

Health and Wellbeing Board Paper

1. Reference information

Paper tracking information	
Title:	Update on Community Impact Assessment, Local Recovery Index and Social Progress Index
Related Health and Wellbeing Priority:	Supporting COVID-19 response and recovery, Priority Three of the Health and Wellbeing Strategy
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2. Executive summary

The Covid-19 Community Impact Assessment (CIA) explores how communities across Surrey have been affected by Covid-19, what support communities need as the pandemic continues, and communities' priorities for recovery. Thousands of residents, people working in frontline services and partners have taken part. The research has brought us closer to residents at this crucial time and provides a strong understanding of local communities' priorities.

Early findings have already been incorporated into parts of the council's strategic, financial and service planning, and now the research has concluded this should extend further across all areas of the council's work. This work is also informing healthcare partners and guiding their strategic prioritisation and service planning. The council will work with a range of partners who also have a role to play in responding to the research, as well as communities themselves, providing support and empowering them to tackle local issues where they can.

The full set of products, including a public facing 'story' version of the report, the 10 Rapid Needs Assessments of vulnerable groups, place profiles, geographical analysis, cross-cutting thematic analysis and our Local Recovery Index are published and can all be found on Surrey-I:

<https://www.surreyi.gov.uk/covid-impacts/>

The Local Recovery Index (LRI, formerly known as the Recovery Progress Index) is a surveillance tool for monitoring the impact of, and how well Surrey is recovering from, the effects of the Covid-19 pandemic and subsequent lockdown. It is a specific product of the CIA and looks at a range of indicators across four themes: Economy, Health, Society, and Transport and Travel, and forms a subset of the Social Progress Index (SPI).

The findings of the LRI show that Covid-19 has had a disproportionate impact on communities within Surrey; some areas have been more severely impacted in some domains than others, particularly on the Health domain. The gap between the best and worst performing areas is 20 points; all boroughs and districts are currently rated amber for overall recovery scores based on their positions relative to selected best- and worst-case scenarios.

The SPI directly measures societal progress in the areas of Basic Human Needs, Foundations of Wellbeing, and Opportunity at county, borough and district, and ward levels. The SPI will be a fact-based resource for identifying and generating important insights, which will form the basis for dialogue and help inform policy decision-making, guide investments, identify priorities and challenges, and to build networks and alliances. Ultimately, the index will help to define and establish a common understanding of social progress based on the lived experience of residents.

The Board are asked to consider how the findings of the CIA and LRI can be incorporated into the Health and Wellbeing Strategy and used to inform decisions around future service delivery and resource allocation.

3. Recommendations

It is recommended that the Board:

1. Consider how the findings from the Covid-19 Community Impact Assessment can best be incorporated into the council's strategic, financial and service planning and delivery.
2. Acknowledges the issues highlighted in the LRI and asks lead officers to incorporate them into the Health and Wellbeing Boards planning and response to Covid-19.
3. Supports the use of the LRI findings to refine the target communities and themes in the Health and Wellbeing Strategy and instigate actions within the delivery plans to tackle the impact of Covid-19 on at risk and vulnerable communities.
4. Provides individual and collective leadership to ensure LRI findings are incorporated into organisational strategies and inform decisions around future service delivery and resource allocation.
5. Acknowledges the proposals for the SPI and provides individual and collective leadership to ensure the SPI benefits from board members unique oversight and expertise to help us tailor the SPI framework for Surrey.
6. Highlight areas or issues of interest and for future focus in terms of further research and analysis.

4. Reason for Recommendations

The LRI is a tool that measures how communities across Surrey have been affected by Covid-19, the process of recovery to a pre-pandemic 'normal', and what support these communities might need in order to recover completely and those where it is struggling. The LRI is intended to help guide borough-level strategic decision making and identifying policy and investment priorities. The results are relevant to all priorities in the Health and Wellbeing Strategy.

