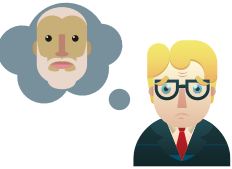



Covid-19 Community Briefing

- We have analysed 445 comments from residents on social media, primarily local organising WhatsApp groups.
- We have carried out a survey online and over the phone (110 respondents to date)

What We Have Learned

-  • Survey respondents were more worried about the health of friends and family members than about their own. Job and financial stability was also an important cause for concern.
-  • Local residents stay healthy by going out for solitary exercise such as walking, running and cycling, as well as engaging in physical activity at home (yoga, pilates, exercise routines).
-  • Local people feel reasonably well-informed about how to keep themselves healthy during the COVID-19 outbreak. Local groups on social media raise awareness of misinformation and scams, limiting their spread.
-  • Digital inclusion is highly important for staying healthy and coping during the pandemic. Many local residents socialise and keep in touch with loved ones using online apps such as Skype or Zoom. Some also use the Internet for finding information about how to keep themselves safe in the pandemic, for exercise at home tutorials or for learning new skills. This points out potential health inequalities arising between those who have access to the Internet at home/ know how to use a computer or smartphone and those who do not.
-  • Access to routine healthcare is limited. For most GP appointments, as well as antenatal and postnatal maternity care, in-person consultations have been replaced by telephone consultations, which has limitations; creating or improving structures for online consultations (including the use of apps for measurements, sending images etc.) could address some of these limitations.



- Dental appointments and elective procedures are being cancelled. Provision of domiciliary care is reduced. Referrals to certain services may be put on hold; this can have a particularly severe impact on people waiting to receive support for their mental health.



- Some people who called the 111 advice line report not finding it very helpful.
- Users self-isolating at home may need deliveries of medicine from pharmacies; which are over-stretched with high demand and staff shortages. Thus, the service they can provide is limited.



- There are inequalities between those whose jobs can be done from home and those whose jobs cannot. Many of the jobs that cannot be done from home, such as manual labour or retail, are generally less stable and pay less. The pandemic is worsening this inequality, with many workers losing their jobs, taking significant pay cuts or working in conditions they find unsafe.



- Working from home is challenging for parents who are also expected to homeschool their children. Lack of a proper setup for working at home can cause occupational health issues or affect productivity.



- Self-employed people and those in casual or precarious work are particularly at risk of losing their income. Unemployed people find it more difficult than usual to find jobs; with many companies delaying or deferring the hire of any new staff.



- Those who were already in precarious living and working situations such as those unable to work depending on benefits, those in casual work or subletting informally as lodgers are at a particular risk of extreme deprivation and homelessness; community organisations, charities and food banks are organising to meet this challenge.



- Changes to rubbish collection and recycling schedules during the pandemic are not well understood by local residents; this causes concern about the hygiene of public spaces and pest control.

- There are some reports of local residents not observing social distancing rules; their actions are condemned in harsh terms and they are seen as responsible for current or potential stricter quarantine rules.



Reccomendations



- 41% of those who suffered from a mental health issue reported not having access to resources they use to cope (such as therapy). It may help to put in place mechanisms for supporting people who use mental health services to maintain a good level of mental wellbeing . This may need to be a priority as social distancing progresses. Support for already established resources such as those provided by charities like Mind or Big White Wall could be a start.



- Pregnant women are a particularly anxious group. A programme of support through midwives and health visitors to improve information for new and expecting parents could help tackle anxiety levels. In-person visits could be replaced with online consultations where certain apps could be used, for example, to take measurements of babies; rather than only with telephone calls.



- Some resident are struggling to adapt to home working and signposting to resources for employers and employees on working from home could be welcomed; including information on auxiliary technology, data security and occupational health.



- Feedback from the survey suggests that people may find that helping others also helps them to deal with their own anxiety. Working to support and respond to local informal groups on social media may help support both the isolated and those who socially distancing. Work could be done to identify skills and direct their energy towards larger goals, such as fundraising for PPE equipment or creating a mutual aid network in partnership with local authorities.

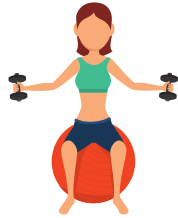
Data collection and analysis by Healthwatch Tower Hamlets. Anonymised raw data is available through Heathwatch's Community Insights System; reports can be run by all organisations with database access. Data can be accessed through the Community Insights System directly or by request to Healthwatch Tower Hamlets.



