

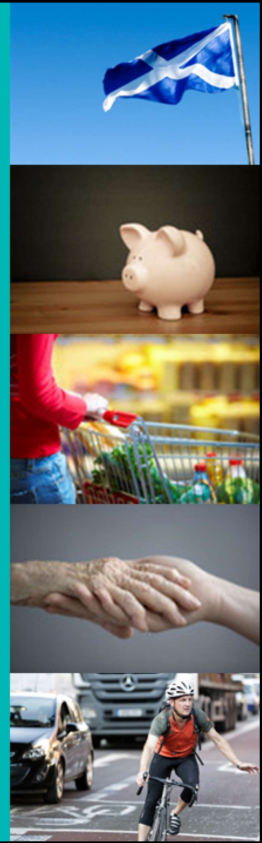
# COVID-19 Support Study:

Experiences of and compliance with self-isolation

**Interim Report 3**  
**Wave 3 survey findings**

---

June 2021



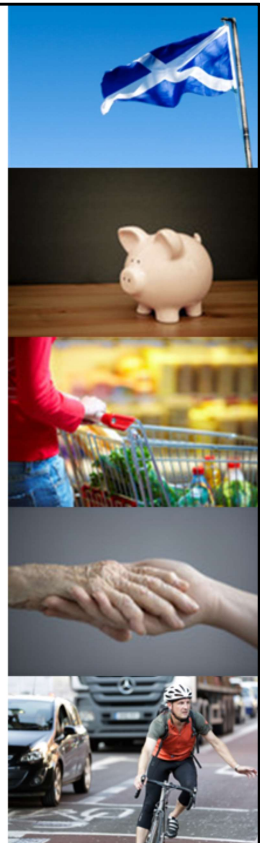
## Summary

- 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 all three waves 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
  - Wave 3: Monday 10<sup>th</sup> May and Wednesday 2<sup>nd</sup> June 2021
- Data for some measures has been presented for **all three** 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](#)
  - [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 - 10<sup>th</sup> May – 2<sup>nd</sup> June

Fieldwork for waves 2 and 3 was 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.

**Survey  
response**



**3.**



## Survey response: Waves 1 to 3

	Index cases			Contact cases			International Travellers			Total		
	W1	W2	W3	W1	W2	W3	W1	W2	W3	W1	W2	W3
Invitations issued (n)	3,515	2,456	2,219	7,332	10,585	9,324	1,904	8,313	7,879	12,751	21,354	19,422
Total questionnaires completed (n)	385	276	254	267	439	455	265	1033	951	917	1748	1660
Response rate* – total questionnaires completed (%)	11%	11%	11%	4%	4%	5%	14%	12%	12%	7%	8%	9%

8 \*See summary for additional notes on response rates. Note that additional interviews completed after the analysis cut off points (including by telephone) have been included, therefore, base numbers for waves 1 and 2 have been updated.

**ScotCen**  
Social Research

### Summary

- To date, 53,527 eligible adults from Test & Protect have been invited to take part in the survey (wave 1 = 12, 751, wave 2=21,354, wave 3= 19,422).
- A total of 4,325 adults have participated in the survey to date (wave 1=917, wave 2=1748, wave 3=1660).
- Response rates vary by case type with international travellers most likely to take part (wave 1=14%, wave 2=12%, wave 3=12%) and contact cases least likely to participate (waves 1 and 2=4%, wave 3=5%).
- Response rates across waves were similar for all case types.

### Notes on response rate:

- Additional interviews completed after the analysis cut off points for each wave (including by telephone) have been included, therefore, base numbers for waves 1 and 2 have been updated since previous publications.

**Findings**

---

**4.**

## 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 the three waves of fieldwork
- Tests of statistical significance will only be carried out at the final reporting stage
- 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.
  - While the results are based on all three waves of data collection tests of statistical significance will only be carried out at the final reporting stage. However, there are a few instances throughout this report where statistical significance is referenced.

# Findings - Index and contact cases

---

# 5.

## Summary

- Findings on index and contact case participants that took part in waves 1 to 3 of the survey are presented together in this section. International traveller findings are presented separately from findings on index and contact participants.

**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**

13 \*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.

## 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



14 Base: All Wave 1-3 index and contact case respondents (1,858)

**ScotCen**  
Social Research

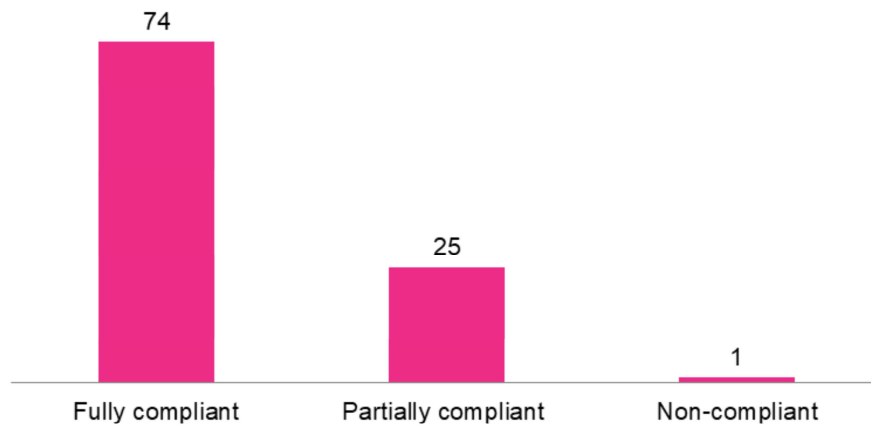
### Summary

- 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 1-3:

- It is clear that, when asked directly how well they managed to comply with self-isolation, the vast majority (94%) 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 less than 1% felt that they were 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 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.

