TIME TO RESET

The public desire for a fairer, greener Britain after Covid

A report by the All Party Parliamentary Group on the Green New Deal

RESET

About RESET
and who we are

About Reset

Reset is an inquiry by the All Party Parliamentary Group on the Green New Deal, that set out to work with the public to shape the future of Britain. Through surveys, workshops, discussion groups, evidence sessions and other online events exploring how life in the UK could change after the coronavirus crisis, Reset hoped to engage as many different voices as possible, deliberately reaching out to those communities which are often overlooked. It went beyond consultation and aimed to start the process of putting power back into communities, using people's experience and expertise in the process of deciding what steps to take next and creating the connections and structures that will underpin work in pursuit of a better future.

The All Party Parliamentary Group (APPG) on the Green New Deal

The All-Party Parliamentary Group (APPG) on the Green New Deal exists to provide a cross party platform for the development of a transformative Green New Deal for the UK. Its members are: Caroline Lucas MP, co-chair (Green Party); Clive Lewis MP, co-chair (Labour); Lord Randall, vice-chair, (Conservative); Liz Saville Roberts MP, vice-chair (Plaid Cymru); Debbie Abrahams MP, vice-chair (Labour); Claire Hanna MP, vice-chair (SDLP); Stephen Farry MP, Treasurer (Alliance Party); Wera Hobhouse MP (Liberal Democrat); Alan Brown MP (SNP); Baroness McIntosh, (Conservative); Nadia Whittome MP (Labour); Baroness Bennett (Green Party); Baroness Lister (Labour); Baroness Jones (Green Party); Lloyd Russel-Moyle MP (Labour); Feryal Clark MP (Labour); Sam Tarry MP (Labour); James Murray MP (Labour Co-operative); Alex Sobel MP (Labour Co-operative); Wes Streeting MP (Labour); Rachel Maskell MP (York Central); Beth Winter MP (Labour).

The Advisory Group for the APPG on the Green New Deal

Professor Kevin Anderson, Tyndall Centre; Fernanda Balata, New Economics Foundation; Adrienne Buller, Common Wealth; Mel Evans, Senior Climate Campaigner, Greenpeace UK; Tony Greenham, South West Mutual; Professor Andy Gouldson, University of Leeds, Place Based Climate Action Network; Colin Hines, Convenor, Green New Deal Group; Fatima Ibrahim, Co-Executive Director, Green New Deal UK; Professor Richard Murphy, Corporate Accountability Network; Ann Pettifor, Prime Economics; Asad Rehman, Executive Director, War on Want; Professor Nick Robins, LSE/Grantham Institute; Andrew Simms, Rapid Transition Alliance; Professor Lorraine Whitmarsh, Director of the Centre for Climate Change and Social Transformations; Professor Rebecca Willis, Lancaster University.

The Reset Research Team

We brought together a specialist research team to deliver Reset, each of whom has specific expertise in engaging different groups and all of whom gave their time to the project for free. We are very grateful to Nadya Powell, co-founder of Utopia; Steven Lacey, ethnographic researcher and founder of the Outsiders: Fern Miller, a senior qualitative researcher: Shazia Ali, a senior qualitative researcher; Will Oshiro De Groot, a cultural insights practitioner and founder at MEND and Dr. Leili Sreberny-Mohammadi, a Digital Ethnographer. Additional research support was provided by Annayah Prosser, a PhD candidate at the University of Bath, and Martin Preston, a PhD candidate at the University of Bristol through the South West Doctoral Training partnership. Adam Chmielowski of Starling analysed the Bulbshare data.

Ruth Potts, a researcher for the Green New Deal Group, managed the Reset project for the APPG.

Reset Opinion Polling and Surveys

We used a combination of opinion polls and surveys for Reset. The support of a number of organisations made that possible.

The Insight Agency Opinium hosted our public survey, and conducted two opinion polls of 2,000 adults for the project in July and September 2020. We recruited a nationally representative sample of people for our workshops through Opinium, increasing the proportion of people of colour, and working-class people, to account for imbalances in conventional polling. We worked with specialist recruitment agencies in London and Manchester, financed by the Outsiders, to make sure our sample was diverse. A small grant from ECF allowed us to pay members of the public for their time to help increase inclusivity.

The crowdsourcing platform, Bulbshare, enabled us to cross check our findings with members of the public.

The online campaign group 38 degrees sent a shortened version of our survey to their email list, and received just over 50,000 responses. While not a representative group, this nonetheless gave us responses from significant numbers of people in every constituency in the country.

The Reset Delivery Team

A range of people made the Reset project possible, all of whom gave their time to the project for free. We are very grateful to Ian Fooks, Simon Wellings, Pete Lewis, David Flindall and James Thexton at Curious Ways who created the identity for the project, designed and built the website, designed, edited and laid out the report; and to Tanya Squires who managed the recruitment process for the workshops.

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Foreword

The coronavirus pandemic is a disaster of a nature none of us have experienced in our lifetimes. Hundreds of thousands of people have lost their lives around the world, with many more still likely to die as the search continues for a vaccine. As a significant proportion of everyday activity stopped in order to halt the spread of the virus, an economic crisis like no other began - businesses closed, many workers were furloughed, while many others lost their jobs and were thrown into extreme hardship. With the consequences yet to play out in full, the overall social and economic impacts are still unknown. What has become clear, however, is that the last six months have forced us all to imagine things differently – and that some of the changes that have been made are positive ones that a majority would like to keep.

Now is the time to think big and ask the most fundamental questions about the way that we live, and the things that matter to us. The pandemic both emphasised and exacerbated shocking levels of inequality. It exposed the harsh impacts of ten years of austerity on public services and local authorities, and the corrosive impact of marketisation on many of our essential services. It revealed an NHS blessed with a skilled and committed workforce but lacking in both resources and resilience. How do we seize this moment in history, and rebuild life in the UK in ways that not only move past this pandemic, but learn from it and build back better? Are there lessons from the response to coronavirus that might help us help us respond to the even greater challenge posed by the Climate Emergency? We wanted to explore what people in Britain feel they have learned from the crisis and how they might want life in the UK to change as a result.

We are at a crossroads, and the decisions that the Government takes this Autumn will lock us into one of two alternative routes. Ministers can either rebuild the existing system, locking in unacceptable levels of inequality and setting us on a collision course with climate catastrophe, or they can use this moment to lay the foundations for a greener, fairer Britain and set the economy on a path to a modern, post-carbon future.

As members of the All Party Parliamentary Group for a Green New Deal, we wanted to explore and build on the growing consensus among groups from business organisations to unions, from think tanks to campaigning organisations about the need to transform and modernise the economy so that it is fit for a new central purpose – enhancing the wellbeing of people and nature - and in the process creating hundreds of thousands of good quality jobs, as first set out in full in 2008 by the Green New Deal Group.

