



Collecting Covid Questionnaire 2020: analysis of responses

Presented to **Amgueddfa Cymru – National Museum Wales**
by *Arad Research*

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1. Introduction

Amgueddfa Cymru – National Museum Wales commissioned Arad Research to analyse the responses they received to the Collecting Covid: Wales 2020 questionnaire. This report presents the key findings from this analysis.

1.1 About the questionnaire

The Collecting Covid initiative was developed in April 2020 as a response to the emerging, rapidly evolving coronavirus crisis. Amgueddfa Cymru were acutely aware of their responsibility to create a national memory of the pandemic in Wales – recorded as the lived experiences of people living through this extraordinary period in our collective history.

The questionnaire (which ran between 15 May 2020 and 31 October 2020) consisted of 22 open-ended questions and was divided into 4 sections under the themes of Daily Life, Health and Wellbeing, Government and Information, and The Future. The aim of the questionnaire was to collect personal stories (written testimony, photographs and films) from across the country to create a comprehensive picture of life in Wales during the first lockdown and beyond.

The bilingual questionnaire was promoted across social media channels and shared with an extensive network of community partners and volunteers. Press attention was also received with articles featured in the Western Mail, Museums' Journal and The Guardian, as well as on BBC Radio Wales, BBC Radio Cymru and Capital FM.

1.2 About the responses

Amgueddfa Cymru received 1,019 responses to the questionnaire, supported by 168 digital images. Arad has not analysed the digital images as part of this report.

Respondents were asked some profiling data within the questionnaire. Full details of this profiling data are presented in the appendix. Briefly, of those who responded to the questionnaire, 79 per cent identified as female and 17 per cent as male. The largest proportion of people (35 per cent) were between 45-64 years old and the second largest proportion (16 per cent) were 65-74 years old, with a further 13 per cent indicating they were 25-34 years old (see appendix for more details).

1.3 About this report

Arad analysed the responses of 19 out of the 22 questions (excluding a couple of introductory questions about respondents' living situations and one about potential items to donate to Amgueddfa Cymru).

Arad analysed a sample of 300 responses in-depth to identify key themes arising frequently in responses. The remainder of the survey responses were then briefly reviewed for consistency with these themes. The sample of 300 respondents varied between questions to ensure it included a higher number of respondents overall. Arad ensured the sample included responses from a range of respondents (different genders, disability and race, for example).

This report presents the key themes identified within responses to each question, along with illustrative quotes from individual respondents.

The themes and comments presented in the rest of report are based on the views on those who responded to the questionnaire. They do not represent the views of Amgueddfa Cymru or Arad Research.

2. Daily life

Has the current situation changed your relationships with others? For example, your family, friends or neighbours.

Most people said the current situation had changed their relationships with others, but some said their relationships had not changed.

They were unable to meet up with relatives and friends. They missed seeing family and friends, particularly those who would normally see friends and/or relatives on a regular basis. Many did, however, find alternative ways of keeping in touch with family and/or friends.

They were in contact with relatives and friends more frequently than usual. People would check-in with relatives and friends more often and having more free time enabled them to do so. This contact was mainly through digital platforms or over the phone. An examples of ways people kept in touch was through quizzes over Zoom.

"I've got to know my neighbours. A WhatsApp group was set up for the street and we've had social distanced activities. I've been speaking to my family a lot more often over the phone, but have not been able to meet."

They saw, and got to know, more of their neighbours than they had before. This was mainly as a result of people being home, and in their gardens, more than usual, but also due to the weekly clap for the NHS. Mainly people appreciated meeting more of their neighbours and seeing them more often, however some people found this involved having to put up with neighbours' annoying habits.

Communities have come together more during the restrictions. People have experienced and become part of the community spirit, pulling together to help those who need it. One example included helping neighbours with their shopping, particularly those who are elderly or vulnerable.

They have spent more time with their partner and other members of their household. This has led to greater appreciation for these relationships, but also required people to learn to cope with seeing members of their household 24/7.

They have reconnected with old friends. The restrictions have prompted people to reach out to old friends who they have not been in touch with for a long time.

They have lost loved ones. Some people have sadly lost loved ones who have passed away during the pandemic.

How have you been connecting/communicating with others during this period?

Digital technology is the main way people have been communicating with each other. People listed various platforms they have been using, including:

- Zoom
- FaceTime
- Microsoft Teams
- Facebook messenger
- WhatsApp
- Twitter
- Facebook
- Skype
- Instagram
- Houseparty
- Snapchat
- Discord
- WebEx
- Google Classroom and Hangouts





"Social media has become a lifeline with friends, and since lockdown we've discovered Zoom and now do bingo and quiz nights with the family. It helps to be able to see and chat with each other but is obviously not the same as meeting in person."

People have used these digital platforms to have conversations, quizzes, house parties, share memes, take part in online classes (e.g. fitness, art, sewing classes).

Other ways people have been communicating with others include:

- Phone calls
- Email
- Text
- Via post – writing handwritten letters and postcards or sending pictures and small gifts.
- Socially distanced conversations with neighbours, friends or family if they are passing by their house or if they see them on their daily walk.

"I also use What's app for keeping in touch with my sewing groups. Also use Facetime for exercise class. I use Zoom for Slimming World class."



"I've been video calling and texting people more. Also, I have sent friends books in the post, my grandparent's written letters, and I have sent photographs to close friends for them to treasure the happier times when we were all together."

Has your use of language changed? For example, do you speak more or less Welsh, or other languages?

Most people's use of language had not changed. They either hadn't changed the use of their language, or they only spoke English and no other language.

People have been using less Welsh - or another language that's not English - due to having less contact with others who speak the language. For example, in some cases, they hadn't been in work, where colleagues speak the language, and members of their household (e.g. partner) don't speak Welsh.

"I am speaking less Welsh as I don't have the physical contact with my Welsh speaking community."

People who live in a Welsh speaking household have been using less English and more Welsh. Restrictions have meant that people have been staying at home more than usual. Those who live in a Welsh speaking household and have had less contact with others who only speak English have found themselves using less English and more Welsh.

As schools have been closed, children who would normally attend a Welsh medium school – particularly those from an English speaking household – have not had the same level of exposure to the Welsh language. In cases where one parent does speak Welsh, they have made a conscious effort to speak more Welsh to their children at home than they might normally.

"My son is bilingual (Welsh) but my husband and I are not. As he hasn't been in school he isn't using Welsh much. Occasionally with friends online - but mainly English."

People have had more motivation to learn Welsh or improve their Welsh language skills. People have had more free time to enable them to focus on learning or improving their Welsh language skills. They have been able to do this through online classes or virtual social events for Welsh learners.

"Due to not being at work, I have had more time to focus on improving my Welsh language skills. I have attended virtual social events for Welsh learners and completed Welsh classes from home. This has allowed me to become more confident in using Welsh. I am hoping this is something I can continue post coronavirus."

Describe your typical day at the moment.

People's descriptions of their typical day varied considerably, however, having a daily routine was common for many people. Having a routine has helped bring structure to people's day and, for some, helped with their mental health.

"I find that a routine of sorts helps me with my mental health."

People's waking up times are different now than they were before the pandemic – they have either been waking up earlier or later than normal. Those who have been waking up later have had more time for their morning routine and so have been waking up later and having a more leisurely breakfast. Those who have been waking up earlier have found the concerns of the pandemic have been affecting their sleep patterns.

