

Introduction

This survey has been developed in partnership by the Shropshire Association of Local Councils (SALC) and the organisations which support the voluntary and community sector in both Shropshire and Telford, these being the Shropshire Voluntary and Community Sector Assembly (VCSA) and the Telford Chief Officers Group (Telford COG). This survey is designed to encourage community-based groups and organisations to highlight key local issues. A very similar survey has been designed for town councils, parish councils and parish meetings. We hope to use the survey to learn more about:

- How local communities have responded to the coronavirus pandemic
- Any concerns or issues currently being faced or identified community concerns for the future
- Organisational support needs
- How local partnerships are benefiting local people
- Examples of good practice
- Ideas, suggestions and opportunities for the future

Cooperation between community groups and town and parish councils has always been important, but the results local partnerships achieve have been recognised more than ever during the coronavirus pandemic. Understanding this joint working will be important as we work together to overcome future challenges and recover from the impacts of the pandemic.

Shropshire Council's Feedback and Insight team will support with survey analysis and we hope the results will help form a baseline for future research. Please share this survey widely. We welcome any feedback you may have, so please use the open space at the end of the survey to add any issues not covered within the survey questions.

Coronavirus pandemic

1. How are you responding to this survey? Please note – a different version of the survey is available for town councils, parish councils or parish meetings.

- As a formal/registered voluntary sector organisation (e.g. a charity)
- As an informal community group
- As a community interest company
- As a village hall committee or other community owned building
- As a community owned shop, pub or other community asset
- As a local partnership body
- As a member of staff or elected member at Shropshire Council
- Other (please specify)

2. If you would like your response to be attributed to your organisation or group please use the box below to provide which group or organisation you are representing...

3. Which local authority area do you work within or cover?

- Shropshire
- Telford & Wrekin
- Both Shropshire, Telford & Wrekin
- Wider geographical area

5. How would you describe the overall impact of the coronavirus pandemic on the work you do?

- Significant impact
- Some impact
- Minor impact
- No impact at all
- Don't know

5. What changes have you seen to the way your community group or organisation delivers its work (choose all that apply)?

- Introduced new services/activities
- Implemented Covid-19 safety procedures
- Stopped some service delivery/put it on hold
- Moved services online
- Reviewed priorities/strategies or plans
- Formed new partnerships
- Increased opening hours/availability
- Decreased opening hours/availability
- No response
- Don't know
- Other (please specify)

6. Which challenges have you faced in the last 9-12 months (choose all that apply)?

- Local cases of coronavirus and increased risk of infection
- Lack of community compliance with restrictions
- Increased costs of cleaning/sanitisation
- Challenges following Covid-19 guidelines and procedures
- Increased regulation/requirements
- Lack of IT equipment/skills
- Lack of connectivity/adequate broadband or IT infrastructure
- Increased spend on IT/equipment
- Cancellation of local events and public celebrations
- Increased demand for services
- Increased demand for information/advice/reassurance
- Financial pressures
- Loss of volunteers
- Need to furlough staff
- Reduction in staffing and/or redundancies
- Other (please specify)

7. How did your community group or organisation respond to the coronavirus pandemic to support individuals/families (choose all that apply)?

- Established new social media networks to share information/advice
- Made use of existing social media networks
- Set up new websites/ webpages
- Established a new food bank
- Established food delivery for those socially isolating
- Established prescriptions delivery for those socially isolating
- Provided dog walking for those socially isolating
- Provided household or gardening support for older people
- Provided PPE, safety equipment or cleaning/sanitising
- Implemented physical measures for social distancing (e.g. pavement widening)
- Provided grants for individuals/families in need
- Provided advice services (e.g. housing, debt)
- Other (please specify)

8. Did your community group or organisation respond to the coronavirus pandemic to support other community groups (choose all that apply)?

- Provided signposting to other sources of support
- Provided support (information or advice) to smaller community groups
- Advertised/promoted information on behalf of local groups
- Supported community volunteering for another community group/partnership
- Provided community grants for groups/organisations
- Provided use of community owned buildings/venues
- Supported an existing food bank
- Provided PPE, safety equipment or cleaning/sanitising
- Other (please specify)

9. Please describe the support your group or organisation has provided within the community.

10. Are there any examples of good practice in the community response you can share from your local community?

11. What would you consider is your biggest achievement during the pandemic, which should be recorded?

12. How are you ensuring this valuable work with not be lost and will continue for the wellbeing of your communities?

13. How were finances impacted for your town/parish council or community group (choose all that apply)?

- Increased costs
- Loss of income
- Reduced reserves
- Loss of all reserves
- No impact on finances
- Reduced expenditure
- Taken out a loan/loans
- Anticipate need to make redundancies
- Anticipate service reductions
- Anticipate service closures
- Other (please specify)

14. How would you rate your group or organisation's health?

	Strong	Adequate/OK	Weak	Not applicable	Don't know
Financial health	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Trustee or board appetite for continuing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Group organiser/ management resilience	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff members resilience	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Volunteer resilience	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Systems and working processes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Future income sources	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

16. Add any comments you wish to highlight:

18. If finances have reduced, how much do you estimate has been lost in the last 9 months (April to end December 2020)?

- Less than £5,000
- £5001 - £25,000
- £25,001 - £50,000
- £50,001 - £75,000
- £75,001 - £100,000
- More than £100,000
- Don't know

17. Have you had to close any income generating facilities in your community (choose all that apply)?

- No, no impact
- Don't know
- Village hall
- Other community buildings
- Sport/leisure facilities
- Markets
- Community run café
- Community events
- Car parks
- Other (please specify)

18. Do you have any concerns about the potential long-term impacts of the pandemic on the people living in your community (choose all that apply)?

