

Guernsey Community Monitoring Report

Findings part 1: during lockdown and phases
one and two of exit from lockdown
Issue date 22nd May 2020

The Guernsey Community Monitoring Report contains the findings from the launch of the longitudinal study, during full lockdown, to the end of phase two of the exit from lockdown. Participants included those from the Islands of Guernsey, Alderney and Sark.



States of Guernsey
Data and Analysis

1.1 Introduction

The Guernsey Community Monitoring Tool was launched on 27th March 2020; two days after strict measures to slow the spread of the coronavirus were put into action across the Bailiwick of Guernsey (the media release issued to announce this on 24th March is available here [gov.gg/covid19newmeasures](https://www.gov.gg/covid19newmeasures)). The Monitoring Tool was intended to give Islanders another channel via which they could request support or information during the “lockdown” and to give the States of Guernsey the ability to collect data in the form of a longitudinal study, which could be used to inform coronavirus related services and strategies.

Participation was voluntary but encouraged via media releases and briefings. There was an initial registration form to be completed and then (for anyone that registered before 13th April 2020 and consented) 14 consecutive days of being prompted to respond to the broad question, “how are you feeling today?” via an online form. The last of those prompts was sent on the 26th April, two days after the Bailiwick had moved into phase two of exit from lockdown. From 17th April onwards a weekly form asking people to report coronavirus-like symptoms was introduced to follow on after they had completed the 14 daily forms. This was intended to help monitor levels of symptoms within the community to inform decision making.

Participants were given the opportunity to request support or information via each online form. These requests were responded to:

- Via the issuing of information by email to groups of participants seeking the same information
- Via updates to the website or media releases and briefings to make the information available to the whole population
- Via calls or emails from helpline staff to individuals requesting specific information or support via the free text fields

Members of the community can join this initiative at any time, via the online form that can be found on [covid19.gov.gg/together/monitoring](https://www.covid19.gov.gg/together/monitoring). They can submit information on behalf of others (as long as they have their consent and an email account to use for each) and can unsubscribe at any time. The Fair Processing Notice that explains how the personal data people provide via this tool is processed, is available here [gov.gg/CHttpHandler.ashx?id=124234](https://www.gov.gg/CHttpHandler.ashx?id=124234).

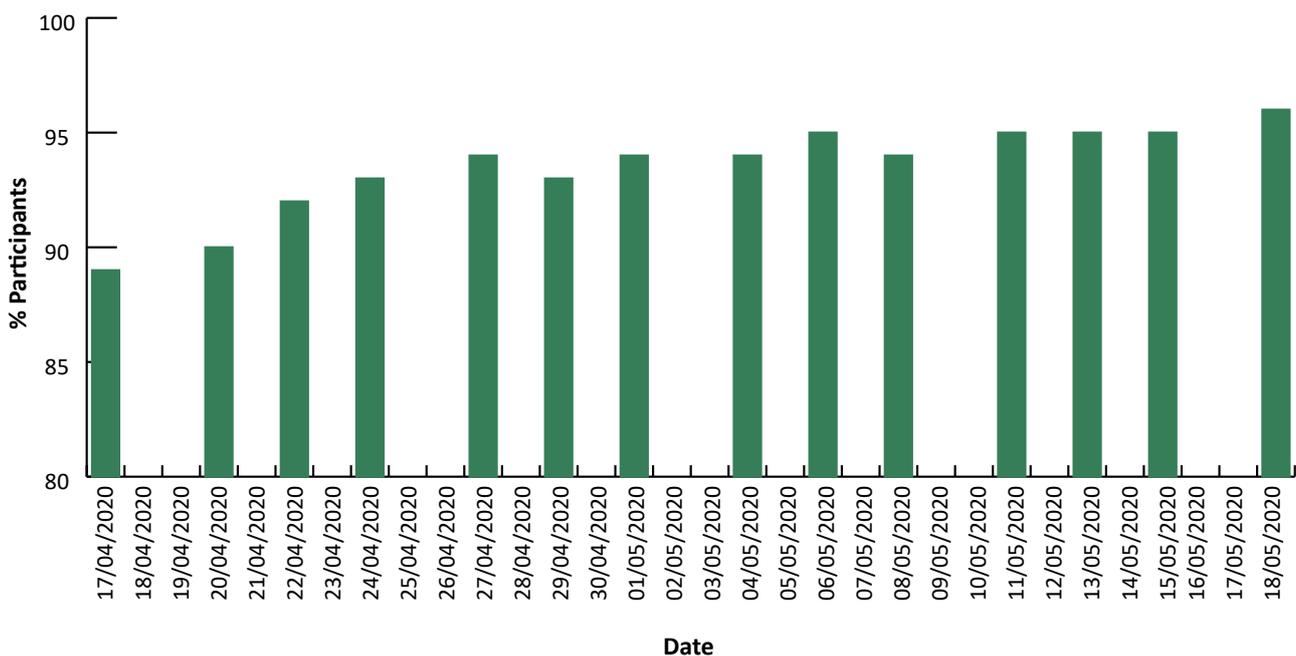
The weekly prompts to self-check for coronavirus-like symptoms will continue into phase three of the exit from lockdown. However, the intention is to continue to adapt the Community Monitoring Tool over the coming weeks, to enable participants to continue to contribute information valuable to decision making; both in relation to the phased exit from lockdown and the economic recovery strategy. Participants will be asked to update the information submitted at the point of registration and will also be invited to contribute to other coronavirus related surveys and consultations. They will continue to be able to request support or information through this channel.

All the data presented in this report is sourced from the Community Monitoring Tool unless otherwise stated.

1.2 Headlines

- 5,518 members of the community (over 8% of the Bailiwick population) have registered to participate in the Community Monitoring initiative so far (the majority of them between 1st and 3rd April 2020). Participants included those from all Guernsey parishes, Alderney and Sark. 21% of participants were aged 65 or over, which matches the demographic profile of the Bailiwick. However, there were a disproportionately high number of employed and self-employed participants compared with the number of non-employed, in education or other participants. This should be borne in mind when interpreting the results presented in this bulletin.
- 1,348 requests for support or information have been made using the Tool, by 1,108 participants i.e. 20% of participants.
- 39% of self-employed participants and 36% of unemployed participants sought information or support. Whereas 18% of participants that were employed or non-employed, 11% of those in education and 17% of those that had another economic status, sought information or support. Whether the participant was social-distancing, self-isolating, shielding or none of those bore an insignificant correlation to whether or not they needed information or support.
- Financial, business and emotional or mental health were the most frequently requested topics of information of support.
- 56% of employed participants said they were able to work fully at the point of registration compared with 16% of self-employed participants. 37% of the participants that were in full time education said they were able to continue to study fully at the point of registration. These questions will be repeated during phase three of the exit from lockdown.
- The percentage of respondents reporting no coronavirus-like symptoms steadily increased from 89% on 17th April to 96% on 18th May (as shown in **Figure 1.2.1**).

