

COVID-19 TELL US YOUR EXPERIENCE

KINGSTON AUG/SEPT 2020

INTRODUCTION

We've all felt the impact of COVID-19. Kingston Council, along with partners, community and voluntary groups across Kingston, are working hard to provide support for residents and businesses. We wanted to have a clearer picture of how the last few months have affected residents, what support is needed and general feelings about the future in Kingston.

This report details the results of a survey that ran from 3 August until 20 September 2020. The services and issues commented on in the survey are broad ranging and include council and non council services. The results of this survey will help us build a picture of what residents have experienced over the last 6 months, what services have been most helpful, and what support is needed in future.

The findings for the survey will be shared across council teams to inform planning, prioritisation and take on learnings for service improvement and our emerging transformation plans. We will also share with our partners and community groups to ensure that we are collectively using this valuable insight to support our residents and communities and make Kingston better together. We will use the findings to feed into all of our ongoing work as we all learn to live with the ongoing pandemic situation.

Conversations with our residents and stakeholders will continue and over the next few weeks the Council will run a number of focus groups with residents to delve deeper into these findings. We will particularly look at:

- Health and Wellbeing
- Our Communities
- Local Town Centres
- Employment and Skills
- Local Environment

We will also be holding one focus group with young people to ensure that we have captured their experience as well.

CLlr Tim Cobbett

Deputy Leader and Portfolio Holder for Communities and Engagement



IMPACT ON HOUSEHOLDS & COMMUNITIES



15%

10%

5%

0%

Myself

A relative

A friend

Suffered ill health caused by COVID-19

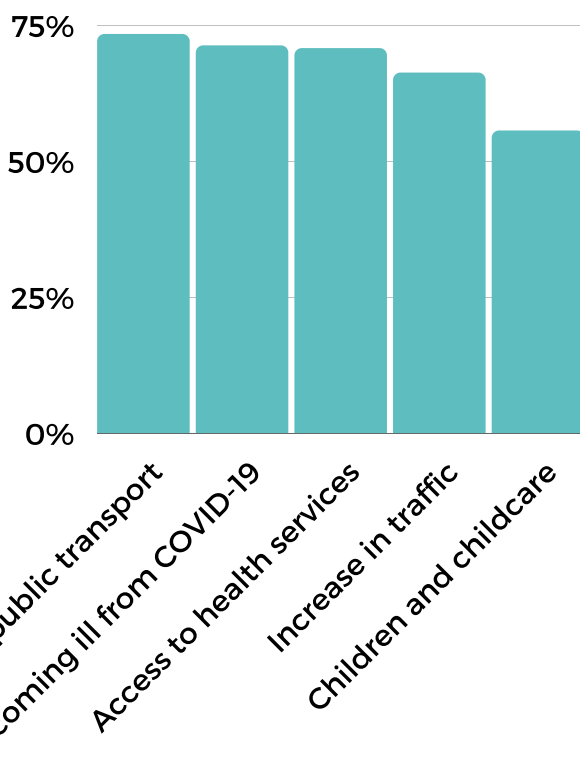
20.6%

of respondents have either been shielding themselves or had someone in their household who had to shield.

KEY FINDINGS

- Over 1 in 10 respondents had either a friend or relative that suffered a serious illness because of COVID-19.
- 4.7% of respondents had themselves suffered serious illness

IMPACT ON HOUSEHOLDS & COMMUNITIES



Top concerns

KEY FINDINGS



Nearly twice as many respondents (44.1%) are feeling negative about the future compared to 23.5% who are feeling positive.



Nearly three-quarters of residents are concerned about using public transport, getting ill from COVID-19 or accessing healthcare.

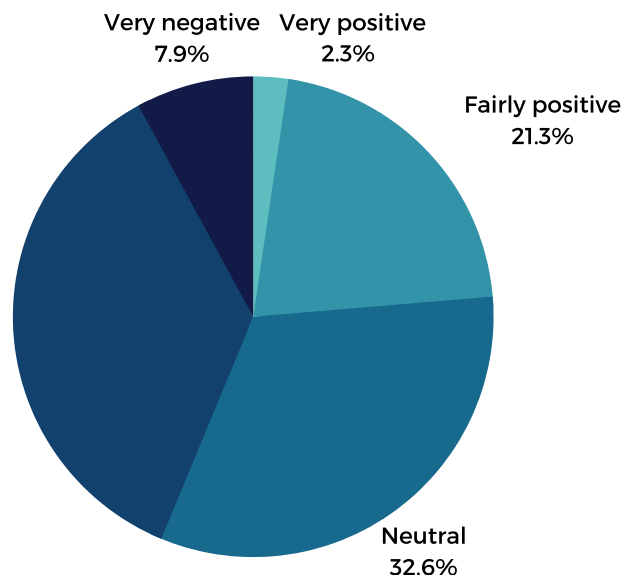


87% of respondents with children were concerned about children's education and schooling.

