

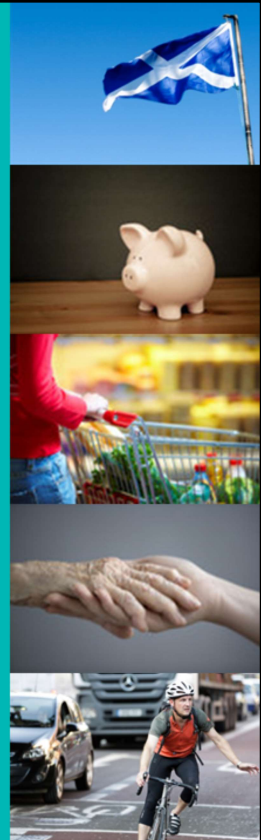
# COVID-19 Support Study:

Experiences of and compliance with self-isolation

**Interim Report 2**  
**Wave 1 & 2 survey findings**

---

June 2021



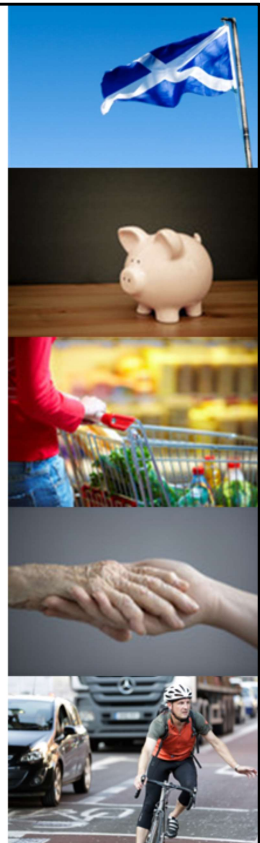
## Summary

- ScotCen Social Research were commissioned by the Scottish Government to carry out a mixed mode study of adults asked to self-isolate by Test and Protect either because they tested positive for COVID-19, were in contact with someone that tested positive for COVID-19 or recently arrived into Scotland from outside the UK.
- The findings included here are interim findings only and based on online survey fieldwork for waves 1 and 2 which were carried out between:
  - Wave 1: Friday 19<sup>th</sup> March 2021 and Wednesday 31<sup>st</sup> March 2021
  - Wave 2: Monday 12<sup>th</sup> April and Wednesday 5<sup>th</sup> May 2021
- Data for some measures has been presented for both waves combined, while other slides also include a breakdown by wave, where appropriate and where sample sizes allow.
- Initial observations from the qualitative interviews have been included in the summary section of the slides, where appropriate.

# Contents

- [Study background & aims](#)
- [Study design](#)
- [Survey response](#)
  - [Findings – index and contact cases](#)
    - [Compliance with requirement to self-isolate](#)
    - [Knowledge of the guidelines](#)
    - [Local Authority support](#)
    - [Self-isolation Support Grant](#)
    - [Testing](#)
    - [Vaccination status](#)
    - [Attitudes & experiences](#)

1



# Study background & aims

1.



# Background

The purpose of the Scottish Government's Test and Protect programme and self-isolation approach is to disrupt community transmission of COVID-19 and **save lives**

Self-isolation can present a range of challenges that may not be easy to overcome

Those asked to do so need to be *able* to self-isolate according to the guidelines



Good quality, robust data is needed to:

- Understand these challenges in more detail and how they may vary by individual circumstances
- Identify the specific types of additional support that are needed to help those asked to self-isolate

3

**ScotCen**  
Social Research

## Summary

- The Scottish Government commissioned this research in recognition of the need for robust data on compliance with the self-isolation requirement, the various challenges and barriers to isolation that exist and a desire to understand the factors that might facilitate adherence.
- It was also designed to identify knowledge and uptake of the support offer available to those asked to self-isolate and to identify what additional support, if any, people might need during this period.

# Study purpose

To understand the challenges and support needed by those asked to self-isolate by exploring 3 key themes:

## Knowledge



- How familiar are self-isolators with the key isolation requirements?
- Are self-isolators aware of the support offers available to them?

## Attitudes



- Factors that may help understand a person's isolation behaviour
- Do they think self-isolation an effective strategy?
- Willingness/motivation to isolate
- Views on the role of the individual in decision-making

## Practice



- Compliance levels (rate and extent)
- Isolation behaviours
- Support accessed, if any
- Support needs

4

**ScotGen**  
Social Research

The study's research questions broadly sit under the themes of knowledge, attitudes and practice.

1. How much do people know about the self-isolation requirement and the support offer available to them?
2. What do they think about what they're being asked to do? And how motivated are they to do it?

And finally,

3. What are they actually doing – in terms of adherence but also in terms of accessing support during isolation?


# Study design



2.


# Study design

Mixed mode:

 Online/telephone quantitative survey

- Wave 1 - 19<sup>th</sup> - 31<sup>st</sup> March
- Wave 2 - 12<sup>th</sup> April – 5<sup>th</sup> May
- Wave 3 - 17<sup>th</sup> May – 2<sup>nd</sup> June

Fieldwork for waves 2 and 3 extended to maximise the response rate in light of declining case numbers.

 30 follow-up in-depth telephone/video qualitative interviews (mid-April – end of May)

6

**ScotGen**  
Social Research

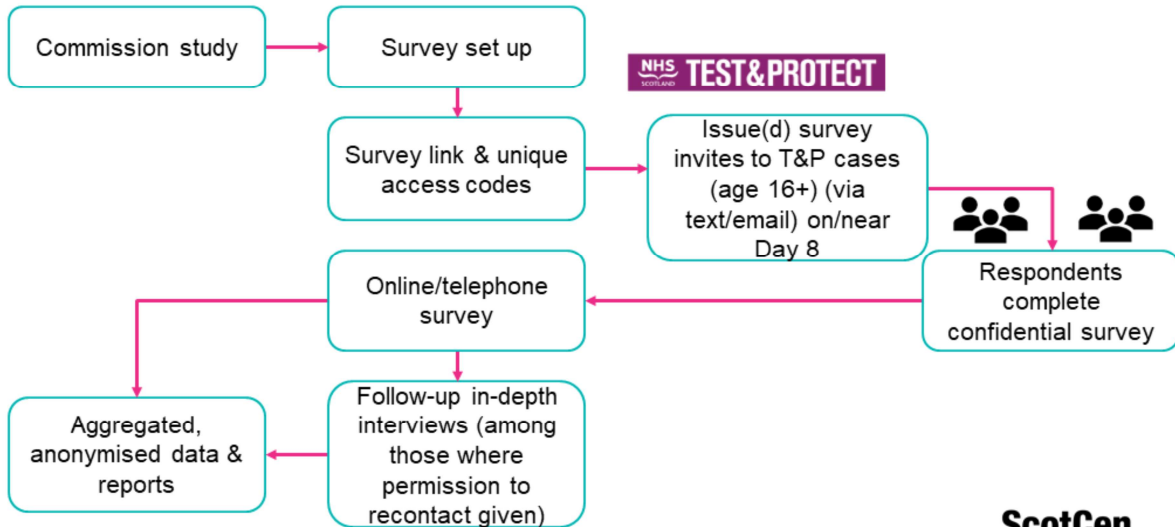
## Summary

- The study is mixed mode consisting of 3 waves of survey fieldwork (March, April and May/June) along with in depth follow-up interviews with survey participants.
- The fieldwork periods for waves 2 and 3 have been extended to maximise response rate, particularly among index and contact cases.
- 30 follow-up qualitative interviews were completed in April and May. These were broken down by case type as follows: 10 index cases, 13 contacts and 7 international travellers.

# Study administration



**ScotCen**  
Social Research



7

**ScotCen**  
Social Research

## Summary




The administration of the survey is as follows:

- ScotCen pass a survey link and a list of unique access codes to Test and Protect
- Test and Protect issue invitations (either by SMS or email) to everyone eligible to take part (see next slide)
- Participants take part in the 15 minute online survey (or via phone if they prefer)
- At the end of the survey participants are asked if they would be happy to be re-contacted for the follow-up in depth interviews.



# Survey sample

## A person was eligible to take part if they were:

- Age (16+)
- In Test and Protect system because they either:
  -  Tested positive for COVID-19
  -  Came into contact with someone who tested positive for COVID-19, or
  -  Arrived into Scotland from outside of the UK
- Were on/close to **day 8** of their advised self-isolation period during the window for issuing invitations

8

**ScotCen**  
Social Research

## Summary

Those eligible to take part in the survey were defined as:

- Adults (16+) invited by Test and Protect to self-isolate because they:
  1. Tested positive for COVID-19, or
  2. Were in contact with someone who tested positive for COVID-19, or
  3. Because they recently arrived into Scotland from outside the UK.
- Eligible participants were invited to take part when they were on/close to day 8 of self-isolation.

# Key topics covered\*

## Experiences

Current isolation status & reason for self-isolating

Experiences of self-isolation

Experiences of being tested for COVID-19

## Support/guidance

Contact & guidance offered

Whether applied for self-isolation support grant

Support offered/ accessed/ needed from Local Authorities

## Understanding & opinion

Understanding of self-isolation guidelines

General opinions on self-isolation guidelines & behaviour

9 \*The topics shown are covered by the full study. Interim report contents may vary by wave.