Figure 1.2.1 Percentage of participants reporting no coronavirus-like symptoms

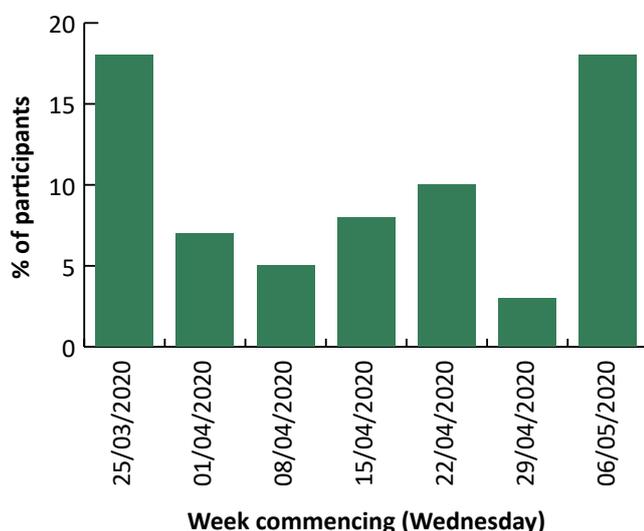


2.1 Requests for information and support - by date

Table 2.1.1 Percentage of participants requesting information or support at the point of registration

Week commencing (Wednesday)	No. registrations	No. requesting support or information at point of registration	Percentage requesting information or support at point of registration
25/03/2020	813	147	18
01/04/2020	4,022	284	7
08/04/2020	174	8	5
15/04/2020	259	21	8
22/04/2020	166	17	10
29/04/2020	62	2	3
06/05/2020	22	4	18
Total	5,518	483	9

Figure 2.1.1 Percentage of participants requesting information or support at the point of registration



The Community Monitoring Tool was launched on 27th March 2020, two days after the Bailiwick went into strict lockdown. To the date of writing this report, 5,518 members of the community had registered to participate in the initiative (and more register each day).

Participants included those from all Guernsey parishes, Alderney and Sark. 21% of participants were aged 65 or over, which matches the demographic profile of the Bailiwick. However, there were a disproportionately high number of employed and self-employed participants compared with the number of non-employed, in education or other participants. This should be borne in mind when interpreting the results presented in this bulletin.

To date, 1,348 requests for support or information have been made using the Tool. Requests can be made at the point of registration and when submitting any subsequent forms. **Table 2.1.1** shows that the largest portion of respondents requesting information or support when they first registered occurred during the first week of strict lockdown. This was matched in the most recent week (commencing Wednesday 6th May 2020), but it should be noted that a low number of participants registered that week, so the number will give a less reliable picture of the overall support needs of the community than earlier weeks.

Some participants did not request support or information at the point of registration, but did subsequently when completing one of the later forms. In total, requests for support or information have been made by 1,108 participants i.e. 20% of participants have used the Tool to request support or information at one or more point(s) between 27th March and the time of writing this report.

2.2 Requests for information and support - by topic

The topics of support or information required were recorded as part of the registration form. Participants could select one or more options from the list of topics shown in **Table 2.2.1**. They could then expand on this request further using a free text box. In subsequent forms, they were just asked if they needed support or information at that time and if so, to expand on their request. A summary of all of the details provided is included on **pages 6 to 8**.

Table 2.2.1 shows which topics were most frequently selected at the time of registration. This profile has changed little across the time for which the initiative has been running.

Financial or income support or information was the most frequently requested topic at the point of registration. 63% of those seeking information or support selected this topic. This equates to 6% of all participants.

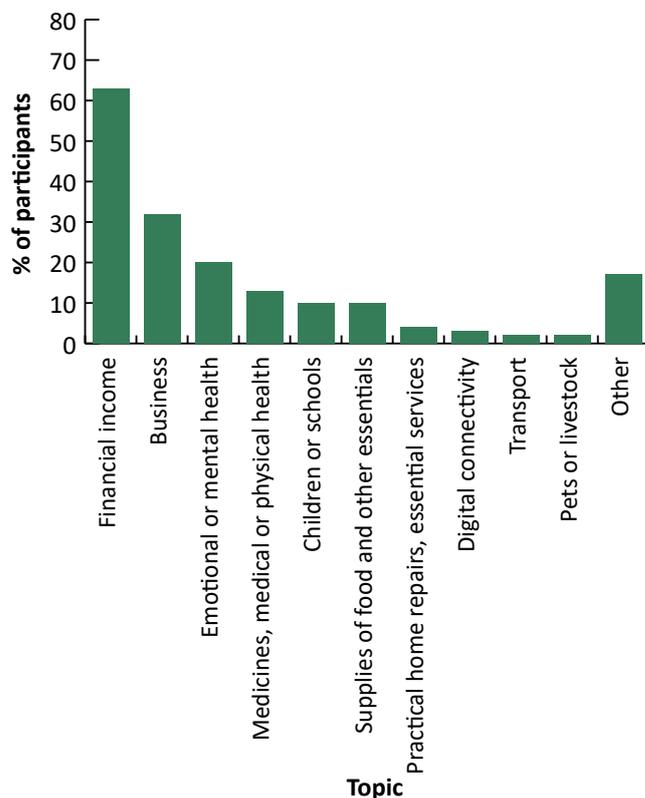
The business topic followed at 32% (or 3% of all participants), then emotional or mental health at 20% (2% of all participants).

It should be noted that people were asked if they needed any support or information *at present*. 9% of participants stated that they needed more support or information at the point of registration, but a further 11% used one of the subsequent forms to make a request for support or information. It should also be noted that this channel was provided in addition to the income support, business support and public health phone and email helplines i.e. it was intended to capture information on the un-met support and information requirements of the community, so that those could be addressed.

Table 2.2.1 Percentage of participants requesting information or support at the point of registration by topic

Topic	Percentage of participants requesting information or support
Financial / income	63
Business	32
Emotional or mental health	20
Medicines, medical or physical health	13
Children or schools	10
Supplies of food and other essentials	10
Practical home repairs, essential services	4
Digital connectivity	3
Transport	2
Pets or livestock	2
Other	17

Figure 2.2.1 Percentage of participants requesting information or support at the point of registration by topic



2.3 Requests for information and support - up to 7th April

A summary of the comments provided by those asking for information or support is provided below. Many of the themes that emerged within the first week continued throughout, but some new themes emerged as time progressed.

During the 1st week of strict lockdown (25th to 31st March)

- Most frequently recurring were comments relating to loss of income from earnings or business and associated anxiety re paying bills (both household and business expenses, including paying staff).
- Others expressed confusion regarding what business activities were and weren't allowed.
- Some sought advice regarding the course of action if feeling unwell, plus there were questions around collecting and charges for prescriptions.
- Pregnant women and those with new babies expressed worries, as did those that were vulnerable for other reasons or carers of those with special needs.
- A few people reported missing the social contact, support and home help they were used to receiving.
- Some flagged that they were struggling with motivation to exercise or work at home or were bored.
- Some people asked about getting tested for COVID-19.

During the 2nd week of strict lockdown (1st to 7th April)

- Financial issues continued to be most frequently flagged; some expressed relief as they were now able to apply for support, but others expressed frustration awaiting forms or return phone calls. Owners of newly started businesses and sole traders in particular expressed frustration and concerns. Some people highlighted shock and anxiety relating to being unemployed for the first time in their lives.
- Partners of critical workers and those working or living in care homes expressed worries over the safety of their family members and others expressed worries about going out to shop or work. Some people were unsure whether the fact that they hadn't received a letter to tell them if they should be shielding was because they just hadn't had the letter yet or because they didn't need to be shielding.
- Some posed questions about whether house moves could go ahead as planned and what home and garden maintenance and supplies could be provided.
- Some people (particularly those living alone, single parents with young children and those with long term mental ill-health) flagged loneliness and high levels of anxiety. Some shared that they were having self-harm or suicidal thoughts or trouble sleeping.
- People sought clarity regarding how long lockdown would go on for and whether schools would re-open after the Easter holiday.
- Others flagged issues associated with family and relationship issues and breakdowns. Particularly those caring for people with disabilities or children with special needs.
- Some reported issues with broadband and devices for home working or schooling.

2.3 Requests for information and support - 8th April to 21st April

From the 8th April, delivery of some different types of non-critical supplies (such as those for garden and home maintenance) was allowed as the phased exit from strict lockdown commenced.