Things survey respondents do for their physical and mental well-being



52%
take short walks
or run outside



49%
exercise at
home



50%
chat with friends
and family online
or over the phone

10%
do
housework,
gardening
or DIY



6%
meditate or
practice
mindfulness



5%
learn a
new skill

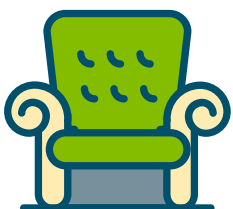
5%
establish a
routine that
promotes
health and
wellbeing



4%
eat a
healthy
diet

4%
engage in
leisure
activities
(TV, books)

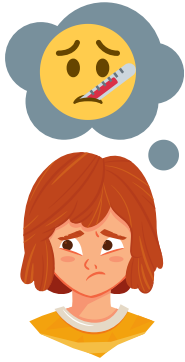
“ Putting a routine on the day is important. I'm trying out new technology like Zoom to keep in touch with people, I'm checking on local friends living alone and having a daily walk round the block or to the shops. I'm gardening, scheduling interesting evening TV/radio slots or streaming new box sets (with the help of a subscription to the Radio Times for the first time ever). I want to take more exercise: I miss my regular classes so am about to try something on-line.



15% don't see how they could maintain their physical and mental wellbeing

“ Nothing at the moment, really. I tried putting on an online exercise tutorial, but didn't last for five minutes with the kids.

“ Not much, the fear has caused my mother to make things difficult if anyone tries to leave the house.



27%
worry about
their own
health



64%
worry about the
health of
friends or family



36%
feel socially
isolated



11%
have tense or unpleasant
relations with people
they live with



55%
feel sad about
missing out on
going out or going
on holidays



42%
worry about
their job or
finances

“As a teacher I feel worried about being in a school setting and hate the idea of being someone who carries COVID-19 and passes it on to someone (e.g. my mum who looks after my young son while I work), it can be very stressful if I think about it too much. I also worry about my son (who is almost 2) and his lack of interaction with other children as he is an only child and if this pandemic has us all isolated for a long time- he will have almost forgotten how to interact with other children. I understand the measures are entirely necessary but it still makes me feel sad when I think about the potential impact on his and other children’s development.

“I just had a baby. My mum lives right next door and yet we can’t visit each other, which is very frustrating. It can get a bit overwhelming with all of us in the house 24/7, we can get on each other’s nerves.

“We cancelled holiday our holiday, but we’re not upset, we have to focus on what’s ahead of us. We are spending good family time together. The uncertainty is stressful; not knowing for how much longer this will go on.

“Finding it difficult with very bored young children, driving me crazy! I was struggling with finances prior to covid 19, now I worry about this even more, especially when prices are increasing and I can’t work. I worry about my elderly parents, both have underlying health issues and are unable to attend appointments because of the lockdown.

“My gym is my social life and support network, as well as being a great help for my mental health. I used to exercise there every day, sometimes twice. Now I do much less exercise and have lost the social interaction (I live alone).

“I have lost my job. I am not eligible for any financial help and think I will now be out of work for most of this year. Feel very alone and approaching despair for the situation.

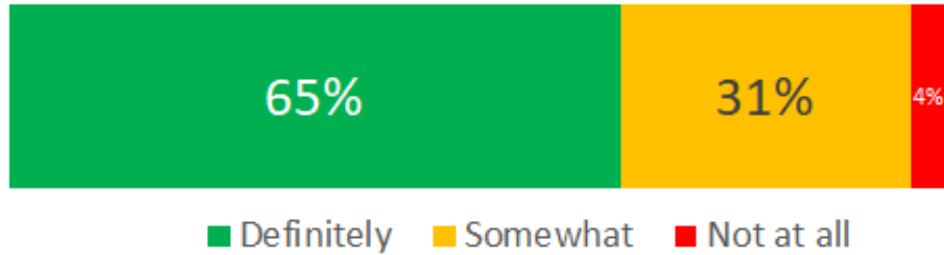


Staying informed



Most survey respondents felt well-informed about the pandemic and about how to keep themselves safe

Have you found it easy to find clear and understandable information about what to do to keep yourself and others safe during the coronavirus/COVID-19 pandemic?



The internet is a crucial resource for staying informed

“The government has kept us relatively informed. I would say however I would worry about those in the community who are alone and have no internet access.

