



Surrey Covid-19 Community Impact Assessment

Access and Use of Services Findings

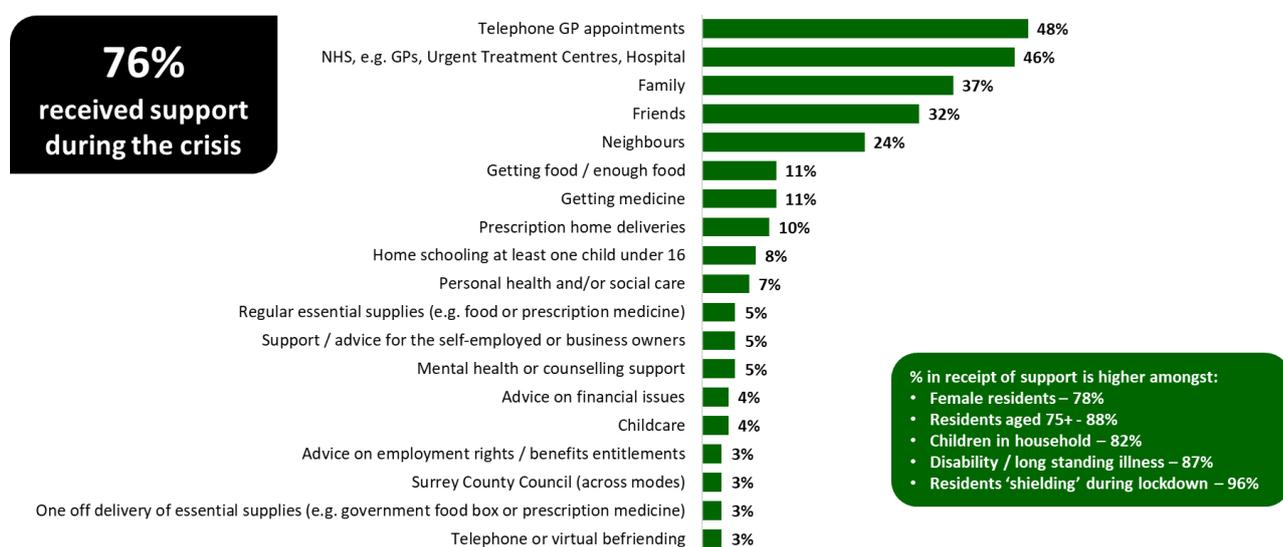


Access and Use of Services

1. 76% of residents received support during the crisis, and over 90% of shielded residents who needed support with basic needs received it

In the survey, just over three quarters of residents indicated they have received at least one element of support from the variety of services listed. Telephone GP appointments and NHS services are the most common. Family, friends and neighbours have also played key supporting roles.

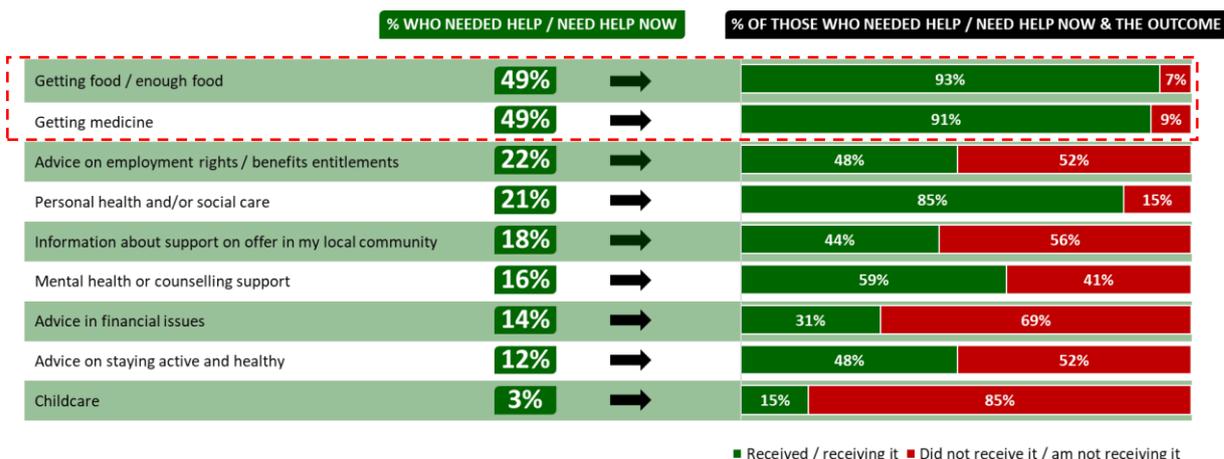
Reported support is higher amongst residents aged 75 & over, residents with a disability or long-standing illness and residents shielding during lockdown, as well as female residents and households with children.



For shielding residents, targeted support efforts to deliver vital provisions have proven to be successful with over 90% receiving support, food and medicine.