During the 1st week of phase one exit from lockdown (8th to 14th April)

- The most frequently recurring topic continued to be the need for financial support, with people expressing frustration that they were yet to hear back regarding applications for income support (both for businesses and individuals/families).
- People reported that they were facing losing the accommodation associated with their job.
- Requests for mental health support (particularly for anxiety) became more predominant.
- People awaiting tests and results expressed anxiety.
- People expressed sadness that they would be unable to attend funerals or see relatives before they die. They also expressed sadness around how long it could be before they see friends and relatives outside the Bailiwick again.
- Some people flagged worries about neighbours and businesses or their own employers not complying with guidance.

During the 2nd week of phase one exit from lockdown (15th to 21st April)

- Financial support requests continued to dominate, particularly from the self-employed and those that found out they were not eligible for support and were unsure what other options were available.
- People expressed that they were struggling with children not going to school (particularly children with special educational needs and parents working from home) and that they were concerned about their children not having contact with others their own age.
- Some expressed worries about going to or returning to places of work, due to a lack of PPE or adherence to guidance. Others flagged employment issues, such as excessive working hours and not being paid for work done.
- Questions were asked about the Jersey hospital build and when green waste and DIY stores could reopen. Some people asked for cyclists and runners to be reminded to give a wide berth to walkers.
- People expressed concerns about gaining weight.
- More people mentioned awaiting tests and results and the challenges of self-isolation during that time.

2.3 Requests for information and support - 22nd April onwards

On the 25th April certain types of non-critical business activities were allowed to begin again, for example people working alone outdoors or in small teams where social distancing could be maintained. Individuals and organisations were required to notify Environmental Health that they planned to start these activities. Over 2,200 notifications have been received to date and 1,500 of those were received in advance of 25th April. Notifications came from the private sector, public sector and third sector (although it should be noted that some submitted more than one notification; where they had more than one location at which business activities could separately be undertaken). Just over 1,000 notifications were from companies and just under 1,000 from sole traders. Not all would have been compliant and were contacted by Environmental Health.

From the 3rd week of phase one exit from lockdown into the first week of phase two of the exit from lockdown to date (22nd April onwards)

- Financial concerns dominated again, now with people reporting that, even with family or business income support coming in, they would be unable to pay their bills. Others who had so far been living off savings were starting to think ahead to when those savings run out.
- Older people and those with pre-existing conditions that could make them more vulnerable expressed concerns about how long they may be required to stay at home. Others, not in these categories, also asked if we could move out of lockdown more quickly so they could start to earn money again or travel.
- Some asked for legal support on employment matters.
- People asked when they would be able to see dentists, chiropodists and podiatrists again.
- Some expressed a desire to have someone to talk to or mental health support.
- Others expressed paranoia about maintaining social distance e.g. dog walkers, once they were restricted to a smaller number of beaches and children, once they returned to schools.
- People living in accommodation with shared entrances, stairs or lifts expressed concerns about hygiene and asked when cleaners could visit again.

These requests for support and information were prioritised and responded to by specially trained helpline staff. They were also used to inform the structure and contents of the [covid19.gov.gg](https://www.gov.gg) website and the contents of media releases, briefings and social media posts.

Throughout, people also used the comment box to express their gratitude to States' employees, other critical workers and the People's Deputies, sending messages such as "keep up the good work", "thank you for all your selfless efforts" and "we are so grateful to all those working to keep the Bailiwick safe".

Thank you again to all participants in this initiative. By sharing this information with us, the services and support we are providing can be tailored to better meet the needs of the community. The data will only be used in the response to the coronavirus pandemic. The Fair Processing Notice that explains how the data is being protected, is available here [gov.gg/CHttpHandler.ashx?id=124234](https://www.gov.gg/CHttpHandler.ashx?id=124234).

2.4 Requests for information and support - by action

At the point of registration, participants were asked whether they were social distancing, self-isolating, shielding or none of those (for example, critical front line service workers may not fit into any of the categories). In this report, we refer to this as the action being taken.

Figure 2.4.1 shows the breakdown of respondents by action. No significant difference could be seen in the types or volumes of requests for support or information across the different types of action being taken. This is likely due to the timing of the large majority of registrations, which occurred during the first fortnight of strict lockdown, when in practice, for those not working in frontline critical roles, there were only a few differences if you were social distancing, self-isolating or shielding:

- The message to everyone was to STAY AT HOME.
- Those that were not self-isolating or shielding could leave the house for essential supplies or up to two hours of exercise per day.
- Some food and prescription delivery services were offered only to those that were shielding or self-isolating.

There was also little movement of participants between groups over time (and some of the movements that did occur were attributed to the participant having gained a better understanding regarding the differences between the different actions. As such, no analysis of requests for support or information broken down by action is included in this report. However, analysis by age and by economic status is included on **pages 10 to 15** along with a breakdown of action by age and action by economic status for information.

Participants that were self-isolating were asked why and a breakdown is provided in **Figure 2.4.2**.

Figure 2.4.1 Percentage of participants by action

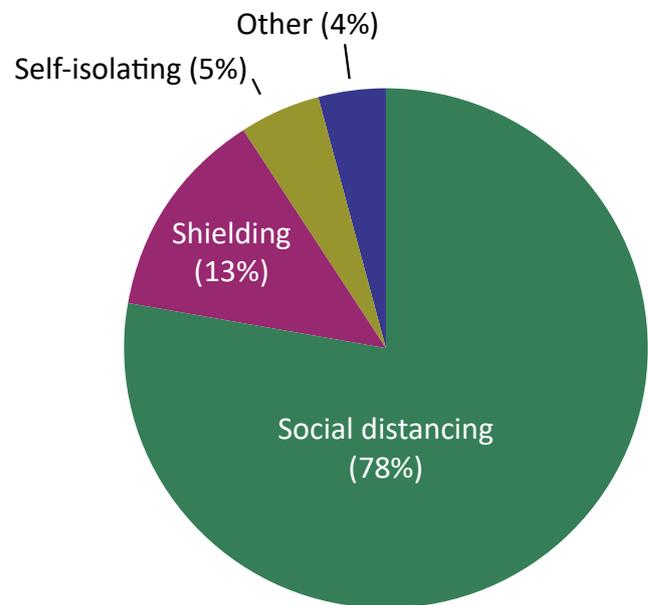
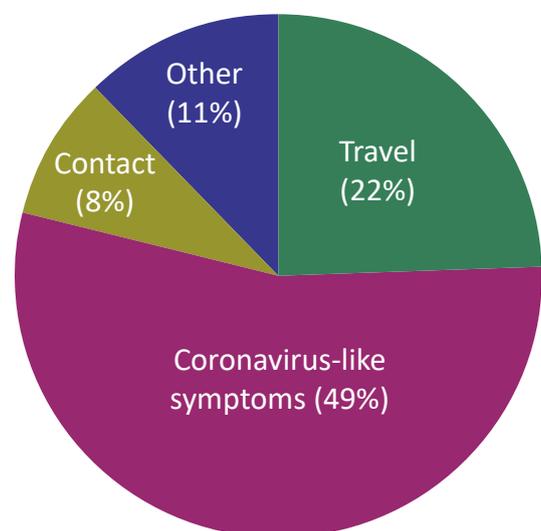


Figure 2.4.2 Reasons for self-isolation as a percentage of participants self-isolating



3.1 Analysis by age - Requests for information and support

Table 3.1.1 shows the difference between the percentage of participants requesting further information or support by age group. As shown, 10% of those aged under 65 years compared with 3% of those aged 65 and over requested information or support.

Figure 3.1.1 shows that the topics of information or support requested also differed by participant age. Financial or income information or support was the most frequently requested topic across the age groups. However, it was more predominant (65%) for the under 65s than the 65 and overs (31%).

The second most requested topic for those aged 65 or over was medicines, medical or physical help (27%). However, for those aged under 65 the second most frequent topic was business (33%).