We started by seeking to identify and better understand the changes people told us they wanted to see in pursuit of a greener, fairer future. We will now be working collaboratively to design a policy programme that will deliver them. We did this not as an academic exercise, but because sustainable change must come from the bottom up, and be co-designed with people, not done to them.

Some of the most popular changes, including more green spaces, liveable streets, less traffic, more flexible working patterns and food grown closer to home, would also make a significant contribution to meeting the UK's zero carbon targets. Other changes, from improving the pay and conditions of key workers, to introducing rent caps, would make Britain fairer. These aspirations were shared strongly by all of the different groups of people with whom we engaged, irrespective of geography, gender, age, ethnicity or class. Almost all of them require government intervention. Our next report, to be published in October, building on the evidence submitted to us, will map out the policies that could make change happen.

When he won the General Election in December 2019, the Prime Minister promised a "people's government". This Reset report shows that his Government has a far greater popular mandate for much bolder action to achieve fairness and sustainability than it imagines. There is widespread support in all nations and regions of the UK for ambitious change - now we need the people's government to deliver it.

Caroline Lucas MP, Clive Lewis MP, Lord Randall, Liz Saville Roberts MP, Wera Hobhouse MP, Debbie Abrahams MP, Claire Hanna MP and Steven Farry MP. The Officers of the All Party Parliamentary Group on the Green New Deal.

Findings at a glance

Overview

The months of Covid lockdown have transformed the national mood, according to MPs and peers from an All Party Parliamentary Group who've spent the summer engaging with people across the country on what a post-Covid society and economy should look like.

In a challenge to the perception of the UK as nations riven with division, they found common aspirations in all of the communities with whom they engaged, marked by an overwhelming public appetite for a fairer, greener, kinder Britain after Covid.

While other recent research has focused on how very real divisions and differences have been exacerbated by the pandemic, our approach, which was explicitly concerned with identifying outcomes people wanted to see looking ahead, found significant commonality.

Reset complements the process of the first UK-wide citizens' assembly, Climate Assembly UK, by exploring how meeting net zero intersects with people's immediate hopes and dreams. Some of the most popular changes, including more green spaces, liveable streets, less traffic, more flexible working patterns and food grown closer to home, would also make a significant contribution to meeting the UK's climate change targets.

The public are way ahead of ministers in the boldness, scope and scale of change they want to see, with ambitious ideas about the future of work, public services, community, nature and local life.

The Government has a far stronger popular mandate than it imagines to use this moment to transform Britain.

Fairness
The APPG found huge support for better pay and improved conditions for key workers - from NHS staff and care workers to supermarket staff and delivery drivers. The support came regardless of political affiliation or preference, and from across the country. There was widespread support for other measures that would make Britain fairer, including a universal basic income and guaranteed employment:

63% support a jobs guarantee and the Government creating the opportunity for everyone to access a fairly paid job. Only 9% of people completely opposed this policy.

50% support a reduction in working days to ensure there is enough work to go around for everyone.

57% support some form of monthly guaranteed set income for every household.

Only 19% think housing policy is working well.

There is strong public support for rent caps and investment in social housing.

Reshaping working life

After the huge changes to working life brought about by lockdown, people want to see working life transformed with the flexibility to work from home where it is safe and possible to do so, and a broader definition of work so that domestic and other caring work and volunteering is equally valued. People said they wanted to be more involved in their communities – and identified time as the main barrier. As one participant in our workshop put it, they want "the time to be good."

Relocalising Britain

After being forced to stay local during lockdown, people said they felt more connected to their local areas – and want to see changes that would make their neighbourhoods more varied and welcoming, including community hubs, residential spaces and cultural venues alongside shops.

More nature and less traffic

People across the UK made more use of green spaces during lockdown and deepened their perception of Britain as a nation of nature lovers – but not everyone had access. They want to see more local green spaces – and access to nature for everyone – and for the changes seen during lockdown, like reduced traffic and cleaner air, to be permanent.

Summary:
A crisis like no other, and a glimpse
of what else Britain might become

Our response to disaster can give us: "a glimpse of who else we ourselves may be and what else our society could become."-
Author and historian, Rebecca Solnit[1]

The Covid-19 pandemic, and the lockdown imposed to limit its spread, caused life in the UK to change profoundly, almost overnight. It caused huge disruption and hardship, but also created a unique opportunity for people to reflect on their lives. We took this opportunity to start a conversation about the extent to which they wanted Britain to emerge from the crisis fairer and greener, as well as on the measures needed to make this happen. Although the picture is uneven, we found widespread, deep-seated support for this objective and found people right across England, Wales, Scotland and Northern Ireland considerably more united than some politicians, and some in the media, would have us believe. We sense a new mood; one that the Government can and should listen to.

The Reset process: creating space for national conversation
We wanted to find out how people in Britain have been affected by the changes to their lives, and what they might want to change as a result of their experience. We structured the project to enable us to have a series of collaborative conversations with a wide range of people, affected by the coronavirus crisis in very different ways:

• **We began with a survey, designed to create space for a public conversation and reflection and invited as many people as possible to take part.** Over 3,000 people responded to our full survey, and we worked with the Insight Agency Opinium to poll a nationally representative sample of 2,000 people between 12th and 15th July 2020 so that we could be sure we had reached the full diversity of the British public. The survey results presented in this report are from that poll.

• **We also looked at what people were saying in Facebook groups across the country in a range of different areas,** during the months of lockdown from March 2020 and subsequent easing of restrictions through to the end of July 2020.

• **We explored some of the insights from our initial survey in six in-depth, four-hour long online workshops with diverse groups of people that took place between 7th and 15th August 2020.** Each workshop combined a mixture of

reflection and co-creation and focussed on different aspects of everyday life in Britain: jobs and equality; consumerism and shopping; how we work and travel to work; our homes and communities; how and what we eat and our health and well-being.

• We interviewed a small number of people on the phone or in person, to make sure that we included people who don't have access to the internet.

Who we spoke to

We actively sought out people politicians don't usually talk to - at least not in a single group. We recruited people from a range of backgrounds, recruiting more people from groups that pollsters and politicians aren't very good at finding when they want to speak to the public. We recruited more working class people and more people from black and minority ethnic communities to make up for this imbalance, working with specialist recruiters in London and Manchester to make sure that the mix of people we spoke to were diverse. We paid people above the national living wage for their time so that we could be as inclusive as possible. We made sure that we recruited people from across the country. We wanted to bring people with a diverse range of backgrounds and experiences together.

How we shaped the conversation

We wanted to ensure that the conversation was not restricted to what already exists but that it focussed on where we might go moving forward as we set out to learn from what has happened and explore how we might build back better. To do this, the workshops invited people to reflect on their experience and what they had learned, and from that to look forward to the kind of future they would like to see, co-created in small groups and discussed and shared together.

