



LONDON COVID-19 COMMUNITY RESPONSE SURVEY: BASELINE QUESTIONS

FIELDWORK 14th-16th APRIL 2020

CITY INTELLIGENCE

INTRODUCTION

Purpose of the Community Response Survey

The weekly COVID-19 Community Response Survey will ask civil society organisations that work in London a small number of questions to understand the impact of COVID-19 and associated policy measures, such as social distancing, on vulnerable populations in the capital

The first week of the survey focused on baseline questions to capture organisational profile, and included a small number of questions relating to the immediate impact post-lockdown of COVID-19

Where possible, baseline questions were adapted from questions asked in the 2010 Survey of Third Sector Organisations.

Surveys in future weeks will be shorter. We aim to increase the size of the cohort and will continue to ask new joiners the week one baseline questions

Results from the survey will be shared with responding organisations and with decision-makers supporting the pan-London response to COVID-19

Cohort details

The baseline questions were sent to 180 Civil Society Organisations who agreed to take part. The organisations were recruited through existing contacts and mailing lists held by the Community Engagement and Equality & Fairness teams within the GLA

In addition, larger organisations and infrastructure providers were asked to cascade the invitation down to their networks

A total of 159 organisations responded in full or in part to the week one baseline questions, which were live between Tuesday 12th and Thursday 14th April 2020

Note: due to the relatively small sample size and the targeted way in which recruitment was conducted, it is important not to extrapolate from any findings in the weekly survey to all civil society organisations in London or any particular population of Londoners. Results from the weekly survey should be used alongside other sources of intelligence to understand the ongoing impact of COVID-19 on vulnerable communities

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GEOGRAPHY

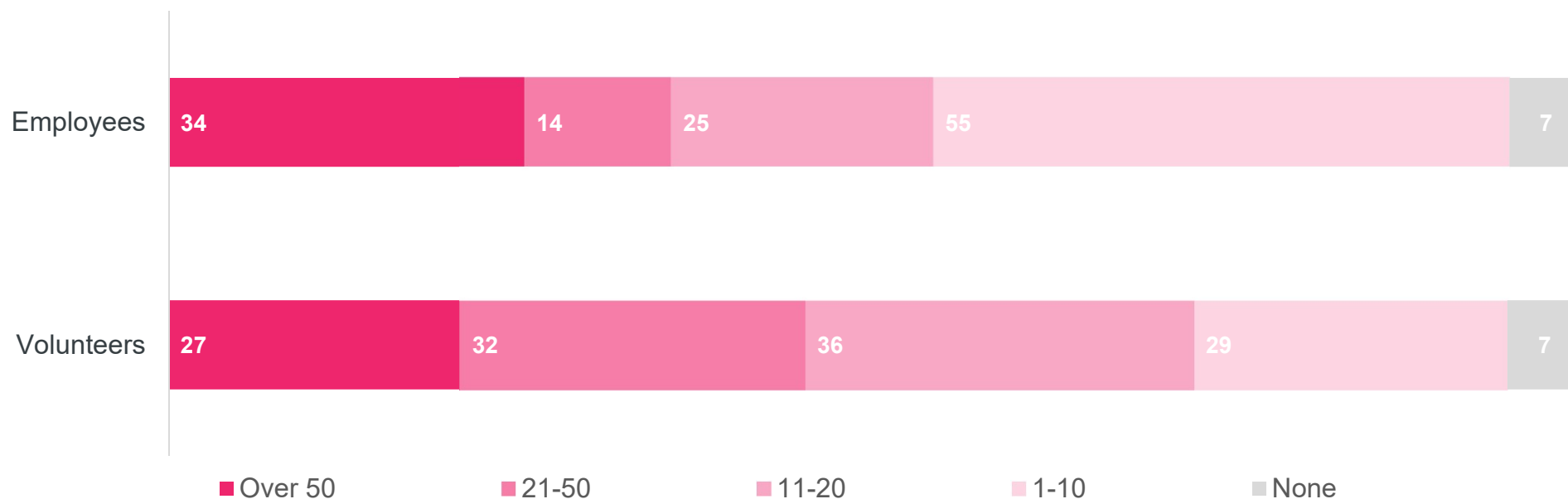
All boroughs other than Bexley (and the City of London) are represented in the cohort. 40 responding organisations work across the whole of London.

Borough	Number	Borough	Number
Pan-London	40	Hounslow	13
Barking and Dagenham	11	Islington	13
Barnet	20	Kingston upon Thames	11
Brent	18	Lambeth	20
Bromley	8	Lewisham	18
Camden	20	Merton	12
Croydon	16	Newham	17
Ealing	12	Redbridge	8
Enfield	9	Richmond upon Thames	10
Greenwich	13	Kensington and Chelsea	10
Hackney	25	Southwark	16
Hammersmith and Fulham	15	Sutton	7
Haringey	18	Tower Hamlets	21
Harrow	13	Waltham Forest	19
Havering	7	Wandsworth	13
Hillingdon	12	Westminster	16

ORGANISATION SIZE

Number of FTE employees and number of volunteers, including board/committee members, in organisation in March 2020

Number of FTE employees/volunteers (number of responding organisations)



Source: COVID-19 Community Response Survey (number of employees n=135, number of volunteers n=138)

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BENEFICIARIES/SERVICE USERS

Responding organisations were asked ‘Thinking about the last 12 months, which of the groups listed below are users / beneficiaries of your organisation?’