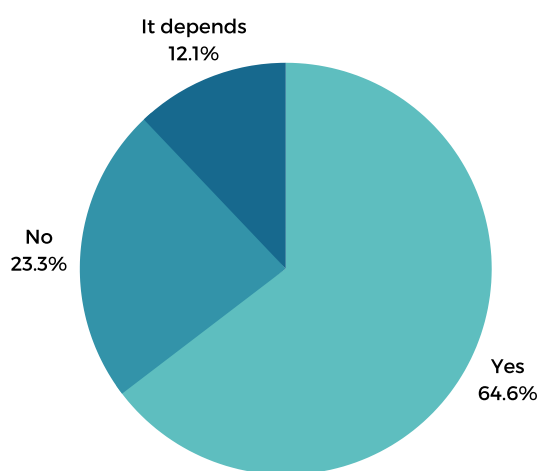
44%

are feeling negative about the future compared to 23.5% who are feeling positive

Fairly negative
35.8%



COMMUNITY SUPPORT



Supporting community in the future

COMMUNITY SPIRIT

In Kingston we saw a tremendous response from many local organisations who worked quickly to respond to the needs of vulnerable residents. Nearly 55% of survey respondents reported supporting their community and neighbours during COVID-19.

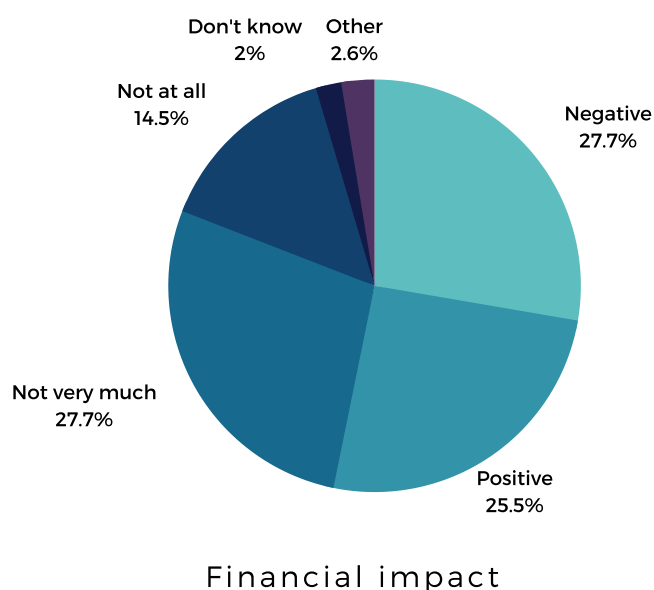
Many respondents reported organising via local (street level) WhatsApp groups, while others volunteered through more formal routes such as GoodGym or Kingston Stronger Together.

Nearly two-thirds of those who had been supporting the community during the height of the pandemic intend to continue with this support. And another 12.1% responded that 'it depends'. Mostly respondents felt that the support was dependent on need.



How you supported your community

EMPLOYMENT & PERSONAL FINANCE

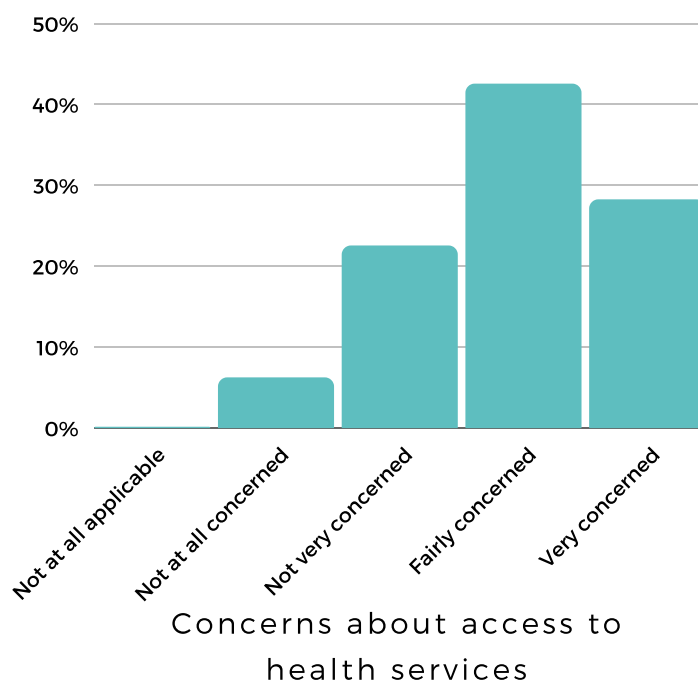


KEY FINDINGS

- Over half of respondents were concerned about employment opportunities.
- Over a quarter of respondents have been negatively affected financially by the pandemic.
- 13.6% of respondents have become unemployed or had their hours reduced because of COVID-19, and a further 9.6% are worried about that happening.
- 47.2% of respondents are concerned about their personal finances.
- 26.1% of residents responding felt that they have saved money due to reduced expenditure such as commuting and 42% reported that the pandemic affected them financially 'not very much' or 'not at all'.



HEALTH & WELLBEING



HEALTH AND ACCESS TO HEALTHCARE



Over 70% of respondents are concerned about becoming ill from COVID-19 and a similar percentage are concerned about access to healthcare/medicine/ dental services



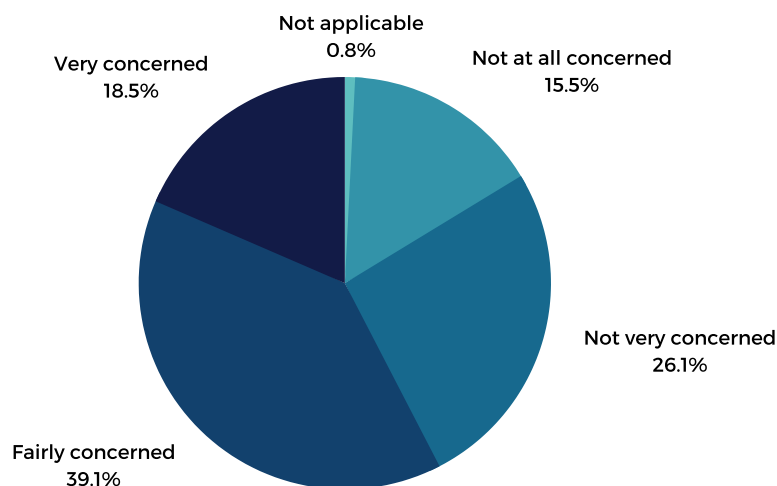
Residents are also concerned about being able to stay physically fit and healthy (57.6%) and their mental health (51%).