The Board is asked to consider these findings and reflect on whether the Health and Wellbeing priorities and target population groups need refining in the current context.

The LRI does not replace the SPI. It is more focussed version that relates solely to Covid-19 impact and recovery. The LRI will be updated as recovery continues and more data becomes available, but the SPI will eventually supersede the LRI. The SPI has a broader purpose of reflecting Surrey's social development goals, and the progress made in these areas, rather than returning to an arbitrary status quo.

Alongside other intelligence products in the Community Impact Assessment (CIA), the LRI, and subsequently the SPI, will enable the board and its members to target resources and support towards those communities where there has been the greatest impact, and which are most susceptible to falling behind.

Thousands of community members and people working in frontline services have taken part in the CIA through interviews, focus groups and surveys, and the findings are rooted in what they have told us. Further incorporating the CIA findings into the council's strategic and operational planning is an opportunity to embed community voices in our work, support affected communities, build community resilience as the pandemic continues. This will allow the board to more effectively support communities during recovery and help tackle health inequalities in Surrey.

5. Detail

Community Impact Assessment

Background

The CIA is a suite of intelligence products that explore the health, social and economic impacts of Covid-19 on communities across Surrey, communities' priorities for recovery, and what support communities need as the pandemic looks set to continue.

The primary aims of the CIA are:

- To enable partners to provide targeted support to communities impacted by Covid-19
- To enable partners to act preventatively to mitigate future impacts
- To better understand the experiences of our residents to create resident led recommendations for improvements

The CIA has been developed using a range of qualitative and quantitative research methods, designed to ensure that we have a comprehensive understanding of impact, and to capture the views and experiences of a wide range of residents. Thousands of residents, people working in frontline services and partners have taken part in the research starting in May of this year and concluding in October 2020.

The project involved conducting a survey of over 2,000 households in Surrey to provide a broad understanding of residents' experiences across a wide range of

topics, oversampling on known low response groups to ensure robustness. Existing data sets on health, social and economic risks and outcomes were also analysed and mapped to understand the prevalence of certain vulnerabilities, and to identify local impacts.

In parallel, needs assessments were undertaken to understand the impact of Covid-19 on communities. A mixed method approach was utilised which involved conducting detailed interviews with residents who have been disproportionately affected by Covid-19; including those living in areas that have seen significant social and economic impacts, and people belonging to groups with pre-existing vulnerabilities or who have a high risk of mortality from the virus. To ensure robustness, data was gathered through interviews with community members and people working in local services. The qualitative findings were incorporated with quantitative data. These assessments provided insights into communities' experiences and recommendations for strategy and action.

The products that make up the CIA are:

- Geographical Impact Assessment - Presents analysis of the impact of Covid-19 on local communities across health, economic and vulnerability dimensions. The analysis helps to identify which places in Surrey have been most affected by the pandemic and how.
- Temperature Check Survey - Survey of over 2,000 households from across Surrey to understand their experiences of the pandemic and lockdown.
- Place Based Ethnography - Detailed research to understand the financial, emotional and community impacts of Covid-19 on individuals living in communities that have been most impacted.
- Rapid Needs Assessments - 10 in-depth assessments of how vulnerable communities have been affected during Covid-19 and these communities' needs and priorities
- Local Recovery Index - The LRI is a surveillance tool for monitoring how well Surrey is recovering from the pandemic. It looks at a range of indicators across three themes; Economy, Health and Society.

The work has been guided by a Steering Group made up of representatives from county and borough councils, health partners, the police, the voluntary, community and faith sector (VCFS) and the general public. Organisations represented on the Steering Group include Surrey County Council, Surrey Heartlands CCG, Frimley ICS, North West Surrey ICP, Surrey Downs ICP, Surrey and Borders Partnership, Healthwatch, Surrey Community Action, Surrey Coalition of Disabled People, Spelthorne Borough Council, Reigate and Banstead District Council and Surrey Police.

