



# Surrey Covid-19 Community Impact Assessment

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Surrey County Council Cabinet  
24 November 2020



**SURREY**  
COUNTY COUNCIL

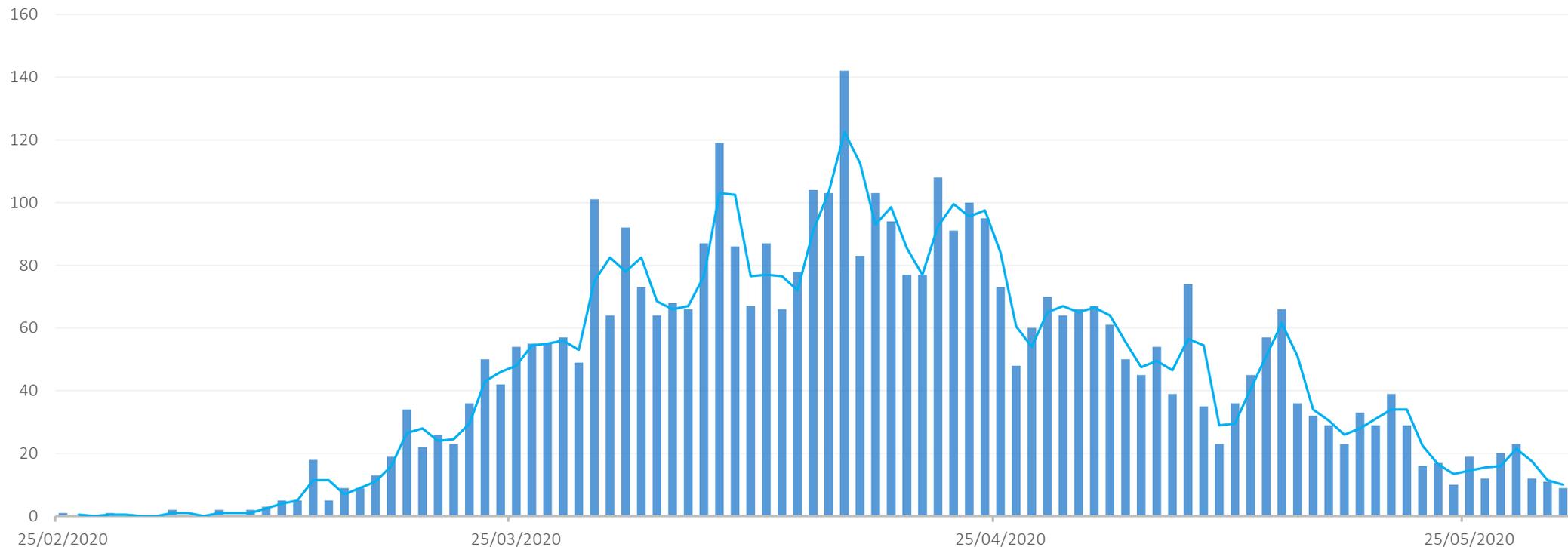
# Part 1 – Lockdown

# In March 2020 cases of Covid-19 started to rise in Surrey and government announced a national lockdown

Cases in Surrey started to rise from the beginning of March 2020. On 19 March, furlough began and on 23 March the Government announced a national lockdown.

Cases peaked in Surrey between April and May and started to fall towards the end of May.

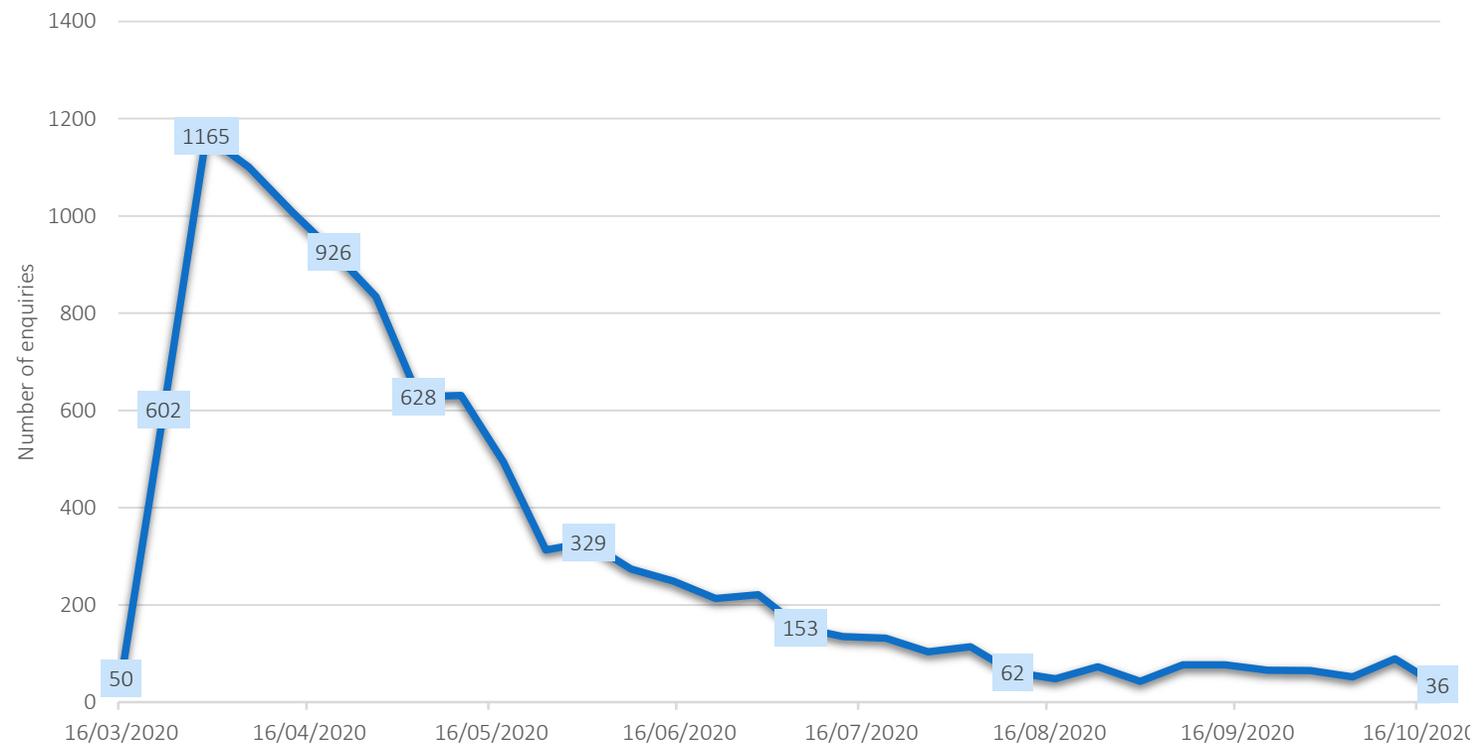
Number of new Covid-19 cases in Surrey



# There was a greater need for support from vulnerable people

*"Thank god for technology really, had I not had that technology, I think it would be a very sad place to be" - a shielding resident*

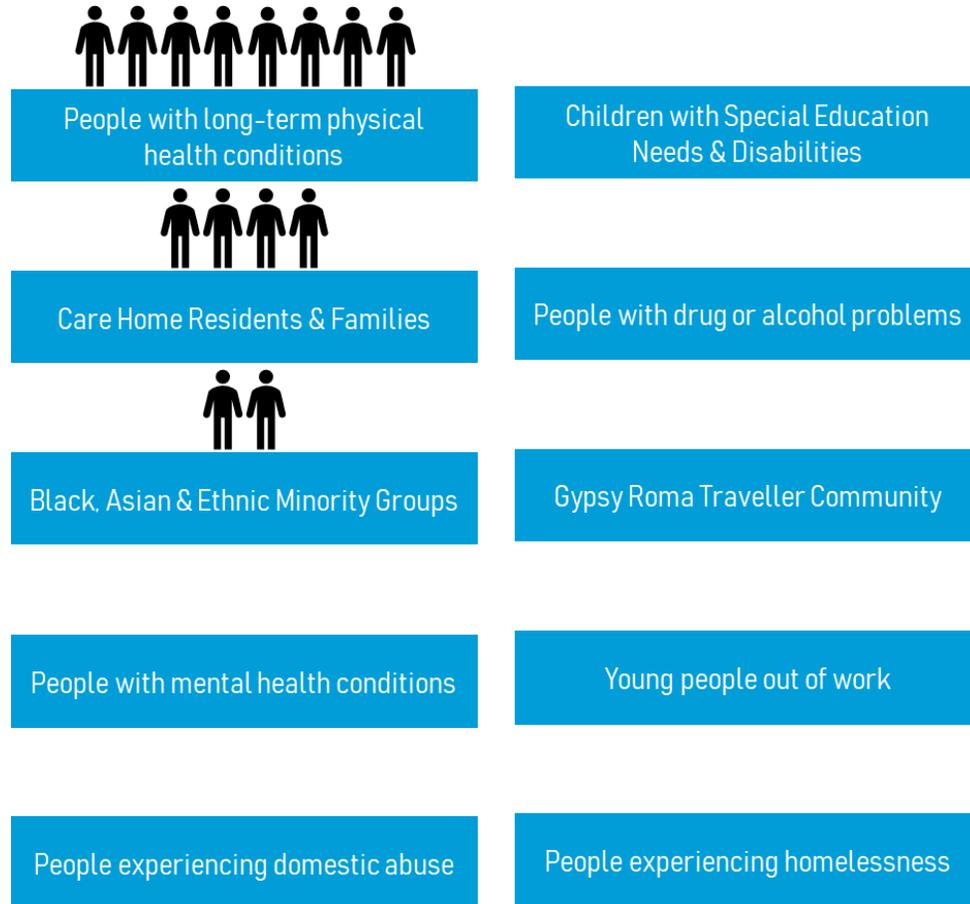
Community Helpline Enquiries



The council set up a Community Helpline to support residents during the pandemic.

