

## Introduction

The coronavirus pandemic has emphasised the importance of the work of local councils and community groups and organisations. The work of local leaders and volunteers has been recognised. Communities across Shropshire, Telford & Wrekin responded quickly to establish pandemic responses and continue to ensure community members most in need of support receive information and assistance. Cooperation between community groups and town and parish councils will continue to be essential as we work together to overcome future challenges and recover from the impacts of the pandemic.

SALC has been working with Shropshire Council's Feedback and Insight team to prepare some key questions for local research. This survey is designed for town and parish councils across Shropshire, Telford & Wrekin. 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

We hope the results will provide a baseline for future research. A similar survey will be made available for local community groups and we encourage you to share this within your community. Also supporting the research are the organisations which support the voluntary and community sector in both Shropshire and Telford, the Shropshire Voluntary and Community Sector Assembly (VCSA) and the Telford Chief Officers Group (Telford COG)

SALC will use the results to record the work that has taken place by its members over the last year. The feedback will also be used to prepare for the future.

We welcome any feedback you may have, 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?

- As a town council
- As a parish council
- As a parish meeting
- 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 cover?

- Shropshire
- Telford & Wrekin

4. How would you describe the overall impact of the coronavirus pandemic on the work you do within your parish?

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

5. What changes have you seen to the way your town council, parish council or parish meeting 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 meetings and work 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 within your community (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 staff or disruptions to staff cover
- Other (please specify)

7. How did your town/parish council or community 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
- Helped to establish 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 town/parish council respond to the coronavirus pandemic **to support other community groups** (choose all that apply)?

- Supported an existing food bank
- Provided PPE, safety equipment or cleaning/sanitising
- Provided use of community owned buildings/venues
- Provided community grants for groups/organisations
- Shared information/advice to local groups
- Advertised/promoted information on behalf of local groups
- Other (please specify)

9. Please describe any additional support your community has provided to local groups and organisations.

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 for the archives?

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

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

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

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

- No – no impact
- Village hall
- Other community buildings
- Sport/leisure facilities
- Markets
- Community run café
- Community events
- Car parks
- Other (please specify)

15. 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

16. 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"/>

	Very concerned	Slightly concerned	Not at all concerned	Don't know/not applicable
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)	<input type="text"/>			

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

	Work with them now	Would like to work with them	N/A
Other town and parish councils or parish meetings	<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"/>
Shropshire Council or Telford & Wrekin Council	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Police	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Public Health (Shropshire Council)	<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 facilities and sports, indoors and outdoors	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cultural and arts groups and organisations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (please specify)	<input type="text"/>		

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

- Introducing teleconferencing/ videoconferencing
- IT purchasing and modernisation
- Facilities management and property issues
- Flooding prevention
- Climate change, energy and resource efficiency
- Volunteer management
- Human resources and employment advice
- Health and safety and risk assessment
- Cleaning, sanitization and PPE
- Meeting new regulations
- Marketing and communications
- Other (please specify)

19. 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?

20. Which actions do you think town and parish councils and other partner organisations could take to help meet the three national equality aims?

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

21. 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
- Increased online opportunities for faith observations
- Other (please specify)

22. Please describe any positives you have seen below.

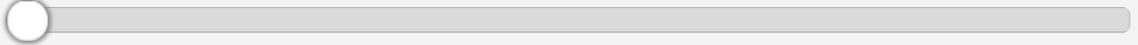
23. Please consider the following statements relating to community resilience:

	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"/>

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

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

Very optimistic	Neither positive nor concerned	Very concerned
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26. Do you have any other comments, including any ambitions and opportunities for the future you wish to share?



## How we'll 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](http://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](mailto:alc@shropshire.gov.uk) and quote the name of the survey within your email.