

From: [redacted-personal-email]@gov.scot>
Sent: 16 July 2021 10:04
To: [redacted-personal-email]@gov.scot>; [redacted-personal-email]@gov.scot>
Cc: [redacted-personal-email]@gov.scot>; [redacted-personal-email]@gov.scot>; [redacted-personal-email]@gov.scot>; [redacted-personal-email]@gov.scot>; [redacted-personal-email]@gov.scot>
Subject: RE: For action:

[redacted]
It's this question:

If you were offered something small to wear (such as a wristband) to indicate that you'd prefer people to keep their distance, ~~or wear a mask near you~~, would you use it?

[information removed – out of scope]

Thanks
[redacted]

From: [redacted-personal-email]@gov.scot>
Sent: 15 July 2021 09:55
To: [redacted-personal-email]@gov.scot>; [redacted-personal-email]@gov.scot>; [redacted-personal-email]@gov.scot>
Cc: [redacted-personal-email]@gov.scot>
Subject: RE: Survey

That's why I'd originally thought wristband might be best – how about 'wearing something small, such as a wristband, to indicate you'd prefer people to keep their distance or wear a mask near you.'

I also think it's important to frame this NOT as indicating you're at highest risk, which is where the stigmatising may come in, but to indicate to others that you would prefer them to keep their distance. Ultimately this might be something that others in society who remain nervous and are at risk but not the list might want to adopt too.

From: [redacted-personal-email]@gov.scot>
Sent: 15 July 2021 09:36
To: [redacted-personal-email]@gov.scot>; [redacted-personal-email]@gov.scot>; [redacted-personal-email]@gov.scot>
Cc: [redacted-personal-email]@gov.scot>
Subject: RE: Survey

That's a good point! I'm nervous about using "badge" though, what about "wearing something small to indicate you are at highest risk"? Is that still a bit vague?

From: [redacted-personal-email]@gov.scot>
Sent: 15 July 2021 09:23
To: [redacted-personal-email]@gov.scot>; [redacted-personal-email]@gov.scot>
Cc: [redacted-personal-email]@gov.scot>; [redacted-personal-email]@gov.scot>
Subject: RE: Survey

Also sorry meant to say, not everyone knows what a lanyard is!!

From: [redacted-personal-email]@gov.scot>

Sent: 15 July 2021 09:05

To: [redacted-personal-email]@gov.scot>; [redacted-personal-email]@gov.scot>

Cc: [redacted-personal-email]@gov.scot>; [redacted-personal-email]@gov.scot>; [redacted-personal-email]@gov.scot>; [redacted-personal-email]@gov.scot>

Subject: RE: Survey

Hi [redacted]

I've added my thoughts in red below. Let me know if you'd like to chat through.

Thanks

[redacted]

From: [redacted-personal-email]@gov.scot>

Sent: 13 July 2021 16:40

To: [redacted-personal-email]@gov.scot>; [redacted-personal-email]@gov.scot>

Cc: [redacted-personal-email]@gov.scot>; [redacted-personal-email]@gov.scot>; [redacted-personal-email]@gov.scot>; [redacted-personal-email]@gov.scot>

Subject: RE: Survey

Thanks for all the comments, think we're almost there: [Shielding - User Research - Summer 2021 Check in - Survey Design details - Objective ECM \(scotland.gov.uk\)](#)

This is what we're suggesting:

[information removed – out of scope]

Face masks – will await steer on this. However if we remove this should we also remove the 'high risk lanyard' question? As I understand it, this is not an offer that we know is going ahead either? (Heard a few concerns about mentioning an offer that may not come to anything and how this could be misconstrued.)

I'd strongly prefer we keep the question in about a badge or some way for people to let others know they'd prefer them to keep their distance / wear a mask around them. This could help with policy development but at the moment we don't know what the appetite is for this / objections / barriers. As long as the wording is non-committal – so for example in other surveys I've used the words 'Other people think it might be a good idea to....' Or 'In some countries they're thinking about...'

Colleagues developing baseline measures are currently grappling with how we can encourage mask-wearing around vulnerable groups / in vulnerable settings so I think this insight could potentially be very helpful.

Thanks everyone for your input so far!

