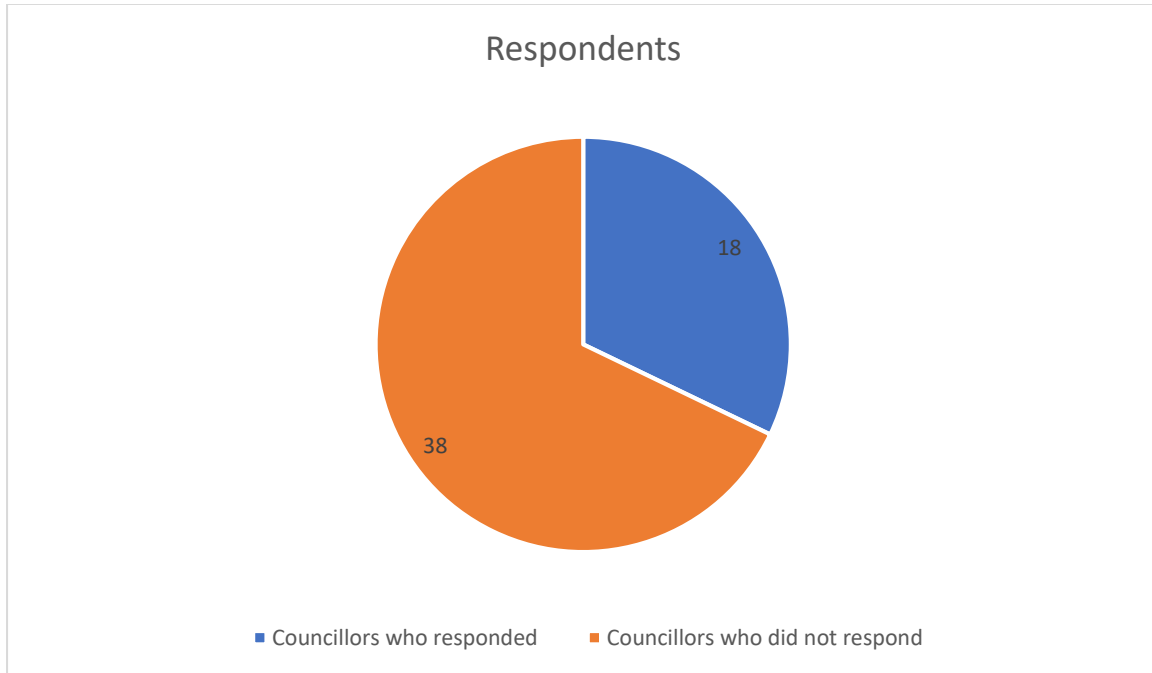


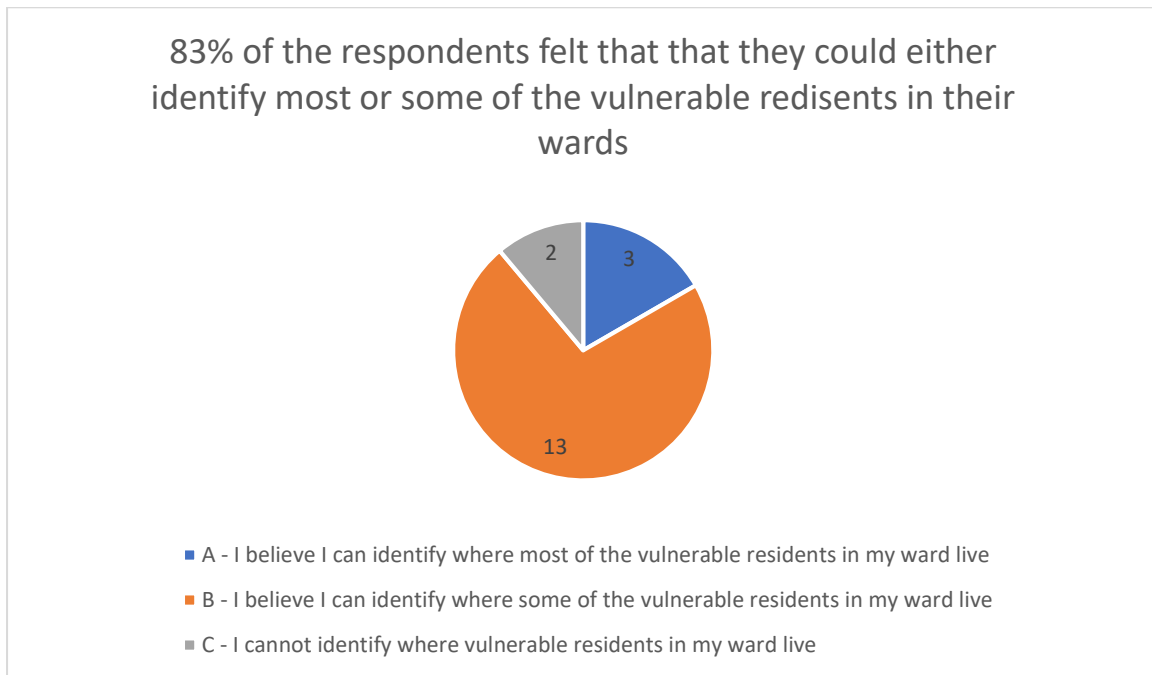
Councillor Survey regarding the support given to residents and communications during the Covid-19 Pandemic

This survey was produced, distributed and collated by Members of the Operations and Place Shaping Scrutiny Board.



This survey was circulated on 14th August 2020 and was given a completion deadline of 21st August 2020. The response to the survey has been disappointing with only 18 responses (32%). This survey was conducted either between Councillors over the phone, or sent out as an email with an attachment returned.