There was high demand on the helpline during March and April, demonstrating the increased need for support from vulnerable residents.

# And a greater risk of 'hidden harm' in our communities



It is likely that the pandemic has had a disproportionately negative impact on certain groups of residents.

We identified 10 vulnerable groups with pre-existing vulnerabilities or a greater risk of mortality from Covid-19.

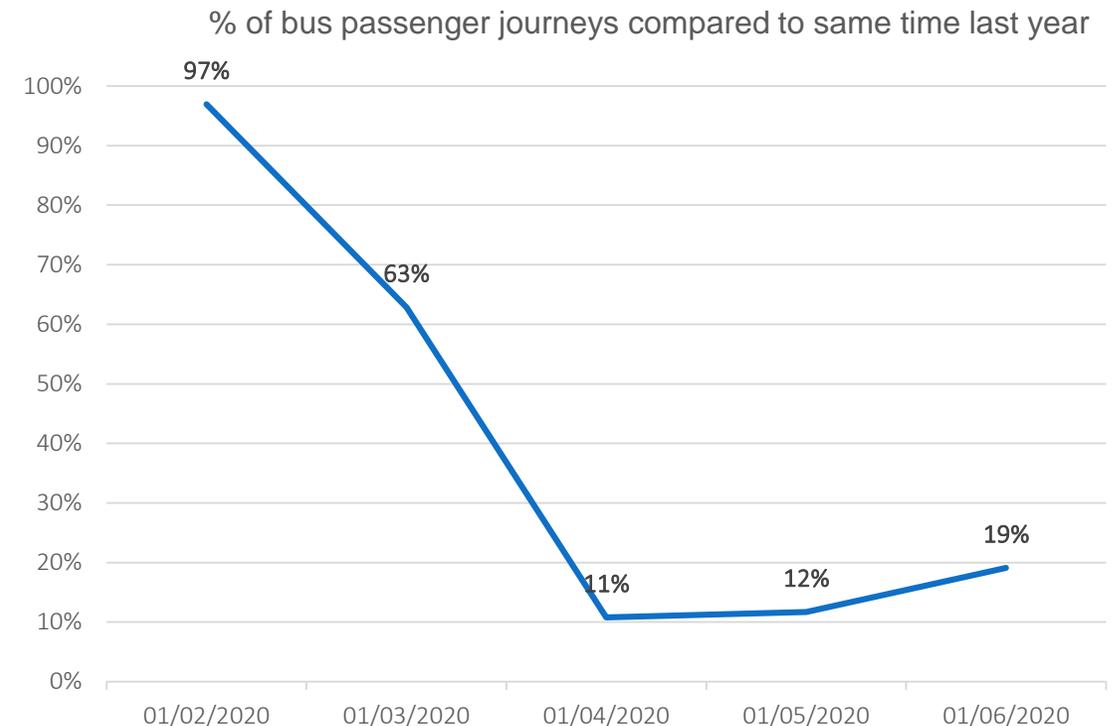
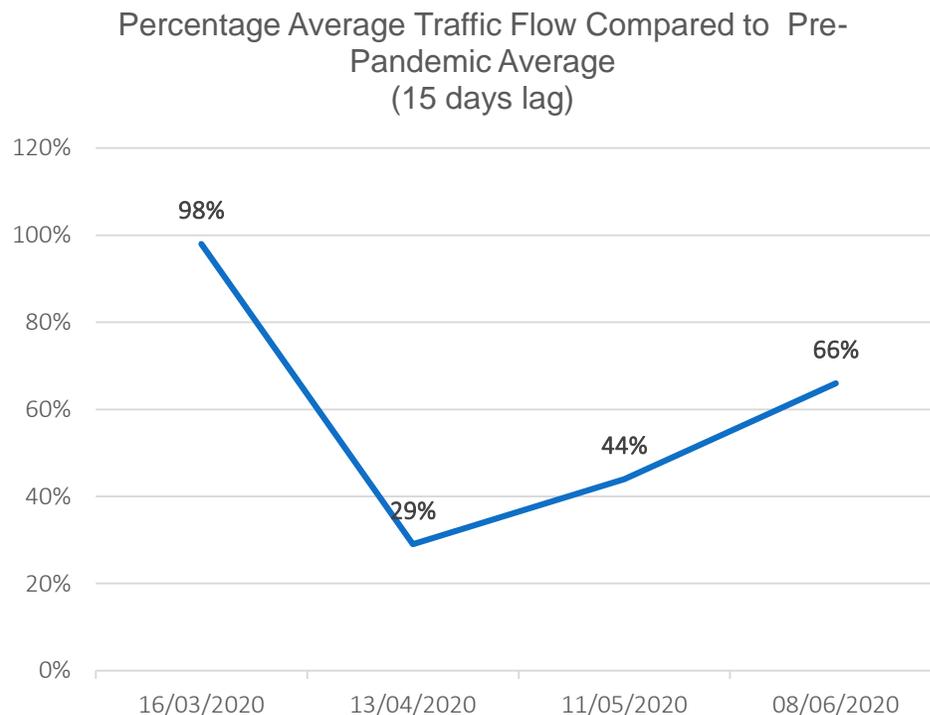
As part of our Community Impact Assessment, we have carried out a series of 'Rapid Needs Assessments' to understand the impact the pandemic has had on each of these groups.

The icons represent the increased mortality risk of each group. For example people with long term health conditions have an 8 times higher risk of dying from Covid-19 than those without long term health conditions.

# Lockdown led to a decrease in mobility and economic activity

*"It was like a ghost town. Literally like a ghost town" - Woman from Waverley*

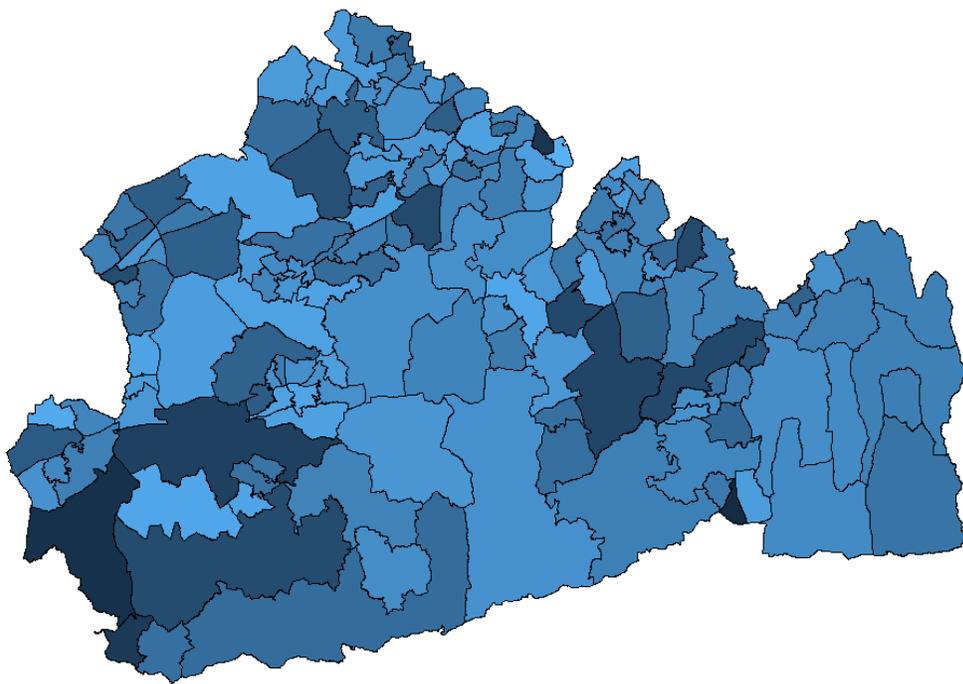
As a result of lockdown, travel across the county reduced. At its lowest, traffic flow was less than 30% of its pre-pandemic average while the number of bus passenger journeys fell as low as 11% of the number from the same time last year. The reduced levels of mobility are likely to have negatively impacted the local economy.



# Part 2 – The Impact

# The health impacts have been felt the most in areas with higher numbers of over 80s and care homes

Map of Surrey showing the distribution of the Health Impact Score across MSOAs (a darker shade of blue indicates a higher score, meaning the area is more impacted)



We mapped the health impacts of Covid-19 by combining data on Covid cases, deaths and care home outbreaks.

