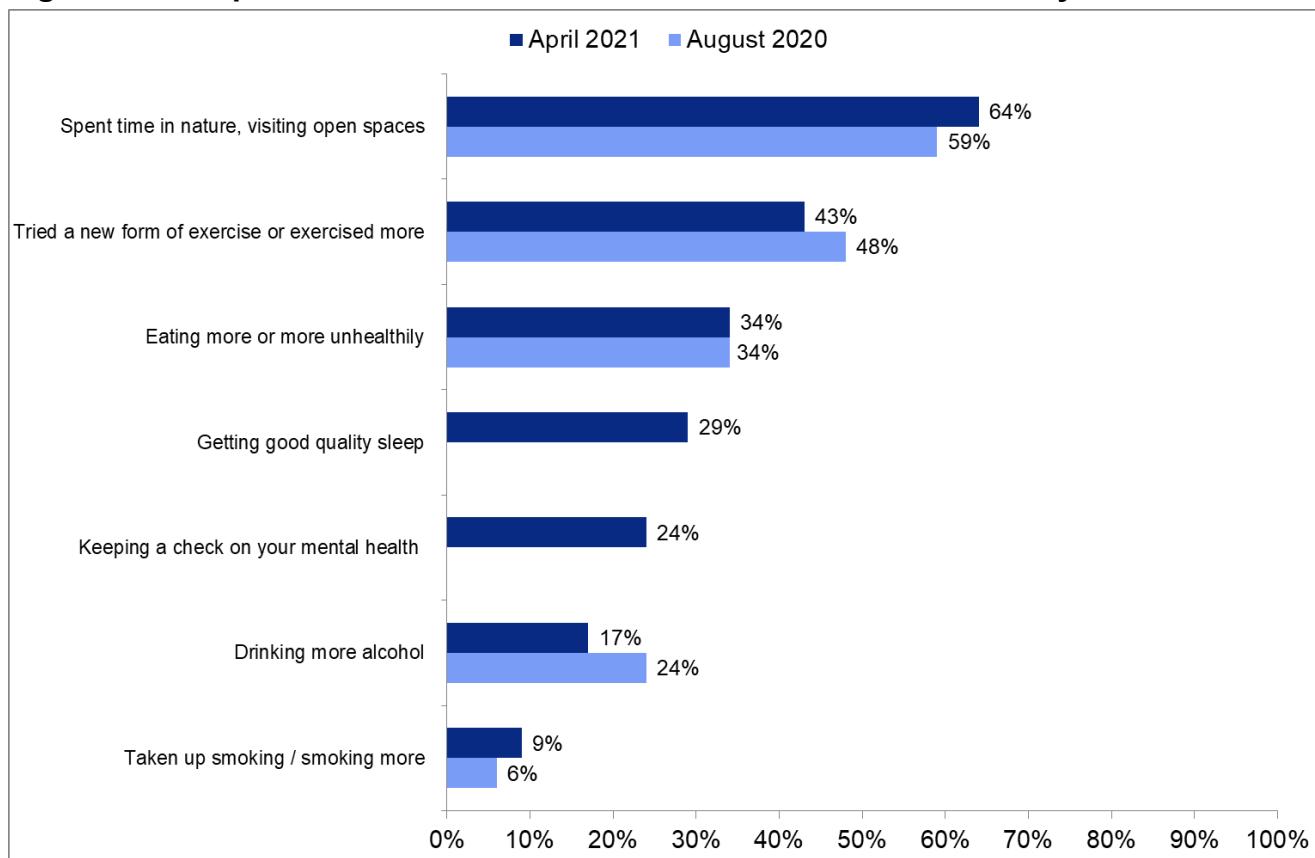
Question: Have you done each of the following, more, about the same or less since the start of November 2020 (i.e. the beginning of the 2nd lockdown onwards)?

- 7.18. The following represent some demographic differences of note:

- Women were more likely to have eaten more or more unhealthily since the 2<sup>nd</sup> lockdown began - 44% said so, compared with 25% of men.
- Residents aged 55 and above were less likely than other residents to say that they tried a new form of exercise or exercised more since the 2<sup>nd</sup> lockdown began - 31% did so, compared with 52% of residents aged 18-34 and 47% of residents aged 35-54.

- Black, Asian or residents of other ethnic backgrounds were more likely to keep more of a check on their mental health - 37% did so, compared with 22% of White British or Irish residents.
  - Residents with a disability were less likely to say they had spent more time in nature, visiting open spaces (48%).
  - Parents or guardians were more likely to have eaten more or more unhealthily since the 2<sup>nd</sup> lockdown began and onwards - 42% said so, compared with 29% of residents who are not parents or guardians of a dependent child.
  - Residents who have shielded at any point since the start of November 2020 were less likely to say that they tried a new form of exercise or exercised more (31%).
- 7.19. The April 2021 survey results show an increase in spending more time in nature and visiting open spaces compared to the results seen in August 2020. The results in August 2020 reflect a higher impact of the 1<sup>st</sup> lockdown on exercise, but also drinking with a higher proportion of residents trying a new form of exercise or exercised more and a higher proportion drinking more alcohol back then.

**Figure 7.4: Proportion of residents who have done more of the activity: time series**



Number of respondents: April 2021 - 1849, August 2020 - 1826.

Question: Have you done each of the following, more, about the same or less since the start of November 2020 (i.e. the beginning of the 2nd lockdown onwards)?

Question in August 2020: Have you done each of the following, more, about the same or less since lockdown began on 23rd March?

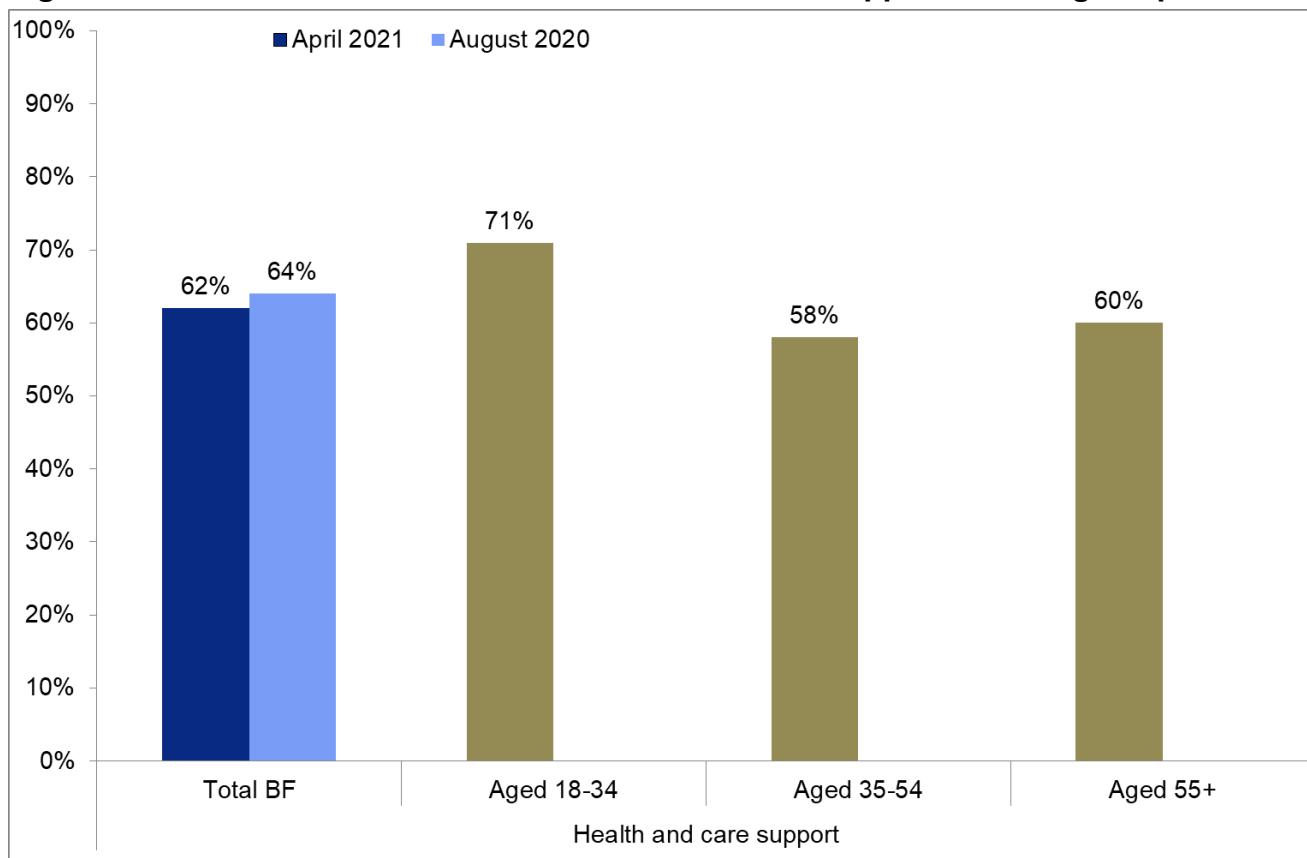
No comparative data for "Getting good quality sleep" and "Keeping a check on your mental health" in August 2020.

## Health and care support during the pandemic

**Six-in-ten residents (62%) feel that their health and care needs have been supported overall during the pandemic, in line with the 64% seen in August 2020**

- 7.20. Overall, 62% of residents said their health and care needs have been supported during the pandemic, with 24% disagreeing (the rest said 'don't know/not applicable').
- 7.21. Residents aged 18-34 were more likely to say they felt their health and care needs have been supported during the pandemic - 71% said so.
- 7.22. Black, Asian or residents of other ethnic backgrounds were less likely to say they felt their health and care needs have been supported during the pandemic - 47% said so.
- 7.23. Residents that have shielded at any point since the start of November 2020 were more likely to feel that their health and care needs had been supported - 70% said so.

**Figure 7.5: Whether health and care needs have been supported during the pandemic**



Number of respondents: April 2021 - 1837, August 2020 - 1806.

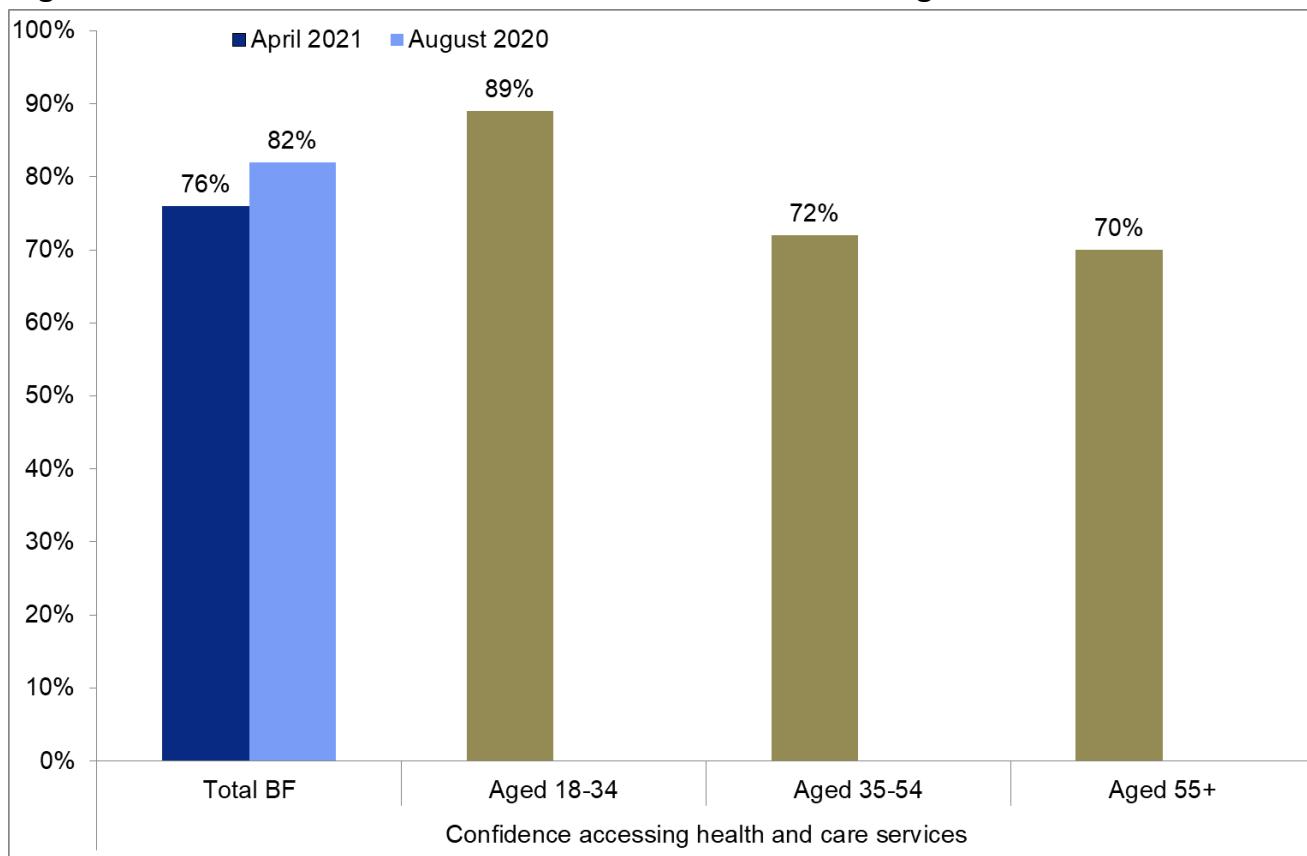
Question: Do you feel your health and care needs have been supported overall during the pandemic?

