



**Barking &
Dagenham**

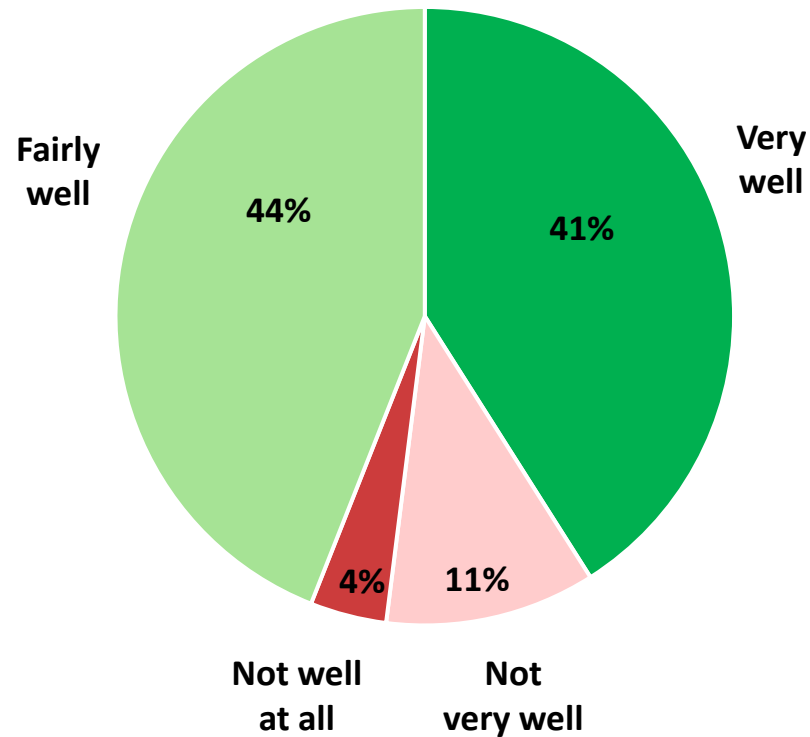
**Residents Survey
2020**

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- The survey was carried out by telephone between 29th December 2020 and 27th February 2021, just as the country was placed into a second national lockdown.
- 1,096 telephone interviews were conducted with local residents aged 18 years or over and with a representative cross-section of the local population.
- Quotas were set on age, gender, ethnicity and working status.
- A number of questions were changed from those asked in the previous surveys between 2015 and 2019 to focus more on the COVID-19 pandemic.

Support during the pandemic

How well or not is your council managing to keep its services running as normal during the coronavirus lockdown/the pandemic?



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Barking and Dagenham Residents Survey 2020

Throughout the pandemic, during a time of great uncertainty, the council has remained committed to providing normal services wherever possible.

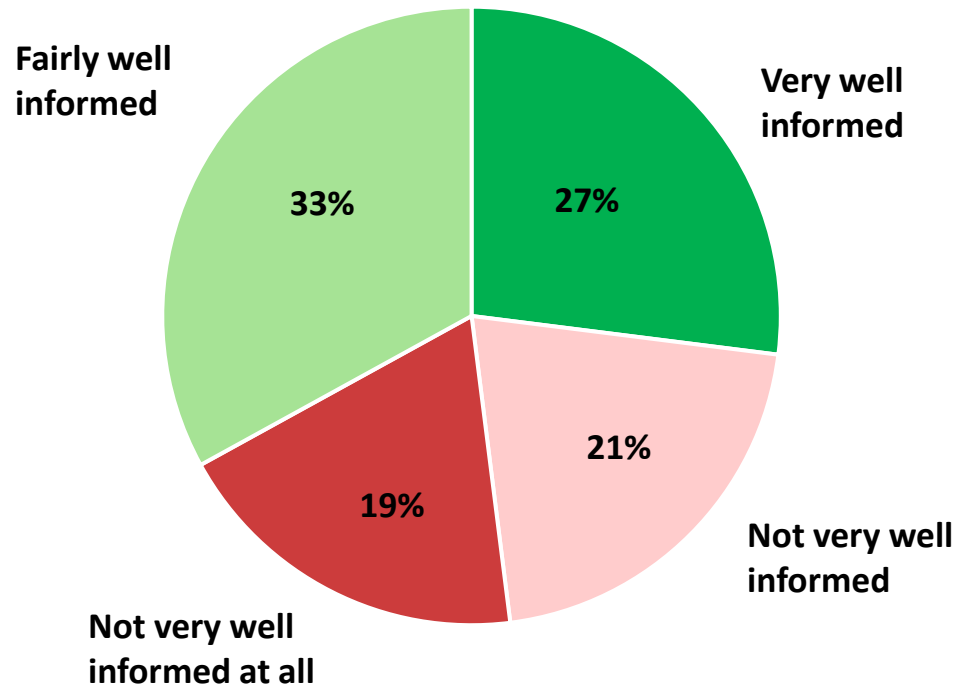


After all our efforts, we are pleased to learn that 85% of residents feel the council is managing to run its services as normal.

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Support during the pandemic

How well informed or not do you think your local council is keeping you about the coronavirus pandemic?