The full findings and more information on the research methodology of the CIA have been published on Surrey-I and available at the following link:

<https://www.surreyi.gov.uk/covid-impacts/>

Key Findings

A summary of key findings is in Annex 1. The research shows that Covid-19 has had a disproportionate impact on certain groups within Surrey, including people from Black, Asian and minority ethnic (BAME) backgrounds, people experiencing domestic abuse, people with mental health conditions and those in residential care. Specific places within Surrey also appear to have been impacted more than others, including areas in Spelthorne, Reigate and Banstead, Mole Valley and Waverley.

Various cross-cutting themes and impacts have emerged from the research. These include:

- **Mental health** – there have been significant emotional and mental health impacts felt by residents. Many residents have felt isolated and lonely, and others have suffered emotionally due to a deterioration in their personal financial situation. The mental health impacts have been felt most by younger people aged 16-34, vulnerable residents and those living in low income households. 52% of those aged 16-25 say they felt lonelier due to lockdown, and 46% of those from low income households felt the same.
- **Vulnerable groups** – groups with pre-existing vulnerabilities have been disproportionately impacted, including those with pre-existing mental health conditions, residents living in residential care homes, people experiencing domestic abuse and people from BAME communities. Common themes included feelings of isolation, exclusion, stigma and confusion around information, guidelines and accessing services. For example, in our temperature check survey 48% of BAME respondents were unaware of food banks compared to 19% of respondents overall.
- **Finance** – many households have felt a high financial and economic strain with over a third of households reporting a negative impact on their finances. The number of people claiming out of work benefits has increased nearly three-fold since the start of lockdown. There are also widespread concerns about the local economy and the demise of high streets.
- **Neighbourliness** – in urban and suburban areas there has been a greater feeling of neighbourliness and helping out between local people, with hyper-local networks forming, and a greater sense of community being developed. This was particularly reflected in the response from vulnerable communities.
- **Information and guidance** – many groups have found information and guidance (e.g. from government) about lockdown and the pandemic confusing. There is mistrust amongst many residents towards official communications and messaging. Vulnerable groups felt effective engagement and culturally appropriate communication was needed.
- **Services** – there have been many positive messages about local services and use and access during the pandemic. This includes health services such as telephone GP appointments, services for vulnerable people such as food and medication delivery, and the role of the voluntary, community and faith sector. For example, over 90% of those who needed help getting food and medicine received support, showing that these services for vulnerable people were effective. However, for some vulnerable people, e.g. Gypsy, Roma and

Traveller communities, access to some services was challenging although overcome by support from outreach teams.

As part of our ethnographic research we spent time with over twenty residents to deeply understand their experience of the pandemic and how it had affected them emotionally, financially and in terms of their community feeling. Using this research, we have developed resident profiles which are a rich source of insight that bring to life the experience of residents during this time. A sample of these can be found in Annex 1.

Local Recovery Index

Background

The LRI is a tool we have developed to measure the broad impact that Covid-19 has had on communities in Surrey, and how our communities are returning to normal following the period of lockdown during the first wave of the pandemic. It measures and tracks recovery over time across a comprehensive range of indicators covering Economy, Health, Society and Transport and Travel. The LRI is a subset of the SPI, which is being developed in parallel to support Priority 3 of the Health and Wellbeing Strategy.

The index was borne out of the work of the Tactical Intelligence and Analytics Cell following the initial response to Covid-19 and the need for the Recovery Coordination Group to have a simple way of viewing how communities are returning to normal after the March-May lockdown and the first wave of the pandemic.

For the purpose of the LRI, recovery is defined as a return to the status quo rather than envisaging a new normal. This is for practical reasons of having an existing baseline to compare against rather than trying to set new targets for indicators and answering the question of when recovery has been reached under a new normal. In summary, recovery is viewed as a state where our communities feel confident and safe to resume normal day-to-day activities.