Shielding Residents Only

As a result of the coronavirus crisis, what level of support, if any have you needed for each of the following? (Excluding Not Applicable)



Base: all answering (circa 486)

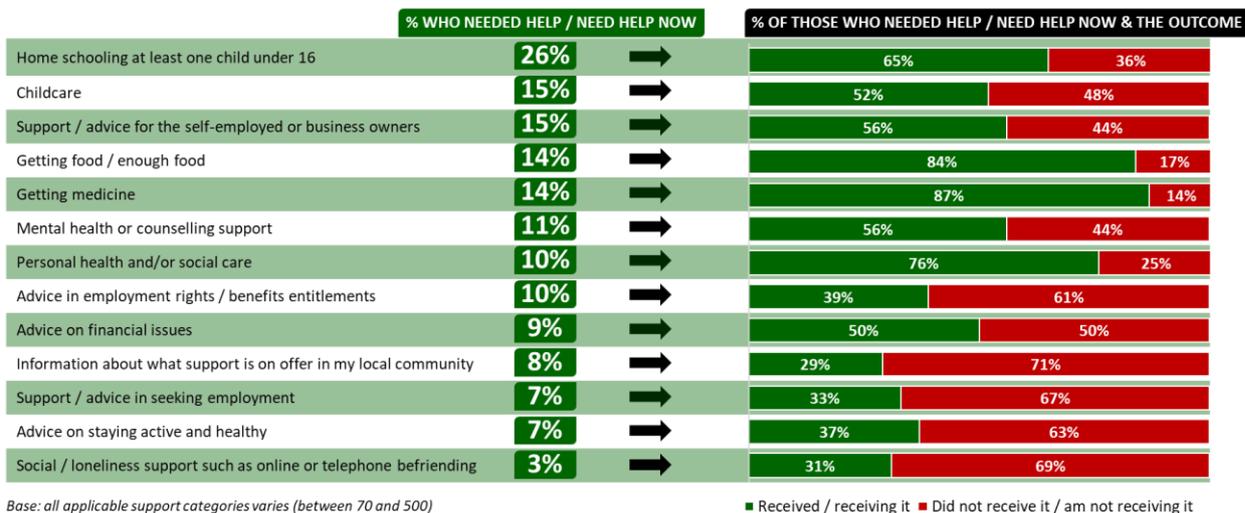
2. There have been gaps in service provision, with lower demand services being the least accessible. This might have disproportionately affected already marginalised groups

Of the support categories relevant to residents, home schooling was reported as the most common area for help, followed by childcare, support and advice for the self-employed / business owners and getting food and medicine.

However, the proportion of residents who have received or are receiving help compared to those needing help varies dramatically and highlights some gaps in service provision for some specific types of needs, such as information around employment and mental health.

Services where there was greater demand tend to have been more accessible, whereas more specialist services for which there has been lower demand have proved harder to access such as services for employment support and befriending.

As a result of the coronavirus crisis, what level of support, if any have you needed for each of the following? (Excluding Not Applicable)



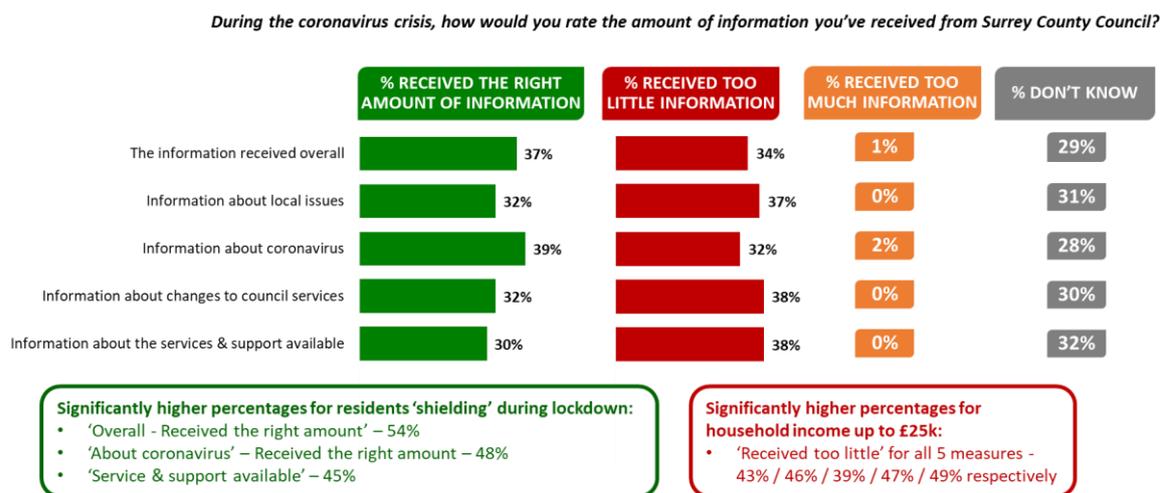
Base: all applicable support categories varies (between 70 and 500)

3. Residents have found information around guidelines and provision of services confusing. This could have created a barrier to accessing available support

Findings suggest that support is available for those who most needed it, and that targeted support efforts for shielding residents were successful.

Four in ten residents believed they had received the right amount of information from the council with just over a third believing they had received too little. This could account for varying levels of awareness of what's available support wise.

The ethnographic research revealed similar findings, with varying awareness of council grants available. Some residents indicated a strong awareness of grants available for businesses from the council with a number having benefitted from such grants. However, others demonstrated uncertainty around obtaining this sort of financial support or lacked awareness as to what they may be eligible for. In several cases, this led to the notion that residents had to go looking for support, even though in reality this was not the case. Confusion around accessing support was likely exacerbated by the fact that many people suddenly required support services which they had never needed before.



Base: all answering (1,982)

30

Access and Use of Services - Opportunities for Action

1. Continue to build on digital service offers such as virtual clinics, while ensuring that those who struggle with digital access are still able to access the support and services they need easily.
2. Through partnership forums such as the Surrey Office of Data Analytics use data to identify cohorts of residents and target specific support services, utilising linked datasets and predictive analytics.
3. Design clear partnership plans on how to best reach minority groups that have found accessing information difficult during the pandemic.