“I read widely on the internet from sensible websites and understand what is required in terms of staying safe and keeping others safe



Ad-hoc organising groups on Facebook and WhatsApp are used for disseminating news and information, on a local level; answer questions and signpost to relevant services peer-to-peer.



As information provided by the Government is new and constantly changing, some people found it confusing or felt distrustful of it.

“It is hard to be clear about risk of transfer of the disease via parcels/food shops/takeaways etc - as other countries and handling these things differently/in a more careful way.

“I have a background in health care. Followed WHO and information from colleagues in international public health. Didn't trust our government's statements, which seemed designed to protect the economy before people



Fake newspseudo-scientific "cures" for COVID-19 are occasionally posted by users on social media support groups; however, most users seem to be aware of them, recognise them and challenge them.

The groups are also used in order to warn neighbours of various scams currently perpetuating.

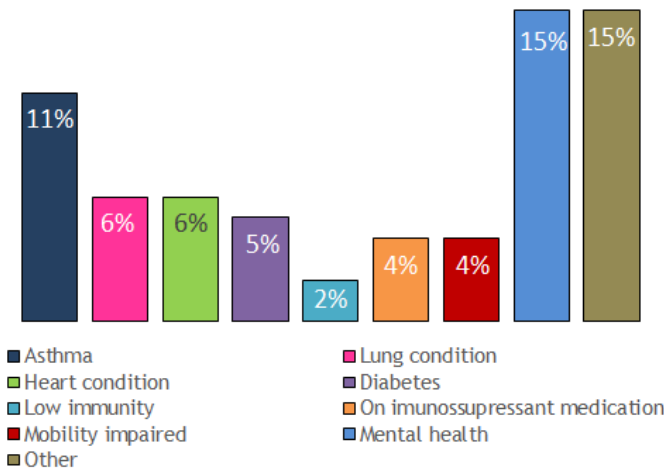


Experience with health services



<h2>9%</h2> <p>of survey respondents experienced potential COVID-19 symptoms at the time of responding.</p>	<h2>29%</h2> <p>had experienced potential COVID-19 symptoms in the past, but recovered</p>	<h2>Only 2%</h2> <p>were tested for COVID-19</p>
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45% of survey respondents had a long term condition or disability.



9% were aged 65 or over

2% were pregnant

13% had a child under 5

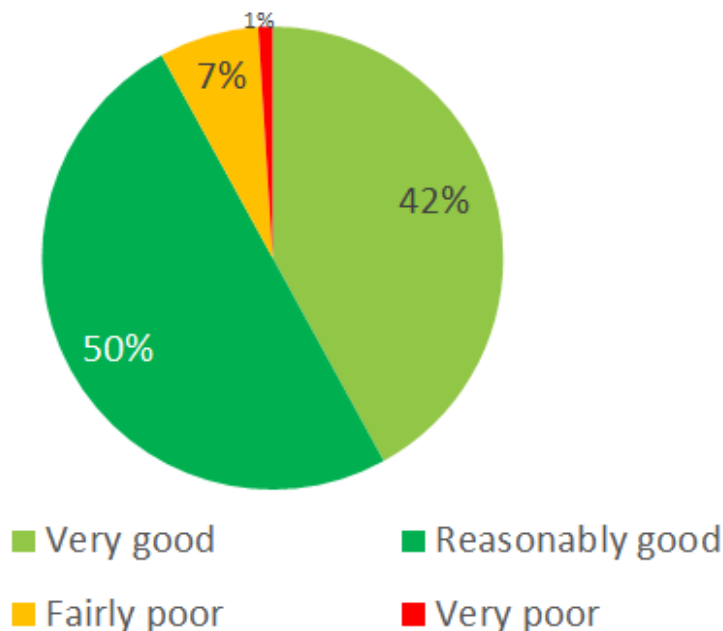
5% were carers for another adult

3% received care at home from care workers

14% received care at home from family members

A majority consider themselves to be in good health

Self-reported state of health-survey respondents





GP surgeries are proactive about supporting vulnerable patients, but appointments are difficult to obtain.

15% of survey respondents reported needing a GP appointment and only receiving one by telephone or online.

8% reported not being able to get one at all.

Social prescribers from GP surgeries are taking on additional roles, including supporting isolating patients and assisting with healthcare at home (such as collecting urine sample or taking blood pressure readings).