**Survey  
response**



**3.**

## Survey response: Waves 1 & 2

	Index cases		Contact cases		International Travellers		Total	
	W1	W2	W1	W2	W1	W2	W1	W2
Invitations issued (n)	3,515	2,456	7,332	10,585	1,904	8,313	<b>12,751</b>	<b>21,354</b>
Total questionnaires completed (n)	384	274	261	435	263	1,029	<b>908</b>	<b>1,738</b>
Response rate* – total questionnaires completed (%)	11%	11%	4%	4%	14%	12%	<b>7%</b>	<b>8%</b>

11 \*See summary for additional notes on response rates

**ScotCen**  
Social Research

### Summary

- To date, 34,105 eligible adults from Test & Protect have been invited to take part in the survey (wave 1 = 12,751 and wave 2=21,354).
- A total of 2646 adults have participated in the survey to date (wave 1=908, wave 2=1738).
- Response rates vary by case type with international travellers most likely to take part (wave 1=14%, wave 2=12%) and contact cases least likely to participate (waves 1 and 2=4%).
- Response rates across waves 1 and 2 were similar for all case types.
- Wave 3 of the survey is currently still in field.

### Notes on response rate:

- The wave 2 fieldwork period was extended to maximise response rate and in light of decline in positive case numbers generally.
- Invites were suspended for the day of the royal funeral on 17<sup>th</sup> of April 2021 as per Scottish Government/Civil Service protocol.
- Due to an error in the PHS set up, no invites went to index cases for the first 11 days of fieldwork. However, invites were sent to a backlog of cases and the invite period extended to the 4<sup>th</sup> of May.

# Findings - Index and contact cases

---

# 5.

## Summary

- Findings on index and contact case participants that took part in waves 1 and 2 of the survey are presented together in this section. International traveller findings are presented separately from findings on index and contact participants.

## Interpreting the findings

The findings presented here should be interpreted with a degree of caution for the following reasons:

- They are based on interim data from two waves of fieldwork
- Tests of statistical significance will only be carried out once all waves of fieldwork have been completed
- The survey was opt-in, therefore the findings cannot be viewed as representative of all those asked to self-isolate by Test and Protect

### Summary

- When interpreting the survey findings included in this report it should be borne in mind that:
  - This is an opt-in survey. Therefore findings are representative of survey participants and not all those asked to self-isolate by Test and Protect.
  - The results are based on two waves of data collection only and tests of statistical significance will only be carried out after data collection has been completed.

**Compliance with  
requirement to  
self-isolate**

---

**6.**

# Compliance measured in two different ways

## Self-assessed – Ask people how they feel they did

Which of the following best describe how you managed to comply with self-isolation?

Followed the self-isolation guidance:

- All of the time
- Some of the time
- Was not able to follow at all

## Behavioural - Measure adherence to components of the guidance

- **How soon started isolating after developing symptoms/being asked to\***
- **Times left home/accommodation to carry out disallowed activity *during* isolation**
- Whether met anyone from outside household during isolation
- **Number of days isolated for**

15 \*A participant that did not start straight away, but who only carried out permitted activities before isolating (get/send COVID-19 test), was categorised as compliant and equivalent to someone who did start straight away.

**ScotCen**  
Social Research

## Summary

- Compliance is measured in two ways in the survey:
  - (1) By asking people directly how well they think they followed the guidelines, and
  - (2) By asking people separately a series of questions designed to measure adherence to specific components of the isolation requirement (the components measured are presented on the right-hand side of the slide).
- Those components in bold, on the right-hand side, were then used to create a more objective summary measure of compliance than a person's own overall self-assessment. So a person's responses to the questions on: how soon they started isolating, whether they left accommodation during the isolation period, and the total number of days they reported isolating for were used to categorise them as either fully, partially or non-compliant with the requirement to self-isolate.
- It should be noted that, for the behavioural measure, a participant was categorised as compliant if they answered that they did not isolate straight away but the only activity they carried out before isolation was to get/send a COVID-19 test. Similarly, a participant was categorised as not having left home during the isolation period if they did report leaving but only to get/send a COVID-19 test.
- **To note, between waves 1 and 2 some additional quality assurance and clarification of the compliance measures was carried out to ensure getting or returning a Covid-19 test during isolation was considered compliant across all relevant measures. This means some of the findings from wave 1 have been updated in this most recent report. In the final report, wave 1 compliance figures will be updated and provided separately.**



# Self-assessed compliance with the requirement to self-isolate (%)

*Which of the following best describe how you managed to comply with self-isolation?*

Followed the self-isolation guidance...

■ All of the time    ■ Some of the time    ■ Not able to follow at all



16 Base: All Wave 1 & 2 index and contact case respondents (1,231)

**ScotCen**  
Social Research

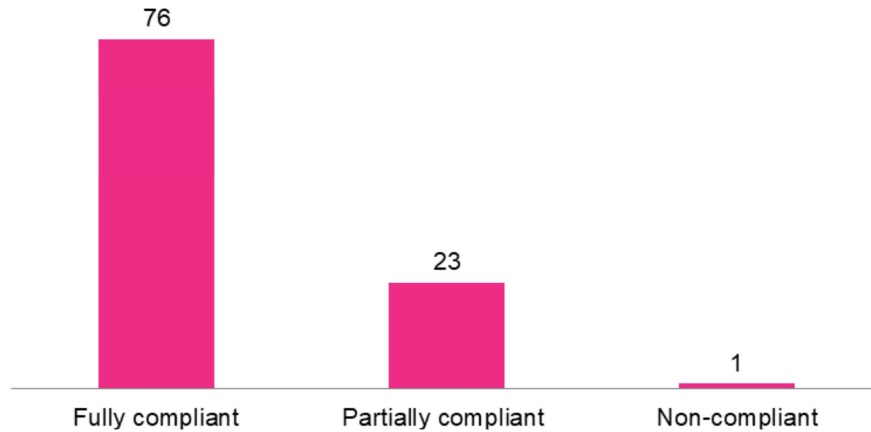
## Summary

- This slide presents the results for the self-assessed measure of compliance with the requirement to self-isolate for index and contact case participants.

Across waves 1 and 2:

- It is clear that, when asked directly how well they managed to comply with self-isolation, the vast majority (95%) of index and contact cases that participated thought they complied “all of the time.”
- Just 5% of index and contact case participants reported managing to comply “some of the time” and no-one reported being unable to comply with the requirement at all.
- This very high level of self-assessed compliance is in line with findings from elsewhere in the UK. Recent data from ONS’ COVID-19 Test and Trace Cases Insights Survey indicated that 84% of index cases (April 2021 fieldwork) and 93% of contact cases (May 2021 fieldwork) stated that they fully adhered to the requirement to self-isolate. In addition, a recent report from Public Health Wales stated that 78% of contact cases in Wales adhered by not leaving their home during their self-isolation period.

## Behavioural compliance (%)



17 Base: All Wave 1 and 2 index and contact case respondents who answered questions required to derive this summary compliance measure (1,368)

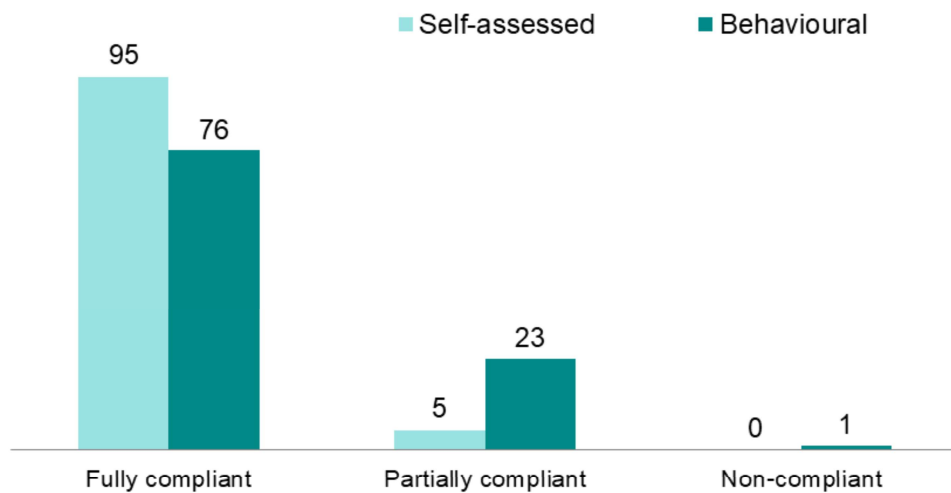
**ScotCen**  
Social Research

### Summary

Across waves 1 and 2:

- This slide shows index and contact case compliance on the behavioural measure (derived from responses to (i) how soon began self-isolation, (ii) whether they left self-isolation and (iii) how many days, in total they isolated for. Note that a person who didn't start self-isolation straight away, but who only reported COVID-19 test related activities before starting, was treated as compliant on the 'when started isolation' measure. Similarly someone who reported leaving during isolation only for a COVID-19 test related reason was handled as compliant on this measure.
- Three-quarters (76%) of participants fully complied with the requirement to self-isolate based on their responses to questions on: when they started isolating, how long they isolated for and whether they left home/accommodation during the isolation period.
- Twenty-three percent partially complied with the requirement to isolate and 1% were non-compliant based on their responses to these questions.
- Compliance levels did not vary between waves 1 and 2.

## Comparison of compliance measures (%)



18 Base: All Wave 1 & 2 index and contact case respondents who gave self-assessed compliance response (1,231); all included in behavioural calculation (1,360)

**ScotCen**  
Social Research

### Summary

- This slide explores self-assessed compliance side by side with the behavioural measure of compliance (derived from responses to questions on: when started isolation, total days isolated for and whether left the house during the self-isolation period) for index and contact case participants.