Question 1 - Which statement best describes your perceived knowledge of vulnerable residents in your respective ward?



18 responses

83% of the respondents considered that they could either identify most or some of the vulnerable residents in their wards with 17% being confident that they could identify most of the vulnerable residents in their ward: 11% of the respondents felt that they could not identify where vulnerable residents in their ward lived.

Question 2 -Which volunteer groups were you aware as operating within your ward?

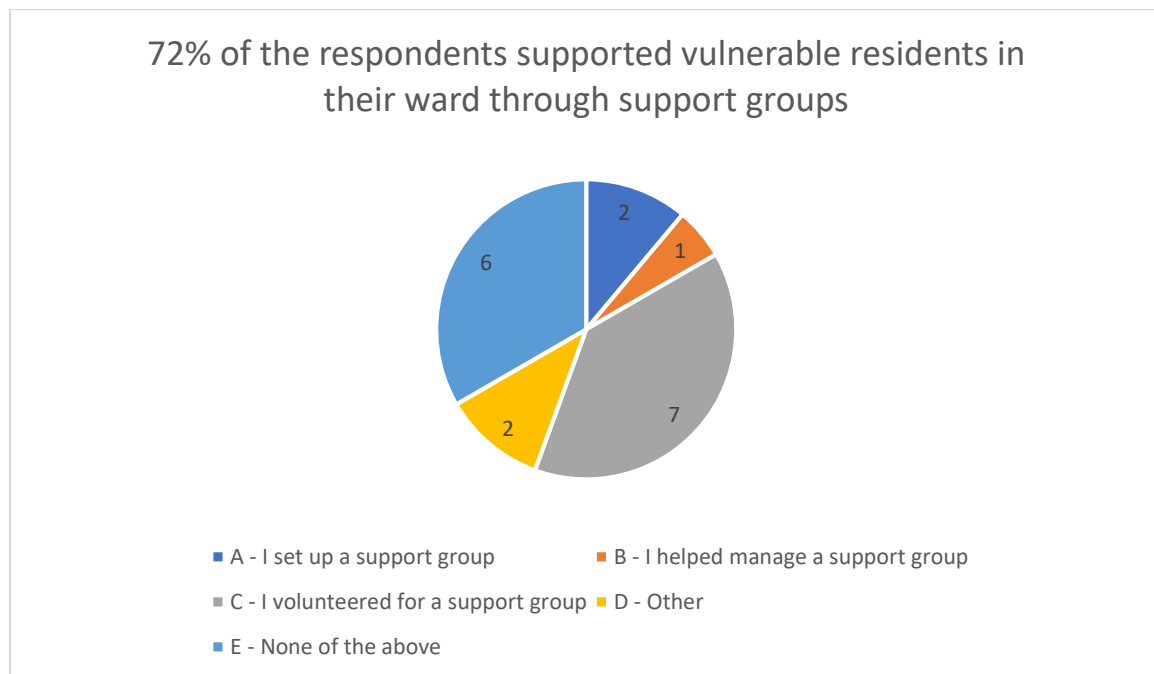
In response to this question the following groups were identified:

- Waterloooville's Helping Hands
- Emsworth Alliance
- Emsworth Good Neighbours
- Denvilles Alliance
- Pook Lane Patch
- Havant and Leigh Park Good Neighbours
- PO9 Foodbank
- Beacon Foodbank
- Brendoncare
- Community First
- Stop Domestic Abuse

- Deliveries organised by Boots
- Hayling Voluntary Services
- Hayling Helpers
- Team Scrubbies Hayling Island
- Help the Aged
- Stakes Stars

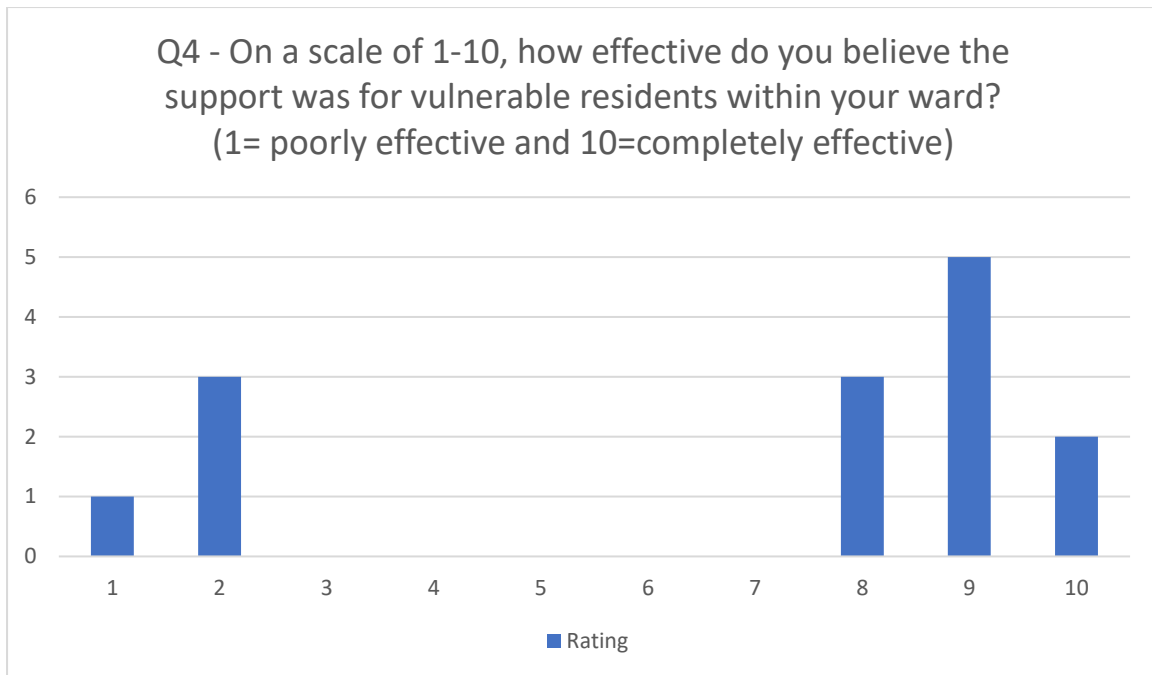
One Councillor expressed concern about the vetting of volunteers, and whether adequate training had been given.

