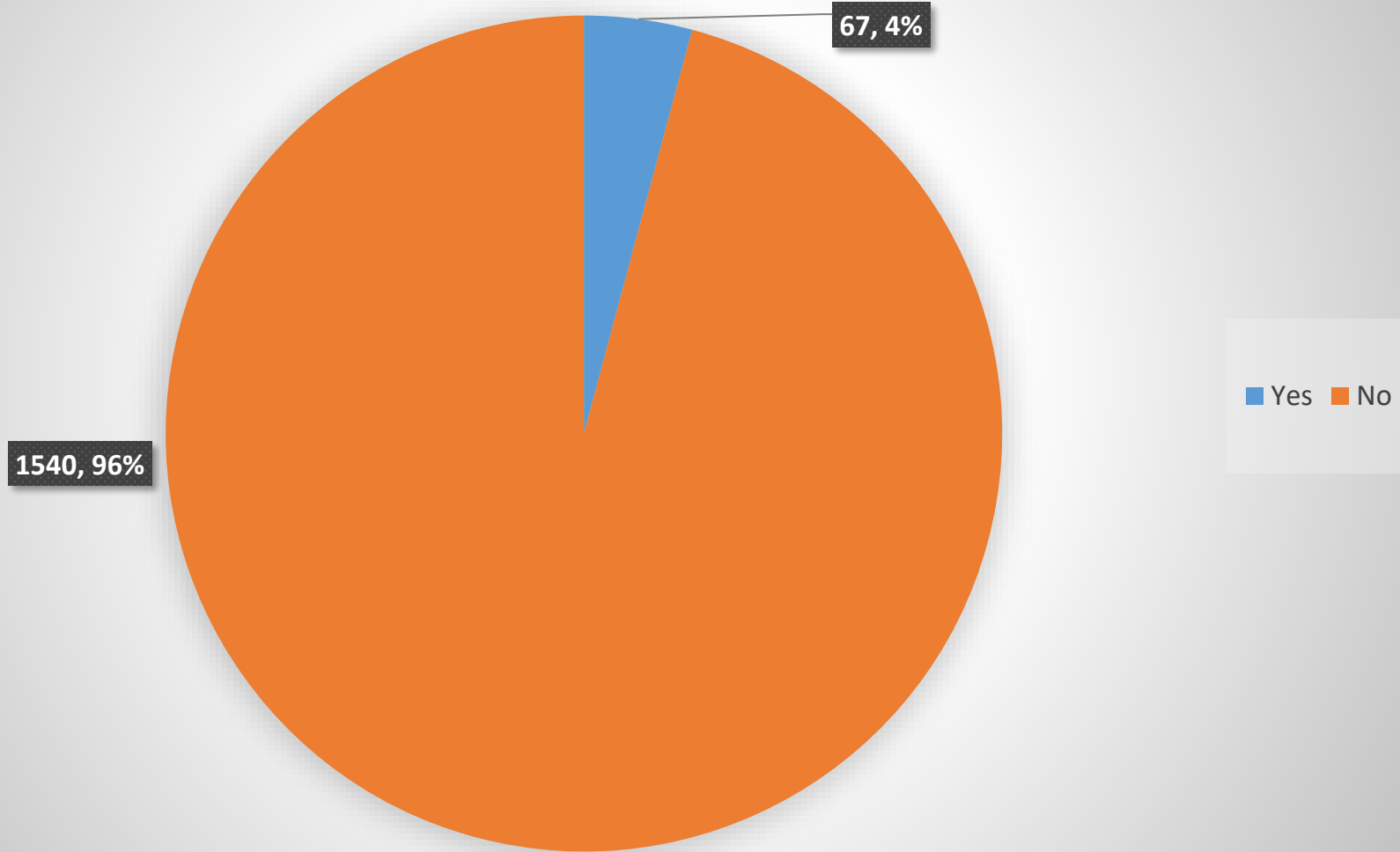


## **NPT residents shielding feedback**

Feedback from NPT residents shielding contacted by the Council up to 16<sup>th</sup> July 2020.