	Very concerned	Slightly concerned	Not at all concerned	Don't know/not applicable
A Increased loneliness and social isolation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
B Increased community mental health concerns	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
C Increased impact on health and vulnerability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
D Reduced fitness and physical activity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
E Loss of local businesses/ business closures	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
F Decreasing standards of living	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
G Unemployment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
H Lack of affordable accommodation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I Increased crime	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
J Debt and household poverty	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K Food insecurity and food poverty	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
L Fuel poverty and cold homes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
M Reduced social mobility and opportunities for young people	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
N Reduced educational attainment of local children	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
O Reduced skills and training opportunities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
P Increased discrimination, racism or hate crime	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q Increased fear of crime	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
R Reduced social participation/ social cohesion	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other (please specify)

19. Thinking about access to food, food poverty and food insecurity, has your group or organisation identified any needs within the local area?

21. What support is available in your local area for those individuals or families who may be facing hardship (e.g. breakfast clubs, food projects, debt advice)?

23. How are you working in partnership with the following?

	Work with them now	Would like to work with them	N/A
Town and parish councils	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Community and voluntary sector groups	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Churches, mosques and faith-based community organisations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Libraries and friends of libraries groups	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Local authority	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Police	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Public Health (Shropshire/T&W Councils)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Transport operators	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Local schools, colleges and education providers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Local care providers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Businesses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Larger local employers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
NHS and health providers (e.g. GPs and pharmacies)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Leisure centres	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other (please specify)

22. Do you have any guidance and support needs, in the following areas (choose all that apply)?

- IT purchasing and modernisation
- Introducing teleconferencing/videoconferencing
- Facilities management
- Climate change, energy and resource efficiency
- Volunteer management
- Human resources and employment advice
- Financial management
- Governance
- Volunteer management
- Grants and fundraising
- Health and safety and risk assessment
- Cleaning, sanitisation and PPE
- Meeting new regulations
- Legal advice and insurance
- Data protection legislation
- Marketing and communications
- Data and demonstrating impact
- Other (please specify)

23. The importance of equality and diversity considerations has been highlighted throughout the pandemic response. Do you have any good examples of how your local community has worked to be inclusive and mitigate discrimination against groupings in your community?

24. Are there any more actions that are needed through local partnerships to help meet the three national equality aims?

- Eliminating discrimination, harassment and victimisation
- Advancing equality of opportunity
- Fostering good relations

25. Have there been any positive impacts of the pandemic within your community (choose all that apply)?

- Increased volunteering
- Community members supporting each other (kindness)
- Recognition of the value of local services
- Access to new funding/income streams
- Increased local networks and joint working
- Increased communication from local authority
- Increased communication from SALC
- Increased communication from the NHS
- Other (please specify)

26. Please describe any positives you have experienced below.

27. Please consider the following statements relating to community resilience:

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know/no opinion
A People in the community get on well together.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
B People in the local community are happy to help out when asked.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
C Local action doesn't just rely on a few community leaders.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
D There are a range of online resources we can draw on when we need information.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
E We know who to go for guidance and specialist support when we are stuck.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
F Local voluntary and community groups and organisations are well supported.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
G Some community grant funding is available when needed.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
H There are community buildings and spaces where people can get together.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

28. If you selected disagree or strongly disagree, please explain why and consider if there is any action needed to address any concerns:

30. On this scale, mark how positively you feel about the future of your community/ parish...

Neither positive nor
concerned

Very optimistic Very concerned

32. Do you have any other comments, including any ambitions and opportunities for the future you wish to share?

About you

Although this survey is predominantly about your community group or organisation, we also ask a bit about you. We use this information to make sure the feedback we have is representative of people with different characteristics. You do not have to complete this section if you don't want to.

31. What is the main postcode for your community group/organisation? (We ask this not to identify people but so that we can map where responses have come from, and ensure that we have a spread across the geographical area).

32. What is your gender?

- Male
- Female
- Non-binary
- Prefer to self-describe
- Prefer not to say

34. What age group are you?

- 19 or under
- 20-29
- 30-44
- 45-59
- 60-84
- 85+

36. What is your ethnic origin?

- White (British, Irish, Welsh)
 - White (Gypsy, Roma or Irish traveller)
 - Other white background (eg Bulgarian, French, Lithuanian, Polish, Portuguese, white South African, etc)
 - Asian (Asian British, Bangladeshi Chinese, Indian, Japanese, Pakistani, any other Asian background)
 - Black (Black African, black British, black Caribbean or any other black background)
 - Mixed (White and Asian, white and black African, white and black Caribbean, any other mixed background)
 - Arab
 - Other ethnic group
 - Prefer not to say or don't know
-

35. Is English your first language?

- Yes
- No
- Prefer not to say

37. Do you have any long-standing illness or disability that limits your daily activity?

- Yes
- No
- Prefer not to say

How we will use your information

This survey is anonymous and we shouldn't be able to identify you from your responses. The information you have provided will be used for statistical purposes and to inform decision making. We'll only publish anonymised responses, parts of responses, or a summarised version of responses, and will ensure individual survey respondents can't be identified. Your response will be stored and kept in line with our retention schedule.

Your information will be shared with Shropshire Association of Local Councils (SALC), Shropshire Voluntary and Community Sector Assembly (VCSA), Telford COG and with Shropshire Council and Telford & Wrekin Council. We won't share your information with any other external third parties. Your information will be held securely, and if shared it will be shared securely. We comply with data protection laws concerning the protection of personal information, including the General Data Protection Regulation (GDPR). For more information on how we hold information and your rights to gain access to the information we hold on you, please see our corporate privacy policy at www.shropshire.gov.uk/privacy

Thank you for taking the time to complete this survey. If you have any questions relating to the survey please email alc@shropshire.gov.uk and quote the name of the survey within your email.