



Community Conversation Survey – June 2020

The first Community Conversation survey of 2020 ran in June this year. The survey was hosted online, and promoted through social-media platforms and through partners to encourage a response from the public. In total, 1077 people responded to the survey. The aim of the survey was to “check in” with our communities to see how they were coping during lockdown, find out about their views of policing during this period and to better understand what the PCC and partners could do to support vulnerable people. A further survey(s) will be launched to understand changes in the key areas explored over time. Many of the questions are open which allowed us to gather a good balance of qualitative and quantitative feedback a caveat is included at the end of the report around sample sizes.

Main Findings

- Nearly 80% of respondents felt they had coped well in the lockdown, those who had struggled told us very frankly about the challenges they had faced.
- In total, 86% of respondents said they felt safe in their neighbourhood
- 44% of people said they felt there had been a ‘boost to community spirit’ during lockdown; the most frequent feedback. There was a particularly distinctive result from Wakefield, with 54% recognising improved community spirit
- Only 3% stated they struggled during the lockdown due to fear of crime. The biggest concern was being apart from family and friends
- 5% of those who completed the survey told us they had been a victim of crime
- A larger proportion of Bradford’s respondents were concerned about the likelihood of a ‘second wave’ than was the case elsewhere
- Bradford residents were also *least* likely to feel that the restrictions had been lifted too soon. Just 8% of Bradford respondents felt full restrictions should remain in place, compared to 15% of Calderdale respondents
- Many people were confused by the restrictions and did not understand that the police were not responsible for policing social distancing
- 53% of respondents described the overall police response during lockdown as good/very good, with 11% describing it as poor/very poor. In total, 89% of respondents recorded some degree of satisfaction with the work of the police (slightly above the current Your Views figure of 81% satisfied)
- 1077 respondents spoke about the positives of the lockdown
- Asian and Black respondents found it harder to cope during the lockdown than White British respondents. 19% of White British respondents said they found it hard to cope or were unable to cope during lockdown, whereas this figure was 37% for Asian respondents, and 47% for Black respondents
- Both BAME and white respondents spoke about the sad death of George Floyd, the BLM movement and resulting protests. Some people from BAME communities also spoke about their feelings of vulnerability linked to the risk of catching Covid or encountering racism, prejudice and bias.



Conclusions

- 1. Coping during COVID and community wellbeing** – The majority of people who completed our survey said they had coped well during the lockdown period. Many had liked more time with their children and families, enjoyed a quieter pace of life or welcomed “time to reset” taking part in both exercise and/or DIY. For those who told us they could not cope this was often because they felt vulnerable themselves for reasons including age or disability, others spoke about those they cared for often sharing details again relating to disability and vulnerability. People spoke openly about the impact on their mental health, particularly issues such as isolation, lack of a routine and heightened anxiety. Some working parents had also found home life a challenge and this was especially vocalised by many who were also working from home and supporting children.
- 2. Current concerns** – Most people were concerned with a second wave of Covid, the lack of social distancing particularly in shops and group gatherings and many feared the national restrictions were being lifted too soon. People also spoke about their current and future worries for the economy in general terms whilst others shared more personal accounts about financial worries, being on furlough or losing their job.
- 3. Contact with the Police/Views of the police** – The majority of people were positive about the police, many commented that the police could not do more than they were already doing. There was a strong sense of both appreciation and understanding of the risk and challenges officers were facing and unsurprisingly police visibility was a significant factor in positive responses. Those who held more negative views often commented they had not seen the police or lived in areas/neighbourhoods where they were worried about crime and/or ASB. There was a significant frustration and misunderstanding that the police should be enforcing social distancing in shops and with small groups.
- 4. Feelings of safety and Community Cohesion**– again the majority of people said they felt safe, the sense of community supported this as did the heightened police officer and PCSO visibility. Those who did not feel safe, again, spoke about a lack of police presence, crime or the fear of crime in their area. Just under 70% of respondents said they felt people got on well; just 6% of respondents felt people did not get on well together. For many, including those who told us they were shielding, the fear of catching Covid or those they loved catching Covid was very real.
- 5. Supporting Vulnerable People** – There was a real sense that communities were supporting each other and that better relationships had been built in neighbourhoods and this had supported a better understanding of who required help. Even though this question covered both the PCC and Community Safety Partner response the majority of respondents wanted support from the police, specifically an increase in police presence in neighbourhoods, a reduction in crime and ASB and more lockdown related enforcement from the Police.