Method

The LRI is built using the methodology developed for the SPI and produces an overall recovery score for each borough and district, plus scores and ranks at the dimension and indicator level. This allows a quick comparison of broad recovery across the whole county but also to focus on specific areas in more detail and identify the geographic and thematic areas where Surrey is recovering well and those where it is struggling.

The indicators are first standardised because they are measured in different units, then Principle Component Analysis is used to calculate a weighted score and rank. The scores are transformed to a 0-100 scale to make them easy to interpret and compare, where a score of 0 is given to the worst-case scenario and a score of 100 is given to the best-case scenario. A higher score is better, and ranks are ordered from first to worst / a rank of 1 is better. For example, Elmbridge has a score of 67.9 out of 100, and is ranked first, for take up of the furlough scheme because it is performing the best, relative to the other boroughs and districts, on this indicator.

The calculated index is presented in the form of a Tableau dashboard with scorecards for both the county and borough and district level data. The county scorecard presents the indicator values (such as the actual percentage of eligible employments furloughed) rather than a score because we have not created a ranked index at this level. A RAG rating has been applied to the scores in the borough and district view to provide a visual indication of relative recovery: a low-score of 0-33 is red, a mid-score of 34-66 is amber, and a high-score of 67+ is green.

The index for Q1 has been [published on Tableau Public](#) with a near complete set of indicators. Currently we have data for all planned indicators at the Surrey level, though we are still missing two or three data points in the Health dimension at the borough and district level. Specifically, we would like to include indicators on the impact of Covid-19 on mental health presentations and health screening / checks and planned appointments but have been unable to access borough level data for these indicators.

Data is collected at both the county and borough and district level on a quarterly basis and used to refresh the LRI. This give us an indication of the pattern of recovery across Surrey and an indication of the key areas of focus in each place. In Q2 an indication of the change over time has been included by means of Progress over time is based in the overall index score between Q1 and Q2. A decrease or zero change is treated as deterioration, an improved score by less than one point reflects stagnation, an improved score by between one and four points is considered steady improvement whilst an improved score by more than four points is seen as significant improvement.

Initial findings

The table below presents a summary of the scores and ranks from Q1. At the time of writing this paper, data for Q2 is being collated and an updated index is due to be published at the end of November.

	Dimension Scores			Dimension Rank			Overall Index	
	Economy	Society	Health	Economy	Society	Health	Score	Rank
Elmbridge	62.2	59.5	53.3	3	3	2	58.3	1
Guildford	48.8	67.4	57.5	9	2	1	57.4	2
Woking	55.6	53.1	48.8	7	6	4	52.4	3
Waverley	60.0	71.8	31.9	4	1	8	51.6	4
Tandridge	62.4	49.2	37.9	2	7	7	48.8	5
Mole Valley	59.2	56.5	29.9	5	4	9	46.4	6
Runnymede	45.5	40.6	46.1	10	9	5	44.0	7
Epsom and Ewell	63.1	32.3	41.7	1	11	6	44.0	8
Spelthorne	40.1	40.4	50.2	11	10	3	43.3	9
Surrey Heath	53.2	55.0	24.5	8	5	10	41.5	10
Reigate and Banstead	58.1	42.1	23.2	6	8	11	38.4	11