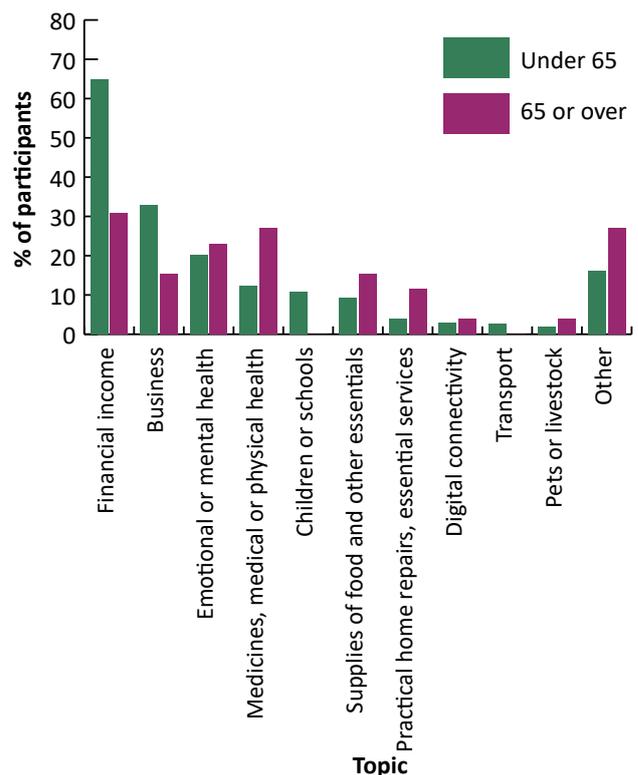
Figure 3.1.1 shows which topics were most frequently selected at the time of registration. This profile has changed little across the time for which the initiative has been running.

The topics of support or information required were recorded as part of the registration form. Participants could select one or more options from the list of topics shown in **Figure 3.1.1**.

Table 3.1.1 Percentage of participants requesting information or support at the point of registration by age

	Percentage of participants requesting information or support
Under 65s	10
65 or over	3
Overall	9

Figure 3.1.1 Percentage of participants requesting information or support at the point of registration by age and topic



3.2 Analysis by age - action being taken

At the point of registration, participants were asked whether they were social distancing, self-isolating, shielding or none of those (for example, critical front line service workers may not fit into any of the categories). In this report, we refer to this as the action being taken.

As shown in **Figure 3.2.1** and **Table 3.2.1**, a higher portion of the participants aged 65 or over were shielding (33%) compared with those aged under 65 (7%).

Overall, more people aged 65 or over were taking more restrictive activities. However, as shown on **page 10**, a lower portion of them requested information or support (particularly financial or income). This will in part reflect the different sources of income that older people tend to have (less from employment and business and more from pensions) and also the different outgoings (with more older people owning their homes outright without a mortgage). See gov.gg/household for more information on household incomes and expenditures by age groups.

Figure 3.2.1 Percentage of participants requesting information or support at the point of registration by age and action

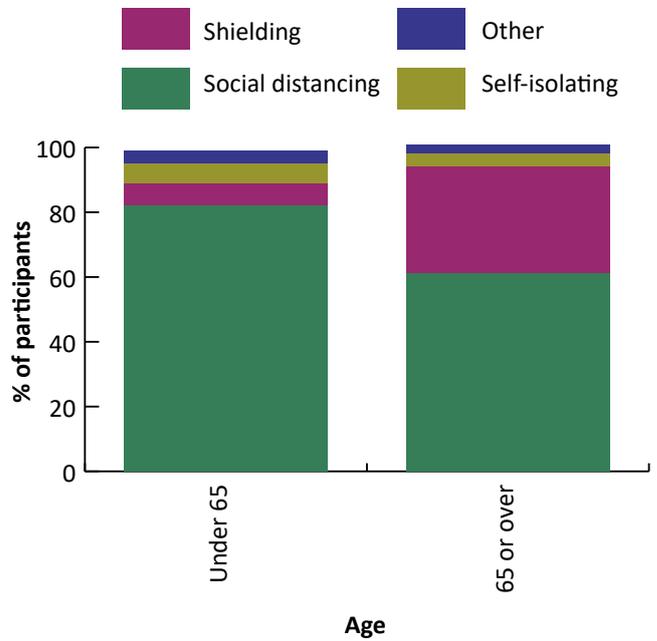


Table 3.2.1 Percentage of participants by age and action at point of registration

	Social distancing	Shielding	Self-isolating	Other	Total
Under 65s	82	7	6	4	100
65 or over	61	33	4	3	100

4.1 Analysis by economic status - requests for information and support

Table 4.1.1 shows the difference between the percentage of participants requesting further information or support by economic status. As shown, 30% of self-employed participants and 25% of unemployed participants requested information or support compared with 8% of employed participants, 5% of retired or non-employed participants and 4% of those in education or another economic status.

Figure 4.1.1 shows that the topics of information or support requested also differed by participant economic status. It was only possible to provide a breakdown by topic of three of the economic status categories due to low volumes of requests from some of the categories.

Financial or income information or support was the most frequently requested topic for the employed and self-employed (65% and 78% respectively). However, the most requested topic for the retired and non-employed was medicines, medical or physical help (40%).

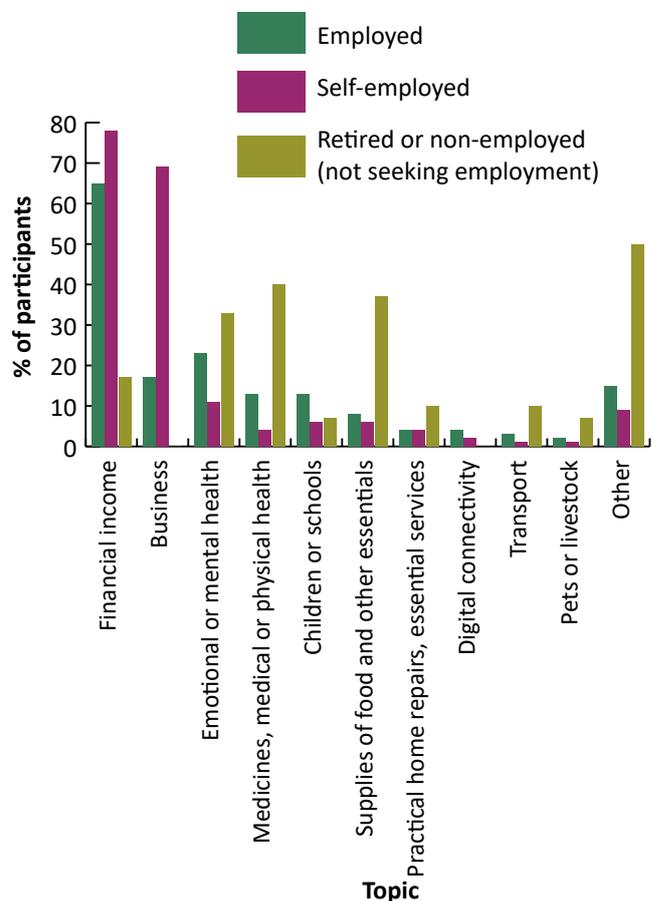
Figure 4.1.1 shows which topics were most frequently selected at the time of registration. This profile has changed little across the time for which the initiative has been running.

The topics of support or information required were recorded as part of the registration form. Participants could select one or more options from the list of topics shown in **Figure 4.1.1**.