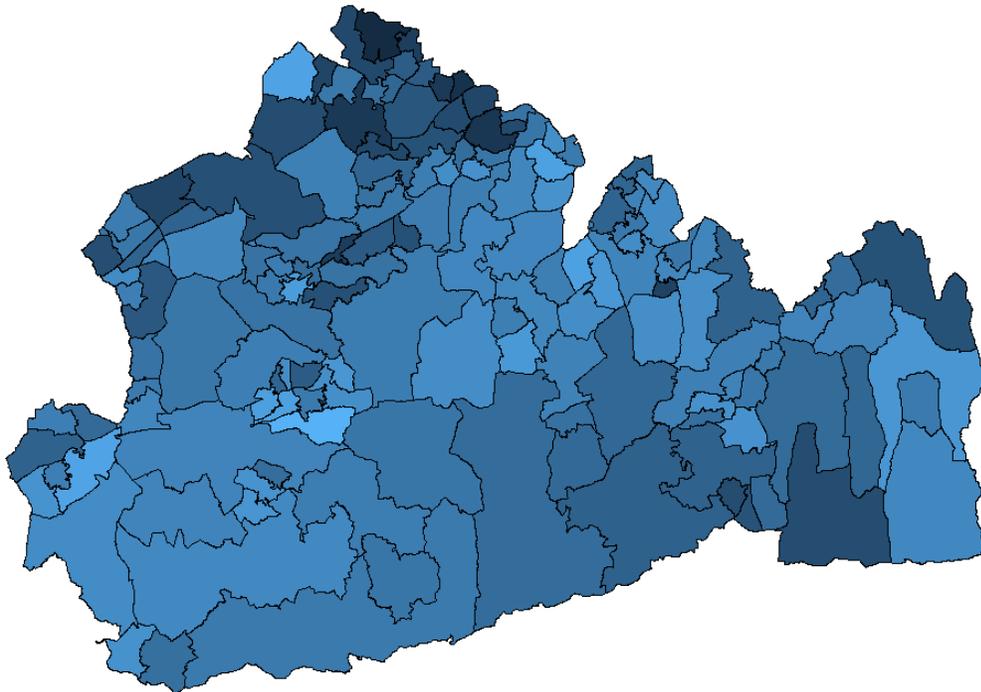
The top 5 most impacted areas in the health dimension were:

- Banstead (Reigate & Banstead)
- Horley Central (Reigate & Banstead)
- Leatherhead South & Ashted South (Mole Valley)
- Haslemere West (Waverley)
- Hindhead, Beacon Hill & Frensham (Waverley)

# The economic impacts have been felt the most in areas with a higher reliance on certain industries such as aviation

*"I fear the end is not near when it comes to this...especially in the airline industry" - Customer service manager at Heathrow Airport*

Map of Surrey showing the distribution of the Economic Impact Score across MSOAs (a darker shade of blue indicates a higher score, meaning the area is more impacted)



We mapped the economic impacts of Covid-19 by combining data on estimated workers furloughed and increases in the claimant count.

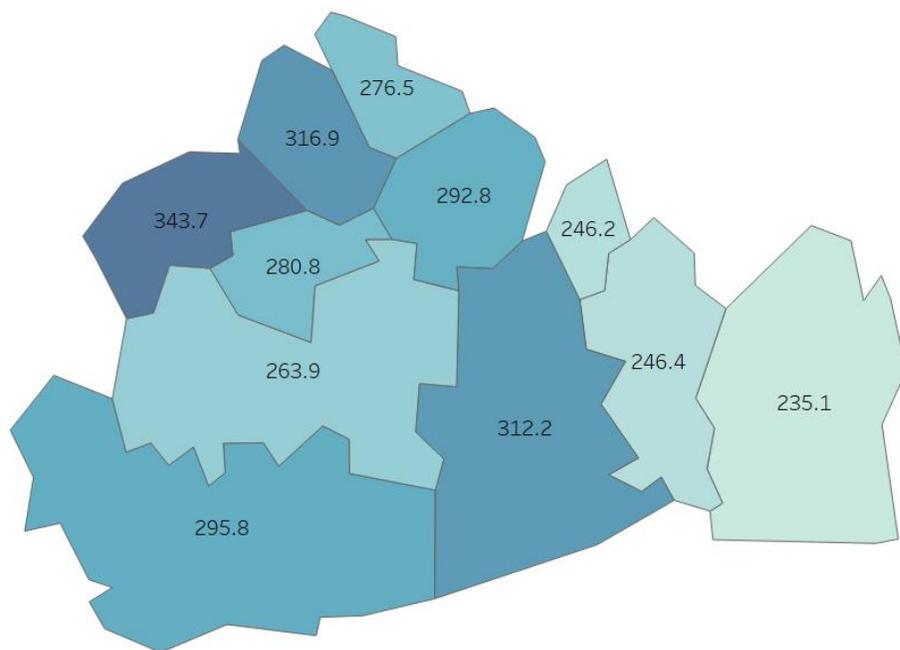
The top 5 most impacted areas in the economic dimension were:

- Walton North & Molesey Heath (Elmbridge)
- Stanwell North & Stanwell Moor (Spelthorne)
- Bagshot (Surrey Heath)
- Warlingham East & Tatsfield (Tandridge)
- Tattenham South (Reigate & Banstead)

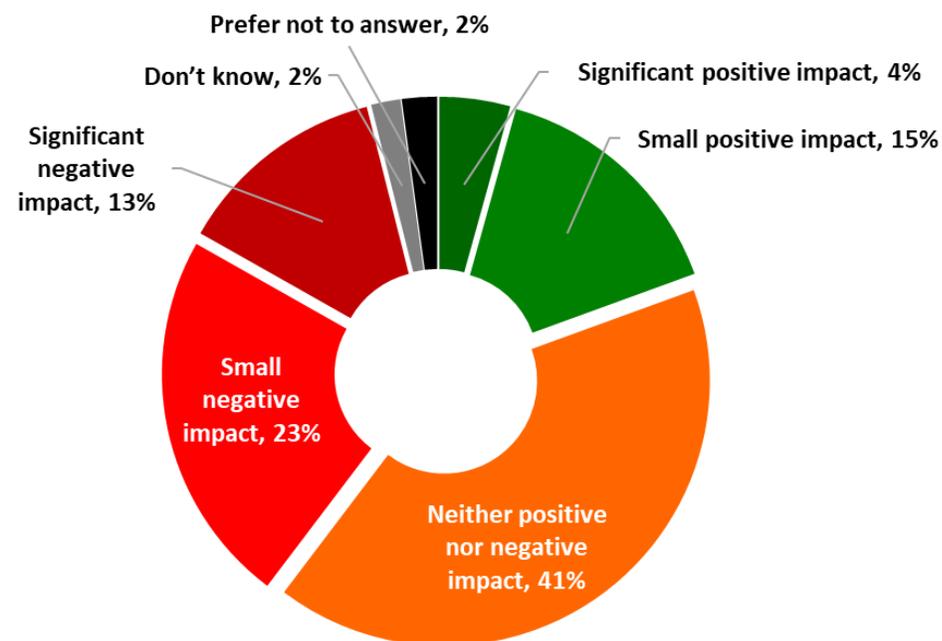
# Residents who aren't used to needing support started to struggle

The number of people claiming Universal Credit or Job Seeker's Allowance increased by over 300% in some areas of Surrey. Through our temperature check survey and ethnographic research we learnt that many residents were seeking financial support for the first time due to Covid-19.

% change in Claimant Count June 2019 to June 2020 (a darker shade of blue indicates a higher % increase in claimant count)



*What impact has the coronavirus crisis had on the income of your household, if any?*

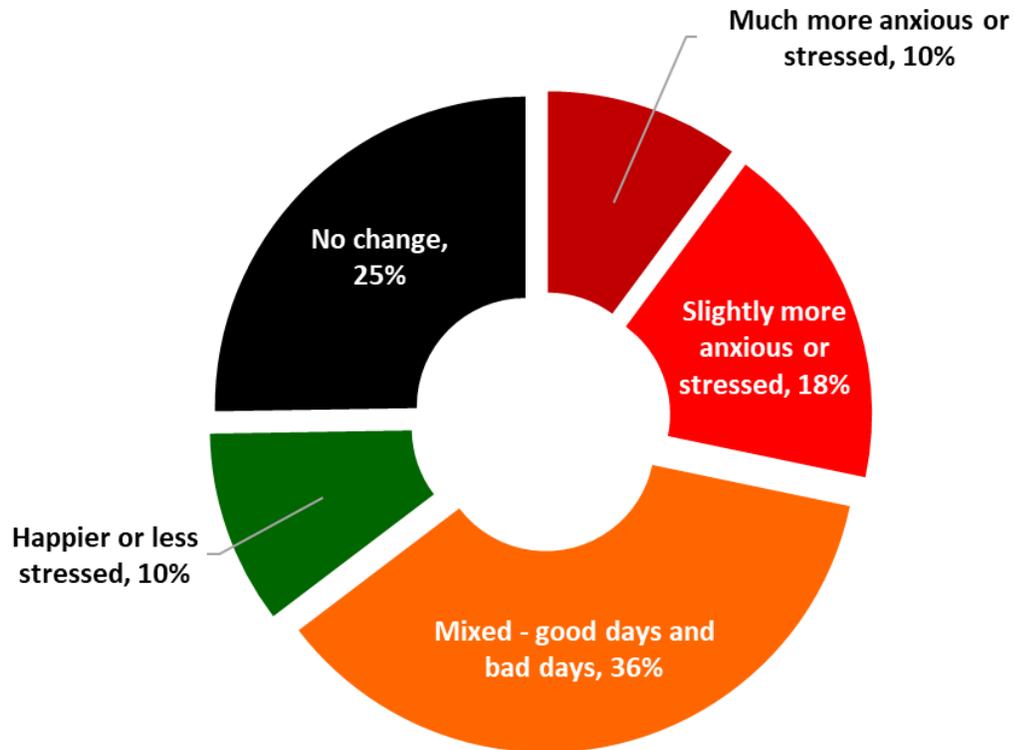


# Lockdown has impacted many residents' mental health

*"I found Covid-19 really stressful, I broke down in front of my Mum and said I don't want to live anymore" -*

Woman from Spelthorne

How do you feel the lockdown has affected your mental wellbeing?