## Confidence accessing health and care services that are not Covid-19 related

**The majority of residents are confident accessing health and care services that are not Covid-19 related, however, this is a decrease from the 82% seen in August 2020**

- 7.24. Overall, 76% of residents were confident about accessing health and care services that are not Covid-19 related. 24% of residents were not confident.
- 7.25. Residents aged 18-34 were more confident - 89% were confident (11% not confident).

**Figure 7.6: Whether residents feel confident about accessing health and care services**



Number of respondents: April 2021 - 1839, August 2020 - 1819.

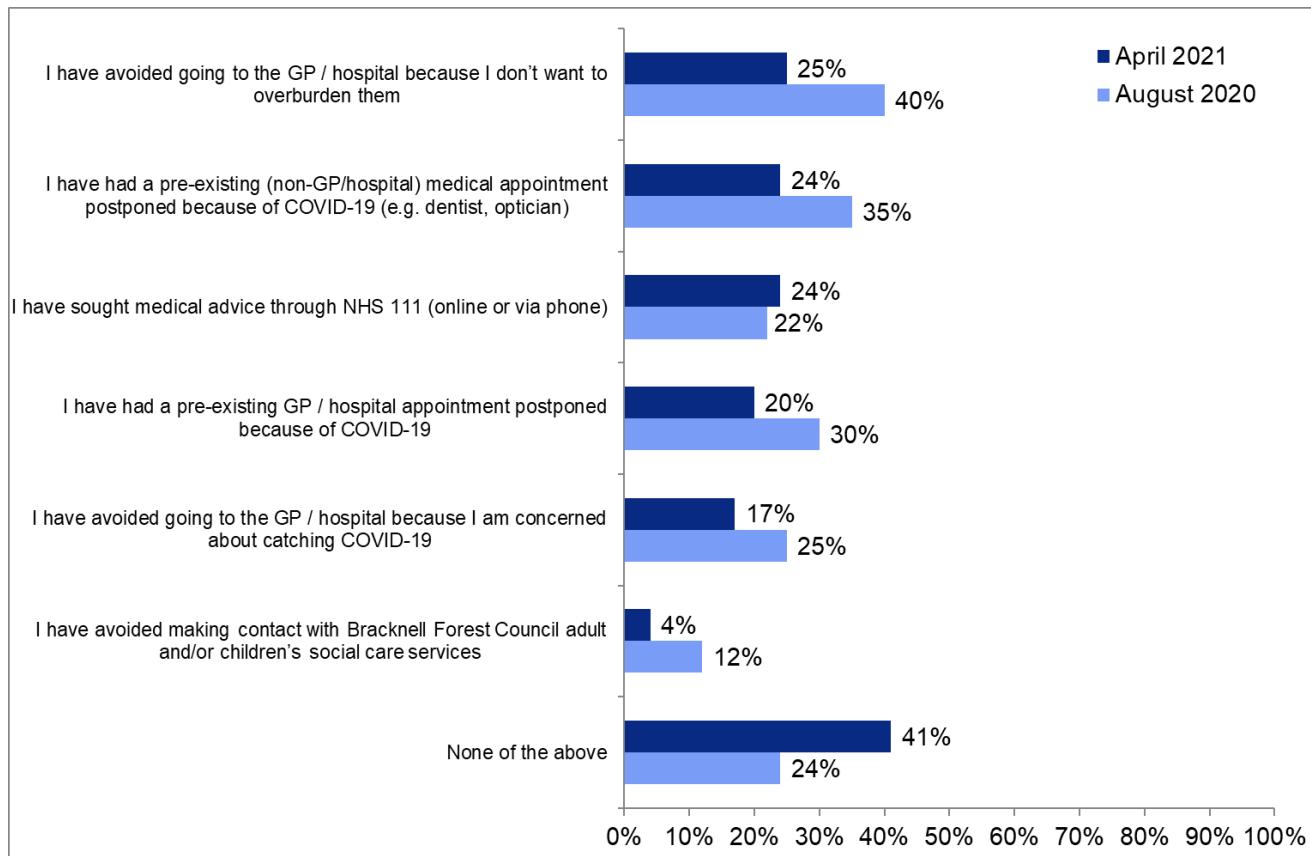
Question: Do you feel confident about accessing health and care services that are NOT Covid-19 related?

## Health and medical experiences

**A quarter of residents said they had avoided going to the GP / hospital because they did not want to overburden them, a quarter said they have had a pre-existing (non-GP/hospital) medical appointment postponed because of Covid-19, for example a dentist or optician appointment, and a fifth said they had a pre-existing G.P/hospital appointment postponed - the proportion of residents experiencing the mentioned health and medical experiences decreased overall compared to the results seen in August 2020**

- 7.26. Overall, 25% of residents said they had avoided going to the GP / hospital because they did not want to overburden them (40% in August 2020).
- 7.27. 24% said they had a pre-existing (non-GP/hospital) medical appointment postponed because of Covid-19 (35% in August 2020) and 24% said they had sought medical advice through NHS 111, online or via phone (22% in August 2020).
- 7.28. 20% had a pre-existing GP / hospital appointment postponed because of Covid-19 (30% in August 2020).
- 7.29. 17% said they had avoided going to the GP / hospital because they were concerned about catching Covid-19 (25% in August 2020).

**Figure 7.7: Health and medical experiences**



Number of respondents: April 2021 - 1822, August 2020 - 1780.

Question: Which of the following health or medical experiences, if any, apply to you since the start of November 2020 (i.e. since the beginning of the 2nd lockdown onwards)?

Question in August 2020: Which of the following health or medical experiences, if any, apply to you?

Note: Respondents could select more than one answer.

- 7.30. The following demographic differences are of note:

- Women (30%) were more likely to have sought medical advice through NHS 111 online or via phone.

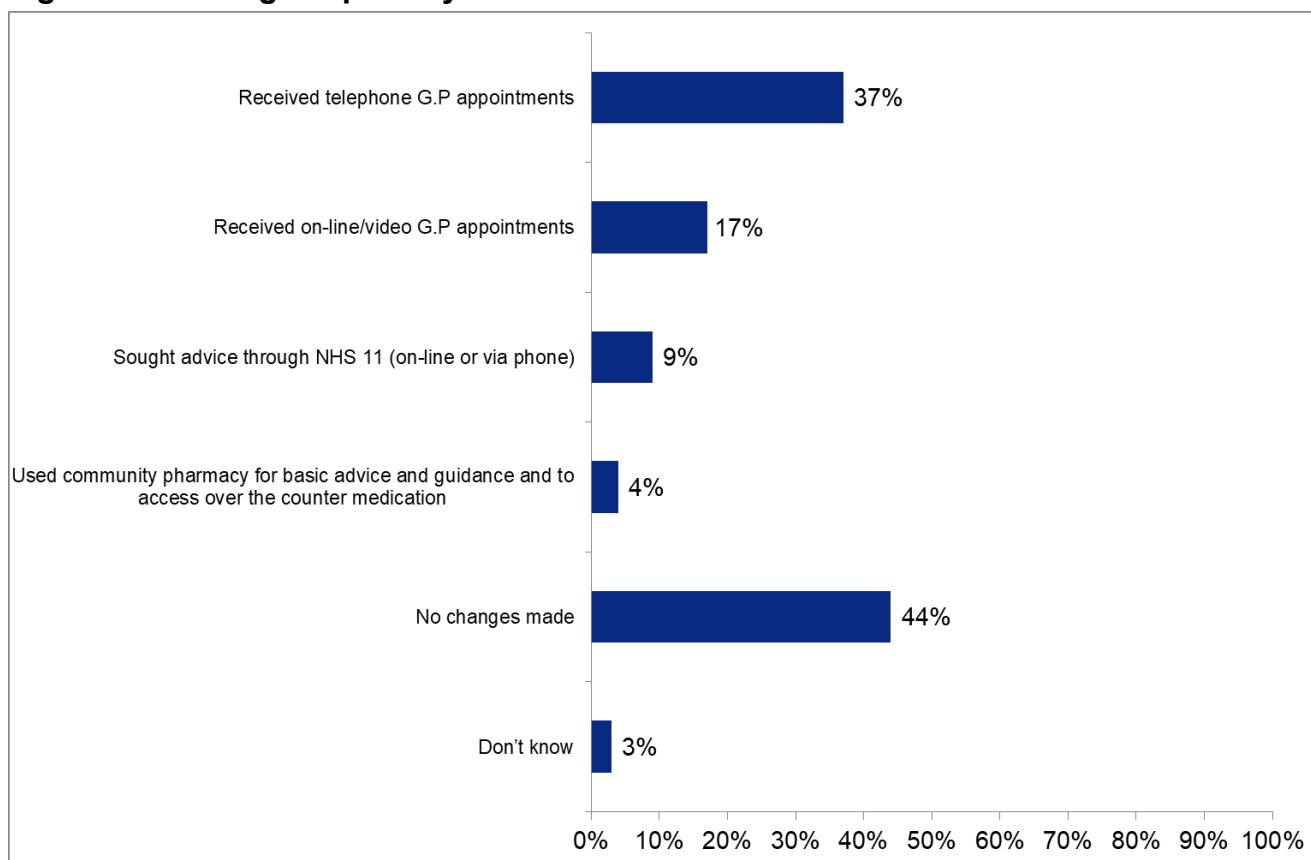
- Black, Asian or residents of other ethnic backgrounds (27%) were more likely to have had a pre-existing GP / hospital appointment postponed because of Covid-19.
- Residents with a disability (36%) were more likely to have had a pre-existing GP / hospital appointment postponed.
- Residents that have shielded at any point since the start of November 2020 (32%) were more likely to have had a pre-existing GP / hospital appointment postponed.

## Change in primary healthcare access

**Above two-fifths of residents (44%) said they had not changed the way they access primary healthcare as a result of the pandemic and above a third (37%) said they had received telephone GP appointments**

- 7.31. Overall, 44% of residents said they had not changed the way they access primary healthcare as a result of the pandemic.
- 7.32. 37% said they had received telephone GP appointments and 17% said they had received on-line/video GP appointments.
- 7.33. 9% had sought advice through NHS 111 online or via phone.
- 7.34. 4% said they had used a community pharmacy for basic advice and guidance and to access over the counter medication.

**Figure 7.8: Change in primary healthcare access**



Number of respondents: 1825.

Question: As a result of the pandemic, in what ways have you changed how you access primary healthcare, such as your G.P?

Note: Respondents could select more than one answer.

- 7.35. The following demographic differences are of note:

- Women (35%) were less likely to say they had not changed the way they access primary healthcare.
- Residents aged 18-34 (51%) were more likely to say they had not changed the way they access primary healthcare.
- Residents with a disability (50%) were more likely to have received telephone GP appointments.