What struck us in bringing groups of people from all walks of life together in online discussions was how willing they were to listen to one another's experiences and opinions. The workshop facilitators told us that participants didn't talk over one another: they wanted to hear what other people had to say and what their experiences had been. That doesn't mean that people agreed on everything, but they were willing to listen, to respect the experience of others and to express empathy. We also heard that the people researchers spoke to on the phone were keen to talk about their experience of lockdown and expressed a desire to see and speak to people who were not "like them." We found people keen to reflect, and to learn from what has happened.

Doing politics differently

In doing all of this, we wanted to take a small step towards doing politics differently, remaking the broken connection between people and politicians. We wanted to start by listening to what people told us about the way they would like life in the UK to be, to collaborate with the public, and then to

gather proposals from the policy community that could deliver the kind of world that people had told us they wanted.

To inform the policy phase of Reset, we sought evidence from business organisations, think tanks, civil society groups and unions, many of whom were already working on creating the policy platforms for a fairer and greener society. 21 organisations submitted evidence to Reset, which was reviewed for omissions, securing evidence directly from a further 12 organisations to fill gaps in the evidence presented to us. 17 experts were invited to give evidence to the APPG in person in a series of four online parliamentary evidence sessions. Extracts of these can be found on the Reset website, and the full sessions are available to view on the Reset Facebook page. This evidence is helping the APPG to better understand how best to bring about the changes to life in Britain people have told us they wanted to see in pursuit of a fairer, greener future. These findings will be presented in our next report, to be published in October 2020.

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What we found: kinder, more united, fairer and greener

We found a Britain that in spite of people's different experience of the pandemic has been reshaped by the pandemic and is kinder and more united than many politicians and much of the media seem to believe. We spoke to people from every walk of life, and from every part of Britain. We found a range of opinions, of course, but what we found when we created a space for people to reflect on the last few months, and how they might want life to change as a result was remarkably consistent. When given time to share, people's commonality comes through.

Not only do people want life in Britain to be fairer and greener, they believe that the Government can and should intervene boldly to make that happen.

An overwhelming majority of the public, more than 82%, think delivery drivers and supermarket workers, should have better working conditions [2] ;

More than 90% of the public thing that people working in the NHS and care workers should have better working conditions [3] , and more than 70% of the public think that nurses and carers should be paid more [4] ;

65% of the public want rent caps so that housing is affordable for all [5];

82% of people who were able to work from home full time or more of the time during the pandemic want many of the changes initiated under lockdown to be made permanent: they want the flexibility of working from home where safe and possible [6];

Half the population support a shorter working week so that available work can be shared more fairly;

Participants in our workshops want more vibrant neighbourhoods where their needs can be met without having to travel for the essentials of life;

Participants in out workshops want less traffic and more time to contribute to their local communities;

Participants in our workshops want to be able to give back to the society they feel part of. As one participant put it: "if you give us time, a lot of people would give back." [7]

In all of the feedback that we received, we found a nation ready to listen and to learn, and having experienced change, wanting more. Having seen the Government intervene in unprecedented ways - from guaranteeing incomes during lockdown to building emergency hospitals - people seem to have a renewed understanding that the Government is able to intervene to shape our everyday lives, and want a government that will do so. The appetite of the nation is less Project Speed, and more Project Reset.

As the economic impact of the coronavirus pandemic plays out in full, more Government intervention is likely to be needed providing an unprecedented As the economic impact of the coronavirus pandemic plays out in full, more Government intervention is likely to be needed providing an unprecedented opportunity to reshape life in Britain, decided and owned by the people who live here.

What the public told us

We have reported on the results of each of the workshops that we ran separately, but a number of themes ran through those conversations and our poll: a desire for fairness, a nation more united than divided, a renewed sense of connection to nature and one another, time as a barrier to change and the desire for more active government.

A desire for fairness

"Don't forget FAIRNESS in everything.
Reset workshop participant [8]

Across the workshops, on issues from food to jobs, travel and the way we consume, we found a majority united by a desire for a fairer Britain. When asked to imagine a future community, almost every participant in our workshop on Homes and Community cited greater equality as the best feature of their new community. "Everyone is treated as equal" is the vision of a retired man from the South East and a Caribbean waitress working in London. A Latin American woman living in the South East wanted to see a community where people "support one another, noticing someone needs help." For a black British delivery driver, working in London it was: "the care for people in the community." [9]

People in our workshop on jobs and equality noticed racial and gender discrimination in the workplace, and were keen to find ways to address it. They wanted to see more equal wages, fairer housing and an end to homelessness. The overwhelming majority of the public want to see improved pay and conditions for a range of key workers, not just NHS staff, but supermarket workers and delivery drivers too. In our poll, 91% of people told us that the conditions of care workers should improve. 90% of people believe that conditions for NHS staff should improve. 83% of people believe that delivery

workers should get a better deal and 82% of people think that conditions for supermarket staff should improve.[10]

People wanted work and income to be shared more fairly, too. According to our poll, 63% of the public support a jobs guarantee, where the Government makes sure that everyone can access a fairly paid job. Only 9% of people we asked opposed this policy. 57% of people support some form of monthly guaranteed income, where every household would be paid a set amount each month. There was also support for a shorter working week, with 50% of people supporting a reduction in working days to ensure there is enough work to go around for everyone. Only 18% of people opposed this policy, 26% neither supported nor opposed it and 6% said that they didn't know. Support for these policies was strong across social class, ethnicity, region and gender, making increased workers' rights and the transformation of working life a priority issue for many across the country.

Kinder and more united

"My ideal community would be one of mutual support and tolerance - differences celebrated not hated.
Reset workshop participant [11]

We sensed a new mood. In all of the workshops people expressed a desire for a conversation with others outside their existing circles about their experiences during lockdown. They wanted to understand what has happened, and not just from their own experience but to comprehend what others have been through, too - to try and make sense of their experience collectively, to learn from it and to change life in Britain for the better.

The UK is often presented as deeply divided, crammed with people with starkly opposing views. Differences of opinion are often amplified in online forums, by some politicians and the media. While other recent research has focused on how very real divisions and differences have been exacerbated by the pandemic, our approach was explicitly values based and concerned with identifying outcomes people wanted to see looking ahead. The people we brought together had differences, but all of them wanted life in Britain to be fairer and had a renewed sense of the value of nature, and most people also wanted life in the UK to be greener. When asked to look to the future, we found a Britain more united than divided, and a public motivated to imagine and build a fairer and greener society following the coronavirus crisis.

Connecting with one another

❝I found my community was quite distant beforehand, suddenly everyone knows each other.
Unemployed Reset workshop participant 12

Having spent more time closer to home over lockdown, people have noticed a greater sense of community. Having shopped or looked out for one another, they have formed new connections with neighbours even in places where they have lived for years. As a man from the West Midlands in our workshop on Homes and Community explained: "Usually I'd say on the whole people, I wouldn't say keep to themselves, but there seems to be more of a community. People just stop in to ask if everybody's Okay, and just on the whole just being nice."

We found that people had a new sense of adventure and excitement about their local areas and what they can offer which wasn't limited to how spaces are used, but saw a vital role for local people and businesses in transforming their community.