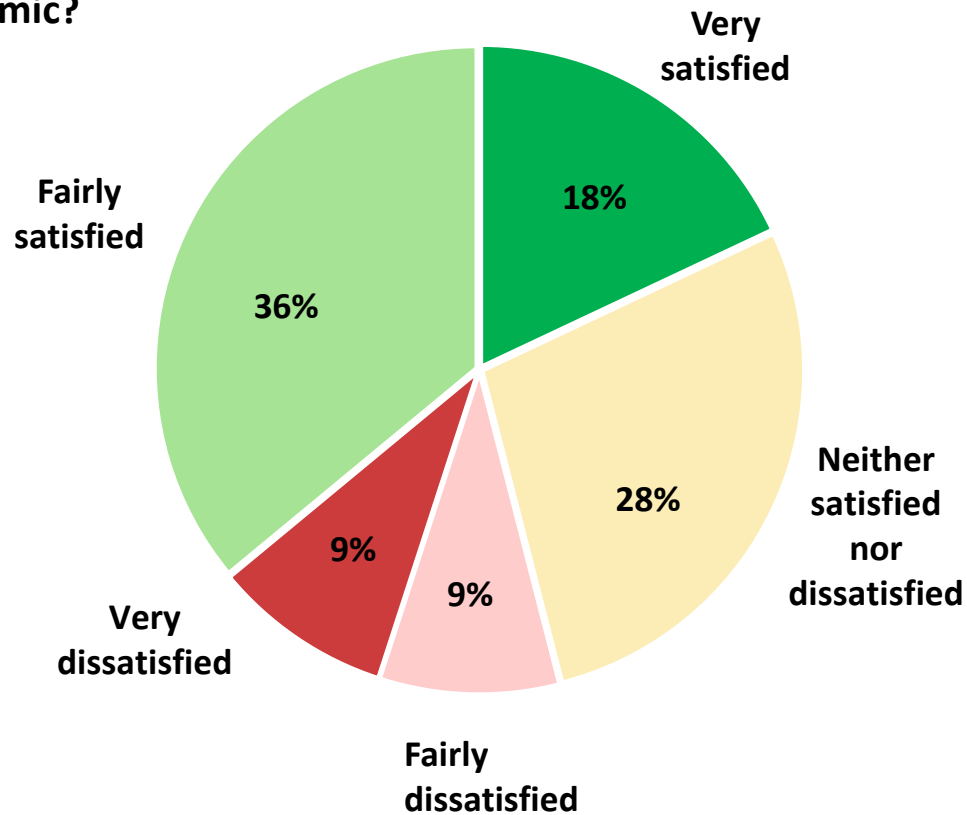
3 in 5 (60%) residents feel the council are keeping them well informed about the coronavirus pandemic.

The same question was asked in a London-wide survey in May 2020 where 49% of respondents stated that they thought their local council was keeping them well informed about the pandemic.

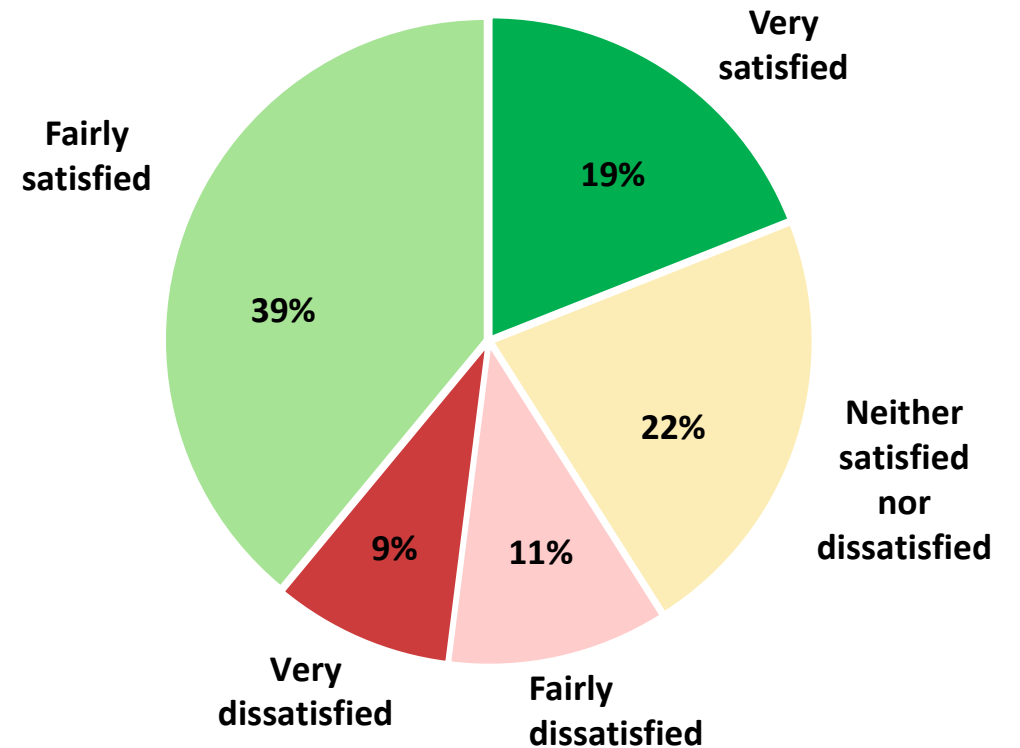
Support during the pandemic

Over the past year, the Council has have worked tirelessly to ensure that vital frontline services remained open and in partnership with the voluntary sector through initiatives such as BDCAN to provide social support, food and medicine to our most vulnerable residents.

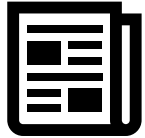
How satisfied or dissatisfied are you with the way your local council is supporting you and your household during the coronavirus pandemic?



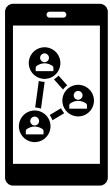
How satisfied or dissatisfied are you with the way your local council is supporting your local community during the coronavirus pandemic?