### Across waves 1 and 2:

- Compliance (based on the composite behavioural survey measure) is lower than people's own more direct assessment of how well they think they complied with self-isolation.
- While 95% of index and contact cases felt they fully complied with self-isolation, according to the derived summary measure of compliance, full compliance was 76%.
- Similarly, while 5% reported following the guidelines 'most of the time', partial compliance according to the behavioural measure stood at 23%.
- Non-compliance was low on both the self-assessed and behavioural measures.
- The low levels of non-compliance on both measures may partially reflect the sample i.e. opt in and social desirability among those who did respond.

## % complied to individual isolation requirements

Guidance	Complied	Did not comply
<b>Started isolating straight away/ did not isolate straight away but only reported activity was to get/send COVID-19 test</b>	<b>92%</b>	<b>7%</b>
<b>Do not leave home/accommodation during isolation or only leave to get/send COVID-19 test</b>	<b>88%</b>	<b>12%</b>
Avoid contact with people outside HH during isolation	90%	10%
<b>Isolate for 10 days/still in isolation</b>	<b>94%</b>	<b>5%</b>

Base: All Wave 1 & 2 index & contact case respondents who answered questions on: when started isolation (1,337); whether left accommodation (1,323); whether met people from outside home (1,289); number of days isolated (1,353); numbers may not equal 100% due to rounding

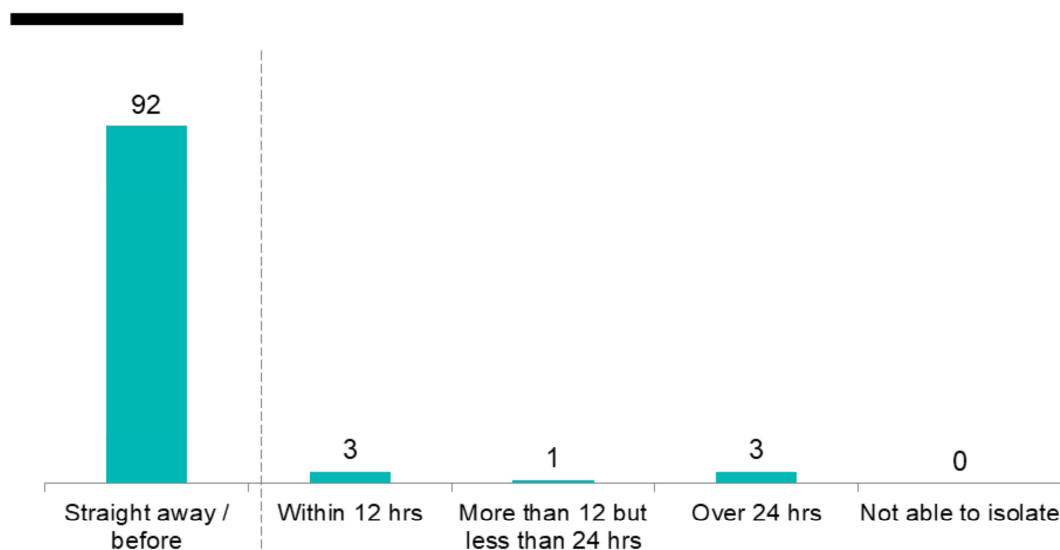
**ScotCen**  
Social Research

### Summary

Across waves 1 and 2:

- Around nine in ten (92%) index and contact case participants reported complying with the requirement to begin self-isolation immediately.
- Eighty-eight percent of index and contact case participants complied with the requirement to not leave their home/accommodation during the self-isolation period (this includes those who did report leaving home but only for a permitted reason).
- Around one in ten (10%) reported being in close contact with someone from outside their household during their period of self-isolation.
- Just 5% of index and contact case participants failed to comply with the requirement to self-isolate for 10 days.

## How soon started isolating (%)\*



\* If a participant did not isolate straight away/before but the only activity they reported carrying out before starting isolation was 'get/send COVID-19 test' they were categorised as isolating 'straight away/ before'. Base: All Wave 1 & 2 index and contact case respondents (1,330)

**ScotCen**  
Social Research

### Summary

Across waves 1 and 2:

- All index and contact case participants were asked how soon they began self-isolation after being advised to do so with answer options ranging from beginning before being officially advised to do so, through to not being able to isolate at all. In the analysis a participant was considered as compliant (starting straight away/before) if they did not start straight away but the only activity they reported carrying out before isolating was permitted i.e. getting or sending a COVID-19 test.
- Around nine in ten (92%) index and contact case participants reported starting to self-isolate either straight away once advised to do so by Test and Protect, or in advance of being asked to do so.
- Around half (3% of overall sample) of those that reported not managing to self-isolate straight away did so within 12 hours of being asked to do so.

## Activities done *before* starting isolation (%)

	Total
Went to shops (groceries/medicine)	7%
Went to shops (other)	1%
Outdoor recreation/exercise	7%
Work/school/university	6%
Medical reason	1%
Take child to/from school	3%
Provide care for a vulnerable person	1%
Met friends/family - indoors	1%
Met friends/family – outdoors	1%
Get/return COVID-19 test	26%
<b>None of these</b>	<b>58%</b>

21 Base: All index and contact case participants who were not able to self-isolate straight away in both waves 1 & 2 (1,313)

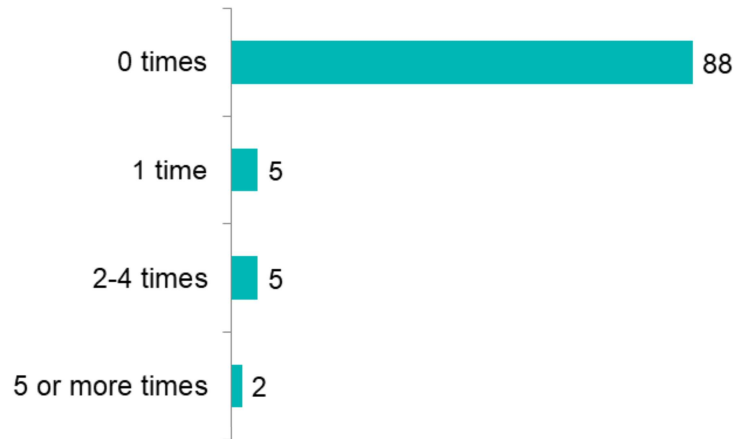
**ScotCen**  
Social Research

### Summary

Across waves 1 and 2:

- In addition to asking participants when they started self-isolation, everyone was also asked whether they carried out any of the listed activities before they began their self-isolation. The only permitted activity, 'get/return' COVID-19 test' was also included on this list.
- The most common activity index and contact case participants reported carrying out before beginning self-isolation was the permitted activity of getting or returning a COVID-19 test kit (26%). Other activities mentioned included: going to the shops for groceries or medicine (7%) and outdoor recreation or exercise (7%) both of which are not permitted before self-isolating. Most index and contact case participants did not carry out any of the listed activities before self-isolating.
- Over half (58%) reported that they did not do any of the activities listed, although it is possible that they carried out other activities not listed before beginning to self-isolate.

## Number of times left accommodation for a non-compliant reason (%)\*



\*If a participant reported leaving home/accommodation during isolation but the only activity carried out was permitted i.e. 'get/send COVID-19 test' they were categorised as having left home '0 times' here. Base: All Wave 1 & 2 index and contact case respondents (1,316)

22

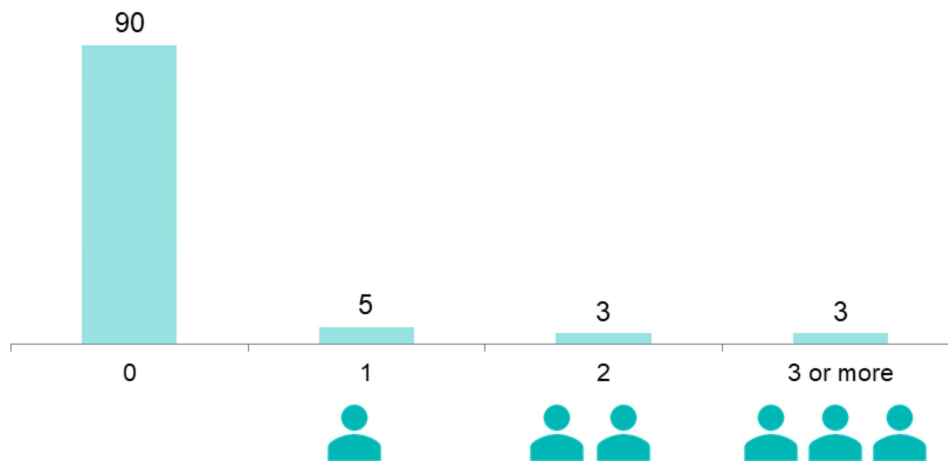
**ScotCen**  
Social Research

### Summary

Across waves 1 and 2:

- Those that reported managing to self-isolate were asked how many times, if at all, they left their home/accommodation during the isolation period. A participant was treated as compliant (by having their response reset to zero) on this measure if they reported leaving once, or more often, but only to carry out a COVID-19 test related activity.
- Three quarters (75%) of index and contact case participants reported that they had not left their accommodation during their self-isolation period. Five percent reported leaving home/accommodation once during isolation, 5% left between 2 and 4 times and 2% left 5 times or more.