From: [redacted-personal-email]@gov.scot>
Sent: 29 June 2021 17:09
To: [redacted-personal-email]@gov.scot>
Subject: FW: Potential support for CEV as Restrictions ease?

Hi [redacted]

I should have copied you into this, but within the user research territories and asking about what future support people may need, can we remember to ask about this – whether they would like to be provided with some way for them to signal to others they'd prefer them to keep their distance, such as a wristband or badge. Be interesting to know if there's any appetite for this or if people see it as drawing attention to their 'vulnerable' status and that being stigmatising.

If you can keep a note to include this when we're further down the track that would be great.

Thanks
[redacted]

From: [redacted-personal-email]@gov.scot>
Sent: 29 June 2021 17:02
To: [redacted-personal-email]@gov.scot>; [redacted-personal-email]@gov.scot>
Subject: RE: Potential support for CEV as Restrictions ease?

Thanks [redacted]. We could think about asking our user group if they'd be open to wearing a wristband or similar to signal to others they'd prefer to continue physical distancing, without any commitment that we would be asking them to do this. And without over-complicating with a traffic light system!

Thanks for flagging

From: [redacted-personal-email]@gov.scot>
Sent: 29 June 2021 16:12
To: [redacted-personal-email]@gov.scot>
Cc: [redacted-personal-email]@gov.scot>
Subject: Potential support for CEV as Restrictions ease?

Hi [redacted],

As previously discussed, I saw this article on yammer, and people were discussing whether or not they would like to see them being used in the workplace. Social Distancing Solution: Wristbands Do the Talking for Attendees
<https://www.pcma.org/social-distancing-solution-wristbands-attendees/>

As I mentioned, I wasn't sure if it's something that could be looked into as a way to ease anxiety for people who are CEV, as restrictions ease up. But also not sure if

avoiding 'normality' would just make people more anxious and not address the issue?

This is also the link to the interesting Yammer discussion

<https://web.yammer.com/main/threads/eyJfdHlwZSI6IlRocmVhZCIsImkljoiMTI2NjMxMzQzNTc0MjIwOSJ9>

Copying yourself in too [redacted], incase it's something your team would be interested in.

From: [redacted-personal-email]@gov.scot>

Sent: 07 October 2020 15:52

To: [redacted-personal-email]@gov.scot>; [redacted-personal-email]@gov.scot>; [redacted-personal-email]@fss.scot>

Subject: RE: Distance Aware

Hi [redacted]

Fully agree this isn't our first priority, and perhaps the measures introduced today eg 2m/one way systems in shops again and mandatory face coverings in more indoor settings will help drive compliance in the areas this initiative is designed to address.

But it may become a priority if Cab Sec is keen on it so good to include the prospect of user research in a submission should she want this to be scoped further.

[redacted]

From: [redacted-personal-email]@gov.scot>

Date: Wednesday, 07 Oct 2020, 3:11 pm

To: [redacted-personal-email]@gov.scot>, [redacted-personal-email]@gov.scot>

Cc: [redacted-personal-email]@gov.scot>

Subject: RE: Distance Aware

Hi [redacted],

In terms of the previous user research, as you've mentioned already there is some evidence around the broad idea that people are fearful of leaving home and this is partly due to the behaviour of others.

[information removed – out of scope]

A couple of notes:

- Bear in mind that the research to date captures the experiences and attitudes at that moment in time – the pace of change has been rapid and people's views might reflect that
- The research uncovered several distinct attitudes to the idea and identity of 'shielding' (as it was) - those who don't/didn't see themselves as vulnerable and don't relate to the shielding label, and those who viewed the shielding label as protective. There's not a massive evidence base on this, but I think it's a useful starting point to think about the potential subset of the 'higher risk' population that this might appeal to.

[information removed – out of scope]
Relevant findings

“I don’t really trust others to stick to the guidelines, I’d much rather keep myself and my family safe by staying home.”

Among those that said they had decided to continue staying at home, the reasons included **that they didn’t want to take any risks or that they didn’t feel safe** – this could be due to the behaviour of other people, particularly observing how people were interacting with lockdown easing (e.g. not wearing masks or adhering to social distancing), or because of their condition and knowledge of it.