"We usually wake around 7.30am, have breakfast and go for a walk at around 9am. When we come home I try to fit in some work before trying to homeschool my eldest and entertain my youngest. We then have lunch, and then do an activity of some kind (crafts, gardening, outside play) We have some snacks and TV time in the afternoon and then prepare for supper, bath and bed. Usually the kids go to sleep later than usual. In the evenings, my husband and I have a quiz via video chat or we watch TV."

People are spending a considerable amount of their day working from home or home schooling.

They have had to adjust to this new way of working. Many have introduced structures that allow them to work from home or homeschool in a way that suits them, including when they start and finish and when they take breaks.

People generally listed a number of activities that their day consists of. Examples of these activities include:

- Spending time in the garden
- Exercising, including going out for walks / walking the dog and exercising in their home.
- Checking the news
- Creative activities, e.g. painting, sewing
- Watching television
- Reading
- Speaking with family and friends, usually over the phone or online.

People described how they would often potter around the house, finding themselves things to do to pass the time.

This includes doing activities such as housework and hobbies, as well as activities listed above.

If you work, how has the pandemic changed what you do?**Some people have stopped working or been furloughed.**

This tended to either be due to the nature of the job (e.g. working in a school or hospitality) or because they are vulnerable and therefore were shielding.

Where the nature of their job has allowed them, people have started to work remotely from home rather than go into work.

For many, this has been a new experience and has involved setting up office space in their home. People held mixed views in terms of how well this has worked. People have liked it for reasons such as they don't have a commute and now have a slower pace of life. But some people have found adapting to technology difficult or have missed seeing work colleagues.

"I work for a bank. I have been working from home for around 4 weeks which is wonderful and I'm so grateful to be safe at home. Work wise it is really hard, I work in a call centre so to do that at home is

challenging without support around you, but I'm doing fine. I have a fold up desk and chair upstairs in our bedroom where I work and have to be shut away from the kids because I need silence when I'm on the phone."

Where possible, people have moved to working online and over the phone rather than having face-to-face contact with other people.

Examples include conducting meetings using video conferencing software rather than face-to-face or delivering teaching lessons online. People have mixed experiences and views on how effective this online working is. For example, technical issues have arisen which have been frustrating and time consuming; however, it has allowed people to communicate with others without geographical restrictions.

"Video meetings can be tricky due to technical hitches but 'first world problem'. Increase in meetings can be time consuming but again improving with time as we all acclimatise."

"As an Artist & Tutor, I thrive on human contact with my learners and clients. Having to work online is slowly but surely destroying my soul. It's hard to see the work that learners are creating, down a Web cam. It's also difficult to demonstrate. However, the project I am running is having a much wider audience engagement than it would have were we just running the project in the Arts Centre as originally planned. Taking it online has been beneficial to community engagement and is something we will consider moving forward - considering doing both."

"Teaching online is very challenging. All worksheets must be sent in advance and often there is a problem with the printer or computer. I have found that students are much more restless now, not being able to play with their friends, and are more likely to lose concentration."

"I run events mainly so I have been completely unable to do so. I have focused more on the policy and social media elements of my work."

"I'm a dietitian and usually run outpatient clinics. These have all been cancelled and I'm now working on the COVID wards."

There has been a shift in focus of some people's work.

This has been the case where people have been unable to undertake certain areas or elements of their job, particularly those that require face-to-face contact with other people. This has also been the case where work has been required in other areas due to the pandemic.

People's workloads have changed - either increasing or decreasing - which has tended to depend on the sector they work in and the nature of their job. Examples of jobs where people's workload has increased include healthcare and business support. Examples of jobs where people's workload has decreased include supply teachers and work in the tourism sector. In some cases, people's workload has increased due to staff shortages.

Additional safety measures have been put in place in people's working environments, such as social distancing and the use of PPE. Examples of working environments where people have been required to continue working whilst implementing these safety measures include hospitals and supermarkets.

"I work as a children's nurse on intensive care & my husband works as a mental health nurse in the community. Both of us have seen our work change hugely. Our patients are the same, apart from I have cared for some with Covid-19 but it is more that every day work life has changed vastly. I go to work in my own clothes, get changed into uniform, put on my mask, there is no "big handover" anymore, straight to the patient, socially distancing all the time from my colleagues, only 1 other on break at 1 time. We have had a lot of uncertainty & anxiety around what will happen. Any new admission is treated as if they have Covid until the test comes back so we have to wear full PPE- which is very hot!"

If you attend school or a college/ university, how has the pandemic changed what you do?**Rather than attending school or college/ university, students/pupils have been continuing their learning from home and using online resources.**

For those who were attending school, work has been set for them online, they have communicated with their teacher online and parents have been helping their children learn at home. For those who were attending a college/university, they have had online lectures (often pre-recorded) and online meetings with tutors/supervisors.

"I'm a university student, so all of my lectures, seminars, and exams moved online. It was a huge adjustment, and was a bit of an anti-climax for my final year. The libraries were closed, so my assignments really suffered."

Some have enjoyed studying at home as it has allowed them to feel more independent, whilst others have found a lack of motivation to study from home.

Students/pupils have missed seeing their friends/ peers and those who were attending university have missed the university atmosphere and experience. Not being able to attend school or university has meant that they have not been able to see their classmates/course peers.

"I have work to do online that my school sets me. I am not allowed to go to school which makes me sad as I enjoy it and miss seeing friends."

Exams have been cancelled. This has made some pupils feel like all the hard work they have put into their school studies has been lost. In some cases, university students have been set assignments instead of the exams.

Other elements of students'/pupils' courses/ studies have been cancelled or postponed. School trips, research conferences, assignments and study/work placements have either been cancelled or postponed.

Libraries have been closed. This has meant students have been unable to access resources that they would normally have been able to access through their library. This has made it difficult for students to study and some felt it has affected the assignments they have been required to submit.

Being unable to attend college/university has meant that students have been unable to access resources required for their course. This has affected students studying particular types of course, such as Animation and Fine Art, which have required access to specialist software or equipment to study their course.

Changes have had to be made to dissertations or assessments where the work would have originally required face-to-face contact. For example, students undertaking theatre studies / performing arts courses were unable to perform their theatre production at the end of their course and were tasked with writing a reflective piece about their rehearsal process instead.

If you have children, how have you and they adapted to the current situation?

Children are adapting well overall. Children have shown themselves to be very resilient and, for the most part, have adapted better than expected to the current situation.

They miss their friends and family. Children miss being able to socialise with their friends and have had to find alternative ways of communicating with them. Children miss being able to see and hug their family members, in particular grandparents.

“My youngest has been fine, but slightly more clingy at times. My eldest went through a stage of crying when we went to work, scared that we would catch the virus... She has adapted well but misses her friends and school...She has developed a passion for art and colouring - her way of relaxing.”

They miss attending school. Children miss seeing their friends in school but are also sometimes missing out on key experiences, such as extra-curricular activities.

They have been trying to keep up with school work. Some children have adapted quite well to learning from home while it has proven more challenging for others.

There has been some negative impact on their mental health. While many children have adapted well overall, parents recognise a negative impact on their children's wellbeing in some cases. For example, children have felt anxious about the current situation or have been temperamental at home.

“We definitely play more, we listen more and we've learnt so much more and more things about each other. I definitely think that kids progress faster and quicker with one on one attention from a parent. All in all it has brought us closer as a family and in some ways grateful for all this time together.”