Table 4.1.1 Percentage of participants requesting information or support at the point of registration by economic status

	Percentage of participants requesting information or support
Employed	8
Self-employed	30
Retired or non-employed (not seeking employment)	5
Unemployed (seeking employment)	25
In education	4
Other	4
Overall	9

Figure 4.1.1 Percentage of participants requesting information or support at the point of registration by economic status and topic



4.2 Analysis by economic status - action being taken by participant

At the point of registration, participants were asked whether they were social distancing, self-isolating, shielding or none of those (for example, critical front line service workers may not fit into any of the categories). In this report, we refer to this as the action being taken.

Figure 4.2.1 and Table 4.2.1 show that the action profile was similar for the employed, self-employed and unemployed groups, with 80 to 85% of those participants social distancing.

A slightly lower proportion of those in education were social distancing; a higher proportion were self-isolating (with over half of them citing recent return from travel as their reason for self-isolation).

A higher proportion of those in the retired or non-employed group were shielding; 28%, compared with 8% or less for those in the employed, self-employed, unemployed and education groups. The profile of those with another economic status most closely matched that of the retired or non-employed group.

As shown on page 11, the participant's age had a strong correlation with the action taken and those with an economic status of retired are likely to be older.

Figure 4.2.1 Percentage of participants requesting information or support at the point of registration by economic status and action

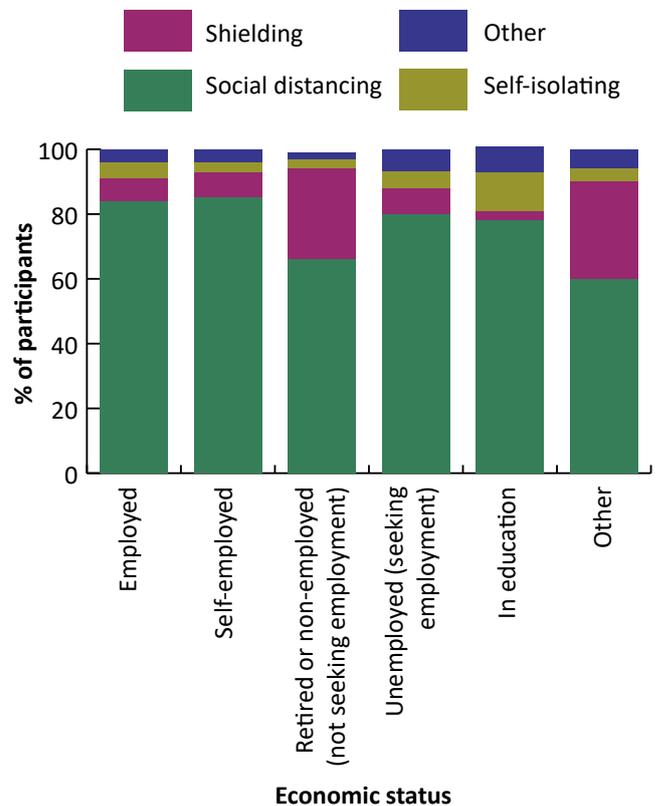


Table 4.2.1 Percentage of participants by economic status and action at point of registration

	Social distancing	Shielding	Self-isolating	Other	Total
Employed	84	7	5	4	100
Self-employed	85	8	3	4	100
Retired or non-employed (not seeking employment)	66	28	3	2	100
Unemployed (seeking employment)	80	8	5	7	100
In education	78	3	12	8	100
Other	60	30	4	6	100

4.3 Analysis by economic status - continuation of work or study

Table 4.3.1 and **Figure 4.3.1** show the responses of the employed and self-employed participants to a question regarding their ability to work at the time of registration.

As shown, there was a distinct difference in the responses of the employed compared with the self-employed. 79% of the employed were able to work fully or partially, compared with 43% of the self-employed. The vast majority of registrations were during the first fortnight of strict lockdown.

These differences are likely to be due to the different types of activities that tend to be undertaken by the employed members of the workforce compared with the self-employed members. Further information on employment and self-employment by economic sector is available in the [Quarterly Population, Employment and Earnings Bulletin](#) on gov.gg/population.

These differences indicate why a larger portion of the self-employed participants requested support or information than the employed participants.

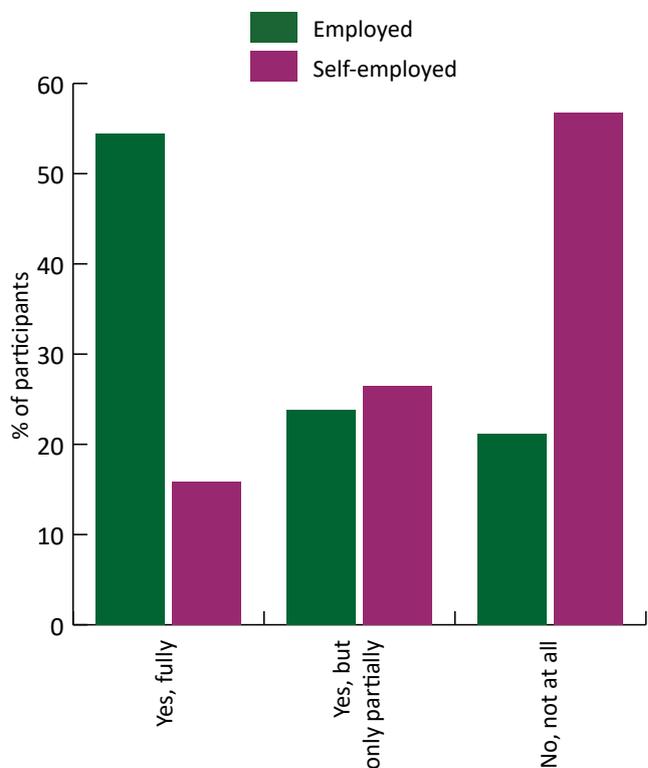
These questions are due to be repeated soon (along with some additional questions on this topic), to help understand how this position is changing during the phased exit from lockdown.

The Office of Environmental Health and Pollution Regulation has received over 2,200 notifications of activities to be recommenced (nearly half of which were from sole traders), since the 22nd April when it was announced that certain activities would be allowed from 25th April onwards.

Table 4.3.1 Percentage of employed and self-employed participants able to continue work

	Yes, fully	Yes, but only partially	No, not at all
Employed	56	23	20
Self-employed	16	27	57

Figure 4.3.1 Percentage of employed and self-employed participants able to continue work



4.4 Analysis by economic status - continuation of work or study

Table 4.4.1 and Figure 4.4.1 show the responses of the participants that were normally in full time education to a question regarding their ability to study at the time of registration.

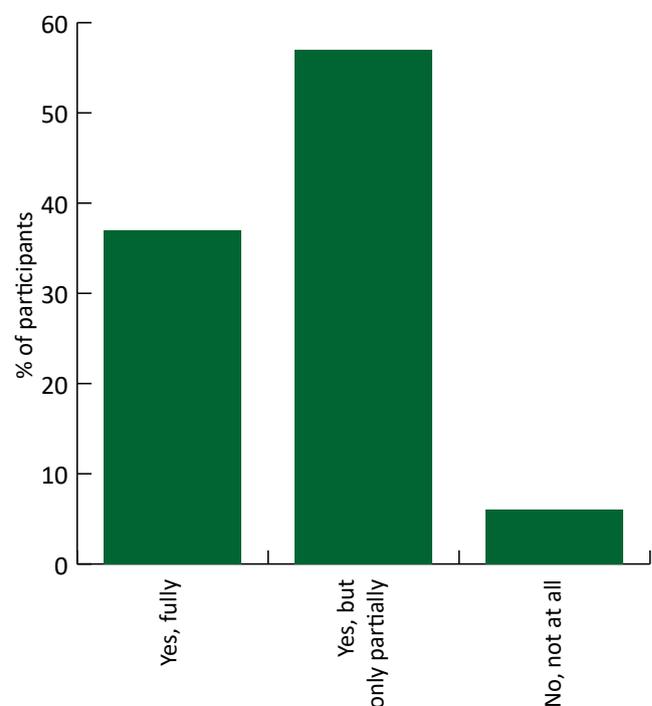
94% of participants said they could continue to study fully or partially. The vast majority of registrations were during the first fortnight of strict lockdown, when all Bailiwick schools were closed, except to the children of critical workers and children with special needs. Those studying at universities in the UK and elsewhere had been advised to return to the Bailiwick earlier in March, which is reflected in the proportion of this group that were self-isolating (described on [page 13](#)). Anyone returning to the island from 19th March onwards (barring a few exceptions for critical workers), was legally required to self-isolate for 14 days.