49% of residents reported concern about access to green spaces

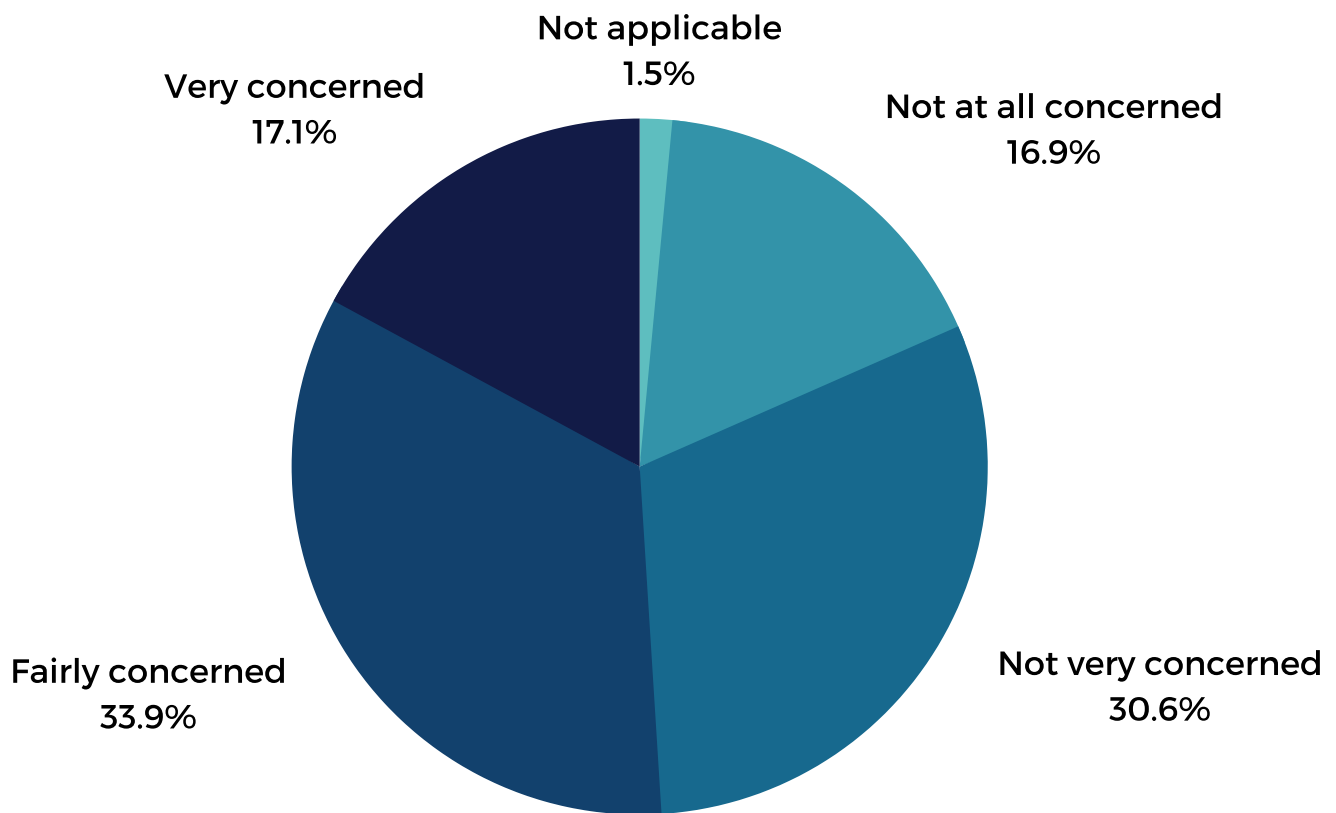
70%

of respondents are concerned about becoming ill from COVID-19 and a similar percentage are concerned about access to healthcare/medicine/dental services



Concern about physical wellbeing

MENTAL HEALTH



Concerns about mental health

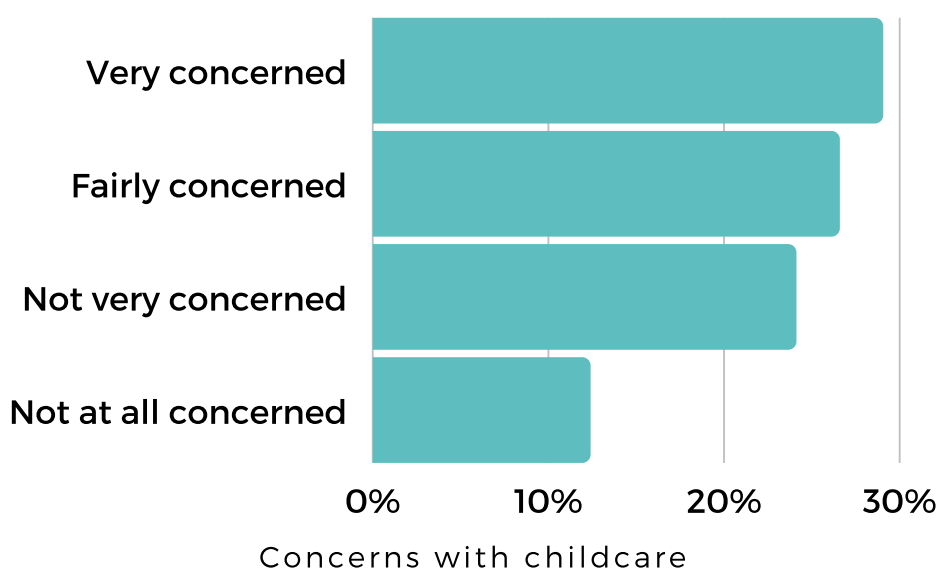
16.4%

of respondents said they need mental health or counselling support.