They have enjoyed spending time with family.

Families have enjoyed spending time together, with children happy to have their parents in the house and siblings able to play together. There have also been some tensions while families adapt to the current situation.



They have kept busy with activities and hobbies.

Children have tried to keep busy by playing, learning new skills (such as cooking) and spending time on their hobbies.

They have been encouraged to be active. Parents / carers have been encouraging children to spend time outdoors and to exercise and, overall, children seem to enjoy spending time outside.

They spend more time using technology. Children have been spending time communicating with friends and family virtually, as well as using screens more frequently.

They have been trying to understand the situation. Parents / carers have had to decide how much to tell them about the current situation. Some children understand the situation and the restrictions better than others.

They are missing out on experiences. Children are not able to take part in their usual activities and parents / carers worry they are not being provided with enough stimulation.

Has the pandemic affected the way you practice a faith?

There has been no change for many people.

Some did not have a faith pre-pandemic and still do not. Others did not attend places of worship pre-pandemic and so were not affected by restrictions.

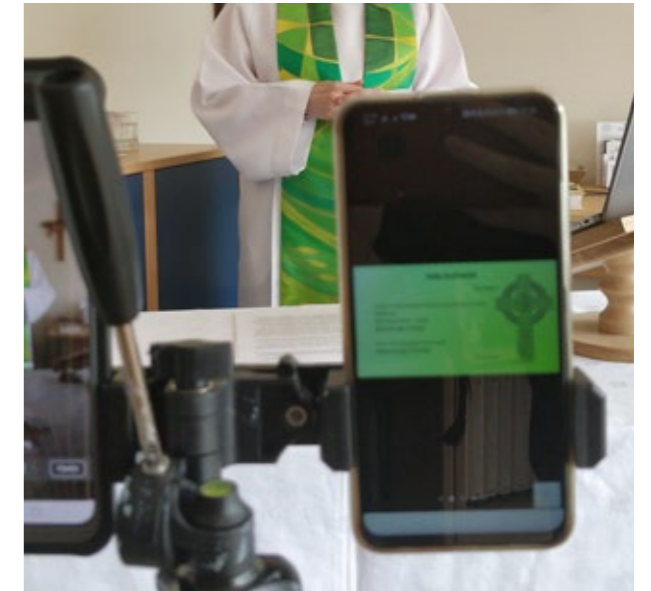
Worshipping via virtual means has become more common. As a result of restrictions on attending places of worship, people have been attending virtual services arranged by their places of worship or viewing services on television in some cases. People generally had positive views on this virtual engagement, recognising it as a suitable alternative considering they could not meet in person.

There have been more opportunities to practice their faith online. Whereas previously, people were mostly limited to worshipping within their local venues or communities, virtual worship has opened doors. People have been able to attend services from different communities and have socialised with people they would not normally have met.

“Our church had closed in our village many years ago, so with joy we have been able to reconnect with online church services through the internet.”

However, people have missed meeting face-to-face. They have missed the social aspects associated with attending a place of worship and miss the sense of community it provides. Some members of congregations have not been able to meet virtually (particularly older members) and they have missed out on the social aspects to a greater extent. This has had a negative impact on wellbeing in some cases.

“This year Ramadan started in the middle of lockdown, it has been really hard staying away from friends and family when normally we would gather around to break fast when the sun sets...Our biggest celebration is Eid Ul Fitr when Ramadan finishes, normally we visit friends and families, exchange gifts and have big feasts as well as dressing up in new clothes. But this year we will be in lockdown and will be spent with own family.”



Social media has supported people to socialise.

Discussions, activities, games and general conversation have been taking place over social media, which has helped maintain some sense of community during the pandemic.

Personal worship has increased. Some people have dedicated more time to personal worship and to developing their interpretation and understanding of their faith. This includes praying more regularly within the home, learning about their faith and becoming more aware of what is important to them spiritually. However, the pandemic has weakened people's faith in some cases (such as the loss of regular practices) and confirmed atheism in others.

“I think in some ways I have more regular practices around my Christian faith now - I try to listen to a reflection from [my] church every morning and read my Bible every day after work, I didn't always make time for these kinds of things before.”



Have your shopping habits changed?

People have been food shopping less frequently.

They have been trying to shop every week or fortnight usually rather than dropping in to shops multiple times in the week. This means they have had to buy larger amounts of food during each shop.

Online shopping and using click and collect services have increased. People have been choosing to order online or to use click and collect services either because they can't safely go shopping or because they feel it's easier than shopping with social distancing in place. This includes ordering from local businesses such as greengrocers. However, some have found it difficult to find slots for home delivery.

"Instead of popping to the shops for things a few times a week, now we do a couple of bigger shops a month. We top up with milk, fruit and veg but we try to avoid shops as much as we can. If we don't have what we need for a particular dinner, we do without or we find a substitute, rather than popping down the road".

People have been shopping more locally. Use of small and/or independent local food shops has increased, usually because people find it easier and safer than shopping in large supermarkets or enjoy supporting local businesses.

People have been helping each other with shopping. Those who are unable to shop (for example because they are shielding) have been supported by neighbours, family and volunteers.

People are planning their shopping more effectively. Deciding on meals and making detailed shopping lists have helped people avoid going shopping too frequently and avoid wasting food.

"Shopping is much more structured than how we shopped before, which was usually whenever we had time after work, without a list and often hungry, not a good combination!"



The amount people spend on food and other items has changed. Some have been spending more (because they're feeding a family at home all day, for example), while others have spent less on items such as clothes.

Some people have been buying different things to usual. For example, some have been stocking up on bulk items or buying more entertainment items. Others have had to stop buying certain items or switch to buying alternatives since certain items have not been available to buy.

Shopping has been a negative experience for some people. They have found it stressful or worrying to be in the vicinity of others and/or to deal with social distancing restrictions, particularly in large supermarkets.

Who goes shopping, and when, has changed. People try to shop during quiet periods and only one person from each household tends to go.

Not everyone's shopping habits have changed. Some people have continued to shop in the same way, particularly if their habits were already suited to the current situation (for example if online shopping was already the norm).

"From the social distance cue around the building, to the one-way system in some supermarkets, no cash at some supermarket checkouts, only self-service, the whole thing is a nightmare."

Have your eating habits changed?

More time and effort have been given to cooking at home. People have been cooking from scratch and trying new recipes, as well as both cooking and eating together as a family.

Some people's eating habits have become less structured or less healthy. This includes snacking more frequently, eating food for comfort or out of boredom and eating on a more ad hoc basis.

"I always cook from scratch but I have more time to experiment these days so we have different meals and some complex ones which take a lot of time to prepare. We eat very well."

Other people have been eating more healthily. They have been eating fewer unhealthy snacks, choosing healthier meals and eating less processed food.

"I have been treating myself far too much. Rewarding myself for just doing some work and getting through the day."

People have been eating out less frequently.

Due to restrictions, people have not been able to eat out in restaurants often. Some have also ordered take away less frequently as they are cooking meals at home, while others have ordered take away more frequently to compensate for not being able to eat in restaurants.

People have been planning their meals more effectively, as well as making fewer impulse purchases while out shopping. Some have often structured their days around meals.

It has been difficult to buy certain items. Essentials such as flour and eggs have been difficult to buy on occasion.

Not everyone's eating habits have changed. Some people have continued to eat in the same way, particularly if they already made home cooked meals regularly and/or have been able to access all their usual items.