Despite the explanation in the survey, some people expressed frustration in not understanding what support services could be provided, a lack of support for services for the very vulnerable and the need for services to co-ordinate to better support vulnerable people.

Section 1. Community Wellbeing

Question 1. How do you feel you and your family have coped during the Covid-19 crisis? and Question 2. If you have found it hard to cope during the crisis, can you tell us what has made things so difficult?

The survey opened with a single question on how well people felt they had been able to cope during lockdown. 79% of respondents said they had ‘coped well’, but 20% had found it ‘hard to cope’, and 1% recorded they had been unable to cope.

The top 5 factors were:

Ranking	Reasons	%
1	Missing family and friends	27
2	Feeling lonely or isolated	18
3	Pressures in trying to balance their work commitments	17
4	Problems with not having a routine or a negative mental health impact	13
5	Concerns about others not social distancing	12

People were very open about their feelings and shared a great deal of information, many people had multiple worries and expressed them in one response, for example:

“The isolation caused by not being able to see friends and family most of whom are no longer resident in Bradford due to having to move for work. In addition to this I live next door to a family who have behaved as if lock down was not in force all. I have seen all their friends and family. They have broken lock down on a daily basis and had all their grandchildren stay over. They have also had a birthday party. I have struggled also with living in an overcrowded area with people who seem to be totally unaware of social distancing. Also spitting is now extra disgusting as is the amount of litter that is freely dropped and left.”

Other responses of interest included the financial pressures at home (8%), fear of catching Covid (7%) and confusion over government lockdown guidance (7%). Responses to this question from specific districts were broadly similar, although slightly more of Leeds respondents said that they had found it ‘hard to cope’ during lockdown (24% in Leeds against the WY average of 21%). Of note, only 6 people (3%) said fear of crime was a factor.

17% spoke of the complexities of balancing home and work commitments and the challenges of looking after children, elderly parents or other dependents. Some of those who needed access to services also commented that it felt like the services had disappeared or were difficult to get hold of.



“With three generations living in one household. I found myself sandwiched between having to keep my young child and my very unwell elderly parents safe by self-isolating with them and not being able to have a full hands on approach to my professional commitments as a potential key worker to vulnerable single mothers. Trying to find the balance between working from home, supporting staff whom are off work and still having to ensure we are there for our clientele was specifically challenging. It was also an emotional time having watched my father decline immensely in physical health and mental capacity. The lock down really shocked his system.”

There is a real and very basic divide between those who coped better during the lockdown and minority who coped less well, major factors influencing included:

- Home – Space indoor/Outdoor/amenities
- Location – Neighbourhood/community
- Crime and ASB and fear of Crime and ASB
- Personal circumstances – Ethnicity, age/vulnerability, employment, physical health and mental health
- Caring responsibilities – friends/neighbours, family.

Section 2. Current Concerns

Question 3. Now that lockdown restrictions are being lifted, what are the biggest concerns for you and your family at the moment?

Ranking	Reasons	%
1.	Second wave	39
2.	Lack of social distancing	28
3.	Restrictions lifted too soon	12
4.	Employment & economy	8
5.	School closures/education	8

Those people who had said they had struggled to cope during lockdown were more likely to be concerned about a second spike than those who had coped well (48% concerned amongst the ‘struggled to cope’ group; 37% concerned amongst those who had ‘coped well’).

“Lack of social distancing between people - almost seem unable to comprehend the dangers. It appears people feel that Covid wasn't as serious as they were told, missing that lockdown prevented this. A 2nd wave has the potential to be worse and this worries me. Also supermarkets now letting whole families in instead of keeping to the 1-person rule (obviously single parents need to bring young children).”