## Number of contacts with people outside household during isolation (%)



23 Base: All Wave 1 and 2 index and contact case respondents (1,289)

**ScotCen**  
Social Research

### Summary

Across waves 1 and 2:

- The vast majority of index and contact case participants asked to self-isolate reported having no contact with anyone from outside their household during their self-isolation period (90%).
- Five percent reported meeting with 1 person from outside their household during their self-isolation period. Three percent reported meeting with 2 people from outside the household over this period and a further 3% said they met with 3 or more people during this time.



## Activities left home for *during* isolation period (%)

	Total
Went to shops (groceries/medicine)	10%
Went to shops (other)	1%
Outdoor recreation/exercise	21%
Work/school/university	2%
Medical reason (e.g. doctor, hospital, dental appointment)	6%
Take child to/from school	3%
Provide care for a vulnerable person	1%
Met friends/family - indoors	0%
Met friends/family – outdoors	1%
Get/return COVID-19 test	67%
Other	11%

24 Base: All index and contact case respondents who reported leaving home/accommodation at least once during self-isolation period in waves 1 and 2 (324)

**ScotCen**  
Social Research

### Summary

Across waves 1 and 2:

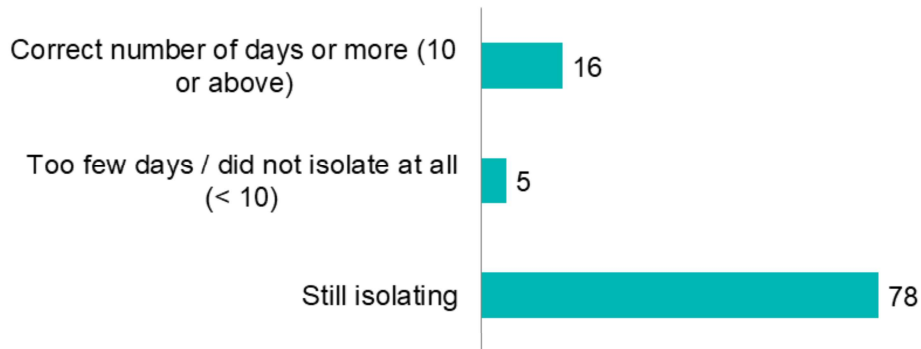
- Among those index and contact case participants that reported leaving home during self-isolation, the most common activity cited was for the permitted reason of leaving to get or return a COVID-19 test kit. Two-thirds (67%) reporting having done this during their isolation period.
- Other common activities cited by those that left home during self-isolation were: outdoor recreation/exercise (21%) and going to the shops for groceries/medicine (10%) both of which are not permitted during the isolation period. One in ten (11%) also cited a reason 'other' than any of those listed.
- In the qualitative follow-up interviews participants reported leaving home during self-isolation for the following reasons:
  - Get/return COVID-19 test
  - Medical reason
  - To walk dog (though participants tended to report doing this early in the morning / late at night to avoid meeting others)
  - Drive child to school or work (where public transport was not available and travel was at time of day deemed to be unsafe for the child to walk)
  - To deliver shopping to someone outside their household who was also

self-isolating (but in their bubble)

- To meet people outside their household in their garden (socially-distanced)
- To go out for a drive

## Isolation length (%)

### Days able to isolate for (%)



25 Base: All Wave 1 & 2 index and contact respondents (1,353)

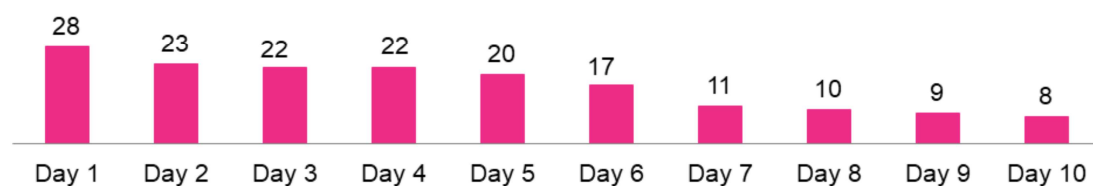
**ScotCen**  
Social Research

### Summary

Across waves 1 and 2:

- Most (78%) index and contact case participants were still in their official self-isolation period at the time of completing the survey.
- A small (5%) proportion isolated for less than the required 10 days or not at all, while 16% had finished self-isolating (but were able to isolate for the full 10 days) when they took part in the survey.

## Days left home if left house at least once during isolation period (%)



26 Base: All who left at least once during self-isolation for any reason (Total: 326; Wave 1: 143; Wave 2: 183)

**ScotCen**  
Social Research

### Summary

Across waves 1 and 2:

- Those index and contact case participants that reported leaving home/accommodation during their self-isolation were asked to indicate which days of self-isolation they went out on, **irrespective of whether it was for a permitted activity or not.**
- Around a quarter (28%) of those that left home/accommodation at least once during self-isolation, did so on day 1. Twenty-three percent of those that left home during the isolation period did so on day 2, with a similar percentage reporting doing so on day 3 (22%) and day 4 (22%).

**Knowledge of self-  
isolation  
guidelines**

---

**7.**

## Knowledge of required number of days to self-isolate (%)

*According to official guidance from the Scottish Government/NHS Scotland, for how many days in total should someone self-isolate if they test positive for COVID-19...?*



28 Base: All Wave 1 and 2 index and contact case respondents (1,252)

**ScotGen**  
Social Research

### Summary

- Participants were asked: “According to official guidance from the Scottish Government/NHS Scotland, for how many days in total should someone self-isolate if they test positive for COVID-19...?” A list of answer options were not presented, instead the participant was invited to enter an exact figure for the number of days they thought was required.

### Across waves 1 and 2:

- When asked how many days someone should self-isolate for if they tested positive for COVID-19, around nine in ten (89%) index and contact case participants reported 10 days.
- A further 8% reported that self-isolation should be for 11 days or more - with 14 days being the most common answer given among this group.
- On the whole, knowledge of the required length of time to self-isolate was high among index and contact case participants, with just 3% reporting that the official guidance was to isolate for fewer days than is actually the case.
- Participants that took part in qualitative follow-up interviews to date, were, on the whole, aware that they were required to self-isolate for 10 days.
- For qualitative participants who were asked to self-isolate because they lived with someone who had tested positive for COVID-19, but then latterly tested positive for COVID-19 themselves, there did appear to be confusion as to how long they themselves needed to self-isolate for.
- There were also qualitative interview participants who highlighted that they were initially unclear whether they needed to continue to self-isolate for the

full ten days, if their COVID-19 test came back negative.

## Knowledge of whether activities are allowed or not when self-isolating (%)

	Allowed	Not Sure	Not Allowed
Get/return COVID-19 test	78%	10%	12%
Medical reason (e.g. doctor/ hospital/ dental appointment)	18%	16%	67%
Go to the shops for groceries, toiletries or medicine	2%	3%	95%
Outdoor recreation/exercise	4%	5%	90%
Go to care for a vulnerable person	4%	8%	88%
Take child to/from school	1%	5%	94%
Meet friends/family don't live with <b>outdoors</b>	2%	2%	96%
Out for any reason/to any location wearing face covering	2%	3%	95%
Go to work/school/university	1%	2%	97%
Go to the shops (other)	1%	2%	97%
Meet friends/family don't live with <b>indoors</b>	1%	2%	97%

29 Base: All Wave 1 & 2 index and contact case respondents (1,252)

**ScotCen**  
Social Research

### Summary

- Participants were presented with a list of activities and asked whether they thought each of them was “allowed” or “not allowed” during the period of self-isolation. “Not sure” was also available as a valid response option.

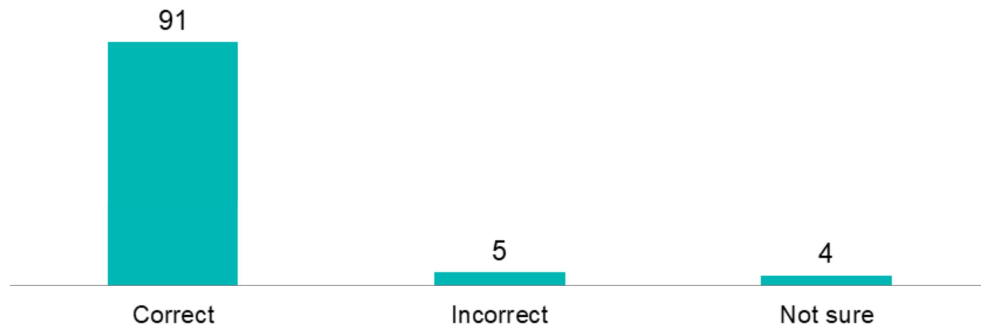
### Across waves 1 and 2:

- The activities that index and contact cases were most likely to report as being allowed while self-isolating were:
  - Getting or returning a COVID-19 test (78% allowed)
  - Going out for another medical reason (18% allowed).
- Sixteen percent of index and contact cases weren’t sure if going out for a medical reason was allowed or not during self-isolation. While one in ten did not know if getting or returning a COVID-19 test was permissible or not and a similar proportion (8%) were unsure whether going out to care for a vulnerable person was okay or not.
- Knowledge of whether the remaining activities were allowed or not was high with between 90-97% correctly identifying that these activities were not allowed during self-isolation.