“I’m now in day 11 of what has been diagnosed as COVID 19 by my GP. I’ve started developing kidney pain and was in sever pain when I needed to get up and wee in the night. I phoned the GP in the morning and was number 1 in the quque. They Dr phoned back within 20 minutes. They said that it seems to be that the virus can damage your kidneys and this might develop at the end stages. I should keep an eye on the pain and if things get worse I should phone them, rather than going to the hospital. The GP Practice have been really good. They said phone anytime. Apart from that I haven’t had any symptoms in the last couple of days. he things that worries you is not really knowing what might happen next and you can’t go and see your Dr. One of the Drs also phoned my neighbour to see how they were getting on as they have a very vulnerable baby. They seem to be being very proactive with those at risk.

“I had an appointment with the GP and she was asking me weird stuff like “do you have a blood pressure machine at home?”- so I can take my own BP and send her the results. I get that everyone’s doing social distancing but I don’t understand is why until yesterday she was saying it’s okay for m to come into the GP Practice to only end up doing a telephone consultation that lasted seconds. Because I’m pregnant she wanted me to do a urine test too but I’m waiting for her to call me back and see if they’ll just refer me to the hospital or if I can actually go to them.

“It’s actually crazy, I call my GP and they told me they can’t come out to review my family relative who has a severe issue with her blood sugar, and the only thing she said was that it’s because it’s a Friday so she can’t come. No other explanation now we have to wait for her to send paramedic, we really don’t want her to go to the hospital but we will have to see I guess. This virus is making access to health services that much harder.



Non-essential or elective procedures are cancelled

12% of survey respondents reported cancellation of non-essential procedures that they were scheduled for.

Dental appointments were among the most frequently cancelled.

41% of those who suffered from a mental health issue reported not having access to resources they use to cope (such as therapy).

There were also reported disruptions to maternity and postnatal care.

“My routine midwife appointments have been cancelled. I also cannot see a doctor for any other pregnancy related issues as my gp surgery has closed due to shortages of doctors.

“The children in my care came down with suspected scarlet fever, and further testing could not be done to confirm and antibiotics prescribed, leading to increased chance of complications.

“I had two MRI scans cancelled. I was receiving dental treatment through the School of Dentistry, at the hospital. They rushed to put two temporary crowns in before closing down- they are not built to last for months and if one gives way I would be in trouble.



Some service users report calling 111 and being dissatisfied with the level of information offered

“I’m pregnant and the moment and my husband is sickly, we don’t know what it is, and I called NHS111 obviously they said all he need to do is stay at home, but I’m mainly worried for my baby. We don’t know anything about this virus and the affect it can have on the baby. I just pray to God that this goes soon and it all calms down.

“I have taken a steep dive today and am no longer working from home. Day 11. Haven’t used any services other than the NHS website because advice has been to sit at home and wait it out. Haven’t found NHS website particularly informative or engaging. Have mainly used Google to get the answers I want.



There are some reports of patients having difficulty finding certain medicines or supplies in pharmacies.

18% of survey respondents reported having difficulty finding over the counter medication they needed in pharmacies and shops.

7% report having difficulties getting their prescription medication.

“Does anyone know of any chemists still stocking thermomètres? A friend has just messaged around saying they have fever and can’t find a thermometer online. I could drop it off to them if there’s anywhere nearby that has one.



Particularly for vulnerable people currently shielding, there is a high level of interest in pharmacies delivering. Local resident often aren't sure which ones do and how to access the service. Increase in demand and staff shortages lead to a limited provision.

“I was wondering if anyone can help me out? I have been quite unwell and been in isolation now. Unfortunately my asthma has been triggered and I have been having some breathing problems. My GP has prescribed me a spacer for my inhaler and some painkillers. Unfortunately my husband is also self isolating too, because of my symptoms so none of us can pop out to our pharmacy (Forward Pharmacy). I would need the spacer today so I can take the dedicated dose to help me breathe better. Is anyone able to help deliver these medicines to us? I also called the Pharmacy they will try to deliver but they are short of staff.