This question also highlighted some different views amongst residents of different districts. A larger proportion of Bradford’s respondents were concerned about the likelihood of a ‘2nd Spike’ than was the case elsewhere (45% mentioned this, compared to 37% of Leeds’ respondents). However, Bradford residents were also *least* likely to feel that the restrictions had been lifted too soon. Just 8% of Bradford respondents felt full restrictions should remain in place, compared to 15% of Calderdale respondents



(WY average was 12%). 10% of Calderdale residents were concerned that relaxing lockdown would lead to increased traffic or speeding; the WY average for this response was just 4%

Section 3. Contact with your Local Police

Question 4. Have you had contact with your local police during the lockdown period? Question 5. Can you say why you contacted them and Question 6? Were you satisfied with the police's response and Q7 If not why not?

Only 18% of respondents said they had contact with the police.

Ranking	Reasons	%
1.	breaking lockdown restrictions	32
2.	Report ASB	25
3.	Report crime	20
4.	To discuss an incident	13
5.	To provide information	10

However, the majority who did so reported breaches/perceived breaches of the lockdown restrictions or to report Crime or ASB, there was a great deal of responses across the survey which leads us to believe that some people did not understand that the Police could not enforce social distancing.

Other reasons were to report traffic offences (8%), to ask for information (7%) or to work with the police (6%). Importantly 69% recorded they were satisfied with the police's service, with 31% dissatisfied.

Just 47 respondents went on to describe why they felt dissatisfied with the police and for 51% of these people (26 responses), the issue had been that the police had not taken any action to address their concern. A further 13% (6 people) said they felt the police could have done more to assist.

For these cases, no strong pattern was evident between the reasons why people had contacted the police, and their dissatisfaction with the response.

Question 8. Are you satisfied with the level of police presence in your neighbourhood during the Covid-19 crisis?

	Count	%
Yes	513	51.20
No	267	26.60
Not seen any police in neighbourhood	208	20.80
No change in level of police presence	14	1.40
Total	1002	100

In this Community Conversation survey there was a big change recorded for this topic, as 51% said they were happy with the police presence they had seen in their neighbourhood during lockdown.



Of note there were a great deal of positive comments about the police response, response to calls for service and greater visibility. In our regular Your Views survey, satisfaction with police presence provides the weakest scores amongst respondents. Just 21% said they were happy with their neighbourhood police presence in Quarter 4 (Q4)'s Your Views survey.

"I am aware they are there and can help if I need them, the PCSO's on the street do give me confidence, I haven't seen PCSOs regularly but it hasn't worried me as people have been sensible in my area."

27% of respondents said they were unhappy with the degree of police presence, and 21% said they had not seen any police in their neighbourhood during lockdown.

Of those who were *dissatisfied* with the level of policing in their neighbourhood, 43% recorded that they felt more police were needed locally, with just 2% saying there were too many police present in their local area. An additional 4% said they felt 'targeted'.

"Initially I saw a lot of Police presence which made me feel better however over the past few weeks in particular I have hardly seen any Police. The only Police van I saw near my home, I thought was coming to break up a large gathering that was happening nearby but it appears the Police simply drove past this without taking any action."

Q9 Have you been a victim of crime during the lockdown period?

5% of respondents said they had been a victim of crime during lockdown, however others spoke in their free text responses about the fear of Crime, ASB, large gatherings and impact of protests.

Q10. Overall, how good a job do you think the police have been doing in your local area during the lockdown period

53% of respondents described the overall police response during lockdown as good/very good, with 11% describing it as poor/very poor. In total, 89% of respondents recorded some degree of satisfaction with the work of the police (slightly above the current Your Views figure of 81% satisfied).

Response	Count	%
Very good	194	18.4%
Good	360	34.2%
Satisfactory	380	36.1%
Poor	98	9.3%
Very poor	22	2.1%
Total	1054	100.0%



Section 4. Your Community

Q11 How safe do you feel in your local area? And Q12 During the lockdown period, do you agree that people from different backgrounds have got on well together in your local area?