Connecting with nature

❝Even if you do have a garden, I think it's still really important to have open green spaces because it helps to connect people.
Reset workshop participant 14

People around the country valued time in green space enormously during lockdown, wanting both more green space and more time to spend in it. A third of people in Britain, and more than half of all Londoners, made more use of local parks and green spaces during lockdown. As a survey by Natural England has shown, even where people didn't leave their homes they reported spending time on balconies or watching birds through windows. According to our poll, half of people in Britain noticed less noise outside and 47% of people noticed that they could hear more birdsong - many wanted these changes to last beyond lockdown.

The value people place on connection to nature appeared in unexpected places: when asked to share an object that described their community, the overwhelming majority of people chose some kind of green space. These spaces were valued, not just as green spaces, but as places where people could meet or see other people. For one woman from Leeds, the local reservoir is "where everyone goes for a walk and a bit of space. It's very much a community sort of a place really."

People in our workshop on consumerism and shopping were asked to explore the future of the High Street. Working in small groups they all wanted to see trees, green spaces and parks integrated into the High Street of the future. They wanted spaces where people could gather, and everyone was welcome.

The time to reset

66Give us the time to be good again.
Teaching Assistant and Reset workshop participant [19]

Across the workshops that we ran, people identified time as a barrier to change. People who had been working from home valued the time that they had reclaimed from their daily commute. This claimed-back time was used for a range of activities from spending more time with family and hobbies to volunteering in their local community or running errands for neighbours. This changed use of time was reflected in our poll: 79% of people engaged in some kind of community activity during lockdown, from checking in on a neighbour, participating in the weekly clap for carer through to sewing scrubs for health-care workers. No matter who they were, nor where they lived in the UK, our poll revealed people from every section of society participating in their communities across the country.

Economically, socially and practically people want more sustainable and connected lifestyles but often identify time as a barrier to change. People want to be more involved in their community - and time would give them the opportunity to do it - as a teaching assistant in our workshop on work and travel put it; "the pressures of capitalism kill off our good nature. If you could just relieve that a little bit, it would grow a bit more."

People also want to be able to buy more locally, and take the time to seek out sustainable choices. In our poll, 31% of people said that they wanted to shop more locally in the future. In the workshop on consumerism and shopping, people identified time, as well as cost, as one of the key barriers that prevented them making the choices they wanted to. As one person put it: "it's expensive, and time consuming."

People in our workshops explored a range of possibilities for creating the time that would enable them to take back control of their working lives. Flexible working was supported by people in our workshop on travel and working life, and the ideas of a shorter working week and some kind of universal basic income were also raised by a number of people across the workshops. According to our poll: 57% of people support some form of monthly guaranteed basic income that is available to everyone and only 18% of people oppose the idea. Half of the population support a shorter working week.

Active government

❝We have to have governments that are not only willing, but able to invest in society.
Reset Workshop participant, London [27]

The people we spoke to no longer believe in the status quo, instead they believe that the Government can and should act to make life fairer. The crisis appears to have opened up a new conceptual space about what the government can do. People expressed understanding that problems are complex and interlocking, as one participant in our workshop on food explained: "it's not just about this, it's about everything [...] it sort of touches on large cross sections of politics, doesn't it? From import and export right through to schools. It's complex."   People understand that there aren't single solutions to adequate provision of housing, or providing fresh affordable food for all - and see that many of the challenges we face are part of a broader economic system in which the state needs to intervene.

People told us they wanted time to engage in their communities, develop skills and spend with friends and family, quieter streets, more green spaces and more diverse and vibrant local economies and recognised that this requires a new approach to policy making which places the wellbeing of people and the environment we are part of at the heart of public policy. The public also saw signs - noted by participants in our workshops - from the speed at which small businesses adapted, to changes implemented by local authorities - that a more distributed, networked approach to policy implementation is more dynamic, responsive and better able to meet local needs.

Community takes time to nurture and sustain. Alongside very real hardship, the Covid lockdown period gave some people the time and opportunity to actively participate in their communities, and to contribute to the common good. They want to maintain the sense of community they found, and it's important action is taken to facilitate this before these connections and experiences fade. Our next report will set out how that could be done.

65% think government should intervene to make society fairer

Introduction

❝If politicians and others involved in planning for the future sought a wide range of people's opinions more in that way it would benefit everyone.
Retired Reset workshop participant [30]

At the end of June 2020, the All Party Parliamentary Group on the Green New Deal set out to create space for a public conversation about what people in Britain had experienced during the lockdown. We wanted to find out what, if anything, different people had learned from the experience, and how they might want life in the UK to change in the context of pursuing a greener, fairer, future.

While other recent research has focused on how very real divisions and differences have been exacerbated by the pandemic, our approach, which was explicitly values based and concerned with identifying outcomes people wanted to see looking ahead, found significant commonality. Reset complements the process of the first UK-wide citizens' assembly, Climate Assembly UK, by exploring how meeting net zero intersects with people's immediate hopes and dreams.

We set out to listen to the people of Britain so that we can work with them to shape the future. Through surveys, online workshops, digital ethnographic surveys, snap polls, special parliamentary evidence sessions and by inviting people and organisations to send responses to questions, we hoped to engage many different voices as possible and we particularly wanted to involve people who don't normally engage in these processes.

This report presents how people told us they want life in Britain to change, setting out the popularity of these changes across political and regional divides - we urge our fellow parliamentarians and government to take note of it. It provides a clear mandate for the Government to be far more bold, ambitious and creative about post-Covid Britain than they have been to date.

We have grouped our findings around key areas of everyday life and the ways people want them to change, the themes that emerged from what people told us, and the broader policy changes that would be needed to deliver the kind of life in the UK that people told us they want.

What we did and how we did it

Reset used an iterative consultative process to find out what people in Britain think about the experience of lockdown, and how it has changed the way that they believe life in Britain should be. We launched with a survey that gave us insights which we explored further in a series of online workshops, which we then tested with the public again, with the aim of presenting our findings to parliament and to the government.

The Survey and the call for evidence

We began Reset with a survey, and a call for evidence. We wanted to find out what life in lockdown had been like for people across the UK, what if anything had changed for people, and what people might want to change as a result of their experience that would make life in the UK fairer and greener. We launched our survey with a press article, and promoted it through social media receiving over 3,000 responses. We then worked with the Insight Agency Opinium to poll an additional nationally representative sample of 2,000 people from 12th-15th July 2020, reflecting the adult population of the UK, so that we could be sure that we were representing the views of the people of Britain - this is the survey data referred to in this report. We also drew on the wider public response to shape our thinking.

38 Degrees

We also worked with the online campaign platform 38 degrees, who shared a shorter version of the survey with their members, which provided a further sample of 50,000 politically engaged people from every constituency in the UK - these findings are presented separately.