3. Health and wellbeing

Have you accessed any medical services during the pandemic?

Most people had not accessed many – if any – medical services. They either hadn't needed to access medical services or accessed for minor reasons such as collecting prescriptions or collecting an item from a pharmacy.

Accessing services had proven difficult for some people. A small minority had seen routine appointments cancelled, delays in receiving treatment or more serious medical conditions prioritised. In some cases, people had chosen not to access non-urgent medical services due to concerns over health and safety during the pandemic.

"Yes, I had toothache and dentists are closed. My dentist has been great, getting me pain killers and antibiotics and promising to meet me at the surgery if it flares up again, although they are limited in what they can do. It's absolutely ridiculous that people are suffering with toothache and that dentists are closed - it's an essential service."

A wide range of other medical services had been accessed by some people. They provided details on the type of services they had accessed, including GP appointments, A&E, nurse appointments, various medical tests and ante-natal appointments. Generally, people did not provide any detail on their experiences of these services, though they were frequently provided virtually or over the phone.

The experience of accessing medical services has been different to usual. There have been strict social distancing and sanitisation processes in place; all staff have been using PPE; there have been queues to access services such as pharmacies; A&E departments were quieter than usual; online systems have been used to access medical services. In a few cases people have needed to attend medical appointments alone, without their usual companions. In most cases, people are grateful for the way in which the NHS has adapted to and coped with the current situation.

"I have accessed the GP once, who offered a triage service over the phone and a speedy, safe drop-in. I have accessed an opticians...they took lots of measures to shorten the length of your visit; a phone consultation beforehand to check your details and scope of appointment, a health questionnaire and use of machines instead of human contact".

What steps have you taken to protect your health during the pandemic? For example, wearing masks, hand-washing etc.

Cleaning and sanitising much more frequently. People have been washing their hands and using hand sanitiser; sanitising surface (such as door handles); sanitising items which they bring into the house (such as packaged food); and washing clothing regularly (particularly after visiting higher-risk locations such as shops). Some people already tended to wash their hands frequently before the pandemic and so have continued with this behaviour.



Wearing face coverings and gloves. Not everyone had been wearing face coverings regularly by this point in the pandemic, though some had started to do so. People tended to wear face coverings and gloves particularly when visiting high-risk locations.

Avoiding going out unnecessarily. People have been avoiding leaving the house unnecessarily and/or avoiding locations where they might meet many other people, particularly if they have been shielding.

Social distancing when outside their home.

People have been keeping two metres away from other people while outside or visiting other locations.

Exercising and eating healthily. Keeping their bodies healthy has been a priority for some, who have focused on getting enough exercise, eating healthily and sometimes avoiding alcohol.

"I try to only leave the house when absolutely necessary for my health or for exercise. I cross over the road if people are walking towards me, it makes me extremely uncomfortable when traffic forces me to pass on people on the pavement....I wash my hands before I leave the house, avoid touching surfaces while I'm out".

How are you feeling emotionally at the moment? Have your feelings changed over time?

Feelings of worry / anxiousness and vulnerability.

Many people described feeling worried, anxious and vulnerable due to feeling isolated from family members and friends. People felt worried/anxious about their own health and their loved ones, their work and the increase in COVID-19 cases.

"We began as paranoid, concerned. This waned quickly in our household. Everyone stopped caring, now we're emotionally back to normal on that front. It does however upset us all to a degree that we cannot visit grandparents and friends. I think not being able to visit grandparents which was a weekly event in our household is the greatest upset for us."

Feelings of frustration and stress. Many people felt frustrated that they were unable to continue with their daily lives, with home schooling children, being stuck inside and the additional stress at work mentioned as main reasons.

People experienced ups and downs, good days and bad days. People explained that some days / weeks, they felt very low and other times they felt 'on top of the world.' Others felt that their emotions were heightened as a result of the pandemic.

Settling into a 'new norm', with a slower pace of life.

Although many people felt they found the situation difficult to begin with, they mentioned that they had settled into the 'new normal' and different routines enjoying the slower pace of life. Some people also mentioned having more time to do more creative activities.

Feeling generally happy. Some mentioned that they have a more introverted personality, and therefore felt happier and enjoyed their time at home.

Mental health has suffered. Some people explained that their mental health has deteriorated over the COVID-19 pandemic. Some mentioned that not being able to leave the house, and for some not having job prospects has exacerbated this feeling.

Missing their regular life activities. People explained that they missed their day-to-day activities and hobbies, these included visiting local towns for days out, going out for walks, short holidays, and going to the shop or pub/restaurant.

"We began as paranoid, concerned. This waned quickly in our household. Everyone stopped caring, now we're emotionally back to normal on that front. It does however upset us all to a degree that we cannot visit grandparents and friends. I think not being able to visit grandparents which was a weekly event in our household is the greatest upset for us."

Finding it difficult not seeing friends / loved ones.

People described that they felt isolated not being able to see family and friends during the pandemic, especially more vulnerable family members. They found it particularly hard not being able to embrace and hug family for over a year.

What has been the most difficult experience for you since the start of the pandemic?

Miss seeing family members and friends.

Most people described not being able to see family and friends as the most difficult experience since the start of the pandemic. In particular, not being able to see vulnerable family members, and having to explain to younger family members why they can't embrace them.

Seeing friends and family members pass away from COVID-19 and other illnesses.

People explained that they found it difficult to support and console loved ones during the pandemic, especially vulnerable members of the family. Sadly, difficult decisions had to be made during the start of the pandemic for some - for example, having to miss funerals of loved ones.

People felt trapped and isolated, explaining that it was difficult to lose the freedom that they had otherwise taken for granted. People described their time during lockdown as feeling 'suffocated' and 'caged in.' Being separated from friends and family made people feel isolated and lonely.

"Not being able to help my friends who are going through difficult times due to them being far away and not being able to travel. Having more frequent panic attacks and not being able to go out to let off steam when I need to."

People were missing their regular life activities, including travelling to local towns for days out and going out for walks, going to the shop or pub/restaurant.

Finding the balance of working, home schooling and staying at home difficult.

A few people mentioned that their working life had become more challenging, with some people losing income and losing their jobs as a result of the pandemic. A few other people stated that having to balance work / home life was challenging.

"Through my work talking to families who have lost loved ones (for whatever reason). As they cannot arrange a respectable funeral, they have not been able to see their family members and also speak to lonely, vulnerable and desperate family members."

What has brought you comfort?

Spending quality time with family / friends and pets whilst at home. People have found comfort in others that they live with, including roommates, family members and their cats and dogs.

People have enjoyed having more time for hobbies, which has brought them comfort. These include gardening, baking/cooking, reading and creating art projects. People explained that they have enjoyed having the time to be more creative, spending more time in their garden, working on some DIY projects and describing their home as a 'safe haven.'

It has been comforting to keep in touch with family and friends over the internet / phone.

People have kept in touch with family members daily, and have found using groups and Facetime particularly helpful when needing to update family members on their lives. People have found being able to keep in touch with family and friends reassuring and comforting for both parties.

Technology has been a lifeline for many people.

People have found it comforting arranging Zoom calls, weekly quizzes and catch ups with family and friends. People have valued being able to see friends and family virtually. Some mentioned that they felt that coping during the pandemic would've been much harder had it not have been for technology and being able to contact family and friends virtually.