In total, 86% of respondents said they felt safe in their neighbourhood; which is slightly above the figure recorded by the Your Views survey in Jan-March (Q4) this year (81%). Just under one quarter (23%) described themselves as 'very safe', but 14% of respondents did say they felt unsafe where they live.

	Count	%
Very safe	247	22.90
Safe	683	63.40
Unsafe	128	11.90
Very unsafe	19	1.8
Total	1077	100

Leeds and Wakefield residents recorded the greatest sense of safety (90% of respondents felt safe where they lived in both cases). The weakest scores came from Bradford and Kirklees (81% and 84% 'safe' respectively), although these figures still point to 4 out of 5 respondents feeling safe in their neighbourhood in these districts.

There was a strong positive response to Q12, with 66% of respondents saying they felt people got on well; just 6% of respondents felt people did not get on well together. In comparison, 57% of respondents gave a positive response to this question in the Q4 Your Views survey. The strongest positive scoring came from Leeds respondents – just 2% here felt that people in their local area had not got on well.

	Count	%
Strongly agree	216	20.20%
Agree	493	46.00%
Neither	297	27.70%
Disagree	48	4.50%
Strongly disagree	17	1.60%
Total	1071	100.00%

When we look at people's responses when asked what they felt were the **positive aspects of lockdown (Q14)**, this gives some clues towards why community cohesion results were so strong.

44% of people said they felt there had been a 'boost to community spirit' during lockdown; the most frequent feedback. There was a particularly distinctive result from Wakefield here, with 54% recognising improved community spirit.



Q13 Do you feel events, internationally, nationally and locally are affecting your community?

45% said they felt international/national events had had an impact locally; 27% said there had been no effect, and 28% said they did not know.

Most of those who recognised an impact from events elsewhere went on to describe what it was:

- 39% cited the Black Lives Matter protests; this was the most frequent response, with a further 11% of respondents mentioning 'protests' as a factor.

"As an individual from an ethnic minority, I feel vulnerable to the virus and to an increasing awareness of inherent racism in society everywhere. People hold racist views whether consciously or sub-consciously due to the negative perceptions and the categorizing of individuals by employers, news and the government. This endorses racism indirectly.

Racism has long existed whilst many perceived it had been dwindling. Recent events showing employees are afraid to raise concerns regarding safety whilst working during the pandemic and the #Black lives matters shine a spotlight on this existing issue."

"The protests here & in the US affect our sense of well-being & cause anxiety as we stay in whilst thousands congregate closely together. Likewise, prior to the protests thousands flocked to the countryside/seaside & created mayhem with their loutish behaviour leaving litter everywhere."

- Beyond these responses, 17% mentioned Covid as the key international event impacting on their community, with 12% of people recognising a 'positive community spirit' as a positive impact.

"We have a better sense of community and a spirit of we are all in it together. More volunteering has taken place and been visible, neighbours all coming out to clap for Key Workers and we set up what's App Group to spread information and community spirit. We have all posted rainbows in our windows and banners when there has been a birthday in the street. There has been lots of information shared about shops open locally, helping those shielding, donating unwanted items and sharing jigsaws, plants, plant pots which never happened before"

- 10% of people mentioned confusion around government policy against Covid.

Question 14. What has been the most positive impact of the lockdown?

When we look at people's responses when asked what they felt were the **positive aspects of lockdown** this gives some clues towards why community cohesion results were so strong.

1011 answered this question with 44% of people stating they felt there had been a 'boost to community spirit' during lockdown; the most frequent feedback. There was a particularly distinctive result from Wakefield here, with 54% recognising improved community spirit.



In addition to this, 20% recognised that spending more time with family and friends had been a bonus. 15% of respondents recognised that a decrease in traffic levels had been another positive impact of the lockdown.

There was a wide range of responses to this question, including people who said they were enjoying more time outdoors, and the opportunity to carry out home improvements (4% of respondents, in each case).

“Family unity, cleaner environment, quieter roads and more community working together an Appreciation of simple things in life”

“Our street identity has been strong. The community spirit has been fantastic. The teachers have been amazing at providing not only lessons but support and comfort during a time when children miss their friends. St Benedict’s Catholic Primary School have been their usual brilliant and outstanding. I have learnt new ways to work using technology.”