The workshops we ran

We used the insights from the nationally representative survey to develop a series of online co-creation workshops exploring key areas of life in the UK: jobs and equality; shopping and consumerism, homes and community; working life and travel; how and what we eat and our health and well-being. We wanted to get under the skin of what people had told us in the survey with a broad cross section of the public, in conversation, and invite people to work together to create a vision of the future.

For the workshops we recruited a range of people to be broadly representative of people living in Britain today, in terms of socio-economic background and where in the country they live and work, slightly increasing the number of people we included in the North of England. We recruited more black and minority ethnic people because they tend to be under-represented in traditional polling, and made sure that these people were from a range of

backgrounds. We also recruited more skilled, semi-skilled and unskilled manual workers, people in precarious employment, people experiencing unemployment and people on state pensions for the same reason.

We recruited the people who had taken part in our nationally representative opinion poll, and used specialist recruitment agencies in London and Manchester to make sure that the people we recruited represented a diverse range of people. We recruited people to be broadly representative of the geographic mix of the UK, including people from Wales, Scotland and Northern Ireland. We held six four-hour long workshops, which 108 people took part in between 7th and 15th August 2020.

The workshops were hosted by a lead facilitator and a support facilitator, with an additional person providing technical support and one person reporting on the workshop. The technical support was critical for helping people who weren't used to using zoom access the sessions from a range of devices including tablets and phones, as well as moving people in and out of separate workshops. The facilitators worked to set the context, and encourage participation, challenge and draw out people's thoughts. People were invited to reflect on their experience of life during lockdown in the first half of the session, they were then asked to think about the ways that they would like life in Britain to change. People discussed first in small groups, and then shared their responses. The facilitators worked to draw out themes that emerged, asking further questions of participants.

The in-depth interviews

We conducted a small number of telephone and face to face interviews with people experiencing digital exclusion, to make sure that we didn't miss out people who couldn't participate in online workshops. These people were recruited separately to the people we recruited for the workshops. For this we spoke to older women who weren't born in the UK of Bangladeshi, Pakistani and Indian origin living in different parts of London and the North. These interviews took place between Sunday 23rd and Tuesday 25th August 2020 and explored: homes and community, jobs and inequality, health and well-being, food and consumerism.

How we defined socio-economic groups

We used the standard National Readership Society (NRS) Social Grade System to define social class. This splits social classes into two groups: ABC1, and C2DE, each referring broadly to the types of job each person has. ABC1 professions align with a traditional image of the middle-class. These people are more likely to work in offices, and have some managerial or supervisory responsibilities. C2DE professions align more with a traditional image of the working-class and have jobs that involve fewer managerial or supervisory responsibilities. C2DEs are thought of as less likely to work in offices, and more likely to involve manual work such as construction, retail, or public services. Jobs included in this category range from a labourer to a call centre worker, and also include people on a state pension and people who aren't working.

These roles are typically not as well paid as ABC1 professions, and many workers may be on casual or insecure contracts. While these classifications are helpful for exploring differences in people's experience of the coronavirus crisis, particularly in relation to working life, they are not fully nuanced, and do not paint a full picture of social class in Britain today. We have used these groupings when exploring differences in polling but have provided a fuller picture of participants' jobs in the workshops where possible.

The Digital Ethnography

Through observations of posts and discussions in nine Facebook groups that serve local neighborhoods across England, Wales and Scotland we created an ethnographic snapshot providing insights into the concerns of the general public during the months of lockdown from March 2020 and subsequent easing of restrictions through July 2020. All of the groups we followed were already existing community noticeboard groups and had not been especially set up for COVID related issues. All groups are public and can easily be viewed by any Facebook user. Anonymity of posts has been preserved. The groups followed were: Islington Community Group (London); Tower Hamlets Residents (London); Seacroft Community Forum (Leeds); Visit Taunton Group (Somerset); Aberdeen (Grampian/ Scotland); Hessle Road Now (Hull/ East Yorkshire); Skipton Community Noticeboard (Lancashire); Tunbridge Wells Community (Kent); Newbridge Community Forum (Wales). The number of members in each group varied, with the largest group boasting over seven thousand members. All were relatively active, with a number of posts made each day as well as frequent likes, comments and shares.

The Bulbshare data

We worked with the online collaboration platform, Bulbshare, to cross reference some of the insights emerging from both the survey and our workshops asking a series of questions responded to by members of the public who had signed up to the platform. These results are not nationally representative but provide additional insights and are presented separately.

Our analysis

We analysed the Opinium survey data, cross referencing for political affiliation, and gender, class, ethnicity and regional similarities and differences. This analysis was used to shape the workshops. Researchers observed the workshops, taking notes of key themes and observations throughout. Participants made active use of the chat function in zoom to express their views and explore ideas which we recorded and analysed. We recorded and transcribed the workshops, so that we could cross reference the transcriptions with the researchers notes and took pictures of activity people were invited to complete during the workshops. Members of the APPG did not attend the workshops to ensure that their presence didn't distort the discussion but were provided with reports of the sessions by the research team and were able to watch recordings of the feedback sessions and read transcripts.

Resetting community

❝It's the value you place on another person that's what it has shown us.

Reset interviewee [31]

As lockdown came into force, people's homes and their immediate locality became much more important. Time spent working, living, cooking, caring and relaxing from home, and exercising locally led many of the people we spoke to reevaluate their priorities and what is important to them. We found people had a strengthened sense of connection to one another, where they live and to nature. There was a strong sense of empathy that ran through our workshops, too. People were interested in the experience of others and wanted to find opportunities to talk. There was also a sense of adventure and excitement around people's local areas and what they can offer - not just in terms of the use of space, but involving people and businesses in their transformation.

Local community support was important to many people throughout lockdown. At least 79% of people engaged in some kind of community activity during the coronavirus crisis, according to our poll : 31% of people checked in with a neighbour, friend or relative, 28% had shopped for someone and almost a fifth of people made new friends with neighbours in the lockdown. One of the people we interviewed told us: "My community are my neighbours and family because they are always there when I need something. It was always like that and still is."

Home, community and place seem inseparable for many. For many people in lockdown, the sense of home reached beyond their house or flat. Depending on where the people who took part in our workshops live, green spaces of some kind, whether parks, reservoirs, forests, community growing areas or other outdoor spaces are a defining part of their relationship with their community. For others, the local shop, bakery or community project was central to their relationship with their local area.

Lockdown compelled many to spend more time travelling around their immediate area in different, often slower ways: exploring their communities, connecting with it, discovering new areas and deepening their relationship with those they already knew. However, almost a fifth of people we polled said that they don't live within easy access of green space. One workshop participant who lives in Scotland told us this lack of easy access to green space made lockdown particularly hard for them to exercise. In our poll 45% of the public said they want to see more green spaces in their area. The desire for more green space is particularly strong in London where 57% of people want more green spaces and for BAME people (55%), 31% of whom don't live within easy walking distance of a green space.