It should be noted that this profile will likely be indicative of the experiences of those in secondary or higher education i.e. those old enough to have their own email accounts. Participants were able to register and participate on behalf of others (with their consent). However, there do not appear to be many people that registered on behalf of children; instead they sought information or support on behalf of their children through their own registration.

Table 4.4.1 Percentage of participants in education able to continue study

	Yes, fully	Yes, but only partially	No, not at all
In education	37	57	6

Figure 4.4.1 Percentage of participants in education able to continue study



5.1 Daily monitoring - how are you feeling today?

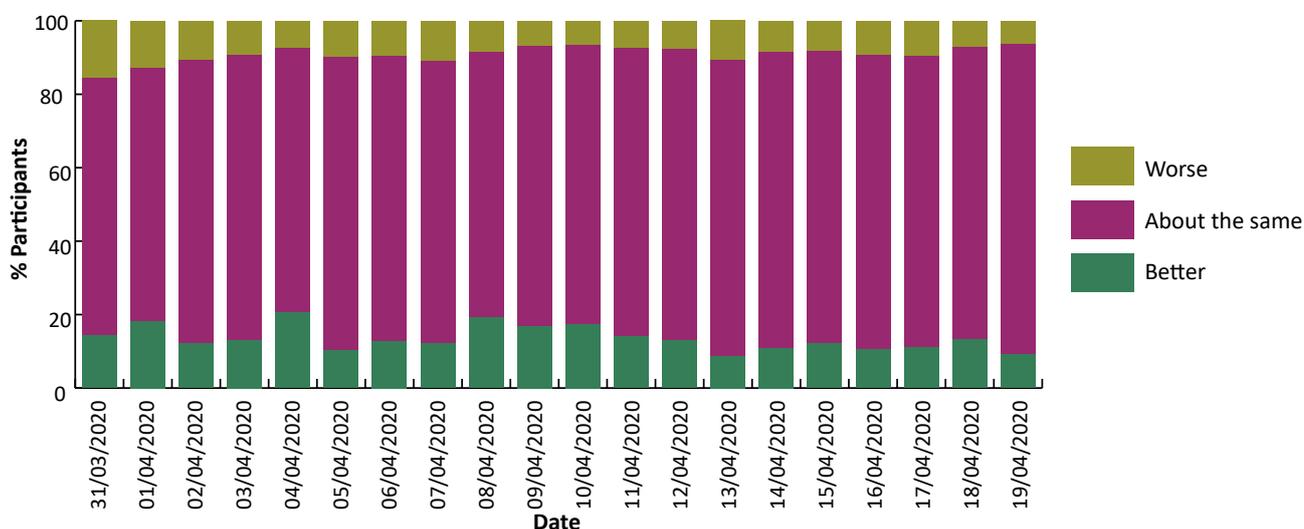
Emails were sent daily (between 5:30 and 6:00pm) to participants that had consented to receiving them (approximately 5,000 people), prompting them to complete a short voluntary form. The form asked participants to rate how they were feeling that day compared with the day before, taking both mental and physical health into consideration. It also asked if they needed any support or information and whether they had changed status from social distancing to self-isolating or shielding or other.

The first of these emails was issued on 28th March and the last one on 19th April (although some participants completed the form on subsequent days). However, only days on which over 400 replies were received are included in the figures below. Between the 3rd and 15th April, over 2,000 participants completed the form each day. The information was used “live” to monitor the effects of announcements via the media and check if any were having a negative impact, however, this was not seen. Following the announcement on 7th April that strict lockdown would continue until midnight on 19th April, but that non-essential deliveries of goods could recommence under certain circumstances, the proportion of people saying they felt better than the day before increased from 12% to 19%. Although it is noted that many factors will have impacted on participants’ responses to the question of how they are feeling.

42% of participants reported feeling about the same every day throughout their days of participation. 58% reported having some better days and some worse days as well as some days where they felt about the same. 48% had at least one day when they felt better. 40% had at least one day when they felt worse. However, the timings of these ups and downs seemed largely personal and overall the portion of the community feeling about the same or better than the day before, which started at 85% on 31st March, increased to at or above 89% from the 2nd of April onwards as shown in **Figure 5.1.1**.

There are many factors that can impact on how you are feeling. The measures put in place to slow the spread of the coronavirus affected the whole population of the Bailiwick but in different ways (as described earlier in this report). As such, and while numbers of coronavirus cases remained relatively low, it felt important to ask this broad question rather than one that related only to physical health. It prompted participants to take a moment to consider again whether they had any unmet support needs.

Figure 5.1.1 Responses to the question “how are you feeling today?”



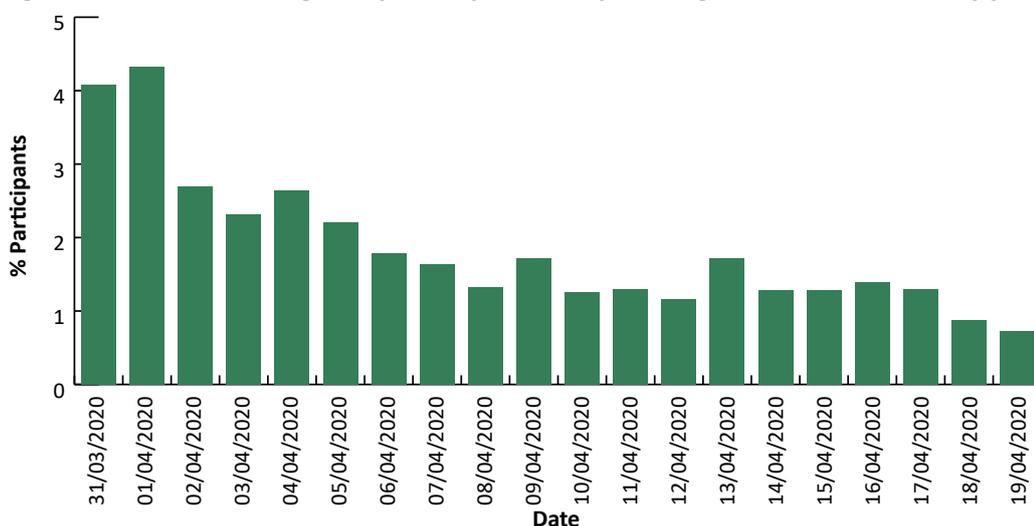
5.2 Daily monitoring - do you need any support or information?

Participants were asked if they needed any support or information within each form and the proportion that said yes each day are shown in **Figure 5.2.1**. As shown, the proportion, which started at over 4%, decreased to nearly 1% on 8th April. It remained between 1% and 2% for over a week and then further decreased below 1% on 18th April. The first of the daily emails was issued on 28th March and the last one on 19th April (although some participants completed the form on subsequent days). However, only days on which over 400 replies were received are included in the figures below, to ensure they provide a reliable indication of the levels of requests being made by participants. Between the 3rd and 15th April, over 2,000 participants completed the form each day.

As described earlier in this report, the community monitoring initiative was intended to help identify support needs that were not already being met by the States. The topics of support and information needed shifted slightly over time (as described in **section 2.3**), but predominantly related to needs for more or faster financial and business support throughout.

