



Covid-19 and the changing needs and aspirations of the Lawrence Hill  
community

Second Survey Initial Observations Report<sup>1</sup>

Data Collected between 9-29<sup>th</sup> April 2020

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<sup>1</sup>This is an initial observation based on early insights pending full analysis.

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## Wellspring Settlement Phase 2: Report on Early Observations

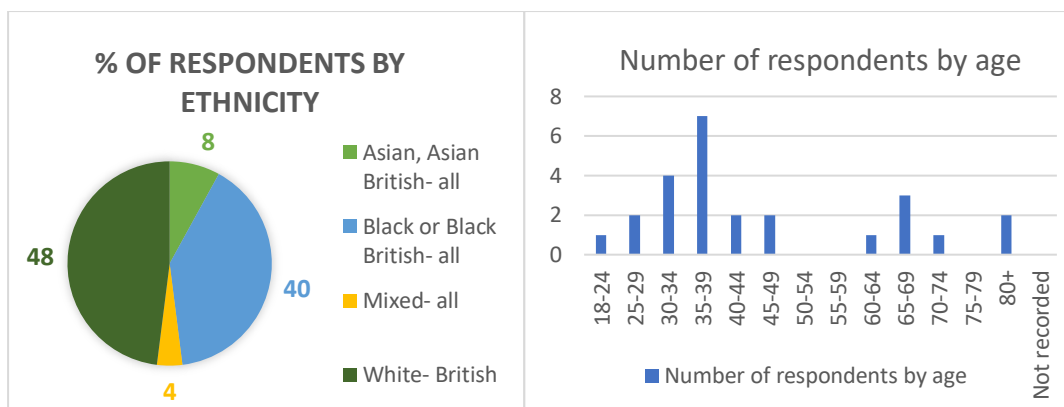
### Key Observations

- Many respondents were experiencing negative effects from a reduction in income. Financial hardship and general anxieties around the future stability of work or income were of increasing prominence compared with the phase one data.
- Responses indicated that the lockdown had exacerbated pre-existing challenges. These include challenges relating to accommodation, child-care and ongoing health conditions.
- In phase one, food insecurity and associated anxiety were prominent. In phase two this concern was less prevalent as many respondents noted that food shortages in supermarkets were no longer an issue. However, food insecurity was still a prominent concern among those whose incomes had been impacted.
- Lockdown restrictions and school closure have resulted in acute challenges for those with caring responsibilities.
- The need for social contact remained important for phase two survey participants. This was seen by participants as a primary way that WS could support them and that they could support others (family, friends, and neighbours). The survey highlighted the positive social impact of local WhatsApp support groups set up with help from the WS family centre.
- A wide variety of support networks and initiatives have developed since the beginning of lockdown. Most respondents were aware of the availability of community support networks.
- Respondents were anxious and concerned about the future including about mingling with others, the risk of infection and the impact of the lockdown on children's wellbeing and education.
- Many respondents expressed their gratitude for the support they have received from the Wellspring Settlement, particularly the family centre, setting up WhatsApp groups and checking in over the phone.

*“I know where to come if I need further help, without you lot we would be lost.”*

### Summary notes on survey

- 25 surveys were completed by Settlement staff following phone interviews with service users comprising 22 females and 3 males between 9-29<sup>th</sup> April 2020.
- Responses were largely collected by staff already working with respondents through current projects and services, meaning respondents often had existing relationships with Wellspring Settlement.
- Analysis for this report involved data-driven coding of transcribed interview data using NVivo.



### Q8. Have you any concerns about where you are living?

- Responses highlighted the need for access to safe outdoor space. 9 respondents raised challenges relating to inadequate accommodation while 10 cited low/no access to outdoor space. Issues around safety and security in local public spaces such as parks was a source of anxiety for 3 respondents.
- For 3 respondents, poor living spaces were felt to be detrimental to the physical or mental health of themselves or their families, including children.
- Respondents with children experienced challenges due to inadequate accommodation, 4 of these specifically mentioned lack of access to outdoor space; 2 cited the WS family centre garden as a key resource.

*“...During this present time if it would not of been for the Family Centre access to a garden and Cashmore, I could not of coped with my little ... it has been a blessing, being able to use this provision has literally been a life saver.”*

### Q 9. Have you any concerns about your work?

- 8 out of 25 respondents were concerned about their work.
- Many respondents had lost work or income and were experiencing financial difficulties, including falling behind on recurrent financial obligations, some noting that the government support they had received would end or run out leaving them unable to support themselves.
- Even when income had not been affected, some respondents indicated anxiety about the future stability of work or income some fearing for the loss of their jobs.

### Q10. Have you concerns about any health issues in your household?

- 14 participants had concerns related to their own health or that of their family members or friends.
- Responses indicated that the lockdown had exacerbated long-term and ongoing health conditions, either because medical care had been halted, or because the respondent was unable to manage their condition as they usually would.
- There were concerns about the negative impact of lockdown on mental health (including children).
- Logistical difficulties such as collecting prescriptions remains a concern for 2 respondents.

