

Bracknell Forest Council: Covid-19 Residents' Survey

Report: August 2020



Research
Evaluation
Community Engagement
Strategy Development

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Bracknell Forest Council: Covid-19 Residents' Survey 2020

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.

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
 - 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 1,826 residents living in Bracknell Forest (at least 100 in each of the 18 wards in the Local Authority area). The survey took place between the 14th July and 31st July 2020.
4. A questionnaire was developed in conjunction with the Council to capture information to answer the aims and objectives of the research (see appendix 1). The questionnaire was tested with a small number of residents prior to its full implementation.
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 1,826 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.¹ This means that we can be 95% confident that the “real” result for any

¹ 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.

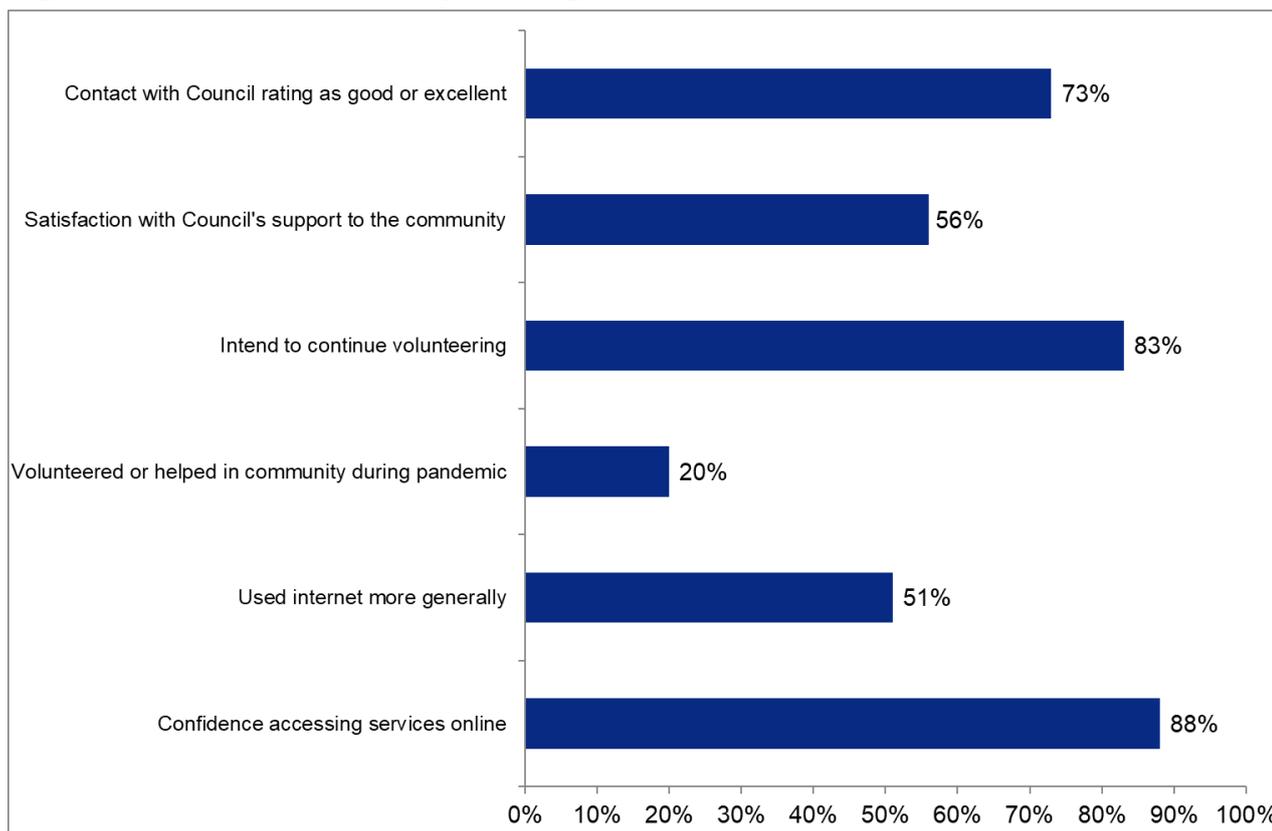
given question would be within 2.4 percentage points of those stated within the survey findings. This provides for robust data when analysed at a headline level and when different questions are cross-referenced against each other. It also allows for reliable comparison over time and nationally.

Key findings

8. The key findings about **the council, community and digital access** are:
- **Contacting the Council:** 73% of residents who contacted the Council during the pandemic rated contact as good or excellent.
 - **Satisfaction with the Council's support to the local community:** 56% of residents are satisfied with the way Bracknell Forest Council is supporting the local community during the pandemic (this is broadly similar to the Local Government Association's national result).
 - **Volunteered or helped in community during the pandemic:** 20% of residents volunteered or helped in the community during the pandemic, 93% of whom were not volunteering prior to the pandemic. 83% of these intend to continue volunteering in the future.
 - **Accessing services online:** 51% of residents said they used the internet in general more during the pandemic. 88% of residents said they are confident to access services online, with younger residents (99% of those aged 18-34) more confident than older residents.

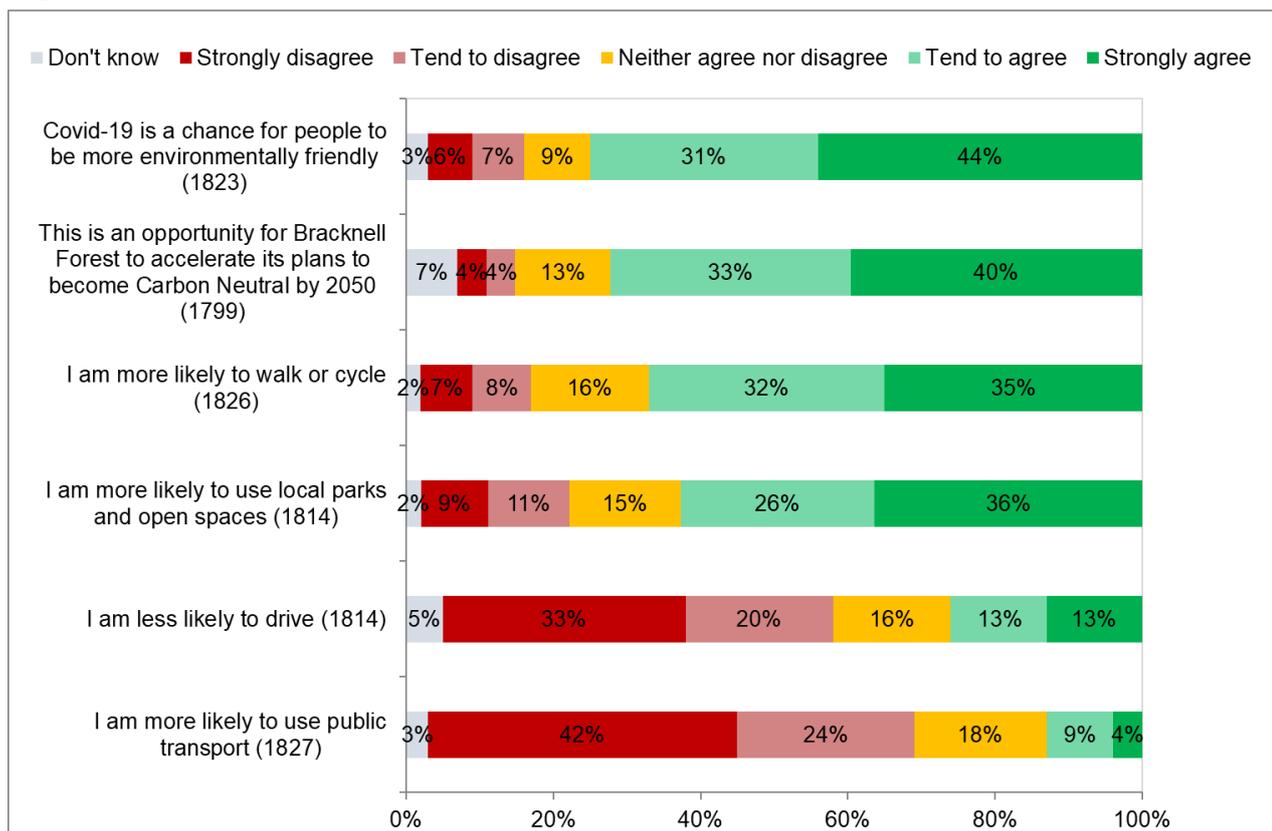
These results highlight positive perceptions of the council during the pandemic. They suggest that there is an increase in volunteering and community sentiment, which could provide a positive foundation to build on in the future. The increase in digital use, and high levels of confidence, suggest opportunities for increased digital engagement and service delivery. However, it should be noted that confidence is lowest amongst older residents and only 5% of all residents said they contacted the Council more on-line during the pandemic and 72% of all residents said they do not engage with the Council on-line in general.

Figure 1: Council, community and digital access



9. The views of residents about **travel and the environment** in the future, due to Covid-19 are as follows:
- 75% of residents said they agree that **Covid-19 is a chance for people to be more environmentally friendly** and 73% agreed that **this is an opportunity for Bracknell Forest to accelerate its plans to become Carbon Neutral by 2050**.
 - 67% agreed that **they are more likely to walk or cycle** and 62% agreed **they are more likely to use local parks and open spaces**.
 - 26% agreed **they are less likely to drive**, while 53% disagreed. However, it is worth noting that 41% of residents have already been driving less as a result of the pandemic.
 - Just 13% said **they are more likely to use public transport**, whereas 66% 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?

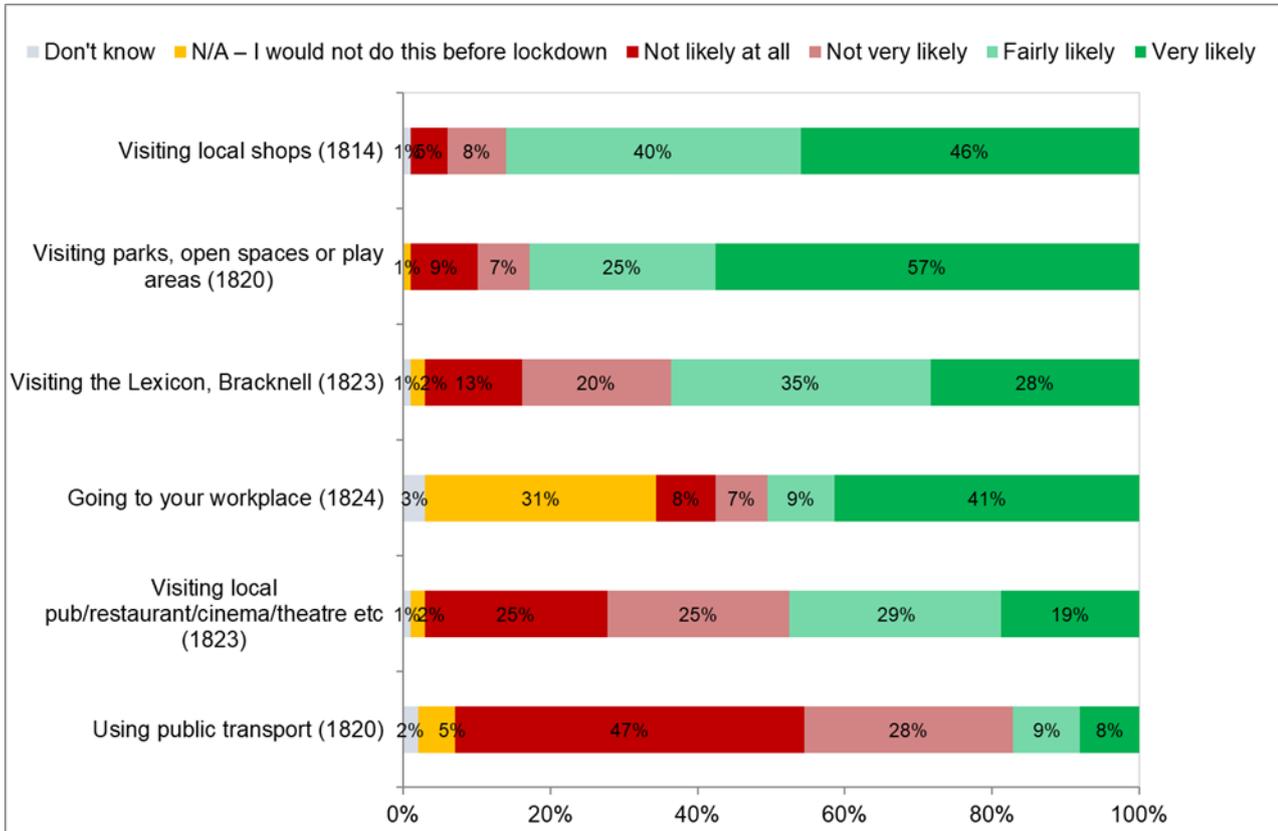
These results highlight how the pandemic presents an opportunity to promote and embed climate friendly behaviour amongst residents, local businesses and other local organisations.

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

- **Two-fifths of residents are still employed on the same terms and conditions.** 8% said they are furloughed receiving 80% of their salary and a further 4% said they are furloughed receiving their full salary. Additionally, 8% said they are self-employed and their business has been affected, 2% said they have lost their job, 2% said their hours or pay have been reduced and 1% said they are concerned that their job is at risk.
- Around **half of residents who are in employment or education are now working from home** and around two-fifths are going into a place of work.
- Overall, **70% of residents have not accessed or received any support from the UK Government.** 17% said they have been or are furloughed under the Coronavirus Job Retention Scheme and 3% have signed up to Universal Credit.

11. The likelihood of **doing activities as lockdown is eased** is as follows:
- Overall, 86% of residents said they are likely to **visit local shops** as lockdown is eased. 82% of residents said they are likely to **visit parks, open spaces or play areas** and 63% said they are likely to **visit the Lexicon, Bracknell**. 50% said they are likely to **go to their workplace**.
 - 48% said they are likely to **visit local pubs, restaurants, cinemas or theatres** and only 17% said they are likely to **use public transport** (75% not likely).

Figure 3: Doing activities as lockdown is eased



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

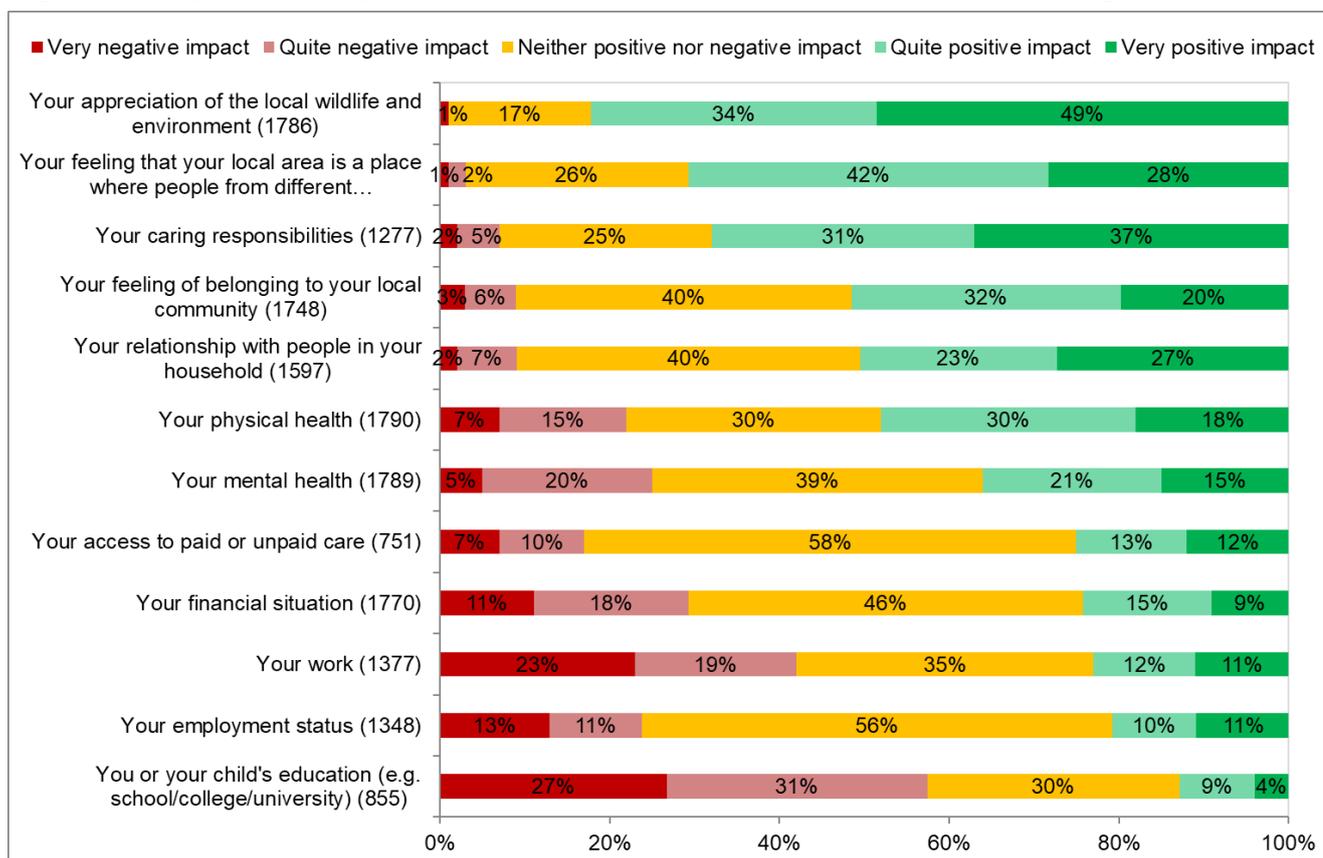
Question: As lockdown is eased, how likely, if at all, are you to do each of these activities that are now permitted?

These results highlight the economic challenges of the pandemic, with notable proportions of residents on furlough or with reduced employment opportunities. However, there are positive sentiments around doing activities and supporting local businesses, albeit with notable proportions of residents less confident about getting out and about.

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**. 70% 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** and 68% said it had a **positive impact on their caring responsibilities**.