"Technology - due to the fact I can keep in contact with people as and when I want to. If we didn't have the technology like we do now then I think coping during this pandemic would have been a lot worse. It has meant I'm able to see friends and family, receive and send pictures etc."

People felt that helping others, volunteering and community spirit has brought them together and comforted them during the pandemic.

They have enjoyed doing practical things to support and help others including sewing scrubs for the NHS, community activities and delivering food parcels to the vulnerable. People have found it comforting to experience the benefits of supporting and helping others on a daily and weekly basis.

"Seeing the acts of kindness on social media for those in the NHS or key services has been lovely. Being able to speak with family over the phone has been reassuring and comforting for them as well as me. Concentrating on improving our family's health whilst in lockdown has helped, eating better and moving more improves mental health as we are very sedentary when in work."



Keep Wales safe this winter



Important Coronavirus information

We all need to help stop the spread of Coronavirus in Wales.

How to keep yourself and your family safe



WASH HANDS REGULARLY

Especially if you've been shopping, picked up a package or are about to handle food.



WEAR A FACE MASK

Where required.



SELF-ISOLATE

Stay home if you or someone in your household have symptoms, or if you're asked to by a contact tracer.



KEEP SOCIAL DISTANCING

Stay two metres away from other people who aren't in your extended household.



KNOW THE SYMPTOMS

The main symptoms of Coronavirus are a high temperature, a new continuous cough and a loss or change in taste or smell.



GET TESTED

Call 119 or book a test online immediately if you have any symptoms – even if they are mild.

4. Government and information

How do you feel about the Welsh Government and the UK Government's response to the crisis?



People have lost faith in the UK Government.

People stated that they didn't trust the UK Government's decisions. Reasons included the situation with Dominic Cummings, the Government not having the correct priorities in their opinions and the mismanagement of PPE for health workers. Some mentioned that UK Government's response to the crisis has been 'shameful'. People also felt that the UK Government had chosen to ease lockdown too quickly.

"The UK Government's response has been horribly disgraceful. I feel like I'm on a ship but the captain and his crew are gone and the kitchen staff have taken over the navigation. Error after error. I believe that the prime minister and his cabinet are completely out of their depth and I have no confidence in them. I think that we have our own government and that our government has the backbone to break their own minds and not be as reckless as Boris Johnson."

Most people were happy with the Welsh Government's approach to the crisis. People felt that the Welsh Government has given people certainty and confidence, when they needed it most. Many people stated that they were happy and relieved to be living in Wales, in comparison to England. It was mentioned that the misalignment between UK and Welsh Governments could be misleading, giving contradictory advice at times. People mentioned that they respected the Welsh Government's approach to the crisis, taking a more measured approach focusing on data and statistics.

"I am very, very happy to live in Wales as I think the UK Government has seriously mismanaged things and that their response is now politically led. And - Dominic Cummings!!!! I think the Welsh Government has handled things better, although they were also slow to react at first and there have been problems with PPE etc. I do feel that their approach is more rooted in the common good and I think Mark Drakeford has conducted himself well by acting with intelligent caution - he has gone up in my estimation."

Welsh Government's approach has been cautious. People have felt that the Welsh Government has been out-performing UK Government. They feel that they trust their judgement and are generally happy with the First Minister's briefings, explaining they have been useful in providing a good source of information. Many felt happy with Welsh Government's cautious approach, others felt that they had been too cautious – with some annoyed with the speed of lifting restrictions.

UK Government took too long to lockdown during March 2020. People mentioned that although the UK were warned by other countries in Europe, the UK Government didn't go into lockdown soon enough. People felt that if UK Government had decided to go into lockdown earlier, the UK would be further ahead in controlling the spread of the virus.

It is difficult to say how well the Government's response has been. Due to the unprecedented situation of a global pandemic, people stated that it's difficult to say whether the approach was correct from either Government. Some felt that they had managed well and done their best under the circumstances.



Which news and information sources have you been using during the lockdown?

People listed various sources they have been using to gain information, news and updates during the lockdown. Some received their news through one main source. Many people stated that they received information through a number of sources, including:

"BBC Breakfast, BBC afternoon Coronavirus update. Welsh First Minister's update and PM's update. Some newspaper articles and some social media comments. Discussions with friends."

"BBC TV news, Evening Post and my phone. But there were times when I went 'news free' for the day/ days/ part of the day. I could not listen to all that was being said every day."

- **Television updates** (BBC News, BBC Wales, BBC Breakfast, Sky News, Welsh First Ministers update and PM update, CNN, Euronews.)
- **Updates via the Internet including newspaper websites, local and regional news sites** (social media, google searches, The Guardian online, BBC news online, BBC Wales, the Western Mail website, Youtube, Al-Jazeera website, Twitter, NHS website)
- **Updates in the newspapers** including the Guardian, the Mirror, The Independent, the Evening Post.
- **News updates via the radio whilst in the house** including BBC radio stations and local radio stations.
- A few people mentioned that they preferred to not look at the news at times, as it was too much information and too overwhelming.
- A few people relied on discussions with friends to get news and updates.
- Some used news and newspaper phone apps.

5. The future and other comments

What things or moments during the pandemic will stay in your mind?

People listed a number of moments during the pandemic, both positive and negative, that have stayed in their minds. These include more general situations, such as watching people help each other, everyone clapping for the NHS and the panic buying at the beginning of the pandemic. Other people described more personal experiences such as seeing family and friends again, sadly losing a family member or friend to COVID or another illness and going for nice walks in the countryside.

"Captain Tom. Peoples kindness. Normal people, not celebs. People making masks, feeding NHS staff. Raising money, helping others. Seeing what is important. I will also remember just how selfish some people are."

Community spirit and watching people help each other. People stated that they liked how people have pulled together to help others, working helplessly for those less fortunate and more vulnerable than themselves. Examples included Captain Tom raising money for the NHS, makers and volunteers making masks and scrubs for NHS, volunteers helping at food banks and helping vulnerable people in the community with food parcels.



Many commented on their opinions of the UK Government's decisions, with some statements of incompetence and inefficiency. Some felt angry that the Government had not reacted quickly enough to the pandemic, and therefore resulting in a number of unnecessary COVID-19 deaths.

People have missed seeing family and friends, and seeing family again after such a long time has been a memorable memory for many. For those people that lived in the same bubble as their families, the pandemic has resulted in families spending more quality time with one another, sharing hobbies and experiences. People have valued the support received from family / friends virtually and over the phone, when family have not been able to visit more vulnerable members of the community.

Clapping for the NHS and for carers with their neighbours has been a moment that will stay in people's minds. With front line staff working overtime during the pandemic, people have been grateful for their selflessness.

People feeling fearful and scared of the amount of people ill and catching COVID-19. People felt that watching the news and being updated on the amount of people around the world that were catching COVID-19, and the number of people passing away from the virus was making them scared for their health, and their friends and family.

Losing a friend / family member during the pandemic, due to COVID-19 and other illnesses. People explained that a moment that will stay in their mind is family members, friends and neighbours catching COVID, and some unfortunately passing away from the virus. It was also mentioned that a few people remember catching COVID-19 during the first few months of the pandemic, and not being able to access tests due to shortages.

People found it difficult having their freedom taken away. They were not able to engage in many ordinary day-to-day activities including car trips, walks in the countryside and visits to nearby towns. Some parents found it difficult to organise childcare as a result of the immediate travel ban in March 2020. Other people who were in long-term relationships also found it difficult to visit loved ones.