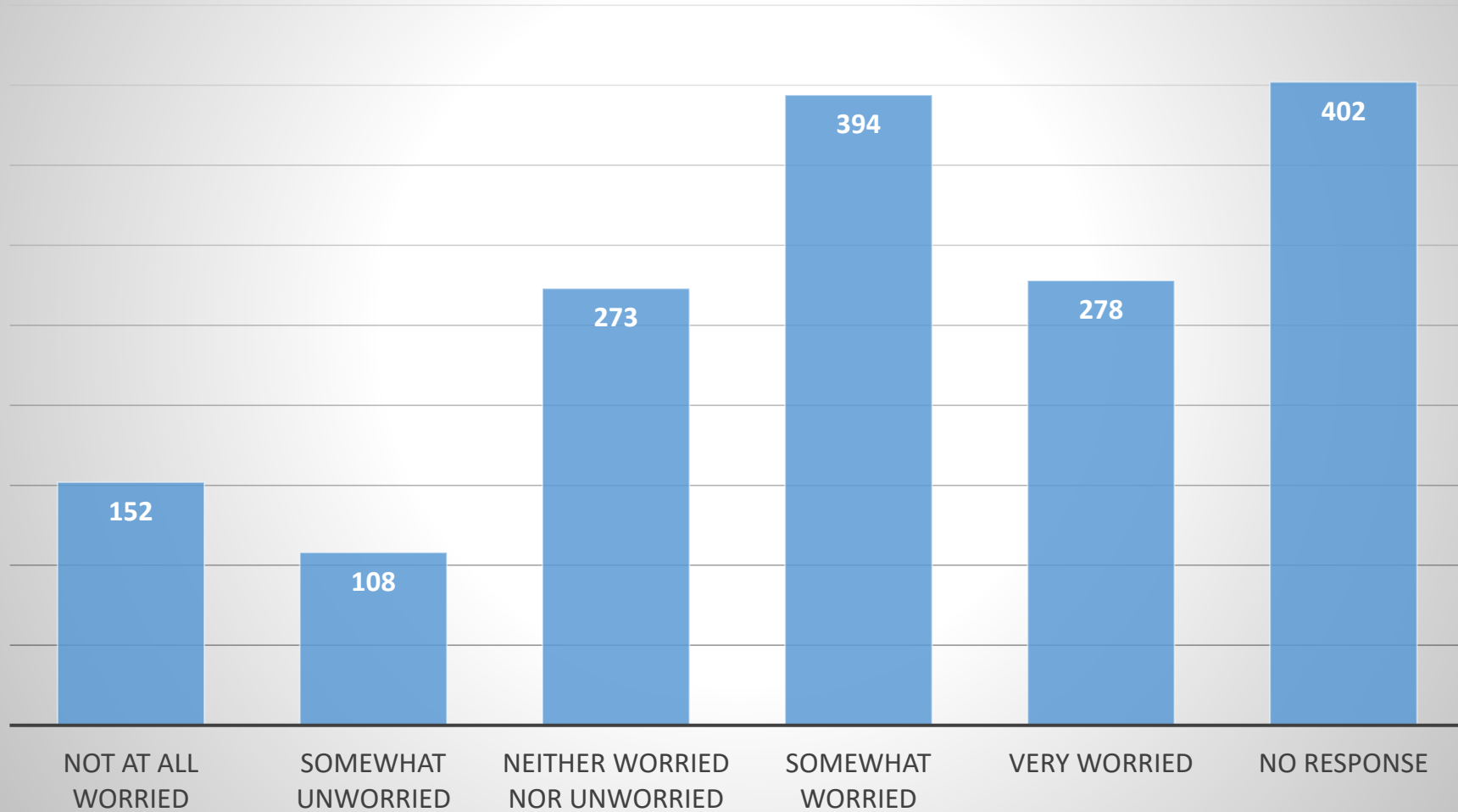
- Attempts to contact 2345. These residents have not previously contacted the council to request support relating to Coronavirus (COVID-19).
- 1607 residents contacted.
- 64 not contacted - Child / FSM /Already on S&W / Duplicate record / Deceased / Nursing or care home.
- Of the 1607 residents contacted, 44 did not want to participate in providing feedback.
- 50 residents contacted as part of the pilot scheme are not included in this data.
- Residents who are shielding and have previously contacted the council and requested support in relation to Coronavirus (COVID-19) are not included in this data.
- Residents feedback comments are available in more detail in a separate excel spreadsheet held by Customer Services.

