



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

Third Survey Initial Observations Report

Data Collected between 21st May and 2nd July 2020

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*A collaboration between Wellspring Settlement and the University of Bristol, written with support of Morag McDermont, Jack Nicholls, Alice Schuman and Jessica Sharratt, and staff and volunteers of Wellspring Settlement.

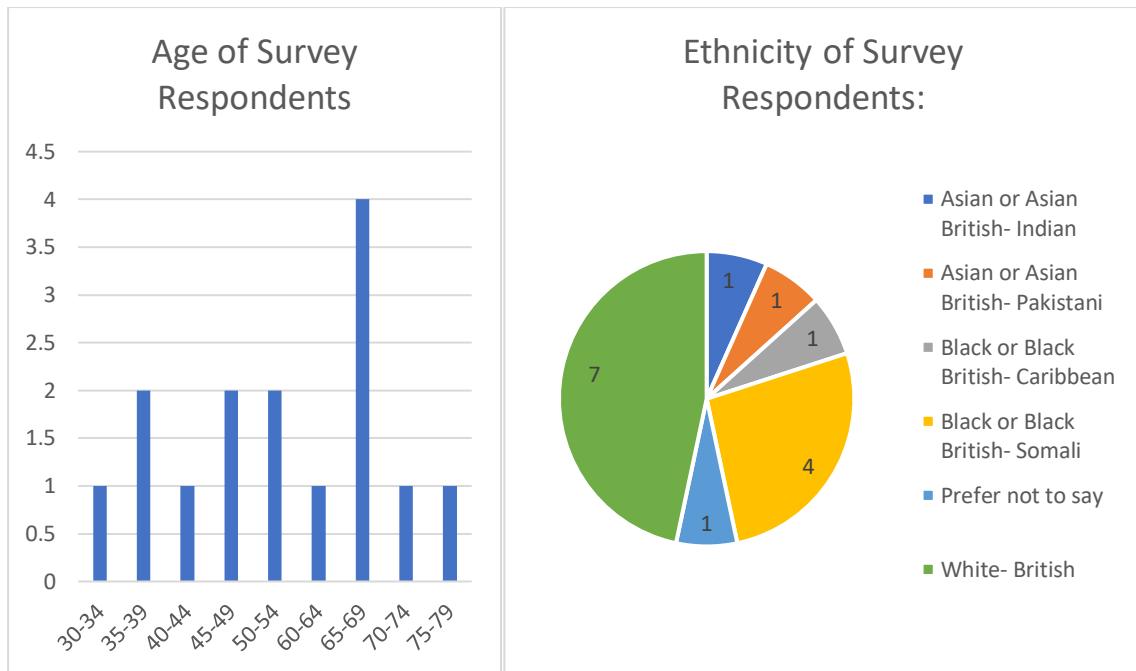
Wellspring Settlement Phase 3: Report on Early Observations

Key Observations:

- Earlier data (in Phases 1 and 2 reports) showed concerns about immediate financial vulnerabilities. Here concerns about employment seem to be becoming more long-term, relating to the need for financial advice or to re-skill and attempt to move into more secure employment in the future.
- When asked what Wellspring Settlement can do to support all responses pertained to befriending, keeping in touch and the need for information and advice. No-one requested support in accessing food or supplies and no one cited challenges related to collecting prescriptions. This may indicate that those in need of these services were already receiving support by this phase of research. It may also reflect that the need for aid has lessened along with the easing of lockdown restrictions.
- However for some respondents loss of income meant they needed support in accessing food, and for some this was a cause for concern.
- Respondents wanted support in achieving their personal goals, such as with education, career development or finances. This indicates a transition towards thinking about the future, perhaps as a symptom of lockdown easing.
- Concerns about neighbourhood safety and overcrowding were prominent and people cited them throughout the survey.
- Concern for neighbours appears to have lessened, perhaps signifying lower levels of general anxiety, or a normalisation of COVID restrictions.

Summary notes on Phase 3

- 15 surveys were completed by Settlement staff following phone interviews with service users comprising 6 females and 9 males between 21st May and 2nd July 2020.
- Analysis for this report involved data-driven coding of transcribed interview data using NVivo.
- Some of the data came from routine phone calls with service users which did not use the interview schedule to structure the conversations. This had the benefit of increasing the total amount of data available, but also meant that it may be unclear whether the data were the words of the service users or whether they were the words of the interviewers.



Analysis by question

Have you any concerns about where you are living?

- 8 out of 15 people cited concerns, 2 referenced inadequate accommodation and 2 more mentioned not having a garden.
- 4 more responses mentioned living in an overcrowded area, and one talked about being ‘wary’ of people not social distancing in the neighbourhood. Throughout the lockdown period people have been spending more time in their local areas; this will have different effects depending on neighbourhood.
- 3 out of 15 respondents talked about antisocial behaviour and security issues in their neighbourhood. One response indicated that this issue had escalated in recent times. It might be that the presence of young people outside and in the neighbourhood is more pronounced since social distancing measures have reduced the availability of social spaces, pubs and clubs.