From: [redacted-personal-email]
Sent: 07 October 2020 09:04
To: [redacted-personal-email]@gov.scot>
Subject: RE: Distance Aware - Update

Excellent! Would be a good idea to involve [redacted] in the sub as she could add a para or two on doing some user research with the formerly shielded group. Would also need to consider how it might land with the wider population (ie would they make additional space for someone wearing a badge / with a wristband or whatever) but that research may not sit with us.

Well done for persevering with this.

[redacted]

From: [redacted-personal-email]
Sent: 07 September 2020 09:53
To: [redacted-personal-email]@gov.scot>
Subject: Distance Aware

Morning [redacted]

[information removed – out of scope]

One things we could offer is to get thoughts from users (the panel of people who were shielding I’m still trying to pull together) on Distance Aware and potentially ANother option eg a bespoke similar campaign for Scotland (wristbands for eg).

Looking forward to the discussion and hopefully making some progress on this.

[redacted]

COVID-19 Shielding: Post-vaccination 'check in' user research

Overview

Background

This set of research streams will be a 'check-in' to collect qualitative and quantitative insight into what users are doing (behaviours) and how users are feeling (attitudes) throughout a phase of transition in the pandemic. At this stage, case numbers are rising but further restrictions are not currently planned to be put in place as the numbers of hospitalisations and deaths are not rising as they did in past waves of infection.

It is likely that in the coming weeks, restrictions will be eased further as the country transitions to something towards normality. This 'normality' has been set out in the Scottish Government's Strategic Framework (25 June 2021) which sets out how the virus will be managed beyond Level 0. While case rates are high, those who are at highest risk have now been offered a second dose of the vaccine, and at this point in time, 93% have had both doses. We anticipate that these factors will influence how people manage and understand their risk.

Levels of death and hospitalisation as a result of COVID-19 in our user group are currently at relatively low levels. However, we do not know if this is because of the successes of the vaccination program or because people are taking steps beyond the public health advice to reduce their own risk, or a combination of the two. We want to find out what is keeping these levels of death and hospitalisation at low levels.

Rationale

- This work will offer insight into what users are doing and how users are feeling during this phase of transition. This will help to inform guidance and support that is offered by the Shielding division.
- The user insight will inform policy and develop support and guidance for those at higher clinical risk as Scotland moves beyond Level 0. This will allow us to understand the specific needs of those who are at highest risk.
- To find out if low levels of death and hospitalisation in the highest risk cohort are being maintained because of the success of the vaccination program or because of people taking additional steps to reduce their risk (are they in effect, 'self-shielding') or as a combination of the two. Knowing this will ensure that we are able to identify areas where additional support may be needed.
- Without this research, we risk creating guidance and support which does not meet the needs of those who are at higher clinical risk. This will lead to higher levels of concern in our user group and may result in people continuing to 'self-shield' as they do not feel safe to 'get back to normal' as restrictions are eased across the country.

Overall research aim

To understand if deaths and hospitalisations in this group are being maintained at low levels because of the success of the vaccination program or because of the additional steps that people are taking to reduce their risk of getting COVID-19.

To quickly understand how people at highest risk are thinking and behaving at the moment about a range of issues including which activities they are undertaking, booster vaccinations and accessing support.

To get a rich understanding of people's day to day lives at the moment, understanding how they feel about the current situation, the future of the advice they may be given and identifying any future needs.

To get a rich understanding of people's experiences and behaviours around what it's like to return to 'normal' activities, what are they going back to and how do they feel about it.

What we'll do

Online Survey
Interviews
Ethnographic work

Deliverables

User Research reports (x3). These will be combined into one report for publication.

1. Survey findings report
2. Interviews findings report
3. Ethnographic findings report

Show & Tells to the Shielding division

Detailed approach

Survey

Timeline

Delivery of findings report by 30th July.

Who will we work with?

This survey will be put out to our participant list of ~6500 people and will also be shared with stakeholder organisations to boost participation.

Purpose

To quickly understand how people at highest risk are thinking and behaving at the moment about a range of issues including activity, booster vaccinations and accessing support.