- 52% of residents said that the pandemic had a **positive impact on their feeling of belonging to the local community** and 50% said it had a **positive impact on their relationship with people in their household**.
- 48% said it had a positive impact on their **physical health** (although 22% cited a negative impact), 36% of residents said the pandemic had a positive impact on their **mental health** (25% negative) and 25% said it had a positive impact on their **access to paid or unpaid care** (17% negative).
- 24% said the pandemic had a positive impact on their **financial situation** and 29% said it had a negative impact.
- 23% believed the pandemic had a positive **impact on their work**, whereas 42% said it had a negative impact.
- 21% said the pandemic had a positive impact on their **employment status** and 24% said it had a negative impact.
- Only 13% believed the pandemic had a positive impact on their or their **children's education (e.g. school/college/university)**, while 58% 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).

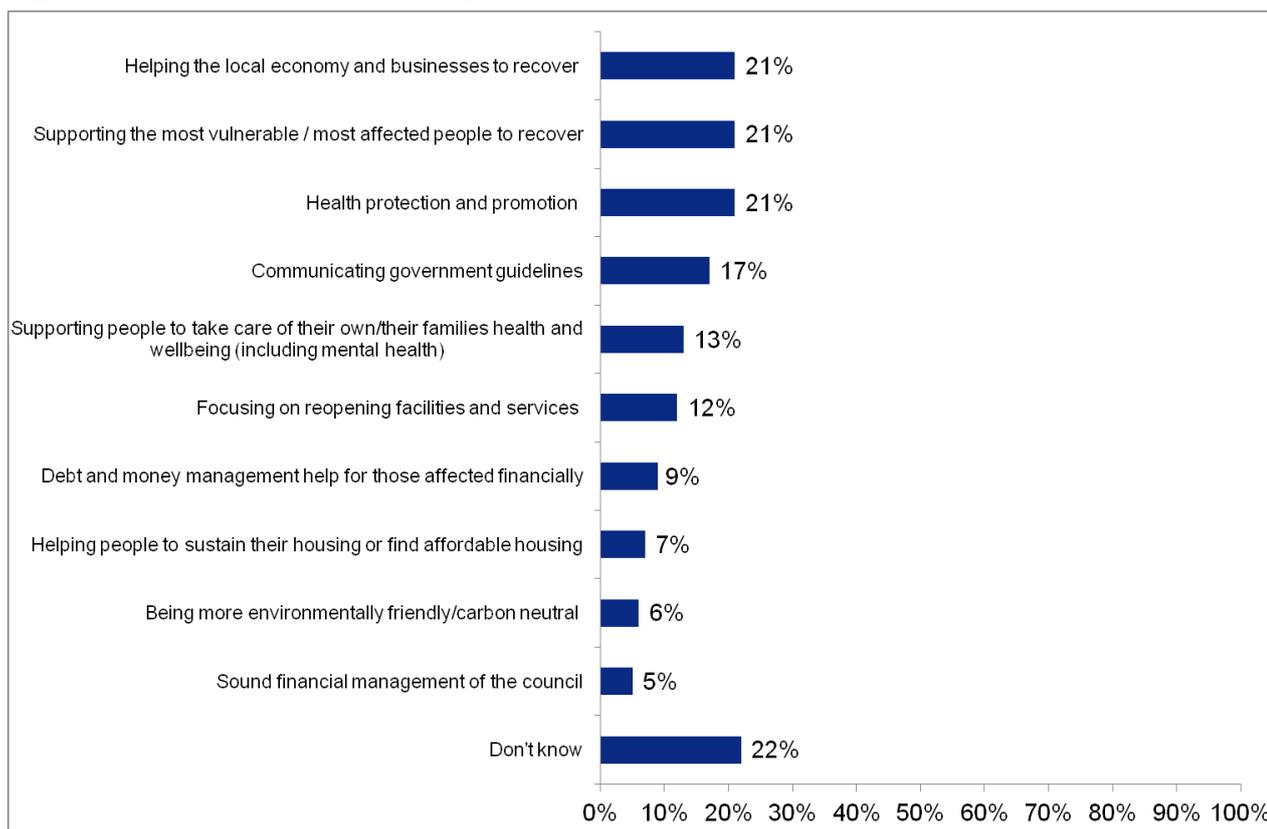
Question: How much, if at all, has the pandemic had a positive or negative impact on each of the following aspects of your life, health and wellbeing?

13. Residents provided views about accessing healthcare and the support they need to recover from the experience of the pandemic:
- Around six-in-ten residents spent **more time in nature**, visiting open spaces since lockdown began on 23rd of March and about half of residents tried a **new form of exercise or exercised more**, while **smoking and drinking** levels remained about the same.
 - Two-thirds of residents feel that their **health and care needs** have been supported overall during the pandemic, with those aged 18-34 more likely to say so (and by extension older residents less likely to say so).
 - The majority of residents are **confident accessing health and care services that are not Covid-19 related**, although disabled residents are less confident.
 - Two-fifths of residents said they had **avoided going to the GP / hospital** because they did not want to overburden them and a third said they have had a pre-existing (non-GP/hospital) medical appointment postponed because of Covid-19, for example a dentist or optician appointment (older and disabled residents are more likely to have had an appointment postponed).
 - The majority of residents **do not need any help or support** due to their experience of Covid-19, although carers, disabled people and residents living in social housing are more likely to want support (mainly healthcare/medical related).
 - The majority of residents said they are **aware of the new national Covid-19 Test and Trace system and will comply with it** (residents in social housing are a little less likely to be aware or comply).

These results highlight the impact of the pandemic on health and wellbeing and that certain population groups may require more support than others to recover from the experience of the pandemic.

14. Regarding the **future and priorities for recovery**:
- Two thirds of residents had concerns moving out of lockdown, with fear of coming out of lockdown too quickly, risk of local lockdown, lack of adherence of social distancing/hygiene measures and the risk of a 2nd spike being mentioned the most.
 - 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 (21%), a similar proportion mentioned **supporting the most vulnerable to recover** (21%) and the same proportion mentioned **health protection and promotion** (21%).
 - Additionally, about 10-15% mentioned in 'other' comments that the **priority should be getting schools re-opened and children back to school**.

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, keeping people safe, and promoting and enforcing public health messages and guidelines.

- Throughout the survey there are often differences by different demographic groups.** In some instances these highlight that disadvantaged or vulnerable groups, such as disabled people, older people, people from ethnic minority backgrounds 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.**

Bracknell Forest Council: Covid-19 Residents' Survey 2020

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.

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
 - 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 1,826 residents living in Bracknell Forest (at least 100 in each of the 18 wards in the Local Authority area). The survey took place over between the 14th July and 31st July 2020.
- 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 1). 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.
- 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 1,826 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.² This means that we can be 95% confident that the "real" result for any

² 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.

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:

Demographic	Percentage of interviews
Gender	
Male	50%
Female	50%
Age	
18-34	27%
35-54	39%
55-70	22%
Over 70	12%
Ethnicity	
White British-Irish	78%
Non-white British-Irish	22%

Note: All quotas were achieved within 1% 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 non-white British-Irish in the adult population, but it was considered important to ensure good representation of minority ethnic groups).

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 report is divided into the following sections:

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

Section 2: The Council

Key issues/findings

- A fifth of residents contacted the Council since the pandemic began, with residents aged 55+ more likely to do so than other residents.
- Two fifths of residents who contacted the Council wanted to request a service and the majority have high satisfaction levels with the contact.
- Above half of residents are satisfied with the way Bracknell Forest Council is supporting the local community during the pandemic.

Introduction

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

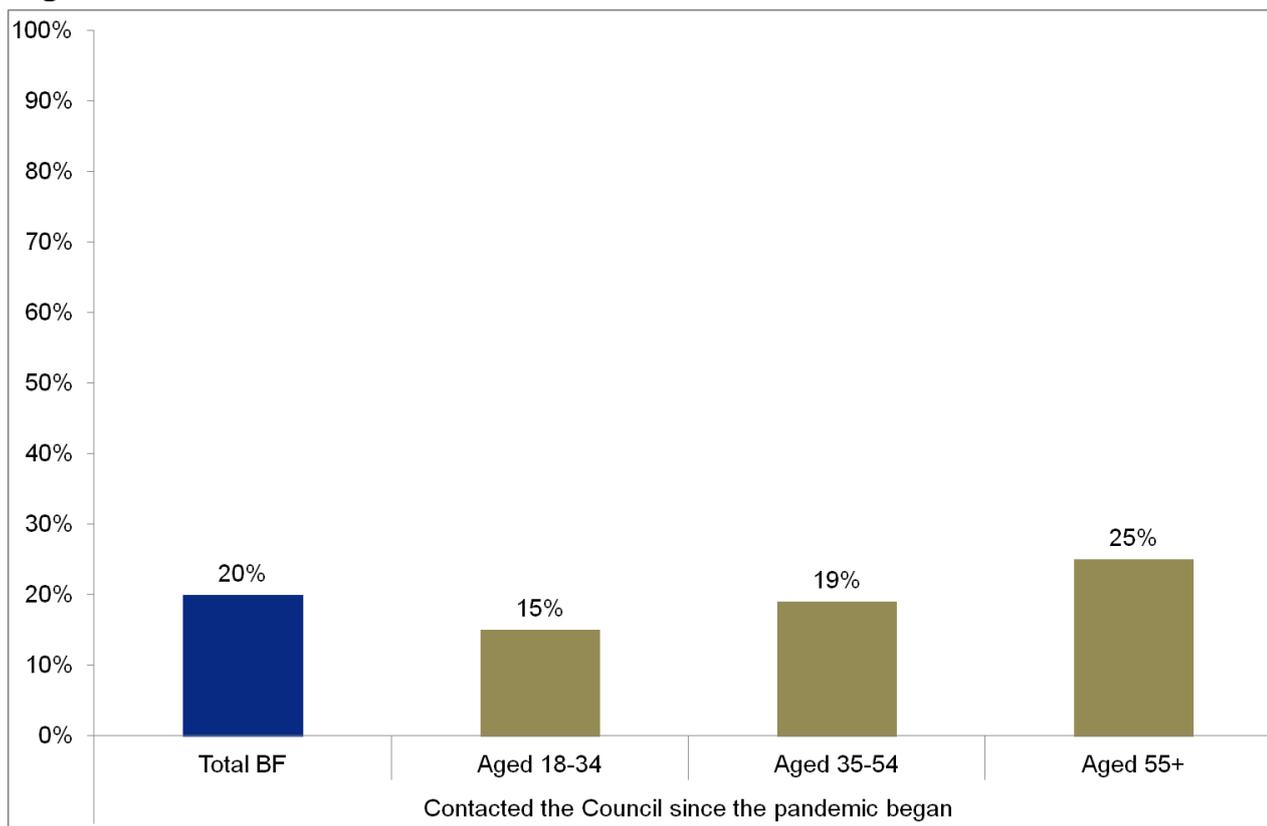
- Incidence of contacting the Council.
- Details of contacting the Council, including reasons and satisfaction with the contact.
- Satisfaction with the Council's support.

Contacting the Council

A fifth of residents contacted the Council since the pandemic began, with residents aged 55+ more likely to do so than other residents

- 2.2. Overall, 20% of residents said they contacted the Council at least once since the pandemic began.
- 2.3. Residents aged 55 and above are more likely than other residents to have contacted the Council, 25% did so since the pandemic began, compared with 15% of residents aged under 18-34 and 19% of residents aged 35-54.

Figure 2.1: The proportion of residents that have contacted the Council since the pandemic began



Number of respondents: 1824.

Question: Have you contacted the council since the pandemic began?

- 2.4. In most cases, the low 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, 22% of White British or Irish residents contacted the Council compared with 12% of Non-White British or Irish residents.
 - **Residents who spend 50 hours or more a week looking after or helping family members, friends, neighbours or others are more likely than other residents to contact the Council:** For example, 42% of residents who spend 50 hours or more caring for others contacted the Council, compared with 20% overall.
 - **Disabled residents are more likely than other residents to contact the Council:** For example, 38% of disabled residents contacted the Council compared with 17% of non-disabled residents.

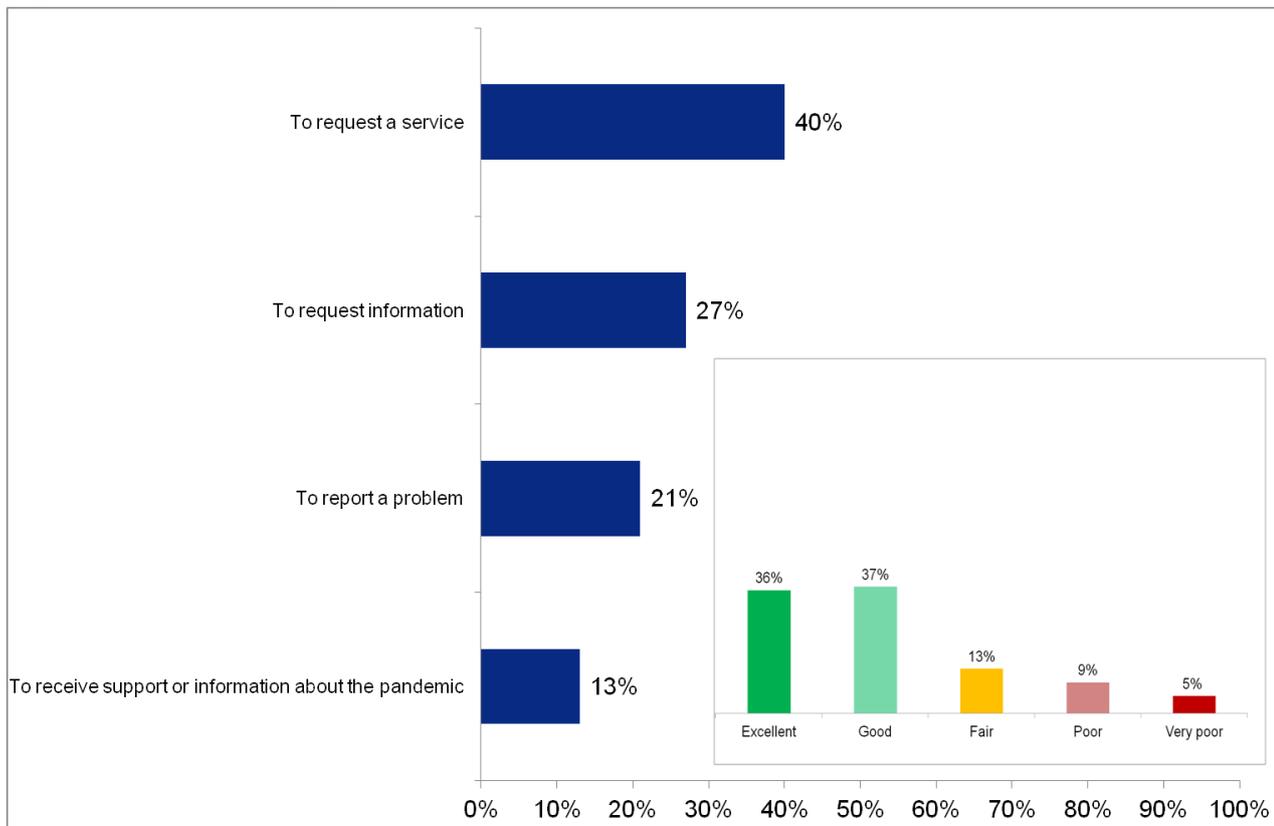
- **Residents in social housing are more likely to contact the Council:** For example, 35% of residents in social housing contacted the Council compared with 20% overall.

Reasons and satisfaction with the Council contact

Two fifths of residents who contacted the Council wanted to request a service and the majority have high satisfaction levels with the contact

- 2.5. 40% of residents that have contacted the Council said they wanted to request a service and 27% wanted to request information.
- 2.6. There are high levels of satisfaction with contacting the Council, including 36% giving an “excellent” rating and 37% a “good” rating. 14% of residents who contacted the Council rated the contact as at least poor.

Figure 2.2: Contacting the Council



Number of respondents: 328 for reason of contact (as question only asked to those who contacted the Council) / 364 for rating contact with the Council (only asked to those who contacted the Council).

Questions: What was your reason for contacting the council? / How would you rate your contact with the council?

- 2.7. In most cases, contact rating and reasons of contact are consistent across different demographic groups. However, there are a few demographic differences to note:
- **Men are more likely to request a service and less likely to report a problem:** For example, 52% of men contacted the Council to request a service compared with 29% of women who contacted the Council.
 - **Residents aged 18-34 are more likely to request information and less likely to report a problem:** For example, 55% of residents aged 18-34 contacted the Council to request information compared with 23% of residents aged 35-54 and 13% of those aged 55 and above.