## Knowledge of requirement to isolate after negative test (%)

*Someone who has been informed that they have been in close contact with a person who tested positive for COVID-19 should self-isolate for 10 days, even if they later test negative themselves...*



30 Base: All Wave 1 & 2 index and contact case respondents (1,263)

**ScotCen**  
Social Research

### Summary

Across waves 1 and 2:

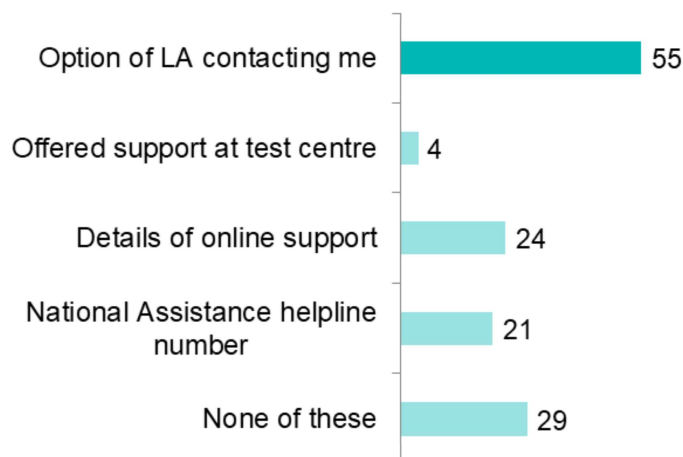
- Ninety-one percent of index and contact case participants reported that it was 'correct' that a person should self-isolate for 10 days if they've been informed they have been in close contact with a person who tested positive for COVID-19, even if they later tested negative themselves. Five percent were of the view that the statement was 'incorrect,' while 4% were unsure either way.

# Local Authority support

---



## Types of support offered (%)



32 Base: All Wave 1 & 2 index & contact cases (1,268)

**ScotCen**  
Social Research

### Background

- All index and contact cases should be offered the opportunity for their details to be passed on to their Local Authority, solely for the purpose of identifying and providing support during self-isolation.
- Those who agree, should receive:
  - An initial call to identify support needs
  - Appropriate support with those needs – a core offer of support will be available across all local authorities, though additional supports may vary by local area
  - The offer of up to 2 follow-up calls later on in the self-isolation period to check on support needs, general wellbeing etc.

### Summary:

#### Across waves 1 and 2:

- When asked if they had been offered support in any of the ways listed, just over half of index and contact cases said they were offered the option of having their contact details passed on to their Local Authority (55%).
- Around 3 in 10 indicated that they were not offered support in any of the ways listed when they were advised to self-isolate (29%).
- When analysed by whether participants had been advised to shield or not, those who had been advised to shield (n=90) were more likely to say that they had been offered

the option of their details being passed on to their Local Authority than those who had not been advised to shield (67% and 56% respectively).

## Local Authority Support summary (%)



33 Base: All Wave 1 & 2 index & contact cases (1,268); \*all those offered support from LA (700); \*\* all Wave 1 & W2 index and contact cases who answered question (1,277)

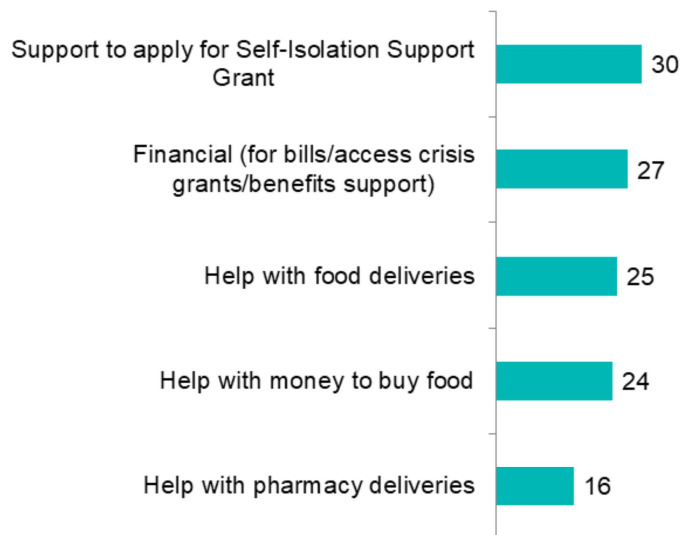
**ScotCen**  
Social Research

### Summary

Across waves 1 and 2:

- Of the index and contact cases that reported being offered the option of having their contact details passed on to their Local Authority, 14% indicated that they had accepted this offer.
- Around one in ten index and contact case participants across both waves reported that they contacted their Local Authority directly themselves (11%).

## Types of support most often sought from LA (%)



34 Base: All Wave 1 & 2 index and contact cases who took up offer of their details being passed to their LA for support (99) – small base, treat with a degree of caution

**ScotCen**  
Social Research

### Summary

- The small sample size (n=99) means findings should be treated with a degree of caution.

### Across waves 1 and 2:

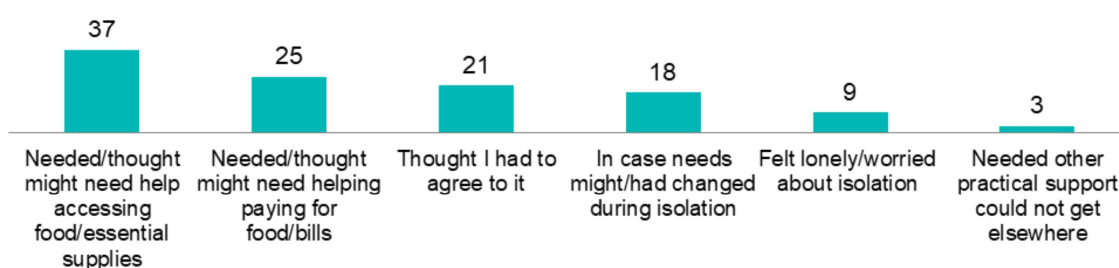
- Financial support, access to supplies and additional information were the types of support most often sought from Local Authorities with:
  - 3 in 10 interested in help to apply for a self-isolation support grant (30%)
  - A similar proportion looking for financial help with bills/access to a crisis grant and/or benefit support (27%)
  - Around a quarter wanted help with food deliveries (25%) and/or help with money to buy food (24%)
  - Just under a fifth were interested in support with pharmacy deliveries (16%)
- Participants that took part in the follow-up qualitative interviews reported the following local authority support:
  - Food parcel delivery
  - Advice on financial support
  - Referral for grant to cover utilities
  - Delivery of prescription medication

## Reasons for agreeing to LA follow up call (%)

**69%**

of those who accepted the option for their details to be passed on to their LA agreed to a follow up call

Why agreed to follow up call (%)



35 Base: All Wave 1 & 2 who accepted the option of LA contact (99) and agreed to a follow up call (68)

**ScotGen**  
Social Research

### Summary

- The small sample size (n=99) means findings should be treated with a degree of caution.

### Across waves 1 and 2:

- Among those index and contact case participants who accepted the offer of their details being passed to their Local Authority for support, 69% agreed to a follow up call later in their self-isolation period.
- Of those who accepted a follow up call, the most common reasons were:
  - Help with accessing food/essential supplies (37%)
  - And/or paying for food/bills (25%)
- Around a fifth of those who accepted LA support contact and a follow up call thought they had to agree to a follow up call (21%) while a similar proportion agreed in case their needs changed during self-isolation (18%)

## Reasons for not accepting offer of LA support (%)

Reasons for not accepting offer	%
Did not need additional support	88%
All the information was accessible online	14%
Wasn't sure what kind of support was available & whether I needed it	7%
Wanted to contact my local authority directly	1%
Did not wish to be identified to my local authority	-
Other	4%

36 Base: All Wave 1 & 2 index and contact cases who did not take up offer of LA contacting them for support (577)

**ScotCen**  
Social Research

### Summary

- Those who did not accept the offer of local authority support were asked to choose from a list of reasons as to why they declined the offer.

### Across waves 1 and 2:

- The vast majority (88%) indicated that they declined because they didn't need any additional support.
- A sizeable proportion (14%) declined because they felt the information was accessible online.
- 7% did not accept the offer because they weren't sure what kind of support was on offer and whether they needed it.
- Reasons given, during qualitative follow-up interviews, for not accepting LA support included:
  - Not needing additional support (already had sufficient help from family, friends, employer or neighbours)
  - Not being sure what kind of support was available and whether they needed it (they were asked if they needed support but not given any examples of what this support could be)



- The support required was not available from the LA
- Not being eligible for the financial support on offer
- Not wanting to accept support in case it was taking it away from others that needed it more

## National Assistance Helpline support summary (%)



Offered National  
Assistance Helpline  
number  
**21%**



Contacted National  
Assistance Helpline  
directly\*  
**5%**

37 Base: All Wave 1 & 2 index & contact cases (1,268); \*all Wave 1 & 2 index & contact cases who answered question (1,277)

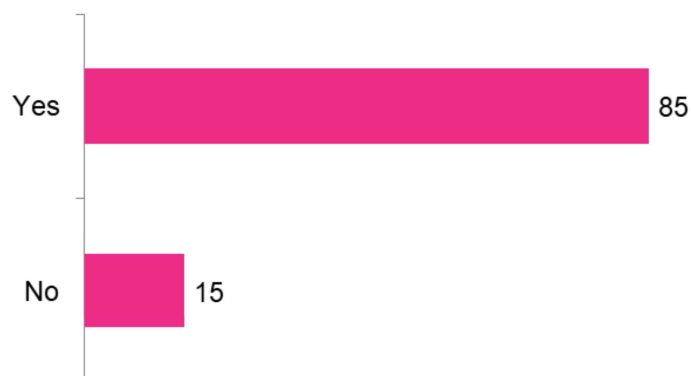
**ScotCen**  
Social Research

### Summary

Across waves 1 and 2:

- Around a quarter of index and contact case participants indicated that they had been offered the National Assistance Helpline number (21%).
- A small proportion (5%) of participants across both waves indicated that they had contacted the National Assistance Helpline themselves.