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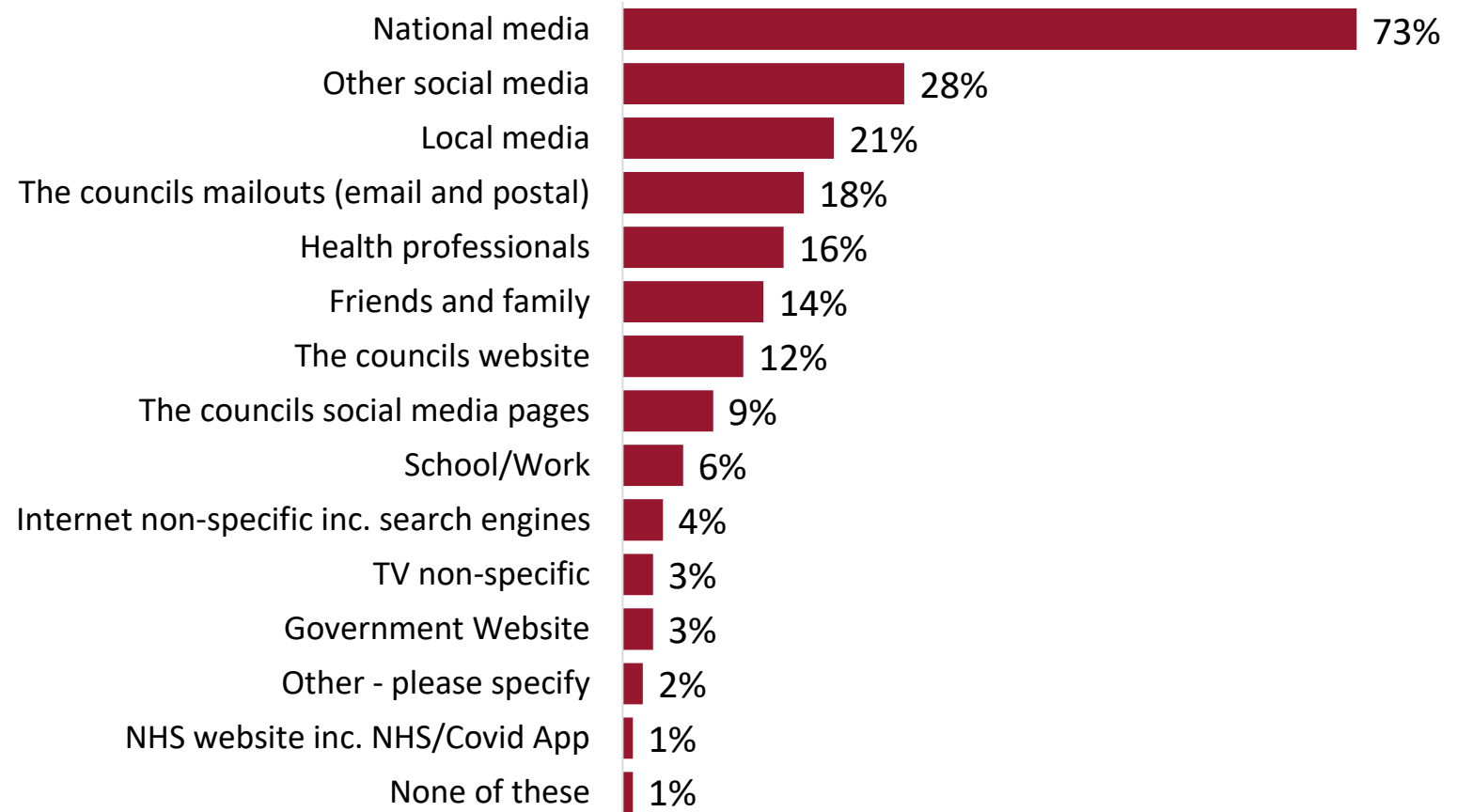


The majority of residents get their information about COVID-19 from the national media.



Over a quarter of residents said that they get their information from other social media.

Where do you get your information about COVID 19 from?



Areas of personal concern



Nearly a quarter of residents are concerned about the impact COVID-19 has had on children's education.