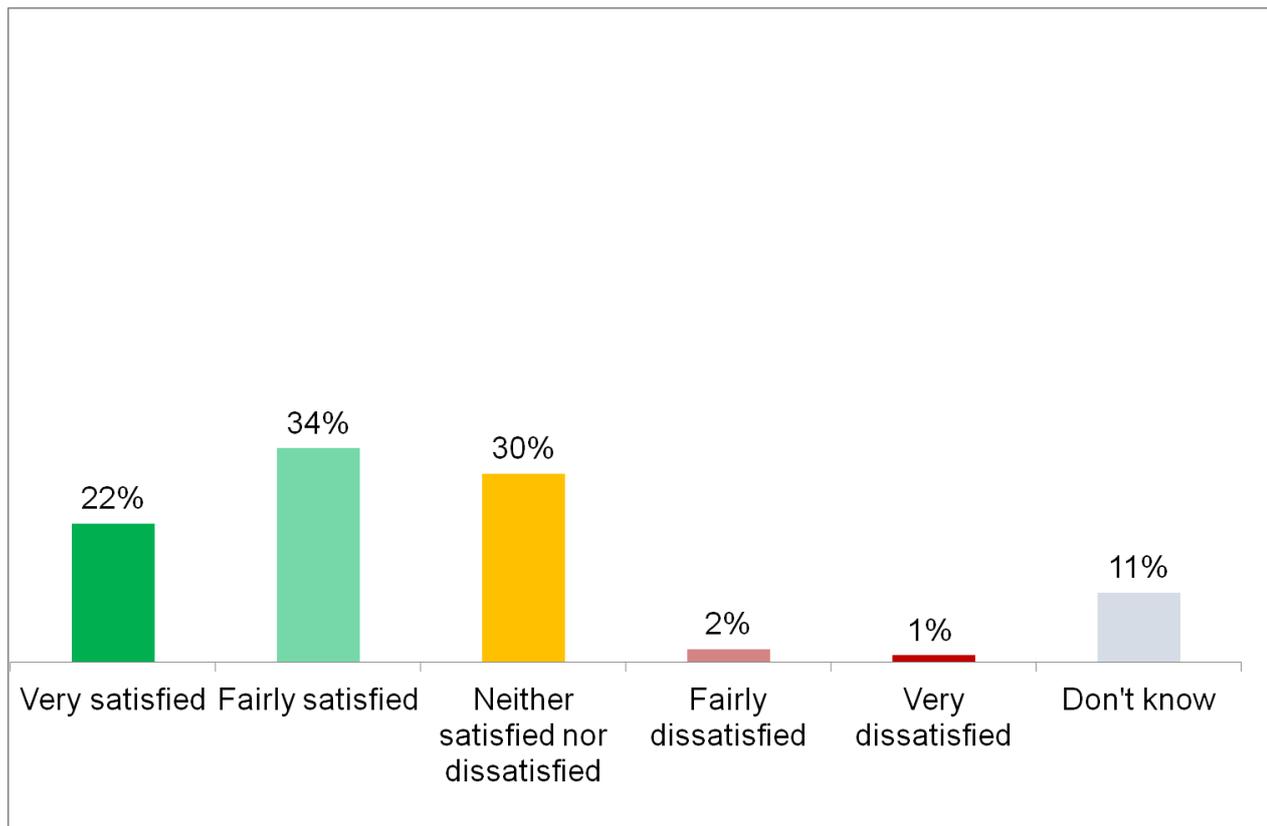
- **Non-White British or Irish residents are more likely to request a service:** For example, 49% of Non-White British or Irish residents contacted the Council to request a service compared with 38% of White British or Irish residents who contacted the Council.
- **Disabled residents are more likely to request a service:** For example, 49% of disabled residents contacted the Council to request a service compared with 40% of residents overall.
- **Parents or guardians of a dependent child are more likely than other residents to request information:** For example, 36% of residents who are parents or guardians contacted the Council to request information, compared with 27% overall.

Satisfaction with the Council's support to the local community

Above half of residents are satisfied with the way Bracknell Forest Council is supporting the local community during the pandemic

- 2.8. Overall, 56% of residents are at least fairly satisfied with the way Bracknell Forest Council is supporting the local community during the pandemic. Only 3% of residents are at least fairly dissatisfied with the way the Council is supporting the local community.
- 2.9. These results are similar to the Local Government Association's representative national survey of 912 people (June 2020), with 20% very satisfied, 39% fairly satisfied, 32% neither satisfied nor dissatisfied, 5% fairly dissatisfied and 3% very dissatisfied.

Figure 2.3: Satisfaction with Council's support



Number of respondents: 1826.

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

- 2.10. In most cases, satisfaction with the Council support is consistent across different demographic groups. However, there are a couple of demographic differences to note:
- **Disabled residents are less likely to be neutral about the way the Council is supporting the community than non-disabled residents:** For example, 18% are neither satisfied nor dissatisfied, compared with 31% of non-disabled residents.
 - **Residents in social housing are less likely than other residents to be neutral about the way the Council is supporting the community:** For example, 18% are neither satisfied nor dissatisfied with the Council support, compared with 30% overall.

Section 3: Community

Key issues/findings

- The majority of residents have not volunteered in the community during the pandemic.
- Above two-thirds of residents who volunteered in the community wanted to do good for others and the community, with residents aged 18-34 more likely to say so.
- The majority of residents who volunteered intend to keep volunteering in the local community, with those aged 18-34 less likely to do so.

Introduction

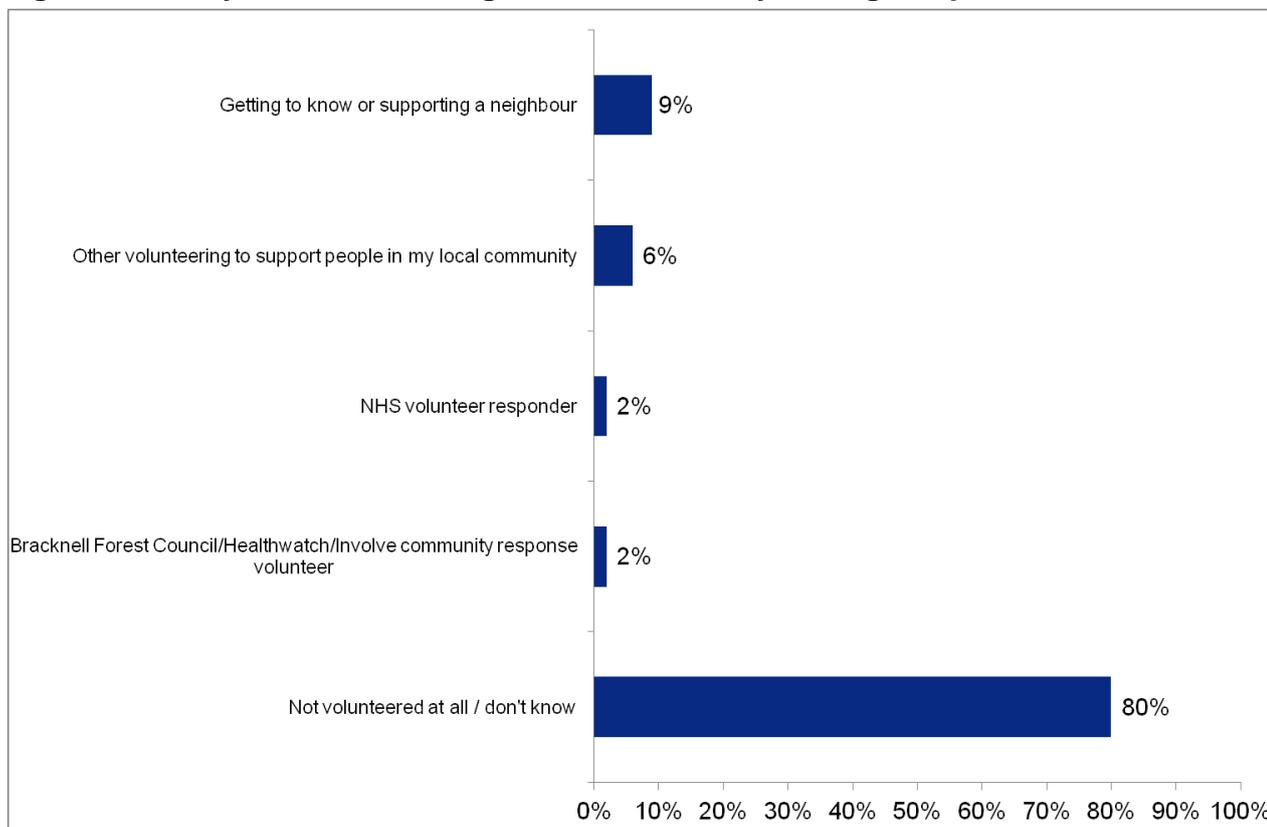
- 3.1. This section presents findings about volunteering and community during the pandemic, including:
- Ways of volunteering in the local community.
 - Reasons for volunteering in the local community.
 - Intention to keep volunteering.

Ways of volunteering in the community during the pandemic

The majority of residents have not volunteered in the community during the pandemic

3.2. Overall, 80% of residents did not mention any form of volunteering. 9% mentioned getting to know or supporting a neighbour.

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



Number of respondents: 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.

3.3. The findings are broadly consistent across demographic groups except for the following differences:

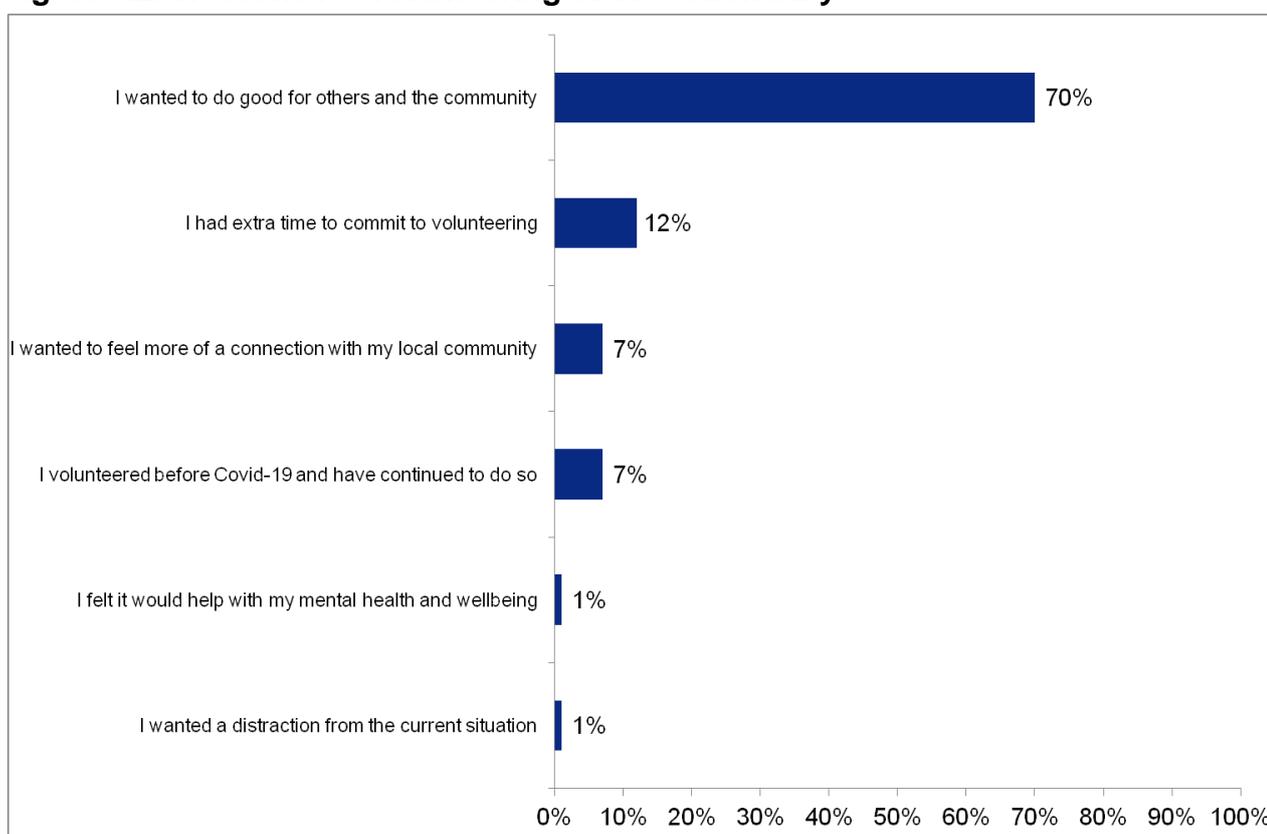
- **Younger residents are less likely to mention getting to know or supporting a neighbour:** For example, 2% of residents aged 18 to 34 said they got to know or supported a neighbour compared to 9% of residents overall.
- **Middle aged residents are slightly more likely to volunteer than other age groups:** 24% of 35-54 year olds volunteered, compared with 19% of 18-34 year olds and 17% 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).
- **Disabled residents are slightly less likely to volunteer than non-disabled residents:** 15% of disabled residents volunteered compared to 22% of non-disabled residents.
- **Residents that rent accommodation from a private landlord are less likely to volunteer in the local community than other residents:** For example, 10% of residents who rent accommodation from a private landlord have volunteered compared with 20% of residents overall.

Reasons for volunteering in the community

Above two-thirds of residents who volunteered in the community wanted to do good for others and the community, with residents aged 18-34 more likely to say so

- 3.4. 70% of residents that volunteered in the community said they wanted to do good for others and the community.
- 3.5. Residents aged 18-34 are more likely than other residents to say that they wanted to do good for others and the community, 78% did so, compared with 71% of residents aged 35-54 and 63% of residents aged 55 and above.
- 3.6. Non-White British or Irish residents are more likely to say they wanted to do good for others and the community (83%).
- 3.7. Disabled residents are more likely to say they wanted to do good for others and the community (86%).
- 3.8. Parents or guardians are less likely to say they had the extra time to commit to volunteering, 4% said so, compared with 18% of other residents.

Figure 3.2: Reasons for volunteering in the community



Number of respondents: 332 (only asked to those who volunteered).

Question: What were your reasons for choosing to volunteer in your local community during Covid-19?

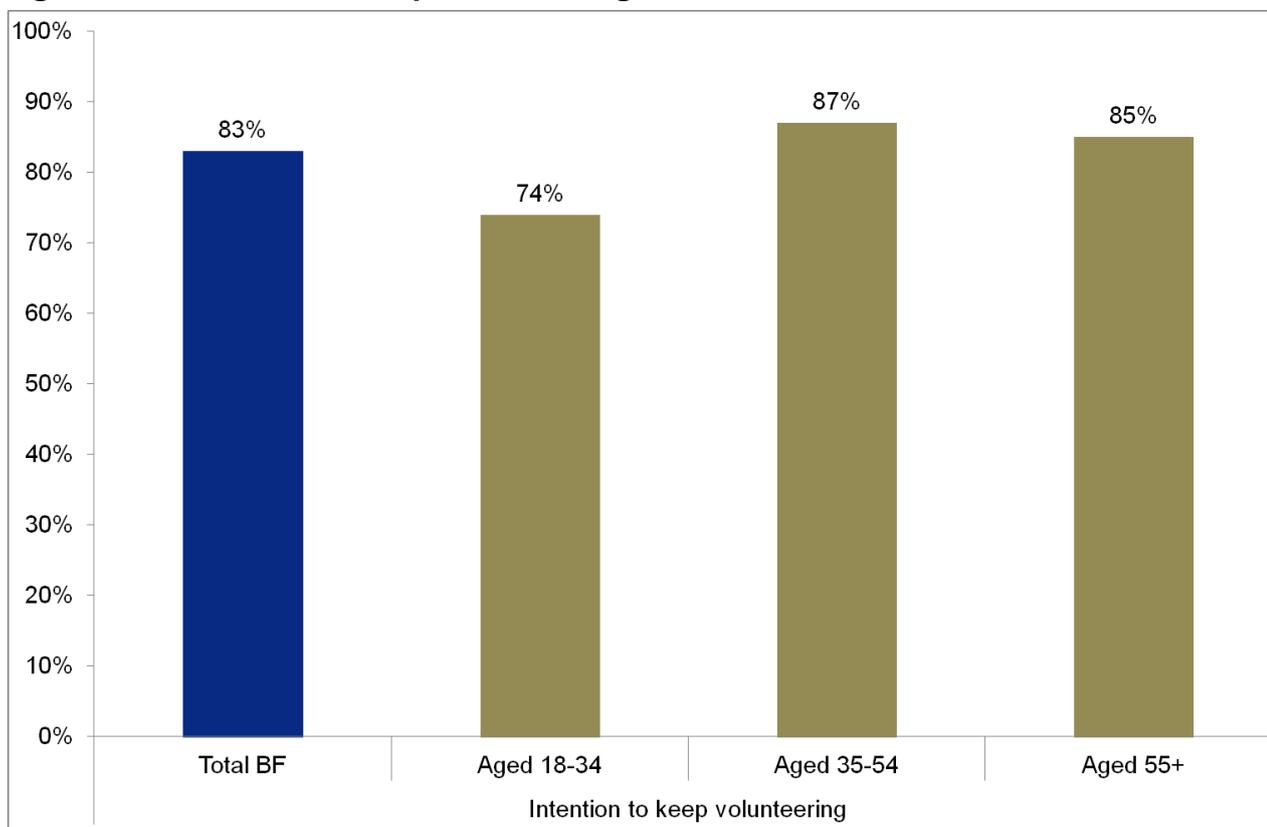
Note: Respondents could select more than one answer.

Intention to keep volunteering

The majority of residents who volunteered intend to keep volunteering in the local community, with those aged 18-34 less likely to do so

- 3.9. Overall, 83% of residents that volunteered were intending to keep volunteering in the community, with 14% not intending to keep volunteering.
- 3.10. Residents aged 18-34 were less likely to say that they were intending to keep volunteering, 74% said so.
- 3.11. Non-White British or Irish residents were less likely to intend to keep volunteering, 74% said they were intending to keep volunteering.
- 3.12. Disabled residents were more likely to say they were intending to keep volunteering - 97% said they were intending to keep volunteering.

Figure 3.3: Intention to keep volunteering



Number of respondents: 372 (only residents who volunteered).

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

Section 4: Digital activity

Key issues/findings

- Almost all residents have access to internet at home, 91% have access to a smart phone, 82% have access to a laptop and 71% have access to an iPad or tablet. Women are less likely to have access to a home computer and older residents are less likely to have access to a smart phone.
- Almost all residents have used the internet and half of them have used it more often since the lockdown began. The majority of residents said they communicated using digital technology such as Zoom, Teams, WhatsApp or Facetime, accessed services on-line, such as shopping, ordering takeaway or online banking and engaged on social media. However, the majority of residents have not contacted the Council online.
- The majority of residents are confident on-line, although older residents are less confident.

