**Wandsworth Working in Partnership with the VCS**

**Covid-19 Survey Summary**

Headlines:

* A minimum of 12,037, and possibly up to 33,550 individual Wandsworth residents have been supported with Covid-19 related services since they commenced.
* 54 responses to the survey were received from organisations responding to the Covid-19 crisis,
* 2 respondents were new organisations that formed during the pandemic.
* Half of the organisations responding (51%) supported the whole borough. The constituency of Tooting had the lowest number of organisations offering local support.
* The most common form of support offered was emotional support / befriending.
* The most common client reasons for needing the Covid-19 related services were needs due to shielding, but financial difficulties came a reasonably close second.
* Those aged 65+ were the most supported client group
* 33% of organisations surveyed had come across clients who have been experiencing domestic abuse or had identified a safeguarding need during this crisis period.
* More than half of organisations (52%) felt they could not anticipate how long they will be providing Covid-19 related services for.
* 26 (63%) of 41 organisations felt that, if they ceased Covid-19 related services within the next year, they did not anticipate that any service users will need continuing support of the type that their organisation would no longer be providing.
* However, 15 (37%) anticipated their users would have a continuing need, with the 3 most commonly categorised areas of need continuing to be due to food, Financial issues or a lack of resource.

1. *Background*
   1. A short online questionnaire was developed, promoted to and disseminated across the Voluntary Community Sector (VCS) and statutory services to help the Council understand how residents have been affected during the pandemic, what support organisations have been providing, and to ascertain the future of their service provision in the coming months.
   2. The survey opened on 8th July 2020 and closed on 28th July 2020.
   3. The feedback from this survey will be used to help plan the support needed for our residents.

**Top line Survey Findings**

1. *Organisational and Service Model Changes*
   1. 54 responses to the survey were received.
   2. Respondents were able to select more than one option when describing the service adaptations due to the lockdown restrictions from 23rd March 2020. 27 of the responding organisations had provided new services during the Covid-19 pandemic and 42 had adapted their services .
   3. 2 responses were from were new organisations that had formed during the pandemic and only 3 respondents stated that their services have not significantly changed.
2. *Geographical area(s) supported*
   1. Many organisations worked across multiple wards in the borough, with half (51%) supporting the whole borough / all wards.
   2. 4 out of the 5 wards with the lowest number of geographically targeted support providers were to be found in the Tooting constituency. s Fairfield ward was the only other ward not to have any organisation say specifically that they were supporting it.
3. *Covid-19 related services* 
   1. The top 4 most common form of support offered were emotional support / befriending, online / telephone exercise classes, technology support such as video calling, and free food parcels.
4. *Reason(s) for people needing the Covid-19 related services.* 
   1. The following graph shows the reasons cited by organisations for people requiring the Covid-19 services they were providing. Respondents were able to select more than one reason.
   2. It will be noted that the most common reasons for needing support was shielding (66%), but this was followed by financial difficulties (58%).
5. *Numbers supported*
   1. According to the 54 responses, a minimum of **12,037** individual Wandsworth residents have been supported with Covid-19 related services since they commenced. This is based on each organisation having helped the minimum number of clients in the pre-fixed category range for the question, so it is likely that the actual number helped is in excess of 20,000, and possibly up to **33,550**
   2. 7 respondents (13%) have helped in excess of 1000 individuals each since the pandemic commenced.
   3. 22% of the organisations are currently helping over 100 Wandsworth residents a week
6. *Trends in demand* 
   1. 43% say the number of Wandsworth residents they are supporting each week is currently remaining steady. However there are broadly equal numbers of respondents that would say the number of Wandsworth residents being supported each week is currently decreasing (30%) compared with increasing (28%). Further analysis of the raw data is needed to understand the support being offered within these areas.
   2. 17% of organisations say that at least half of the clients being supported are new clients that they did not have prior to the Covid-19 pandemic.
7. *Household types being supported* 
   1. The table below sets out the number of respondents who said that their services were supporting particular household types. Respondents were able to select more than one option*.*

|  |  |
| --- | --- |
| **TOTAL NUMBER OF RESPONDENTS ANSWERING THIS QUESTION** | **52** |
| Families with children | 34 |
| Individuals of working age | 28 |
| Couples of working age | 20 |
| Groups of individuals of working age (e.g. a house share) | 11 |
| Individuals aged 65+ | 32 |
| Couples aged 65+ | 23 |
| Groups of individuals aged 65+ | 14 |
| Unpaid carers and those they are caring for | 21 |
| Households including people who are disabled | 26 |
|  |  |

1. *Protected characteristics* 
   1. 55% of the respondents answered that their Covid-19 related services support people with a specific protected characteristic under the Equality Act.
   2. The 3 characteristics most often cited were Disability, Race, and Age.
   3. Those aged 65+ were the most supported client group
2. *Unmet Need*
   1. 27 respondents identified Covid19-related needs amongst their clients that was felt to not be met by local services.
   2. The most commonly cited were food poverty, digital exclusion / inclusion and financial hardship
3. *Safeguarding*
   1. 72% of respondents had staff and volunteers trained to recognise any domestic abuse or safeguarding issues.
   2. 33% of organisations surveyed had come across clients who have been experiencing domestic abuse or had a safeguarding need during this crisis period.
4. *Plans for continuation of Covid-19 related services.* 
   1. The following table sets out how long organisations anticipate continuing to provide Covid-19 related services.

|  |  |  |
| --- | --- | --- |
| **Response** | **Number of Respondents** | **Percentage of Respondents** |
| **TOTAL NUMBER OF RESPONDENTS ANSWERING THIS QUESTION** | **54** | **100%** |
| About one month | 4 | 7% |
| About two to three months | 4 | 7% |
| About six months | 5 | 9% |
| About a year | 5 | 9% |
| More than a year | 4 | 7% |
| Permanently | 4 | 7% |
| Don't know/not possible to know | 28 | 52% |

* 1. It will be noted that more than half of the organisations responding felt they could not anticipate how long they will be providing Covid-19 related services, although 13 organisations (24%) anticipated ceasing to provide Covid-19 related services within the next six months.

1. *Continuing needs* 
   1. Amongst those organisations planning to continue the delivery of Covid-19 related services for over a year or for an indeterminate period (63%), there was a concern that, should they cease to provide these services, there would be needs that would go unmet.
   2. The issues identified included a continuing need due to food, financial issues or a lack of resource.
2. *Conclusions*
   1. The system-wide response during lockdown has been effective. The Covid-19 crisis has seen positive engagement between sectors, working together at a rapid pace. Perhaps as many as 33,550 individuals have received essential support from voluntary and community sector organisations since the pandemic commenced
   2. The COVID-19 pandemic is having a profound impact on all aspects of the VCS. Organisations are aware of potential risks of local lockdowns and a second wave which contribute to the uncertainly as to when services can be withdrawn.
   3. At least 500 Wandsworth residents are currently being supported with Covid-19 related services each week. There remains an approximate balance between the number of organisations seeing decreasing or increasing needs.
   4. More than half of the organisations responding didn’t know or felt it not possible to know they would continue to provide Covid-19 related services. However, 13 organisations anticipate providing Covid-19 related services less than 6 more months. This highlights the need for a staggered and coordinated approach to withdrawal of services, ensuring that capacity continues to meet demand as the need for and supply of temporary provision reduces.
   5. Respondents have identified a number of issues which they anticipate will be critical in the coming months:
      1. Food support for families who are experiencing financial hardship.
      2. Housing needs.
      3. Mental health needs.
      4. Support for residents to engage in meaningful activity.