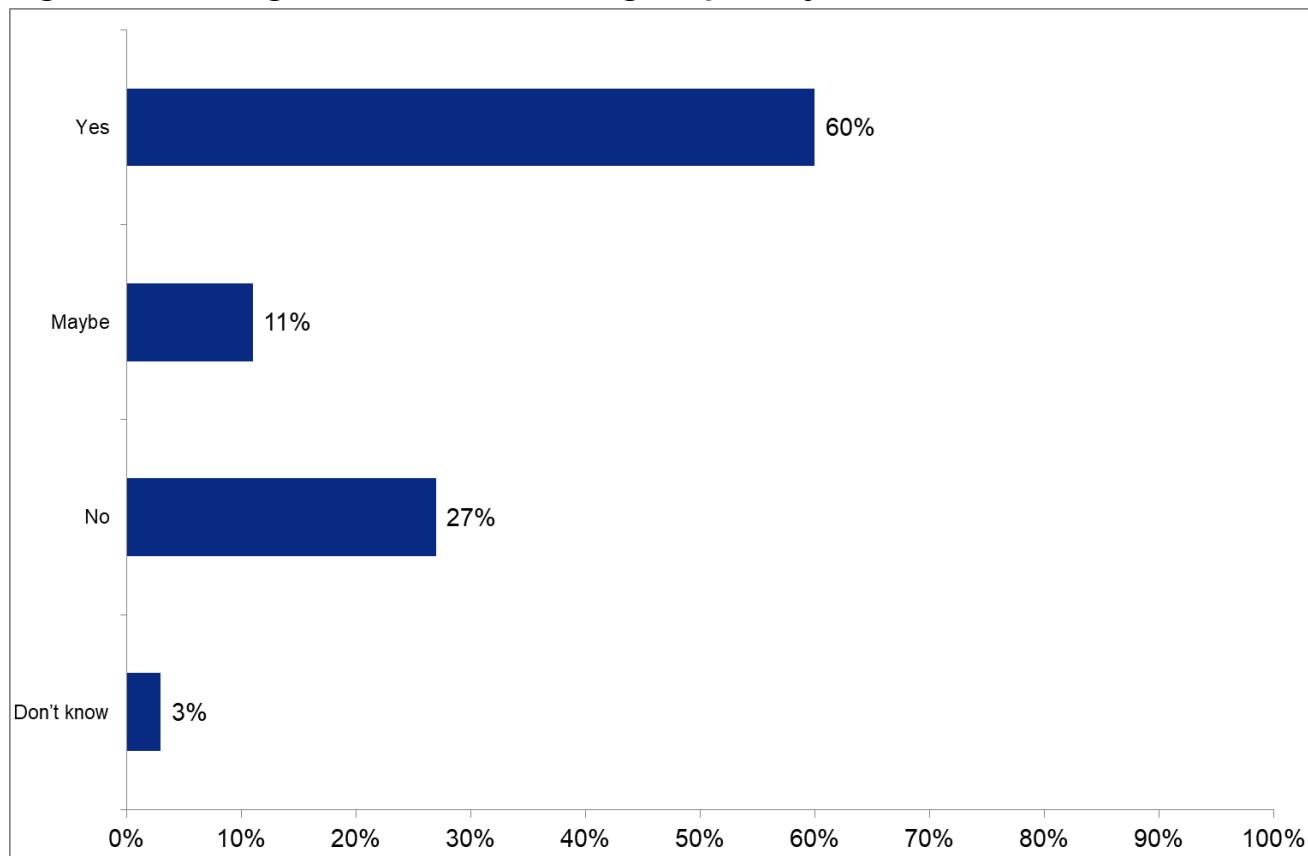
- Residents that have shielded at any point since the start of November 2020 (28%) were less likely to say they had not made any changes.

## Willingness to maintain change in primary healthcare access

**Three-fifths (60%) of residents that have made change(s) to the way they access primary healthcare said they are willing to maintain this change and above a quarter (27%) said they are not willing to maintain this change**

- 7.36. Overall, 60% of residents that have made change(s) to the way they access primary healthcare as a result of the pandemic said they are willing to maintain this change.
- 7.37. 11% said they may maintain this change.

**Figure 7.9: Willingness to maintain change in primary healthcare access**



Number of respondents: 985 (excludes those that have not made any changes to their primary healthcare access).

Question: If you have made changes, are you willing to continue accessing primary healthcare in such a way?

- 7.38. The following demographic differences are of note:

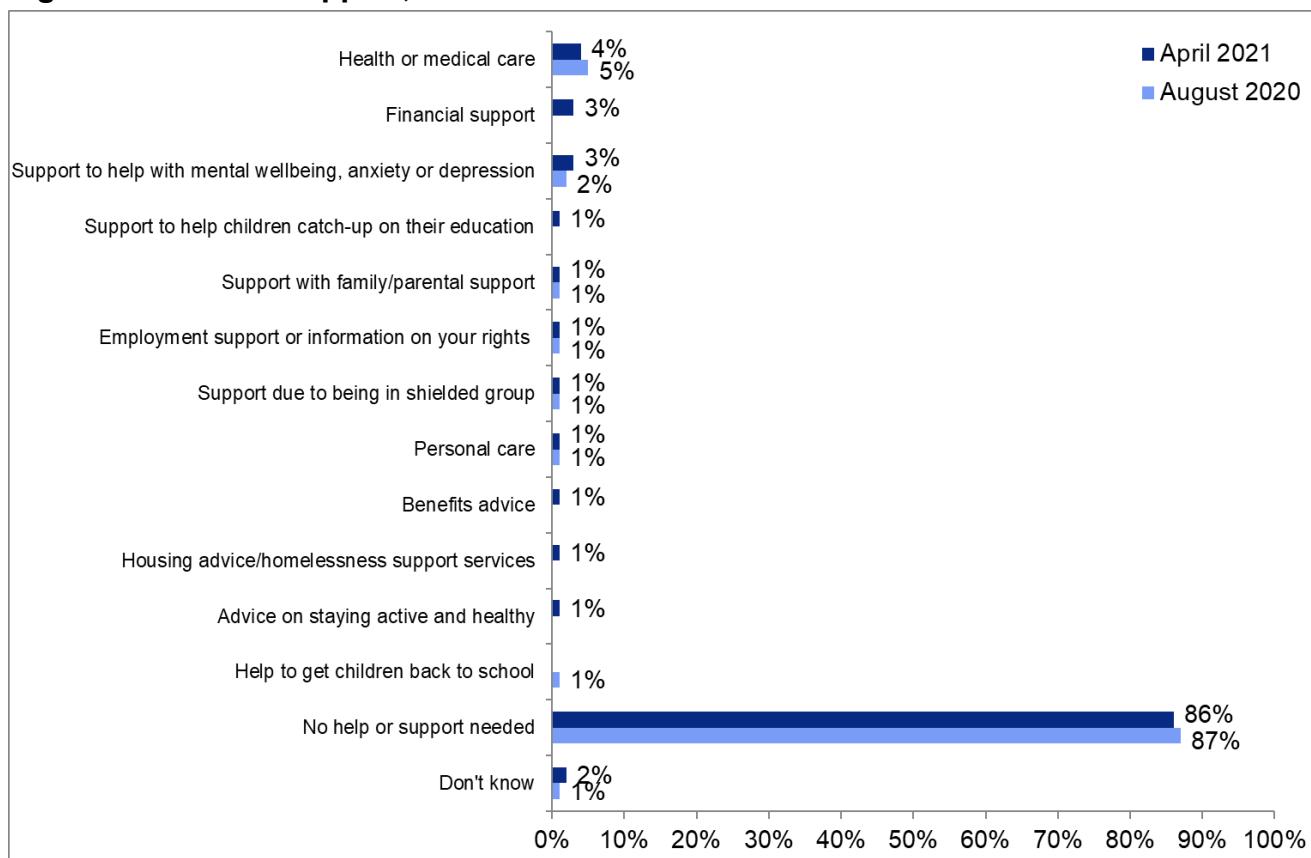
- Younger residents were more likely to say they are willing to maintain the change - 67% of residents aged 18-34 said they are willing to maintain the change, compared with 61% of those aged 35-54 and 54% of those aged 55 and above.
- Residents with a disability (50%) were less likely to maintain the change.
- Residents that have shielded at any point since the start of November 2020 (52%) were less likely to say they will maintain the change.

## Need support, due to Covid-19

**The majority of residents do not need any help or support due to their experience of Covid-19, similar to the 87% seen in August 2020**

- 7.39. Most residents (86%) said they did not need any help or support. This is followed by health or medical care support (4%), similarly 5% mentioned health or medical care in August 2020. In addition, 3% mentioned financial support and 3% mentioned mental wellbeing support.
- 7.40. Residents aged 35-54 were less likely to say they did not need help (79% said they did not need help).
- 7.41. Residents with a disability were less likely to mention they did not need support (74% said they did not need help or support).

**Figure 7.10: Need support, due to Covid-19**



Number of respondents: April 2021 - 1810, August 2020 - 1808.

Question: What help or support do you need, if any, due to your experience of Covid-19?

Note: Respondents could select more than one answer.

# Section 8: Testing and Vaccinations

## Key issues/findings

- The majority of residents have either taken or will access regular rapid Covid-19 testing. On the other hand, above a third said they have not taken and will not access it.
- A third of residents who have taken or will access the rapid Covid-19 testing said they have or will access it through their workplace and just under a third of residents said they have or will access it by ordering home test kits from GOV.UK.
- Almost all residents said that they would comply to the requirement of self-isolation at home for 10 days if they or someone they are in close contact with tested positive.
- Almost all residents have taken or are going to take the Covid-19 vaccine, although residents aged 18-34 and Black, Asian or residents of other ethnic backgrounds are less likely to take it.
- A quarter of residents who have not taken and will not take the Covid-19 vaccine said they are concerned about long-term side effects and a further 19% said they are concerned about short-term side effects. The same proportion of residents (19%) said they will make their minds up when the time comes.

## Introduction

8.1. This section presents findings about testing and vaccinations, including:

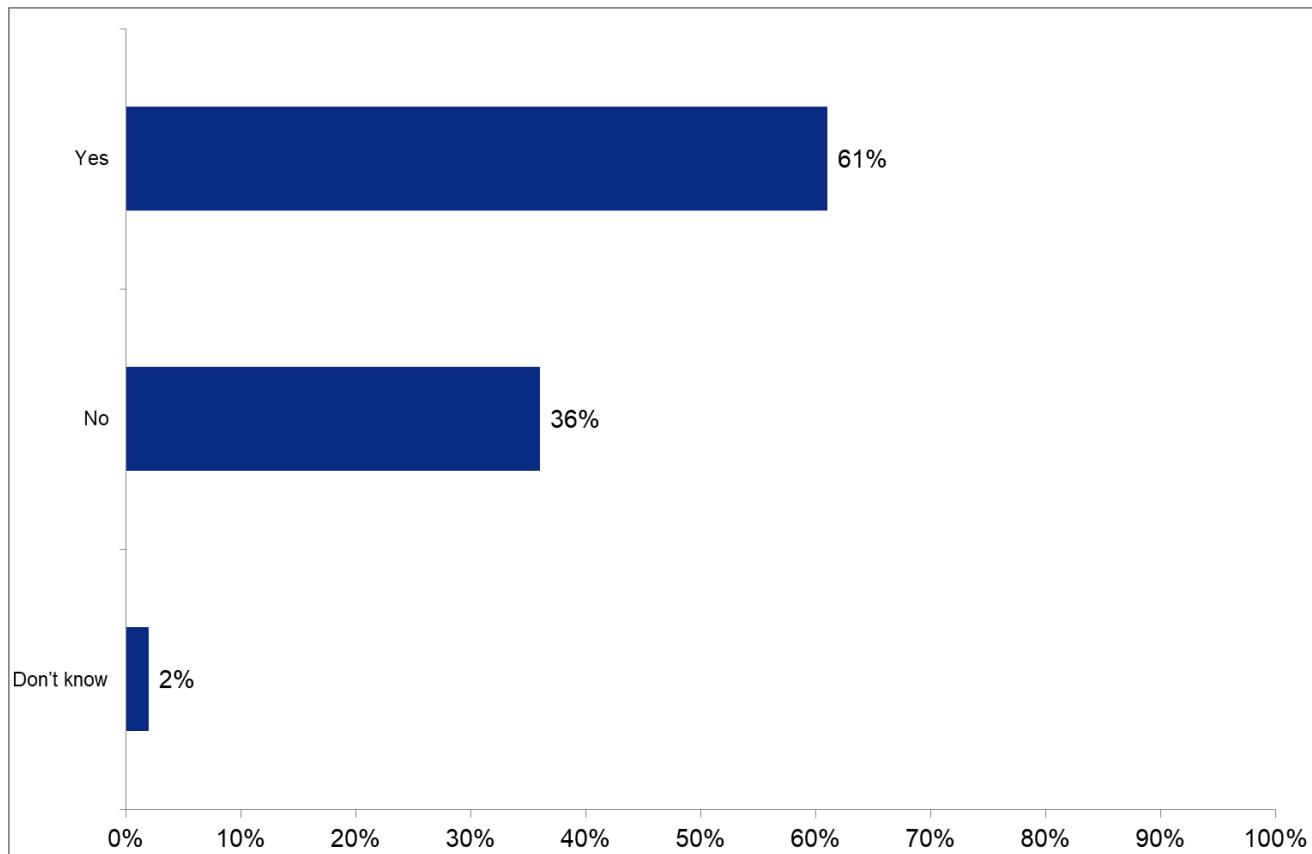
- Rapid Covid-19 testing access.
- Place of rapid Covid-19 testing access.
- Compliance with self-isolation.
- Taking the Covid-19 vaccine.
- Reasons for not taking the Covid-19 vaccine.