## Behavioural compliance (%)



15 Base: All Wave 1-3 index and contact case respondents who answered questions required to derive this summary compliance measure (2,076)

**ScotCen**  
Social Research

### Summary

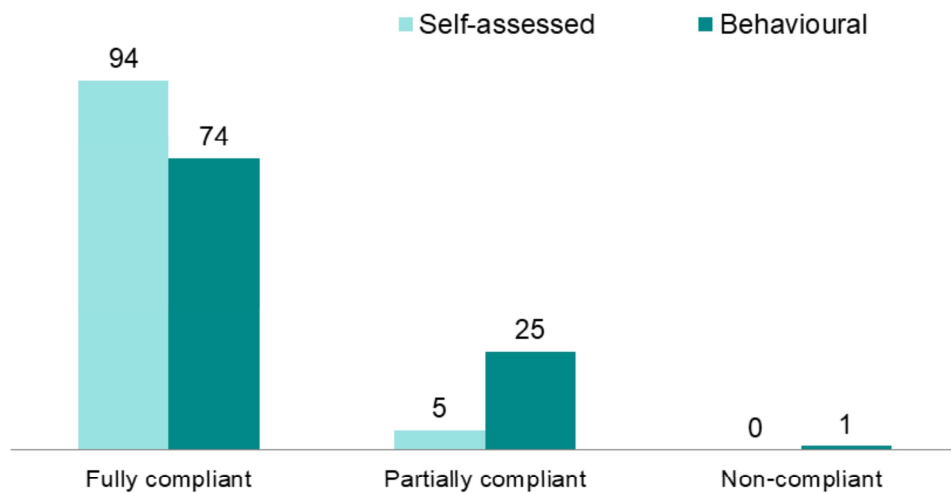
- This slide shows index and contact case compliance on the behavioural measure (derived from responses to (i) how soon began self-isolation, (ii) whether they left self-isolation and (iii) how many days, in total they isolated for. Note that a person who didn't start self-isolation straight away, but 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.

### Across waves 1 to 3:

- Around three in four (74%) 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.
- One in four (25%) partially complied with the requirement to isolate and 1% were non-compliant based on their responses to these questions.
- Compliance among index cases was not significantly different to the level observed for contact cases.
- 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.



## Comparison of compliance measures (%)



16 Base: All Wave 1-3 index and contact case respondents who gave self-assessed compliance response (1,858); all included in behavioural calculation (2,076)

**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 to 3:

- 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 94% of index and contact cases felt they fully complied with self-isolation, according to the derived summary measure of compliance, full compliance was 74%.
- Similarly, while 5% reported following the guidelines 'most of the time', partial compliance according to the behavioural measure stood at 25%.
- 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>93%</b>	<b>7%</b>
<b>Do not leave home/accommodation during isolation or only leave to get/send COVID-19 test</b>	<b>87%</b>	<b>13%</b>
Avoid contact with people outside HH during isolation	89%	11%
<b>Isolate for 10 days/still in isolation</b>	<b>93%</b>	<b>7%</b>

Base: All Wave 1-3 index & contact case respondents who answered questions on: when started isolation (2,027); whether left accommodation (2,002); whether met people from outside home (1,972); number of days isolated (2,066); numbers may not equal

17 100% due to rounding

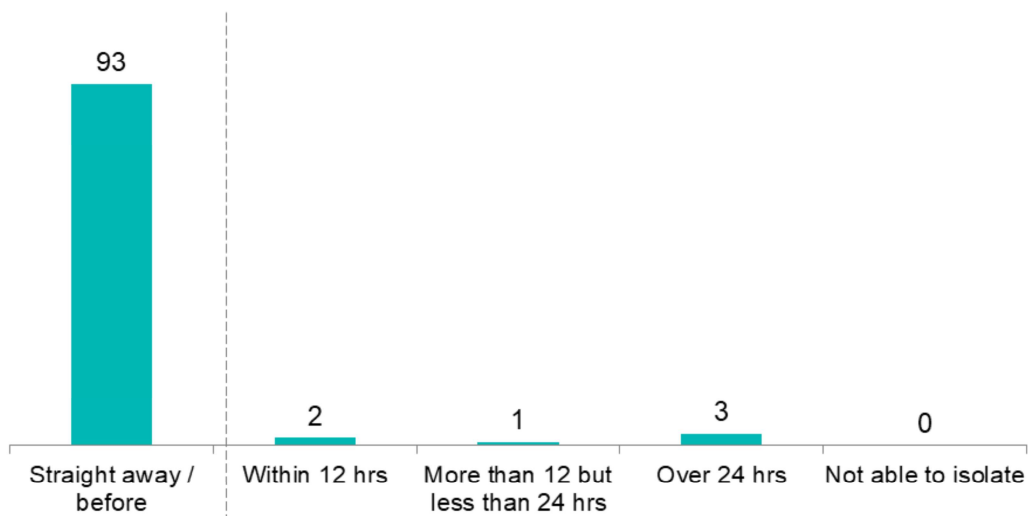
**ScotCen**  
Social Research

### Summary

Across waves 1 to 3:

- Around nine in ten (93%) index and contact case participants reported complying with the requirement to begin self-isolation immediately.
- Eighty-seven 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 (11%) reported being in close contact with someone from outside their household during their period of self-isolation.
- Seven percent of index and contact case participants failed to comply with the requirement to self-isolate for 10 days.

## How soon started isolating (%)



18 \* 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 1-3 index and contact case respondents (2,027) **ScotCen**  
Social Research

### Summary

- 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.

### Across waves 1 to 3:

- Over nine in ten (93%) 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.
- Two percent managed to isolate within 12 hours of being asked to and a further one percent isolated between 12 and 24 hours of being asked.
- Contact cases were significantly more likely than index cases to isolate immediately after being asked to do so or before being asked (98%, compared with 87%).
- Around half of those index cases who reported not managing to start isolation straight away reported starting within 24 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	6%
Work/school/university	6%
Medical reason (e.g. doctor/hospital/dentist appointment)	1%
Take child to/from school	3%
Provide care for a vulnerable person	1%
Met friends/family - indoors	1%
Met friends/family – outdoors	2%
Get/return COVID-19 test	27%
<b>None of these</b>	<b>58%</b>

19 Base: All index and contact case participants who were not able to self-isolate straight away in waves 1-3 (1,996)

**ScotCen**  
Social Research

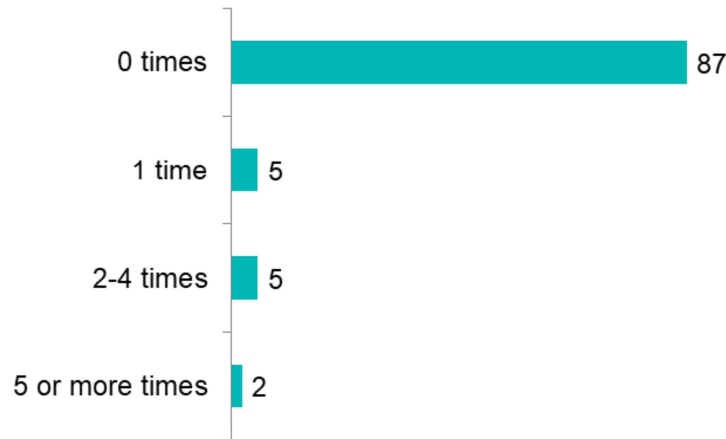
### Summary

- 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.