Our research has shown that impacts on people's mental health have been very significant, with 75% of residents telling us that lockdown has affected their mental wellbeing in some way.

Loneliness was a common impact, particularly amongst those aged 16-34 and those with low household incomes of less than £25k.

52% of those aged 16-25 say they felt more lonely due to lockdown, and 46% of those from low income households felt the same.



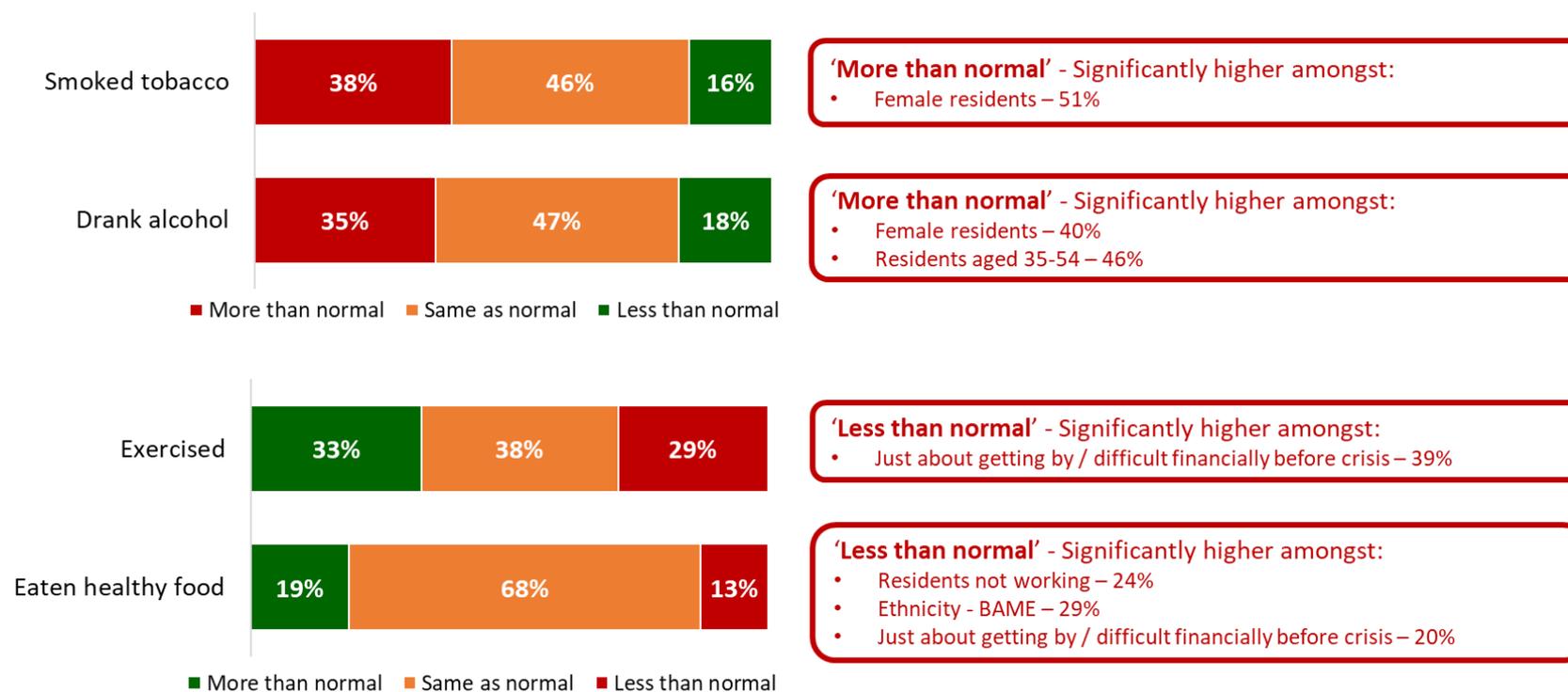


# More people are participating in unhealthy behaviours

*"I cope with the stress by eating, smoking and drinking really" - Man from Spelthorne*

There has been an increase in unhealthy behaviours such as smoking and drinking since the start of lockdown. 38% of residents say they have smoked more than usual and 35% say they have drunk more than usual.

*Since the start of lockdown, have you..? Excluding 'Not applicable'*







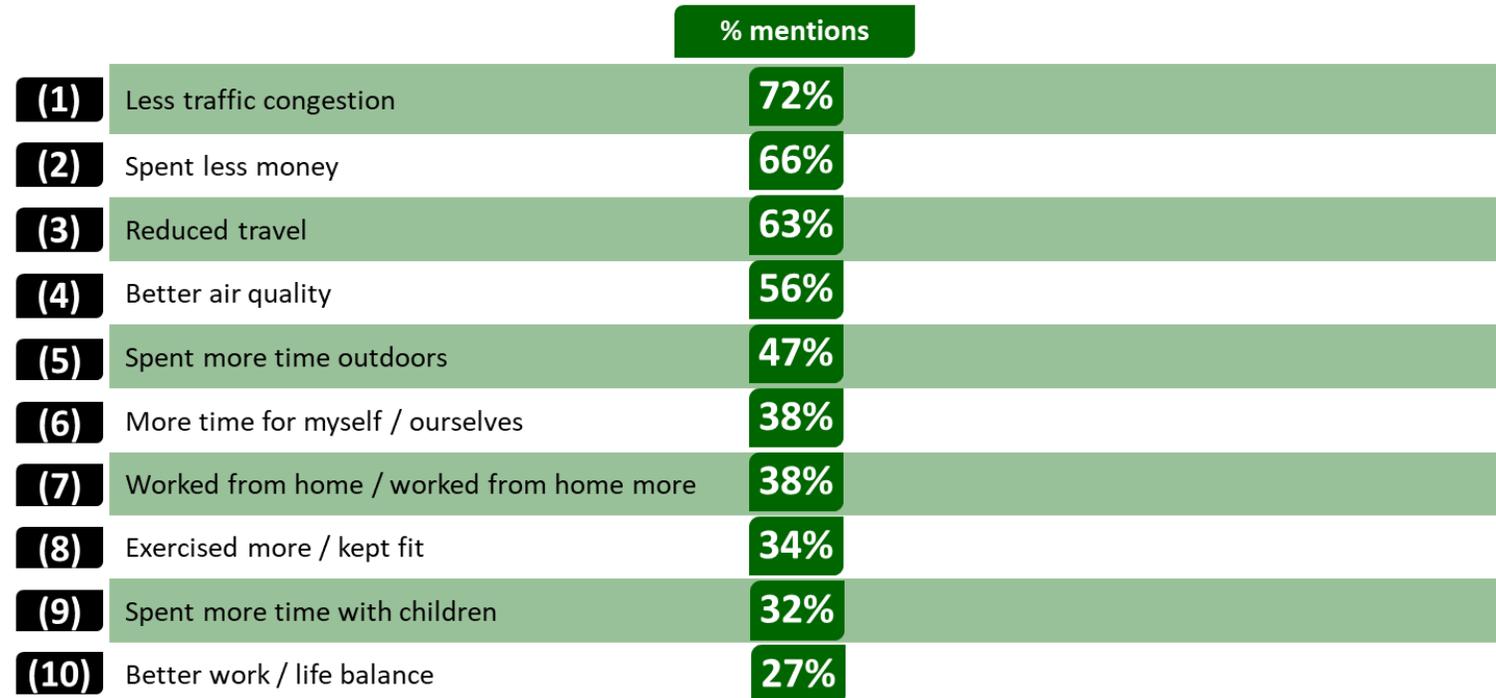
# But there have also been some positive impacts from the pandemic

*“The wildlife came alive when Gatwick closed” - Woman from Horley*

There have also been some positive changes as a result of Covid-19. An increase in time spent outdoors and reductions in travel and air pollution are examples of this, which support our Greener Futures priorities. This provides an opportunity to encourage residents to maintain these behaviours and sustain the positive changes.

Partnerships have also strengthened between service providers, community and voluntary care sectors, transcending perceived or existing barriers.

*What positive changes, if any, have come out of the current situation during lockdown for you and your family?*



# Part 3 – A Partnership Response

# Partners across Surrey quickly responded

## SURREY'S RESPONSE

In Surrey, the Local Resilience Forum has been responsible for coordinating the response to COVID-19 and the national lockdown. This is jointly led by Surrey County Council, Surrey Police and Surrey Fire & Rescue

Service, and involves many partners across the county.