## Rapid Covid-19 testing access

**The majority of residents have either taken or will access regular rapid Covid-19 testing, although on the other hand, above a third said they have not taken and will not access it**

8.2. Overall, 61% of residents said that they have taken or will access regular rapid Covid-19 testing. 36% mentioned they have not taken and will not access it.

**Figure 8.1: Rapid Covid-19 testing access**



Number of respondents: 1839.

Question: Have you taken or will you access regular Covid-19 testing?

8.3. The findings are, on the whole, consistent across demographic groups except for the following key differences:

- **Women are more likely to say that they have taken or will access regular rapid Covid-19 testing:** For example, 71% of women said they have taken or will access regular rapid Covid-19 testing compared to 61% of residents overall.
- **Older residents are less likely to say that they have taken or will access regular rapid Covid-19 testing:** For example, 46% of residents aged 55 and above said they have taken or will access rapid Covid-19 testing compared to 61% of residents overall.
- **Black, Asian or residents of other ethnic backgrounds are more likely to say that they have taken or will access regular rapid Covid-19 testing:** For example, 71% of Black, Asian or residents of other ethnic backgrounds said they have taken or will access regular rapid Covid-19 testing compared to 61% of residents overall.
- **Parents or guardians are more likely to say that they have taken or will access regular rapid Covid-19 testing:** For example, 71% said so compared with 61% of residents overall.

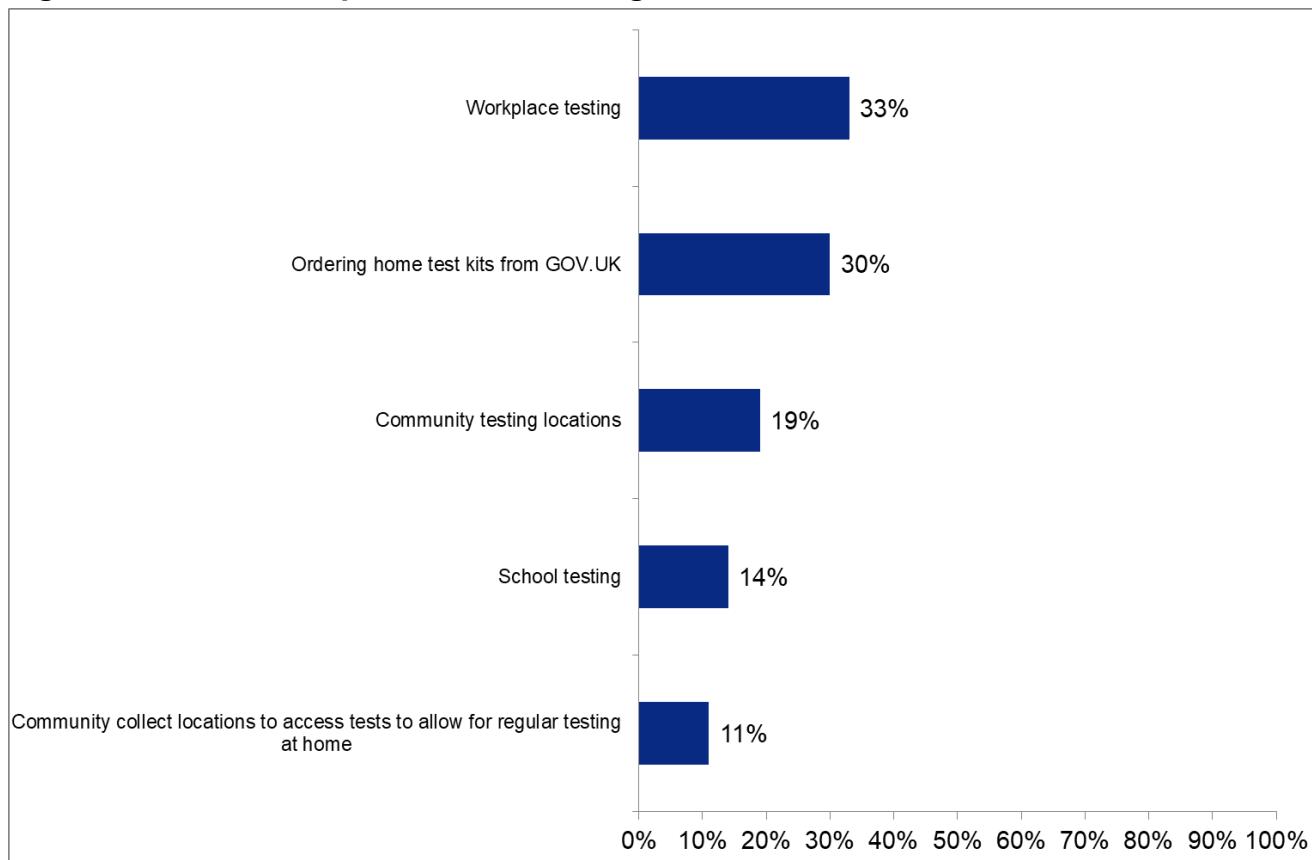
- Residents who have shielded at any point since the start of November 2020 are less likely than other residents to say that they have taken or will access regular rapid Covid-19 testing: For example, 49% of residents who have shielded said so compared with 61% of residents overall.

## Place of rapid Covid-19 testing access

**A third of residents who have taken or will access the rapid Covid-19 testing said they have or will access it through their workplace and just under a third of residents said they have or will access it by ordering home test kits from GOV.UK**

- 8.4. 33% of residents said they have or will access the rapid Covid-19 testing through their workplace and 30% said they were ordering home test kits from GOV.UK.
- 8.5. 19% mentioned community testing locations.
- 8.6. 14% mentioned school testing.
- 8.7. 11% mentioned community collect locations to access tests to allow for regular testing at home.

**Figure 8.2: Place of rapid Covid-19 testing access**



Number of respondents: 1130 (excludes those that have not taken a rapid test).

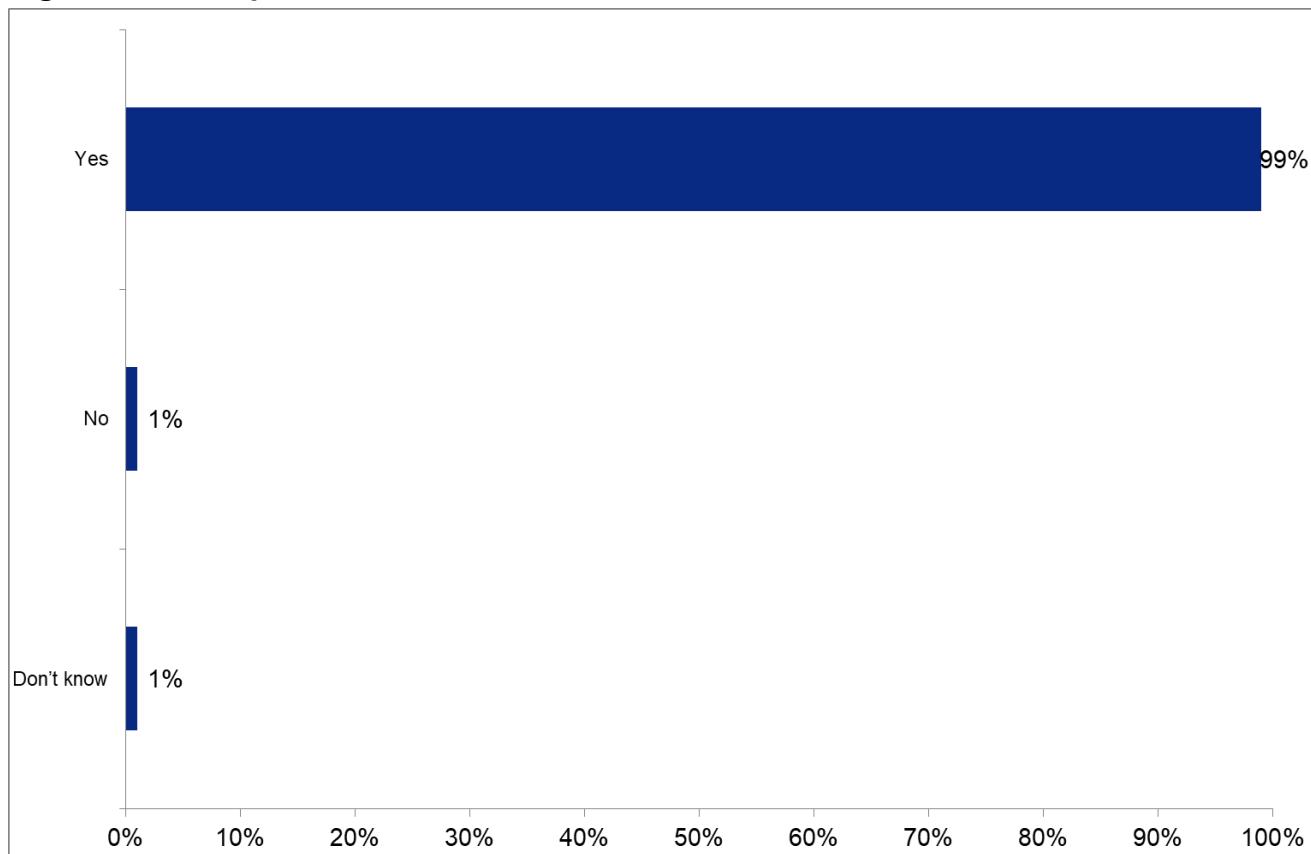
Question: If 'Yes', where have or will you access rapid Covid-19 testing?

## Compliance with self-isolation

**Almost all residents said that they would comply to the requirement of self-isolation at home for 10 days if they or someone they are in close contact with tested positive**

- 8.8. Overall, 99% of residents said they would comply to the requirement of self-isolation at home for 10 days if they or someone they are in close contact with tested positive.
- 8.9. The 1% or 2% of respondents that said they would not comply mainly cited work or financial issues, or not supporting the rule to isolate.

**Figure 8.3: Compliance with self-isolation**



Number of respondents: 1830.