### Across waves 1 to 3:

- The most common activity index and contact case participants reported carrying out before beginning self-isolation was getting or returning a COVID-19 test kit (27%). Other activities mentioned included: going to the shops for groceries or medicine (7%), outdoor recreation or exercise (6%) and/or to go to work, school or university (6%). 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 activities not listed before beginning to self-isolate.

## Number of times left accommodation (%)



20 \*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 1-3 index and contact case respondents (2,002)

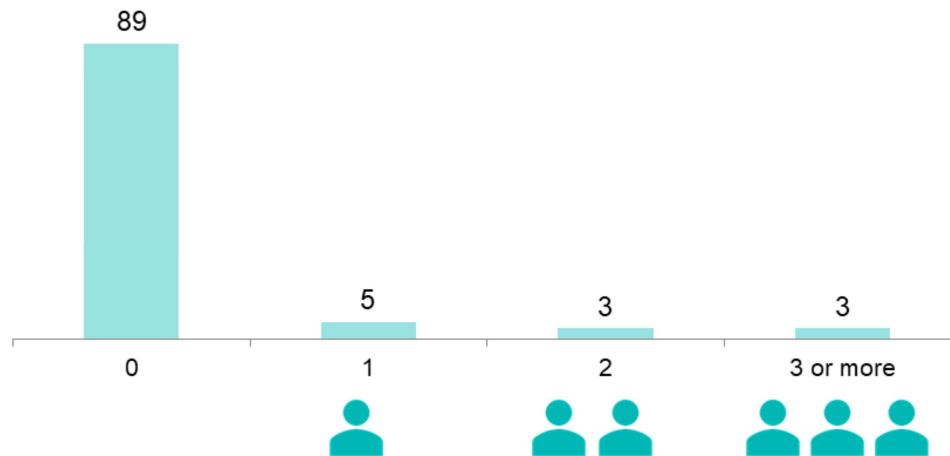
**ScotCen**  
Social Research

### Summary

Across waves 1, 2 and 3:

- 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.
- Eighty-seven percent 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, a further 5% left between 2 and 4 times and 2% left 5 times or more.
- Contact cases were still more likely than index cases to report leaving home at least once during self-isolation (15% and 10% respectively).

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



21 Base: All Wave 1-3 index and contact case respondents (1,972)

**ScotCen**  
Social Research

### Summary

Across waves 1, 2 and 3:

- 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 (89%).
- 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 done *during* isolation (%)

	Total
Went to shops (groceries/medicine)	9%
Went to shops (other)	1%
Outdoor recreation/exercise	20%
Work/school/university	2%
Medical reason (e.g. doctor/hospital/dentist appointment)	7%
Take child to/from school	2%
Provide care for a vulnerable person	1%
Met friends/family - indoors	<0%
Met friends/family – outdoors	1%
Get/return COVID-19 test	68%
<b>None of the above activities</b>	<b>10%</b>

22 Base: All index and contact case participants who left their home/accommodation during self-isolation in waves 1-3 (548)

**ScotCen**  
Social Research

### Summary

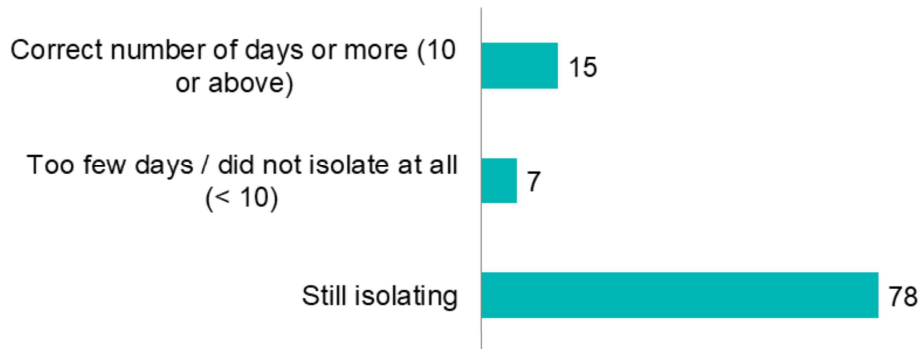
- In addition to asking participants when they started self-isolation, everyone was also asked whether they carried out any of the listed activities during their self-isolation. The only permitted activity, 'get/return' COVID-19 test' was also included on this list.

### Across waves 1 to 3:

- The most common activity index and contact case participants reported carrying out during self-isolation was the permitted activity of getting or returning a COVID-19 test kit (68%). The next most common activity mentioned was outdoor recreation or exercise (20%).
- One in ten (10%) 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.
- The biggest differences between case type in wave 3 were going out for another medical reason (14% index, 3% contact) and going for groceries/medicine (14% and 7% respectively), both of which were significant differences.
- No noticeable differences were observed for individual activities across waves.

## Isolation length (%)

### Days able to isolate for (%)



23 Base: All Wave 1-3 index and contact respondents (2,066)

**ScotCen**  
Social Research

### Summary

Across waves 1 to 3:

- Most (78%) index and contact case participants were still in their official self-isolation period at the time of completing the survey.
- Seven percent isolated for less than the required 10 days or not at all, while 15% had finished self-isolating (but were able to isolate for the full 10 days) when they took part in the survey.
- Contact cases were significantly more likely than index cases to isolate for too few days or not isolate at all (11% compared with 2%).



**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...?*



25 Base: All Wave 1-3 index and contact case respondents (1,898)

**ScotCen**  
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 1-3:

- When asked how many days someone should self-isolate for if they tested positive for COVID-19, around nine in ten (88%) index and contact case participants reported 10 days.
- A further 9% 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	80%	9%	11%
Medical reason (e.g. doctor/ hospital/ dental appointment)	18%	16%	65%
Go to the shops for groceries, toiletries or medicine	3%	3%	94%
Outdoor recreation/exercise	6%	5%	89%
Go to care for a vulnerable person	4%	9%	87%
Take child to/from school	2%	6%	93%
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%

26 Base: All Wave 1-3 index and contact case respondents (1,895)

**ScotCen**  
Social Research

### Summary

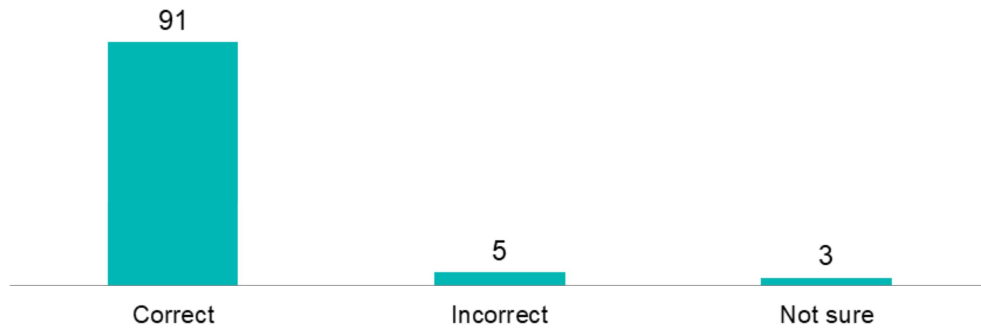
- Participants were presented with a list of activities and asked whether they thought each of them was “allowed” or “not allowed” during the period of self-isolation. “Not sure” was also available as a valid response option.