We have been working together, with a common purpose – to protect our health services and save lives. **We have:**



Handled over **10,000** calls into the Surrey community helpline

Made direct contact with **39,793** vulnerable and shielding residents, including over **30,000** calls and over **5,000** welfare visits



Opened a new community hospital in just **35 days**



Had around **250,000** views of Surrey County Council's Coronavirus web pages



Worked with **276** Voluntary, Community and Faith based groups across Surrey

Delivered **1,830** food boxes



Sourced, sorted and delivered over **7 million** items of PPE to the front line



Helped coordinate over **10,000** registered volunteers delivering support in the community



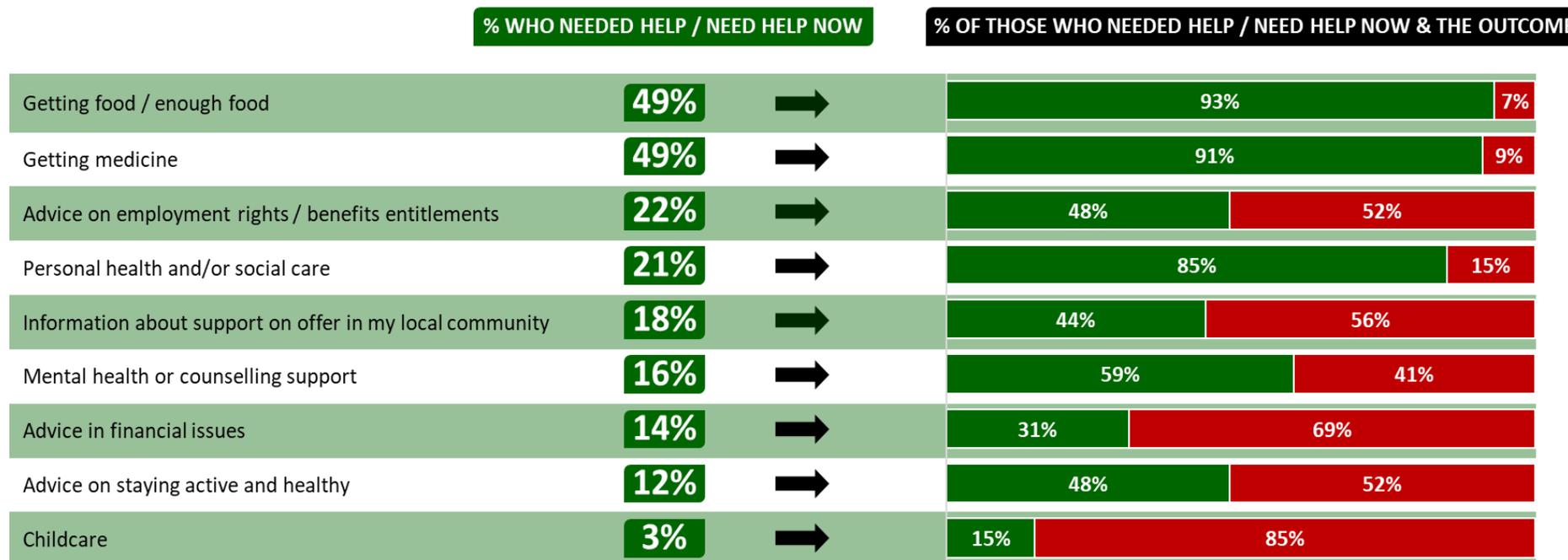
Established **3** temporary mortuary sites to ease pressure on hospitals

# The majority of vulnerable people received the support they needed

Over 90% of those who needed help getting food and medicine received support, showing that these services for vulnerable people were effective.

There was quick adaptation to virtual working for a number of services, including outreach to support homelessness and those experiencing domestic abuse.

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



■ Received / receiving it ■ Did not receive it / am not receiving it

Base: all answering (circa 486)

# And there has been a greater sense of community and 'neighbourliness'

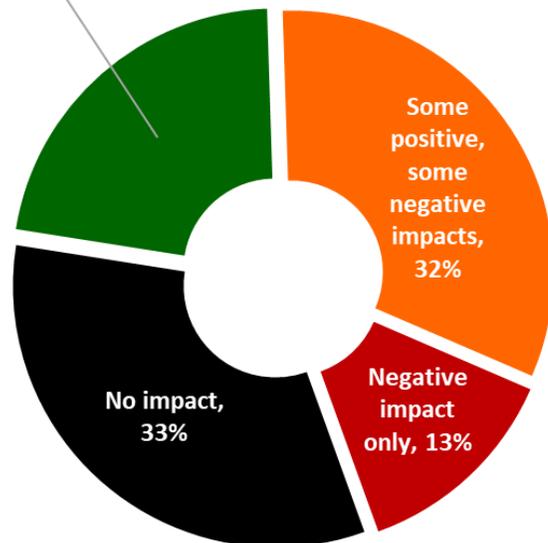
*"It was our son's birthday on VE day. All the neighbours came round with cards for him. It was special, probably his best birthday ever" - Woman from Spelthorne*

Many residents felt a heightened sense of neighbourliness in their areas. 54% reported a positive impact of some sort on their connection to the local community, and 55% helped out their neighbours during the pandemic. This greater sense of community cohesion can be built on through our Empowering Communities programme and Local Community Networks.

The 'everyone in' initiative resulted in unprecedented levels of engagement and stability for people experiencing homelessness.

**How has the coronavirus crisis impacted your household in terms of your connection to your local community?  
Excluding 'Not applicable'**

Positive impact only, 22%



**Have you experienced any of the following local community / neighbourhood activities during the coronavirus crisis?**



## But some groups have felt excluded or stigmatised

Through our Rapid Needs Assessments we have identified several themes showing how vulnerable groups have been impacted by the pandemic. These highlight the risk of increased marginalisation and exclusion of vulnerable groups.

**Information** - The language of information and guidelines has been confusing for some groups and caused an increased sense of mistrust towards government and mainstream media

**Exclusion** - Many of the groups we have spoken to have felt excluded, from services (Gypsy, Roma and Traveler communities), access to transport (shielded individuals), digitally and in terms of language (BAME, Residential care)

**Isolation** - Lockdown has left many individuals feeling isolated and cut off from friends, family and their local community. This includes domestic abuse survivors, dementia patients, individuals in residential care, individuals shielding and newly unemployed people.

**Stigma** - There is greater stigma felt by some groups, for example around perceptions of mental health and stereotypes of vulnerability. We have heard concerns around stigma from shielded individuals, people in residential homes and people from BAME communities.

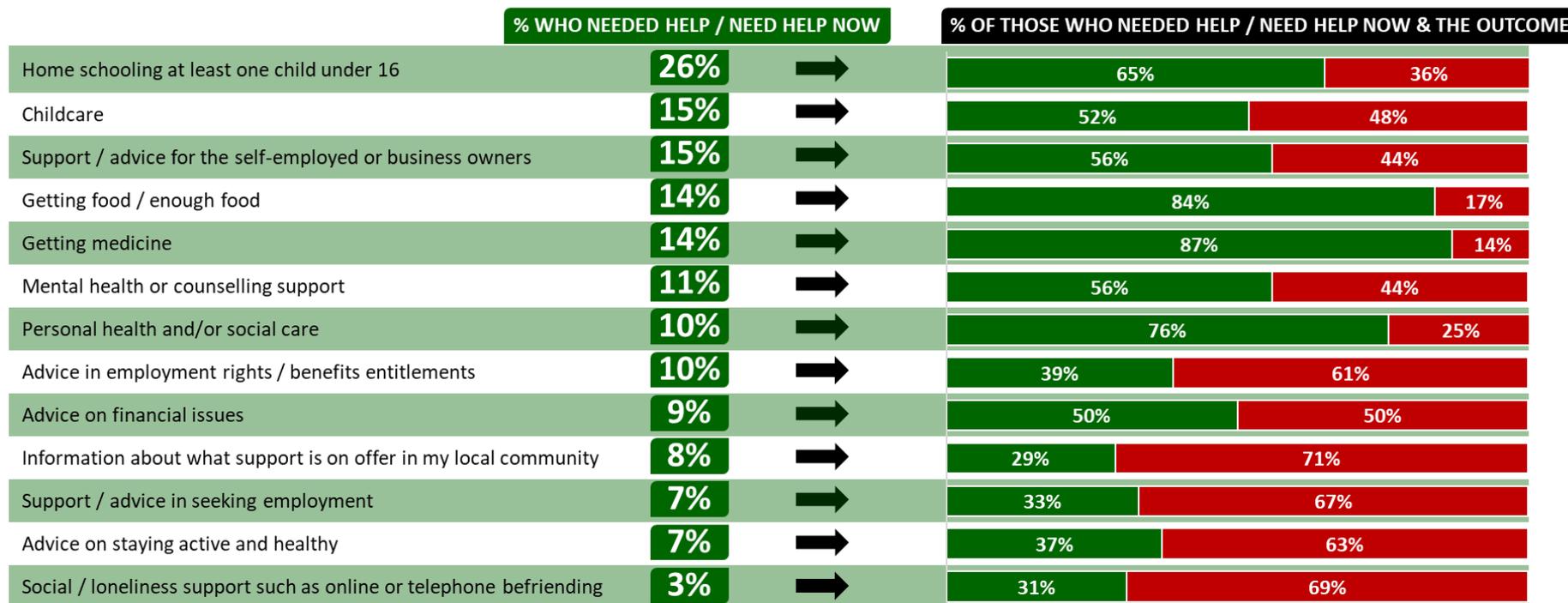
**Rigidity of Regulations** - The regulations that have been imposed have often caused unintended harm, for example decline of dementia patients, decline of mental health, decline of chronic conditions, impact on individuals with SEND and people using lockdown as a tool for domestic abuse.

# There are gaps in service provision for some types of need

*"I just want my knee surgery to be sorted out so I can get on with day-to-day life" - Woman from Frensham, Waverley*

Services with a greater demand tend to have been more accessible, but services with a lower demand have been harder to access, for example employment and befriending services.