Introduction

4.1. This section presents findings about doing activities on-line, including during the pandemic, including:

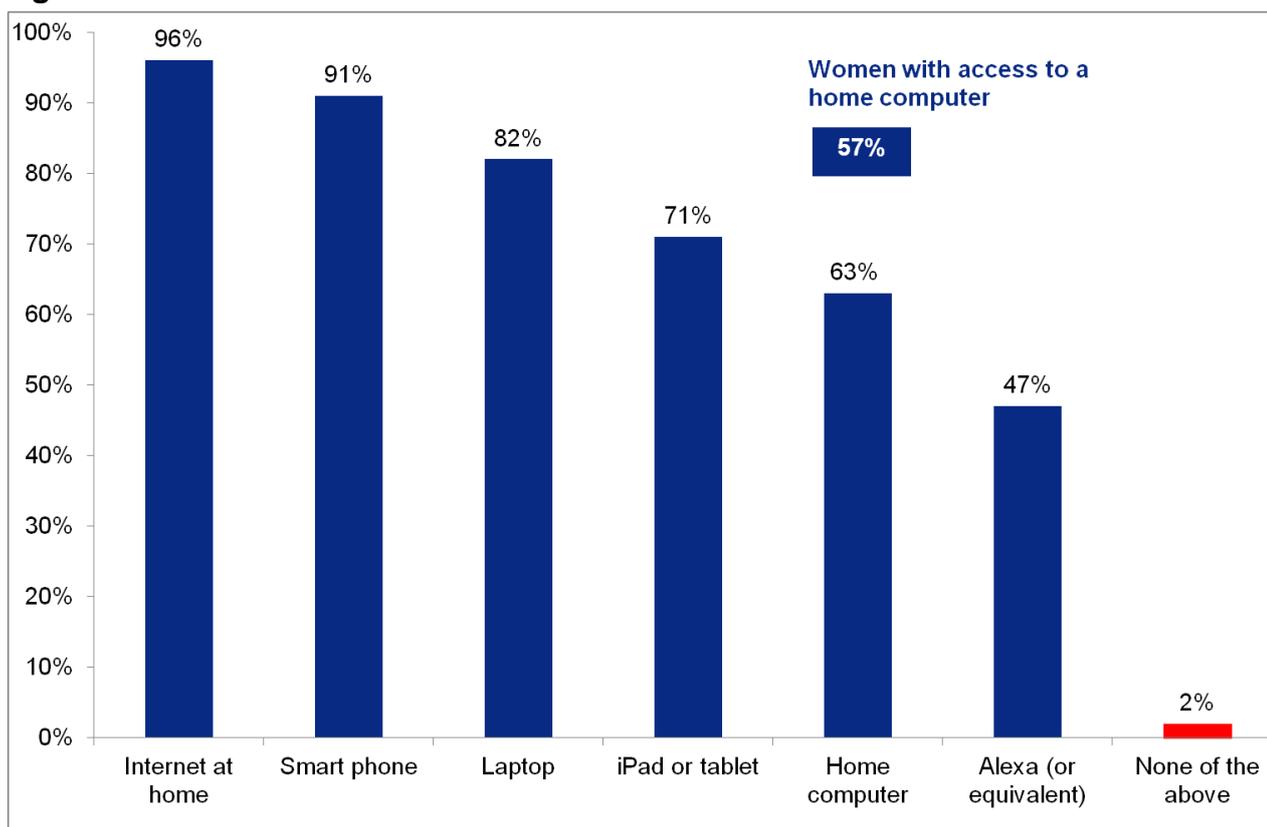
- Access to internet and devices.
- Frequency of online activities.
- Confidence in accessing services online.

Access to internet and devices

Almost all residents have access to internet at home, 91% have access to a smart phone, 82% have access to a laptop and 71% have access to an iPad or tablet. Women are less likely to have access to a home computer and older residents are less likely to have access to a smart phone.

- 4.2. Overall, 96% of residents have access to internet at home, 91% have access to a smart phone and 82% have access to a laptop.
- 4.3. 71% of residents have access to an iPad or a tablet.
- 4.4. 63% have access to a home computer.

Figure 4.1: Access to internet and devices



Number of respondents: 1826.

Question: Which of the following do you have access to?

Note: Respondents could select more than one answer.

- 4.5. The following demographic groups are **less likely** to have access to the mentioned devices:
 - **Women:** 57% have access to a home computer compared with 68% of men.
 - **Residents aged 55 and above:** 78% have access to a smart phone compared with 98% and 97% of residents aged 18-34 and 35-54, respectively.
 - **Non-White British or Irish residents:** 36% have access to Alexa or equivalent compared with 50% of White British or Irish residents.
 - **Residents who look after family members, friends, neighbours or others for 35 or more hours a week:** 19% and 36% of residents who provide care for 35-49 hours and 50 or more hours a week respectively have access to Alexa or equivalent compared with 47% overall.

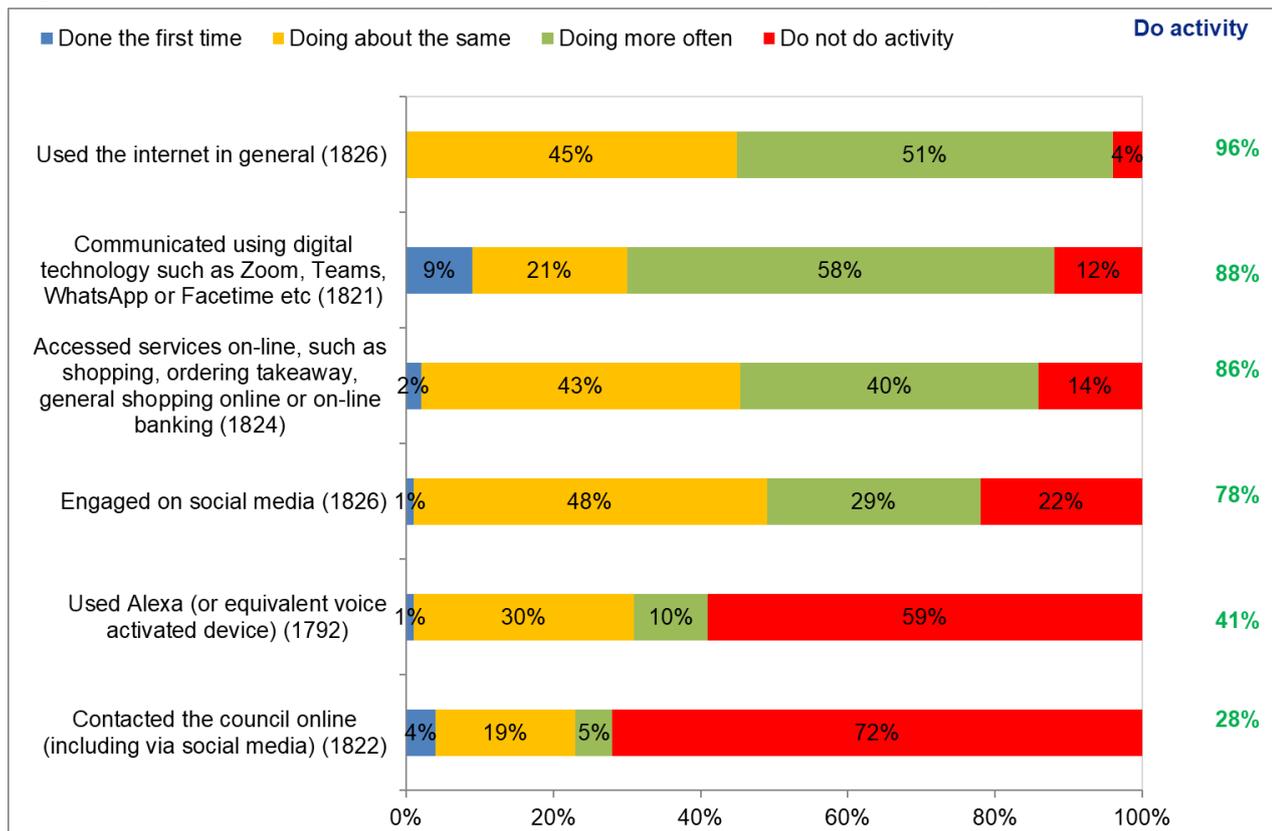
- **Disabled residents:** 49% have access to an iPad or a tablet compared with 75% of non-disabled residents.
- **Residents in social housing:** 42% have access to a home computer compared with 63% of residents overall.
- **Residents who are not parents or guardians:** 38% have access to Alexa or equivalent compared with 60% of parents or guardians.

Frequency of online activities

Almost all residents have used the internet and half of them have used it more often since the lockdown began. The majority of residents said they communicated using digital technology such as Zoom, Teams, WhatsApp or Facetime, accessed services on-line, such as shopping, ordering takeaway or online banking and engaged on social media. However, the majority of residents have not contacted the Council online.

- 4.6. Overall, 96% of residents used the internet; 51% have used it more often since the lockdown began and 45% continued using it with the same frequency.
- 4.7. 88% of residents communicated using digital technology such as Zoom, Teams, WhatsApp or Facetime; 58% have done this more often since the lockdown began and 21% continued doing this with the same frequency.
- 4.8. 86% of residents accessed services on-line, such as shopping, ordering takeaway or online banking and 78% engaged on social media.
- 4.9. Men were less likely to use the internet more often since the lockdown began, 43% have said so.
- 4.10. Residents aged 55 and above are less likely to engage on social media, 56% have engaged on social media.
- 4.11. Non-White British or Irish residents are less likely to use Alexa or equivalent voice activated device, 28% have done so.
- 4.12. Residents who look after family members, friends, neighbours or others for 35-49 hours a week are more likely to contact the Council online, 79% have done so.
- 4.13. Disabled residents are less likely to communicate using digital technology such as Zoom, Teams, WhatsApp or Facetime, 70% have done so.
- 4.14. Residents in social housing were less likely to communicate using digital technology such as Zoom, Teams, WhatsApp or Facetime more often since the lockdown began, only 37% have done so.
- 4.15. Parents or guardians are more likely to use Alexa or equivalent, 55% have done so.
- 4.16. Residents who are not confident in accessing services on-line were less likely to say they have communicated using digital technology such as Zoom, Teams, WhatsApp or Facetime more often since the lockdown began, only 7% of those who are not confident at all said they communicated using digital technology more often, compared with 69% and 54% of those who are very confident and quite confident, respectively.

Figure 4.2: Frequency of online activities since the lockdown began



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

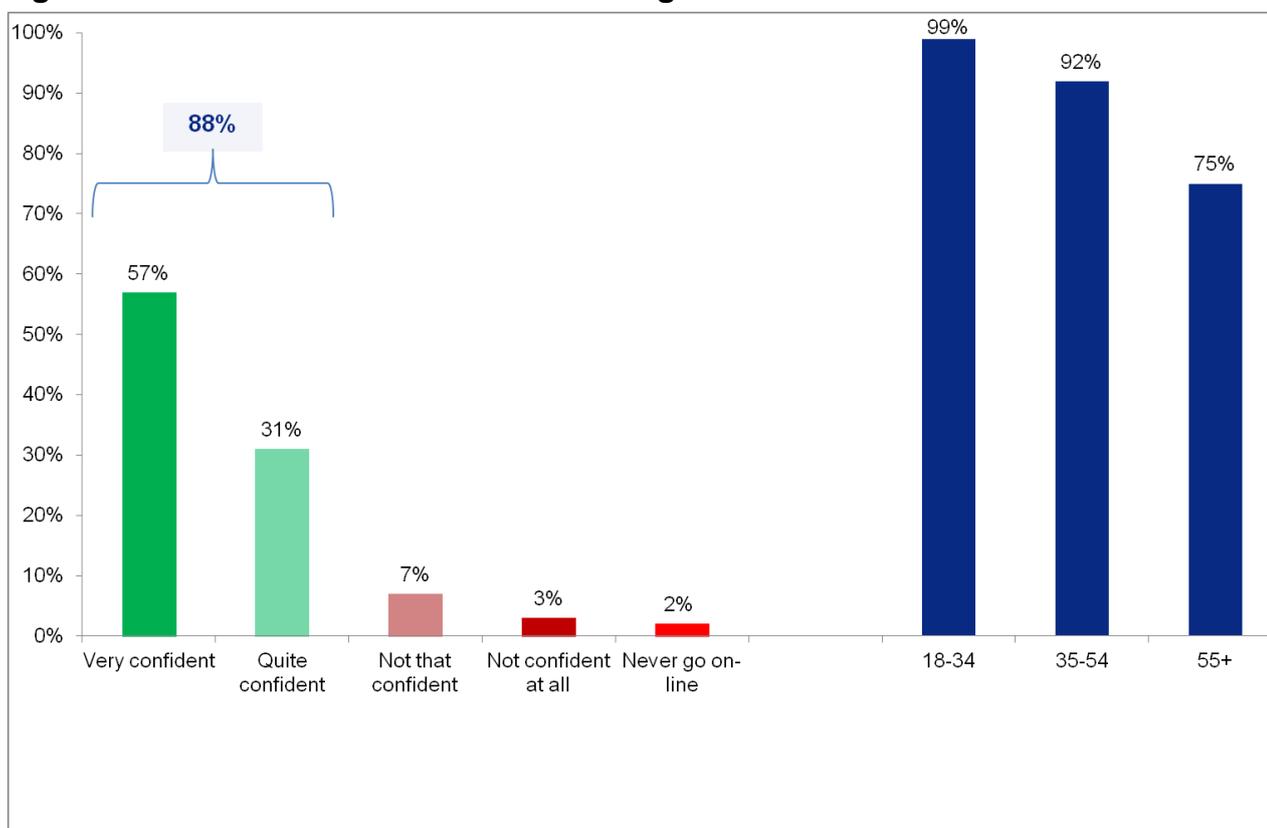
Question: Which of the following activities have you done for the first time or done more often since the lockdown began on 23 March?

Confidence in accessing services online

The majority of residents are confident on-line, although older residents are less confident

- 4.17. 88% of residents are at least quite confident accessing services online, with 57% very confident.
- 4.18. Perhaps not surprisingly, confidence to access services online is related to age, with younger residents more confident than older residents. For example, 99% of residents aged 18-34 are confident compared with 75% of residents aged 55 and over.
- 4.19. Similarly, 67% of retired residents are confident. This is also related to age.
- 4.20. Confidence accessing services online is lower among residents who look after family members, friends, neighbours or others for 50 or more hours a week. 69% said they were confident.
- 4.21. 73% of disabled residents are confident, compared with 90% of non-disabled residents.
- 4.22. 68% of residents in social housing said they were confident to access services online.

Figure 4.3: Level of confidence in accessing services online



Number of respondents: 1827.

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

Section 5: Environment

Key issues/findings

- The majority of residents believe that Covid-19 is a chance for people to be more environmentally friendly and that this is an opportunity for Bracknell Forest to accelerate its plans to become Carbon Neutral by 2050.
- Most residents have made changes to reduce their carbon footprint during the pandemic.
- Above two-fifths of residents who have made changes to reduce their carbon footprint during the pandemic will maintain driving less.

Introduction

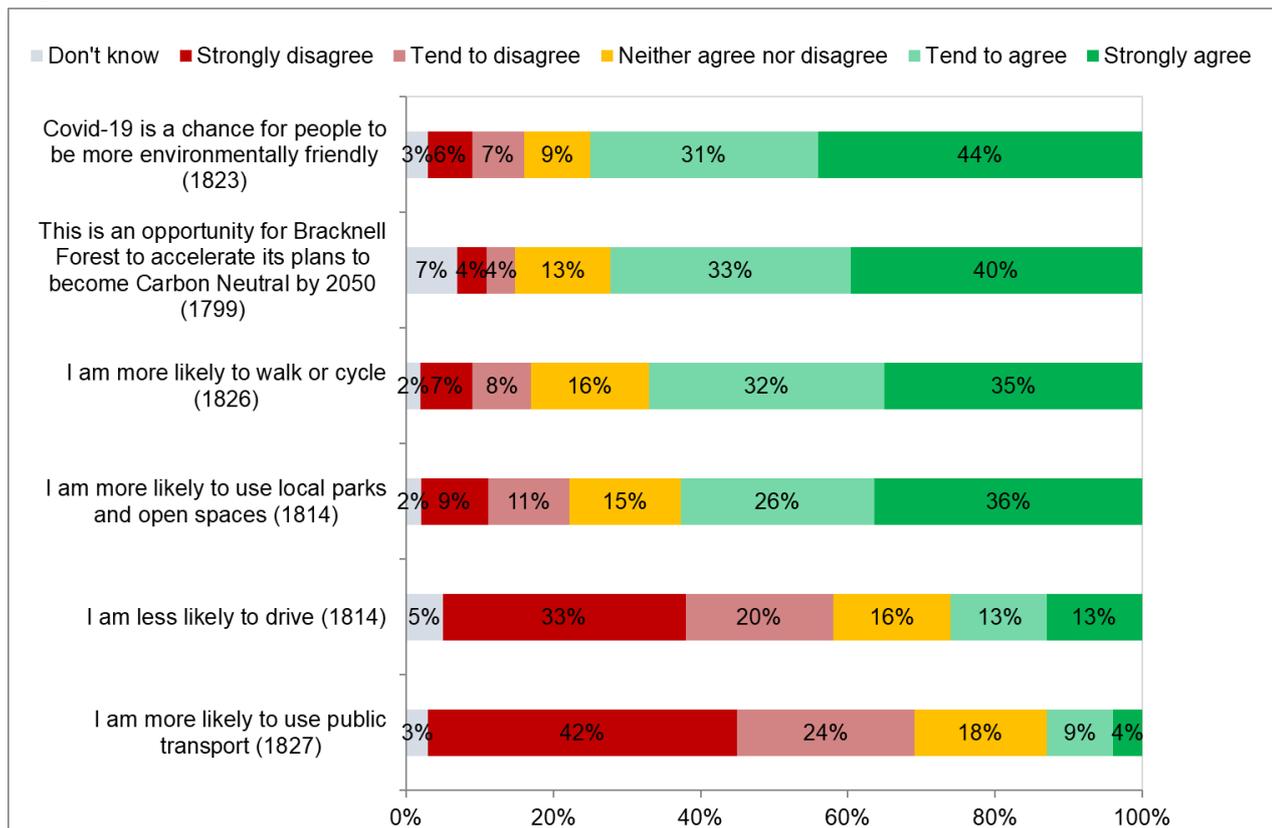
5.1. This section presents findings about travel and the environment, as a result of the pandemic.

Travel and the environment in the future

The majority of residents believe that Covid-19 is a chance for people to be more environmentally friendly and that this is an opportunity for Bracknell Forest to accelerate its plans to become Carbon Neutral by 2050

- 5.2. 75% of residents said they agree that Covid-19 is a chance for people to be more environmentally friendly and 73% agreed that this is an opportunity for Bracknell Forest to accelerate its plans to become Carbon Neutral by 2050.
- 5.3. 67% agreed that they are more likely to walk or cycle and 62% agreed they are more likely to use local parks and open spaces.
- 5.4. 26% agreed they are less likely to drive, while 53% disagreed. However, it is worth noting that 41% of residents have already been driving less as shown in the following subsection.
- 5.5. Just 13% said they are more likely to use public transport, whereas 66% disagreed.

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?