FEELING ISOLATED AND LONELY

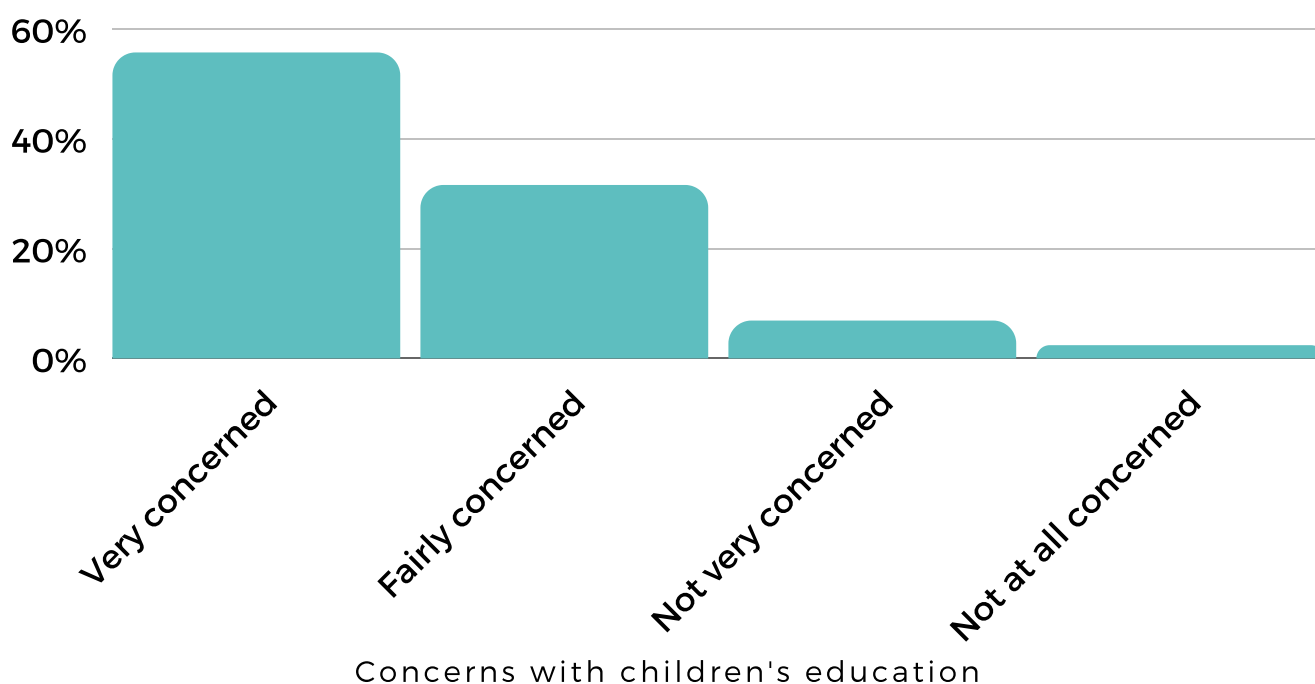
- Two in five respondents reported feeling concerned about feeling isolated and lonely
- Respondents aged 16-24 were most concerned about feeling isolated and lonely followed by those who are aged 75-85

CHILDREN & CHILDCARE

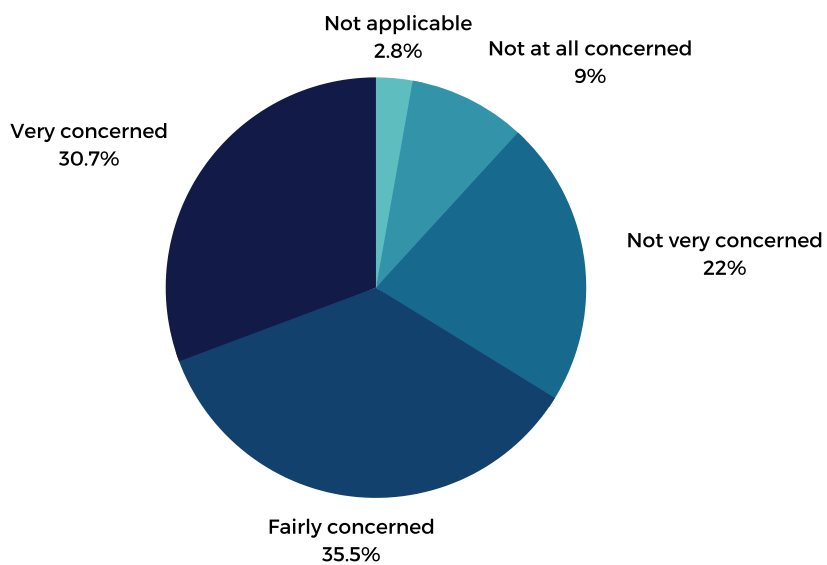


CHILDCARE AND EDUCATION

- For those with children, education is a major concern.
- Over 55% of respondents with children under 16 were concerned about childcare.
- 87% of respondents with children were concerned about childrens' education and schooling.



