



theCAREbank

In association with the
Parish Councils of Albury,
Much Hadham, Little Hadham,
Stocking Pelham & Furneux Pelham

SOCIAL CONNECTION & INTERNET ACCESS SURVEY

We want to hear residents' views on social connection and technology to help our rural communities recover from the impact of Covid-19. Please complete this short survey and return to specified drop-off points in each village.

The DEADLINE FOR RETURNING YOUR SURVEY is Friday August 21st

With the support of a team from Albury, The Hadhams, The Hamlets and The Pelhams, this short survey around social connection and internet access will help inform how residents want to go forward with social connection and access to local services such as food shopping, GP appointments, medicines, Well-being activities and other community events.

We need as many responses as possible to this survey so we can understand what residents need around social connection and welfare in an increasingly digital world, to inform our local Covid-19 recovery plan. We have many vulnerable residents who are not connected digitally, and we need to ensure they are also central to how our local services move forward especially if there is a second wave of Covid-19.

Cllr. Graham Mc Andrew is kindly funding this survey as part of an inter-village Covid-19 recovery plan for social connection and community cohesion.

Please complete the survey online now at: www.carebank.uk/p/survey2020.html

or fill out this paper form and return it **by Friday August 21st** to one of the drop-off points detailed at the bottom of the survey. If you decide to post the survey to us via Royal Mail please put the survey in an addressed envelope with a stamp.

Please take just a few mins to make your voice heard on this important aspect of our community Well-being and cohesion. We will publish the survey results along with a plan to meet the key needs which come through loud and clear from residents.

Contact Claire Uwins on 07595 674241 or Jan Williamson on 07710 325363 if you have any questions or suggestions in relation to to this survey or any thoughts around social connection and cohesion across our villages.

You can find information about this community Well-being effort and other resources at: <https://www.carebank.uk>

REMEMBER - PLEASE REPLY BY THE 21ST AUGUST 2020

SOCIAL CONNECTION & INTERNET ACCESS SURVEY

Please complete this short survey created by Much Hadham Health Centre's Patient Participation Group, to help assess our community's current and future technology needs. This will help us to ensure appropriate support can be offered for people to keep in touch with friends, family & other support networks.

If you would prefer to complete this survey online it is available at:
www.carebank.uk/p/survey2020.html

QUESTION 1: Do you feel you are able to contact friends, family or the community if you want or need support? *Please tick the appropriate box only.*

Yes No If no, what prevents you? _____

QUESTION 2: Which of the following forms of technology do you use to contact friends, family or the community? *Please tick boxes for all that apply.*

Home Telephone Mobile Telephone Computer/Laptop
 iPad/Tablet Other (please specify) _____

QUESTION 3: Do you have any of the following? *Please tick boxes for all that apply.*

Internet Access Your own email address

QUESTION 4: Which of the following forms of technology do you use for...?

Please tick boxes for all that apply

	Home Telephone	Mobile Telephone	Internet
Calling friends and family			
Befriending call or welfare/wellbeing services			
Alerts from Neighbourhood Watch			
Ordering food shopping or other items			
Speaking to the GP or pharmacy			
Listening to or downloading music			
Watching movies			
Hobbies			
Exercise classes			
Emergency services (e.g. fire, police, ambulance)			
Personal alarm/call button services			
Other reason (specify):			

QUESTION 5: If you use technology (e.g. mobile phone or internet), do you ever use?

Please tick boxes for all that apply.

WhatsApp

Zoom

FaceTime

Microsoft Teams

Skype

Messenger

Instagram

Other (please specify) _____

QUESTION 6: If you don't use the internet at home, what is the reason for this?

Please tick boxes for all that apply.

No internet access

Poor signal or connection

Not confident using the internet

Cost

Privacy or security concerns

Prevented by disability

Other (please specify) _____

QUESTION 7: If you don't use the internet at home, would you like to have it if it was available at a reasonable cost and you were supported to use it? *Please tick only the box that applies.*

Yes

No

Don't know

QUESTION 8: If support was made available to help local people make better use of technology, what type of support would you like? *Please tick boxes for all that apply.*

Connecting with friends and family

Ordering food and medicines

Watching shows/movies/listening to music

Other (please specify) _____

QUESTION 9: Are there any specific types of technology that you would like support with?

Please tick boxes for all that apply.

No

Yes, I would like support with (specify) _____

QUESTION 10: Are you overly concerned about the possible cost associated with technology?

Please tick only the box that applies.

Yes

No

Don't know

QUESTION 11: Are you overly concerned about possible scams associated with technology?

Please tick only the box that applies.

Yes

No

Don't know

QUESTION 12: Would you be interested in any of the following new online services?

Please tick boxes for all that apply.

- Video calls with a doctor, nurse or other health practitioner
- Participation in exercise or hobby group via Zoom or other online video service
- Ordering food or other items from your local shop
- Phone or video chats with befriending services
- Phone or video chats for other well-being support (e.g. financial advice or anxiety)
- Village hall activities with stay at home Zoom access

It would be really helpful if you could provide your demographic details. Your information will remain confidential, secure and is only used to inform this survey.

Your Name:

Your Age:

Telephone No:

Postcode:

Email Address:

DATA PROTECTION

Through this survey form and your contact with us, we will collect certain information about you including name, postcode, telephone number and email address. We will not share the information you give us with any other organisation. Should you wish to know how your information is collected and stored please see our privacy notice on the Carebank website at: <https://www.carebank.uk/p/privacy.html> We would like to be able to contact you in the future solely for the purpose of keeping you informed about CAREbank related news and issues. Do you give your permission for us to retain your details?

- I give my permission for you to retain my details as indicated
- I do not give my permission for you to retain my details

Thank you for completing this survey. You can return it electronically by scanning or taking pictures of each page and sending as attachments to chairvillagehall@littlehadham.org.uk or return the paper form to any of the drop-off points listed below. If you decide to post the survey to us via Royal Mail please put the survey in an addressed envelope with a stamp.

- ALBURY** Albury Village Hall, The Bourne, Albury, SG11 2JD - Contact Pam: 01279 771465
- FURNEUX PELHAM** Brookside, Furneux Pelham, SG9 0LL (black postbox) - Contact Tracy : 07881 901394
- LITTLE HADHAM** LH Village Hall/Post office letter box, left side of hall - Contact Jan: 07710 325363
- MUCH HADHAM** MH Village Hall post box or c/o Crown House, High St, MH SG10 6BY - Contact Claire 07595 674241
- THE HAMLETS** Preservation Society or use Much Hadham return points - Contact Jane: 07753 480 327
- STOCKING PELHAM** Village Hall, Stocking Pelham SG9 0HZ - Contact: Rikka 01279 777905

If you need help accessing any of the drop-off points please contact the relevant person above.

Please return your completed survey by 21st August