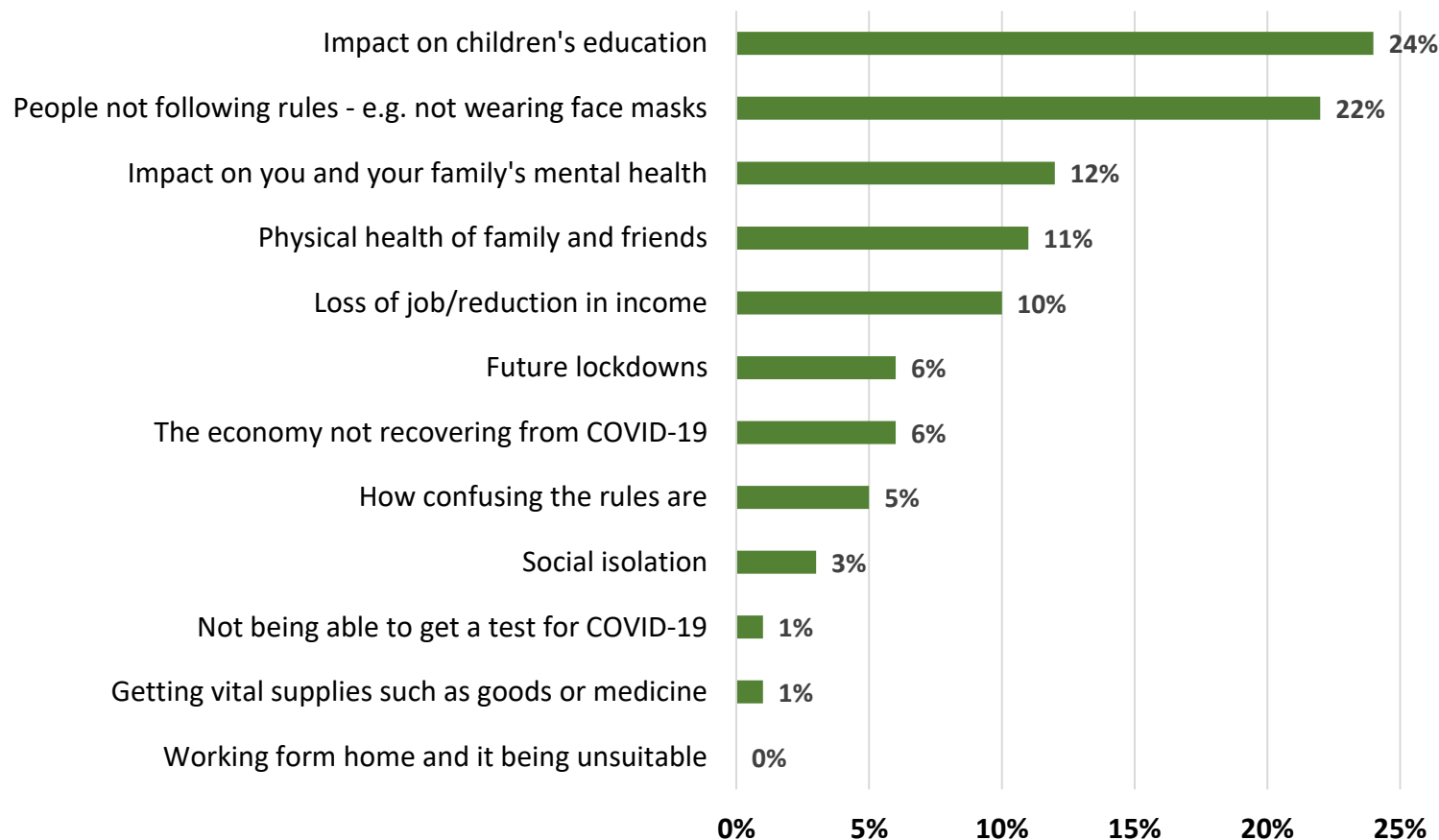


22% of residents were most concerned about others not following COVID-19 rules such as not wearing face masks or adhering to social distancing.



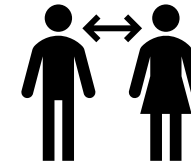
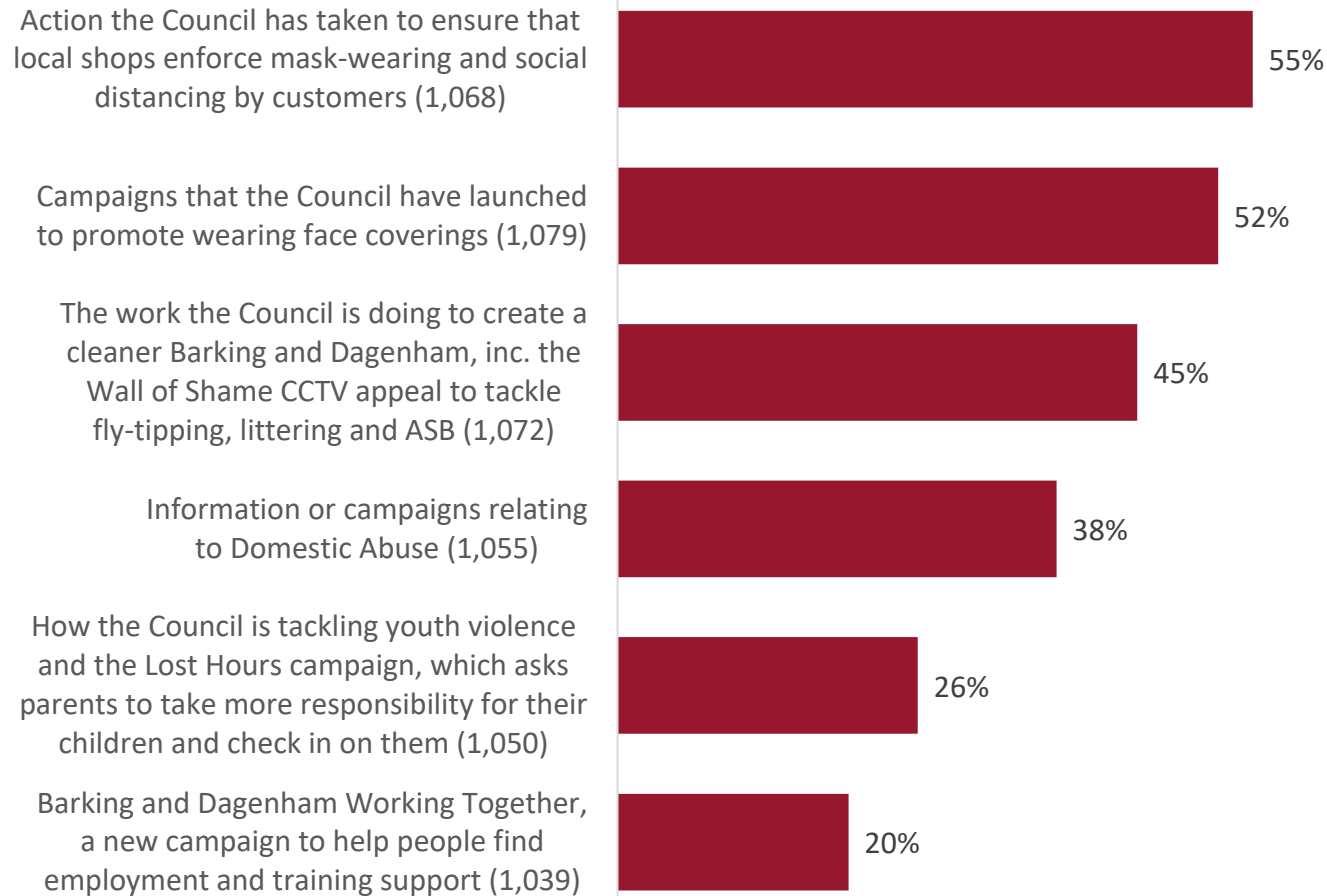
For 12% of residents, the impact of COVID-19 on their own or their family's mental health was of most concern.