The daily email prompts to complete these forms were issued to each participant for 14 consecutive days after they registered. The first registrants received their last prompt on 10th April. The last registrants received their last form on 19th April. Since the level of support and information being requested had reduced to a stable and low proportion, monitoring was moved to weekly prompts, the first of which was issued on 17th April. Participants were asked to self-check for coronavirus-like symptoms to help inform the phased exit from lockdown (more details overleaf).

Figure 5.2.1 Percentage of participants requesting information or support via daily forms



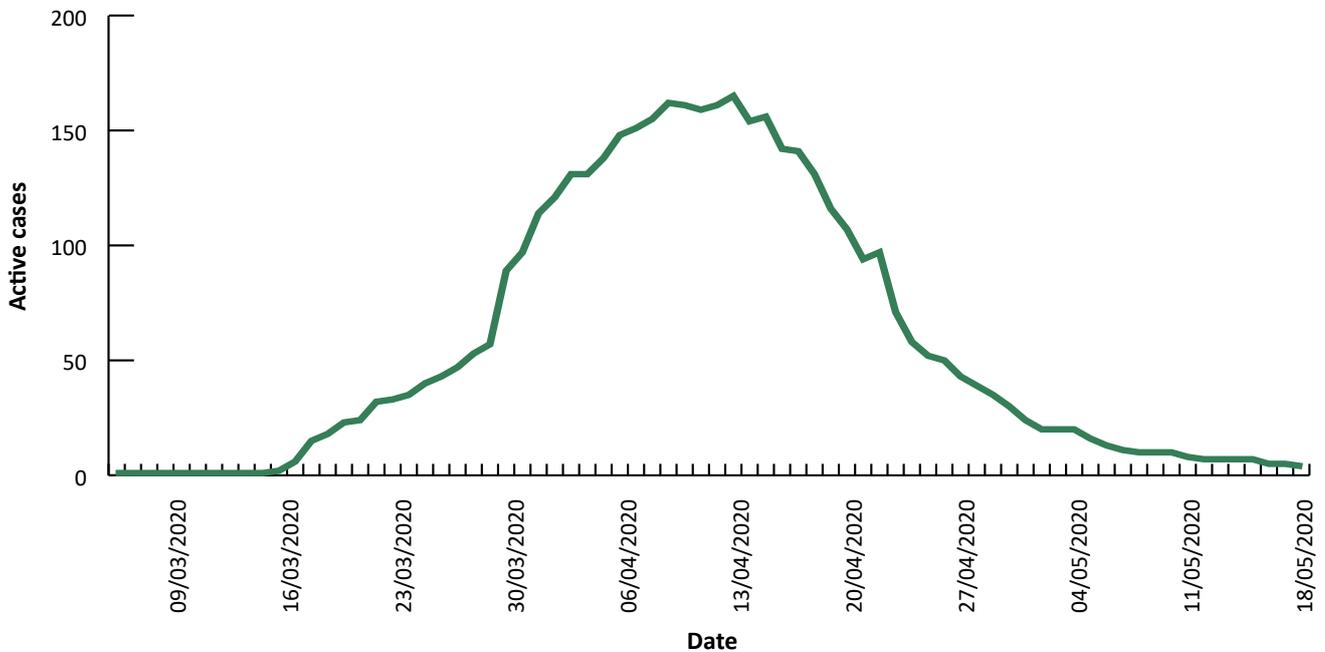
6.1 Weekly monitoring - coronavirus-like symptoms in the community

Participants began completing weekly self-checks for coronavirus-like symptoms on 17th April, four days after the number of active cases in the Bailiwick began to decrease from the peak of 165 on 13th April (shown in **Figure 6.1.1**). Each week, participants were asked to check if they had recently developed any of the following symptoms:

- muscle ache (fatigue, exhaustion)
- headache (sinus pain, pain around eyes)
- loss of smell/taste
- sore throat
- fever (high temperature, rigors, chills, can't get warm)
- shortness of breath, chest tightness
- a continuous new cough

If participants indicated that they had any of these symptoms, they were provided with information on self-isolation and the contact details for the helpline should they wish to seek any further advice. From 13th May onwards they were also invited to book in for a free COVID-19 test.

Figure 6.1.1 Active cases of coronavirus in Bailiwick of Guernsey



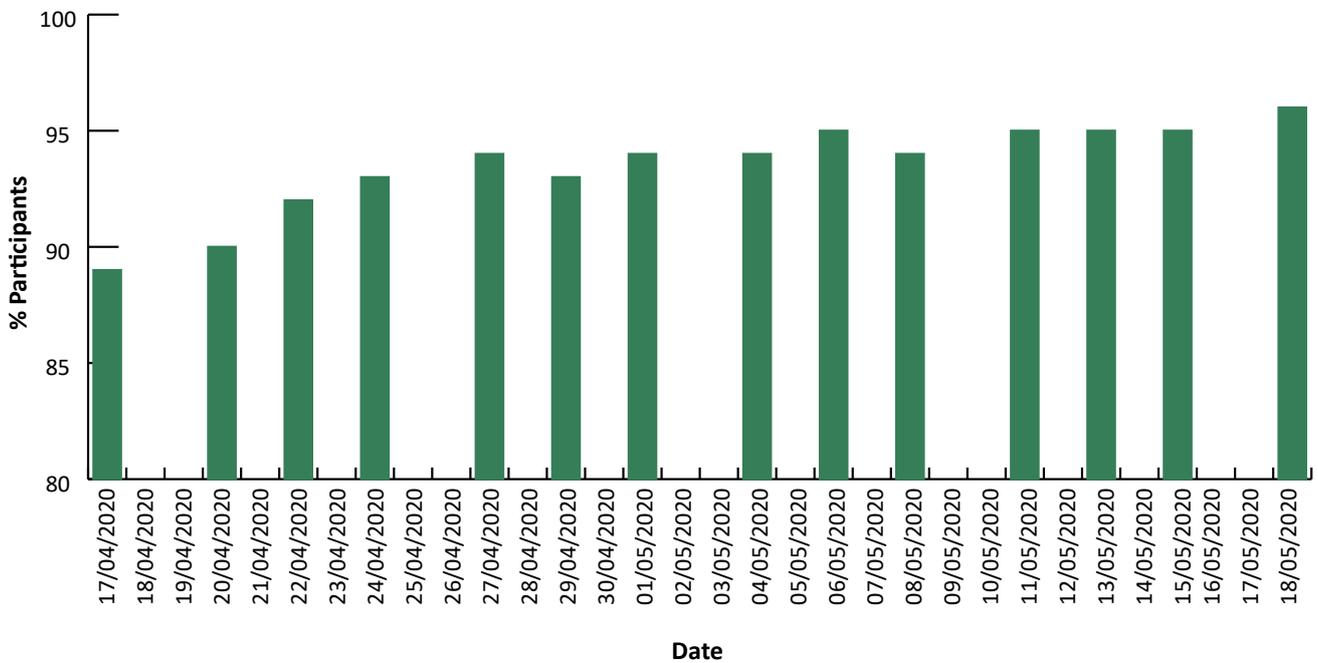
Source: Public Health

6.1 Weekly monitoring - coronavirus-like symptoms in the community

Just over 5,000 participants had consented to receiving follow-up emails after the initial registration and they (excluding any that had unsubscribed during the daily monitoring phase) were split into three groups of approximately equal size. One group was prompted to complete the form on Mondays, one group on Wednesdays and one group on Fridays; all at about 9am.