#### Across waves 1-3:

- 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 (80% 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. One in ten did not know if getting or returning a COVID-19 test was permissible or not (9%) and a similar proportion (9%) 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 89-97% 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...*



27 Base: All Wave 1-3 index and contact case respondents (1,913)

**ScotCen**  
Social Research

### Summary

Across waves 1 -3:

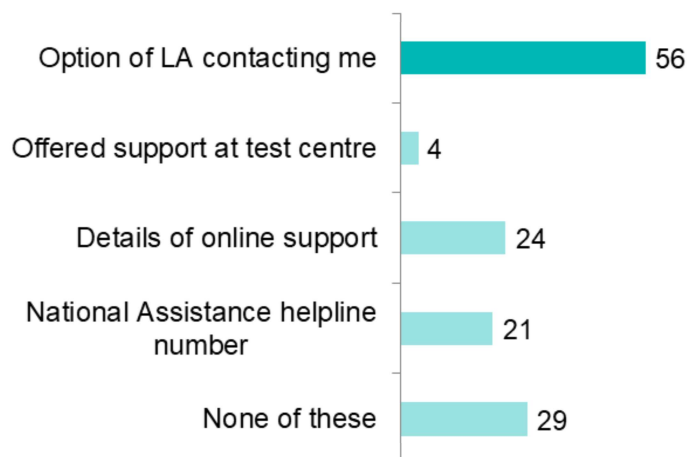
- Ninety-one percent of index and contact case participants reported that it was 'correct' that a person should self-isolate for 10 days if they've been informed they have been in close contact with a person who tested positive for COVID-19, even if they later tested negative themselves. Five percent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

# Local Authority support

---



## Types of support offered (%)



29 Base: All Wave 1 -3 index & contact cases (1,927)

**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 -3:

- When asked if they had been offered support in any of the ways listed, just over half (56%) of index and contact cases said they were offered the option of having their contact details passed on to their Local Authority.
- Around 3 in 10 (29%) indicated that they were not offered support in any of the ways listed when they were advised to self-isolate.

## Local Authority Support summary (%)



30 Base: All Wave 1 -3 index & contact cases (1,927); \*all those offered support from LA (1,081); \*\* all Wave 1-3 index and contact cases who answered question (1,938)

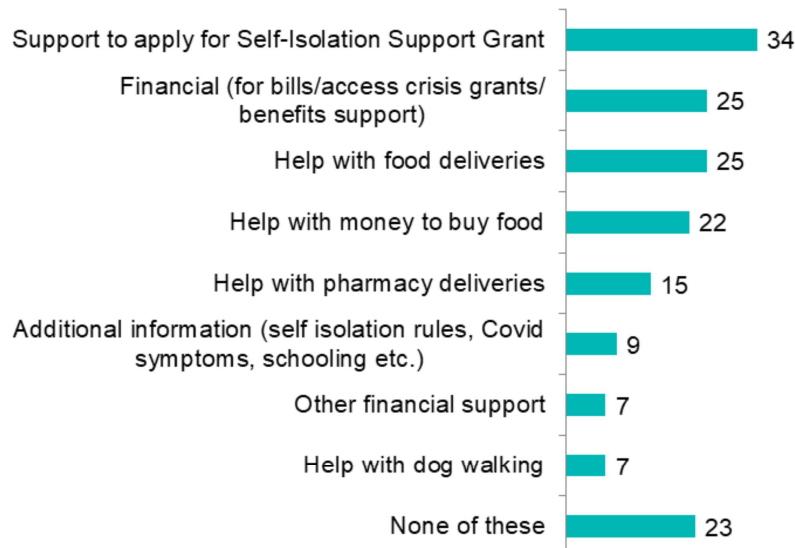
**ScotCen**  
Social Research

### Summary

Across waves 1 -3:

- 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 (%)



31 Base: All Wave 1 -3 index and contact cases who took up offer of their details being passed to their LA for support (151)

**ScotCen**  
Social Research

### Summary

Across waves 1-3:

- Financial support and access to supplies were the types of support most often sought from Local Authorities with:
  - Around a third interested in help to apply for a self-isolation support grant (34%)
  - A quarter looking for financial help (bills/access to a crisis grant and/or benefit support) and/or help with food deliveries (25% each)
  - Just over a fifth wanted help with money to buy food (22%)
  - 15% were interested in support with pharmacy deliveries
- 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

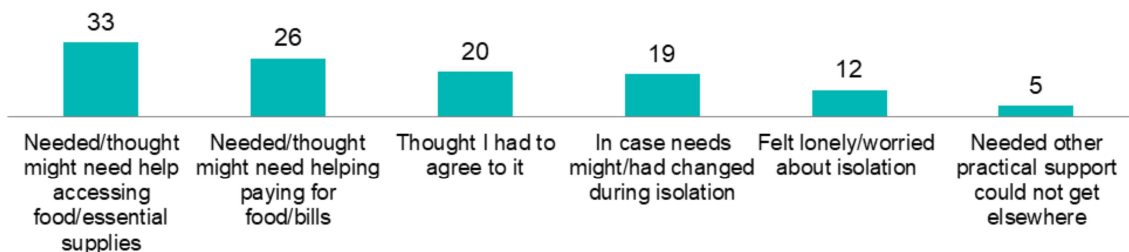


## Reasons for agreeing to LA follow up call (%)

**72%**

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 (%)



32 Base: All Wave 1-3 index & contact cases who accepted the option of LA contact (150) and agreed to a follow up call (108)

**ScotCen**  
Social Research

### Summary

Across waves 1-3:

- Among those index and contact case participants who accepted the offer of their details being passed to their Local Authority for support, 72% 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 (33%)
  - And/or paying for food/bills (26%)
- A fifth of those who accepted LA support contact and a follow up call thought they had to agree to a follow up call (20%) while a similar proportion agreed in case their needs changed during self-isolation (19%)

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

Reasons for not accepting offer	%
Did not need additional support	87%
All the information was accessible online	14%
Wasn't sure what kind of support was available & whether I needed it	8%
Wanted to contact my local authority directly	<1%
Did not wish to be identified to my local authority	1%
Other	5%

33 Base: All Wave 1-3 index and contact cases who did not take up offer of LA contacting them for support (891)

**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 1-3:

- The vast majority (87%) 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.
- 8% 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%**

34 Base: All Wave 1-3 index & contact cases (1,927); \*all Wave 1-3 index & contact cases who answered question (1,938)

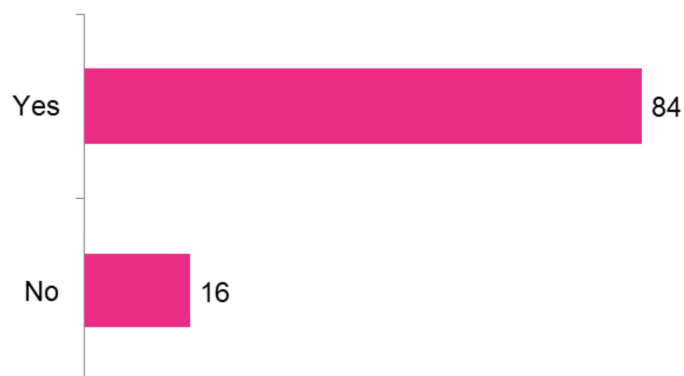
**ScotCen**  
Social Research

### Summary

Across waves 1-3:

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

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



35 Base: All index & contact cases in waves 1-3 offered LA support, who contacted their LA directly or contacted the National Assistance Helpline (1,116)

**ScotCen**  
Social Research

### Summary

Across waves 1-3:

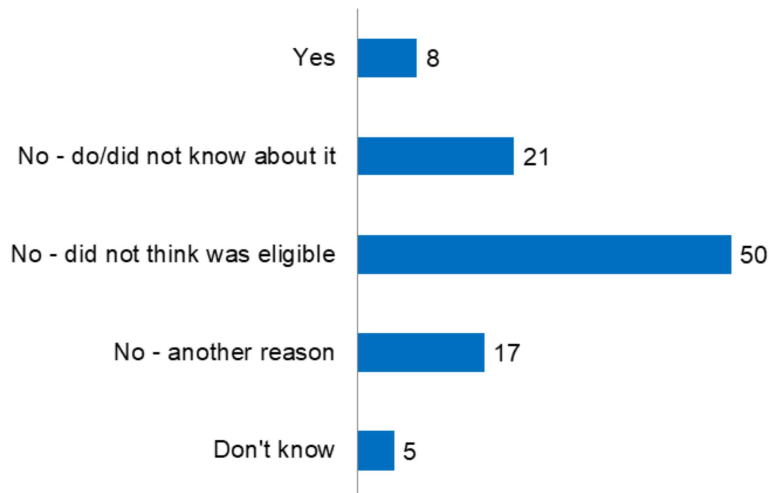
- 84% of index & contact cases offered the support of their Local Authority contacting them, who contacted their Local Authority directly and/or who contacted the National Assistance Helpline indicated that their support needs were met.
- 16% of these respondents indicated that this was not the case.

# Self-isolation support grant

---

9.

## Self-isolation support grant applications (%)



37 Base: All Wave 1-3 index and contact cases (1,928)

**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

#### Across waves 1-3:

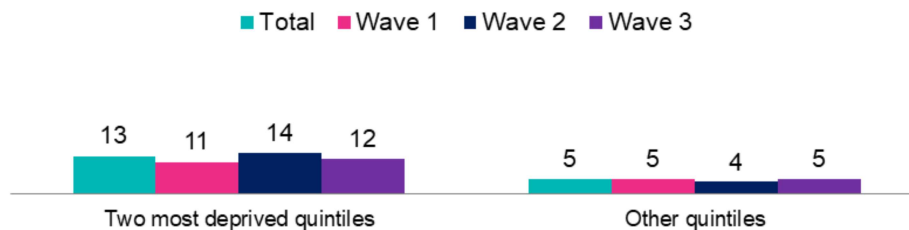
- The proportion of index and contact cases who applied for a self-isolation support grant was 8%.
- Half (50%) of index and contact case respondents did not think that they were eligible to apply.
- Just over a fifth (21%) of index and contact cases indicated that they did not know about the grant.

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

**8%**

of index and contact cases applied for a Self-Isolation Support Grant in waves 1-3

Application submitted by SIMD quintiles (%)



38

Base: All Wave 1-3 index & contact cases who answered question (Total: 1,928); all living in two most deprived SIMD quintiles (Total: 583/Wave 1: 176/Wave 2: 221/Wave 3:186); all living in other SIMD quintiles (862/275/275/312)

**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

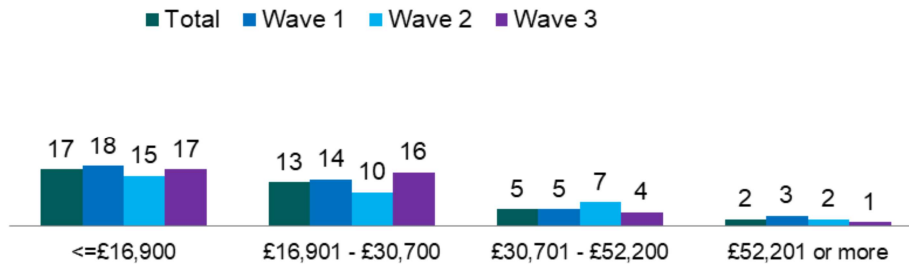
Across waves 1-3:

- 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).