Which one thing are you personally most concerned about?



Council campaigns

Over the last few months, have you seen or heard any information about the following?



Over half of residents are aware of the action the Council has taken to ensure local shops are enforcing COVID-19 rules.



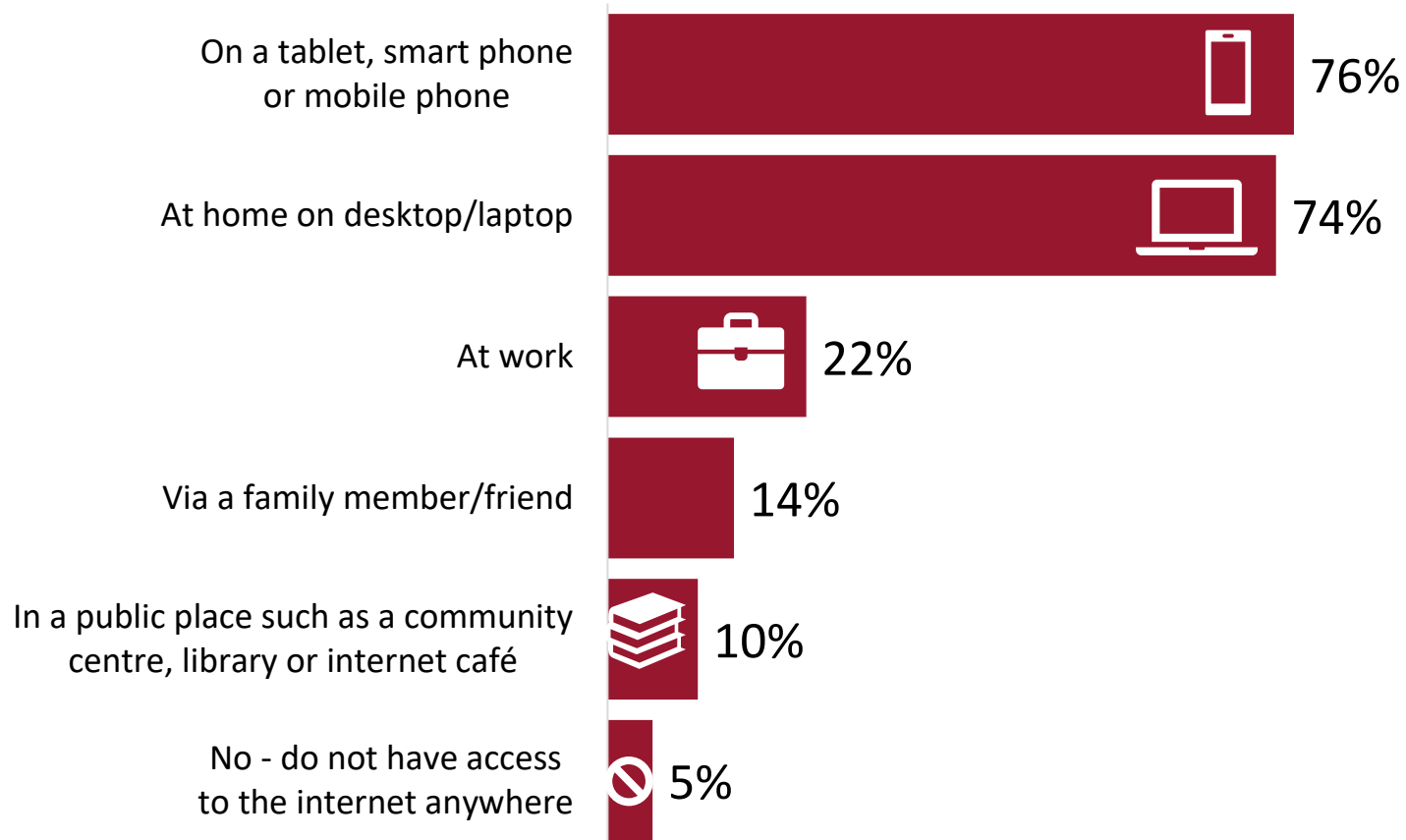
52% of residents are aware of the Council's recent campaigns promoting the use of face coverings.



We hope that the campaigns relating to COVID-19 rule enforcement and the use of face coverings will have helped to address the issues that are of most concern to Barking and Dagenham residents.

Accessing services online

Do you have access to the internet?



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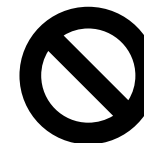
Barking and Dagenham Residents Survey 2020



Perhaps unexpectedly, the percentage of residents accessing the internet on a tablet/phone has reduced from 85% (2019) to 76% (2020). The lowest proportion since 2016.