**Q11. Are you caring for others? (E.g. children, parents, grandparents, friends) and do you have any concerns about this?**

- 15 out of 25 respondents are caring for children and expressed concerns about education; boredom; access to outdoor space; and explaining the lockdown to children.
- 5 shared concerns around their children's educational needs, citing anxieties about the possibilities of their children falling behind and difficulties in accessing/engaging with online learning, particularly for children with special educational needs.
- 6 were caring for adults; respondents expressed concerns for the mental wellbeing of those they were caring for.

**Q12. Do you have any concerns about access to food and other supplies? (other than medicine).**

- 7 people had concerns around accessing food and other supplies, though some noted an improvement in the availability of supermarket stock compared with March.
- Transport and childcare were cited as barriers to accessing shops.
- 6 respondents had received support attaining supplies: from neighbours (2), Acorn volunteers (1), NHS volunteers (1), WS food parcels (1) or food banks (1).
- 2 cited use of food banks while one expressed the perceived shame attached to this.

**Q13. Do you have any concerns about access to the internet, IT, equipment and using software?**

19 of the 25 respondents had no concerns about access to IT. 1 person expressed that lack of a laptop was an impediment to their children's education, and 1 respondent mentioned that sharing one computer between members of the household was a problem.

The survey highlighted the benefits of IT for communication and maintaining social links throughout the crisis period., Another person spoke of their increased appreciation for the benefits of using IT to maintain social and community links during lockdown:

*"I've learnt how to get onto ZOOM on my landline. I have listened to my church's service although I can't see it... it's so nice to hear about what is going on in the service with parishioners. I cried after the first time I used it, it is so marvellous, I could imagine where people were sitting in the church, but they were all at home."*

**Q14. Do you have any other concerns not covered by the above questions?**

Issues relating to safety and security of the local neighbourhood area and the accessibility of outdoor space were of notable concern. 3 respondents felt unsafe or uncomfortable in their local area, and an additional 2 felt that the area required improvement.

Longer-term issues such as this have been exacerbated by Covid-19 and the lockdown, as generally travel has been restricted and people have spent more time in their local area.

**Q15. What do you think your concerns might be over the next 2 or 3 months?**

Responses were related to:

- Children's education, happiness, and mental health
- Finances and employment
- Ongoing health problems, mental health, and anxiety
- Risk of infection

**Q16. Do you have friends and neighbours you are worried about or who need help? What with?**

- Most of the participants had neighbours and were already helping each other in some ways.
- Some of the responses indicated issues around their own social isolation and associated anxieties, or concerns about the isolation of others.

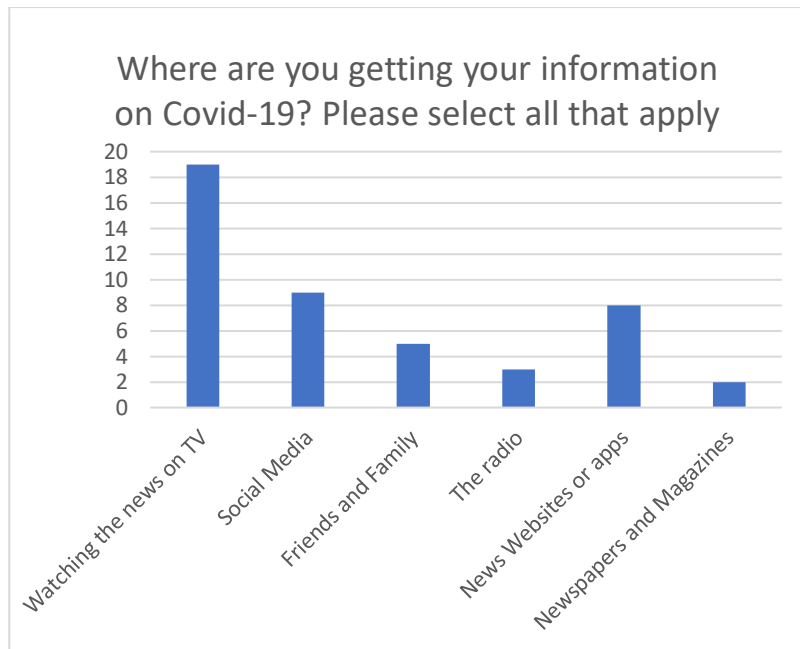
**Q17. Is there anything you could do to help your friends or neighbours?**

- 7 out of 25 responses indicated that respondents saw WS Settlement as a key source of support and were willing recommend the settlement's services to needy friends and neighbours.
- Keeping in contact was a key activity through which people felt they could support others.
- Some mentioned using a street WhatsApp groups (one of which had been set up by the WS Family centre).