## Whether support needs met after Local Authority or via the National Assistance Helpline contact (%)



38 Base: All index & contact cases in waves 1 & 2 who took up offer of LA support, who contacted their LA directly or contacted the National Assistance Helpline (737)

**ScotCen**  
Social Research

### Summary

Across waves 1 and 2:

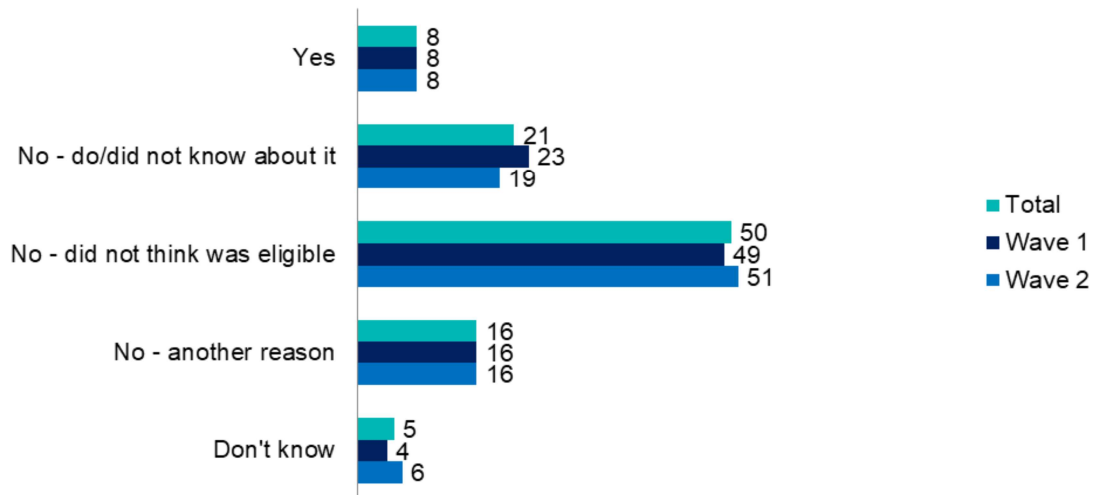
- 85% of those who took up the offer of their Local Authority contacting them, who contacted their Local Authority directly and/or who contacted the National Assistance Helpline indicated that their support needs were met.
- 15% indicated that this was not the case.

# Self-isolation support grant

---

9.

## Self-isolation support grant applications (%)



40 Base: All Wave 1 & 2 index and contact cases (1,274); W1 (609); W2 (665)

**ScotCen**  
Social Research

### Background

- Qualification for a Self-Isolation Support Grant: if someone asked to self-isolate by NHS Test and Protect is on a low income, can't work from home and will lose income as a result, they may be entitled to a payment of £500 from their local authority

### Summary

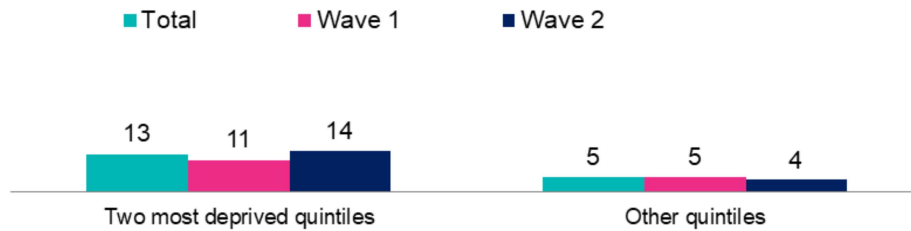
- The proportion of index and contact cases who applied for a self-isolation support grant remained consistent between waves at 8%.
- Around half of respondents did not think that they were eligible to apply (50% across both waves)
- Just over a fifth of index and contact cases (across both waves) indicated that they did not know about the grant (21% across both waves).

# Self-isolation support grant applications by SIMD (%)

**8%**

of index and contact cases applied for a Self-Isolation Support Grant in both waves 1 and 2

Application submitted by SIMD quintiles (%)



41 Base: All Wave 1 & 2 index & contact cases who answered question (Total: 1,274); all living in two most deprived SIMD quintiles (Total: 396/Wave 1: 175/Wave 2: 221); all living in other SIMD quintiles (547/275/272)

**ScotCen**  
Social Research

## Background

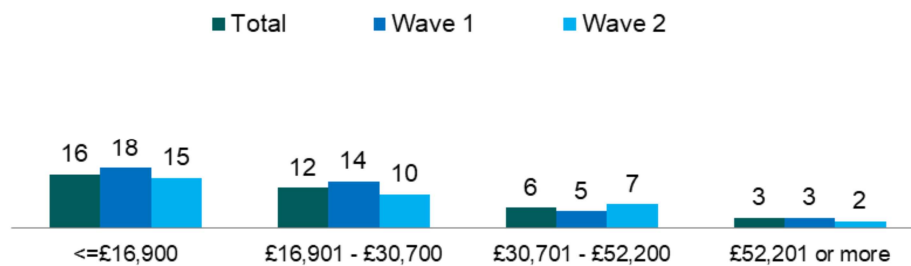
- Qualification for a Self-Isolation Support Grant: if someone asked to self-isolate by NHS Test and Protect is on a low income, can't work from home and will lose income as a result, they may be entitled to a payment of £500 from their local authority

## Summary

- In both waves, respondents who were index or contact cases living in the two most deprived SIMD quintiles were more than twice as likely to have applied for a self-isolation support grant compared with those living in the other three quintiles (13% and 5% respectively across both waves).

# Self-isolation support grant applications by household income (%)

Application submitted by annual household income bracket (%)



42 Base: All index & contact cases by household income ≤£16,900 (196/88/108); £16,901-£30,700 (293/133/160); £30,701-£52,200 (285/148/137); £52,201+ (237/123/114) **ScotCen**  
Social Research

## Background

- Qualification for a Self-Isolation Support Grant: if someone asked to self-isolate by NHS Test and Protect is on a low income, can't work from home and will lose income as a result, they may be entitled to a payment of £500 from their local authority

## Summary

- In both waves, those with household incomes of less than or equal to £16,900 (16% across both waves) and £16,901 to £30,700 (12% across both waves) were more likely than those with higher household incomes to have applied for a self-isolation support grant.

**Testing**

---

**10.**



## Result of last test taken (%)

	Total	Index cases	Contact cases
	%	%	%
Negative	48	3	92
Positive	50	97	4
Inconclusive/ void	0	0	0
No result yet	2	-	3

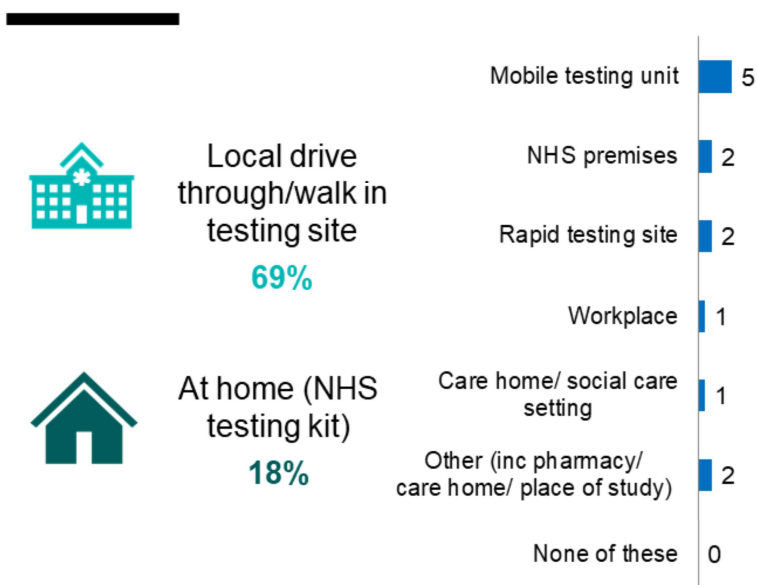
44 Base: All Wave1 & 2 index & contact cases who have ever been tested for COVID-19 (1,226); Index (604); Contact (622)

**ScotCen**  
Social Research

### Summary

- Across both waves 1 and 2, just under half of index and contact case respondents who had been tested reported a negative result for their last test (48%), with this proportion highest among contact cases (92%).
- The majority of index cases reported a positive result for their last COVID-19 test.

## Location of most recent COVID-19 test (%)



45 Base: All Wave 1 & 2 index & contact cases who had ever been tested (1,226)

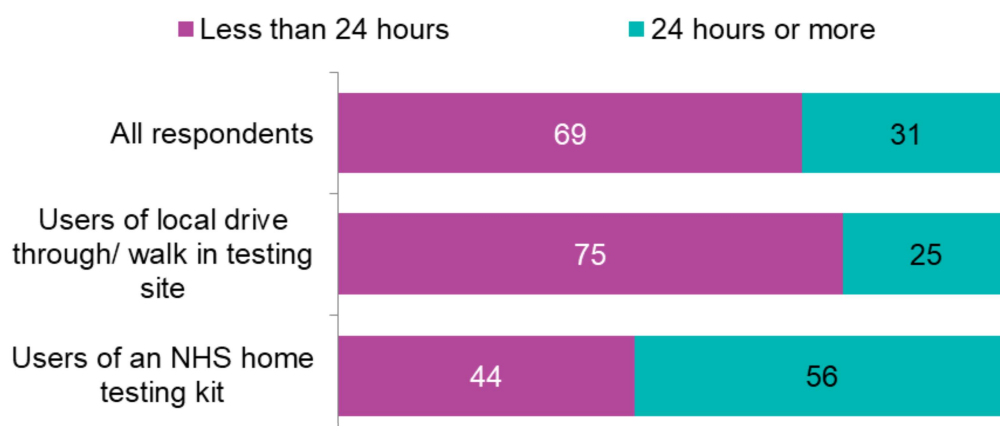
**ScotCen**  
Social Research

### Summary

Across both waves 1 and 2:

- Just over two-thirds of index and contact case respondents who reported having been tested for COVID-19 said that their most recent test took place at a local drive through or walk-in site (69%).
- Just over a fifth had most recently used an NHS testing kit at home (18%).