“My local pharmacy also offered this service but is now over run, they can’t offer the service due to demand and drugs are low. The local pharmacies around the islands nears help from volunteers to delivery the medicines to vulnerable people. Rules have been relaxed on certain drugs which can be dropped off by strangers. It would be great if someone could cooperate with local pharmacies to help with delivery service. I was very lucky that I had my asthma inhalers dropped to me in self isolation due to having the virus. Also I am sending GP email about how it might be able idea if all the local pharmacies on the island start providing stock updates on medicine/drugs that have run out or out of stock. My inhaler not been in stock for 3 weeks. Would save GP time with writing prescription. I had to ask the GP to reissue prescription with different dose amount as they had it in stock but there was a delay of a day. Doesn’t appear as though the pharmacies are necessarily providing that information back to the surgeries. Perhaps council could coordinate across tower hamlets as I doubt it is just on the island.



Overall, people express gratitude and appreciation towards the NHS.

“ Can the Clap for NHS be weekly? It was great for friends who are in NHS but it was also a lift for people who've been unwell, those isolating etc to be able to say thank you and feel the community.



Links to ads for job recruitment in the new Nightingale Hospital, NHS volunteer recruitment and fundraiser appeals for NHS workers are widely shared on social media.

“ Just spoken with the Royal Hospital, they are accepting volunteers but they have put on hold the in person befriending part, for safety reasons. We could still help by supporting discharged patients via telephone calls, general admin, making tea and coffees for staff



There are concerns about the safety of frontline essential workers, including NHS staff.

“ I have a family member in the frontline in A&E who has developed symptoms, and who has stayed separated from 3 kids and wife for 7 days now. Hospital initially said: come back to work after 7 days if feeling better and no testing. In line with gov announcement, finally got tested on Sunday. We were told results would come on Tuesday. Now told results won't be available for 1 week because there are not enough labs and huge backlog. How can we make our doctors and voices be heard? They are getting sick and infecting others and all this government can do is keep covering it all up and lie to the public. Any ideas anyone? After my experience contacting our MP a few weeks ago about what was going on in schools I give up on any hope of our representatives actually doing their job. How about starting a balcony protest!? Any takers? Can anyone help me with this idea or point me in the right direction? We could wear paper masks and aprons and put banners out, make some noise, spread through the city!



Local people are interested in supporting frontline NHS staff to access the PPE they need; support that could potentially be mobilised through a fundraising campaign.

“ Does anyone know how I can donate some face masks to NHS? It's not a lot but it may help the front line staff. Thank you all for your comments. I in the end donated 60 medical face masks (well sealed and produced in medical production company) to Royal London Hospital in Whitechapel.

“ Just read that schools are being asked to donate science goggles and other kit as well - anyone know if that's true / has been coordinated nationally or a potential solution?



Experience with social care services



There were reports of disruption to adult social care services; vulnerable people may experience difficulties accessing the care they need and in consequence depend more on family members:

“My care plan has been reduced by the council. I pay towards the cost of my care at home. But the council have said the agency will be paid 100% of their fees. However, they will not be coming for all the visits. I have to get help from someone to do the personal care. Money has been given to the council for the Covid-19 people so why are the council paying the agency double when they are not providing the service? Care agencies are still earning their fees for care packages they are not carrying out AND getting money for new patients. But it is those of us with long term conditions and long term care needs who will not receive adequate services.

“My mother who lives with me has a daily visit from a carer. I was asked to give up the hour they come. I refused because I am teaching online all day.

“My care at home provision has been reduced and nurses who visit tell me many are calling in sick.

“I support the local community with their emotional and practical need as a volunteer community worker (charity work). Because of covid19 I am unable to visit them, I can only make calls, so I feel restricted by the situation and I am concerned about the people I can no longer provide support to.

Care workers or healthcare providers such as district nurses may not have access to appropriate PPE; or there may be a lack of clarity about what PPE is necessary.