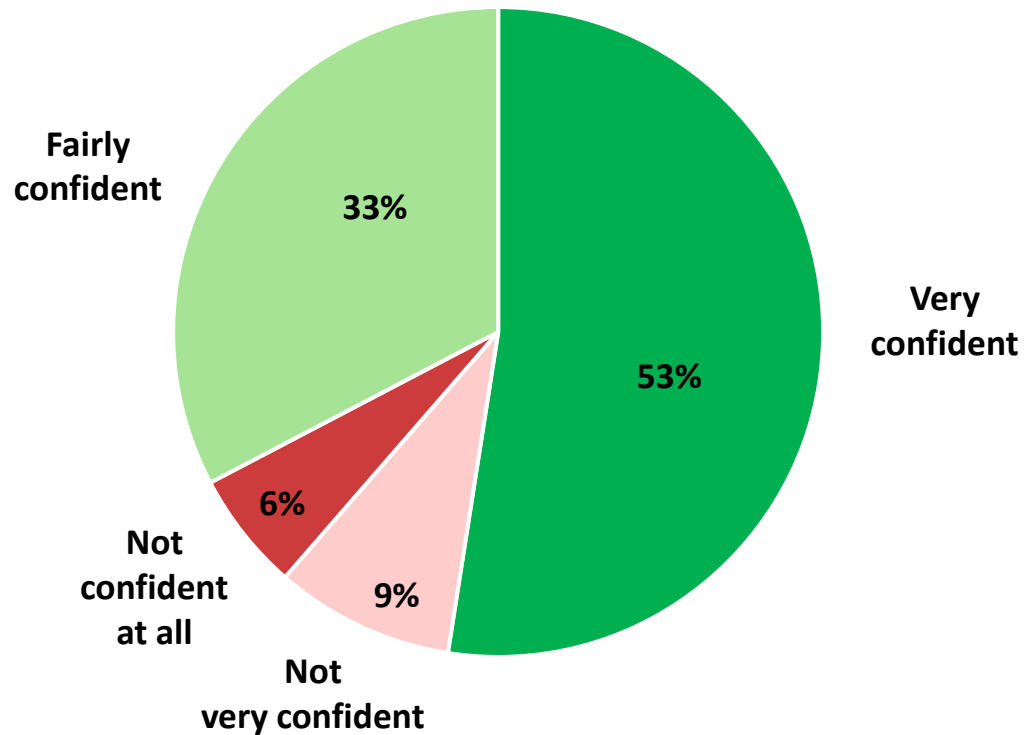
It is likely that the pandemic has impacted where people are accessing the internet. Via family or friends decreased from 37% (2019) to 22% (2020). Similarly, access in a public place reduced by 17% from 27% (2019) to 10% (2020).



The percentage of people that have no access to the internet anywhere as reduced from 6% in 2019 to 5% in 2020.

Accessing services online

To what extent do you feel confident in being able to access support and services online?



Barking and Dagenham Residents Survey 2020

Since the start of the pandemic, there has been a greater reliance on being able to access support and services online.



86% of residents told us they feel confident in being able to access support and services online.

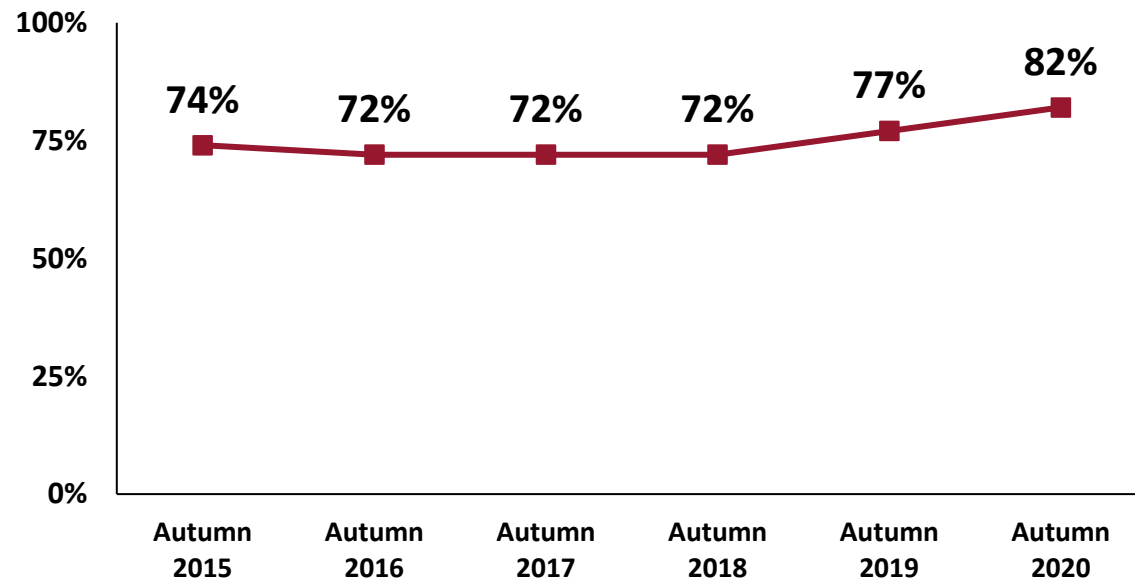


The survey also told us that confidence falls amongst our older residents. Of those aged 65 or over, only 59% stated that they felt confident.

Our community

Barking and Dagenham Residents Survey 2020

To what extent do you agree or disagree that this local area is a place where people from different backgrounds get on well together?



We have asked residents this question every year since the Residents Survey began in 2015.