Question 3 - Which involvement did you have in directly supporting vulnerable residents in your ward?



18 responses.

56% of the respondents supported vulnerable residents in their ward through support groups with 11% providing other forms of support. 33% of the respondents provided no support to vulnerable residents in their ward



15 respondents.

60% of the respondents considered that the was average with 40% feeling it was below average.

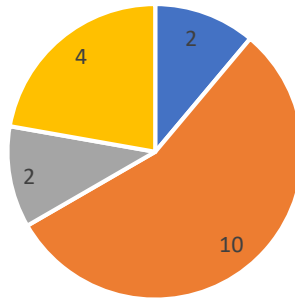
Q5 - In your opinion, is there anything that could have been done better to support vulnerable residents within your ward?

This question produced the following response:

- Ideally a quicker response from local authorities
- The individual voluntary groups could not have done more
- Less confusing messaging as to where to receive support and help, or volunteer
- Vouchers promised for children's lunches were not available - but this was a government failure
- The council, we have heard, did an excellent job but failed to keep councillors in the loop. I think if it happens again, we, as councillors, need to be prepared to do what is expected of us - and that means ward councillors working as a team and managing any volunteer groups together.
- Leaders of the support groups were getting very frustrated due to the lack of information regarding the vulnerable residents such as address, phone numbers, etc
- Council providing more funding and easier access of funding to support groups
- Would have liked to be given info about what was going on by ward. Would have liked to do some friendly chats with lonely residents in my ward
- Intervention or investigation at the beginning of lockdown to assess if there was a support group and set one up.

- Better communication for businesses who were also vulnerable

Q6 - In the event of a second wave of lockdown or similar crisis affecting residents in the future, how confident are you that vulnerable residents in your ward will receive the support they need?

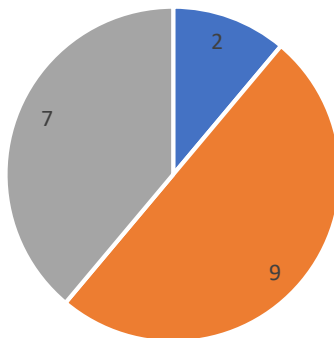


■ A - Fully confident ■ B - Mostly confident ■ C - Not confident ■ D - Not sure

18 Councillors to this question

67% of the respondents were confident that should there be a second wave or similar crisis that residents in their ward would receive the right level of support