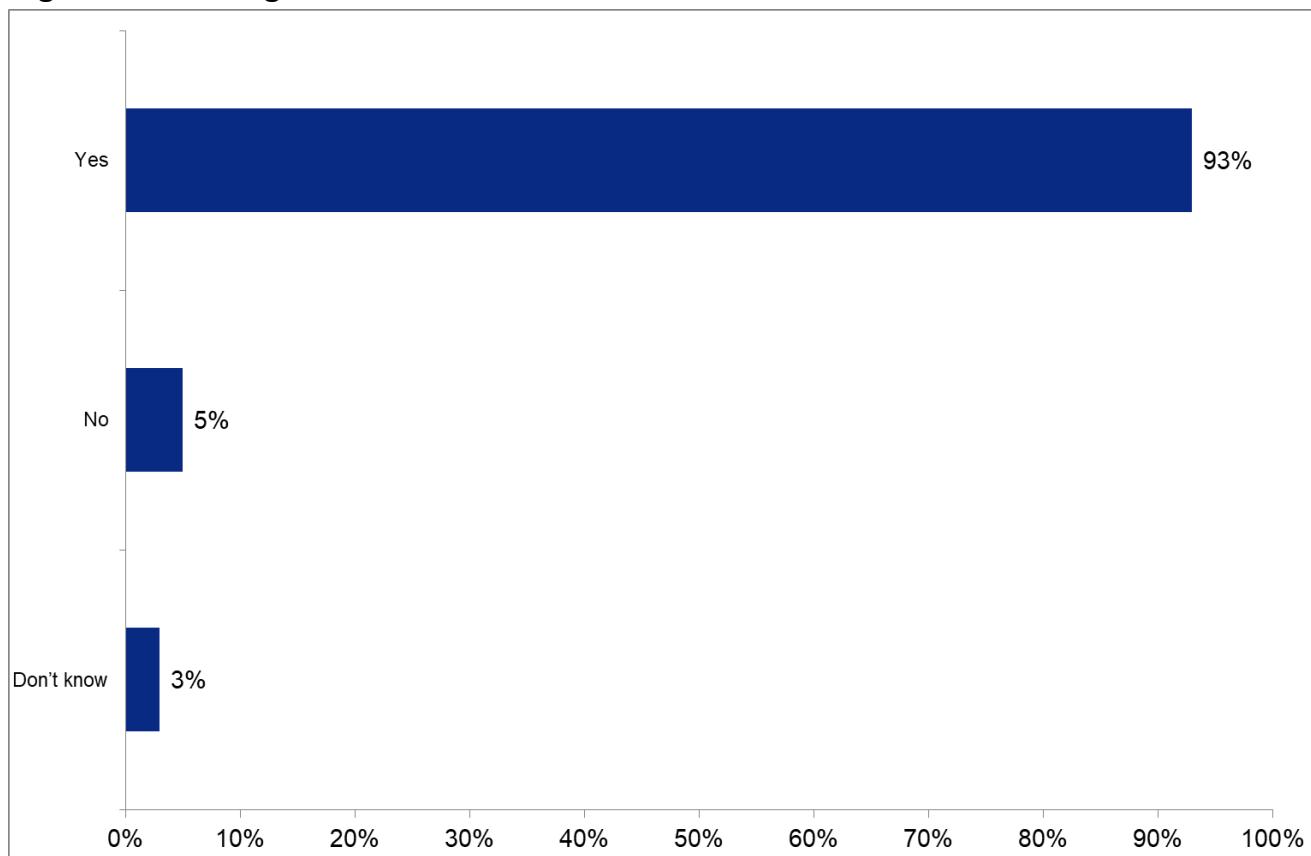
Question: If you test positive or are in close contact with someone that tests positive, you are required to self-isolate at home for 10 days. Would you comply with this requirement?

## Taking Covid-19 vaccine

**Almost all residents have taken or are going to take the Covid-19 vaccine, although residents aged 18-34 and Black, Asian or residents of other ethnic backgrounds are less likely to take it**

- 8.10. Overall, 93% of residents have taken or are going to take the Covid-19 vaccine. 5% of residents said they have not and are not going to take it.
- 8.11. Residents aged 18-34 were less likely to take it - 87% have taken or are going to take it (8% have not and are not going to take it).
- 8.12. Black, Asian or residents of other ethnic backgrounds are less likely to take it - 84% have taken or are going to take it.

**Figure 8.4: Taking Covid-19 vaccine**



Number of respondents: 1847.

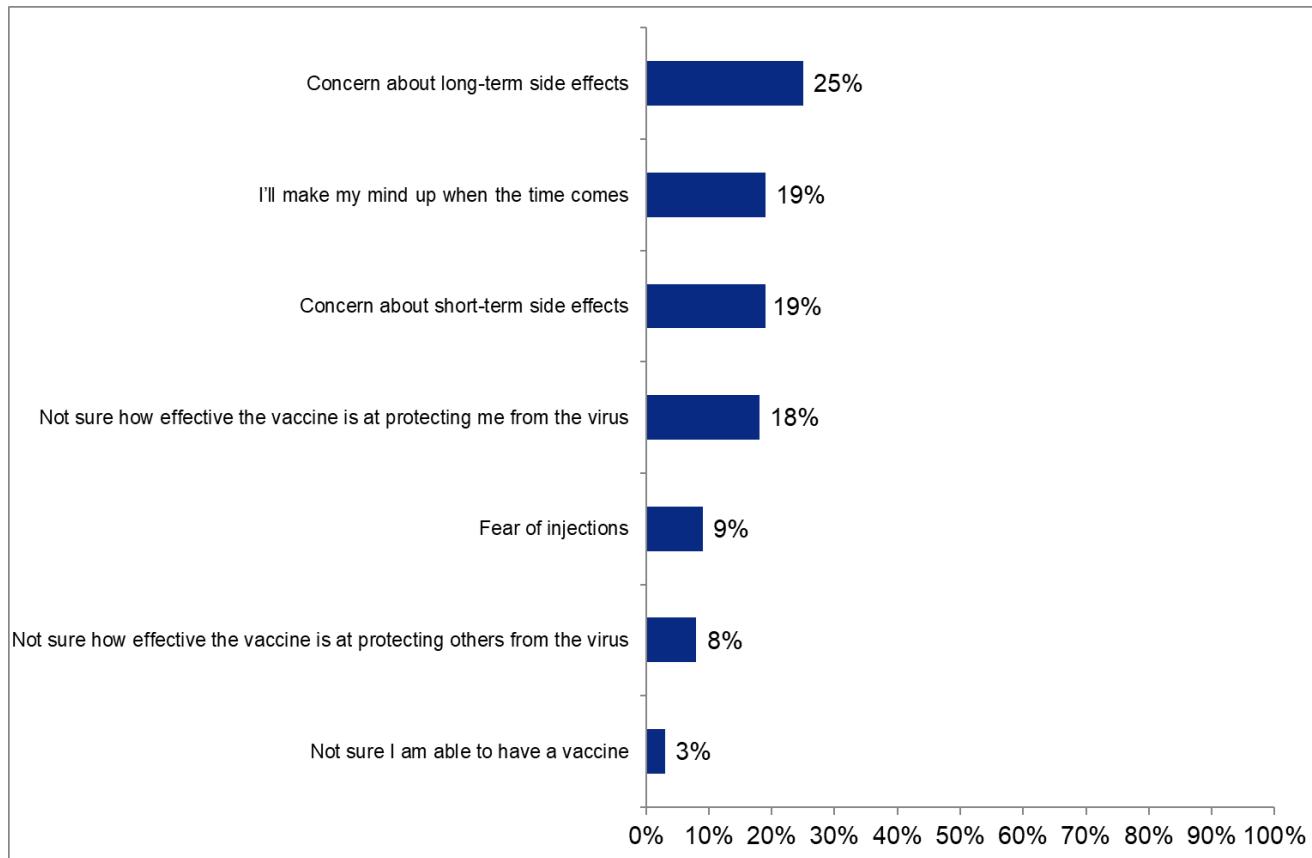
Question: Have you taken or will you take the Covid-19 vaccine?

## Reasons for not taking Covid-19 vaccine

A quarter of residents who have not taken and will not take the Covid-19 vaccine said they are concerned about long-term side effects and a further 19% said they are concerned about short-term side effects, while the same proportion of residents (19%) said they will make their minds up when the time comes

- 8.13. Overall, 25% of residents who have not taken and will not take the Covid-19 vaccine said they are concerned about long-term side effects.
- 8.14. 19% said they are concerned about short-term side effects and 19% said they will make their minds up when the time comes.
- 8.15. 18% said they are not sure how effective the vaccine is at protecting them from the virus.
- 8.16. 9% had a fear of injections and 8% were not sure how effective the vaccine is at protecting others from the virus.

**Figure 8.5: Reasons for not taking Covid-19 vaccine**



Number of respondents: 129 (excludes those that have taken or will take the Covid-19 vaccine).

Question: If 'No or Don't know', why not?

Note: Respondents could select more than one answer.

- 8.17. The following demographic difference is of note:

- Black, Asian or residents of other ethnic backgrounds (29%) were more likely to be concerned about short-term side effects.

# Section 9: Recovery

## **Key issues/findings**

- Half of residents had no concerns moving out of lockdown, better than the 32% seen in August 2020. Fear of coming out of lockdown too quickly and risk of local lockdown or local restrictions due to outbreak were the most mentioned concerns.
- Helping the local economy and businesses, and supporting the most vulnerable / most affected people to recover were the top mentioned priorities by residents for the council to help the borough's recovery from the pandemic. These were also the top mentioned priorities in August 2020, alongside health protection and promotion (21% each).
- More than half of residents said that work from home is not applicable/their job does not allow them to work from home. A quarter said they intend to work a lot more or a little more at home in the future.
- Two thirds of parents or guardians of a dependent child agree that their child has found returning to school after the latest lockdown a positive experience and is enjoying being back in school.

## **Introduction**

9.1. This section presents findings about the future recovery of the local area.

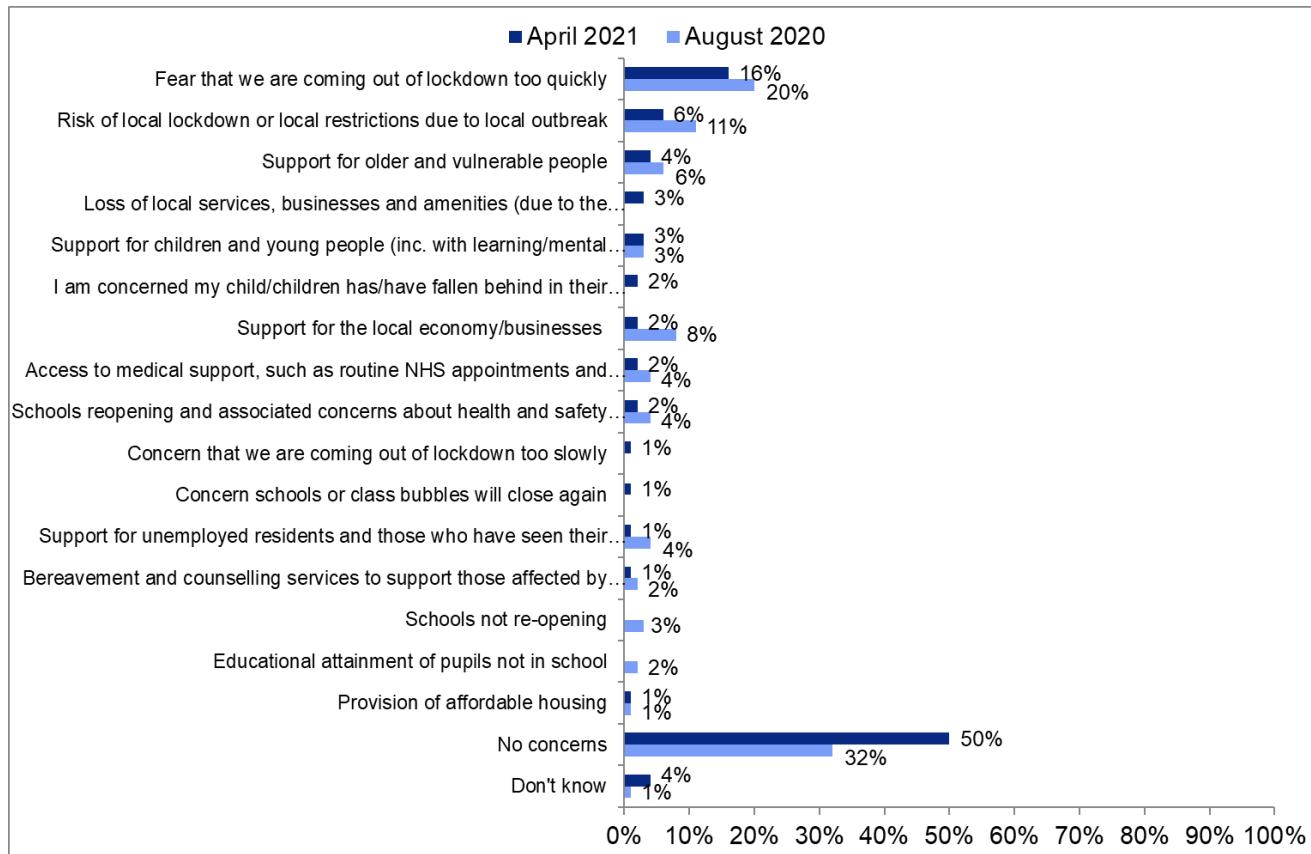
## **Concerns moving out of lockdown**

**Half of residents had no concerns moving out of lockdown, better than the 32% seen in August 2020**

**Fear of coming out of lockdown too quickly and risk of local lockdown or local restrictions due to outbreak were the most mentioned concerns**

- 9.2. 46% of residents mentioned concerns moving out of lockdown, including 16% that feared coming out of lockdown too quickly (and around 15% of respondents in 'other comments' also raised concerns about people not following social distancing/hygiene measures and the risk of further waves).
- 9.3. 6% mentioned risk of local lockdown or local restrictions and 4% were concerned about support for older and vulnerable people.