TRANSPORT



Concerns about increase in traffic

73%

of respondents are concerned about using public transport.

Over two-thirds are also concerned about the increase in traffic.

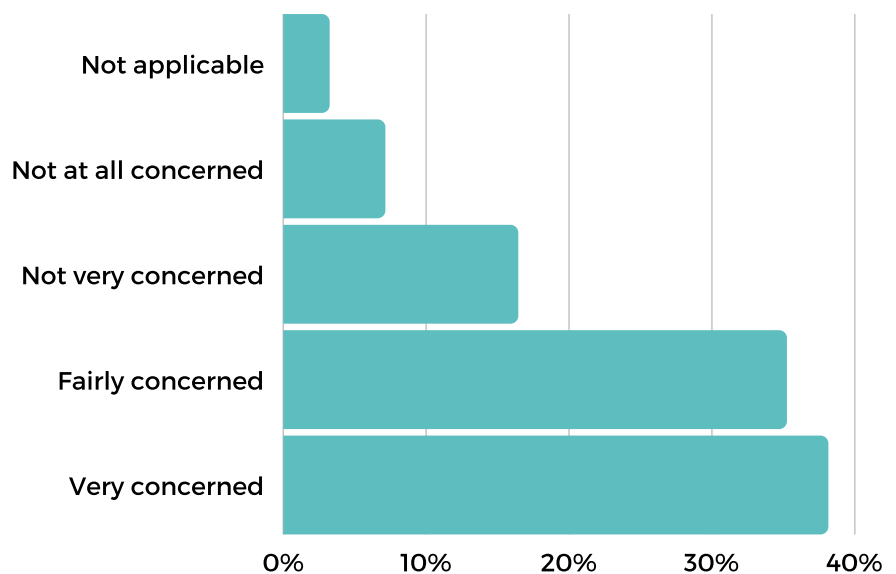
TRANSPORT



Residents intend to walk more and use their cars less in both the short and long term.

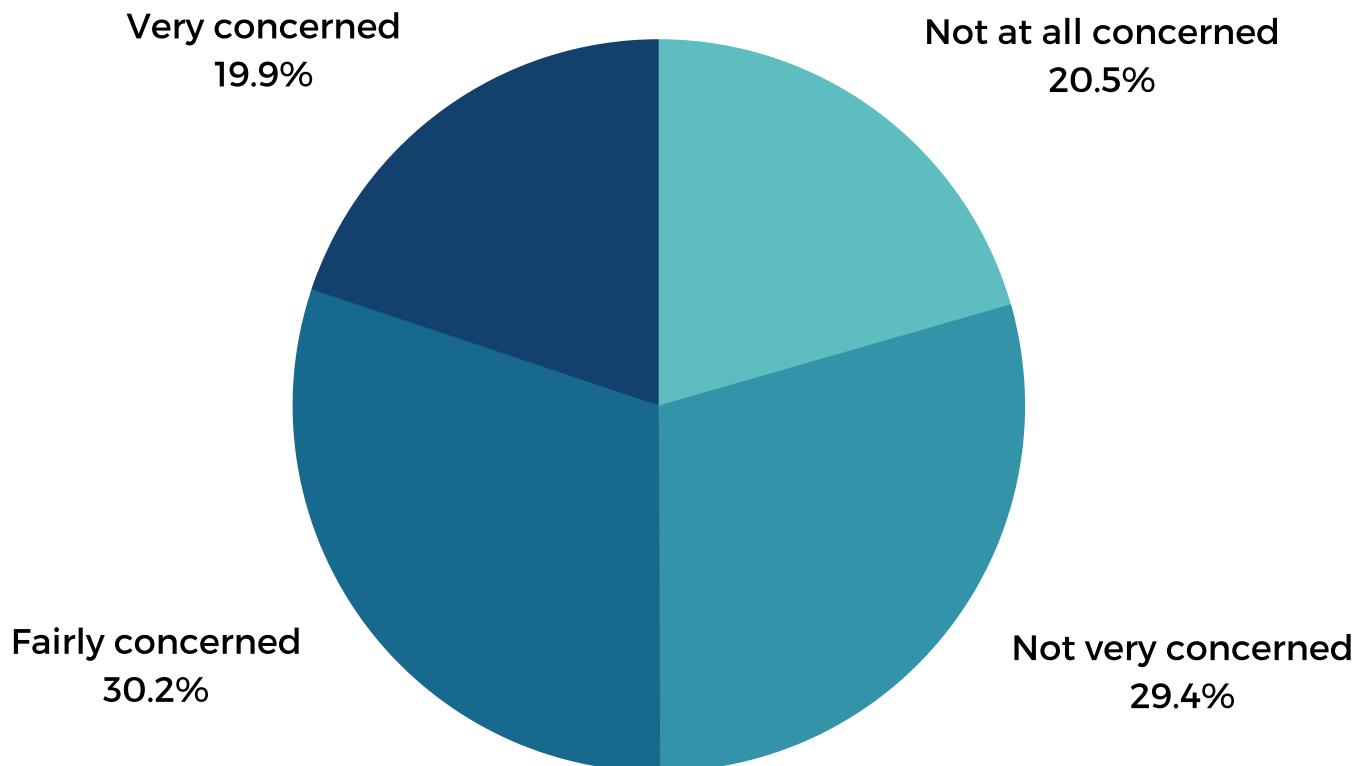


Respondents also report that they intend to cycle more in the long term, rather than the short term.