### Support Required- Number of residents shielding answered 'YES' or 'NO'

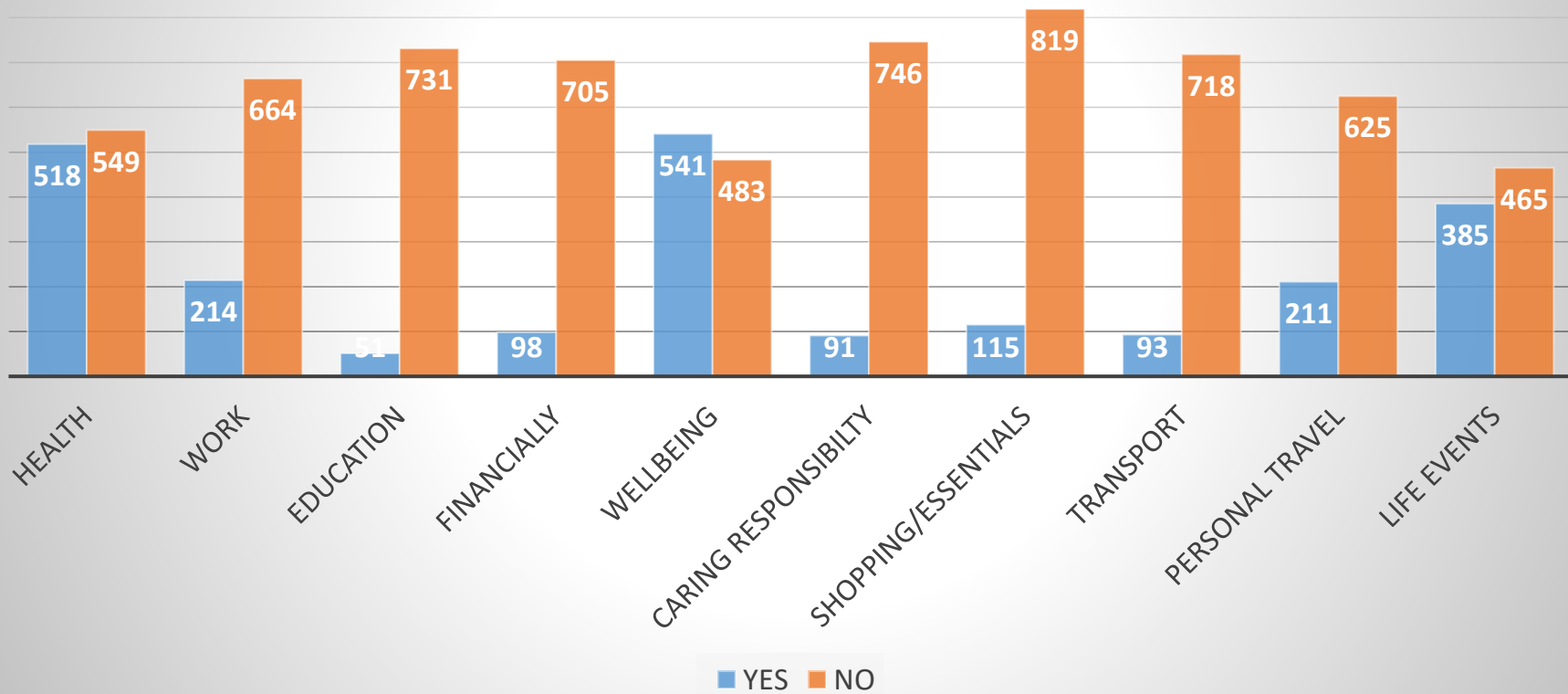


## NPT residents shielding - feedback

How worried are you about the effect that Coronavirus (COVID-19) is having on your life right now?