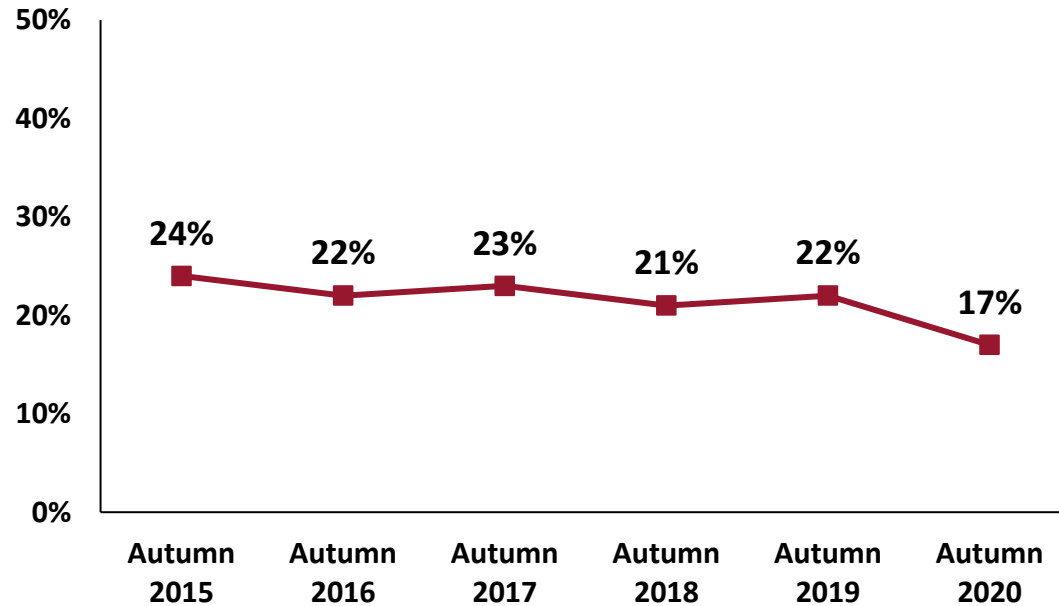
This year, 82% of residents agreed that the borough is a place where people from different backgrounds get on well together.

One of our priorities is for Barking and Dagenham to be a friendly and welcoming borough with a strong community spirit and these results show we are making good progress.

Community involvement

Barking and Dagenham Residents Survey 2020

Have you given any unpaid help to any group(s), club(s) or organisations in the last 12 months?



The number of residents volunteering with groups, clubs or organisations reduced in 2020. It is likely this is due to their closure under national lockdown restrictions.



Although volunteering with formal groups may have reduced, we recognise that this doesn't include the support you gave friends, family and those in your local community throughout the pandemic.

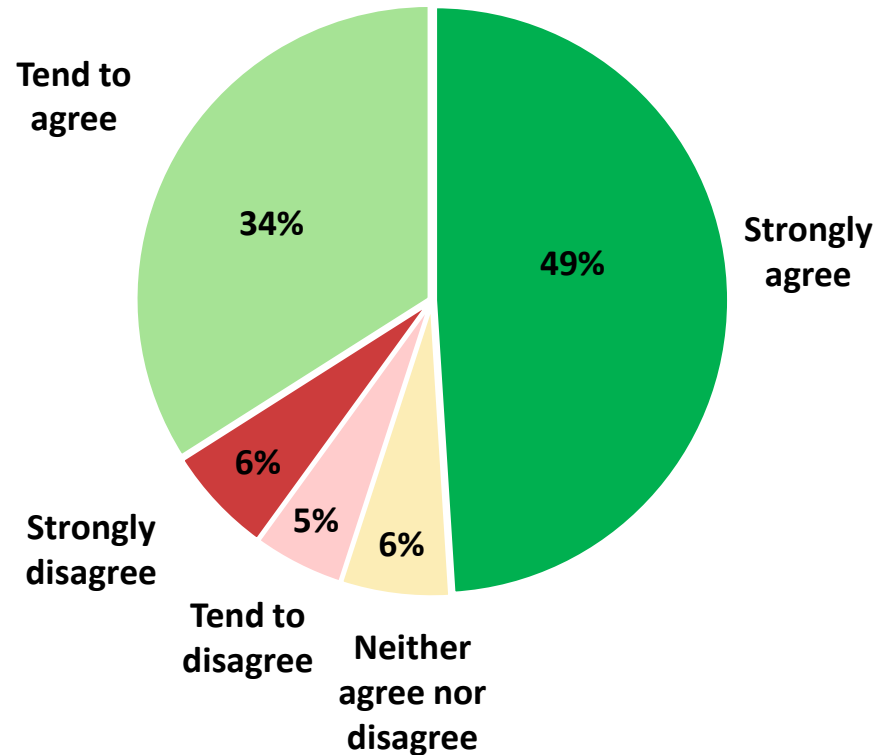


Although not captured in this survey we know that a number of residents have volunteered their time to support the rollout of the national vaccination programme.

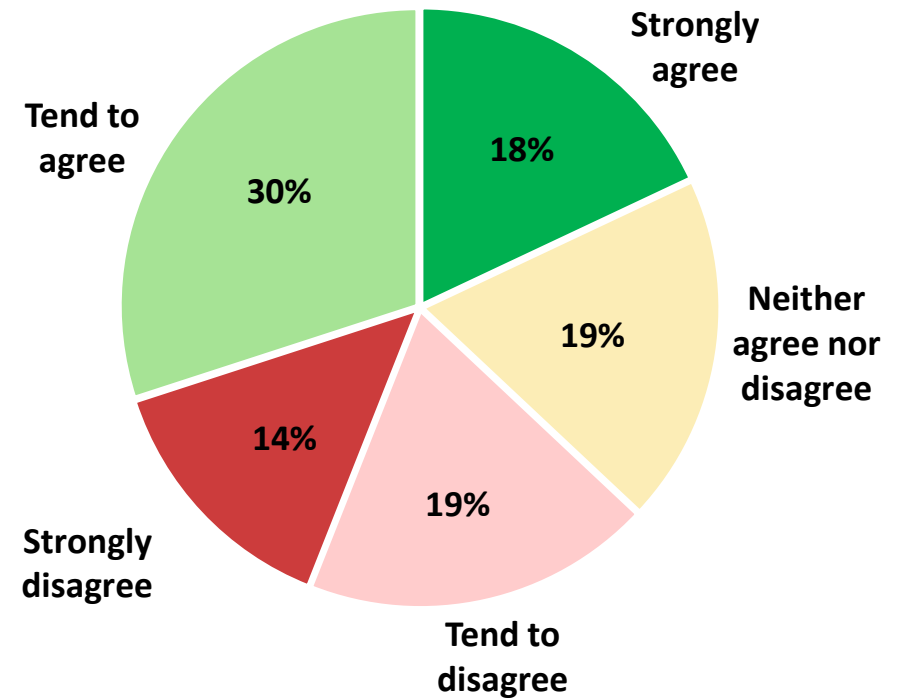
Community involvement

New to the survey in 2020, we asked residents a series of questions about how confident they feel about making changes in their life and within their local community. Also, how keen they are to get involved in their community and local decision-making.