Digital Snapshot:

Community responsibility

Various concerns were raised by people posting on Facebook groups about unsociable activities or issues that had an effect on shared public space in the area. In Islington, North London, new proposals for traffic measures by the local council were shared and debated. Another post shares a local news report that for the first time ever, the police were not called out during a twenty four hour stretch. Commenters were happy for the peace. In Tunbridge Wells concern was raised about dog walkers not wearing masks or keeping their distance from other people when using the park. In Skipton, a Facebook group that connects residents of Yorkshire and Lancashire, users vented frustrations at disgusting, overflowing rubbish bins in public parks and on street corners. People speculated as to why the council was behind on rubbish collection. In Seacroft, an urban neighbourhood in Leeds, the month of March was full of posts about the closing of libraries and other public services and about who to call and where to go if presenting symptoms of the virus. Groups also came together to encourage other users to demonstrate their support for the NHS, or to make an effort to maintain social distance and wear masks. These measures were also regularly debated, as posters wondered if the benefit of clapping for the NHS did not outweigh the disruption to social distancing that was involved.

People are concerned for others in their community and how they are able to access basic services. When asked about their community, better and closer access to services and amenities, fewer cars and pollution were all important to participants in our workshop.

Although many people connected with their communities during lockdown - helping neighbours with shopping or volunteering at foodbanks - for some the easing of lockdown, and continued social distancing, has led to feelings of isolation. Retired participants spoke about the "terror" of going outside, and noted the social isolation that comes with shielding.

Our digitally excluded interviewees, some of whom were shielding, told us about their struggles to connect with others: "Now it feels like everyone is a stranger" following lockdown, and their fears about doing so during the pandemic: "We try to still look out for one another but it's not the same. Everyone is just too scared to go near anyone else."

For one interviewee, seeing others was a fundamental part of how she learnt new things: "I really miss seeing and talking to different people. I want to be part of a gathering with new people not people that all look and sound the same as me. That's the only way we will learn from one another." As another interviewee observed: "no one sees one another or interacts anymore. You wouldn't know if anyone was okay or not because everyone is just getting on with what they have to in their own homes." For these people, restrictions on movement caused a loss of connection and community.

Summary: what people told us they want
Many people found their communities a lifeline during lockdown - people got to know neighbours, made new connections and supported one another in creative and interesting ways - with 79% of people getting involved in their community in some way . People in our workshops valued this renewed sense of community enormously and wanted to see it continue beyond lockdown.

This wasn't the same for everyone, some people felt lonely and isolated. For our digitally excluded interviewees this sense of isolation became worse as lockdown restrictions were lifted.

Overall, people feel connected to their community and wider society - they want time and space to engage with their communities, accessible green space, services and amenities that are within easy reach and fewer cars and pollution, and they want these things for everyone.

RESET

What happens when life changes dramatically?
The Social Science of Transition Moments

Much of our everyday behaviour is automatic and difficult to change. If we drive to work everyday after a while we find it difficult to even consider changing, let alone actually change. Many of the things we do that have the worst impact on the environment are habitual: the way we travel, our diet, and what we buy are all baked into our daily routines. This makes them difficult to change, even if we're very motivated to do so.

The coronavirus crisis changed the way many of us live our lives in the UK almost overnight. Suddenly, we had to consume, travel, and work differently. We connected with each other in new ways as people used video conferencing or joined local mutual support groups. Many people's old routines were disrupted, forcing them to adopt new routines that were often also more sustainable, such as reducing food waste or using the car less to travel.

Social scientists call this kind of disruption a 'transition moment'. Research on the 'Habit Discontinuity Hypothesis' demonstrates that it is much easier to change a habit following a disruptive life event, like moving house or changing jobs. During these moments our habits are not fixed and we work out new ways of living.

It's normally very difficult for us to imagine a world different to our own. But the temporary measures brought in to address the pandemic, including the furlough scheme, temporary bike lanes, providing shelter for people who are homeless and the mutual aid groups that sprung up around the country proved to us that change is possible.

As well as disrupting our individual habits, the pandemic disrupted our collective understanding of what is possible for our communities and for the government. The ability to enact some of what we might want our future to look like is an important aspect of social change. Doing things differently helps us to realise that a different life is possible, making it more difficult for politicians to tell us that something is impossible. Seeing the impossible become possible overnight is also likely to have invigorated public appetite for change.

Resetting housing

❝Stopping more people becoming homeless is probably the number one task.
Reset interviewee [31]

Being confined to our homes threw into sharp relief some of the inequities and inadequacies in housing across the UK. 3.6 million people in the UK live in overcrowded homes, 2.5 million people cannot properly afford where they live, a further 2.5 million people are living with parents or relatives against their wishes with almost 1.4 million people living in poor or substandard conditions, while rough sleeping has at least doubled since 2010.

As people found new appreciation for homes, gardens and local green spaces, they also began to ask bigger questions about inequality. There was a consensus amongst participants in our workshop on Homes and Community that we should learn from the mistakes of the past, and build community, not just houses. As one participant observed, "there's no point in putting people out on an old industrial estate where all the factories have been turned into homes and there's no like buses, there's no schools and there's no community facilities. It's got to have all that sort of stuff as well."

Our poll revealed just how little faith the public have in housing provision, a mere 16% of people think that housing policy in the UK is working well. There is significant support for increases in social housing in the UK with 52% of people concerned about the lack of social housing in the UK, and still more of the public - 65% supporting rent caps.

Good quality, affordable housing
Lockdown exacerbated existing problems for many renters. An estimated 227,000 adult private renters (3%) have fallen into arrears since the start of the pandemic, meaning they could lose their homes when the eviction ban comes to an end.   In our workshops, people identified the rental market in the UK as an area requiring bolder government intervention to regulate the rental market. As one person observed: "Rent caps [...] is a massive issue with landlords charging way over what they should be." People also identified a link between the rental market and rising homelessness. As one self employed workshop participant commented, "Rent caps and secured tenancy is a very high priority, we don't want anyone else being made homeless."

People in our workshop also wanted to see a housing market that was more accessible. As one participant noted, "housing [...is] just simply not affordable by the average person." Over the last 25 years home ownership has become

increasingly difficult for many, particularly the younger generation. Between 1996 and 2015, levels of home ownership amongst 25-29 year olds decreased from 55% to just 29%. In the same period ownership amongst 30-34 year olds also decreased from 68% to 45%.

Central to people's desire to see more homes built is that housing should be affordable, whether for sale or rental. There was a perception in our workshop that the quality of housing has diminished over recent years. As one of the participants in our workshop observed: "you hear a lot in the news lately about new builds having lots of problems with them […] Older buildings are actually better quality." People in the workshop suggested a range of ways to make this possible including ensuring quotas on affordable housing are kept to, that prices are proportionate to wages or that local people are safeguarded, being able to buy the place they are 'local' to.

There was a consensus in our workshop that homes should be good quality, built to last, more energy efficient and places that people want to live. One participant from South West England told us, "I think it's definitely important that houses are as energy efficient as possible." Another 23 year old participant emphasised the link between how we build now and the greater challenge of dealing with climate change. "We've still got massive problems with climate change to deal with so we need to take action on that, there's no point in building homes which are wasteful of energy resources."