The selfishness and naivety of some people to disregard the rules and not consider other vulnerable people in their communities.

Some described this selfishness as disorganised chaos, and linked this behaviour to the UK Government's approach to the pandemic. Others linked the selfish behaviour with hoarding and panic buying at supermarkets at the beginning of the pandemic.

People enjoyed having more time at home, being able to go out for nice walk, continue with creative hobbies at home and work on home improvement projects.

After being stuck in the house, not being able to go out for walks in local towns, people appreciated the freedom to exercise and catch up with family and friends.

People missed important birthdays and days due to the pandemic.

Examples included birthdays, anniversaries, VE day and Mother's Day. Many hosted virtual parties on Zoom and watched important celebrations on the television. People celebrated important birthdays with the people they lived with, with scaled down parties and celebrations.

People noticed a reduction of traffic on the roads.

People felt safer walking in rural lanes, and noticed the difference in less air pollution as a result of not being able to drive / fly during lockdown.

"As someone who has spent a lot of my life working in media and specifically the audio side of it, I'd say the unique thing about this time is the extending of our aural horizons. The dramatic reduction in traffic and other ambient noise has allowed us to hear 'further' than at any previous times in our lives. When we usually talk of horizons we think of the idea in visual terms, but there is also such a thing as an aural horizon, and during the pandemic these have been unlike ever before or ever (in all probability) again.."

Please share any other comments or feelings you have on the pandemic.

The pandemic has made people realise what's important to them.

The situation has made people re-assess some of their priorities and they are more likely to value their health, family, friends and general wellbeing. Communities have come together to support each other.

"I hope we come out of this as a better society. I feel that the pandemic has highlighted those things that are 'wrong' with the world - losing compassion for others, not caring enough about our planet, not taking time to be present, the way the NHS has been treated and being involved in such a hectic lifestyle that time is passing us by."

People are grateful for the contribution of key workers. They realise how hard key workers – in particular NHS staff – have been working during the pandemic and have a new-found appreciation for their roles.

The pandemic is seen as a unique, historical experience. People acknowledge how unusual and significant a situation they are living through.

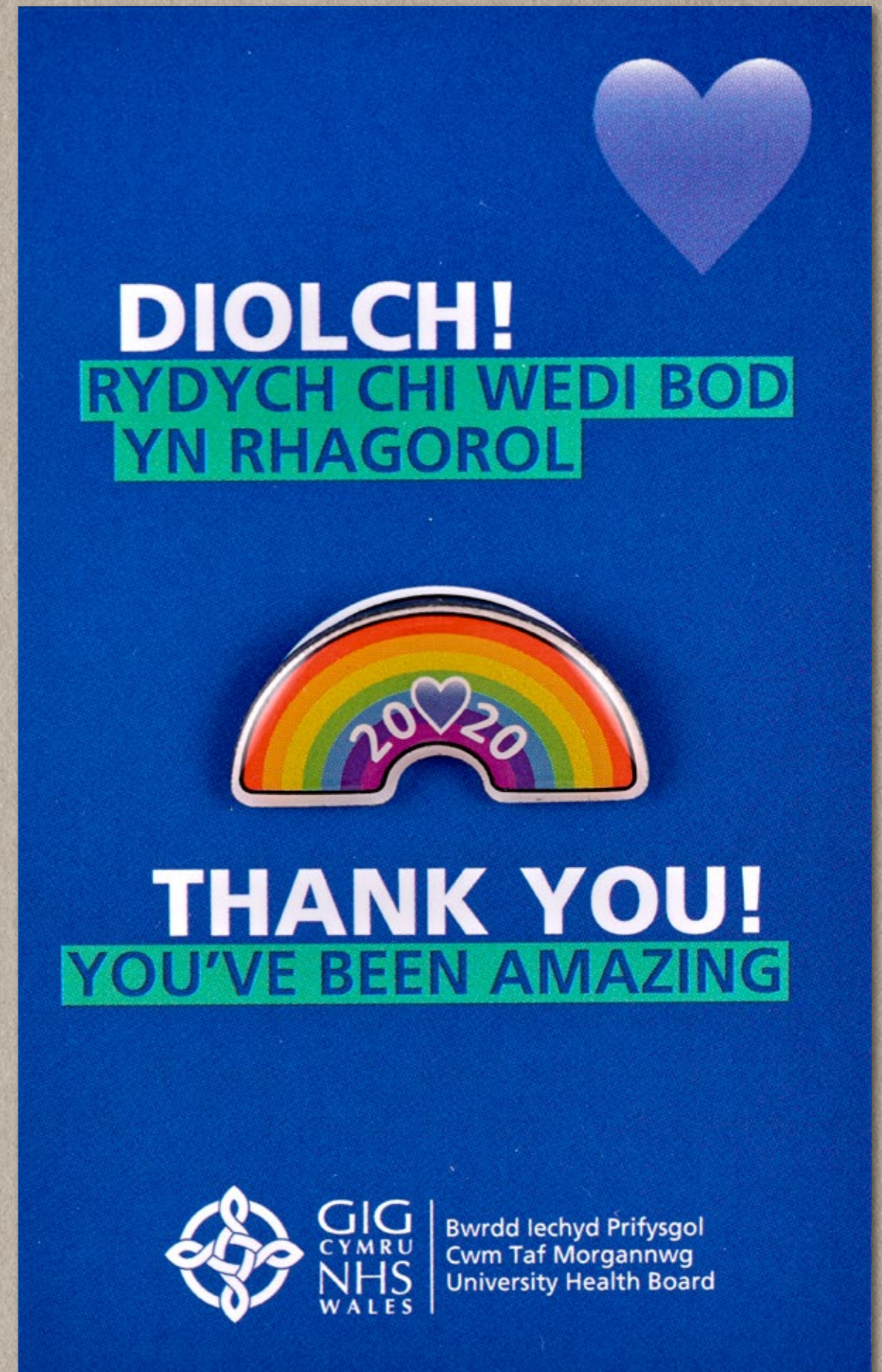
Some people recognise how fortunate they have been. They feel they and their families have coped well given the challenging circumstances and are grateful that they have not been more negatively affected by the pandemic.

Some changes caused by the pandemic have been positive. People would like to keep the new work-life balances, opportunities to spend time with communities and families, and a less pressured lifestyle that have resulted from the pandemic.

However, people have also been anxious and fearful. They have been worried about their own health and the health of their family and friends. There is also concern about what happens next – when and if the pandemic might end, what impact vaccines might have, how restrictions might change, what the long-term impact of the pandemic might be.

People have been missing their usual lives. They have missed spending time with their family, friends and community, and have missed taking part in their usual activities, hobbies and holidays.

"I never imagined having to face anything like this in my lifetime and as a parent I am feeling my way through uncharted waters. I worry that this will be our new future and things will never return exactly to the way they were before."