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



■ Received / receiving it ■ Did not receive it / am not receiving it

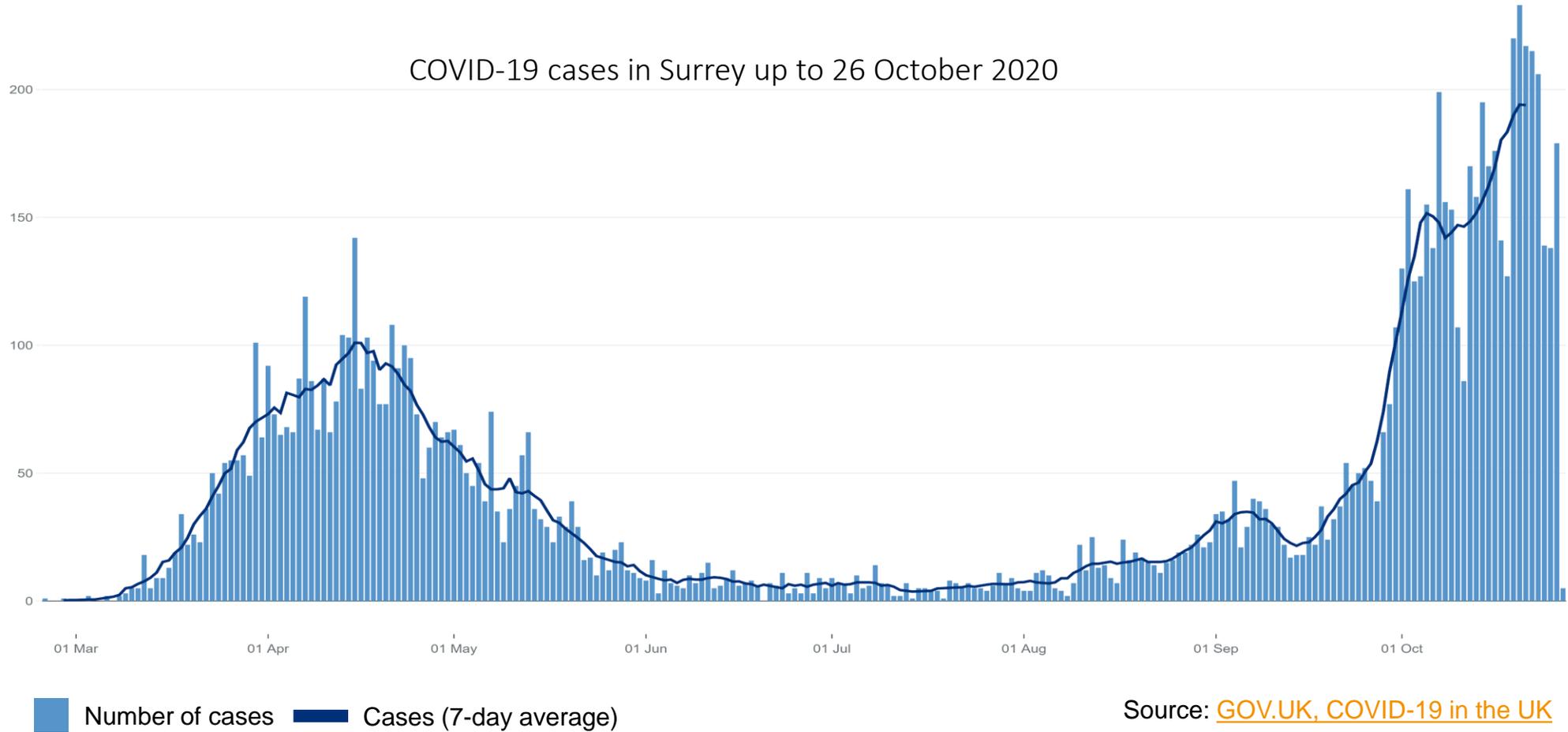
## And residents have found information around guidelines and rules confusing

- Only four in ten residents believed they had received the right amount of information and guidance from government with just over a third believing they had received too little.
- Our ethnographic research revealed that although residents were aware of grants available for businesses from district and borough councils, many were uncertain of how to obtain this sort of financial support or lacked awareness as to what they may be eligible for.
- Confusion around accessing support was likely exacerbated by the fact that many people suddenly required support services which they had never needed before.
- Our Rapid Needs Assessments were powerful in conveying the impact of not understanding guidance or being able to access support (financial and social) on vulnerable communities.

# Part 4 – The Second Wave

# Cases have started to rise again

The number of Covid-19 cases began to rise again in Surrey in September, taking the total to 10,550 cases since the start of the pandemic. As we enter the second wave we will use the findings from the Community Impact Assessment to inform our response.



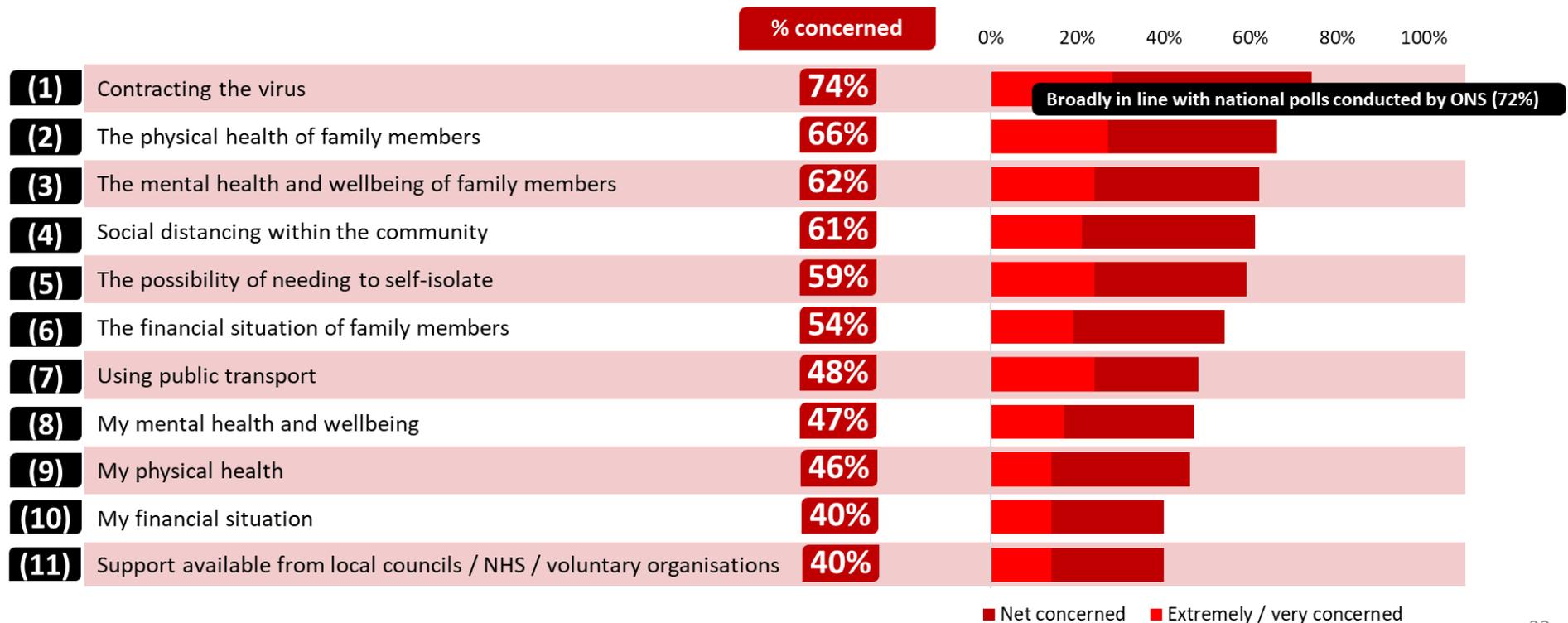
Source: [GOV.UK, COVID-19 in the UK](https://www.gov.uk/covid-19)

# Many residents still have concerns for themselves, family and friends

Many residents are concerned about the future, in particular the physical and mental health of themselves and family members. Many are also concerned about their financial situation and the finances of loved ones.

Communities that have been disproportionately impacted by Covid-19 are concerned about the long term impact on their health and well being.

*To what extent are you concerned about any of the following over the next six months?*