Question areas

We are exploring the following questions through the survey:

- Vaccination
 - Understanding who in the respondent list has had a vaccine
 - If they've only had one vaccine, is there any particular reason why they haven't had a second
 - If people have not had a vaccination, why they have not had one
 - Whether people plan to take up the offer of a booster vaccination
 - And if people do not plan to have a booster vaccination, why not
- Current attitudes or behaviours

- Whether anybody in the cohort is still choosing not to leave their home for any reason (i.e. self-shielding)
 - This can be linked to the previous social research questions which ask participants to think back over the past 2 months and ask how often they have: left their home for any reason, visited shops, met people outside of their household/extended household, been on public transport, gone to school/childcare/college or gone to work if they can't work from home
 - Remember to include: meeting other people outdoors and meeting other people indoors
- How do they currently feel about the level of case numbers in Scotland at the moment
 - How it makes them feel about their risk
- Accessing support
 - Whether people have accessed any shielding specific support in the past 2 month time frame
 - Whether people would use a wristband or badge to signal that they were at higher risk to other people (e.g. similar to the face mask exemption lanyard) and what they would expect that to signal to people eg please keep 2 metres away, wear a face mask around me?
 - Priority supermarket slots
 - Whether they have a priority slot
 - If the priority slots are phased out beyond level 0, whether they will continue to use on-line delivery
 - Whether they feel safe doing in-store shopping
- Attending appointments
 - Whether people have needed to attend (face-to-face) medical appointments
 - Whether there has been any impact on these appointments
 - How they are feeling about any impact on their appointments
- Work

	<ul style="list-style-type: none"> ○ If people are in work, what is their work status (working from home, back in the workplace, on furlough) ○ Whether people have returned to the workplace (in the past 2 months) <ul style="list-style-type: none"> ■ Did they feel supported? ■ If they have not returned to the workplace if there is any particular reason why not ○ Whether respondents are expected to return to the workplace in the next 2 months ● Attending school and other education settings <ul style="list-style-type: none"> ○ How comfortable parents feel about their children attending school, nursery or other education settings in the new term ○ Whether children or young people had ever been sent home as part of outbreak management, because of their shielding status ● Future attitudes <ul style="list-style-type: none"> ○ Exploring how respondents would feel about the Scottish Government moving away from specific advice for people at highest risk to asking them to follow the same advice as the general population
<p>Interviews</p>	<p>Timeline Delivery of findings report by X</p> <p>Purpose To get a rich understanding of people’s day to day lives at the moment, understanding how they feel about the current situation, the future of shielding and identifying any future needs.</p>

	<p>Recruitment criteria We can split the recruitment down to target users who are likely to give a range of perspectives on these different areas. For example, people who have to return to the workplace.</p> <p>Question areas To understand:</p> <ul style="list-style-type: none"> • How people feel about the 'state of the pandemic' in Scotland <ul style="list-style-type: none"> ○ How people feel when thinking about the next month? • People's current day-to-day behaviour • Where participants get information and what information is trusted? • Returning to work: <ul style="list-style-type: none"> ○ Expectations for returning to the workplace and what support might be needed OR ○ Experiences of having recently returned to the workplace • How people feel about the long term restrictions which are in place 'beyond level 0' • People's expectations for the future of the shielding list
<p>Diary study</p>	<p>Timeline Delivery of findings report TBC.</p> <p>Purpose To get a rich understanding of people's experiences and behaviours around a particular topic (e.g. what it's like to return to 'normal' activities, what are they going back to and how do they feel about it) from which we can draw an in depth understanding over a focussed period of time.</p>

15 participants taking part, feeding in to a semi-regular 'diary' entry (e.g. twice a week) in the format they are most comfortable with, which could be written, photos or even videos (we will need to provide some guidance and explanation on how the content might be used). We get a detailed understanding of people's 'day to day' lives rather than what they bring to a more 'formal' interview setting or closed survey entry.

Question areas

Possible areas for remote ethnography:

- **More general audience but across a broad range of participants:** Thinking about day to life and 'returning to normal' or transition questions - what are you giving additional thought to and how are you managing risk to make sure you feel safe
 - **Thinking about respondents with specific conditions:** Could there be a benefit to understanding the experiences of people who may remain 'high risk' despite vaccination (e.g. immunosuppressed)
-

Introduction

This survey will take 5-10 minutes to complete.

We are running this survey to inform and develop guidance and support for people at highest risk from COVID-19 across Scotland. By taking part, you will help us understand what is most important to you.