Concerns about using public transport

ACCESS TO GREEN SPACES



Concern about access to green spaces

KEY FINDINGS

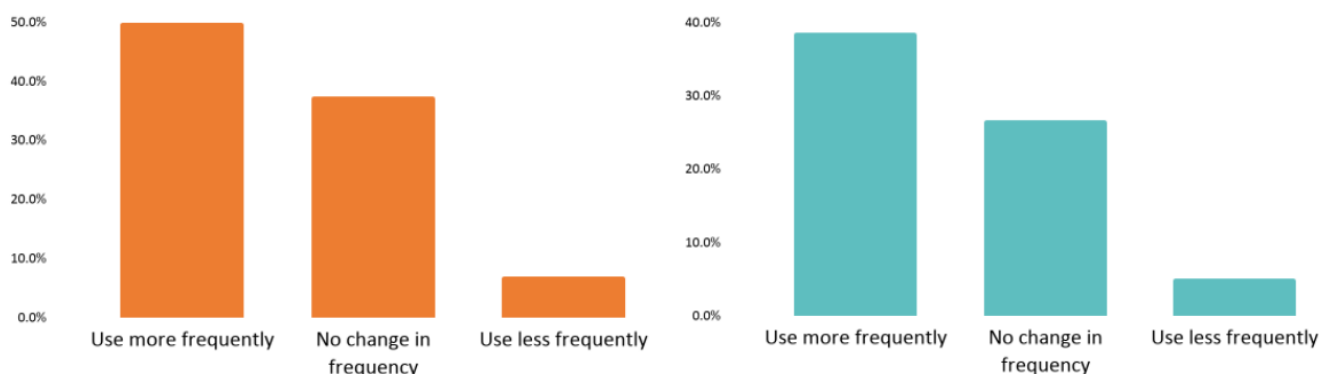
Almost half of the respondents were concerned about access to green spaces.



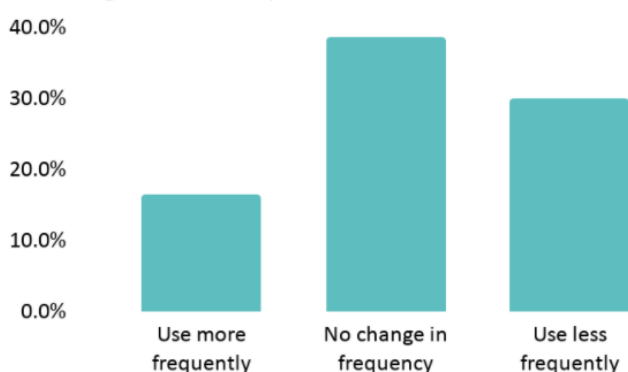
LOOKING TO THE FUTURE



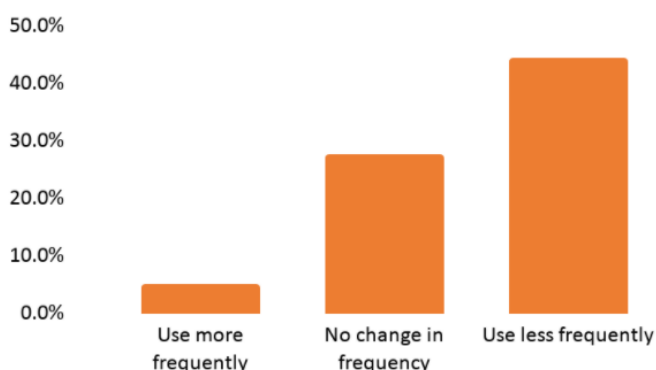
Online shopping for non grocery purchases e.g. clothes, electronics. Online shopping for groceries



Local high street shops



Larger town centre shops



KEY FINDINGS



Residents intend to walk more and use their cars less in both the short and long term, and cycle more in the long term.



Over a quarter of residents intend to continue working from home.

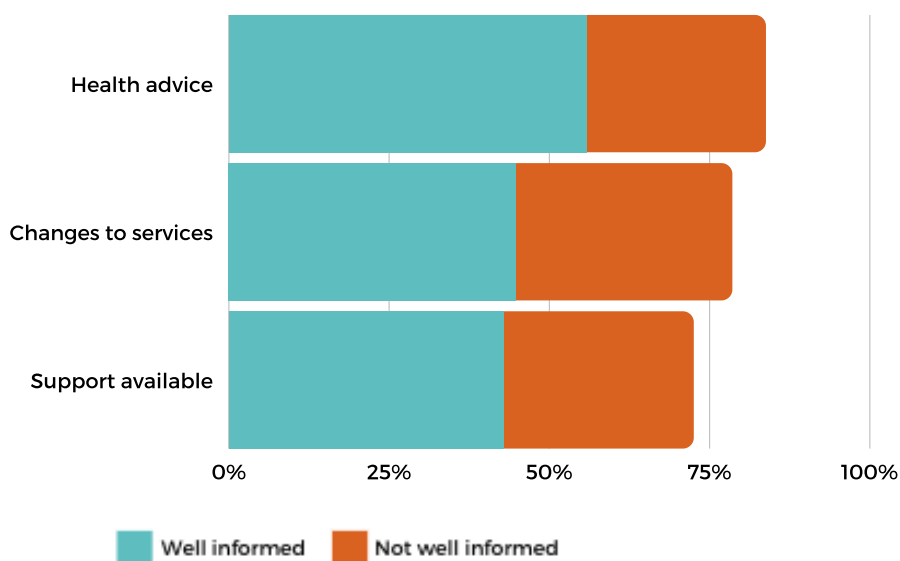


16.7% of respondents intend to continue shopping for neighbours and family members in the long-term



Nearly 45% of respondents intend to use larger town centres less frequently and nearly 20% intend to stop using them altogether.