**Q18. What support is there in the local community that you know about? Have you received any support?**

- Support networks have developed since the beginning of lockdown. Overall, people listed many different sources of support including:
  - Wellspring Settlement (13)
  - WhatsApp and Facebook (8)
  - ACORN (3)
  - Two local schools (2)
  - BCC helpline (2)
  - Radio Bristol (1)
  - Family Centre (1)
  - Somali Resource Centre (1)
  - Somali Task Force (1)
  - St Luke's Church (1)
  - NHS volunteers (1)
- 2 people did not know where they could access community support, however, both indicated that they saw Wellspring Settlement as a source of support.

**Q19. Where are you getting your information on Covid-19? Please select all that apply.**



**Q20. Did you receive a letter from the government about self-isolating for 12 weeks? (i.e. are they in the very vulnerable category)**

Eighteen (18) people answered no; six (6) said they received while one (1) was not sure.

**Q20a. If yes, are you signed up to the government support system?**

Of the six who had received a letter from the government about self-isolating, 4 answered no, but indicated that they have other support and two were not sure.

**Q21. Have you had Covid-19, or any symptoms of it?**

Eleven (11) answered no, ten (10) suspected either them or a member of their family had contracted the virus while four were unsure.

**Q22. What are your hopes for the future? What are the changes you would like to see happen?**

- 4 people explicitly expressed hopes for some kind of ‘return to normality’, with some referencing places or activities that they missed.
- 4 people expressed hope for some positive social change to grow out of the current situation, such as strengthened communities. 2 responses observed positives in the present situation, mentioning people being kinder and more thoughtful towards one another since lockdown and expressed hopes that this might continue. Others referred to appreciating what we have and caring for the environment.
  - *“I think this has brought people closer in the community, people helping each and looking out for each, I'd like to see that continue”*
- 3 people talked about their personal aspirations and needs, such as education or the need for work.
- 2 people are hoping for medical care for long-term health problems to be resumed.

- Anxieties about the future and concerns for the safety and wellbeing of others were prominent across responses to this question.

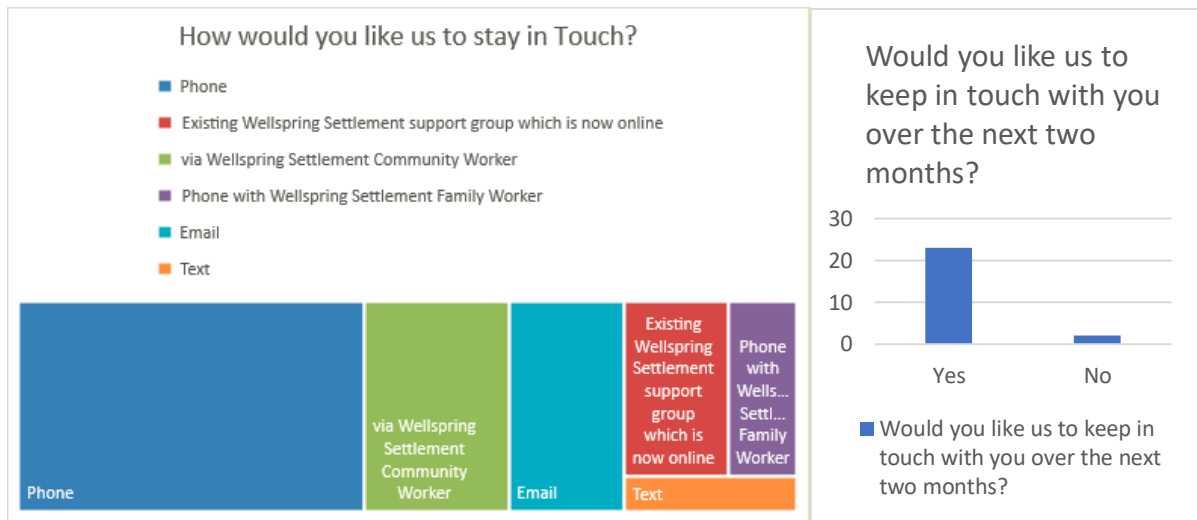
**Q23. What can Wellspring Settlement do to help you over the next few weeks?**

- The need for contact, emotional support or just checking in were most quoted (4/25).
- People indicated a continued need for the services already offered by WS.



**Q24. Would you like us to keep in touch with you over the next two months?**

- Maintaining contact via text message and email were generally preferred by service users from younger age groups (those below 39.)



### Going forward

This is the preliminary summary of the phase two data pending further comprehensive analysis. The data was collected, and analysis largely completed before lockdown restrictions were lifted. The next stage of the report will reflect the needs and hopes of the community as lockdown restrictions begin to lift. The residents expressed their gratitude for the support they have received from Wellspring Settlement and the continued need and hope for support from the community is clear.

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