

Response to Covid-19 pandemic

INTRODUCTION

We want to hear about your experience during the Covid pandemic/lockdown, its impact on you and your community, your thoughts on how the Council can plan services as we move through the stages of recovery, and your concerns about the future.

The results will give the Council and our partners an understanding about the many different experiences of people in the area and help us plan our services for the future.

All responses to this survey are anonymous. The information collected will only be used to understand the impact of the Covid-19 pandemic on people in South Ayrshire and help with planning in the future. Feedback from the survey will be published on the Council website. The survey will remain open until 30 September 2020 and should only take around 10 minutes to complete.

If you would like any additional information, have any questions, or would like the survey in an alternative format please email: customer.services@southayrshire.gov.uk or telephone 0300 123 0900.

SECTION 1 – Your experience during the pandemic lockdown

1. What positive changes did the lockdown have for you? (select all that apply)

- Spent more time with family/children
- Spent more time outdoors
- Spent less money
- Tried different things/new hobbies
- Exercises more/kept fit
- Worked from home more
- No positive changes
- Other (please specify):

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2. What negative changes did the lockdown have for you? (select all that apply)

- Suffered illness/self-isolation
- One or more family members is more anxious/stressed than previously
- Family argued/fell out more
- Worried about older relatives
- More worried about job(s)
- Missed seeing relatives/friends
- More worried about finances
- Children have been bored
- Struggled with home schooling
- No negative changes
- Other (please specify):

3. What positive changes do you plan to retain?

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4. **Have you been more active during lockdown?**

- Yes
- No
- Unsure

5. **During the pandemic have you volunteered in any capacity or taken part in activities to help people or improve your local area?**

- Yes
- No

6. **Where did you access help or support during the Covid-19 pandemic that made things easier for you? (select all that apply)**

- Family
- Friends/neighbours
- Employer
- Local community group/volunteers
- The Council
- No help or support required
- Other (please specify):

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7. Did you have access to the Internet during the lockdown?

Yes

No

8. How confident are you in accessing and using the Internet?

Extremely confident

Very confident

Somewhat confident

Not so confident

Not at all confident

SECTION 2 – Accessing Council services during the lockdown

The Council responded to the Covid-19 pandemic in many ways. For example by redeploying staff to support frontline services, delivering food parcels, distributing business grants as well as keeping daily services going such as bin collections, customer services and registration.

**9. Which of our Covid related services did you access during the lockdown?
(select all that apply)**

- Free school meals delivery
- Food boxes
- Pharmacy delivery
- Shielding support
- Business support
- Welfare, debt and money advice
- Employability support
- Online gym or health classes
- Ebooks or virtual library services
- Not applicable
- Other (please specify):

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10. **To what extent do you agree that the Council did a good job overall in its response to the Covid-19 pandemic?**

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

11. **Have you accessed Council services in different ways: for example online or by telephone?**

- Yes
- No
- Unsure

12. **If you accessed any services digitally (i.e. online via the Internet) for the first time, how would you rate your experience?**

- Very good
- OK
- Not good

13. **How did you find out about changes to the way the Council were delivering services? (select all that apply)**

- Local press
- Radio
- Council website
- Council social media
- Word of mouth
- Contacting the Council directly
- Posters and leaflets
- Not applicable

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14. **How effective was that communication?**

- Very good
- OK
- Not good

15. **Is there anything we could have done differently to better communicate with you?**

SECTION 3 – Looking to the future

16. **Do you think you experience of the Covid-19 pandemic will change the way you do things in the future? (select all that apply)**

- Access services differently such as online or by telephone rather than face to face
- Keep in touch with neighbours
- Work from home more
- Volunteer in the community more
- Other (please specify):

17. **What could the Council do differently going forward? (select all that apply)**

- Do more online
- Do more by telephone
- Provide more digital services such as webchat (allows direct online communication)
- What should or could be done differently by the Council, its partners or local communities?

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18. **Are you concerned about your future employment or the future employment of a member of your household?**

- Yes
- No
- Unsure
- Not applicable

19. **Are you concerned about how lockdown has affected your financial situation?**

- Yes
- No
- Unsure
- Not applicable

20. **As we move through the recovery stages, will you require any new or additional Council support services that you are NOT already receiving or have not received in the past?**

- Yes
- No
- Unsure

21. **What do you expect those new or additional Council support services will be? (select all that apply)**

- Employability support
- Business support
- Welfare, benefits, debt and money advice
- Health support - physical and/or mental
- General information and advice
- No new or additional support expected to be required
- Other (please specify):

SECTION 4 – About you

The information you provide is confidential and individuals will not be able to be identified. The information will be used for statistical and research purposes only. Please feel free to answer as many or as few of the following questions as you wish.

22. What is your gender?

- Female
- Male
- Non-binary
- Prefer not to say

23. What age group do you belong to?

- Under 16
- 16 – 24 years
- 25 – 34 years
- 35 – 44 years
- 45 – 54 years
- 55 – 64 years
- 65 years and over
- Prefer not to say

24. Do you consider yourself to have a disability?

- Yes
- No
- Prefer not to say

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25. Please select your postcode district i.e. the first 3 or 4 characters of your postcode.

- KA1
- KA2
- KA3
- KA4
- KA5
- KA6
- KA7
- KA8
- KA9
- KA10
- KA19
- KA26
- Other
- Prefer not to say

26. Have you tested positive for Covid-19?

- Yes
- No
- Prefer not to say

SECTION 5 – Your final thoughts

27. Overall, what worked well about your experience?

28. What could be improved about your experience?

29. Overall, do you have any concerns about the support you will carry on getting as restrictions are lifted?

30. Have you any other general comments about the impact of the lockdown on you or your family?