Question 15. What has been the most negative impact of the lockdown?

Those who spoke about the negatives said not being able to see family and friends or to socialise was the most common response (33% of respondents). A further 13% described the problem of isolation or loneliness, whilst 14% mentioned that people breaching lockdown restrictions was a negative. 8% recorded that they had seen an increase in crime and ASB. Other concerns included: Not being able to get any food due to everyone panic buying and queuing outside shops.

“I was classed as an essential worker but I didn’t ‘fit in’ to what the shops etc. put in place, i.e. I wasn’t NHS so couldn’t go in the special hour shop for NHS Staff (which didn’t fit in with my working hours anyway) and the first 4 weeks of the lockdown was a nightmare as I also live in a rural area and there was no food in the shops. Also support for food parcels etc. for vulnerable people was slow to get sorted out so I was working full time, doing my own shopping and shopping for people who could not go out. I think there will be a lot of negatives come out of this lockdown but we won’t have found them all yet.”

Question 16. At this time, how can we all better support vulnerable people in our communities?

The responses reflected the theme of separation of people from their friends and family. The main area of support people cited (40% of respondents) was simply to ‘stay in touch’ with members of their community. Allied to this, 25% of people said that they could help others by shopping for them, or helping them to access services (8%). 8% of respondents also mentioned increasing the police presence in their neighbourhood.



“I think as a start, by recognising that we're all people first, before colour, race, class, religion, etc. That we all want the same for ourselves and our children - to be safe (both at home and out-&-about about), good jobs, decent homes, level access to good education - and then working towards talking more so we can recognise these similarities and find ways together to make it happen. Division causes isolation and discrimination.”

“Be aware who they are, be aware of what they need support with, everyone is different. No one should assume what someone needs are, coordinate the effort, nothing more frustrating than no support for 4 days and then a barrage of support for a 2. Be kind, support doesn't need to be a heroic effort, it can be as simple as saying “Hi” or offering to bring neighbours bins in.”

Q17. The Work of Community Safety Partners

With an identical score to people's satisfaction with policing; 89% of respondents said they felt that the work of community safety partners has been good/very good, or satisfactory.

	Count	%
Very good	158	15.10%
Good	419	40.10%
Satisfactory	349	33.40%
Poor	87	8.30%
Very poor	33	3.20%
Total	1046	100.00%

55% described CSP's response as good/very good, with 12% describing it as poor/very poor. The balance (33%) described CSP's work as fair/satisfactory.

Question 18 If you have not been satisfied with the work of your local community safety partners, can you say why? (CSP role is explained in this section).

117 people replied, but most of these respondents (65%) stated that they were not aware of community safety partners' work, or were confused about the terminology. 12% did say that they felt that CSPs had not addressed crime and ASB adequately.

“There is no-one co-ordinating those who do the work, sometimes because of technical failures and delay but often because of poor decision-making.

I work for the Council and don't even know who I don't who our local community safety partners are so how would 'joe public' know. You need to explain who you mean!”

Question 19. How can the PCC and Community Safety Partners provide support during Covid?

We asked residents how the PCC/CSPs could work to support them or their families during the Covid crisis; over 800 people replied to this question.



The most common response (31% of respondents) was to increase the visible police presence in communities. Linked to this response, a further 16% suggested work to 'reduce crime and ASB' in their neighbourhood. 12% asked to see more enforcement against people who ignored lockdown restrictions. 7% asked for better communication about available support services.

	Count	%
Increase police presence in neighbourhoods	248	30.50%
Reduce crime and ASB	130	16.00%
More lockdown related enforcement	95	11.70%
Nothing	77	9.50%
Better communication about services	59	7.30%
Don't Know	71	8.70%
Other	152	18.70%

“Be visible to or Community, make use of media platforms to give local updates which appear more pertinent to the communities of West Yorkshire. We are not London or Minneapolis we are a more tolerant society in West Yorkshire, we need our communities to celebrate our success in areas such as Race, Religion, LGBT, Policing and Prisons rather than reporting on others failings. Maybe employ local leaders of all under representative groups to stand shoulder to shoulder and together report on these matters.”