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

Application submitted by annual household income bracket (%)



39 Base: All index & contact cases by household income <=£16,900  
 (Total:289/W1:88/W2:108/W3:93); £16,901-£30,700 (439/133/164/142); £30,701-£52,200  
 (435/149/137/149); £52,201+ (374/123/115/136)

**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

### Across waves 1-3:

- Those with household incomes of less than or equal to £16,900 (17% across all three waves) and £16,901 to £30,700 (13% across all 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	53	4	93
Positive	45	95	4
Inconclusive/ void	<0.5%	<0.5%	<0.5%
No result yet	2	<0.5%	3

41 Base: All Wave 1-3 index & contact cases who have ever been tested for COVID-19 (1,854); Index (830); Contact (1,024)

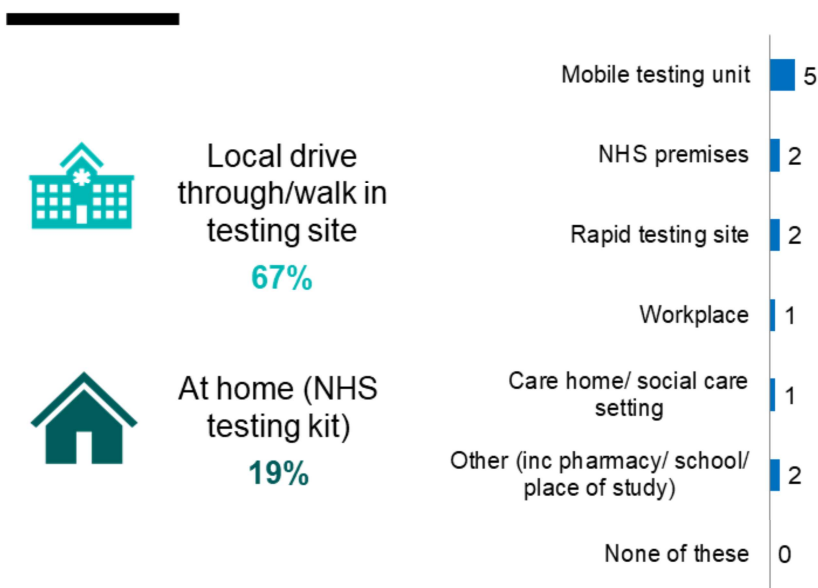
**ScotCen**  
Social Research

### Summary

Across waves 1-3:

- Just over half of index and contact case respondents who had been tested reported a negative result for their last test (53%), with this proportion highest among contact cases (93%).
- The majority of index cases reported a positive result for their last COVID-19 test (95%).

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



42 Base: All Wave 1-3 index & contact cases who had ever been tested (1,855)

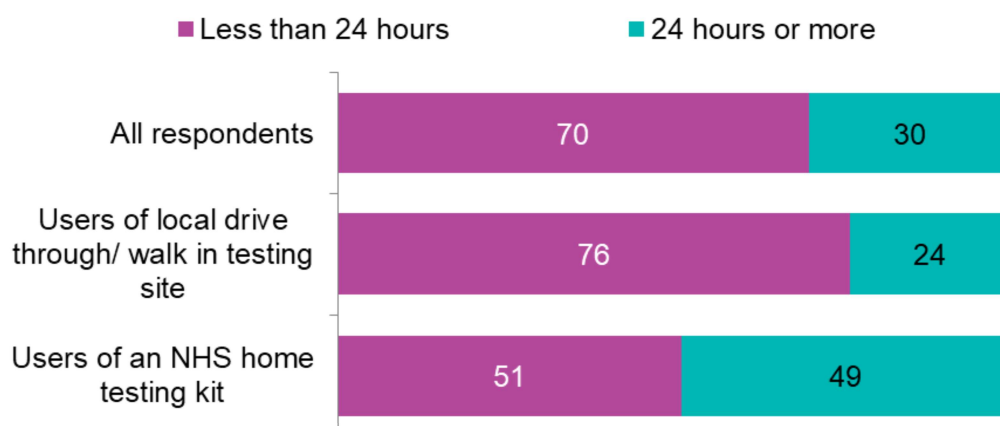
**ScotCen**  
Social Research

### Summary

Across waves 1-3:

- 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 (67%).
- A fifth had most recently used an NHS testing kit at home (19%).
- The results are indicative of a decrease between waves 1 and 2 for use of a local drive through/walk in site and an increase over the same period in the use of NHS testing kits at home.

## Time taken for test result (%)



43 Base: All Wave 1-3 index & contact case respondents who had ever been tested (1,854); walk-in/drive through (1,243); NHS test done at home (361)

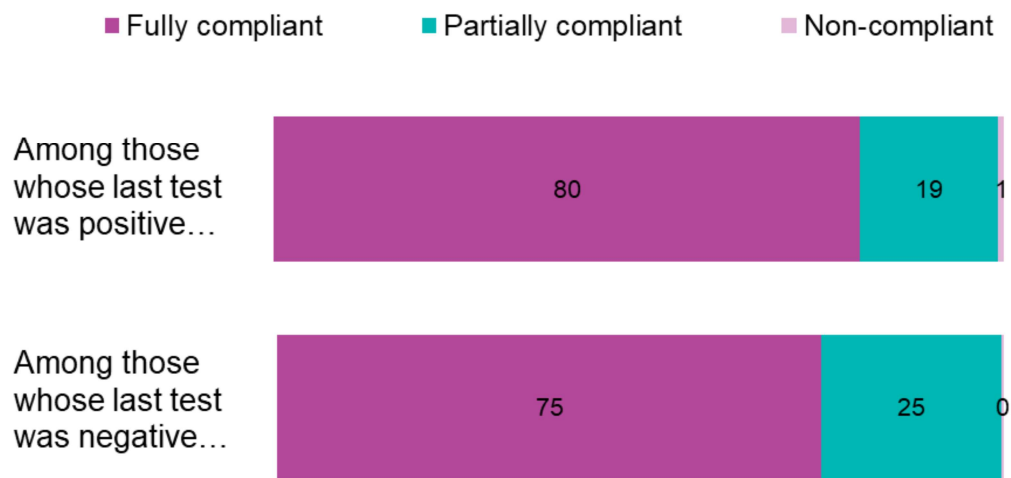
**ScotCen**  
Social Research

### Summary

Across waves 1-3:

- Participants that reported having had a COVID-19 test were asked how long they waited for their most recent test result.
- Just over two-thirds of index and contact case respondents received their result within 24 hours (70%). This was higher among users of a local drive through/ walk in site, with 76% waiting for less than 24 hours for a result.
- Half of NHS home testing kit users reported waiting less than 24 hours for their result (51%).
- Results are indicative of an increase between waves 1 and 3 in the proportion waiting less than an hour for their test result, potentially as a result of greater availability of lateral flow tests.