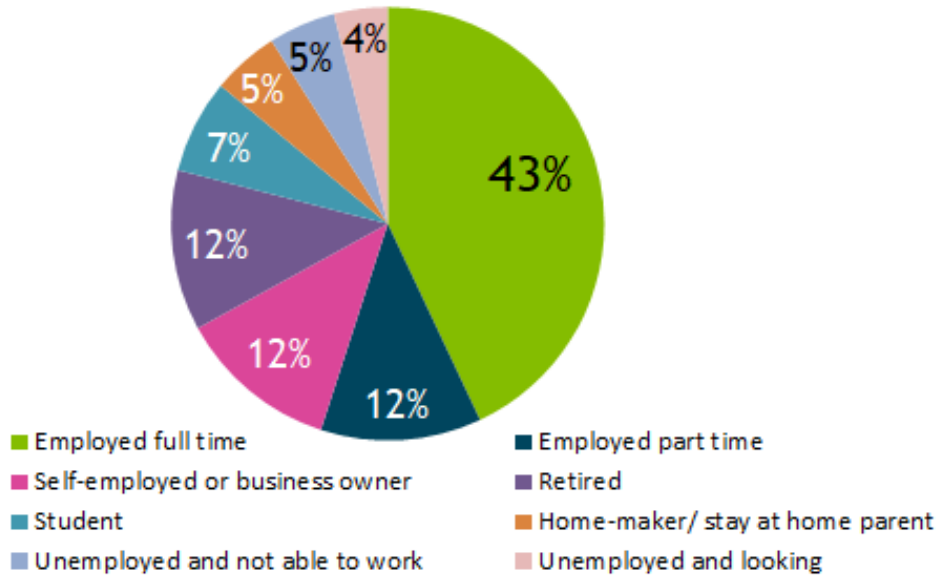
“At present, nurses doing home visits aren't permitted to wear anything more than gloves and apron and must be bare from the elbows down unless there is a known corona virus patient at the home. This is at the demand of Public Health England. My friend is a palliative care nurse who does home visits. She has been told by the Hospice she works for that if they wear masks without a known corona virus patient being in the house she can be disciplined by the Royal College of Nursing. That doesn't sound accurate given the PPE requirements for medics and front line staff. As far as I'm concerned anyone entering my home is required to wear PPE which I provide for them. Anyone is free to do as they please but having health care and district nurse workers coming into your home means they have been exposed to other people's homes which means a high risk of cross contamination. I've not seen any official documentation that states a district nurse is forbidden to wear protective equipment; but my district nurse and her colleagues went to their CEO and that's what they were told. They have been told that at this point there is no change to their normal PPE of gloves and an apron.

“People only think of hospital, which is great- but What about the community worker? Who goes in and out of people's houses! More risks for them and nothing provided to them yet.

“We have a small amount of new and unused safety goggles (5) safety glasses (3) pack of 20 dust masks and pack of 10 surgical masks from our community garden which we would like to offer to any front line staff who would have use for them. Someone from the district nurse team has been in touch so I'm giving them to them.



Employment status- survey repondents



74%
of respondents
who were in work
worked from home

Some of those working from home reported being less productive or struggling with it; particularly those with childcare responsibilities.

“ I feel less productive, because I need to work from home while homeschooling my children

“ Impossible to work effectively from home and try to protect your job while looking after 2 primary age children.

Lack of a proper homeworking setup can affect workers' health.

“ I am concerned that my home working space is bad for my back as I don't have proper seating for working at a computer.

“ My workplace has moved to homeworking. This means I can't access all of the hardware and software I need to manage my repetitive strain injury. So I'm in quite a lot of pain



6%
of economically
active respondents
felt unsafe at work
or travelling to work



19%
of respondents ho
were in work said
their workload has
increased.

“ I work in a supermarket. We have not got no masks or hand sanitizer at my workplace.

“ I am a teacher. There is a rota to go into work which is averaging once every two weeks, but it may increase depending on number of students in school. Online lessons and meetings have increased dramatically.

The COVID-19 pandemic can have a severe negative impact on people's livelihood or financial situation.



16%

of respondents who were in work said their workplace closed because of the pandemic

Only **56%**

of them were paid any wages during the closure.

12%

of respondents who were in work needed to take sick pay in order to self-isolate.



4%

of respondents who were in work said they have lost/ are due to lose their job because of the pandemic.

4%

of respondents who were in work said their hours and pay have been cut.

82%

of self-employed respondents said that they have lost profit or clients because of the pandemic.

“ I am a self-employed barrister. I have totally lost all of my work and income and will not qualify for any current government scheme.

“ I work between India, Dubai and UK, I can't get to clients. I had just left a job to go freelance and to build a client base. Now, I'll probably end up blowing retirement savings to survive so this will affect the rest of my life - can't rebuild, I retire in 2 years.

“ My husband, the family's only breadwinner, has been off work for 2 weeks. He got his paycheck now, but we don't know what will happen next month or whether his employer will apply to the Government scheme.

“ I had to stop working as a childminder because I didn't feel safe working, especially not with my son's heart defect. Financially I can manage for a month or two, but after that I don't know what I would do.