5.6. The following demographic groups are less likely to agree with the mentioned statements:

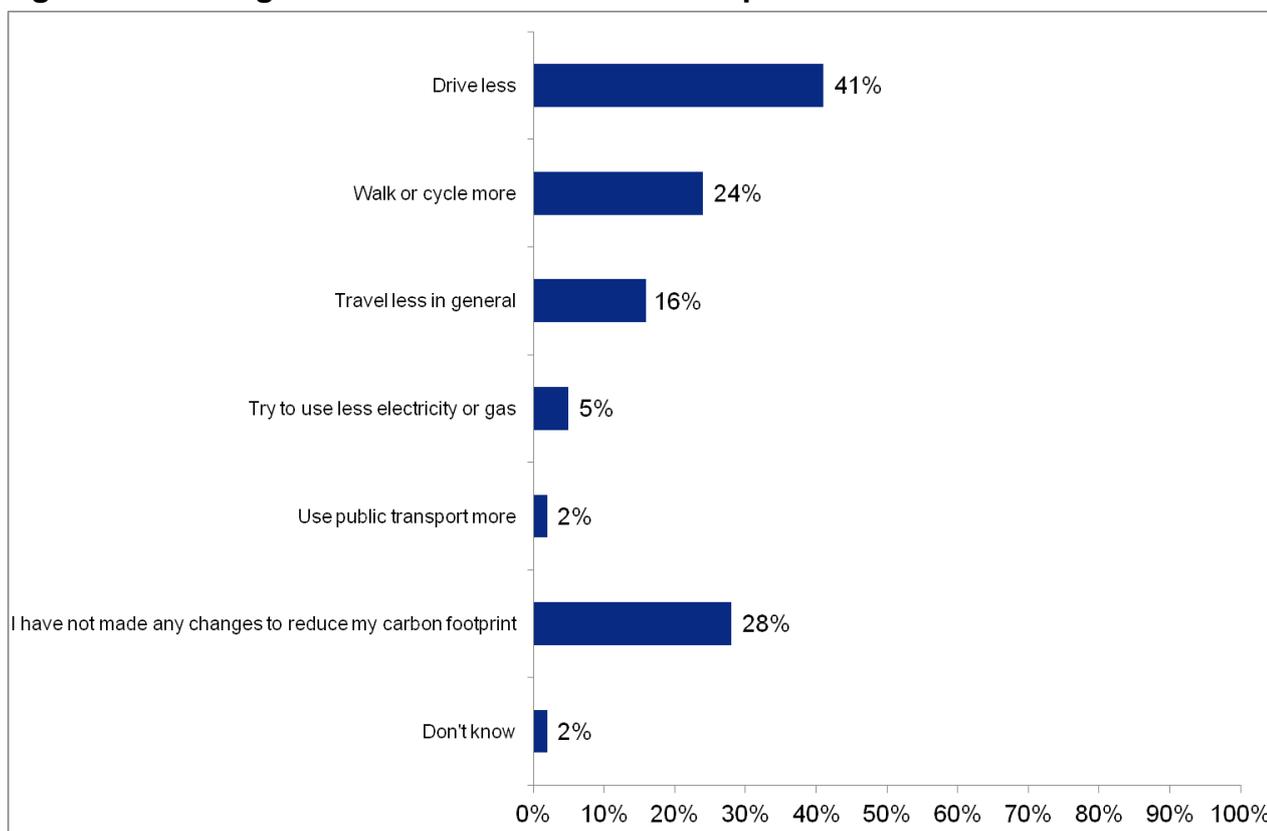
- **Men:** 62% are more likely to walk or cycle compared with 72% of women.
- **Residents aged 35 and above:** 70% of residents aged 35-54 and 73% of those aged 55 and above are likely to agree that Covid-19 is a chance for people to be more environmentally friendly compared with 87% of residents aged 18-34.
- **White British or Irish residents:** 10% are more likely to use public transport compared with 22% of Non-White British or Irish residents.
- **Disabled residents:** 52% are more likely to walk or cycle compared with 71% of non-disabled residents.

Changes made to reduce carbon footprint

Most residents have made changes to reduce their carbon footprint during the pandemic

- 5.7. Two-fifths of residents said they drive less (41%) and a quarter said they walk or cycle more (24%). 28% said they have not made any changes to reduce their carbon footprint.
- 5.8. Younger residents are more likely than older residents to walk or cycle more. For example, 37% of residents aged 18-34 walk or cycle more compared with 13% of residents aged 55 and over.
- 5.9. 49% of residents who look after family members, friends, neighbours or others for 35-49 hours a week said they have not made any changes to reduce their carbon footprint, compared with 28% of residents overall.
- 5.10. 12% of disabled residents walk or cycle more, compared with 26% of non-disabled residents.
- 5.11. 29% of residents in social housing and 25% of those who rent from a private landlord said they drive less.

Figure 5.2: Changes made to reduce carbon footprint



Number of respondents: 1824.

Question: What, if any, changes have you made to reduce your carbon footprint during the pandemic?

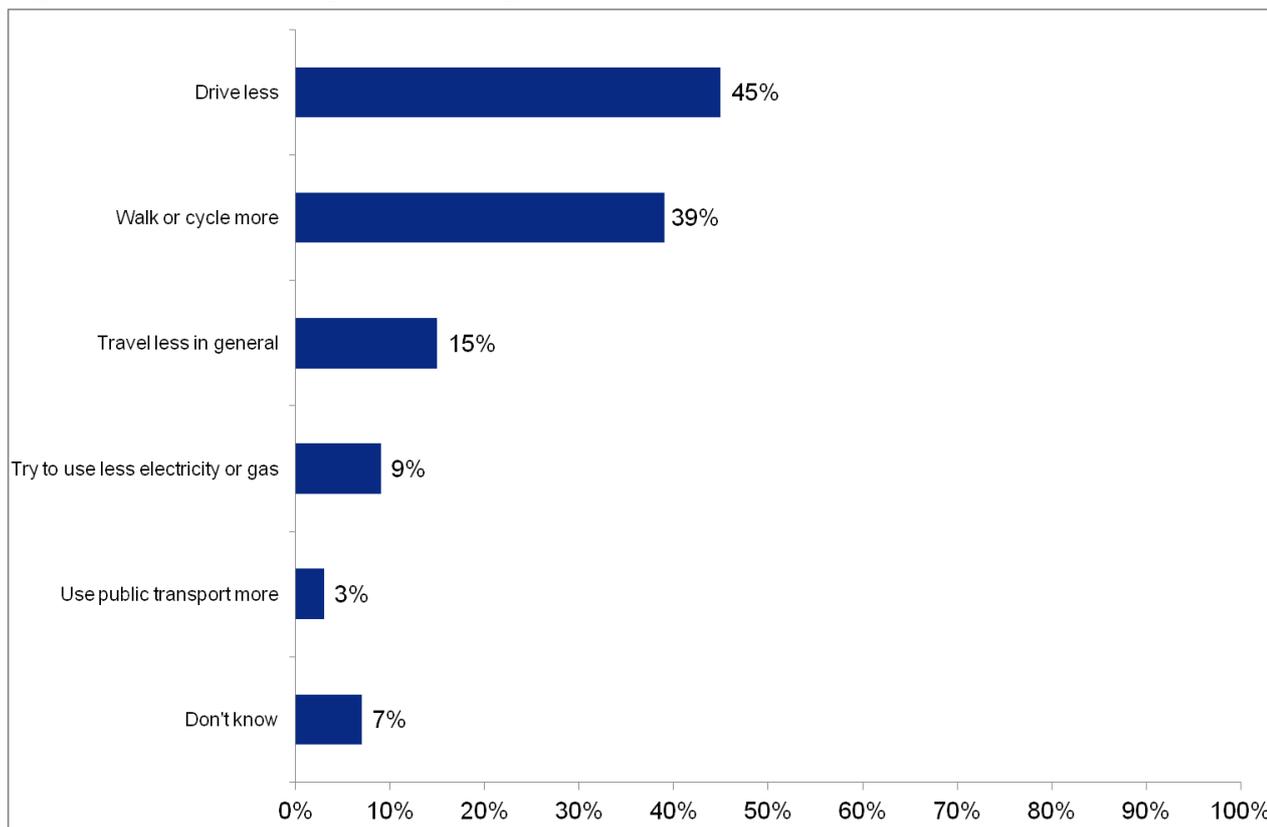
Note: Respondents could select more than one answer.

Continuing with changes made to reduce carbon footprint

Above two-fifths of residents who have made changes to reduce their carbon footprint during the pandemic will maintain driving less

5.12. Above two-fifths of residents who have made changes to reduce their carbon footprint said they will continue to drive less (45%) and two-fifths said they will continue to walk or cycle more (39%). 15% said they will continue to travel less in general.

Figure 5.3: Continuing with changes made to reduce carbon footprint



Number of respondents: 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.

Section 6: Employment and the economy

Key issues/findings

- Two-fifths of residents are still employed on the same terms and conditions, with an additional 12% furloughed at the time of the survey.
- Around half of residents who are in employment or education are now working from home and around two-fifths are going into a place of work.
- The majority of residents have not accessed or received support from the UK Government since the pandemic began, with Non-White British or Irish residents 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.

Introduction

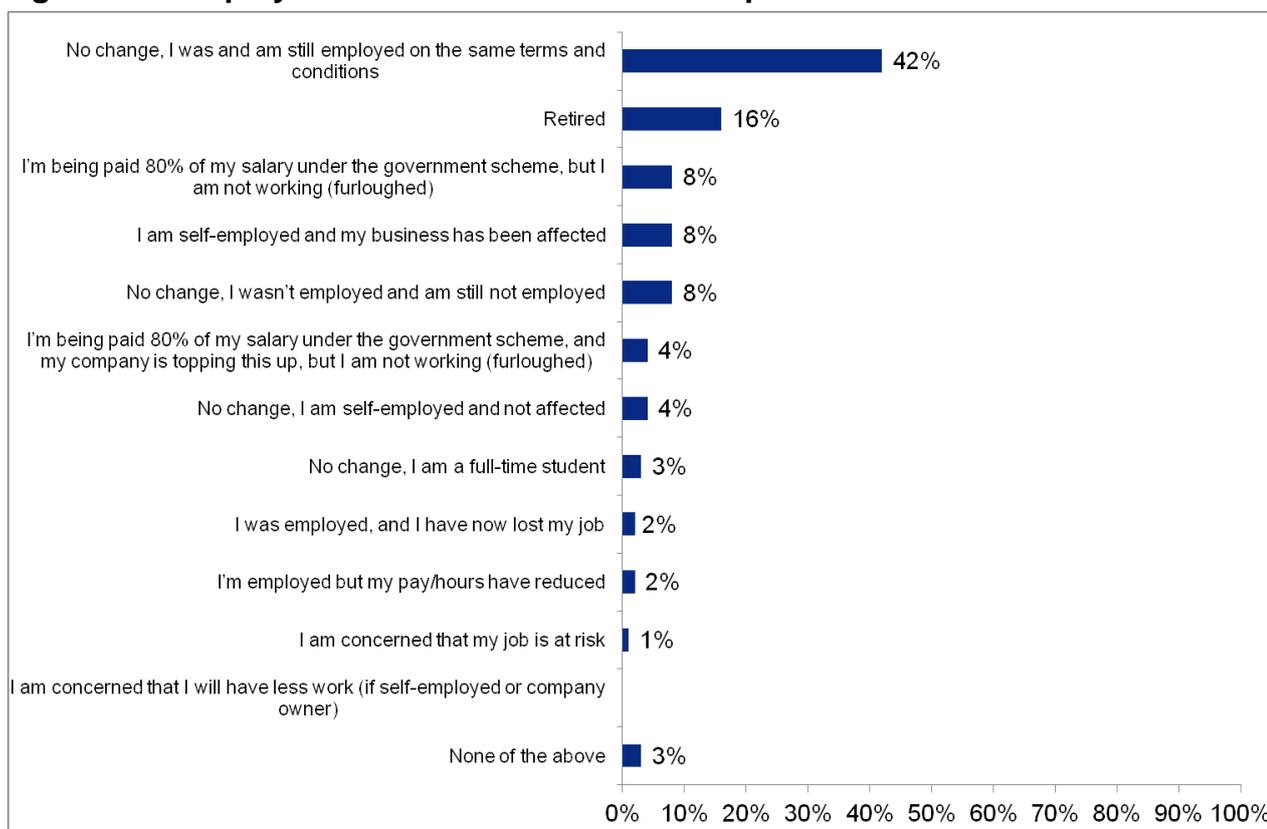
- 6.1. This section presents findings about employment and the economy, including:
- Employment status.
 - Current working arrangement.
 - Support from the UK Government.
 - Likelihood to do activities as lockdown is eased.

Employment status as a result of the pandemic

Two-fifths of residents are still employed on the same terms and conditions, with an additional 12% furloughed at the time of the survey

- 6.2. Overall, 42% of residents are still employed on the same terms and conditions.
- 6.3. 8% said they are furloughed receiving 80% of their salary and a further 4% said they are furloughed receiving their full salary.
- 6.4. Additionally, 8% said they're self-employed and their business has been affected, 2% said they have lost their job, 2% said their hours or pay have been reduced and 1% said they are concerned that their job is at risk.
- 6.5. 16% said they were retired.

Figure 6.1: Employment status as a result of the pandemic



Number of respondents: 1826.

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

Note: Respondents could select more than one answer.

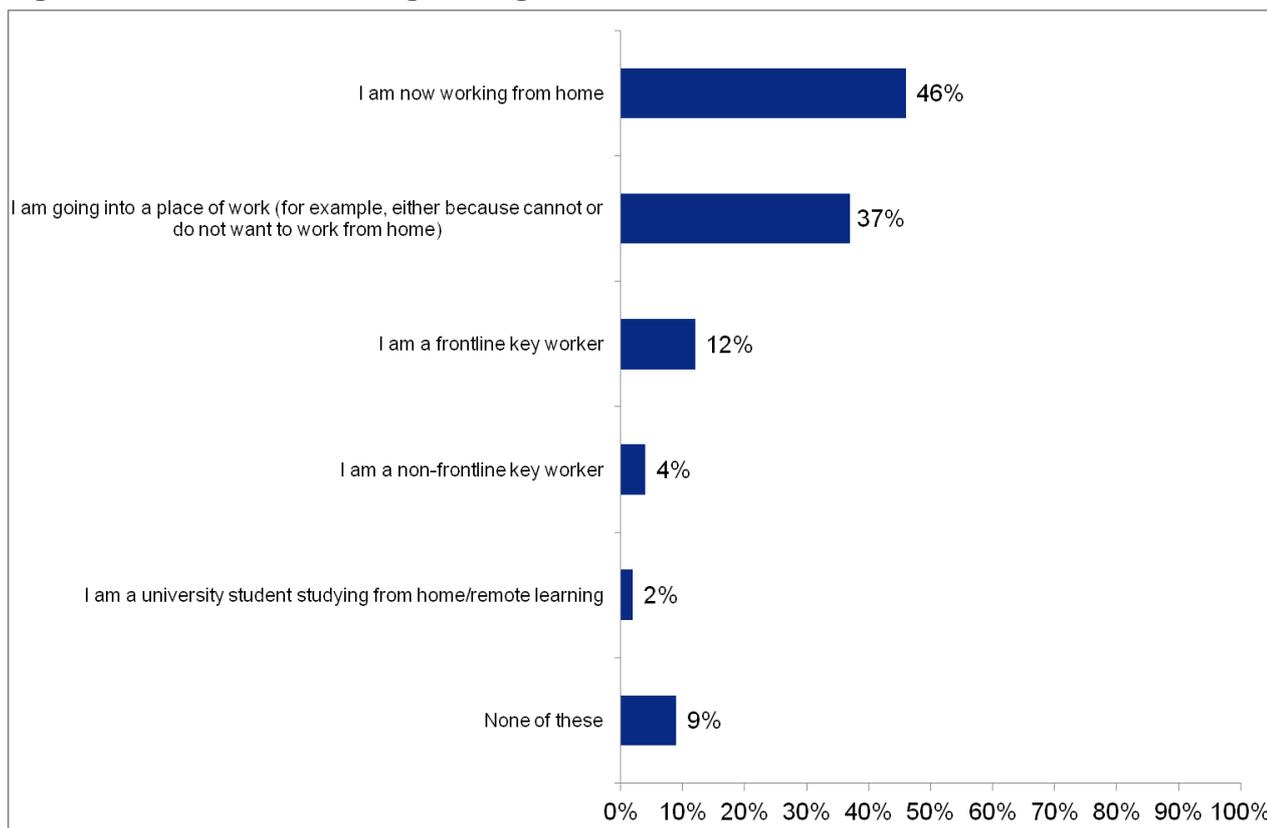
- 6.6. The findings are consistent across demographic groups except for the following differences:
 - **Residents that look after family members, friends, neighbours or others for 35-49 hours a week are more likely to remain unemployed:** For example, 40% of residents that look after family members, friends, neighbours or others for 35-49 hours a week said they were not and are still not employed compared to 8% of residents overall.

Current working arrangement

Around half of residents who are in employment or education are now working from home and around two-fifths are going into a place of work

- 6.7. 46% of residents that are in employment or education said they are now working from home and 37% said they are going into a place of work, for example, either because they cannot or do not want to work from home.
- 6.8. Men (41%) are slightly more likely than women (34%) to say they are going into a place of work.
- 6.9. Non-White British/Irish residents (42%) are slightly more likely to say they are going into a place of work than White British/Irish residents (36%).
- 6.10. Non-disabled residents (38%) are also slightly more likely to say they are going into a place of work than disabled residents (31%).
- 6.11. Residents in social housing are less likely to say they are now working from home (18%), and more likely to be going into a place of work (51%).
- 6.12. Parents or guardians of a dependent child are more likely to say they are now working from home, 51% said so, compared with 41% of other residents.

Figure 6.2: Current working arrangement



Number of respondents: 1061 (only asked to those who are in employment or education).

Question: What is your current working arrangement?