You do not need to take part in this survey if you would prefer not to. Taking part will not affect the support that you get in any way. All of the questions are optional: please only tell us what you want to tell us.

Your answers will be kept anonymous. We will share the results of the study with other people working on the response to COVID-19. This may include people in the Scottish Government, Public Health Scotland, local authorities, local health boards and other NHS boards. We will write a report to tell the public about the results, which will be published at on the [Scottish Government website](#). No one will be able to identify you when we share results or write reports.

Before you begin

Did you (or the person you care for) previously receive a letter from Scotland's Chief Medical Officer advising you to follow guidance for those at highest risk (this may have included asking you to shield)? *Please choose only one of the following:*

- Yes
- No

[If yes] Continue to questions.

[If no] Take to 'sorry but...' exit page

Unfortunately this survey is only open to people who received a letter from Scotland's Chief Medical Officer advising them (or the person they care for) to follow guidance for people who are at highest risk from covid.

If you didn't receive a letter but would like to share your opinion, there are a number of options available to you. You can provide feedback by contacting:

- Your [local NHS health board](#)
- Your [local council](#)
- The [Scottish Government](#).

If you received a letter from Scotland's Chief Medical Officer and would like to continue filling in the survey, please click on the back button to return to the questions.

Who was advised they are at highest risk?

1. Who was advised that they are at highest risk by the Chief Medical Officer?

Please choose all that apply:

- I was identified as highest risk
- I am caring for an adult (16 or older) who was identified as highest risk
- I am caring for a child (under 16) who was identified as highest risk

2. Which of the following explains why you (or the person you care for) were identified as at highest risk? *Please choose all that apply:*

- Severe respiratory condition
- Immunosuppression therapy
- Treatment for cancer
- Previously received an organ transplant
- A rare disease
- Pregnant and have significant heart disease
- Down's Syndrome
- A kidney impairment (Stage 5 Chronic Kidney Disease)
- Receiving renal dialysis treatment
- Liver cirrhosis (Child-Pugh Class B and C)
- Advised by my GP or consultant
- I don't know

Covid-19 vaccination program

We are interested in understanding experiences of the vaccination program and how successful it has been at reaching those who are at highest risk.

3. Have you (or the person you care for) had both the first and second dose of the COVID-19 vaccine?

- Yes
- No

4. **[If no to Q3]** Have you (or the person you care for) had the first dose of the COVID-19 vaccine?

- Yes
- No

5. **[If yes to Q4]** Is there any particular reason why you (or the person you care for) have not had the second dose of covid-19 vaccine? *Please choose all that apply:*
- I had a bad reaction to the first dose
 - I don't think the vaccine will work for me
 - I haven't received any information about my appointment
 - I have an appointment booked but have not been to get my second dose yet
 - I had a bad experience getting my first vaccination
 - I have heard about people having bad reactions to the second dose of the vaccine
 - It has been difficult to find the time to get to a vaccine centre
 - It has been difficult to travel to a vaccination centre
 - I don't feel safe going into a healthcare setting to have the vaccine
 - Another reason: _____
6. **[If no to Q4]** Is there any particular reason why you (or the person you care for) have not had a COVID-19 vaccine? *Please choose all that apply:*
- The person at highest risk is not eligible for a vaccine because they are under 16
 - I am worried about the side effects
 - I don't think the vaccine will be safe
 - I am concerned about the ingredients used in the vaccine
 - I don't think the vaccine will be effective
 - I think the vaccination has been developed too quickly
 - I don't feel confident it has been tested on people with my health condition
 - I feel I am protected enough by the precautions I'm already taking (e.g. washing my hands, staying socially distanced from other people)
 - I don't think coronavirus poses enough of a risk to me, so I don't need a vaccine
 - I'm against vaccines in general
 - I am too nervous about leaving the house to get a vaccine
 - I don't like needles/I'm frightened of needles
 - I don't feel safe going into a healthcare setting to have the vaccine
 - I think I have already had coronavirus, so don't need a vaccine
 - It has been difficult to find the time or get to an appointment for a vaccination
 - I've not been able to get transport to a vaccination centre
 - I can't be vaccinated because of my condition
 - I have been advised by my GP or clinician not to get the vaccination
 - No particular reason
 - Don't know
 - Another reason: _____