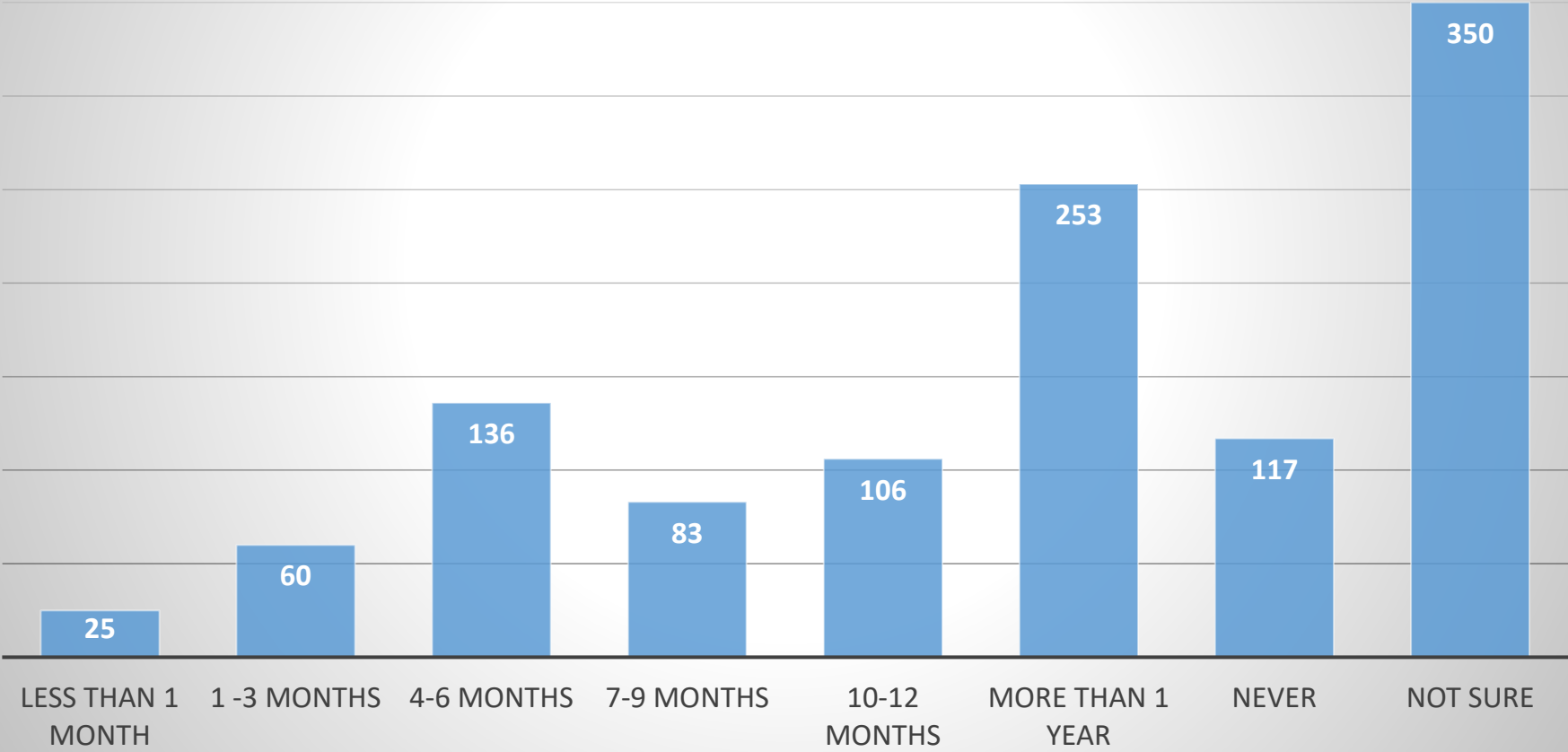
**NPT residents shielding - feedback**  
**In which ways is Coronavirus (COVID-19) affecting your life? All categories (YES or NO)**