## Time taken for test result (%)



46 Base: All Wave 1 & 2 index & contact case respondents who had ever been tested (1,225); walk-in/drive through (843); NHS test done at home (215)

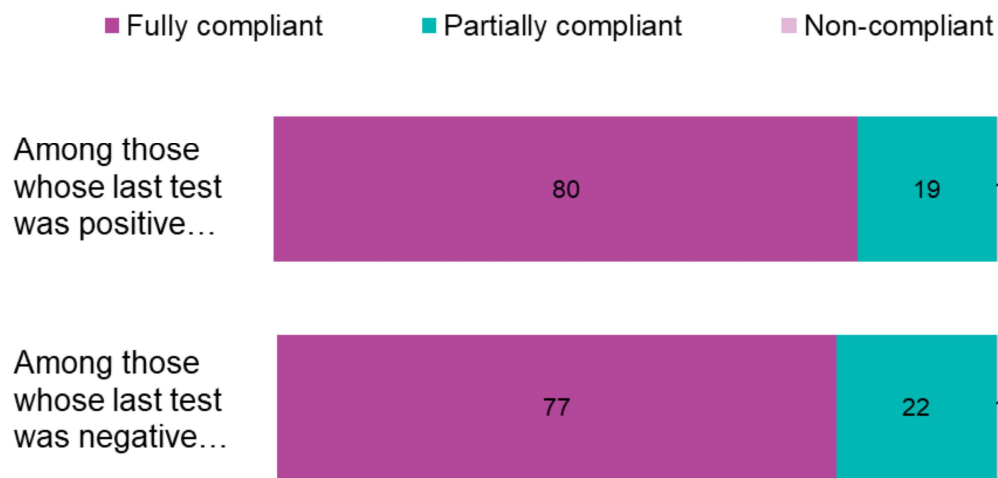
**ScotCen**  
Social Research

### Summary

Across both waves 1 and 2:

- Participants that reported having had a COVID-19 test were asked how long they waited for their most recent test result.
- Across both waves 1 and 2 combined, just over two-thirds of index and contact case respondents received their result within 24 hours (69%). This was higher among users of a local drive through/ walk in site (75%).
- Just over half of NHS home testing kit users reported waiting 24 hours or more for their result (56%).

## Behavioural compliance by last test result (%)



47 Base: All Wave 1 & 2 index and contact case respondents whose last COVID-19 test was positive (Total 615, all whose last COVID-19 test was negative (Total 596)

**ScotCen**  
Social Research

### Summary:

Across both waves 1 and 2:

- Similar levels of full compliance with self-isolation were recorded among index and contact case participants whose last COVID-19 test was positive and those whose last result was negative (80%, compared with 77%).
- Around a fifth of both groups were partially compliant (19% among those whose last result was positive compared with 22% among those who last result was negative).
- Non-compliance was 1% for both groups.

# Exploring non-compliance by last test result

Those who last tested positive were **less likely** than those who tested negative to:

**Isolate straight away** (88% compared with 98%)

**Leave home during the self-isolation period** (9% left at least once, compared with 14%)

**Isolate for too few days** (1% isolated for under 10 days, compared with 9%)

Those who last tested positive were **more likely** than those who tested negative to:

**Carry out a 'disallowed' activity before isolating** (18% compared with 10%)

48 Base: All index & contact cases in waves 1 & 2 whose last COVID-19 test was positive (614); all index & contact cases whose last COVID-19 test was negative (594)

**ScotCen**  
Social Research

## Summary

Across both waves 1 and 2 combined:

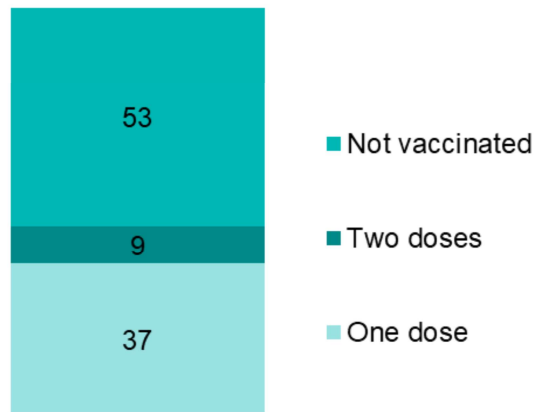
- Those who tested positive for COVID-19 were more likely than those whose last result was negative to report non-compliant activities *before* isolating (18%, compared with 10%). While those who tested negative most recently were more likely than those testing positive to leave home during isolation or to end their self-isolation period early.

**Vaccination  
status**

---

**11.**

## Vaccination status (%)



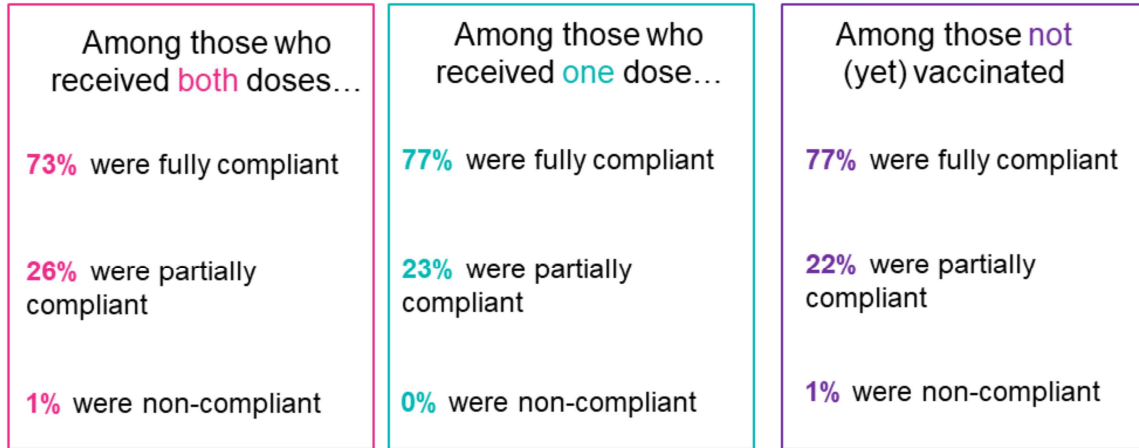
50 Base: All Wave 1 & 2 index & contact case respondents (1,343)

**ScotCen**  
Social Research

### Summary

Among index & contact case respondents across waves 1 and 2 combined, 37% reported having received their first vaccination dose, while a further 9% had received both doses and 53% had not been vaccinated at the time of survey fieldwork.

## Behavioural compliance by vaccination status (%)



51 Base: All Wave 1 & 2 index and contact case respondents who had received both doses (128); received one dose (502); not been vaccinated at all (720)

**ScotCen**  
Social Research

### Summary

Across both waves 1 and 2:

- Full compliance levels were high irrespective of vaccination status but were slightly lower among those who had received both doses (73% compared with 77% each for those who had received one dose and those not vaccinated at all at the time of the survey).
- Just over a quarter of those fully vaccinated were partially compliant with the requirement to self-isolate based on their responses to the questions assessing behaviour (26%).



## Likely future behaviour by vaccination status (% very/fairly likely)

Among those who received **both** doses...

**53%** would come into close contact with others once fully vaccinated

**32%** would visit vulnerable friends/ family

**90%** would self-isolate again if asked to again

Among those who received **one** dose...

**73%** would come into close contact with others once fully vaccinated

**57%** would visit vulnerable friends/ family

**86%** would self-isolate again if asked to again

Among those **not** (yet) vaccinated

**71%** would come into close contact with others once fully vaccinated

**58%** would visit vulnerable friends/ family

**77%** would self-isolate again if asked to again

52 Base: All Wave 1 & 2 index & contact case respondents who had received one dose (473); received both doses (116); not been vaccinated at all (653)

**ScotCen**  
Social Research

### Summary

Across both waves 1 and 2:

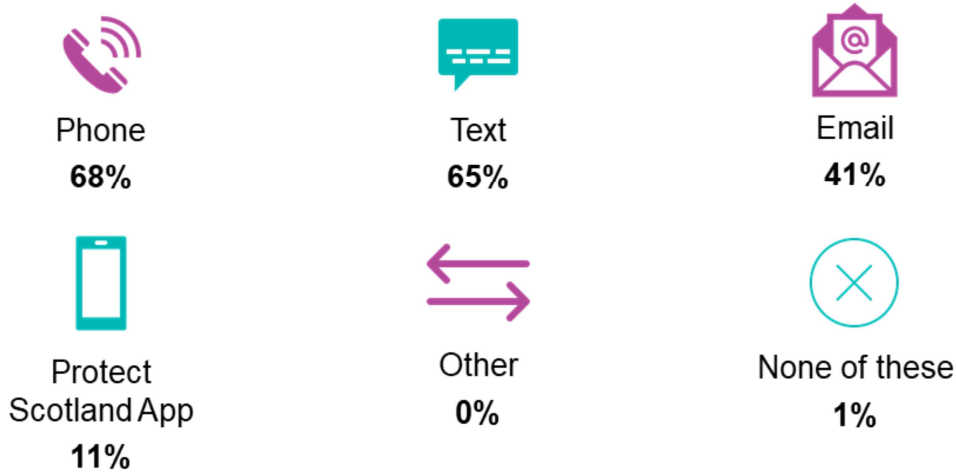
- Those index and contact case participants who had already received *both* doses of the vaccine were less likely than those who had received one or those who were not vaccinated at all to indicate a likelihood to come into close contact with others (53% compared with 73% and 71% respectively) and/or to visit vulnerable friends or family (32% compared with 57% and 58% respectively).
- Those who were not vaccinated at all at the time of the survey were least likely to indicate that they would self-isolate again once (or if) they are fully vaccinated (77%).