- Overall Elmbridge currently ranks highest for relative recovery because it has consistently good scores across all three dimensions, being in the top three for all Dimensions. In comparison, Reigate and Banstead ranks 11th because of a very low score in the Health domain, where it is ranked 11th, along with a moderately low score in the Society dimension.
- Four boroughs and districts are rated as red in the Health dimension because of relatively high rates of lab-confirmed cases of Covid-19 and Covid-19 deaths per capita. It should be noted that these results are in the context of low testing capacity in Q1 and are not reliable.
- Over a quarter of employments eligible for furlough took up the Coronavirus Job Retention Scheme in June in Surrey. The proportion of people taking up the scheme ranges from 32% in Spelthorne to 27% in Elmbridge, Epsom and Ewell, Guildford, and Reigate and Banstead. In the South East, there were 1.216 million employments furloughed, the highest region outside of London, which had 1.291 million employments furloughed.
- The rate of people claiming Universal Credit and Job Seekers Allowance increased dramatically as a result of Covid-19. The claimant count for the period April to June 2020 increased by 277.8% in Surrey compared to the same period in 2019. All of Surrey's borough and districts recorded higher increases than the South East (170.4%) and national (120.9%) increases. Surrey Heath recorded the largest increase (343.7%) while Tandridge has seen the lowest (235.1%)
- During the pandemic transport usage has fallen but traffic levels were beginning to rise again at the end of Q1. Car usage fell dramatically, with drop in average traffic flow in April to just 29% of the previous month's figure. The traffic flow had recovered to 66% of pre-pandemic levels by June. The number of bus services in operation dropped by 37% during April and May, and passenger numbers fell to 11% compared to the same period last year.

It is important to note that there is variation in scores and ranking between the dimensions, and, in general, areas may rank well in one or two dimensions and low in others.

Social Progress Index

Where the LRI focuses on a return to pre-pandemic levels for its indicators, the SPI defines progress as the capacity of a society to meet the basic human needs of its citizens, establish the building blocks that allow citizens and communities to enhance and sustain the quality of their lives, and create the conditions for all individuals to reach their full potential.

Substantive work on the SPI was paused during the first wave of Covid-19 because of prioritising resources on responding to the pandemic in identifying and supporting vulnerable residents and developing the tools and products in the Community Impact Assessment. Despite this, an ongoing dialogue was maintained with the Social Progress Imperative to develop the concept of the SPI in Surrey and learn and troubleshoot the methodology so that we would be in a position to complete the SPI as soon as we returned to business as usual work.

We have continued to explore data on the long list of indicators which were identified by partners in the SPI consultation event in February. The suitability of the indicators in the long list has been evaluated based on availability, granularity, and frequency of reporting of data, and matching against existing strategies and priorities to come up with a short-list of potential indicators for a first draft of the SPI. It has not been possible to consult widely on these indicators in the way that we had planned because of Covid-19 but we intend to build a beta version of the index using these indicators, which can be revised and updated at a later date based on initial feedback and then on a more formal consultation process with partners as to how they reflect the concept of social progress in Surrey.

We now have data at ward level for almost 70% of the indicators in the short-list and are working towards calculating a beta version of the index using publicly available data and data held by Surrey County Council at the start of December.

6. Challenges

Work to develop the LRI has been completed and the framework is in place ready for future updates. The maintenance of the LRI does depend, however, on the continued availability of data and there is a small risk that this will change if data collection is paused or changed by the source.

Delivery to deadline of the SPI depends on the Surrey County Council teams involved in the work continuing to have capacity. If Surrey experiences a significant second Covid-19 outbreak, the outbreak response will be the top priority which may result in the delivery of the SPI being delayed.

A key challenge to publishing a meaningful ward-level SPI in Surrey will be the availability of locally held datasets. To complete the index and provide a comprehensive view of what is important to residents, we will need support from all boroughs and districts to provide locally held data. Unfortunately, but necessarily, the response to Covid-19 diverted resources from business-as-usual activities and prevented us from exploring what data is held at the local level. We have resumed working with Elmbridge to pilot access to borough data but need agreement from all areas to prioritise data collection for all boroughs and districts for the index to be fully implemented.

It will also be vital that the insight generated by the SPI informs meaningful change to strategy and service delivery. The first step to this is the commitment above to identifying and collecting data on indicators that represent our shared expectations and goals and reflect the most pressing social issues in Surrey. This will help build a collaborative tool that helps partners better understand and prioritise the needs of residents, guide local decision making and identify policy solutions.