7. Later this year, there are plans to offer some people booster vaccinations for COVID-19. Would you (or the person you care for) take up the offer of a booster vaccination?
- Yes
- No
- I don't know / I haven't decided yet
8. **[If no or I don't know to Q7]** Is there any particular reason why you would not take up a booster vaccination? *Please choose all that apply:*
- The person at highest risk is not eligible for a vaccine because they are under 16
- I am confident that the first two vaccines will give me enough protection
- I don't understand the benefits of a booster vaccine
- I don't think a booster vaccine will protect me
- I had a bad reaction to my first doses of the vaccine
- I can't be vaccinated for health reasons
- I don't like needles/I'm frightened of needles
- I don't feel safe going into a healthcare setting to have the vaccine
- No particular reason
- Don't know
- Another reason: _____

Recent activities

9. In the last 2 months, how often have you (or the person you care for):

	Never	Once or twice a month	Once a week	A couple of times a week	Daily	Not relevant to me
Left your home for any reason						
Visited shops						
Met people outdoors who are not part of your household or extended household						

Met people indoors who are not part of your household or extended household						
Been on public transport						
Gone to school, childcare or college						
Gone to work if you can't work at home						

10. How are you feeling about the move to level 0 and beyond in Scotland? *Please select one option:*

- Very comfortable
- Fairly comfortable
- Neutral
- Fairly uncomfortable
- Very uncomfortable

11. [If fairly or very uncomfortable] Is there any particular reason that you feel uncomfortable about the move to level 0 and beyond in Scotland?

- The measures in place do not make me feel safer
- Behaviour of others
- High case numbers
- Lack of confidence in government advice
- Inconsistent advice
- Lack of evidence
- I don't understand the impact of Covid on my condition
- I am unsure how effective the vaccine is for me
- I have low trust in the test and trace and isolation process
- I have been advised by a healthcare professional to take extra care
- Another reason: _____

12. If you were offered something small to wear, such as a wristband, to indicate that you'd prefer people to keep their distance, would you use it?

- Yes
- No
- Don't know

13. **[If yes to Q12]** What specifically would you expect this to signal to other people?

Please select all that apply:

- To keep a safe distance from me
- To wear a face mask around me
- To be extra cautious about washing their hands and surfaces near me
- To know that I might be a bit more anxious than others
- To let them know I am at highest risk
- Don't know
- Another reason: _____

14. **[If no to Q12]** Is there any particular reason why you would not use something like this? *Please select all that apply:*

- I don't want people to know that I am at highest risk
- I would worry about being discriminated against
- I think everyone should be sticking to restrictions even if they are not highest risk
- I don't think it would help or change anything
- I already wear something to signal to people that I am at highest risk
- No particular reason
- Don't know
- Another reason: _____

Attending healthcare appointments

15. Have you (or the person you care for) missed any face-to-face medical appointments, other than vaccination, in the last 2 months?

- Yes
- No

16. **[If yes to Q15]** Is there any particular reason you have missed face-to-face medical appointments in the last 2 months?

- My appointment was cancelled
- My appointment was delayed
- I don't feel safe in my healthcare setting
- I don't like leaving the house
- I didn't feel safe getting there
- Another reason: _____

Work

17. What is your employment situation (or the employment situation of the person you care for)? Please tell us which of the following best describes your situation:
- Retired
 - Employed
 - Self-employed
 - Furloughed because of COVID-19
 - Unemployed
 - Looking after the home or family
 - Not working because of a long-term condition or disability
 - In education
 - Something else
18. **[If they pick employed or self-employed in Q17]** Where do you currently work from? *Please select one option:*
- I am working from home
 - I go to my workplace
 - I do a mixture of working from home and going to my workplace
 - I can't work from home but not going to the workplace
19. **[If they pick workplace or mixture in Q18]** Did you have to return to the workplace in the last 3 months?
- Yes
 - No
20. **[If yes to Q19]** Did you feel supported in your return to the workplace?
- Yes
 - No
21. **[If no to Q20]** Is there any particular reason that you felt unsupported?
- I felt rushed back to work the workplace without being able to prepare and make sure it was safe
 - My employer didn't understand that I was at higher risk
 - The measures that were put in place did not make me feel safer
 - The measures were not being properly enforced
 - Other people were not sticking to the rules
 - Something else: _____
22. **[If yes to 19]** Did you do any of the following when you returned to work? *[Please select all that apply:]*
- I asked about a workplace risk assessment or changes to make it safer
 - I did an individual risk assessment

- I got help from another organisation (e.g. health and safety or a trade union)
- Looked at the additional safety steps guidance
- I don't know
- I did not do any of these

23. **[If looked at the additional safety steps guidance in Q22]** Did you find the additional guidance on safety steps useful?