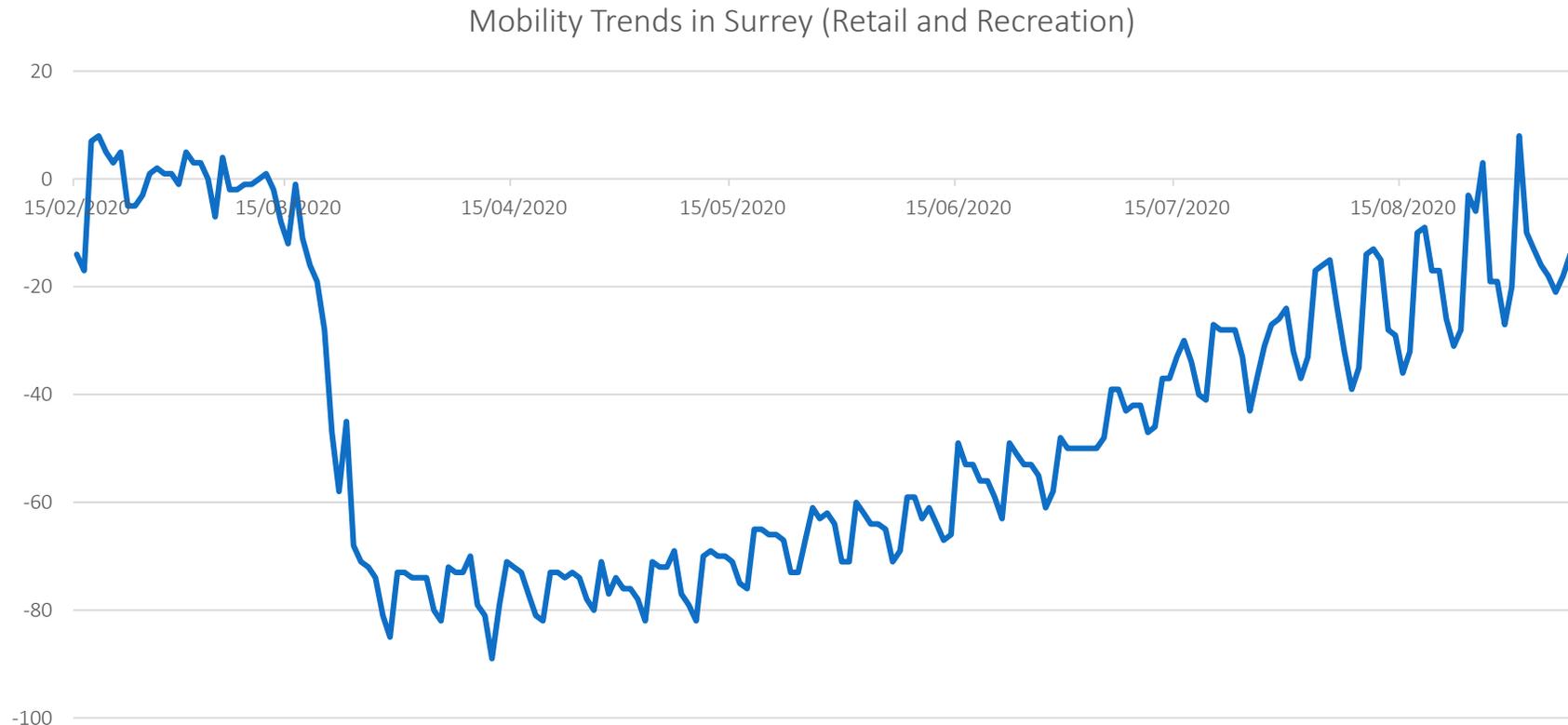


Base: all answering (2,118)

# Part 5 – Looking to the Future

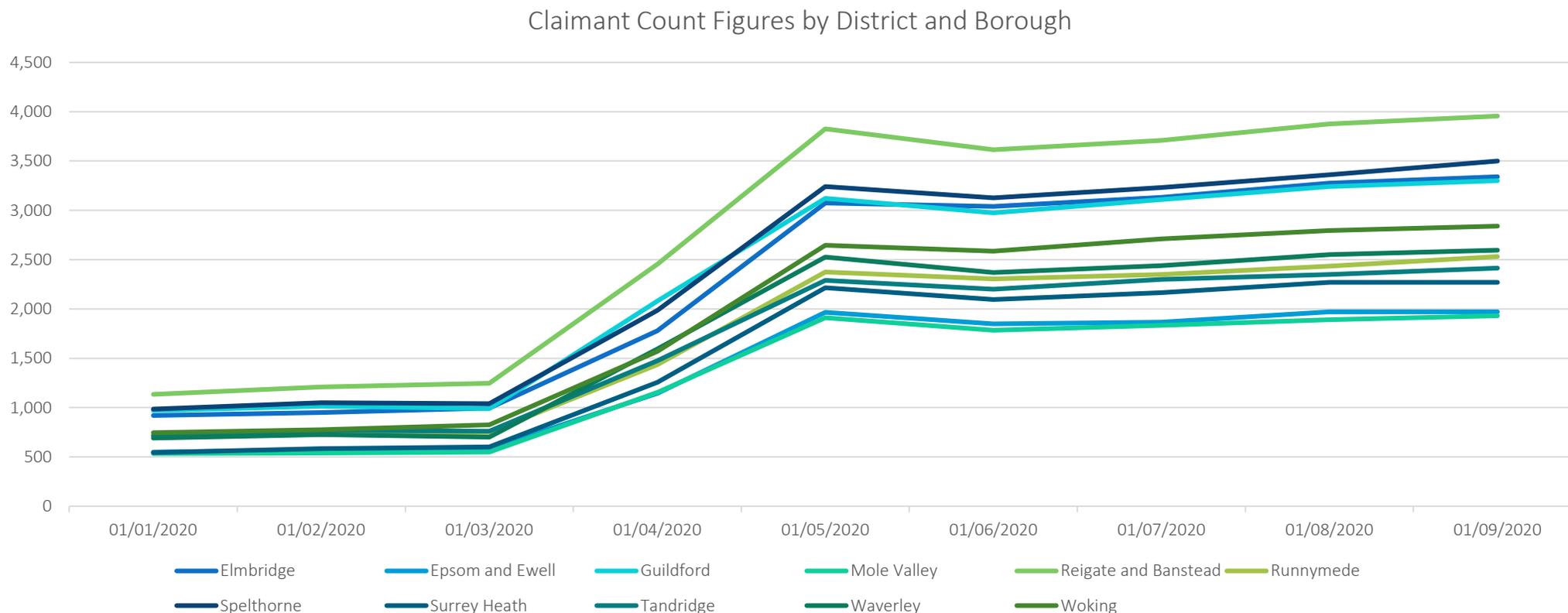
# Local recovery efforts have started to show results

As lockdown eased, many residents started to return to their daily lives. For example mobility trends around retail and recreation activities have nearly returned to pre-pandemic levels.



## But recovery is uneven across the county

The economic and financial impact on households has been uneven. For example, Reigate & Banstead, Spelthorne and Guildford have seen sharper increases in claimant count figures, and numbers continue to rise.

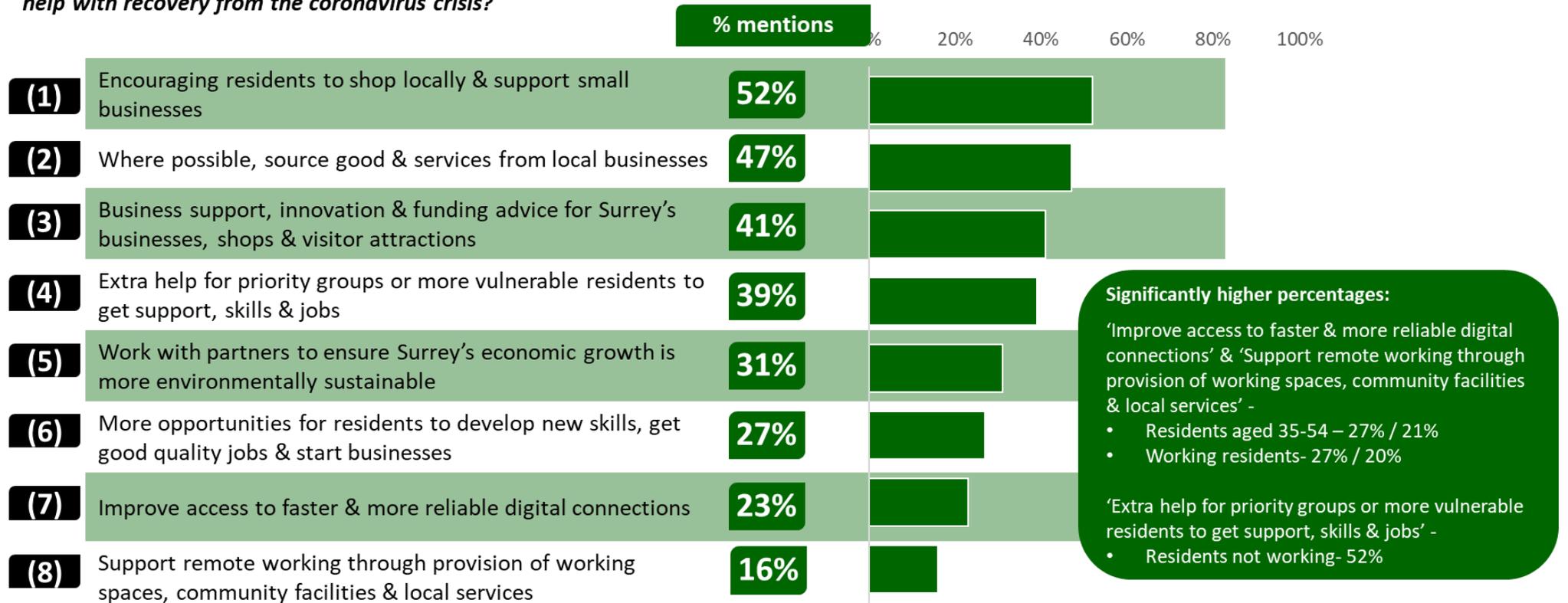


# Residents have told us to focus on supporting local businesses and vulnerable people

*“There are certain shops that are starting to close down. We’ve lost the shoe shop and the card shop” - Man from Spelthorne*

Over half of residents believe that Surrey partners should focus on supporting local businesses over the coming year.