**Figure 9.1: The concerns of residents as we move out of lockdown**



Number of respondents: April 2021 - 1794, August 2020 - 1684. Question: What are your concerns, if any, as we move out of lockdown?

Note: Respondents could select more than one answer.

#### 9.4. The following demographic differences are noted:

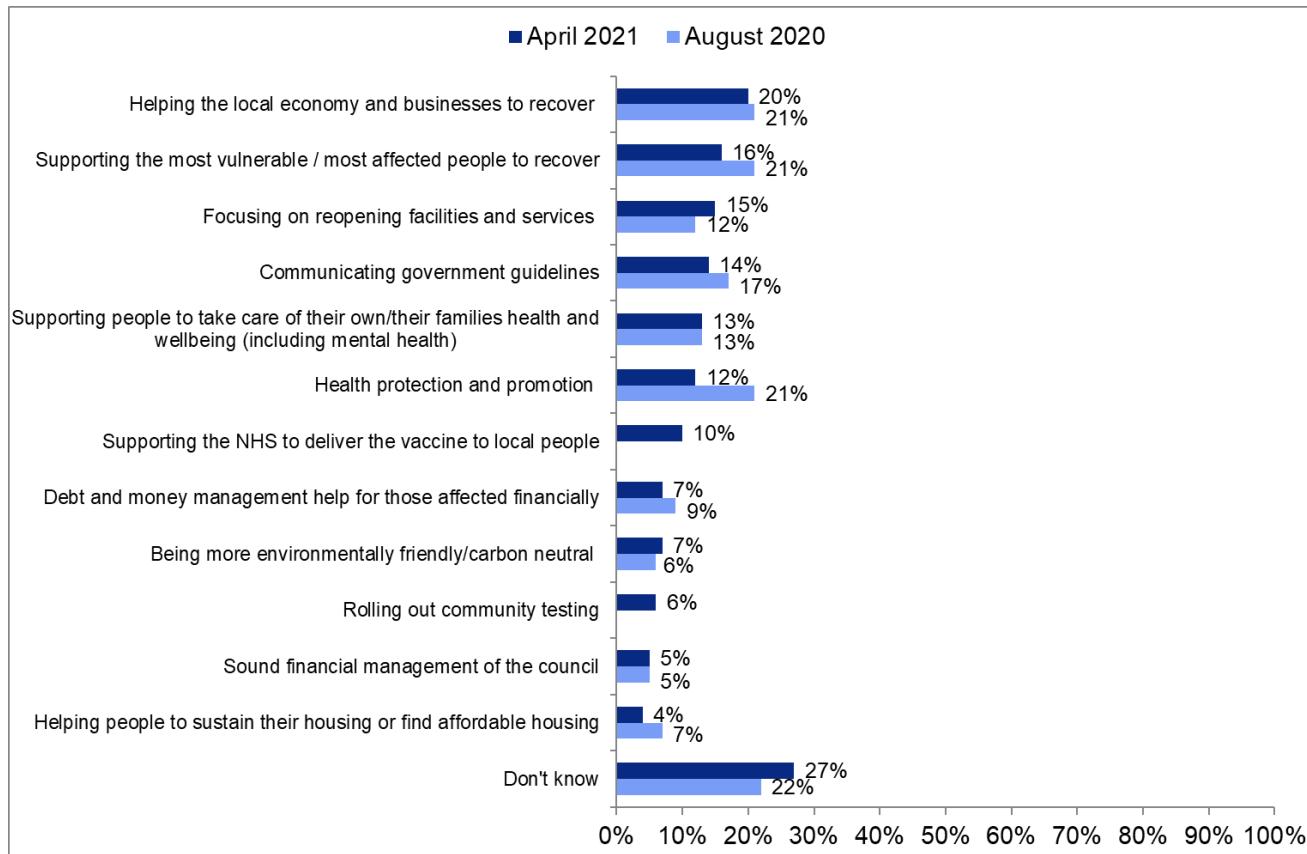
- **Men:** 55% mentioned they had no concerns compared with 50% overall.
- **Residents aged 18-34:** 61% mentioned they had no concerns compared with 50% overall.
- **Black, Asian or residents of other ethnic backgrounds:** 22% feared coming out of lockdown too quickly compared with 16% overall.
- **Residents with a disability:** 30% mentioned they had no concerns compared with 55% of non-disabled residents.
- **Residents who have shielded at any point since the start of November 2020:** 23% fear coming out of lockdown too quickly compared with 16% overall.

## Council's top priorities to help the borough's recovery from the pandemic

**Helping the local economy and businesses, and supporting the most vulnerable / most affected people to recover were the top mentioned priorities by residents for the council to help the borough's recovery from the pandemic – these were also the top mentioned priorities in August 2020, alongside health protection and promotion (21% each)**

- 9.5. One-fifth of residents said helping the local economy and businesses to recover should be the council's top priority over the next few months to help the borough's recovery (20%), one-in-six residents mentioned supporting the most vulnerable to recover (16%) and a similar proportion mentioned focusing on reopening facilities and services (15%).
- 9.6. Additionally, about 10% mentioned in 'other' comments that the priority should be ensuring schools remain open and pupils are supported to 'catch-up' with their education.
- 9.7. Black, Asian or residents of other ethnic backgrounds are more likely than White British or Irish residents to mention health protection and promotion. For example, 19% of Black, Asian or residents of other ethnic backgrounds mentioned this compared with 10% of White British or Irish residents.
- 9.8. Residents with a disability are less likely than non-disabled residents to mention reopening facilities and services. For example, 8% of residents with a disability mentioned this compared with 16% of non-disabled residents.
- 9.9. Parents or guardians are more likely to mention supporting people to take care of their own/their families' health and wellbeing. For example, 20% of parents or guardians mentioned this compared with 9% of residents who are not parents or guardians.
- 9.10. 12% of residents who have shielded at any point since the start of November 2020 said helping the local economy and businesses to recover should be the council's top priority, compared with 20% of residents overall.

**Figure 9.2: What should be the council's top priorities to help the borough's recovery**



Number of respondents: April 2021 - 1811, August 2020 - 1673.

Question: Over the next few months, what do you think the council's top priorities should be to help the borough's recovery from the pandemic?

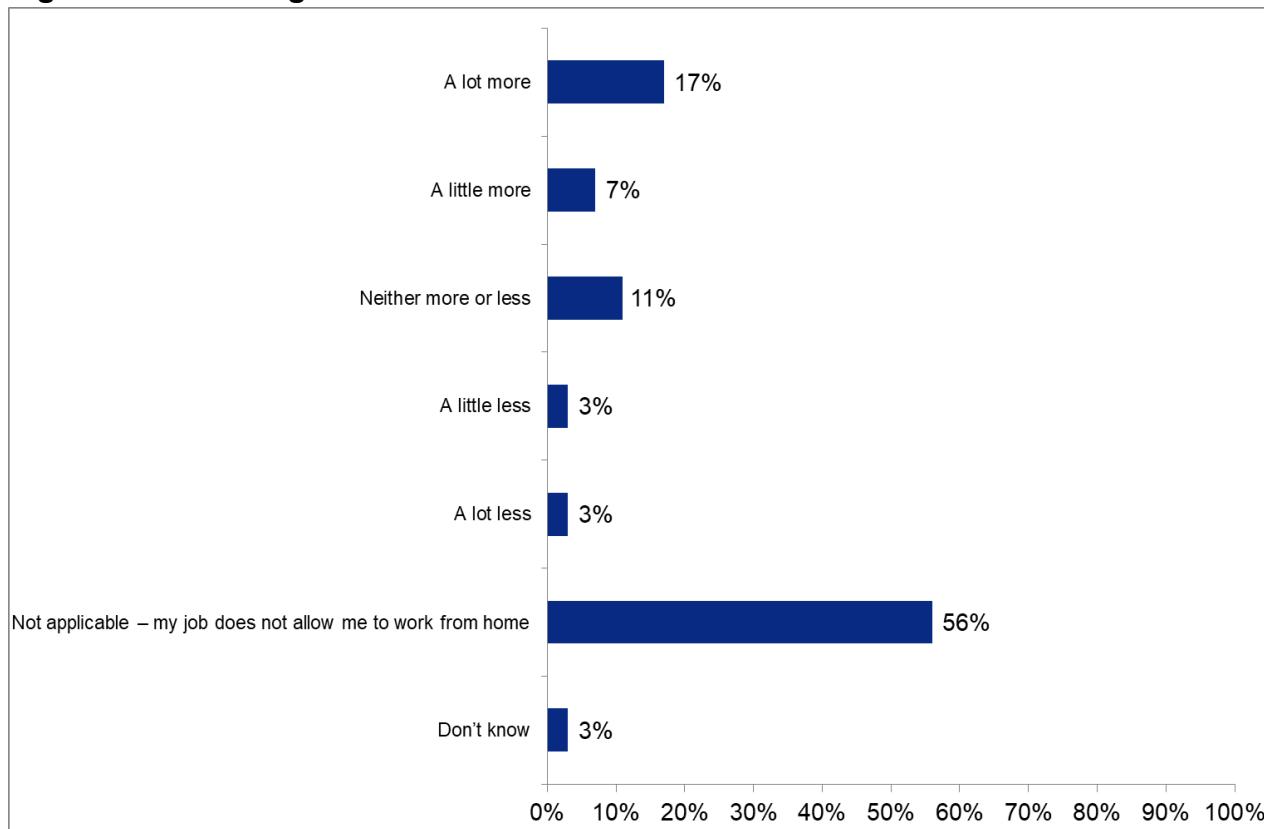
Note: Respondents could select more than one answer.

## Working at home in the future

**More than half of residents said that work from home is not applicable/their job does not allow them to work from home, while a quarter said they intend to work a lot more or a little more at home in the future**

- 9.11. Above half of residents said that work from home is not applicable/their job does not allow them to work from home (56%), one-in-six residents said they intend to work at home a lot more in the future (17%) and one-in-fourteen said they intend to work at home a little more in the future (7%).
- 9.12. Residents aged 55 and above are more likely than younger residents to say that work from home is not applicable. For example, 74% of residents aged 55 and above mentioned this compared with 48% of residents aged 18-34 and 46% of those aged 35-54.
- 9.13. Black, Asian or residents of other ethnic backgrounds are less likely than White British or Irish residents to say that work from home is not applicable. For example, 46% of Black, Asian or residents of other ethnic backgrounds mentioned this compared with 58% of White British or Irish residents.
- 9.14. Residents with a disability are more likely than non-disabled residents to say that work from home is not applicable. For example, 70% of residents with a disability mentioned this compared with 53% of non-disabled residents.
- 9.15. Parents or guardians are less likely to say that work from home is not applicable. For example, 46% of parents or guardians mentioned this compared with 63% of residents who are not parents or guardians.
- 9.16. Residents in social housing are more likely to say that work from home is not applicable. For example, 74% of residents in social housing mentioned this compared with 49% of residents who are owners/occupiers and 59% of those who rent from a private landlord.

**Figure 9.3: Working at home in the future**



Number of respondents: 1844.