- Yes
- No

24. **[If Can't work from home but not going to the workplace in Q18]** Is there any particular reason why you have not returned to the workplace? *Please choose all that apply:*

- I do not feel safe about returning to the workplace
- My organisation has not yet opened up the workplace for staff
- My doctor has advised me not to return to the workplace
- I have been signed off work
- No particular reason
- Something else: _____

25. **[If working from home in Q18]** When your workplace does open up again, do you expect to be asked to return?

- Yes
- No
- I don't know

26. **[Any response from Q25]** How comfortable do you feel about returning to the workplace when this happens?

- Very comfortable
- Fairly comfortable
- Neutral
- Fairly uncomfortable
- Very uncomfortable

Attending school or education settings

27. How many children (aged under 16) are living in your household? *Please select one option:*

- None
- One child
- 2 children
- 3 children
- 4 children

- 5 children
- More than 5 children

28. **[If they pick any option except none in Q27]** Does your child/children usually attend school, nursery or another education setting?

- Yes
- No

29. **[If yes to Q28]** How comfortable do you feel about your child/children attending school, nursery or another education setting after the summer break? *Please select one option:*

- Very comfortable
- Fairly comfortable
- Neutral
- Fairly uncomfortable
- Very uncomfortable

About you

We want to know a bit more about you. This helps us make sure we're hearing from a broad range of people who are at highest risk. We will also use this information to understand whether particular groups have different experiences or needs.

29. What is your age (or the age of the person you care for)? *Please select one option:*

- Under 16
- 16-24
- 25-44
- 45-64
- 65-69
- 70-74
- 75-79
- 80+

30. What is your gender (or the gender of the person you care for)? *Please select one option:*

- Female
- Male
- Other

31. What is your ethnic group (or the ethnic group of the person you care for)? *Please select one option:*

- White
- Mixed
- Asian
- African, Caribbean or Black
- Other ethnic group

32. Where in Scotland do you (or the person you care for) live? *Please select one option:*

- Aberdeen
- Aberdeenshire
- Angus
- Argyll and Bute
- Clackmannanshire
- Dumfries and Galloway
- Dundee
- East Ayrshire
- East Dunbartonshire
- East Lothian
- East Renfrewshire

- Edinburgh
- Falkirk
- Fife
- Glasgow
- Highland
- Inverclyde
- Midlothian
- Moray
- Na h-Eileanan Siar
- North Ayrshire
- North Lanarkshire
- Orkney
- Perth and Kinross
- Renfrewshire
- Scottish Borders
- Shetland
- South Ayrshire
- South Lanarkshire
- Stirling
- West Dunbartonshire
- West Lothian
- I don't live in Scotland
- I don't know

33. What type of area do you (or the person you care for) live in? *Please select one option:*

- City
- Town
- Suburb
- Village / rural area
- Island

34. If you suddenly had to find £100 to meet an unexpected expense, how hard would this be? *Please select one option:*

- Impossible
- A big problem
- A bit of a problem
- No problem

35. Which of these do you (or the person you care for) have access to at home? *Please select one option:*

- Internet-connected PC
- Internet-connected smartphone or tablet
- Basic mobile phone with no internet connection

- Landline phone
- None of the above

Support needs

36. Do you have any of the following conditions? *Please select all that apply:*

- A physical disability
- Chronic pain lasting at least 3 months
- Another long-term condition
- Mental health condition
- Deafness or severe hearing impairment
- Blindness or severe vision impairment
- A learning disability
- None of the above
- Prefer not to say

37. Is English your first language?

- Yes
- No

38. Do you need help to complete forms?

- Yes
- No

39. Do you need help with reading?

- Yes
- No