Unemployed people are finding it harder to find jobs, with offers being delayed or rescinded.

“ I had just been shortlisted for a job, but they stopped the hiring process altogether because of the pandemic; now I am struggling to make ends meet and can't afford basic necessities.

“ I was at the final interview stage for a job but the role was put on hold due to the pandemic.



Those who volunteered in their communities find that there are significant limitations to what they can do.

“ I am unable to continue with my voluntary work in social care.

“ I would normally be volunteering and running courses. I can't because everything is shut. Will try and do some meetings online, but it's not easy.



Food banks play an important role in supporting those who cannot make ends meet. Local charities and local people are organising to meet the demand. The experiences of food bank users vary with their limited capacity.

“Someone has donated 100 packaged sandwiches. We've given some to where we can already, food bank doesn't want them and Neighbours in Poplar is getting some. Anyone else have an idea what we can do with them? We've contacted St. Mungo's but no reply yet.

“First Love Foundation might be able to help with food boxes for vulnerable people.

“Does anyone know of any groups where people are donating cash for those that are really struggling with money to get food or something like that? [Multiple responses suggested Bow Food Bank]

“Quwwat-ul-Islam Mosque has set up a support service to assist those in need and who have been affected by the ongoing coronavirus pandemic. If you require a food essentials pack or if you are aware of anyone that will benefit from this, please contact us and we will be happy to deliver where required.

“[I am in self isolation and can't leave my house, and I have limited access to food. First Love foundation took a long time to deliver insufficient help] Same with bow food bank you have to go on a first come first serve basis. I wasn't helped on Monday'.

Schools are supporting families with children that would normally receive free school meals, offering either food parcels or vouchers.



Homeless charities and hostels are overwhelmed with requests; homeless people can be particularly vulnerable to the pandemic; and people in precarious living arrangements (such as lodgers subletting informally) are more vulnerable to homelessness.

“I spoke to a homeless gentleman in the Canary Wharf area. He is really worried about the virus. And it is so cold and windy outside. I just pray as many homeless people are helped as possible asap

“You can be a starving disabled single parent and still be refused a discretionary housing by the council- thus becoming unable to pay rent. not everyone can access benefits and those who can still barely get anything to live on. if someone gets evicted due to their rent arrears, how easy do you think it will be for them to find 'another set up'? How are they going to get the money for a deposit? How are they going to pass a background check? Remember you also can't receive housing benefit unless you already have a housing contract, so you would be at a total dead end.

“St Mungos is overwhelmed at present so if any of you can volunteer your time to them I and sure they would not refuse any acts of kindness. Thanks to all of you but each report I have passed on. Much love!

“I'm worried for the guy who sleeps under the bridge. Under the railway arches by the bridge. At Limehouse. I never see him late at night but he's always there sleeping usually till late morning. Sleeping bag is dark.

“Just reported a man sleeping rough that I see at West India Quay DLR station (jst by the entrance) quite often. If anyone has a minute and you see him also can you pls report him. I spoke to him today and told him I would do my best to get him help, the poor man was so grateful- it broke my heart. I wished I could of helped him myself, it was so hard walking away knowing he could be at threat .



The Council set up a telephone line for the most vulnerable residents; details of it are being shared on social media, including local WhatsApp support groups. In the meantime, housing associations are contacting older and vulnerable residents by telephone, to identify what support they need.



The pandemic has caused changes to rubbish collection schedules and recycling is temporarily suspended. As plans are rapidly changing, information is not always updated or communicated efficiently.

“I heard recycling is suspended - not sure when it will recommence. Guess a message on their website would be useful too. Went to check and it doesn't say. I'm inclined to say we should collect it as normal until there's more official advice. After all, it's easy to mix recycle with refuse down the line, but hard to separate back.

“They said they have no idea when collections will resume. Up to us, I guess - hate not recycling (could give it to kids/schools for junk modelling?) Also don't know when the purple bins will be emptied. Ours are full... Somewhat intriguingly, they claim on Twitter collections this week at least are happening as normal. Does this mean that if I stop paying my council tax but then post on Twitter “I am paying my council tax today” everything is fine?

“Now that the Idea stores are closed, does anyone know how we can get our recycling bags? According to TH generic black bin bags are not recyclable and that's all I can find! Please advise.



Local people are concerned about the Council's ability to prioritise essential work.