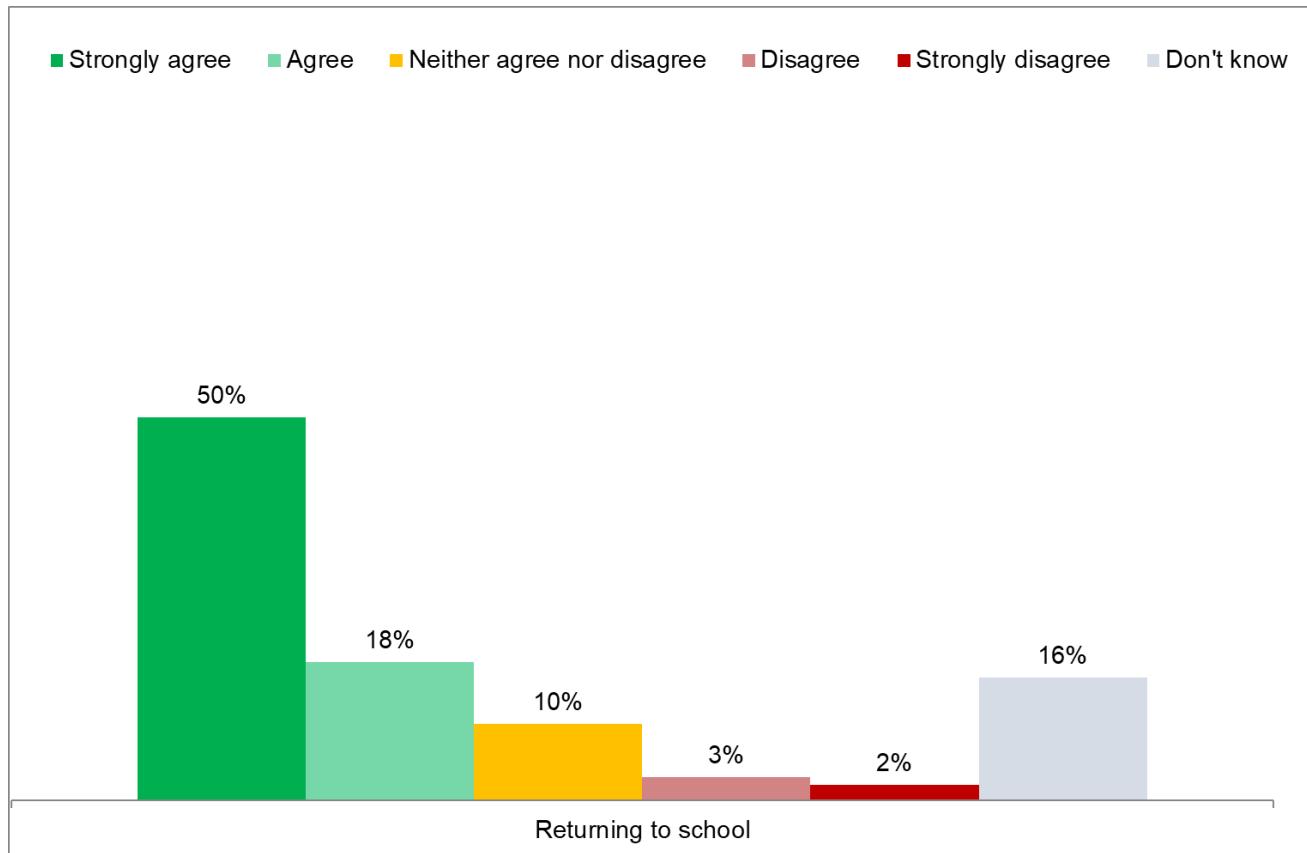
Question: Compared to your working practices before the pandemic, how much more or less do you intend to work at home in the future?

## Returning to school

**Two thirds of parents or guardians of a dependent child agree that their child has found returning to school after the latest lockdown a positive experience and is enjoying being back in school**

9.17. Two thirds of parents or guardians of a dependent child agree that their child has found returning to school after the latest lockdown a positive experience and is enjoying being back in school (68%, including 50% that strongly agree). While just 5% disagree.

**Figure 9.4: Returning to school**



Number of respondents: 703 (only asked to parents or guardians of a dependent child / children).

Question: Do you agree or disagree with the following statement: My child has found returning to school after the latest lockdown a positive experience and is enjoying being back in school?

# Appendix: Questionnaire

## **Bracknell Forest Council: COVID-19 community impact survey**

Hello, my name is . . . and I am calling on behalf of Bracknell Forest Council from independent research organisation Public Perspectives. We are conducting a survey of local residents about your experience of the Coronavirus (Covid-19) pandemic, its impact on you and your family, and how the council and its partners can help local residents and the local area recover.

Would you be willing to spend about 15 to 20 minutes answering some questions (note: if not currently able, please find out an alternative suitable time)?

(If respondent shows any sign of concern or requires clarification, please offer the following contact number: Public Perspectives: 0800 533 5386 or ask to check the council's website: [www.bracknell-forest.gov.uk/consultations/coronavirus-phone-survey](http://www.bracknell-forest.gov.uk/consultations/coronavirus-phone-survey)

### **Section 1: Initial demographic questions**

**Note to interviewer:** Where a question has a "don't know/not applicable' response option - do not read out to the respondent. Only select it if the respondent is unable to choose a relevant answer.

**Note to interviewer:** Only select 'other' responses if they do not fit at all into pre-existing response options. Briefly summarise any 'other' responses i.e. do not write long messages.

**Note to interviewer - read out:** Before we go any further, I'd like to ask you some questions about you. This will help us understand if there are differences in opinion between different groups of people. We just want to stress that what you say is anonymous and confidential, this means that your responses will not be linked to your name or personal details and no one will be able to identify them from their answers.

Please also let them know that some of the interviews may be recorded for training and quality assurance purposes and that the recording does not go beyond our team and is destroyed once the project is completed.

- Q1. Can I double check that your Local Authority is Bracknell Forest Council?** Note to interviewer: If 'Yes' - please continue, if 'No', ask for their postcode to check it against the one on the database (some people don't always know their Local Authority), if still a 'No', please politely end the interview saying this is a survey for residents of Bracknell Forest Council area only.
- Yes
  - No

- Q2. How would you describe yourself?** Note to interviewer: Ask prompted and select one answer only.
- Male
  - Female
  - Other

- Q3. What was your age on your last birthday?** Note to interviewer: ask unprompted and select one answer only.
- 18-24
  - 25-34
  - 35-44
  - 45-54
  - 55-70
  - Over 70

**Q4. How would you describe your ethnic background?** Note to interviewer: ask unprompted and select one answer only.

- White British or Irish
- Other white background
- Asian / Asian British
- Black / African / Caribbean / Black British
- Mixed / Multiple ethnic groups
- Other ethnic group
- Prefer not to say

If 'Other', please specify:

---

## Section 2: The council

We'd now like to ask you a couple of questions about the council during the pandemic.

**Q5. Have you contacted the council since the start of November 2020 (when the 2nd Lockdown first began)?** Note to interviewer: Ask unprompted and select one answer only.

- Yes
- No
- Don't know

**Note to interviewer:** If 'Yes', please continue. Otherwise, go to Q8. This is automated on-line.

**Q6. What was your reason for contacting the council?** Note to interviewer: Ask unprompted and select all relevant answers.

- To report a problem
- To request a service
- To request information
- To receive support or information about the pandemic
- Other

If 'Other', please specify:

---

**Q7. How would you rate your contact with the council?** Note to interviewer: Read out response options and select one answer only.

- Excellent
- Good
- Fair
- Poor
- Very poor
- Don't know - note to interviewer: do not read out

**Q8. How satisfied or dissatisfied are you with the way your local council is supporting your local community during the coronavirus pandemic?** Note to interviewer: Read out response options and select one answer only.

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Don't know - note to interviewer: do not read out

### **Section 3: Community**

We'd now like to ask you some questions about volunteering and community during the pandemic.

**Q9. How, if at all, have you volunteered to help in your local community during the pandemic?** Note to interviewer: Ask unprompted and select all relevant answers.

- Getting to know or supporting a neighbour
- Bracknell Forest Council/The Ark/Involve community response volunteer
- NHS volunteer responder
- Other volunteering to support people in my local community
- Other
- Not volunteered at all / don't know

If 'Other', please specify:

---

**Note to interviewer:** If 'volunteer', please continue. Otherwise, go to Q13. This is automated on-line.

**Q10. What were your reasons for choosing to volunteer in your local community during Covid-19?**

Note to interviewer: Ask unprompted and select all relevant answers.

- I volunteered before Covid-19 and have continued to do so
- I wanted to do good for others and the community
- I had extra time to commit to volunteering
- I wanted to feel more of a connection with my local community
- I wanted a distraction from the current situation
- I felt it would help with my mental health and wellbeing
- Other

If 'Other', please specify:

---

**Q11. Thinking about your volunteering during the pandemic, which one of the following best applies to you?** Note to interviewer: Ask prompted and select one answer only.

- I volunteered at some point between March and October 2020 (i.e. up until the start of the 2nd lockdown)
- I volunteered from November 2020 (i.e. during the 2nd lockdown and beyond)
- Both of the above
- Other

If 'Other', please specify:

---

**Q12. Do you intend to keep volunteering in your local community?** Note to interviewer: Ask unprompted and select one answer only.

- Yes
- No
- Don't know

If 'No', why do you think you will not volunteer? (note to interviewer: just note down headline points succinctly):

---

**Q13. If you don't volunteer, would you consider volunteering in the future?** Note to interviewer: Ask unprompted and select one answer only.

- Yes - interviewer: please signpost to Involve to find support to volunteer: [www.involve.community/about/](http://www.involve.community/about/)
- Maybe
- No
- Don't know

#### Section 4: Internet use and streaming

We'd now like to ask you some questions about doing activities on-line, including during the pandemic.

**Q14. Which of the following activities have you done for the first time or done more often since the start of November (when the 2nd lockdown began)?** Note to interviewer: Read out each activity and select the appropriate option for each.

**Since the start of November, how often have you . . .**

	Done the first time	Doing about the same	Doing more often	Do not do activity
Used the internet in general	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Contacted the council online (including via social media)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Accessed services on-line, such as shopping, ordering takeaway, general shopping online or on-line banking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Communicated using digital technology such as Zoom, Teams, WhatsApp or Facetime etc	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Engaged on social media	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Used Alexa (or equivalent voice activated device)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q15. How confident or not are you in accessing services on-line?** Note to interviewer: Read out response options and select one answer only.

- Very confident
- Quite confident
- Not that confident
- Not confident at all
- Don't know - note to interviewer: do not read out
- Never go on-line - note to interviewer: do not read out

## Section 5: Environment

We'd now like to ask you some questions about travel and the environment, as a result of the pandemic.

**Q16. Do you agree or disagree with the following statements about travel and the environment in the future, due to your experience of Covid-19?** Note to interviewer: Read out each statement and select one response option for each.

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know - do not read out
I am more likely to use public transport	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I am more likely to walk or cycle	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I am less likely to drive	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I am more likely to use local parks and open spaces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Covid-19 is a chance for people to be more environmentally friendly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
This is an opportunity for Bracknell Forest to accelerate its plans to become Carbon Neutral by 2050	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I have started/I am more likely to food recycle	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q17. What, if any, changes have you made to reduce your carbon footprint during the pandemic?** Note to interviewer: Ask unprompted and select all relevant answers.

- Use public transport more
- Walk or cycle more
- Drive less
- Travel less in general
- Try to use less electricity or gas
- I have started/I am more likely to food recycle
- Other
- I have not made any changes to reduce by carbon footprint
- Don't know

If 'Other', please specify:

---

**Note to interviewer:** If 'made change(s)', please continue. Otherwise, go to Q19. This is automated on-line.

**Q18. Of the change(s) you mentioned, which ones will you continue with?** Note to interviewer: Ask unprompted and select all relevant answers.

- Use public transport more
- Walk or cycle more
- Drive less
- Travel less in general
- Try to use less electricity or gas
- I have started/I am more likely to food recycle
- Other
- Don't know

If 'Other', please specify:

---

## Section 6: Employment and the economy

We'd now like to ask you some questions about employment and the economy.

**Q19. What is your employment status as a result of the pandemic?** Note to interviewer: Ask unprompted and select all relevant answers.

- No change, I wasn't employed and am still not employed
- No change, I am a full-time student
- No change, I was and am still employed on the same terms and conditions
- No change, I am self-employed and not affected
- I am self-employed and my business has been affected
- I'm employed but my pay/hours have reduced
- I'm being paid 80% of my salary under the government scheme, and my company is topping this up, but I am not working (furloughed)
- I'm being paid 80% of my salary under the government scheme, but I am not working (furloughed)
- I have previously been furloughed, but I'm now back in work
- I was employed, and I have now lost my job
- I am concerned that my job is at risk
- I am concerned that I will have less work (if self-employed or company owner)
- Retired
- Don't know
- None of the above
- Other

If 'Other', please specify:

---

**Q20. Since the start of November 2020 (i.e. the start of the 2nd lockdown onwards) pandemic began, what, if any, support from the UK Government have you accessed or received (this may include support through your local council or your employer)?** Note to interviewer: Ask unprompted and select all relevant answers.

- I have been/am furloughed under the **Coronavirus Job Retention Scheme**
- I have received **statutory sick pay** covered by the government for small/medium size businesses
- I will/am using the **Self-Employment Income Support Scheme**
- I have accessed a **grant or loan for my business**
- I have signed up to **Universal Credit**
- I have received a '**mortgage holiday**'
- Other
- None of the above

If 'Other', please specify:

---

**Q21. As lockdown is eased, how likely, if at all, are you to do each of these activities when they are permitted?** Note to interviewer: Read out each activity and select the appropriate option for each.