Section 5. About You

Different communities' experience of Lockdown

Ethnicity: Unfortunately, only 150 (14%) of our respondents were from a non-White British background. With 73 responses, people who described their ethnicity as Asian/Asian British were the largest BAME group. 19 people described their ethnicity as Black/Black British.

	Count	Column	%
Ethnicity	White (British)	905	85.90
	White (Other)	27	2.60
	Asian or Asian British	73	6.90
	Black/Black British	19	1.80
	Chinese	3	0.30
	Mixed race	16	1.50
	Other ethnic group	10	0.90
	Total	1053	100



With these small sample sizes, it is difficult to draw hard conclusions about different opinions shown by different ethnic groups, but the data suggests that:

Over 300 of these people were residents of Bradford, who accounted for the largest share of survey respondents (31%). Wakefield residents were the second largest group (22%), although there was a relatively low response from Leeds residents (20% of respondents) in this particular survey.

District		Count	%
	Bradford	327	31.3
	Calderdale	98	9.4
	Kirklees	183	17.5
	Leeds	209	20.0
	Wakefield	227	21.7
	Total	1044	100

Age: Roughly 70% of our respondents were aged between 35 and 64; there was a weaker response from those in the youngest and oldest age groups in our communities.

Age		Count	%
	15 or Under	1	0.1%
	16-24	41	3.8%
	25-34	117	10.9%
	35-44	214	20.0%
	45-54	292	27.3%
	55-64	243	22.7%
	65-74	129	12.1%
	75 and over	33	3.1%
	Prefer not to say	0	0.0%

Overall, 21% of our respondents recorded that they had found it hard to cope during lockdown, but when we look at the responses of different age groups, some patterns emerge. Older age groups were more likely to say that they 'coped well' during lockdown. In contrast, 34% of those aged 16-24 said they had had some difficulties coping (being unable to see friends and family often cited as the reason), and 27% of the 25-34 age group also recorded difficulties (a combination of not being able to see friends/family, and trying to balance work pressures).

When asked about the impact of international events, the oldest members of the community (65yrs and over) were less likely to recognise the Black Lives Matters protests as an issue locally. 22% saw it as a factor, compared to 48% of those aged under 35. In contrast, older members of the community were more likely to say they were confused by government advice during lockdown than those in younger age groups.

When asked what the PCC/CSPs could do to support people during lockdown, younger respondents (aged under 35) were more likely to request more enforcement against lockdown breaches than older groups (22% of younger age groups made this request; the whole survey average was just 12%).



However, increasing police presence in communities remained the most frequent choice of all age groups.

Disability: 18% of respondents recorded that they had a disability. These respondents were more likely to say that they found it hard to cope than those without disability (36% had problems coping, versus 18% of those without disability).

People with a disability were more likely to mention isolation or loneliness as an issue during lockdown (17% of disabled versus 12% of non-disabled), but for disabled and non-disabled groups alike, not seeing family and friends remained the most commonly recorded negative of lockdown. Linked to this result, 47% of the disabled respondents said 'staying in touch' was the best way to support the vulnerable during lockdown (versus 39% of the non-disabled group).

Sexuality: 9% of respondents recorded their sexuality to be gay/lesbian/bisexual. These respondents were more likely to say they struggled to cope during lockdown than those in the heterosexual group. 34% of gay/lesbian/bisexual respondents said they had problems coping during lockdown, compared to 20% of the heterosexual group.

Non-heterosexual respondents were less likely than the heterosexual group to request a greater police presence as a means of support during lockdown.

Note: *In the report we aim to highlight distinctive results from different communities in West Yorkshire, but based on a survey of 1,000 respondents, this can mean we are reporting on findings based on fewer than 100 people. For example, BAME respondents were 11% of the total response to the survey, representing 121 individuals. Where sample sizes are small, we should take care not to place too strong an emphasis on the accuracy of the results.*