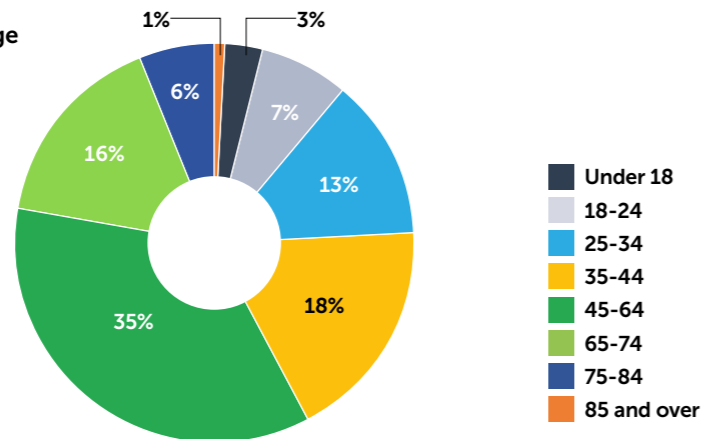


Appendix A: Profile of respondents

5.1 Ages of respondents

Of the 941 who completed the survey and offered a correctly formatted responses to the question asking their year of birth, the largest percentage of people (35 per cent) indicated that they were between 45-64 years old. 18 per cent were between 35-44 years old, 16 per cent stated that they were 65-74 years old, and 13 per cent stated they were 25-34 years old. A smaller percentage, (7 per cent) were between 18-24 years old, and 6 per cent of respondents were between the ages of 75-84. The remaining minority (4 per cent) were either under 18 years old (3 per cent), or were 85 and over (1 per cent).

Figure 1: Profile of respondents, by age

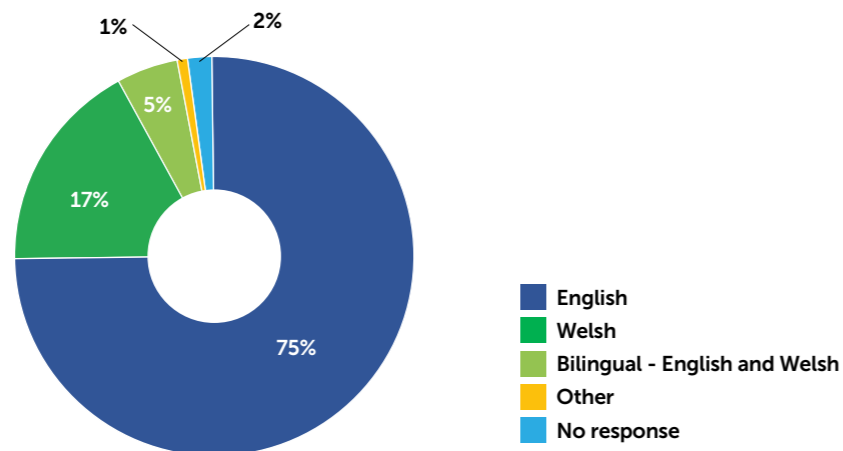


Source: Collecting Covid: Wales 2020 questionnaire, National Museum Wales, n=941

5.2 Primary language of respondents

Respondents were asked their primary language as part of the consultation. Three quarters (75 per cent, 765 people) of respondents stated they would consider their primary language to be English. Nearly a fifth (17 per cent, 176 of people) of respondents expressed their primary language was Welsh, with a smaller minority (5 per cent, 46 people) noting it was both English and Welsh as they were bilingual. 1 per cent (13 people) stated their primary language was another language, including French, Polish, Portuguese, Spanish and Urdu.

Figure 2: Profile of respondents, by primary language choice

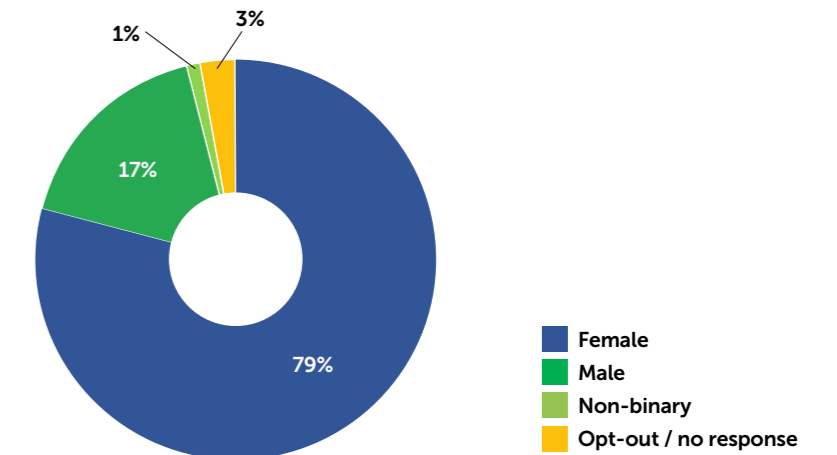


Source: Collecting Covid: Wales 2020 questionnaire, National Museum Wales, n=1,019

5.3 Gender of respondents

Respondents were asked their gender as part of the profiling questions for the consultation. Over three-quarters of respondents (79 per cent, 807 people) identified as female, and a further 17 per cent (174 people) identified as male. 1 per cent (8 people) stated they identified as non-binary and the remaining 3 per cent (30 people) opted-out of this question or did not respond.

Figure 3: profile of respondents, by gender

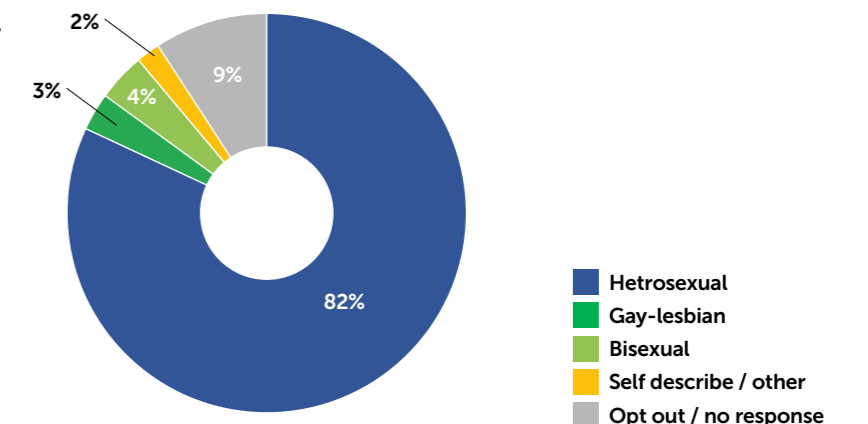


Source: Collecting Covid: Wales 2020 questionnaire, National Museum Wales, n=1,019

5.4 Respondents' sexual orientation

Respondents were asked their sexual orientation as part of the profiling information. The majority (82 per cent, 838) of respondents said they identified as heterosexual. A small minority (4 per cent, 43 people) stated they identified as bisexual, whilst 3 per cent (28 people) identified as gay / lesbian. 2 per cent of respondents (17 people) self-described their sexual orientation or chose the 'other' option. These responses included A-sexual, fluid, non-binary, pansexual and queer. 9 per cent of respondents (93 people) chose to opt-out or to not respond.