“There are groups of young people in Gaunts Ham Park, a lot of gas cannisters on the floor, I hear report of attacks in the park, loud music, this is more recent in the day and at night.”

Have you any concerns about your work?

- 9 out of 15 respondents discussed issues relating to work.
- 3 people had lost hours of work due to the lockdown and had subsequently lost income. One further person said they would soon require financial advice as they faced a reduction in income, and one mentioned using savings to buy food after loss of work.
- 3 people talked about wanting to pursue career development goals through education or retraining; 2 of these cited the instability of their current industry as a factor in this decision.
- One person with an underlying health condition talked about being anxious about going back to work. They felt that using public transport would put them at risk.

Have you concerns about any health issues in your household?

- 8 people reported experiencing challenges due to pre-existing health issues, either their own or those of a family member. Of these, 2 mentioned experiencing anxiety or stress because of the health issues.
- One person said that they were caring for a family member with ongoing health issues and felt anxious that if they fell ill, they would be unable to perform this care.
- One person linked their child's poor health with their accommodation, observing that living in small accommodation with no access to outdoor space has exacerbated their child's breathing problems.

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

- 6 people were caring for another person, some had multiple caring responsibilities; 4 were caring for children, 5 for adults.
- One respondent discussed the strain of caring for a family member and children on top of working.
- One parent caring for children discussed their concerns about how the local environment would impact their children's wellbeing:

"I have concerns about the environment my children are growing up in - a lot of antisocial behaviour and racism, and the effects it may have on their social and emotional wellbeing and development."

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

- 5 people mentioned that they received support in accessing food, either through food parcels from the Settlement, or via friends and family. Of these, 3 people reported that they had concerns about accessing food.
- One person stated that loss of income had left them with not enough to support themselves.
- Financial uncertainties resulting from the lockdown continued to place families at risk of food insecurity.

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

- Only one respondent cited concerns about accessing IT as they had a poor connection and libraries have been closed. However, Wellspring staff have indicated that this is a common financial challenge that service users face.
- One person said they would like to develop their IT skills.

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

"At the beginning I was worried about myself and what would happen with work. Now it is getting better - feels more normal. I worry for my family in Pakistan - my older sister is 70. I tell her to stay at home and protect herself as Coronavirus is everywhere in Pakistan."

"My community is stuck in either unemployment or low paid jobs, although they have a lot of transferable skills"

"There are environmental issues within my area, there's anti-social behaviour which makes me feel unsafe"

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

- 3 People referenced employment, and another referred to their finances and the need for financial advice and support. Of these, two expressed anxiety that their employment status was precarious and could continue to be impacted by COVID-19 in the future.
- 2 people talked about fearing a second wave, or its impacts. 2 more expressed a general anxiety about what would happen next, with one saying their concern was 'being overwhelmed.'
- 2 people talked about looking forward to a return to normality, getting out more, and there were several mentions of personal goals (looking for work, beginning therapy/ physiotherapy)

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

- 8 people said they had no concerns about their neighbours, or that they were in contact with their neighbours and knew they were fine. 2 people had concerns about neighbours. Of these, one said they were making sure to chat with them over the wall.

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

- 3 people talked about ways in which they were already supporting neighbours, such as phone calls, gifts or cards.
- 2 people had ambitions to reach out to people 'once COVID is over', one more talked about arranging a community outing.

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

- 7 people received support from Wellspring Settlement. One more received a food delivery from a local community café.
- 2 people mentioned giving or receiving support between friends and neighbours to collect shopping and prescriptions.
- 4 people said they were not aware of support in the local community.

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



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

- Nine people answered no; two said they received the letter while three were not sure.

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

- Of the two who had received a letter from the government about self-isolating, both were receiving government support.

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

- Ten answered no, two suspected either they or a member of their family had contracted the virus while one was unsure. None had been tested.

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

- 3 people hoped for positive changes in the future: *“That people will respect their neighbours and think about each other more. That the govt sort their selves out and start doing things properly.”*
- People talked about their personal aspirations, such as career development, taking trips or connecting with more people. *“I would wish, personally, to be able to be round people, (to do something), may be able to volunteer to work with people.”*
- There was continued uncertainty which may have the effect of constraining people’s hopes for the future: *“I don’t know what will happen in the future because coronavirus is all round the world.”*

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

- 6 people asked for WS to keep in touch with them, to continue the befriending service, or to keep them ‘up to date with information.’
- 3 people asked for career development advice or free training courses.

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

- 9 people said they would like WS to keep in touch over the next 2 months. One person declined. Data is missing for the remaining 5. of the people who requested contact, 8 people requested contact via phone and 1 person preferred contact by post.

Note on data collection and easing of lockdown measures

This is the preliminary summary of the phase three data pending further comprehensive analysis. All the data was gathered by 2nd July, thus predating the symbolic ‘end of lockdown’ date on the 4th July, although non-essential businesses opened on 15th June with local travel advice changing at the same time.