COUNCIL RESPONSE



82%

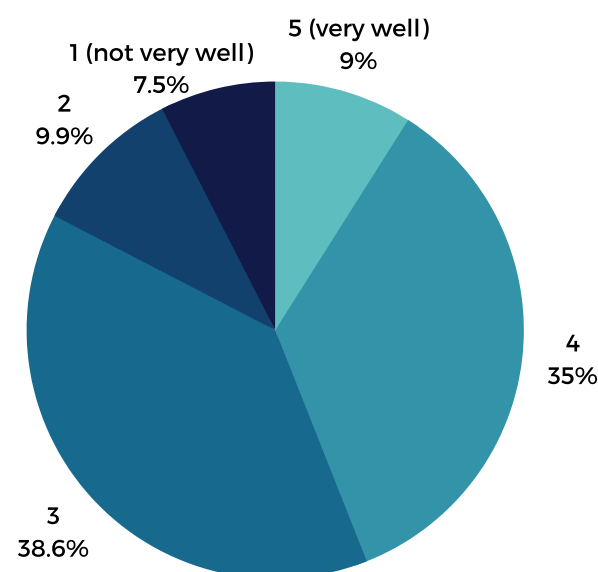
of residents gave the council a score of 3 (out of 5) or above indicating that they are satisfied with the response.

44% of respondents felt the council had managed the response to COVID-19 well.

Council keeping residents informed during the pandemic

KEY FINDINGS

- Most respondents feel well informed about the health advice for COVID-19.
- 28.4% want to know more about the services and support offered by other organisations.
- 24.7% want to know more about how they can help their local community.
- 245 people left their email addresses and they have been added to the newsletter distribution list.
- Most people (68%) would like to receive this information via email, social media (27.6%) or the website (37.8%)..