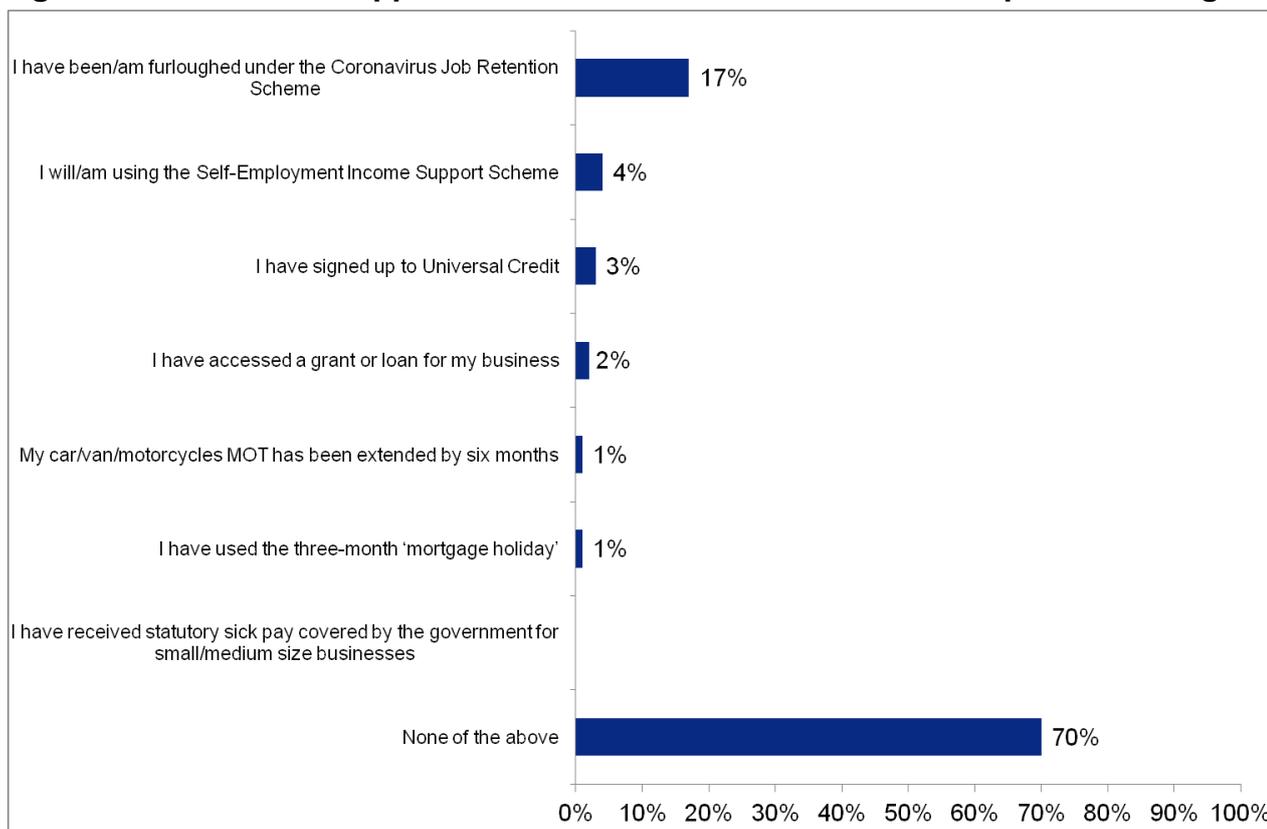
Note: Respondents could select more than one answer.

Support from the UK Government since the pandemic began

The majority of residents have not accessed or received support from the UK Government since the pandemic began, with Non-White British or Irish residents less likely to have accessed or received support

- 6.13. Overall, 70% of residents have not accessed or received any support from the UK Government. 17% said they have been or are furloughed under the Coronavirus Job Retention Scheme and 3% have signed up to Universal Credit.
- 6.14. Residents aged 18-34 were more likely to say they have been or are furloughed under the Coronavirus Job Retention Scheme, 27% said so.
- 6.15. Non-White British or Irish residents were less likely to have accessed or received support, 78% said they have not accessed or received support.
- 6.16. Residents who support family members, friends, neighbours or others for 50 hours or more a week were less likely to have accessed or received support, 21% said they have accessed or received support.

Figure 6.3: Access to support from the UK Government since the pandemic began



Number of respondents: 1802.

Question: 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)?

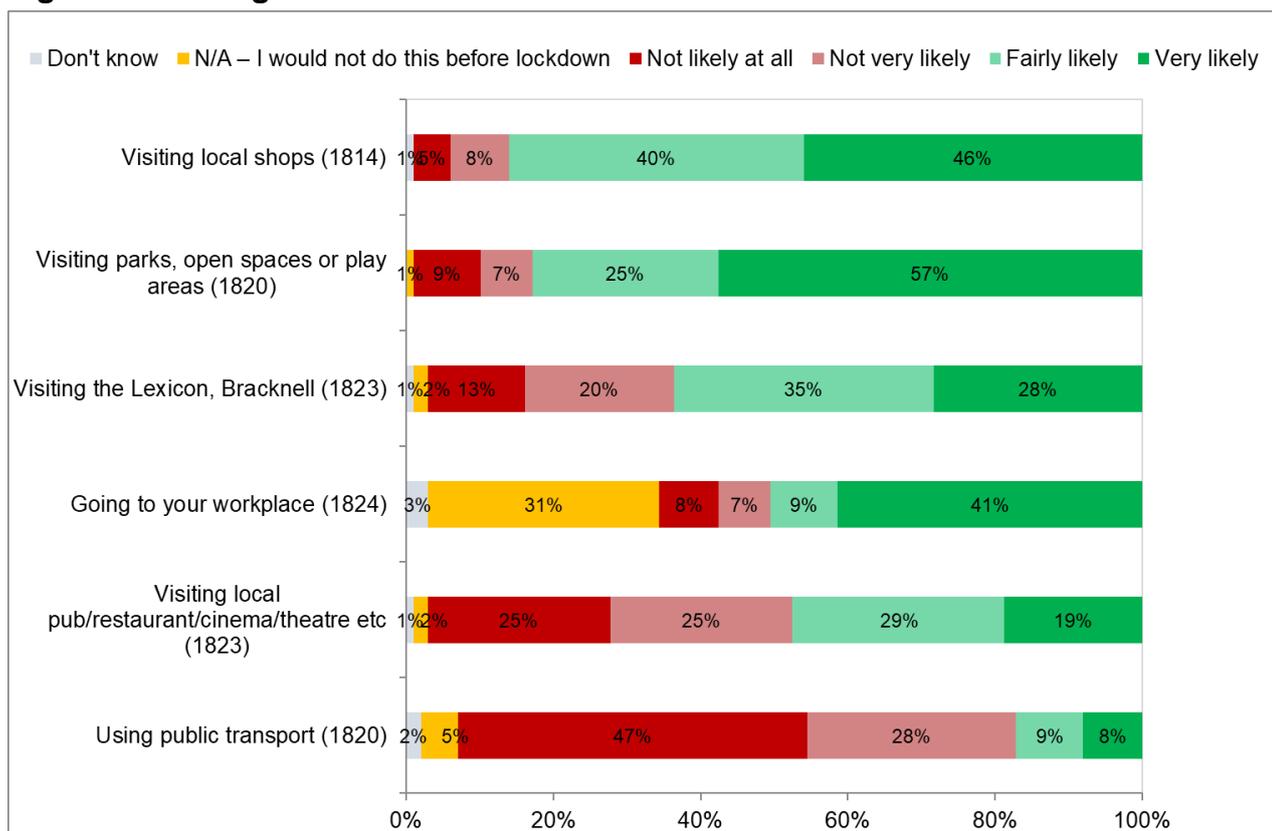
Note: Respondents could select more than one answer.

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

- 6.17. Overall, 86% of residents said they are likely to visit local shops as lockdown is eased. 82% of residents said they are likely to visit parks, open spaces or play areas and 63% said they are likely to visit the Lexicon, Bracknell. 50% said they are likely to go to their workplace.
- 6.18. 48% said they are likely to visit local pubs, restaurants, cinemas or theatres.
- 6.19. Only 17% said they are likely to use public transport (75% not likely).

Figure 6.4: 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 that are now permitted?

6.19. The following are demographic differences to note:

- Men are more likely to use public transport. 22% are likely to do so.
- Residents aged 55 and above are less likely to go to a workplace. 33% are likely to go to their workplace.
- Non-White British or Irish residents are more likely to visit the Lexicon, Bracknell. 74% are likely to do so.
- Full-time students are more likely to visit local pubs, restaurants, cinemas or theatres. 83% are likely to do so.
- Residents who look after family members, friends, neighbours or others for 35-49 hours a week are less likely to go to a workplace. 0% mentioned this.

- Disabled residents are less likely to visit the Lexicon, Bracknell and local pubs, restaurants, cinemas or theatres. 43% and 26% are likely to visit the Lexicon and local pubs/restaurants/cinemas/theatres, respectively.
- Parents or guardians of a dependent child are less likely to use public transport. 10% said they are likely to do so.

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, although there are notable negative impacts on work, finances, education and also physical and mental wellbeing.
- Around six-in-ten residents spent more time in nature, visiting open spaces since lockdown began on 23rd of March and about half of residents tried a new form of exercise or exercised more, while smoking and drinking levels remained about the same.
- Two-thirds of residents feel that their health and care needs have been supported overall during the pandemic, with those aged 18-34 more likely to say so (and by extension older residents less likely to say so).
- The majority of residents are confident accessing health and care services that are not Covid-19 related, although disabled residents are less confident.
- Two-fifths of residents said they had avoided going to the GP / hospital because they did not want to overburden them and a third said they have had a pre-existing (non-GP/hospital) medical appointment postponed because of Covid-19, for example a dentist or optician appointment (older and disabled residents are more likely to have had an appointment postponed).
- The majority of residents do not need any help or support due to their experience of Covid-19.
- The majority of residents said they are aware of the new national Covid-19 Test and Trace system and will comply with it.

Introduction

7.1. This section presents findings about residents' life, health and wellbeing, and the pandemic, including:

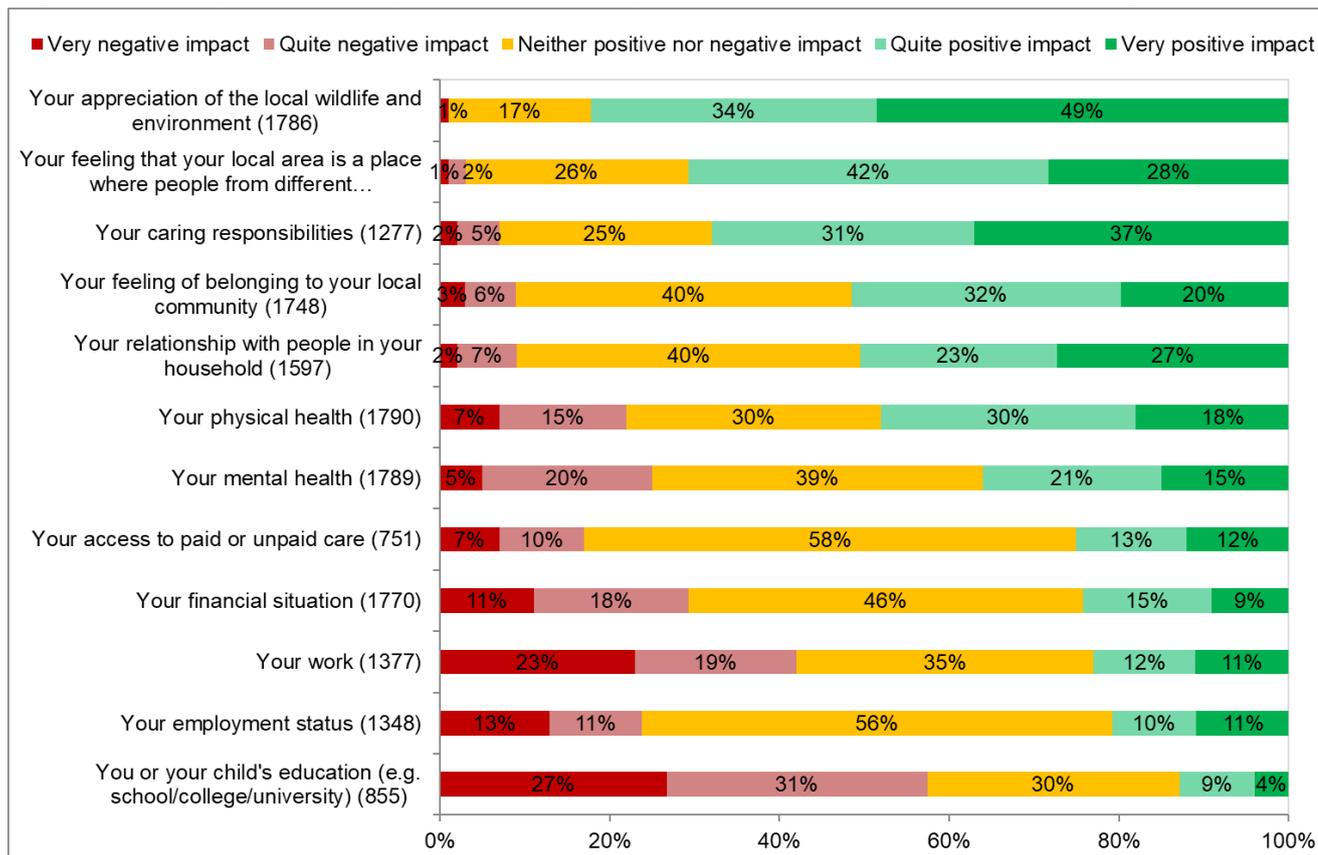
- Impact of the pandemic on aspects of life, health and wellbeing.
- Frequency of doing activities since the lockdown began.
- Health and care support during the pandemic.
- Confidence in accessing health and care services that are not Covid-19 related.
- Health and medical experiences.
- Needed support.
- Awareness of and compliance with the new national Covid-19 Test and Trace system.

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, although there are notable negative impacts on work, finances, education and also physical and mental wellbeing

- 7.2. Overall, 83% of residents said that the pandemic had a positive impact on their appreciation of the local wildlife and environment. 70% 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 and 68% said it had a positive impact on their caring responsibilities.
- 7.3. 52% of residents said that the pandemic had a positive impact on their feeling of belonging to the local community and 50% said it had a positive impact on their relationship with people in their household.
- 7.4. 48% said it had a positive impact on their physical health (although 22% cited a negative impact), 36% of residents said the pandemic had a positive impact on their mental health (25% negative) and 25% said it had a positive impact on their access to paid or unpaid care (17% negative).
- 7.5. 24% said the pandemic had a positive impact on their financial situation and 29% said it had a negative impact.
- 7.6. 23% believed the pandemic had a positive impact on their work, whereas 42% said it had a negative impact.
- 7.7. 21% said the pandemic had a positive impact on their employment status and 24% said it had a negative impact.
- 7.8. Only 13% believed the pandemic had a positive impact on their or their children's education (e.g. school/college/university), while 58% 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?

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

- **Younger residents are less likely to say that the pandemic had a positive impact on their mental health:** For example, 24% of residents aged 18 to 34 said the pandemic had a positive impact on their mental health compared to 36% of residents overall.
- **Non-White British or Irish residents are more likely to say that the pandemic had a positive impact on their relationship with people in their household:** For example, 61% of Non-White British or Irish residents said the pandemic had a positive impact on their relationship with people in the household compared to 50% of residents overall.
- **Disabled residents are less likely to say that the pandemic had a positive impact on their physical health:** For example, 23% said so compared with 48% of residents overall.
- **Residents in social housing are less likely than other residents to say that the pandemic had a positive impact on their physical health:** For example, 27% of residents in social housing said so compared with 48% of residents overall.

Frequency of doing activities since lockdown began

Around six-in-ten residents spent more time in nature, visiting open spaces since lockdown began on 23rd of March and about half of residents tried a new form of exercise or exercised more, while smoking and drinking levels remained about the same

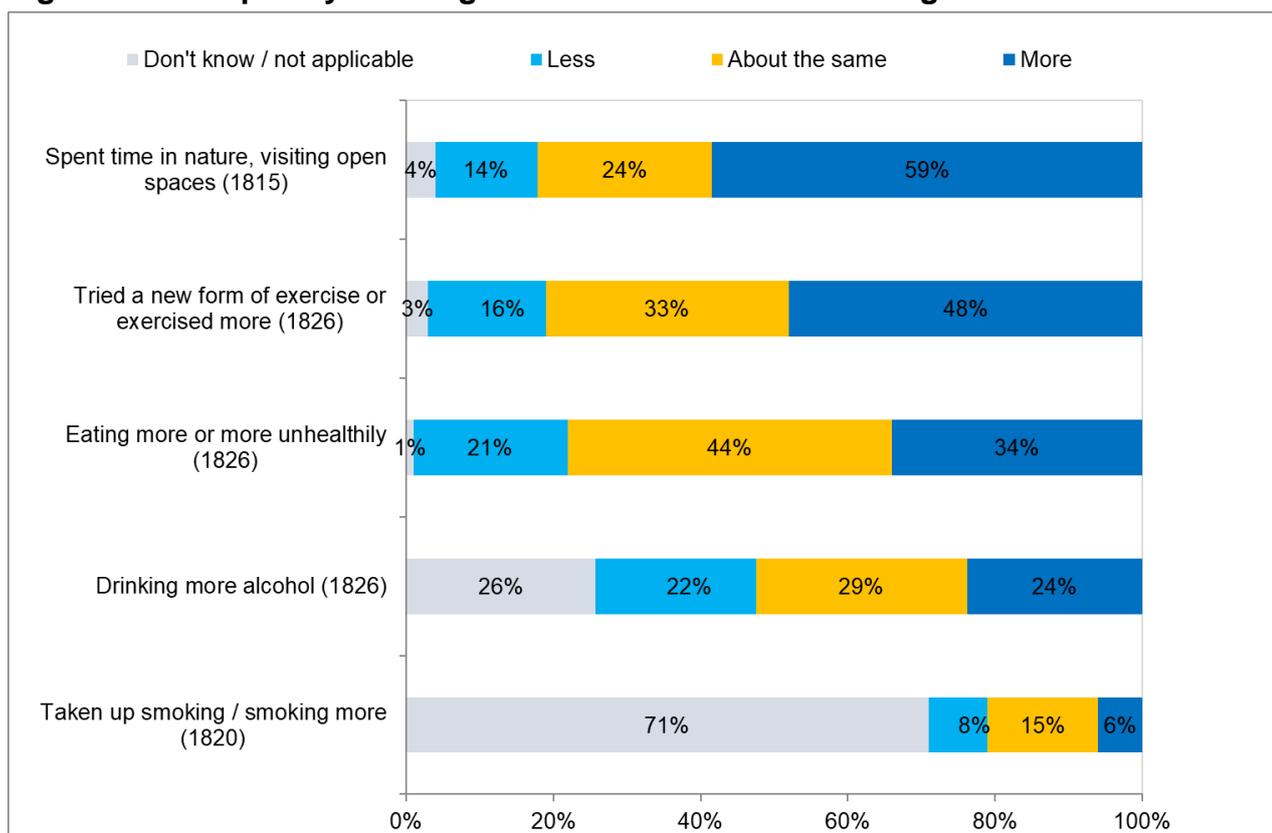
7.10. 59% of residents spent more time in nature, visiting open spaces since lockdown began on 23rd of March and 48% tried a new form of exercise or exercised more.