## Behavioural compliance by last test result (%)



44 Base: All Wave 1-3 index and contact case respondents whose last COVID-19 test was positive (Total 830), all whose last COVID-19 test was negative (Total 990)

**ScotCen**  
Social Research

Summary:

Across waves 1-3:

- Those index and contact case participants whose last COVID-19 test was positive were most likely to fully comply with self-isolation (80%, compared with 75% of those that last tested negative).
- Partial compliance was highest among those whose last test was negative (25% compared with 19%).
- Non-compliance was 0%-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 97%)

**Leave home during the self-isolation period** (10% left at least once for a non-test related activity, compared with 14%)

**Isolate for too few days** (1% isolated for under 10 days, compared with 11%)

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%)

45 Base: All index & contact cases in waves 1-3 whose last COVID-19 test was positive (829); all index & contact cases whose last COVID-19 test was negative (988)

**ScotCen**  
Social Research

## Summary

Across waves 1-3:

- 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 negatively most recently were more likely than those testing positive to leave home during isolation or to end their self-isolation period early.

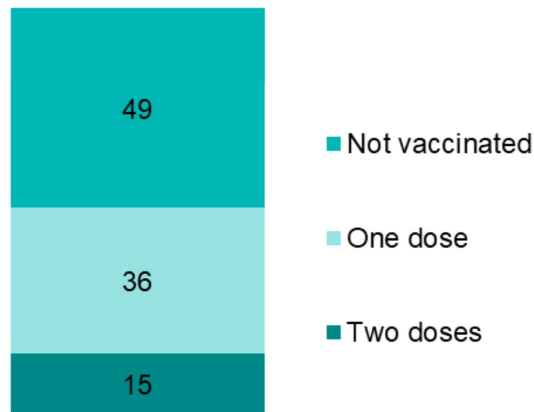
**Vaccination  
status**

---

**11.**



## Vaccination status (%)



47 Base: All Wave 1-3 index & contact case respondents (2,052)

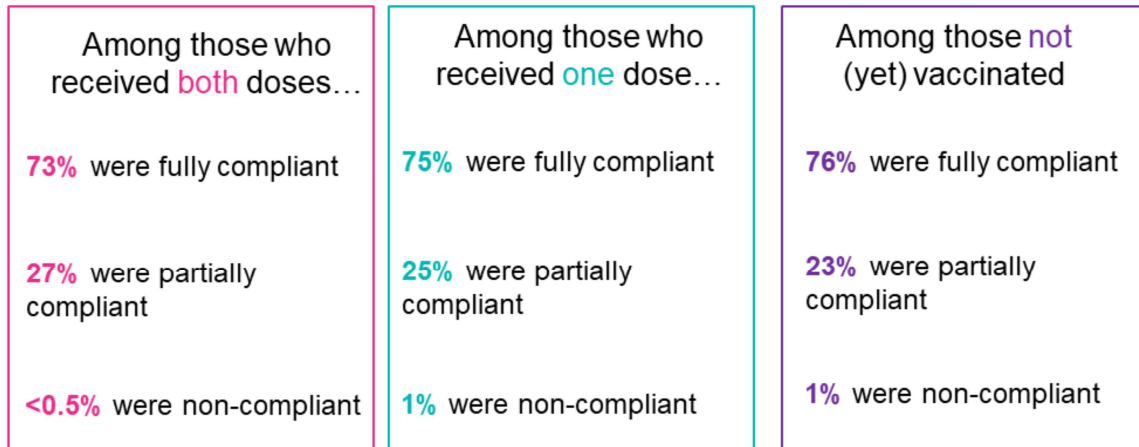
**ScotCen**  
Social Research

### Summary

Across waves 1-3:

- Among index & contact case respondents, 15% reported having received both doses, while a further 36% reported having received their first vaccination dose and 49% had not been vaccinated at the time of survey fieldwork.

## Behavioural compliance by vaccination status (%)



48 Base: All Wave 1,2 & 3 index and contact case respondents who had received one dose (741); received both doses (304); not been vaccinated at all (1,007)

**ScotCen**  
Social Research

### Summary

Across waves 1-3:

- No significant difference in compliance based on vaccination status was observed: 73% of those index and contact case participants fully vaccinated against COVID-19 were fully compliant, as were 75% of those who had received one dose and 76% who were not yet vaccinated.

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

Among those who received <b>both</b> doses...	Among those who received <b>one</b> dose...	Among those <b>not</b> (yet) vaccinated
<b>59%</b> would come into close contact with others once fully vaccinated	<b>75%</b> would come into close contact with others once fully vaccinated	<b>73%</b> would come into close contact with others once fully vaccinated
<b>43%</b> would visit vulnerable friends/ family	<b>60%</b> would visit vulnerable friends/ family	<b>61%</b> would visit vulnerable friends/ family
<b>91%</b> would self-isolate again if asked to again	<b>85%</b> would self-isolate again if asked to again	<b>77%</b> would self-isolate again if asked to again

49 Base: All Wave 1-3 index & contact case respondents who had received one dose (698); received both doses (278); not been vaccinated at all (899)

**ScotCen**  
Social Research

### Summary

#### Across waves 1-3:

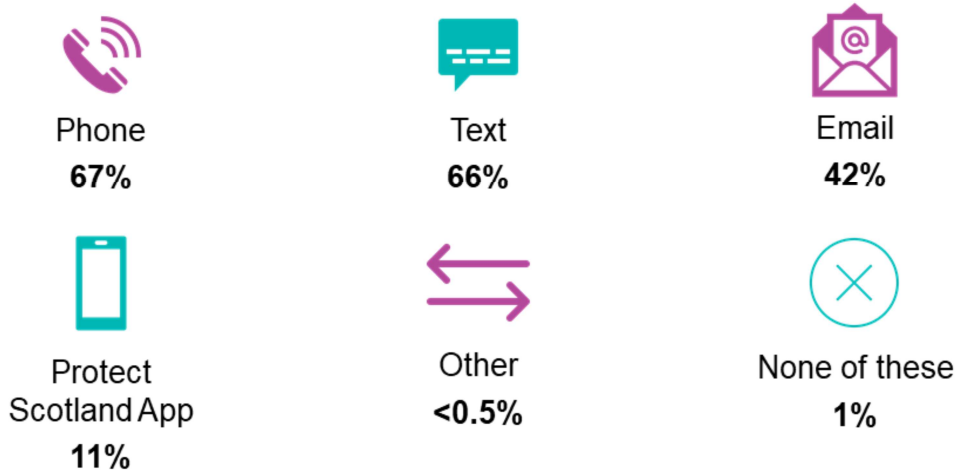
- Those index and contact case participants who had already received *both* doses of the vaccine were less likely than those who had received one or those who were not vaccinated at all to indicate a likelihood to come into close contact with others (59% compared with 75% and 73% respectively) and/or to visit vulnerable friends or family (43% compared with 60% and 61% respectively).
- Those who were not vaccinated at all at the time of survey fieldwork 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 (%)\*