Between 700 and 1,000 responses were received each time the form was issued and the proportion reporting no symptoms is shown in **Figure 6.1.2**. The percentage of respondents reporting no coronavirus-like symptoms increased from 89% on 17th April to 96% on 18th May. More detail is provided on the coronavirus-like symptoms that were reported on **page 20**. It should be noted that some participants attributed their symptoms to hayfever and asthma for example (and these have not been excluded from the figures).

Figure 6.1.2 Percentage of participants reporting no coronavirus-like symptoms



6.1 Weekly monitoring - coronavirus-like symptoms in the community

Figure 6.1.3 Percentage of participants reporting muscle ache (fatigue, exhaustion)

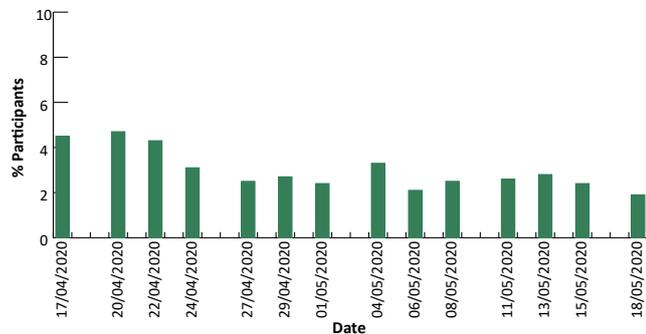


Figure 6.1.4 Percentage of participants reporting shortness of breath, chest tightness

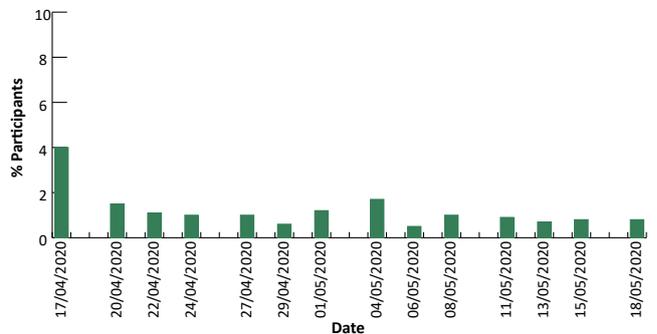


Figure 6.1.5 Percentage of participants reporting loss of smell/taste

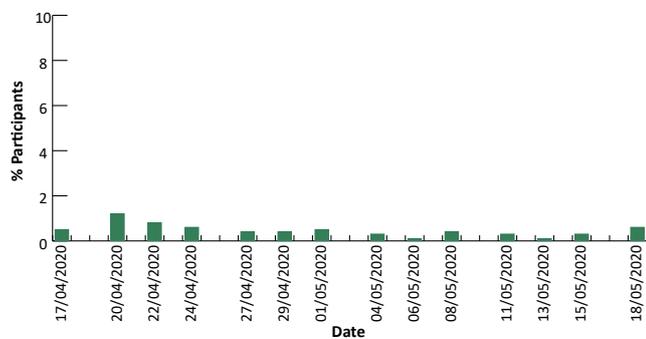


Figure 6.1.6 Percentage of participants reporting sore throat

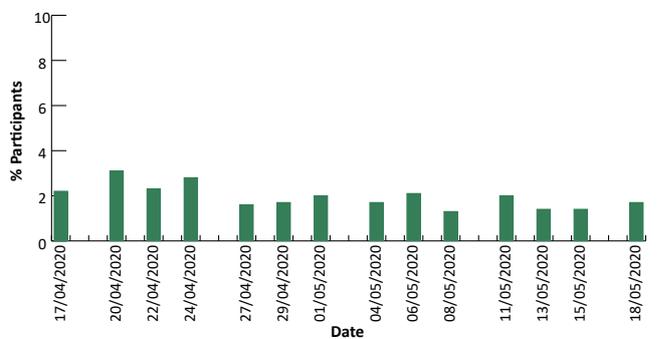


Figure 6.1.7 Percentage of participants reporting fever (high temperature, rigors, chills, can't get warm)

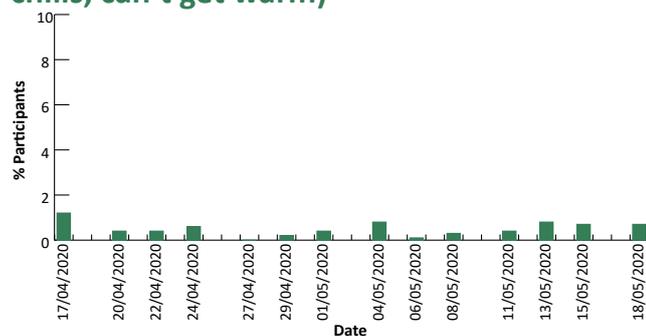


Figure 6.1.8 Percentage of participants reporting headache (sinus pain, pain around eyes)

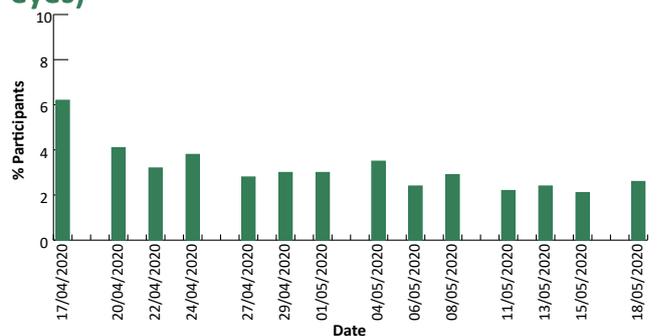
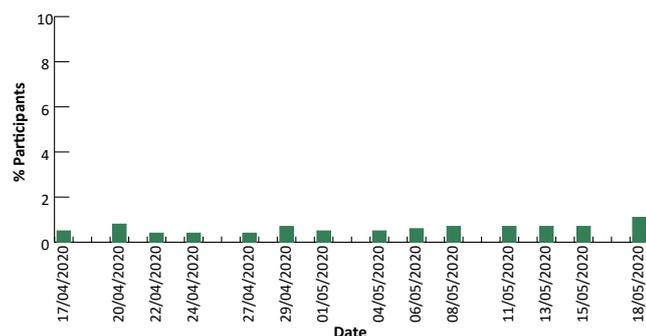


Figure 6.1.9 Percentage of participants reporting a continuous new cough



As shown in **Figure 6.1.3** through to **Figure 6.1.9**, low proportions of respondents reported having developed these symptoms. Figures have been stable or decreasing between 17th April and 18th May 2020.

Headaches and muscle aches were reported more often than any of the other symptoms.

7.1 Next steps

Members of the community can register to join this initiative at any time, via the online form that can be found on covid19.gov.gg/together/monitoring. They can submit information on behalf of others (as long as they have their consent and an email account to use for each) and can unsubscribe at any time. The Fair Processing Notice that explains how the personal data people provide via this tool is processed, is available here gov.gg/CHttpHandler.ashx?id=124234.

The Community Monitoring Tool will continue to be adapted over the coming weeks, to enable participants to continue to contribute information that is relevant and valuable to decision making; both in relation to the phased exit from lockdown and the economic recovery strategy.

The weekly prompts to self-check for coronavirus-like symptoms are planned to continue into phase three of the exit from lockdown and beyond, in order to check that levels of symptoms being reported remain low while restrictions are relaxed.

Groups of participants will also be asked to provide updates to some of the information they submitted at the point of registration (on their ability to work, mental health and anxiety levels for example). Participants will also be informed of any coronavirus related surveys and consultations issued by the States, which they may wish to complete.

Participants will continue to also be able to request support or information through this channel, which the communications team will endeavour to respond to as quickly as possible via website and social media updates, media briefings or individually.

8.1 Contact details

If you would like any further information on the Community Monitoring Report or any of the other States of Guernsey Data and Analysis publications, which are all available online at www.gov.gg/data, please contact us for further information.

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For more information
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