7.11. 34% are eating more or more unhealthily, compared to 21% that are doing this less.

7.12. Similar proportions are drinking more (24%) as those that are drinking less (22%).

7.13. And similar proportions are smoking more (6%) as those that are smoking less (8%).

Figure 7.2: Frequency of doing activities since lockdown began



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 lockdown began on 23rd March?

7.14. The following represent some demographic differences of note:

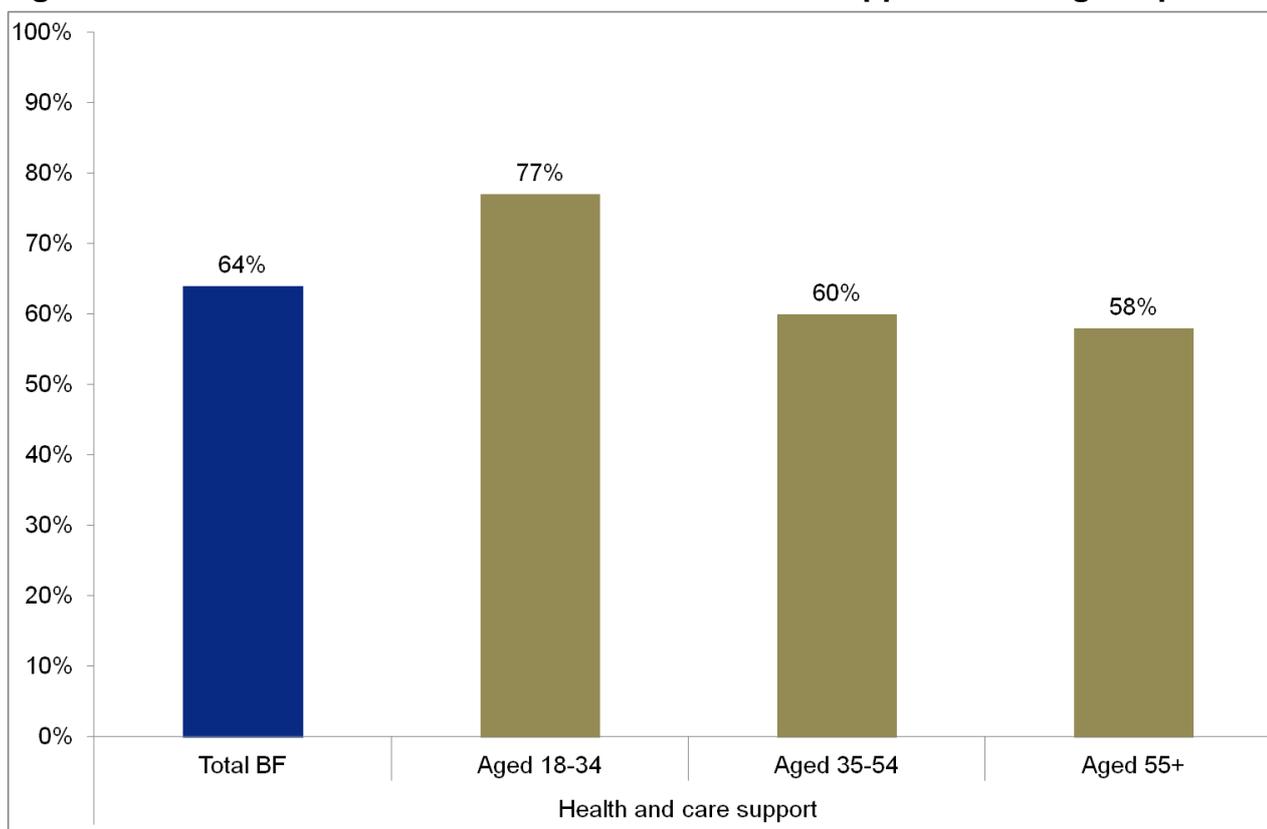
- Women were more likely to have eaten more or more unhealthily since lockdown began, 39% said so, compared with 29% of men.
- Residents aged 18-34 were more likely than other residents to say that they tried a new form of exercise or exercised more since lockdown began, 69% did so, compared with 45% of residents aged 35-54 and 35% of residents aged 55 and above.
- Residents who look after family members, friends, neighbours or others for 35-49 hours a week were more likely to eat less or less unhealthily since lockdown began (61%).
- Disabled residents were less likely to say they had spent more time in nature, visiting open spaces (36%).

Health and care support during the pandemic

Two-thirds of residents feel that their health and care needs have been supported overall during the pandemic, with those aged 18-34 more likely to say so

- 7.14. Overall, 64% of residents said their health and care needs have been supported during the pandemic, with 20% disagreeing (the rest said 'don't know/not applicable').
- 7.15. Residents aged 18-34 were more likely to say they felt their health and care needs have been supported during the pandemic, 77% said so (and by extension older people are less likely to say their care needs have been supported).
- 7.16. Residents that look after family members, friends, neighbours or others for 35-49 hours a week were more likely to feel that their health and care needs had been supported, 91% said so.

Figure 7.3: Whether health and care needs have been supported during the pandemic



Number of respondents: 1806.

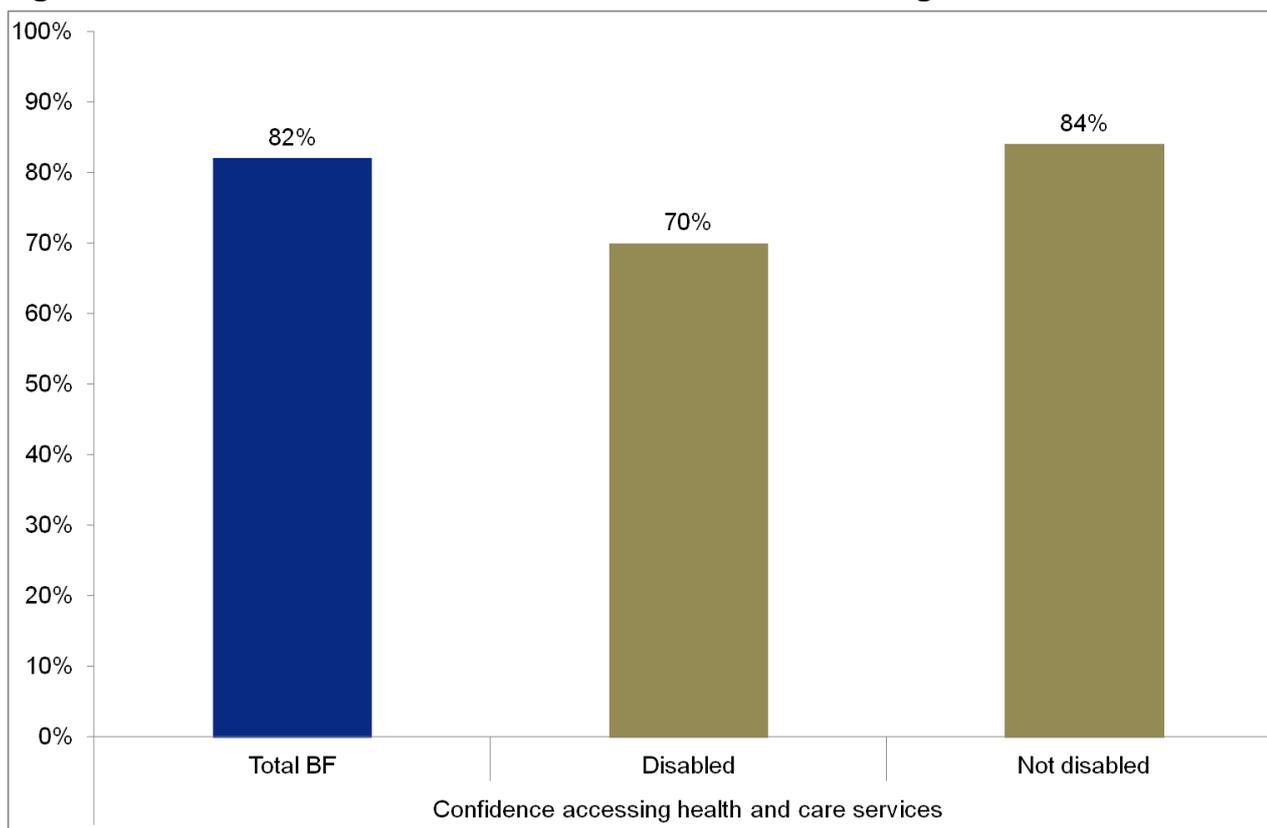
Question: Do you feel your health and care needs have been supported overall during the pandemic?

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, although disabled residents are less confident

- 7.17. Overall, 82% of residents were confident about accessing health and care services that are not Covid-19 related. 18% of residents were not confident.
- 7.18. Residents who look after family members, friends, neighbours or others for 55 or more hours a week were less confident, 61% were confident (39% not confident).
- 7.19. Disabled residents were less confident, 70% were confident (30% not confident).

Figure 7.4: Whether residents feel confident about accessing health and care services



Number of respondents: 1819.

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

Health and medical experiences

Two-fifths of residents said they had avoided going to the GP / hospital because they did not want to overburden them and a third said they have had a pre-existing (non-GP/hospital) medical appointment postponed because of Covid-19, for example a dentist or optician appointment (older and disabled residents are more likely to have had an appointment postponed)

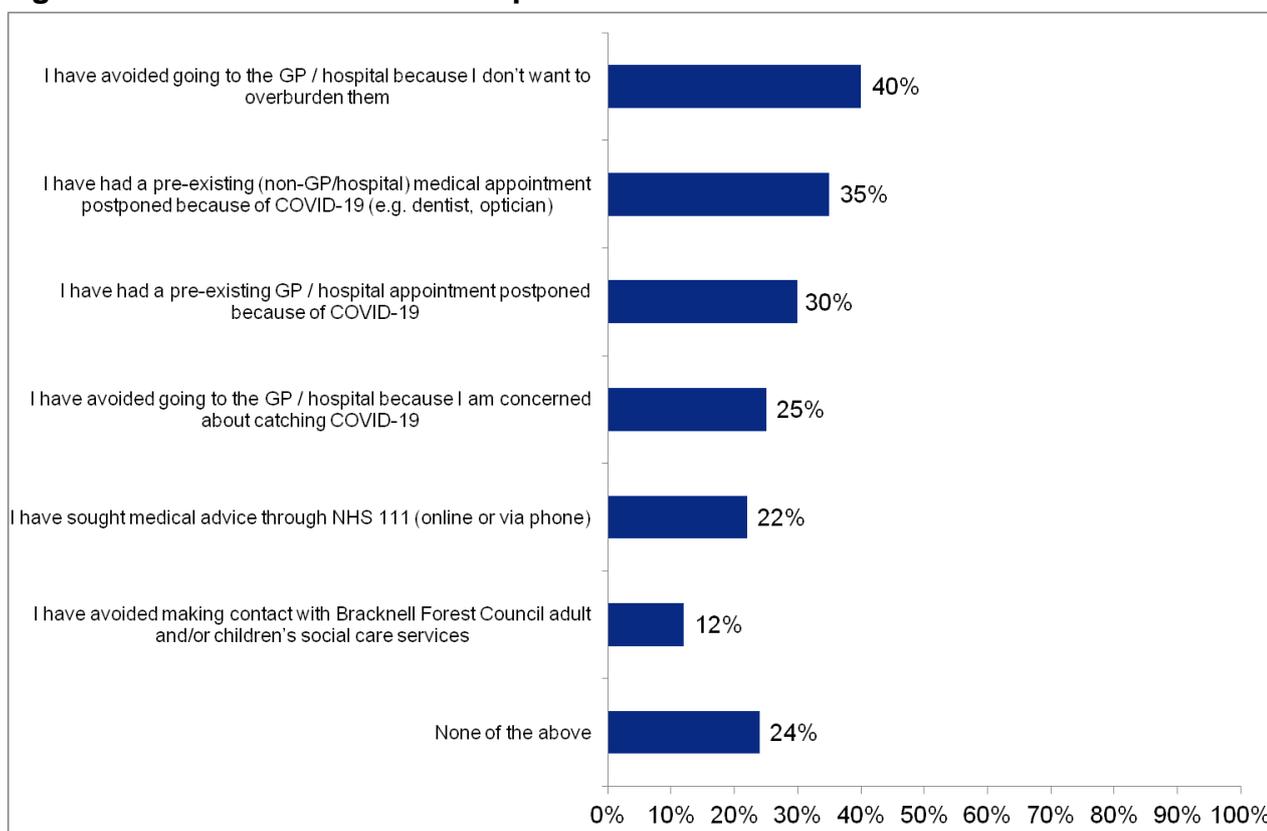
7.20. Overall, 40% of residents said they had avoided going to the GP / hospital because they did not want to overburden them.

7.21. 35% said they had a pre-existing (non-GP/hospital) medical appointment postponed because of Covid-19 and 30% had a pre-existing GP / hospital appointment postponed because of Covid-19.

7.22. 25% said they had avoided going to the GP / hospital because they were concerned about catching Covid-19.

7.23. 22% said they had sought medical advice through NHS 111, online or via phone.

Figure 7.5: Health and medical experiences



Number of respondents: 1780.

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

Note: Respondents could select more than one answer.

7.24. The following demographic differences are of note:

- Residents aged 55 and over (40%) were more likely to have had a pre-existing GP / hospital appointment postponed than younger residents.
- Non-White British or Irish residents (20%) were less likely to have had a pre-existing GP / hospital appointment postponed because of Covid-19.

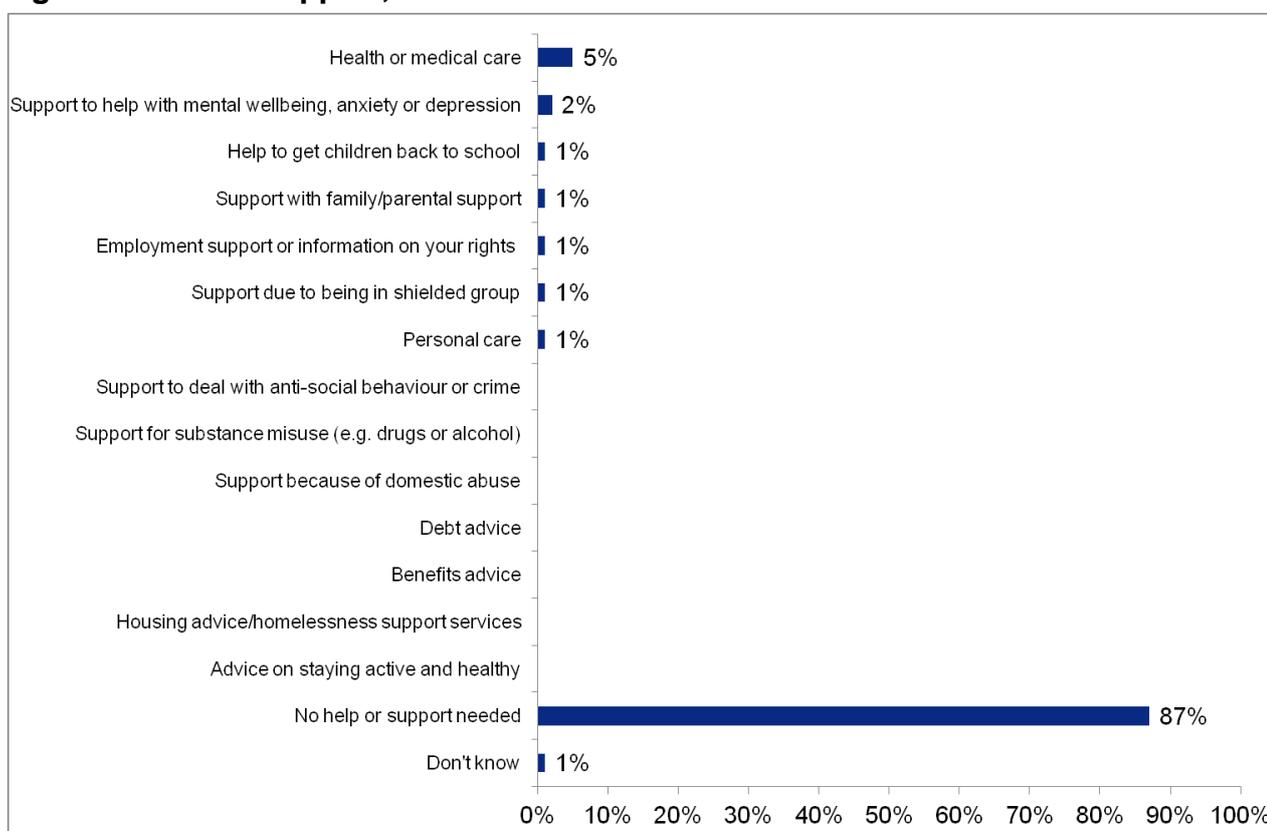
- Residents who look after family members, friends, neighbours or others for 50 or more hours a week (62%) were more likely to have had a pre-existing GP / hospital appointment postponed.
- Disabled residents (55%) were more likely to have had a pre-existing GP / hospital appointment postponed.
- Residents in social housing (44%) were more likely to have had a pre-existing GP / hospital appointment postponed.
- Parents or guardians of a dependent child (28%) were more likely to have sought medical advice through NHS 111 online or via phone.