Very likely	Fairly likely	Not very likely	Not likely at all	Don't know - do not read out	N/A – I would not do this before lockdown - do not read out
-------------	---------------	-----------------	-------------------	------------------------------	---

Visiting the Lexicon, Bracknell	<input type="checkbox"/>					
Visiting local shops	<input type="checkbox"/>					
Visiting local pub/restaurant/cinema/theatre etc	<input type="checkbox"/>					
Going to your workplace	<input type="checkbox"/>					
Using public transport	<input type="checkbox"/>					
Visiting parks, open spaces or play areas	<input type="checkbox"/>					
Visiting leisure facilities	<input type="checkbox"/>					

## Section 7: Life, health and wellbeing

We'd now like to ask you some questions about your life, health and wellbeing, and the pandemic.

**Q22. How much, if at all, has the pandemic had a positive or negative impact on each of the following aspects of your life, health and wellbeing?** Note to interviewer: Read out each aspect and select one response option for each.

	Very positive impact	Quite positive impact	Neither positive nor negative impact	Quite negative impact	Very negative impact
Your work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your employment status	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your financial situation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
You or your child's education (e.g. school/college/university)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your relationship with people in your household	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your feeling of belonging to your local community	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your feeling that your local area is a place where people from different backgrounds get on well together (By getting on well together, we mean living alongside each other with respect)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Your appreciation of the local wildlife and environment	<input type="checkbox"/>				
Your caring responsibilities	<input type="checkbox"/>				
Your access to paid or unpaid care	<input type="checkbox"/>				
Your physical health	<input type="checkbox"/>				
Your mental health	<input type="checkbox"/>				
Feeling isolated or lonely	<input type="checkbox"/>				
Your access to local amenities	<input type="checkbox"/>				
Your access to local support and services	<input type="checkbox"/>				

**Q23. Have you done each of the following, more, about the same or less since the start of November 2020 (i.e. the beginning of the 2nd lockdown onwards)?** Note to interviewer: Read out each aspect and select one answer only for each.

	More	About the same	Less	Don't know / not applicable - do not read out
Tried a new form of exercise or exercised more	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Eating more or more unhealthily	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Drinking more alcohol	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Taken up smoking / smoking more	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Spent time in nature, visiting open spaces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Getting good quality sleep	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Keeping a check on your mental health (e.g. engaging in mindfulness, meditation and yoga)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q24. Do you feel your health and care needs have been supported overall during the pandemic?** Note to interviewer: Ask unprompted and select one answer only.

- Yes
- No
- Don't know / not applicable - note to interviewer: do not read out

**Q25. Do you feel confident about accessing health and care services that are NOT Covid-19 related?**

Note to interviewer: Ask unprompted and select one answer only.

- Yes
- No

If 'No', why do you say that (note to interviewer: just note down headline points succinctly):

---

**Q26. Which of the following health or medical experiences, if any, apply to you since the start of November 2020 (i.e. since the beginning of the 2nd lockdown onwards)?** Note to interviewer: Read out and select all relevant answers.

- I have avoided going to the GP / hospital because I am concerned about catching COVID-19
- I have avoided going to the GP / hospital because I don't want to overburden them
- I have avoided making contact with Bracknell Forest Council adult and/or children's social care services
- I have had a pre-existing GP / hospital appointment postponed because of COVID-19
- I have had a pre-existing (non-GP/hospital) medical appointment postponed because of COVID-19 (e.g. dentist, optician)
- I have sought medical advice through NHS 111 (online or via phone)
- None of the above
- Prefer not to say

**Q27. As a result of the pandemic, in what ways have you changed how you access primary healthcare, such as your G.P?** Note to interviewer: Ask unprompted and select all relevant answers.

- Received telephone G.P appointments
- Received on-line/video G.P appointments
- Sought advice through NHS 11 (on-line or via phone)
- Used community pharmacy for basic advice and guidance and to access over the counter medication
- Other
- Don't know
- No changes made

If 'Other', please specify:

---

**Note to interviewer:** If 'made change(s)', please continue. Otherwise, go to Q29. This is automated on-line.

**Q28. If you have made changes, are you willing to continue accessing primary healthcare in such a way?** Note to interviewer: Ask unprompted and select one answer only.

- Yes
- Maybe
- No
- Don't know

**Q29. What help or support do you need, if any, due to your experience of Covid-19?** Note to interviewer:

Ask unprompted and select all relevant answers.

- Health or medical care
- Support to help with mental wellbeing, anxiety or depression
- Personal care
- Advice on staying active and healthy
- Support due to being in shielded group
- Housing advice/homelessness support services
- Benefits advice
- Debt advice
- Employment support or information on your rights
- Support with family/parental support
- Support to help children catch-up on their education
- Support because of domestic abuse
- Support for substance misuse (e.g. drugs or alcohol)
- Support to deal with anti-social behaviour or crime
- Support to deal with the effects of long-Covid
- Access to food (e.g. food banks)
- Financial support
- Smoking cessation
- Other
- Don't know
- No help or support needed

If 'Other', please specify:

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**Q30. How many hours a week, if at all, do you look after, or give any help or support to family members, friends, neighbours or others because of either long-term physical or mental ill-health/disability, or problems related to old age?** Note to interviewer: Ask unprompted and select appropriate answer, clarifying if needed.

- None
- 9 hours a week or less
- 10-19 hours a week
- 20-34 hours a week
- 35-49 hours a week
- 50 or more hours a week

If 'a carer', what was your experience of being a carer during the lockdown? (note to interviewer: just note down headline points succinctly):

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## Section 8: Testing and Vaccinations

We'd now like to ask you some questions about community testing and vaccinations

**Q31. Have you taken or will you access regular rapid Covid-19 testing?** Note to interviewer: Ask unprompted and select one answer only. Note: this includes accessing lateral flow tests for self-administration via community collect in order to test regularly at home, as well as testing at school, in workplaces or taking tests at community locations.

- Yes
- No
- Don't know

**Note to interviewer:** If 'Yes', please continue. Otherwise, go to Q33. This is automated on-line.

**Q32. If 'Yes', where have or will you access rapid Covid-19 testing?** Note to interviewer: Ask unprompted and select all relevant answers.

- Workplace testing
- School testing
- Community testing locations
- Community collect locations to access tests to allow for regular testing at home
- Ordering home test kits from GOV.UK
- Other

If 'Other', please specify:

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**Q33. If you test positive or are in close contact with someone that tests positive, you are required to self-isolate at home for 10 days. Would you comply with this requirement?**

Note to interviewer: Ask unprompted and select one answer only.

- Yes
- No
- Don't know

**Note to interviewer:** If 'No or Don't know', please continue. Otherwise, go to Q35. This is automated on-line.

**Q34. If 'No or Don't know', why not?** Note to interviewer: Ask unprompted and select all relevant answers.

- Financial issues
- Work issues
- Mental health/social isolation concerns
- Lack of help/support
- Don't support the rule to isolate
- Other

If 'Other', please specify:

---

**Q35. Have you taken or will you take the Covid-19 vaccine?** Note to interviewer: Ask unprompted and select one answer only.

- Yes
- No
- Don't know

**Note to interviewer:** If 'No or Don't know', please continue. Otherwise, go to Q37. This is automated on-line.

**Q36. If 'No or Don't know', why not?** Note to interviewer: Ask unprompted and select all relevant answers.

- Concern about short-term side effects
- Concern about long-term side effects
- Not sure how effective the vaccine is at protecting me from the virus
- Not sure how effective the vaccine is at protecting others from the virus
- I'm not concerned about the virus or getting ill from it
- I've had the virus and so don't feel like I need the vaccine
- Not sure I am able to have a vaccine
- Not sure how to access the vaccine
- Fear of injections
- I'll make my mind up when the time comes
- Other

If 'Other', please specify:

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## Section 9: Recovery

We'd now like to ask you some questions about the future recovery of the local area.

**Q37. What are your concerns, if any, as we move out of lockdown?** Note to interviewer: Ask unprompted and select all relevant answers. Remind the respondent that we're most interested in their concerns about the local area/Bracknell Forest.

- Support for unemployed residents and those who have seen their household income fall
- Support for the local economy/businesses
- Schools reopening and associated concerns about health and safety of pupils, teachers or families
- Concern schools or class bubbles will close again
- I am concerned my child/children has/have fallen behind in their studies due to missing face to face teaching in school and they need help to catch-up
- Support for older and vulnerable people
- Support for children and young people (inc. with learning/mental health issues)
- Bereavement and counselling services to support those affected by the pandemic
- Access to medical support, such as routine NHS appointments and face to face contact with G.Ps
- Risk of local lockdown or local restrictions being applied due to local outbreak
- Fear that we are coming out of lockdown too quickly
- Concern that we are coming out of lockdown too slowly
- Provision of affordable housing
- Loss of local services, businesses and amenities (due to the pandemic forcing their permanent closure)
- Other
- Don't know
- No concerns

If 'Other', please specify:

---

**Q38. Over the next few months, what do you think the Council's top priorities should be to help the borough's recovery from the pandemic?** Note to interviewer: Ask unprompted and select all relevant answers.

- Health protection and promotion
- Communicating government guidelines
- Supporting people to take care of their own/their families health and wellbeing (including mental health)
- Supporting the most vulnerable / most affected people to recover
- Debt and money management help for those affected financially
- Being more environmentally friendly/carbon neutral
- Sound financial management of the council
- Helping the local economy and businesses to recover
- Focusing on reopening facilities and services
- Helping people to sustain their housing or find affordable housing
- Supporting the NHS to deliver the vaccine to local people
- Rolling out community testing
- Other
- Don't know

If 'Other', please specify:

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**Q39. Compared to your working practices before the pandemic, how much more or less do you intend to work at home in the future?** Note to interviewer: Read out response options and select one answer only.

- A lot more
- A little more
- Neither more or less
- A little less
- A lot less
- Don't know
- Not applicable – my job does not allow me to work from home

**Q40. Do you have any other comments you would like to make about the pandemic, including your experience of the pandemic over time, especially between the start of the pandemic and the 2nd lockdown from November onwards?** Note to interviewer: Succinctly write down comments below.

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## Section 10: About you

**Note to interviewer: Read out:** I would now like to ask you some final questions about yourself. As mentioned previously, this will help us understand if there are differences in opinion between different groups of people. We just want to stress that what you say is anonymous and confidential, this means that your responses will not be linked to your name or personal details.

**Q41. Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months? (Please include any problems related to old age)** Note to interviewer: Ask unprompted and select one answer only.

- Yes, a lot
- Yes, a little
- No

**Q42. Have you shielded at any point since the start of November 2020 (i.e. the start of the 2nd lockdown) due to health or medical reasons?** Note to interviewer: Ask unprompted and select one answer only.

- Yes
- No
- Don't know

**Q43. How would you describe your current accommodation?** Note to interviewer: Ask unprompted (although provide an example of the type of responses to help the respondent best understand the question if required) and select one answer only

- Owned outright
- Buying on mortgage
- Rent from council
- Rent from Housing Association
- Rent from private landlord
- Shared ownership
- Student accommodation
- Living with parent/guardian
- Other

**Q44. Are you a parent or a guardian of a dependent child / children? If yes, what age groups are your child / children?** Note to interviewer: Ask unprompted and select all relevant answers. Note: Dependent refers to children up to 19 or 25 if have a disability.

- 0 - 4 years
- 5 - 10 years
- 11 - 15 years
- 16 years or over
- I am not a parent or guardian of a dependent child

**Note to interviewer:** If have children, please continue. Otherwise, go to Q46. This is automated on-line.

**Q45. If have children: Do you agree or disagree with the following statement:**

**My child has found returning to school after the latest lockdown a positive experience and is enjoying being back in school**

Note to interviewer: Read out question and response options, selecting one answer only.

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Don't know - do not read out, only select if respondent genuinely can not form an opinion

**Q46. What is your Religion or belief?** Note to interviewer: Ask unprompted and select one answer only.

- Buddhist
- Christian
- Hindu
- Jewish
- Muslim
- Sikh
- Not religious
- Other
- Prefer not to say

**Q47. What is your sexual orientation?** Note to interviewer: Ask unprompted and select one answer only.

- Heterosexual
- Gay/Lesbian
- Bi-sexual
- Other
- Prefer not to say

**Note to interviewer: Thanks and close - read out:** "That is the end of the questionnaire. Thank you for your time and input - it is very important in helping local residents and the local area for the future."

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