Time to end homelessness

❝It's a shame it took a crisis to solve this problem [66]

Reset workshop participant, St Albans

Homelessness and the people affected by it was a key concern for many people in our workshop on Homes and Community. Perhaps inspired by government action during lockdown, people in our workshop wanted an end to homelessness and believe it's possible with government action. Before lockdown more than 80,000 households and 135,000 children were estimated to be in temporary accommodation. The lockdown period saw direct government intervention in temporarily ending homelessness, through the 'Everyone In Scheme'. Although welcome, in spite of these measures, homelessness likely rose further during lockdown as those without safety nets lost their homes. According to the charity Streetlink, alerts by members of the public about rough sleepers increased by 36% compared to the same period last year between April and June 2020, reaching 16,976. The wider socio-economic impacts of lockdown and the continuing effects of the coronavirus crisis means that homelessness could rise further.

Summary: What people told us they want

People's key concerns, reinforced by their experiences of lockdown, are fair housing policies which provide high quality, affordable housing for sale and rent, and which helps to address the causes of homelessness. Very few people think that the housing system is working well, and would like to see government action to make sure that everyone has access to safe, affordable housing.

People also want homes that are well insulated, and energy efficient and think that the right policies aren't currently in place to make sure that our homes are warm and don't waste energy. Acting on this could create thousands of well-paid jobs across the country.

Resetting working life

"We have the technology to become a truly modern society. Our work structure is based on systems we have outgrown. We need to grow with the times.
Reset workshop participant, St Albans [66]

The coronavirus crisis had dramatic impacts on the way people work, and the way that the public values the work that people do. Many workplaces closed across the UK, and many people were furloughed. Workplaces that were able to stay open were required to implement social distancing measures, although it is becoming clear that not all did so. The Government encouraged people to work from home if they could, and many did so for the first time.

The number of people claiming unemployment benefits surged to 2.7 million between March and July . As firms stopped recruiting, the number of employees on UK payrolls fell by 730,000 from March to July. Numbers of vacancies are lower than they were during the last recession, making it more difficult for young people to get their first jobs or people who have lost their jobs to find new ones. A number of surveys have found that more BAME people than white people lost their jobs as a result of the coronavirus crisis, a finding backed up in our poll. With the furlough scheme scheduled to come to an end in October, unemployment is likely to rise unless government action is taken.

Lockdown shone a light on inequalities in the workplace, from the key workers who travelled to work throughout the pandemic to the people who found that working from home was a possibility almost overnight, having struggled for the right to do so. Many of the policies encouraged through the crisis have allowed people to imagine more flexible and fairer ways of working for the future, which support the wellbeing of workers, their communities, and the environment.

We also found people in a reflective mode, questioning the way that we define and value work. People want improved pay and conditions for key workers, but they are also interested in broadening definitions of work to include not only domestic work, and childcare, but volunteering and the pursuit of skills and interests.

Key workers: the need for recognition

> **❝We like that key workers were more recognised. Although, key workers should be recognised in some way other than just saying yay and clapping. I think they need a lot more support than that.**
Reset workshop participant [73]

People gained a new appreciation for the work of key workers in a range of areas from NHS staff to delivery drivers and supermarket workers who kept the country running by serving their communities. Key workers are viewed more positively as a result of the pandemic, with only 3% of Britons feeling more negative. Key workers, many of them traditionally underpaid and undervalued, became fundamental to keeping the country moving under lockdown. Workshop participants were keen to see this recognised after lockdown, and for support for them to become more than symbolic.

NHS staff were the closest to the pandemic and their work was appreciated by the British public, who came together to show their support for the NHS with 40% of people taking part in the weekly clap for the NHS and 16% putting a rainbow in their window to show their support. People made practical contributions, too. 5% of people volunteered to help the NHS and 4% of people helped sew scrubs and masks for people working in hospitals.

Our workshop participants were concerned for the working conditions and hours of these people, placing improved conditions as both a health and equality issue. As one participant explained:

"I think anyone in the key worker position needs to be paid more than minimum wage. And there needs to be a strict top amount of hours that they are asked to work. You know, the stories you hear of care homes where people have been off sick, so other people are having to work 14 hour shifts or longer, seven days a week. Then they're at risk of getting sick and mistakes are made."

One participant recounted the mental health toll on key workers, and the need for better care and compensation of these groups: "you see lots of distressing videos from key workers and how much it's affecting their health and you see them in tears. [...] I think they should be supported more because, if there is a second wave, these are the people we need. So we need to keep them well, because we could rely on them. And that's why I think that incentives and rewards need to be given more more readily."

One workshop participant had volunteered in a care home during lockdown and tragically had experienced about half of the residents passing away due to Covid. She recounted the difficulty and reward of the experience:

"... I volunteered to get fully prepped up and hold their hands while they died. So it was... Yeah. It was. It was tough, but I'm glad I did it." This was a sobering reminder of the reality of the pandemic through the eyes of a frontline volunteer, deepening a sense of respect and the need for greater recognition of key workers.

Over 90% of the public feel NHS staff should get better conditions, including better pay. 74% of people feel the NHS should be given more resources to help them better tackle challenges like the coronavirus crisis in future. According to our poll, support for NHS staff and for the NHS was high and consistent across political affiliation, class, ethnicity and across all areas of the country.

Beyond the NHS, our workshop participants called for a broader definition of key workers including all those with caring responsibilities and volunteers, asserting that "everyone's role has a value", and "ALL key workers should be better appreciated."

One participant was outraged at the treatment of these workers by immigration services, saying it was a "slap in the face to say people aren't worthy of immigrating because they don't have the money", and that key workers such as care workers should "automatically qualify for visas." Another participant in our workshop, a recruiter for the care industry, said that "immigration hamstrings the care industry", and causes problems for jobs in this area.

Many people had to continue to work throughout lockdown to keep themselves and their families afloat in the face of economic precarity. Some even did so despite their safety concerns. As one interviewee told us: "My brother was off work but then had to go back because the bills don't stop coming do they? He drives a taxi and has had to put himself at risk to make sure he can continue to provide for his family."   Government schemes hadn't helped her brother: "I hear the Government is doing things but obviously it didn't help him. Otherwise why put yourself and your family at risk."

While key workers have been referred to as 'heroes' many were forced to work in unsafe conditions without fair compensation. More than 82% of people support better pay and conditions, including sick pay and paid holiday, for delivery drivers and supermarket workers and more than 90% back better pay and conditions for care workers and NHS staff.

Working life: a fairer, more flexible, future

Many people started working from home during lockdown. However, our poll revealed divisions, with 33% of middle-class people working from home full-time throughout the pandemic, compared to just 6% of working-class people. Over twice as many working-class people carried on going into work (44%), compared to middle-class people (19%). Over three quarters (77%) of middle-class people said that their working lives had been affected by Coronavirus, compared to just 48% of working-class people'. There was also some regional variation in working from home, with 27% of people in London working from home more often, compared to the just 9% in the North, and 8% in Wales. Overall working habits were most affected in London where 77% of people's working habits were affected.