***In which ways is Coronavirus (COVID-19) affecting your life? Other please state: 615 responses – more detail available with Customer Services***

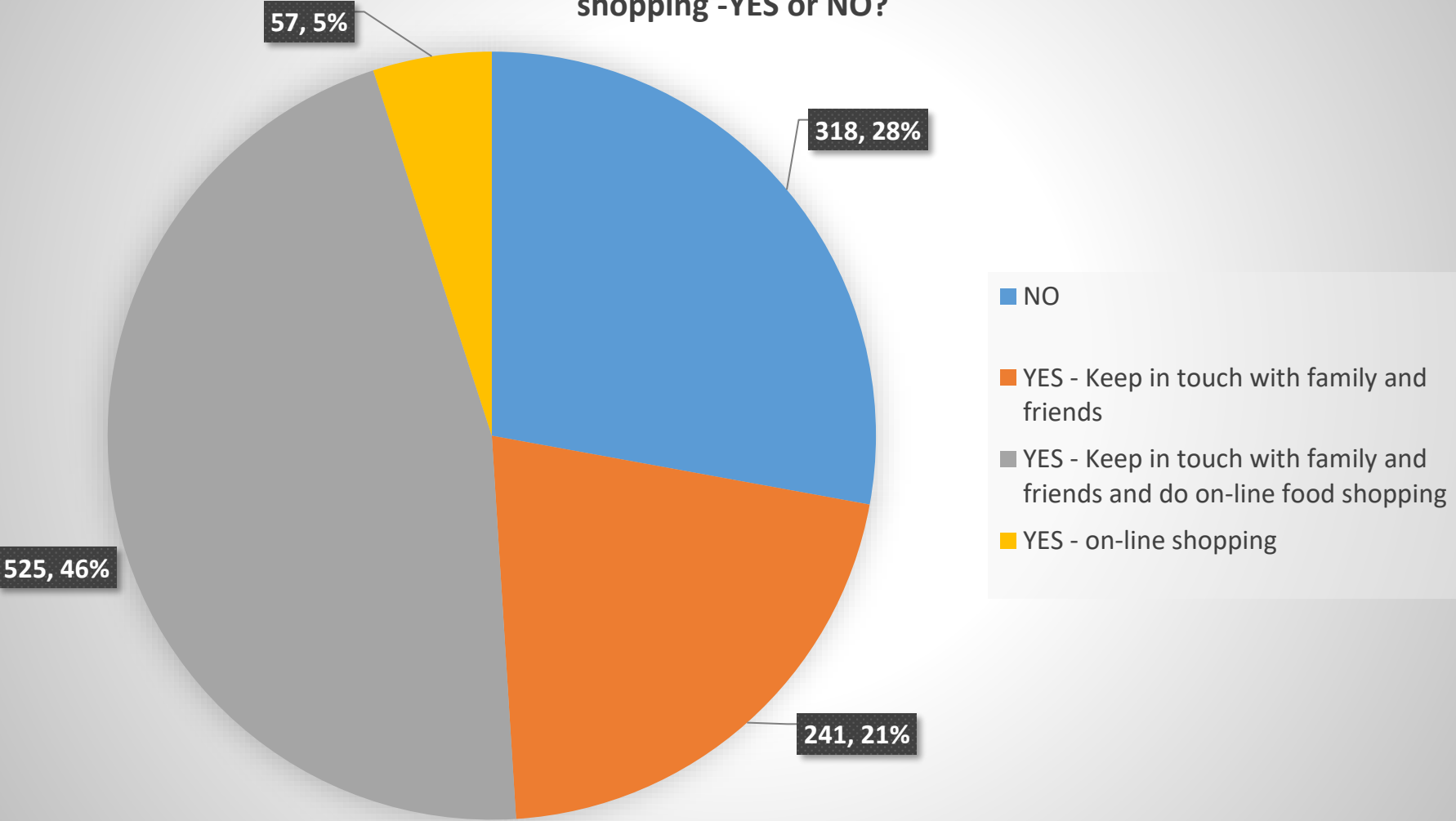
### NPT residents shielding - feedback

How long do you think it will be before your life returns to normal?