51 Base: All Wave 1-3 index and contact cases (2,076); \*respondents could select as many of these options as applied to them

**ScotCen**  
Social Research

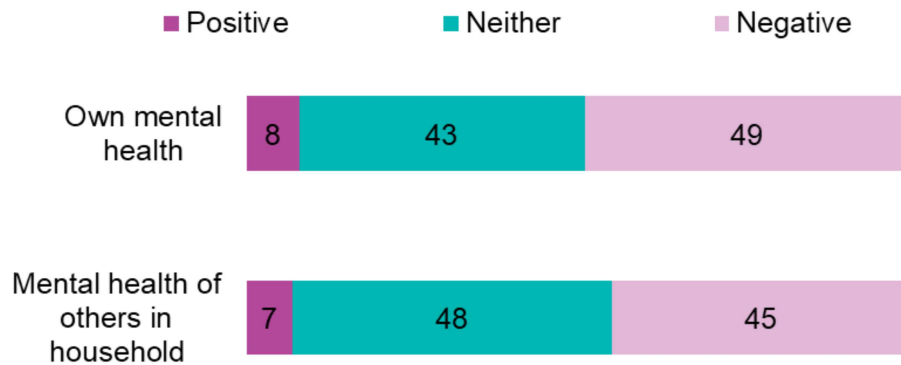
### Summary

- 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 waves 1-3:

- The largest proportions indicated a preference for contact by phone (67%) and/or text message (66%)
- Around two-fifths would prefer email (42%) while around 1 in 10 expressed a preference for notification via the Protect Scotland App (11%)

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



52 Base: All Wave 1-3 index and contact case respondents (1,889); all index & contact case respondents in Wave 1 & 2 who lived with others (1,720)

**ScotCen**  
Social Research

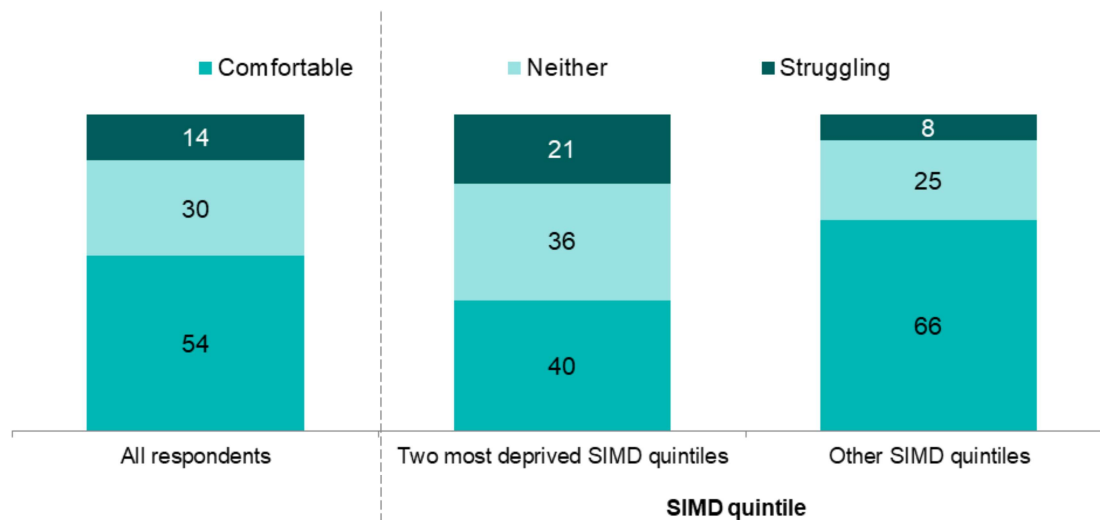
### Summary

- Index and contact case respondents across all waves 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 waves 1-3:

- Just under half of index and contact cases (49%) said that self-isolation had impacted negatively on their mental health. ONS data (from 10<sup>th</sup> to 15<sup>th</sup> of May 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. 45% 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 (%)\*



53 Base: All Wave 1-3 index & contact case respondents (1,877); Wave 1-3 living in two most deprived quintiles (580); Wave 1-3 living in other SIMD quintiles (859); \*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%.

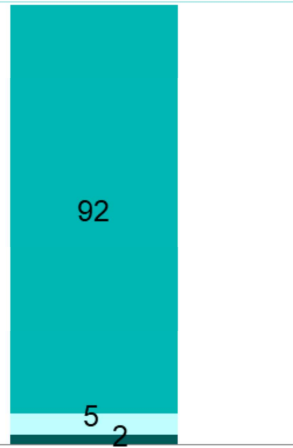
### Across wave 1-3:

- Just over half of index and contact case respondents indicated that they had/were managing comfortably on their household income during self-isolation (54%), while 14% indicated that they had/were struggling.
- When analysed by levels of area deprivation across all three 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 (8%).

## 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

54 Base: All Wave 1-3 index & contact case respondents (1,882)

**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.

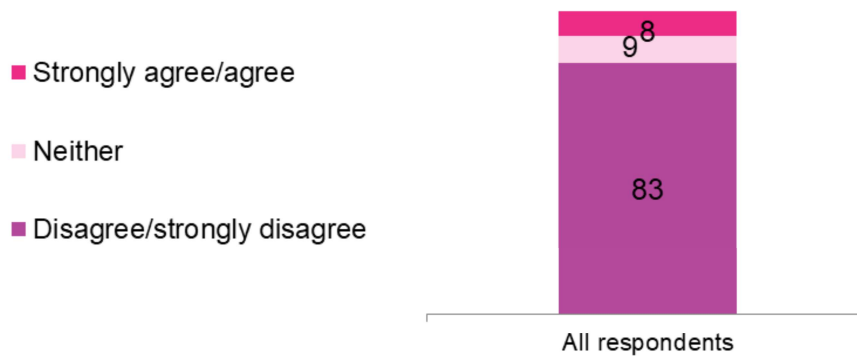
### Across waves 1-3:

- Support was very high with just over nine in ten agreeing that self-isolation is an effective way of stopping the spread of the virus (92%).



## 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"*



55 Bases for Wave 1-3 : All index & contact case respondents (1,882)

**ScotCen**  
Social Research

### Summary

- The majority of index & contact case respondents (across all three waves) disagreed that it should be up to individuals to decide whether to self-isolate or not (83%), while just under one in ten (8%) 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