Their responses suggest that most organisations in the cohort work with a range of groups. The results of this question will be matched to future weekly surveys to understand which populations may be experiencing greater need over time. On average, respondents ticked 10 different groups.

User/beneficiary groups	Number	User/beneficiary groups	Number
BAME Londoners	89	Physically disabled/access needs	56
Women	87	LGBT+ people	48
Socially excluded /lonely/vulnerable people	86	People with addiction problems	43
Young people (aged 16 to 24)	77	Other third sector organisations	42
People with mental health needs	77	The general public	40
Men	75	Physical health needs	40
Older people	66	Victims of crime and their families	38
Children (aged 15 and under)	66	Offenders, ex-offenders and their families	37
Asylum seekers/refugees/migrants	66	Transgender and non-binary specific	32
People with a particular financial need (including poverty)	65	Faith communities	29
Homeless people	62	Deaf people and/or people with a visual impairment	17
Carers/parents	58		
People with learning difficulties	57		

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Source: COVID-19 Community Response Survey (n=140)

AREAS OF WORK

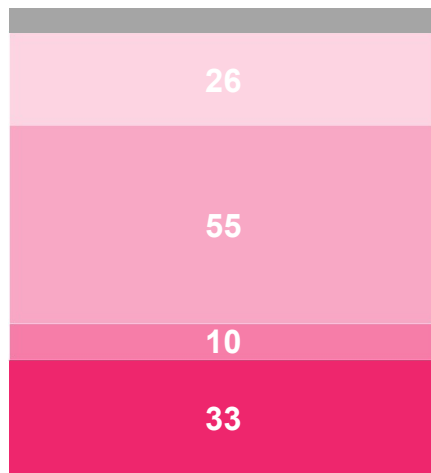
Responding organisations were asked ‘In which of the areas listed below does your organisation work?’

Their responses suggest that the majority of responding organisations provide health and well-being and/or advice and support services. We also have a number of responding organisations working on specific issues relating to equalities/civil rights, criminal justice, capacity-building and culture/leisure. We have relatively few organisations providing religious/faith-based activities, and may look to recruit more in this area.

Area of work	Number	Area of work	Number
Health and well-being	88	Capacity-building and other support	41
Advice and support services	79	Equalities / civil rights	32
Community development and mutual aid	65	Supporting victims of crime or their families	27
Cohesion / civic participation	64	Supporting offenders, ex-offenders or their families	20
Accommodation/housing	59	Other charitable, social or community purposes	17
Training	59	Environment / sustainability	11
Education and lifelong learning	57	Religious / faith-based activity	11
Economic well-being	56	Heritage	10
Culture and leisure (including arts, music, sport and recreation)	44		

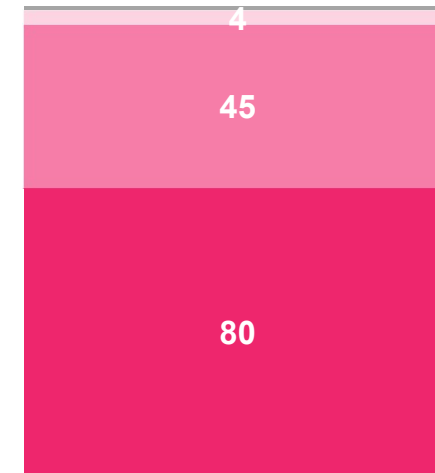
IMPACT SINCE 23rd MARCH

Following the government policy to social distance on March 23rd, to what extent have your beneficiaries changed or stayed the same?



■ Increase of the same users ■ Different users
■ Stayed the same ■ Decrease of the same users
■ Don't know

To what extent has the service you offer to beneficiaries changed or stayed the same?



■ Changed a lot ■ Changed a little ■ Stayed the same ■ Don't know

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Source: COVID-19 Community Response Survey (beneficiaries question n=131, service question n=130)

SERVICE CHANGE AND SUPPORT NEED

How has the service you provide to your beneficiaries changed?



Please tell us any immediate support requirements your organisation has.



SERVICE CHANGE

Service change – key themes

Common themes:

- Many responding organisations have moved from F2F services to online or have increased/started delivering services via the phone
- A sizable minority of responding organisations have had to suspend/close/stop some of their services
- A smaller minority of responding organisations have developed entirely new services in the last few weeks

Other aspects of service change highlighted by a small number of organisations (less than 10) but of interest for future monitoring include:

- Starting to provide food packages
- Reductions in capacity
- Surges in need
- Increased volunteer coordination
- Reprioritisation of work/resources

SUPPORT NEED

Support need – key themes

Common themes:

- A sizable minority of responding organisations have funding/cash flow/fund-raising support requirements
- A smaller minority of responding organisations have a need for technology (both equipment and technical support)

Other support requirements highlighted by a small number of organisations (less than 10) but of interest for future monitoring include:

- Personal Protective Equipment
- Food and essential goods
- Access to strategic comms/intelligence sharing
- Advice/guidance on support vulnerable groups
- Staff recruitment
- Supply and delivery reliability

NEXT STEPS

Week two survey in the field 20th – 23rd April. This will collect questions on change in user numbers and specific needs of users increasing or decreasing

Results available Monday 27th

We will also collect data on primary user/beneficiary groups

Cohort has now increased to 207 and recruitment will continue to grow the cohort

Responses to the baseline will be linked to the responses of the week two survey