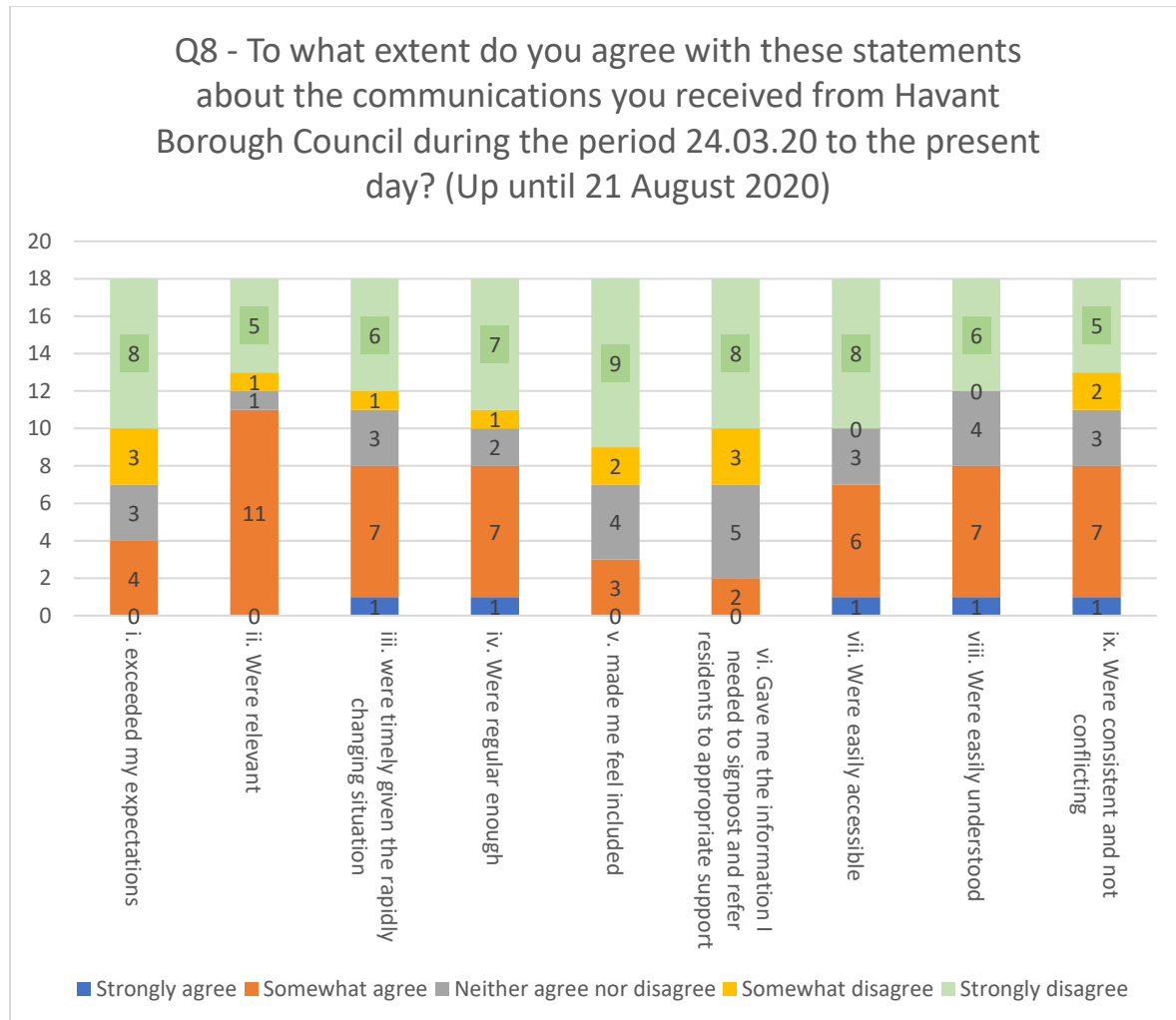
Q7 - How often during the lockdown period were you in contact with the Hampshire County Councillor(s) for your ward?



■ A - Regularly ■ B - Only when I had a question that was a County matter ■ C - Not at all

18 Councillors responded to this question.

Only 11% of the respondents had regular contact with the Hampshire County Councillor(s) for their ward with 50% who contacted their County Councillors if there was a County matter. 39% of the respondents had no contact with their Ward's County Councillor. 1 respondent explained that they were reached out to by their Ward's County Councillor, but they did not have contact following this.



In response to this question, the respondents were split rather evenly on each subject on how they felt the council had communicated with them. Some comments were made in response which clarified that they strongly disagreed with how the council had communicated only at the start of the pandemic.

Q9 - In your opinion, which channels of communication have been the most effective for you as a councillor?

In response to this question, the channels of communication said to be most effective to the respondents in their role as a Councillor were direct contact with the volunteer groups, Facebook pages offering information for the groups, frequent updates from the Leader (LGA), HBC comms, comms trickled down from HCC, radio, daily news updates broadcast on the BBC, conversations between Councillors directly, other council's websites, and briefings with the Leader. Overall other