**What should Surrey County Council and Surrey Heartlands Health and Care Partnership’s priorities focus on over the coming year to help with recovery from the coronavirus crisis?**



## Residents have told us to focus on supporting local businesses and vulnerable people

*" We need to ensure that the foundations that have been laid remain and that they are not taken away. We need to ensure we have the financial stability to continue to support clients" - Outreach for homeless clients*

Embed local models that enable flexible nuanced care for vulnerable people

Timely access to services and support , incl. networks and food charities

Facilitate wider service profile uptake through use of online outreach tools

Anti-discrimination and cultural awareness

Clear advice and support for financial, physical and mental health

Implement safeguarding and corporate parenting responsibilities

Further joined up, co-ordinated and sustainable support for the local agencies and organisations working with vulnerable communities

Reducing health inequalities

Effective, adapted, culturally appropriate and communication and engagement

Digital inclusion

# Appendix 1 – Background to Our Community Impact Assessment

# What is the CIA?

Product	Description
 <b>Geographical impact assessment</b>	Presents analysis of the impact of Covid-19 on local communities across health, economic and vulnerability dimensions. The analysis helps to <b>identify which places in Surrey have been most affected</b> by the pandemic and how.
 <b>Local recovery index</b>	The LRI is a <b>surveillance tool for monitoring how well Surrey is recovering from the pandemic</b> . It looks at a range of indicators across three themes; Economy, Health and Society.
 <b>Temperature check survey</b>	<b>Survey of over 2,000 households</b> from across Surrey to understand their experiences of the pandemic and lockdown.
 <b>Community rapid needs assessments</b>	<b>10 in-depth assessments of how vulnerable communities have been affected during Covid-19</b> and these communities' needs and priorities.
 <b>Place based ethnographic research</b>	Detailed research to understand the <b>financial, emotional and community impacts of Covid-19 on individuals living in communities that have been most impacted</b> .

# Where to find more information

The Community Impact Assessment will be published as part of our wider 'Evidence Base' about Surrey, our people and place.

The plan is to publish the data on Surrey-I, with a link through from the Surrey County Council website.

## Surrey-I 'Covid-19 Impacts' Landing Page

**Impact of Covid-19 on our Communities**

The Community Impact Assessment (CIA) explores **health, social and economic impacts** of COVID-19 among communities across Surrey, **communities' priorities** for recovery, and **what support these communities might need** if there is another outbreak.

It aims to:

- Enable the council's partners to provide targeted support to communities impacted by COVID-19; and
- Enable the council and partners to act preventatively to mitigate future impacts.

The results can be split into 2 main areas:

- [People](#)
- [Places](#)

Product	Description
<b>Geographical impact assessment</b>	Presents analysis of the impact of COVID-19 on local communities across health, economic and vulnerability dimensions. The analysis helps to <b>identify which places in Surrey have been most affected</b> by the pandemic and how.
<b>Recovery progress index</b>	The RPI is a <b>surveillance tool for monitoring how well Surrey is recovering from the pandemic</b> . It looks at a range of indicators across five themes: Economy, Place,

# Appendix 2 - Sample of Resident Profiles

# Jodie

## Background

**"It's a bit stuck-up here"**

(we have replaced all residents' names)

### About



- Lives with her youngdaughters
- Her mother and siblings live nearby
- Her partner lives overseas
- Has a background in fashion design and recently been devoting more time to art and design

### Place



- The area is expensive and she feels "it's a bit stuck-up here"
- She lives close to a nature reserve and goes on regular bike rides around nearby church and graveyard
- Ashtead feels safe and has good schools
- Feels the local population is overwhelmingly older and white. Being mixed race "you feel like you stand out"

### Work



- Up until lockdown, she had been working as a TA at a local school
- She was initially put on furlough, but was then made redundant
- She is currently out of work and feels lost: "what do I do with myself?"
- Starting to apply for new roles and finding it difficult to find term-time jobs so she can care for her daughters

### Community



- Doesn't take part in community groups, but friendly with neighbors
- Active on local social media groups—whatsapp and facebook, but complains "here is the worst, just constant moaning"
- Received help from local churches during lockdown. They got in touch with her via her girls' school and delivered food parcels with activity sheets for the children too.
- She has received help with her housing, when a woman from the council came to give advice. But she feels in general with the council "you have to go to them to get information"

# Jodie

## Covid-19 Impact + Recovery

(we have replaced all residents' names)

**"You don't know what you're going to be living on"**

### Physical



- Has suffered from migraines in the past, but these have eased in the last 6 months
- Has enjoyed regular bike rides and walks with her daughters
- Has found it hard being confined to the house. Worried about doing exercises for fear of disturbing downstairs neighbours: "you don't want to be in all day"

### Emotional



- Covid-19 has affected her mood. She's thankful for video calls keeping her in contact with friends, family and her partner who lives in the US
- At the beginning of lockdown she felt herself "going into a real depression, but after about two weeks I started to feel, no it's fine"
- Focus on her children has
- Social confidence has suffered

### Economic



- Lack of economic stability is stressful
- Furlough scheme did help but now she's out of work, she wants to know "when things are going to be stable again"
- With easing of lockdown and return to school, she has become aware of increased spending, paying for children's clubs and treats at the local café: "these things do add up every day"

### Recovery



- Most of the local shops stayed open through lockdown, but she is concerned that economic impact will mean "they're going to end up closing"
- Is confused by media coverage and mixed messaging from the government: "they're scaremongering"
- The Black Lives Matter movement over the summer has made her increasingly aware of the lack diversity in the area, and hopes that this might change
- Lockdown has given her the opportunity to devote herself to her art and design work
- Using this time to reassess what she's like to do next: "using it to my advantage to just chill and relax"

# Joel

## Background

(we have replaced all residents' names)

**“Will be years to make up the losses.”**

### About



- Married a short time, strong relationship
- Owns property and is renovating it to sell
- First Baby due soon
- Hobbies are countryside pursuits eg shooting and he volunteers on 2 country estates
- He has 2 dogs

### Place



- He has lived in Shalford for several years, loves it there and thinks it is friendly
- He has lots of friends in Village and knows all his neighbours
- Socialises with others who attend shoots
- Hates the traffic - too busy
- Some Crime - had van stolen and tools stolen
- Wary of Traveller site in village

### Work



- Owns and runs own small construction company which he has had for over 10 years
- Company director - paid low salary and dividends
- Has 4 sub- contactors
- Used Accountant to check if he qualified for help - but he didn't

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### Community



- No personal knowledge of schemes or grants from council - only knows Planning Officer
- Would have liked council to suspend Council Tax, write to them 1-1
- Attended local VE party in Village and he uses local pub regularly
- He is friends with local business owners eg Cafe and Estate Agents, local shop and he helped Local shop and Cafe prepare for lockdown by installing screens for them early on

## Joel

### Covid-19 Impact + Recovery

(we have replaced all residents' names)

## "The construction industry got no support"

### Physical



- Drinks more now
- Did long walks with dogs
- Kept physically active working on own house
- Non-smoker

### Emotional



- Hard not to be involved in Pregnancy e.g. no ante natal classes or hospital visits for him
- Tried to be rational about Covid-19 but is worried about financial impact for his business
- Missed the social side of village
- Feels let down by Government and System because he got nothing and could see others getting money

### Economic



- All work stopped immediately. He can't work from home so he went from £6-£4k/month to zero
- Claimed Universal Credit
- Used personal savings and had to sell some things
- Took personal loans as he didn't qualify for Government schemes
- His wife paid for food

### Recovery



- Nice to have baby to look forward to
- Mother in law terminally ill - been hard for wife and he's supporting her through this
- Work is picking up again now. He's planning to change some business practices eg.. invoice tighter and at shorter intervals
- They will finish renovating house then sell and move
- Will take them years to pay off debts both personal and business related

# Aubrey

## Background

(we have replaced all residents' names)

**"We've always said, we're all doing this together"**

### About



- Lives with husband and 2 school aged children.
- She has no family in the area, but her husband's family are local and are very supportive (emotionally and financially)
- She is a keen reader and a budding author of fantasy romance novels

### Place



- Moved to 2-bed council house a few years ago
- She thinks that Sheerwater is "not the kind of place you can let your kid play on the street" due to the amount of construction/demolition
- She is determined to move to a different area
- Doesn't take children to local playground due to anti-social behavior there

### Work



- Works as a retail assistant
- On a zero-hour contract but usually works 20-30hrs a week around children's school
- Husband works casually as a labourer/machine operator for an agency (earns £80-100 p/day)
- She earns £600-800 p/m. In good month she and husband bring in £1200 p/m (rent £400 p/m)

### Community



- Doesn't engage with the local community, didn't hear of any community-help schemes in the area during Covid-19
- Her social ties are through online reading groups: " I say I don't have any friends, but I have a big book community kind of thing"
- Schools children outside of Sheerwater in Goldsworth Park and they take multiple (up to 8) buses a day getting to and from

# Aubrey

## Covid-19 Impact + Recovery

(we have replaced all residents' names)

**“Prior to lockdown I never would have thought to write a book...I would never have had that time”**

### Physical



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- During lockdown she would do Joe Wickes workouts with the children in the mornings
- Took children out regularly for walks along the canal and their favourite park
- Struggled to keep kids off devices and games

### Emotional



- Family have bonded during lockdown through movie nights, days in pyjamas, making TikToks
- She missed her "me-time" of walk along canal from school to work
- Writing a reprieve "that was my little Covid-19 escape"

### Economic



- She was furloughed in March and returned in June. Her husband had no agency work March-September
- Applied for universal credit during lockdown, but payments are very unpredictable
- Receive extra help from husband's family-children get pocket money from grandparents, family are included in grandparents' weekly shops
- Very strict food budget-£2.50 a meal. Always get reduced items/ only buy meat joints as a treat. Harder during panic buying period

### Recovery



- Lockdown gave family time to reassess career paths and objectives
- She is taking her writing seriously (she writes 7hrs a day 7pm-2am), and wants to work towards making this her career, but will continue working part-time until this is financially viable
- Son is receiving private tutoring (has a part scholarship so they pay £60 rather than £130 a month), which has given him support he needed especially through lockdown
- Ambitious for children, sees potential in son's talent for gaming to go into coding or software