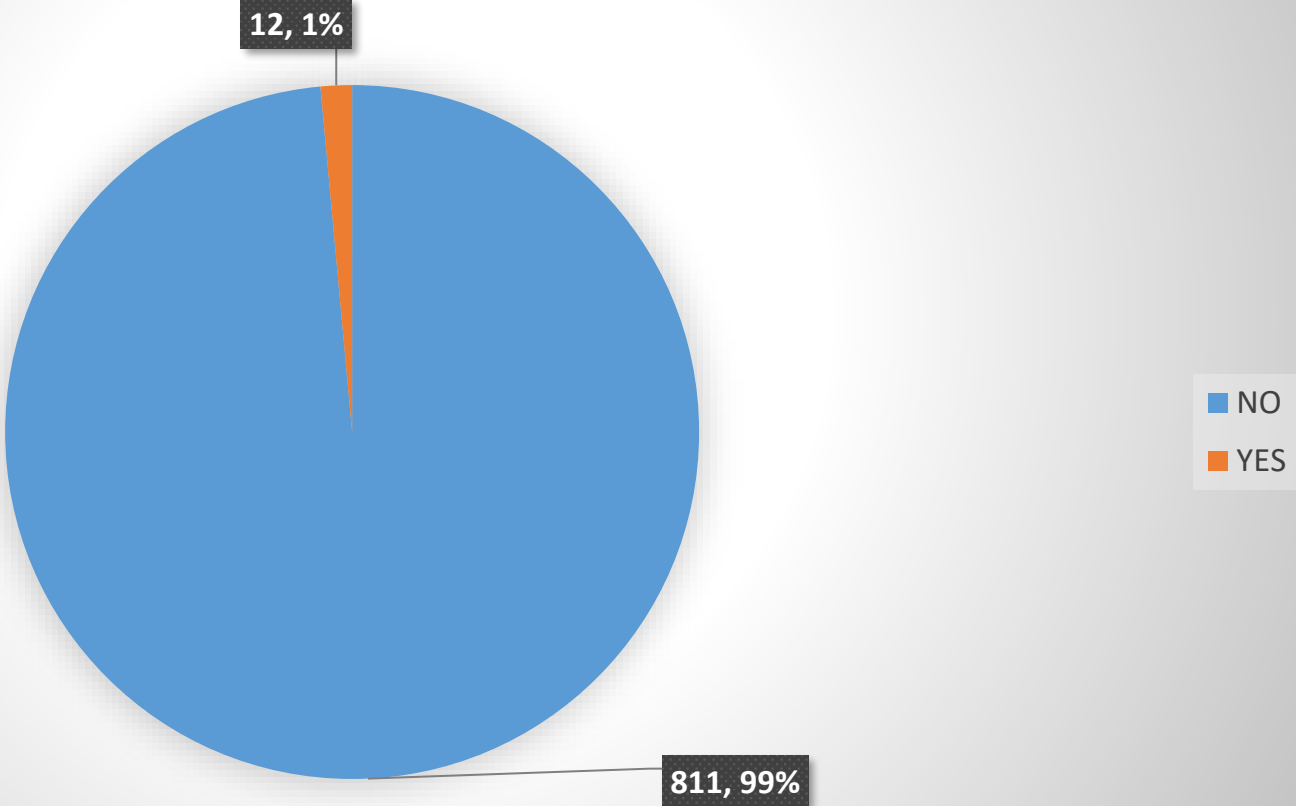
# NPT residents shielding - feedback

Do you use the internet to keep in touch with family or friends and/or do on-line shopping -YES or NO?



### NPT residents shielding - feedback

Do you use the internet to keep in touch with family/friends and/or do on-line shopping - If **YES**, is there any type of support you would find useful when accessing the internet?



### NPT residents shielding - feedback

Do you use the internet to keep in touch with family/friends and/or do on-line shopping - if **NO**, if we were able to offer help and support to keep in touch with friends and family, or to be able to shop on-line, is that s