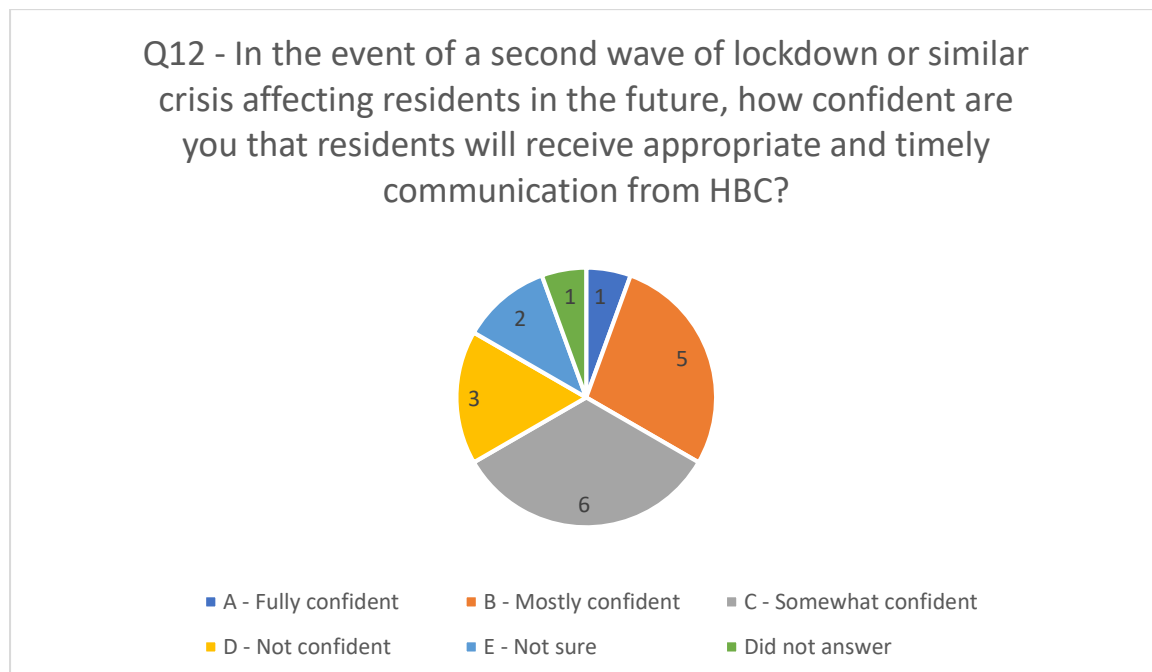
comments made for this question included a desire for a Question and Answer function to have taken place in order for Councillors to be briefed but also be able to receive answers to questions they still had.

Q10 - In your opinion, which channels of communication have been the most effective for you as a resident?

In response to this question, the channels of communication said to be most effective to the respondents in their role as a resident were volunteer Facebook pages, customer services, daily government press conferences, radio, HBC emails, Serving You and the council's website.

Q11 - In your opinion, is there anything HBC could have done better to communicate with residents in your ward?

In response to this question, the majority of Councillors felt that HBC could have communicated better with residents, by communicating much quicker once the lockdown had been announced on both the website and social media, leaflets in every door to notify residents where they should look for support should they need it, and all messages from the council during the lockdown should have been focused on delivering contact details rather than being used as a promotional tool. Of those who felt that HBC could not have improved on their communications with residents in their wards, some did note that communications would have been more prompt if there hadn't have been a delay from HCC at the start, and so HBC had performed well under the circumstances.



17 respondents

35% of the respondents were confident that in the event of a second wave or similar crisis that residents would receive appropriate and timely communication from HBC. With 29% not confident, and 12% unsure.

In conclusion, the Councillors who responded to this survey were divided as to how they felt the council had responded in the crisis. Some felt as though the council had acted as quickly as they could have, and others felt as though residents were not supported promptly enough. The majority of Councillors who responded partook in voluntary groups to help residents in some capacity, and most felt they were able to identify where vulnerable residents were within their wards. Using these voluntary groups meant Councillors felt confident that residents would be supported in the event of a second wave.

Councillors felt ill-informed by the council during the crisis, with significant numbers of respondents turning to other means of communication such as external groups' social media and central government notification. Part of the issue with communications was the hold-up in March by Hampshire County Council leading to delays in supporting residents and delays in distributing information. Councillors felt overall that whilst communication had not been strong enough between the council and the Wards, that should there be a second wave or crisis that they would be somewhat confident the council could deliver appropriate and timely communications.