Need support, due to Covid-19

The majority of residents do not need any help or support due to their experience of Covid-19

- 7.25. Most residents (87%) said they did not need any help or support. This is followed by health or medical care support (5%).
- 7.26. Residents that look after family members, friends, neighbours or others for 50 or more hours a week were more likely to need help (30% said they need help or support, including 9% with healthcare/medical support and 9% personal care and 8% family/parental support).
- 7.27. Disabled residents were more likely to mention they need support (32% said they need help or support, including 15% with healthcare/medical support).
- 7.28. Residents in social housing were more likely to need support (24% said they need help or support, including 10% with healthcare/medical support).

Figure 7.6: Need support, due to Covid-19



Number of respondents: 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.

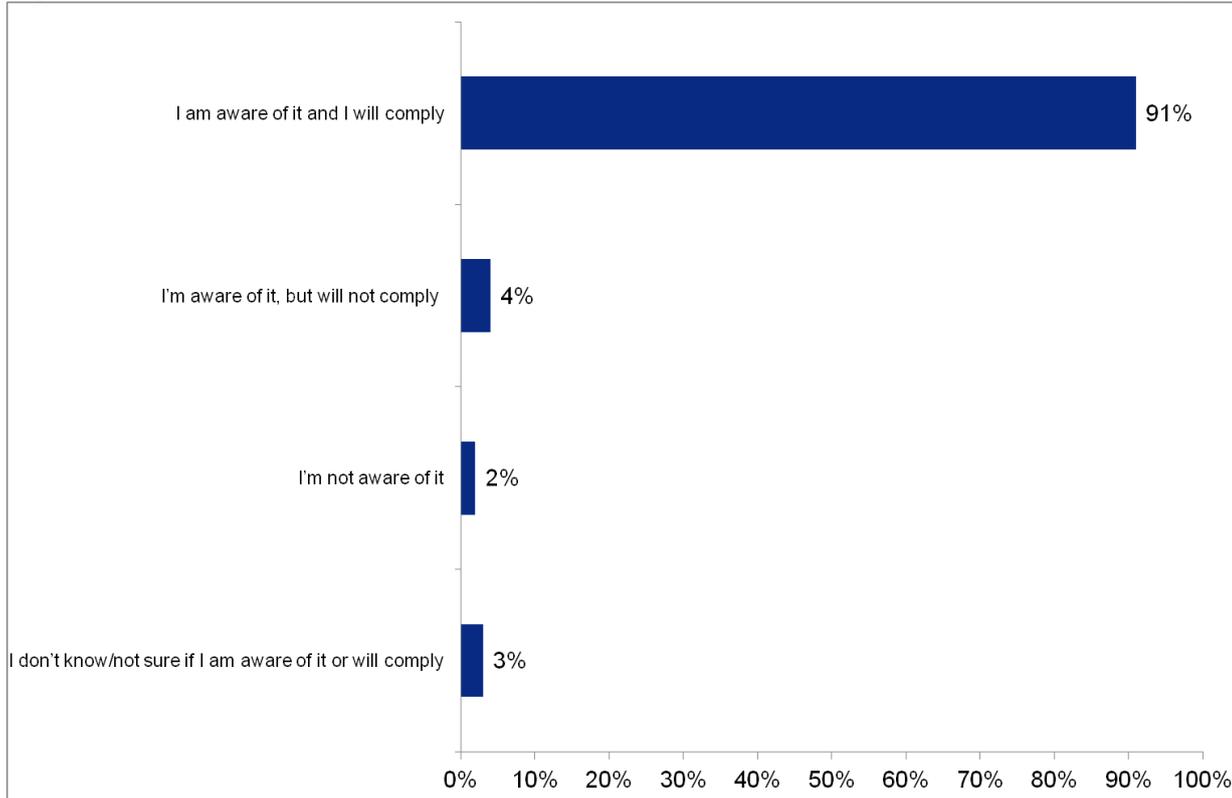
The new national Covid-19 Test and Trace system

The majority of residents said they are aware of the new national Covid-19 Test and Trace system and will comply with it

7.29. 91% of residents are aware of and will comply with the new national Covid-19 Test and Trace system and 4% are aware of it but will not comply.

7.30. This proportion is down to 84% among residents in social housing, where 7% are aware but will not comply, 4% are not aware and 5% don't know.

Figure 7.7: Awareness and compliance with the Covid-19 Test and Trace system



Number of respondents: 1824.

Question: Are you aware of, and would you comply with, the new national Covid-19 Test and Trace system, where if you have close contact with someone that tests positive you will be asked to isolate for 7-14 days?

Section 8: Recovery

Key issues/findings

- Two thirds of residents had concerns moving out of lockdown, with fear of coming out of lockdown too quickly and risk of local lockdown being the most mentioned concerns.
- Helping the local economy and businesses, supporting the most vulnerable / most affected people to recover and health protection and promotion were the top mentioned priorities by residents for the Council to help the borough's recovery from the pandemic.

Introduction

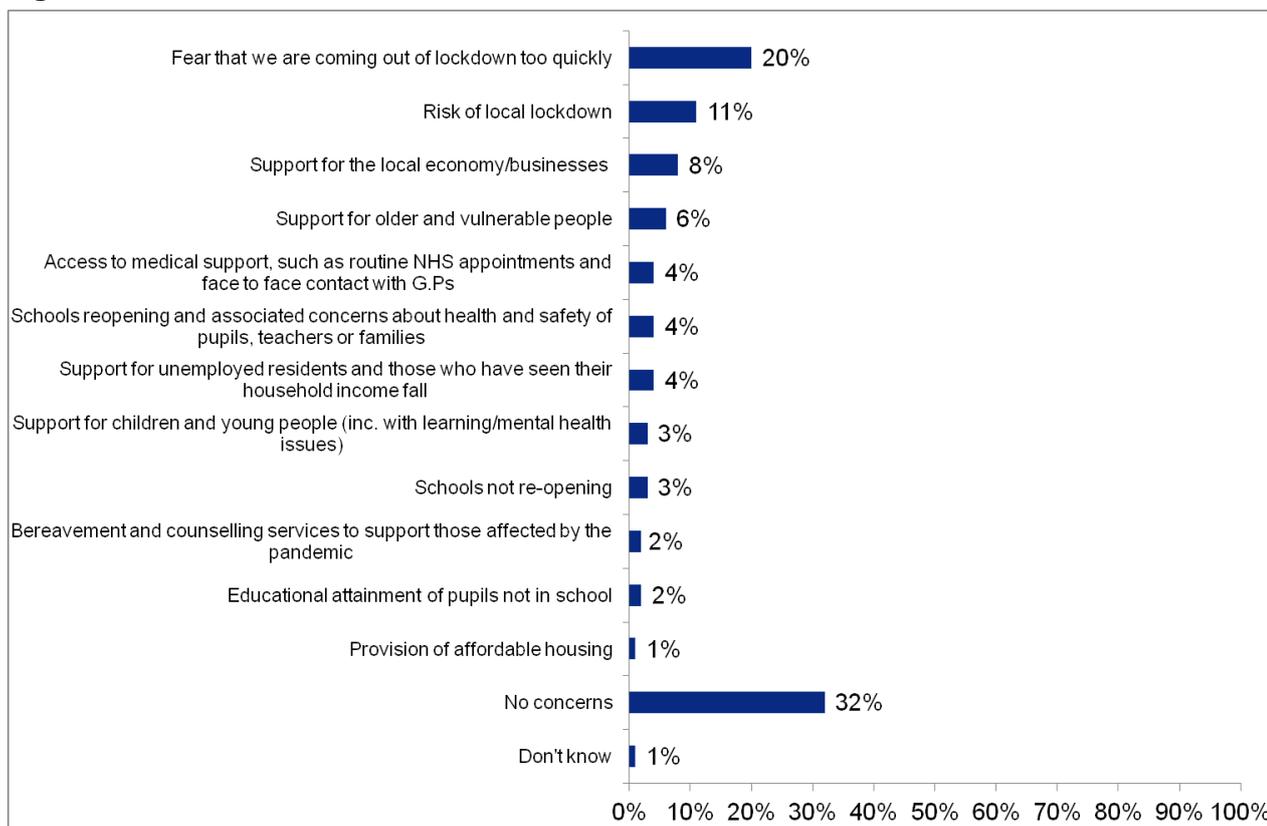
8.1. This section presents findings about the future recovery of the local area.

Concerns moving out of lockdown

Two thirds of residents had concerns moving out of lockdown, with fear of coming out of lockdown too quickly and risk of local lockdown being the most mentioned concerns

- 8.2. 67% of residents mentioned concerns moving out of lockdown, including 20% that feared coming out of lockdown too quickly (and around 20% of respondents in 'other comments' also raised concerns about people not following social distancing/hygiene measures and the risk of a 2nd spike).
- 8.3. 11% mentioned risk of local lockdown and 8% were concerned about support for the local economy / businesses.
- 8.4. 6% mentioned support for older and vulnerable people.

Figure 8.1: The concerns of residents as we move out of lockdown



Number of respondents: 1684. Question: What are your concerns, if any, as we move out of lockdown?

Note: Respondents could select more than one answer.

8.5. The following demographic differences are noted:

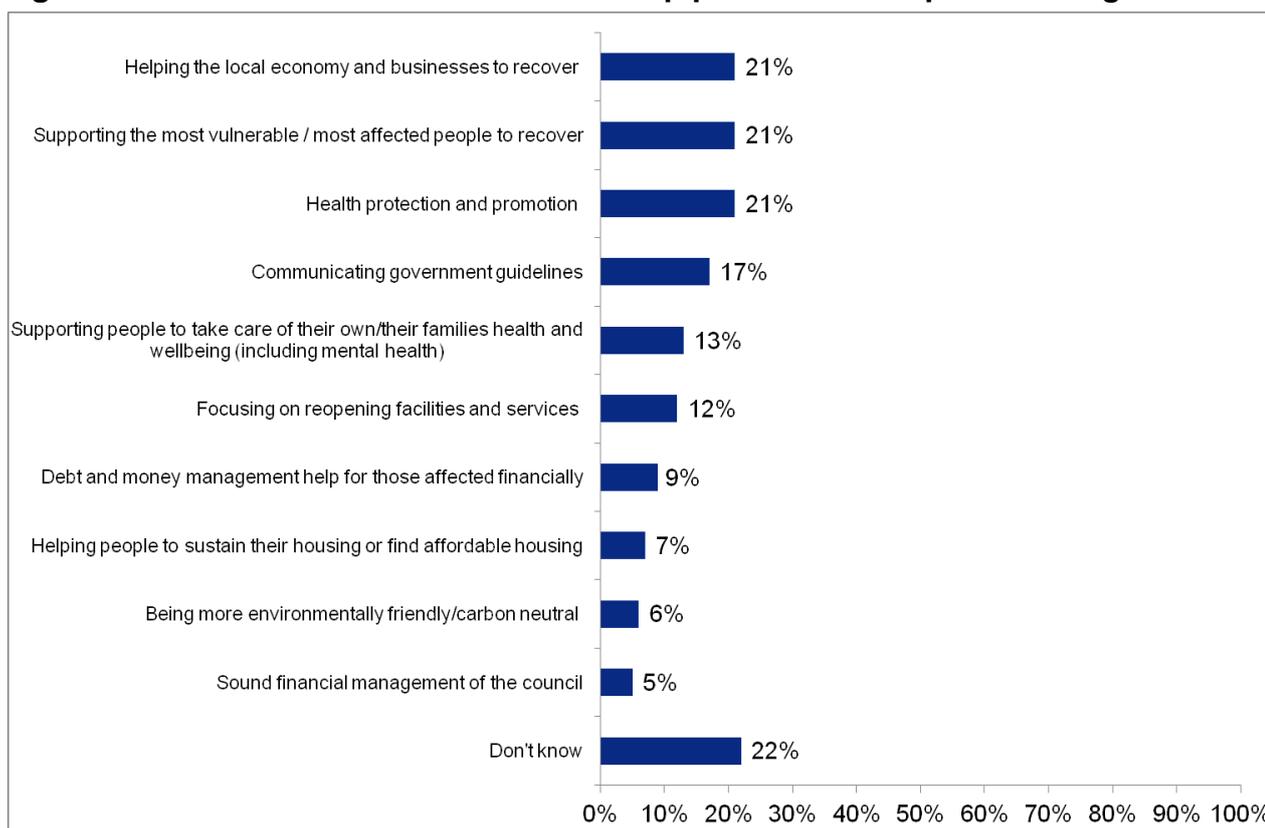
- **Residents aged 18-34:** 52% mentioned concerns compared with 67% overall.
- **Residents who look after family members, friends, neighbours or others for 35-49 hours a week:** 68% fear coming out of lockdown too quickly compared with 20% overall.
- **Disabled residents:** 13% mentioned access to medical support compared with 2% of non-disabled residents.

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

Helping the local economy and businesses, supporting the most vulnerable / most affected people to recover and health protection and promotion were the top mentioned priorities by residents for the Council to help the borough's recovery from the pandemic

- 8.6. 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 (21%), a similar proportion mentioned supporting the most vulnerable to recover (21%) and the same proportion mentioned health protection and promotion (21%).
- 8.7. Additionally, about 10-15% mentioned in 'other' comments that the priority should be getting schools re-opened and children back to school.
- 8.8. Non-White British or Irish residents are more likely than White British or Irish residents to mention communicating government guidelines. For example, 26% of Non-White British or Irish residents mentioned this compared with 14% of White British or Irish residents.
- 8.9. 74% of residents who look after family members, friends, neighbours or others for 35-49 hours a week said helping the local economy and businesses to recover should be the Council's top priority, compared with 21% of residents overall.

Figure 8.2: What should be the Council's top priorities to help the borough's recovery



Number of respondents: 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.

Appendix: Questionnaire

Bracknell Forest Council: COVID-19 community impact survey

Hello, my name is . . . and I am calling on behalf of Bracknell Forest Council. 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 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 check the council's website: 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.

Q1. Are you? Note to interviewer: Do not ask question, just note down gender

- Male
- Female
- Other

Q2. 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

Q3. 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:

Q4. What is your postcode? (check against database to ensure correct Ward for quotas/make sure in area)

Note to interviewer: If after asking Q1-Q4 your quotas are exceeded, please politely end the call saying - "Thank you for providing that information. In order to make sure we are interviewing people that reflect the make-up of the local area, we need to interview a certain number of people from different age and gender groups. We've already interviewed enough people like you so on this occasion we do not need to go any further. Thank you for your interest". END INTERVIEW.

Note to interviewer: If quotas are exceeded you can ask if there is anyone else in the household that may be willing to take part that fit within quotas that you have not yet met.

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 pandemic 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/Healthwatch/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 Q12. 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. 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):

Section 4: Internet use and streaming

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

Q12. Which of the following do you have access to? Note to interviewer: Read out list and select all relevant answers.

- Internet at home
- Smart phone
- Home computer
- Laptop
- iPad or tablet
- Alexa (or equivalent)
- None of the above

Q13. Which of the following activities have you done for the first time or done more often since the lockdown began on 23 March? Note to interviewer: Read out each activity and select the appropriate option for each. If the respondent has said 'none of the above' to Q13, please still briefly 'sense check' that their answers to this question are 'do not do activity'.

Since lockdown, 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"/>

Q14. 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.

Q15. 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



Q16. 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
- 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 Q18. This is automated on-line.

Q17. 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
- 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.

Q18. 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 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:

Note to interviewer: If 'in employment or education', please continue. Otherwise, go to Q20. This is automated on-line.

Q19. What is your current working arrangement? Note to interviewer: Ask unprompted (although read options if respondent requires clarification about the meaning of the question) and select all relevant answers.

- I am now working from home
- I am a frontline key worker
- I am a non-frontline key worker
- I am going into a place of work (for example, either because cannot or do not want to work from home)
- I am a university student studying from home/remote learning
- None of these
- Prefer not to say

Q20. 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 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 used the three-month '**mortgage holiday**'
- My car/van/motorcycles **MOT has been extended by six months**
- 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 that are now 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"/>	<input type="checkbox"/>				
Visiting local shops	<input type="checkbox"/>	<input type="checkbox"/>				
Visiting local pub/restaurant/cinema/theatre etc	<input type="checkbox"/>	<input type="checkbox"/>				
Going to your workplace	<input type="checkbox"/>	<input type="checkbox"/>				
Using public transport	<input type="checkbox"/>	<input type="checkbox"/>				
Visiting parks, open spaces or play areas	<input type="checkbox"/>	<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	Don't know / not applicable - do not read out
Your work	<input type="checkbox"/>	<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"/>	<input type="checkbox"/>
Your financial situation	<input type="checkbox"/>	<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"/>	<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"/>	<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"/>	<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"/>	<input type="checkbox"/>
Your appreciation of the local wildlife and environment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your caring responsibilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your access to paid or unpaid care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your physical health	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your mental health	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q23. Have you done each of the following, more, about the same or less since lockdown began on 23rd March? 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"/>

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? 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. 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
- Help to get children back to school
- Support because of domestic abuse
- Support for substance misuse (e.g. drugs or alcohol)
- Support to deal with anti-social behaviour or crime
- Other
- Don't know
- No help or support needed

If 'Other', please specify:

Q28. 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):

Q29. Are you aware of, and would you comply with, the new national Covid-19 Test and Trace system, where if you have close contact with someone that tests positive you will be asked to isolate for 7-14 days? Note to interviewer: Ask unprompted and select one answer only.

- I am aware of it and I will comply
- I'm aware of it, but will not comply
- I'm not aware of it
- I don't know/not sure if I am aware of it or will comply

If you said you would not comply (response option 2), what would encourage you to do so? (note to interviewer: just note down headline points succinctly):

Section 8: Recovery

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

Q30. 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
- Schools not re-opening
- Educational attainment of pupils not in school
- 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
- Fear that we are coming out of lockdown too quickly
- Provision of affordable housing
- Other
- Don't know
- No concerns

If 'Other', please specify:

Q31. 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
- Other
- Don't know

If 'Other', please specify:

Section 9: 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.

Q32. 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

Q33. 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

Q34. 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.

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

Q35. 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

Q36. 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."

Public Perspectives Ltd
20 Camp View Road
St. Albans, AL1 5LL

Tel: 01727 750175

E-mail: mark@publicperspectives.co.uk

Website: www.publicperspectives.co.uk

Registered in England and Wales Company No: 6769064

Research
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