“While we are all struggling with the lockdown, Tower Hamlets council busy issuing parking tickets, least they could have done is to temporarily suspended all parking restrictions to help residents stay home

“Does anyone know how to contact the council? They cheerfully sent people this week to cut the grass (!) and dig holes in the road - but can't collect the tower of rubbish in the bin room. Not sure they're following government guidelines or prioritising?



People from at-risk groups, such as the elderly or those with chronic conditions are concerned about their access to basic groceries. Neighbours in local WhatsApp groups offer their support.

“ I am isolated as I'm pregnant and my parents are 66yrs old, father has cancer. My 12 year old Son lives with them. They are in need of groceries and I'm not sure who to ask for help?

“ Food has been delivered to our Bengali Neighbour. Many many thanks Neighbour X, You have done a very remarkable job, it's really makes a difference under the circumstances to go out, buy the food and deliver to the person. Same for you Neighbour Y, wouldn't have happened without your bBngali help. and thanks for your contribution. Great team work all round

“ I'm new to the group. I caught the virus very early after meeting a family member who was fresh from a ski trip in Italy. I'm completely better and happy to help with any errands?

“ Big thanks for being so kind and quickly dropping off 2 packets of porridge for my baby. She also brought us strawberries which we didn't request which is such a treat for us to help boost our Vitamin C! On top of that she is refusing to take any money for it. I'm deeply grateful and once I'm a lot better I will be happy to help others in my community in anyway and of course return the act of kindness.



Local people approve of initiatives by supermarkets and local shops to reserve scheduled times for vulnerable people and key workers.

“ Iceland have some times reserved for elderly shoppers. It's a good initiative.



Local people are concerned about neighbours engaging in unauthorised travel and social contact. The police has a limited scope and capacity for enforcing social distancing.

“ If someone from the household is going out to meet a friend, can I report to the police? Shall I call 101? I am seriously worried.

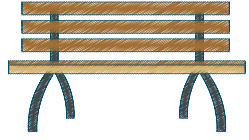
“ I took my son on a walk to the Thames (10 min away) the day before last and I swear there and back I must've seen a thousand people, but I suppose it's quite a fluid situation !!

“ The police are in patrol in cars enforcing, my friend stopped so her kids could have a snack before heading home and they drove up & told her to move on.

“ I would think the police are busy, I don't think they are enforcing the lockdown at the moment. I've certainly not yet been challenged. It is worrying, but until the lockdown is enforced I'm not sure if there's anything to do

“ My mum went to the Whitechapel Sainsbury's yesterday in OAP hour and said it was awful. people not keeping apart in shops and no fruit. It must depend on sheer luck what happens.

“ Being in lockdown is the right thing to do, but people aren't listening. I have at risk people in my family and it's just annoying seeing people going around still going on picnic and stuff. My one hour a day is difficult because of the people that are outside, I'm scared I might catch something and bring it home.



Victoria Park has been closed by the police. Most local residents agree with this measure; however some are concerned that more people would go to smaller parks and consequently observe social distancing less strictly. People who failed to adhere to rules in the first place are blamed.

“Victoria Park closed while other parks in Central London remained open because people here don't listen to instructions, parks were rammed down here- you go central it's quiet.

“I don't want it to shut as go for walks (alone) there just to get some air and clear my mind! It was busy over the weekend with people gathering. Now I'll have to suffer for their greed and selfishness just like with the stockpiling. Please just stop f***ing gathering, people! Not only people will lose lives because of the virus, suicide might even go up.

“Problem is it just funnels more people into the smaller parks like Mile End. I would have hoped there was a middle ground but agree it's hard when people behave like idiots.

“Other parks will now become more crowded thanks to this. It was a minority of people doing this and now we will all suffer as a result. If they were so concerned why did they allow markets to take place the other week?

“Lots of people have kids and no outdoor space, and hardly any indoor space. They're going to go insane without parks. Yeah, some people aren't being careful enough, but it's not as simple as "stay indoors" for everyone.

“They should have done this last weekend really, but better late than never!

Milwall Park, the Mile End Cemetery Park and the canalside remain open and are used by local people for exercise. As people remain primarily in their local area, there are inequalities in terms of access to green space between neighbourhoods.



“Went on a walk to this park in Millwall on weds morning, avoiding the canals as much as poss. it was surprisingly quiet.

“Mile End Cemetery Park is a real haven for us during this time.