**Attitudes &  
experiences**

---

**12.**

## Ways would have preferred Test & Protect contact them (%)\*



54 Base: All Wave 1 & 2 index and contact cases (1,360); \*respondents could select as many of these options as applied to them

**ScotCen**  
Social Research

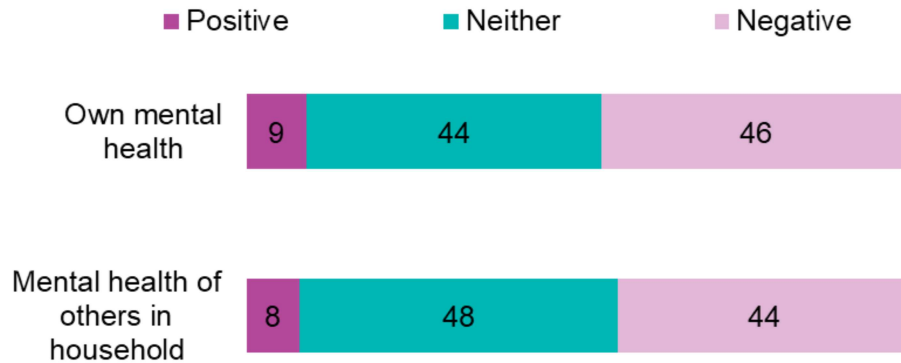
### Summary

- Those self-isolating as an index or contact case were asked how they would prefer to be contacted by Test and Protect. Participants were allowed to select as many options as they wanted to.

### Across both waves 1 and 2:

- The largest proportions indicated a preference for contact by phone (68%) and/or text message (65%)
- Around two-fifths would prefer email (41%) while around 1 in 10 expressed a preference for notification via the Protect Scotland App (11%)

## Impact of self-isolation on mental health (%)



55 Base: All Wave 1 & 2 index and contact case respondents (1,249); all index & contact case respondents in Wave 1 & 2 who lived with others (1,138)

**ScotCen**  
Social Research

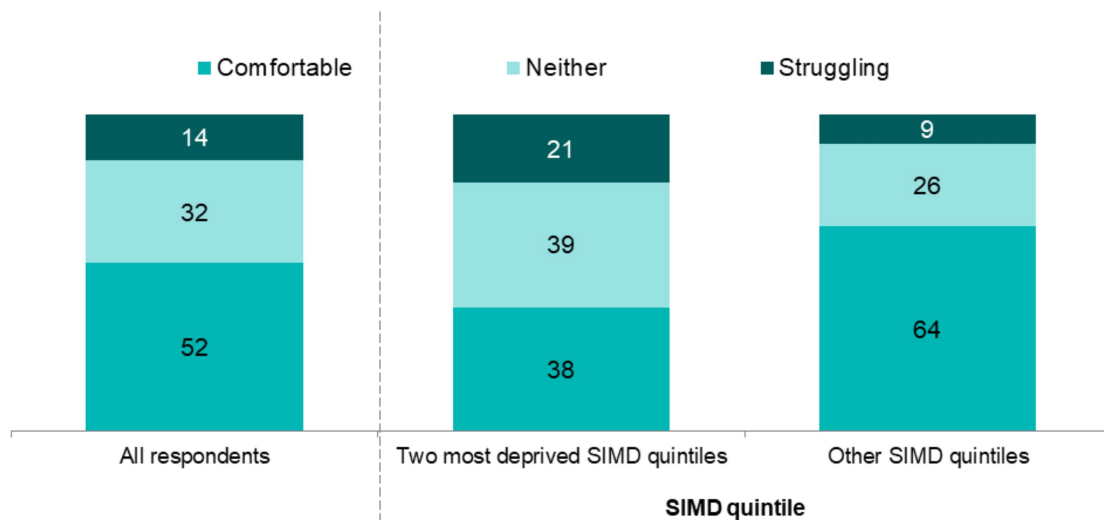
### Summary

- Index and contact case respondents across both wave 1 and 2 were asked whether they thought self-isolation had a positive or negative impact on their own mental health (or neither a positive nor negative impact).

Across both waves 1 and 2:

- Just under half (46%) said it impacted negatively on their mental health. ONS data (from 12<sup>th</sup> to 16<sup>th</sup> of April 2021) indicated that 37% of those self-isolating reported a negative impact on their wellbeing and mental health.
- Participants were also asked what impact, if any, their own requirement to self-isolate had on the mental health of others in their household/accommodation. 44% reported that their own requirement to self-isolate had negatively impacted on the mental health of others in the home.

## How household managing financially during self-isolation (%)\*



56 Base: All Wave 1 & 2 index & contact case respondents (1,245); Wave 1 & 2 living in two most deprived quintiles (395); Wave 1 & 2 living in other SIMD quintiles (546); \*small proportions opted for an 'other' write in answer so percentages may not equal 100%

**ScotCen**  
Social Research

### Summary

- Note, small proportions opted for an 'other' write in answer so percentages may not equal 100%.

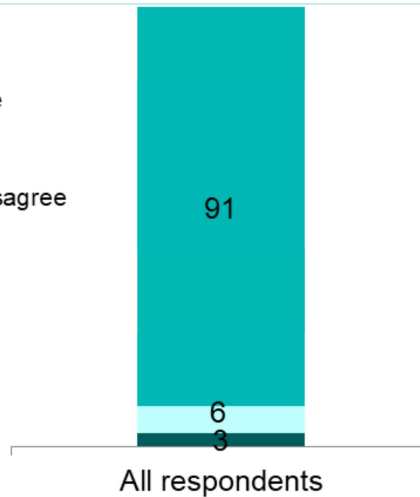
### Across both waves 1 and 2:

- Around half of respondents indicated that they had/were managing comfortably on their household income during self-isolation (52%), while a third indicated that they had/were struggling (14%).
- When analysed by levels of area deprivation across both waves, those living in the two most deprived SIMD quintiles were more likely to indicate that they had/were struggling (21%) compared with those living in the other three deprivation quintiles (9%).

## Agreement with statement regarding the effectiveness of self-isolation in preventing the spread of COVID-19 (%)

*"Self-isolation is an effective way to help prevent the spread of COVID-19"*

- Strongly agree/agree
- Neither
- Disagree/strongly disagree



All respondents

57 Base: All Wave 1 & 2 index & contact case respondents (1,247)

**ScotCen**  
Social Research

### Summary

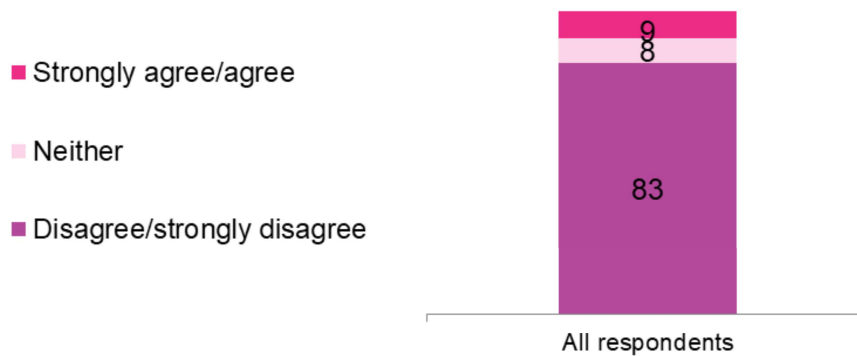
- To assess the level of acceptance of self-isolation as a strategy, participants were asked how much they agreed or disagreed with the statement that self-isolation is an effective way to help prevent the spread of COVID-19.

### Across both waves 1 and 2:

- Support was very high with around nine in ten agreeing that self-isolation is an effective way of stopping the spread of the virus (91%).

## Agreement with statement on individual judgement on self-isolation (%)

*"It should be up to the individual, not the government, to decide whether they need to self-isolate or not"*



58 Bases for Wave 1 & 2 combined: All index & contact case respondents (1,246); index (604); contact (642)

**ScotCen**  
Social Research

### Summary

- The majority of index & contact case respondents (across both waves) *disagreed* that it should be up to individuals to decide whether to self-isolate or not (83%), while around one in ten (9%) agreed with this statement.

# Contact

---

**Lisa Rutherford**

Research Director

E. [lisa.rutherford@scotcen.org.uk](mailto:lisa.rutherford@scotcen.org.uk)

**Vicky Wilson**

Senior Researcher

E. [victoria.wilson@scotcen.org.uk](mailto:victoria.wilson@scotcen.org.uk)

Visit us online: [scotcen.org.uk](http://scotcen.org.uk)

**ScotCen**

Social Research that works for society