Figure 4: profile of respondents, by sexual orientation

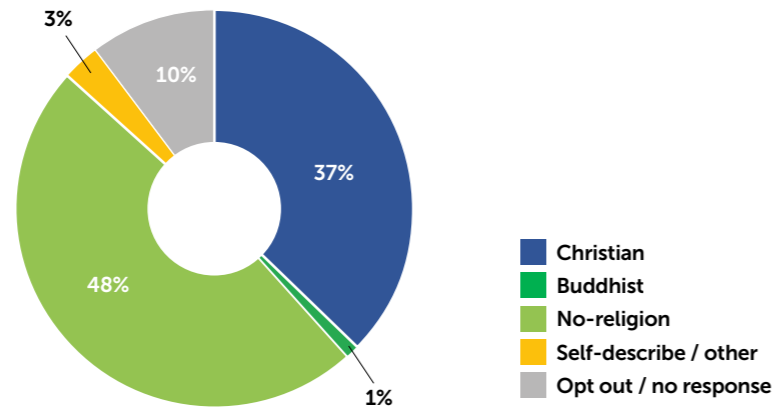


Source: Collecting Covid: Wales 2020 questionnaire, National Museum Wales, n=1,019

5.5 Respondents' religion

Respondents were asked to describe their religious belief. Nearly half (48 per cent) stated they had no religion or did not follow any religion. Over a third (37 per cent) stated they were Christian and a small number (1 per cent, 9 people) noted they were Buddhist. Less than one percent stated they were Muslim (3 people), Jewish (3 people) or Hindu (one person). A small minority (3 per cent, 31 people) chose to self-describe their religion or chose other. These responses included humanist, mixed, spiritualist and pagan. The remaining respondents (10 percent, 101 people) chose not to answer.

Figure 5: profile of respondents, by religion

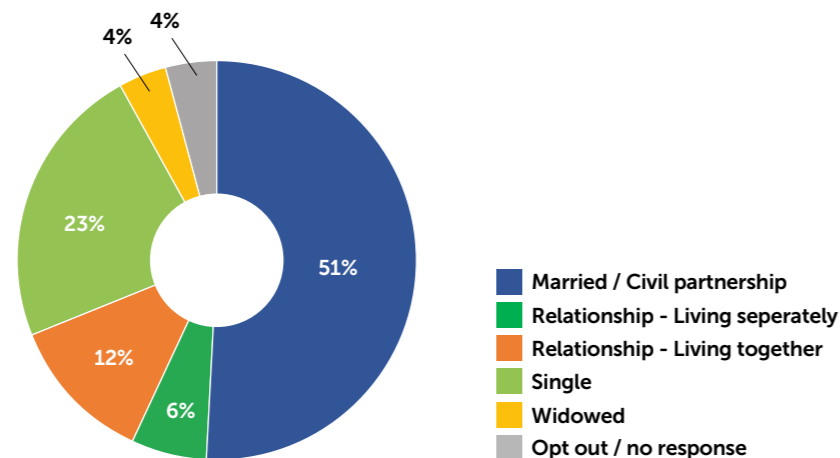


Source: Collecting Covid: Wales 2020 questionnaire, National Museum Wales, n=1,019

5.6 Relationship status of respondents

Respondents were asked their relationship status as part of the consultation. Just over half of respondents (51 per cent) stated they were married or in a civil partnership and nearly a quarter (23 per cent) stated they were single. 12 per cent were in a relationship and living with their partner, whilst 6 per cent were in a relationship, but lived separately. 4 per cent stated they were widowed, and a further 4 per cent chose to opt-out or to not respond.

Figure 6: profile of respondents, by relationship status

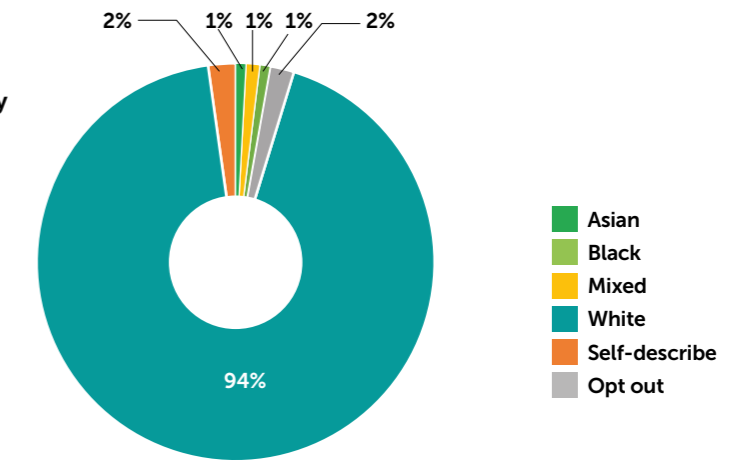


Source: Collecting Covid: Wales 2020 questionnaire, National Museum Wales, n=1,019

5.7 Respondents' ethnicity

Respondents were asked their ethnicity as part of the profiling questions in the consultation. The vast majority (94 per cent) of respondents stated they were White. A further 1 per cent (12 people) stated they were of Mixed Ethnicity, another 1 per cent (8 people) Asian, and another 1 per cent (5 people) stated they were Black. A further 2 per cent (15 people) chose to self-describe their ethnicity, comments included Latin American, White European, East European, Semite, Anglo Indian and bi-racial. A further 2 per cent chose to opt-out.

Figure 7: profile of respondents, by ethnicity

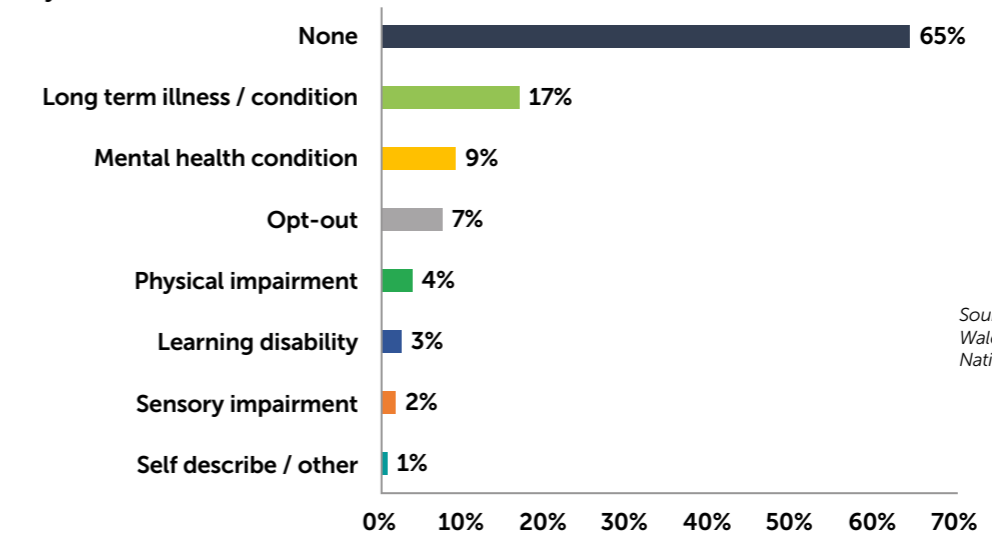


Source: Collecting Covid: Wales 2020 questionnaire, National Museum Wales, n=1,019

5.8 Medical conditions of respondents

People were asked whether they had any medical conditions. Over two thirds (65 per cent) of respondents stated that they did not have any medical conditions to record. A further 7 per cent chose to opt-out of answering this question. Of those who indicated they had a medical condition, many stated they had more than one. 17 per cent of respondents (176 people) said they had either a long-term illness or condition and 9 per cent (96 people) said they had a mental health condition. A small minority stated they had a physical impairment (3 per cent, 38 people), a learning disability (2 per cent, 27 people) or a sensory impairment (2 per cent, 21 people). 1 per cent (10 people) chose to self-describe, stating that they had asthma, underactive thyroid, immunoglobulin deficiency, eczema, temporary mobility problems and raised blood pressure.

Figure 8: profile of respondents, by medical condition



Source: Collecting Covid: Wales 2020 questionnaire, National Museum Wales, n=1,019