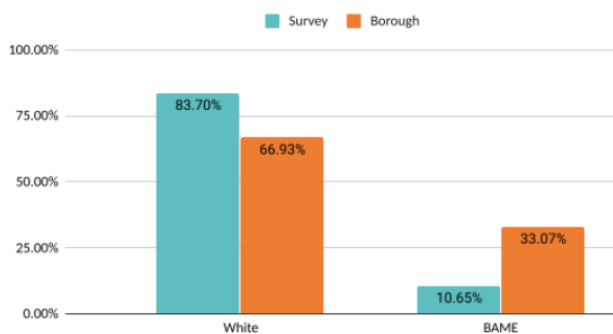


Council's response to pandemic

DEMOGRAPHIC PROFILE

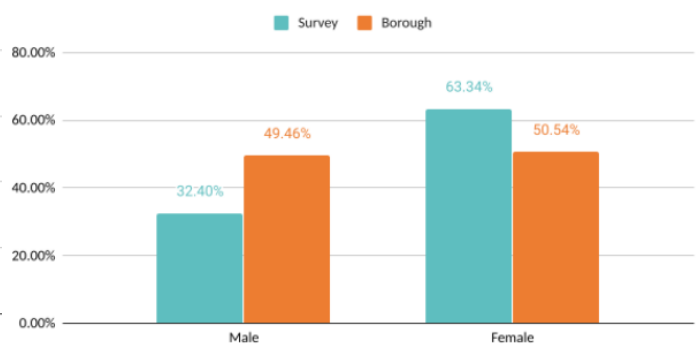
898 RESIDENTS PARTICIPATED

Ethnicity



Source: <https://data.london.gov.uk/dataset/ethnic-group-population-projections>

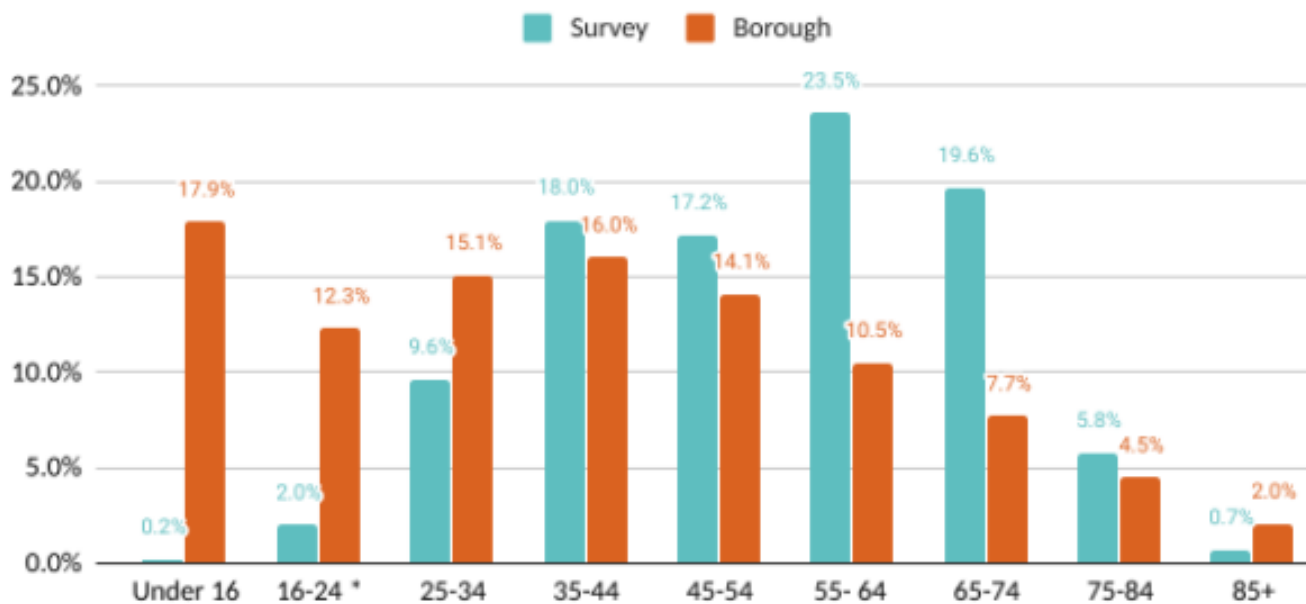
Gender



<https://data.london.gov.uk/dataset/housing-led-population-projections>

Age

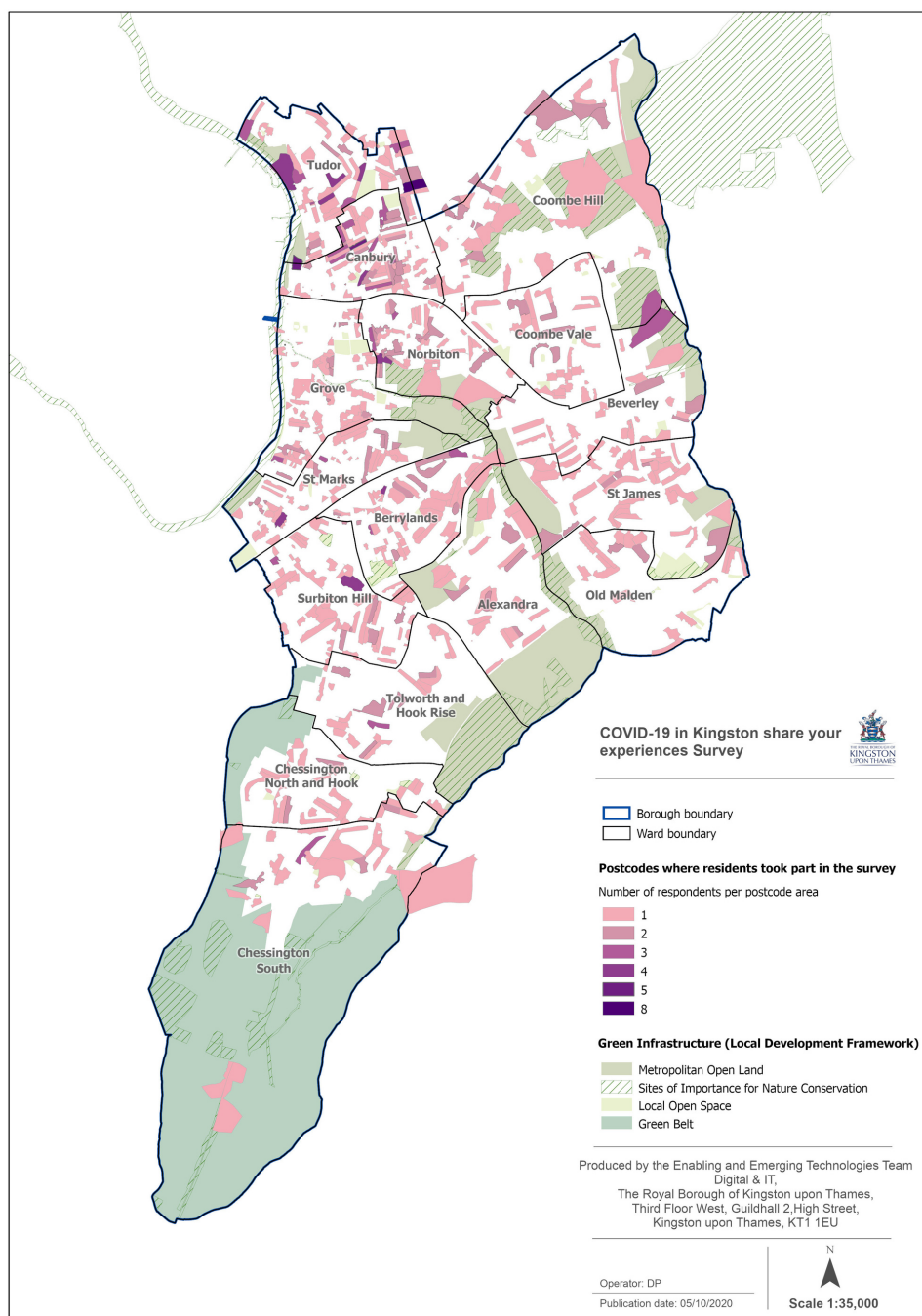
Note: *Borough data for 16-24 includes 15 year olds



Source: <https://data.london.gov.uk/dataset/housing-led-population-projections>

DEMOGRAPHIC PROFILE

MAP OF RESPONSES



ANY QUESTIONS?



THE ROYAL BOROUGH OF
KINGSTON
UPON THAMES

**If you have any further queries please contact:
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communications@kingston.gov.uk**