To what extent do you agree or disagree with the following statements...? If I want to make a change in my life, I feel confident I am able to do so.



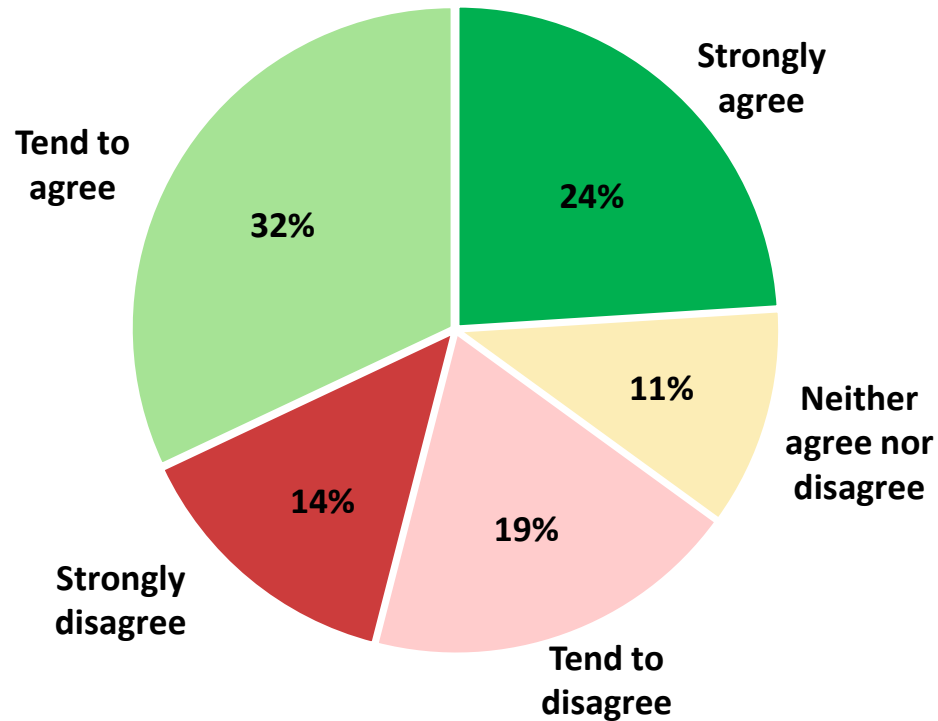
To what extent do you agree or disagree with the following statements...? If I want to make a change in my community, I feel confident I am able to do so.



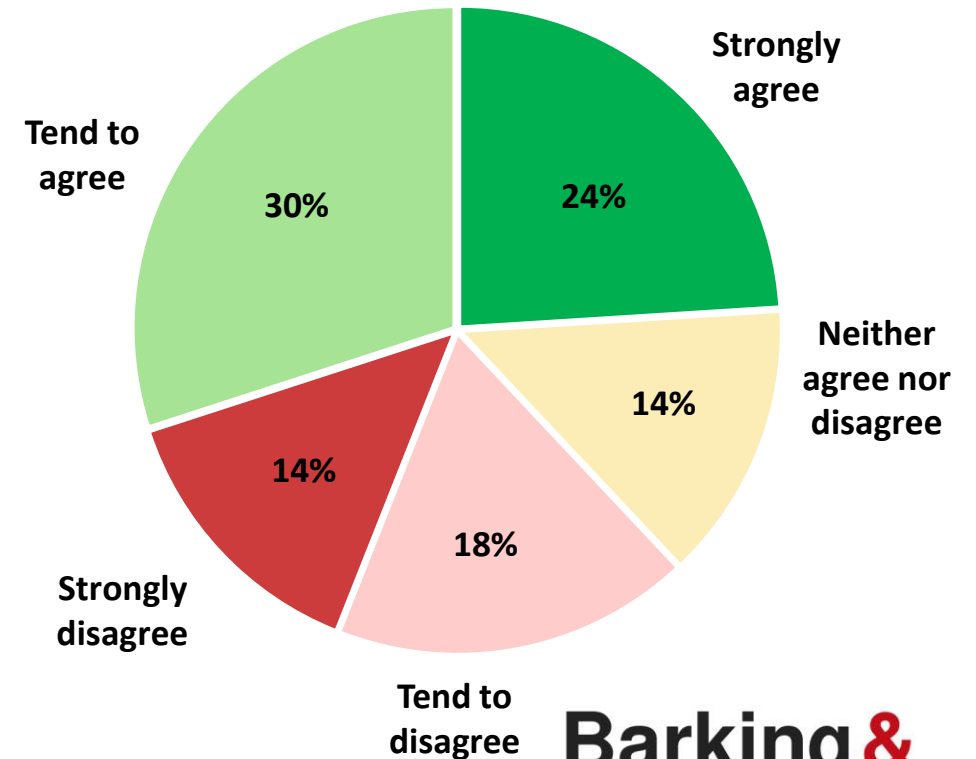
Community involvement

As a Council, we are committed to empowering local people by giving them the opportunity to participate equally in the design and delivery of public services as well as in their neighbourhood and the wider community. We are committed to increasing the choice and control residents have over services and decisions that affect and matter to them.

To what extent do you agree or disagree with the following statements...? I want to get more involved with local community work and feel confident that I am able to do so.



To what extent do you agree or disagree with the following statements...? I am keen to be more involved in local decision making and feel confident that I am able to do so.



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