There is a risk that stakeholders and communities will have expectations raised by the SPI that cannot be met due to resource constraints or other factors. Expectations will need to be managed throughout when communicating the with stakeholders and will continue to be managed through communicating the findings, recommendations and next steps in an appropriate and realistic way.

7. Timescale and delivery plan

The Q1 scorecard of the LRI has been published at the time of writing; the Q2 scorecard of the LRI is in development and will be published at the start of December. Following this we will be on a timetable of rolling updates with the Q3 scorecard due at the beginning of February. These will be published on Surrey-I as soon as they are available.

The beta version of the SPI will be ready for testing before the end of December.

8. How is this being communicated?

The CIA has been published on Surrey-I in the first week of November, and a summary report has been produced to bring together the findings and recommendations across all the products. This is being followed by a communications campaign to disseminate to internal stakeholders, external partners and the general public. Various mediums are being used to ensure appropriateness of messaging for each audience. We will also be working with various teams and partners over the coming months to ensure that the findings and recommendations of the work lead to action on the ground.

It is expected that CIA will form the basis for the Joint Strategic Needs Assessment (JSNA), and a paper will be prepared in the next few months to take to the Health and Wellbeing Board outlining a proposal for how the JSNA will be completed.

Interim findings on the SPI will be communicated to stakeholders where appropriate with the aim of communicating early messages in a timely way, testing messages with stakeholders and receiving feedback to help develop the final products. We will also work with Surrey County Council Communication and Engagement Team to develop a communications strategy for the official launch of the SPI.

The final index will be shared with all individuals and organisations that took part in developing the product.

9. Next steps

The themes in the CIA emphasise priority objectives for focus to deliver on our long-term aims:

- Growing a sustainable economy so everyone can benefit - support people and businesses across Surrey to grow during the economic recovery and re-prioritise infrastructure plans to adapt to the changing needs and demands of residents at a time of financial challenges.
- Tackling health inequality - drive work across the system to reduce widening health inequalities, increasing our focus on addressing mental health and

accelerating health and social care integration to reduce demand on services while improving health outcomes for residents.

- Enabling a greener future - build on behaviour changes and lessons learnt during lockdown to further progress work to tackle environmental challenges, improve air quality and focus on green energy to make sure we achieve our 2030 net zero target.
- Empowering communities - reinvigorate our relationship with residents, empowering communities to tackle local issues and support one another, while making it easier for everyone to play an active role in the decisions that will shape Surrey's future.

Overall, the research identifies a risk that inequality between communities is likely to increase as a result of Covid-19 and its likely long-term impacts. This is reflected in the refreshed Organisation Strategy, which reaffirms our commitment to 'no one left behind' as our single guiding principle. We have also identified data as a key enabler within the refreshed strategy to support us in our ambitions and the CIA demonstrates the importance of taking an insight-driven approach to strategic and operational planning and delivery to affect positive outcomes for residents.

The findings of the CIA will enable partners to target resources and support towards those communities where there has been the greatest impact, and which are most susceptible to falling behind. Over 200 stakeholders from different partners have been involved and consulted in developing the CIA to date, and we have been disseminating early findings at various partnership forums ahead of the official publication of the CIA in November. The findings will allow partners to more effectively support communities during recovery and help tackle inequalities in Surrey.

The next steps for the LRI and SPI are:

- Finalise Q2 of the LRI and produce a timetable of rolling quarterly updates – ongoing
- Finalise the list of publicly available and Surrey County Council indicators for the SPI – ongoing
- Work with boroughs and districts to coordinate identification and collection of locally held indicators for the SPI – ongoing
- Work with Elmbridge Borough Council to develop a ward-level pilot for the SPI – ongoing
- Work with Surrey County Council communications team to develop a communications strategy for official launch of the SPI – timescale to be updated
- Publish methodology reports of each product and an overarching summary on Surrey-I (public domain) – timescale to be updated

List of Annexes:

Annex 1 - Surrey Covid-19 Community Impact Assessment – summary of key findings

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