Of the people who had worked from home, 82% wanted to continue doing so for all or some of the time in the future. In our workshop on working life, people stressed the wider value of flexible working patterns. One mother said working from home had given her the opportunity to "see her children grow up." For many, working from home gave them more time to spend with their family. Childcare costs reduced for many, although greater strain was placed on the family, particularly women. One woman (who normally works in a sports shop) noted, they wanted to find out whether: "anyone else has tried to work from home with a toddler lol."

Some people found the experience of working from home difficult and lonely: "It's the social aspect for me. I like the office banter... I need to interact with people." One person explained how working from home had made her feel isolated and "really down". For the people in our workshop, a "definite line" between work and leisure was very important. Many people had struggled with work life balance during lockdown, and were keen to separate their "work" selves from their "leisurely" selves. And, clearly working from home is not feasible for everyone. As one labourer in our workshop put it: "I can't mix cement in my front room can I?"

Working from home gave many people time to "give back" and the: "time to be good again" by connecting with others, shopping locally, and volunteering within their communities. Our workshop participants wanted this change to continue. People stressed they would use additional time for volunteering or learning, and some said that companies should support these efforts even if not mandated nationally. Many of the people in our workshops were struck by the way in which the previously impossible suddenly became possible as people who had been trying to negotiate working from home for months, found their requests granted overnight.

Overall, people in our workshop stressed the need for flexibility in their working lives. As one man said: "For professions that permit you to work from home, always have the freedom to choose...if there's ever an option, you should be

able to take that option."

The crisis also highlighted other inequalities. BAME workers suffered particularly, including people like Belly Mujinga, a ticket controller who died from Covid-19 . Echoing other research, our poll showed that more BAME people than white people lost their jobs as a result of the pandemic.

Our workshop participants felt there was a need for increased diversity in the workplace, and improved conditions for BAME people, particularly at managerial levels: "you have a predominantly white, middle-class, senior management level, they're always going to be heading in the same direction, getting similar people to join them. If you can get more diversity at a very senior level, you're going to see that diversity filter down throughout the organisation."

Digital snapshot:

A nation concerned about unemployment

Some people posting in facebook discussion groups expressed concern about their economic future . Occasionally, individuals posted about particularly difficult economic circumstances in the hope of receiving support for a new business venture or to promote or explore business opportunities. For example, in more affluent areas people advertised their skills as tutors.
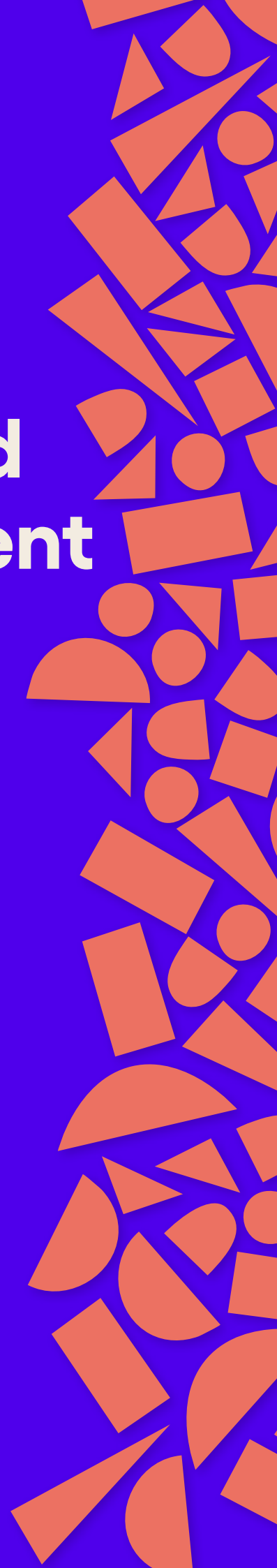
The future of work: government investment and a job guarantee

A number of policies are popular with the public to address the likely unemployment arising from the economic impact of the coronavirus crisis and increasing automation of production. 63% of the public support a jobs guarantee, and the Government creating the opportunity for everyone to access a fairly paid job. Only 9% of people we asked opposed this policy. 57% of people support some form of monthly guaranteed income, where every household would be paid a set amount each month.

There was also support for a shorter working week, with 50% of people supporting a reduction in working days to ensure there is enough work to go around for everyone. Only 18% of people opposed this policy. Support for all of these policies was strong across social class and regional divides, making a transformation of working life a priority issue for many across the country.

Our workshop participants articulated a need for a better balance of negotiating power between employers and employees when it comes to when and where they work. A flexible workforce may make it easier to adapt workplaces to meet social distancing and hygiene guidelines with benefits for employees and employers. As one workshop participant said, we need: "better communication between employer and employees to create a more nuanced working environment."

In evidence submitted to Reset, NESTA observed that "the current structure of the adult learning system in the UK is fostering social fragmentation." Their research showed that clashes with work schedules are a cause of 59.8% of people's disengagement with adult education, with 38.4% of people citing family responsibilities. Allowing flexibility in work schedules, and ensuring that jobs are tied to training are important avenues for reducing inequality in the future.

Young people are likely to be the hardest hit by the pandemic and the job losses that are likely to follow., and our workshop participants were particularly concerned about job prospects for young people. According to our poll, there is overwhelming public support for a jobs guarantee for young people, that included 6-12 months of training linked to a guaranteed job according to our poll. 71% of people supported this policy, and only 4% opposed it with wide support across regional and class divides.

While the Government has announced new job training schemes for young people as part of the 'Kickstart' programme, there is support for going further by guaranteeing younger people jobs at the end of their training.

There is an overwhelming consensus in the evidence submitted to us of the need for government investment in job creation, in a way that also modernises and greens the economy. A range of organisations submitted

evidence which we will explore in more detail in our next report, making the case for As the Soil Association note: "In our work on a green recovery we estimate the geographical distribution of clean recovery jobs. We found that across England, Wales, Scotland, and Northern Ireland, clean recovery investments outlined above could help fill three quarters of the jobs gap caused by the coronavirus crisis."

Research from the Local Government Association suggests that "nearly 700,000 jobs could be created in England's low-carbon and renewable energy economy by 2030, rising to more than 1 million by 2050."

Additional research from Greenpeace suggests that "a green recovery stimulus totalling £100bn over a period of four years would create around 1.8m jobs." Detailed work from Transition Economics shows the relative job creation potential of different kinds of investment.

Section Summary: What people told us they want.
The coronavirus crisis has created a renewed understanding of the value of key workers, and not just care workers and NHS staff, but supermarket workers and delivery drivers, too. An overwhelming majority of the public want to see improved conditions and pay for key workers: more than 82% want to see improved conditions for supermarket staff and delivery drivers, and more than 90% think that care workers and NHS staff should have better conditions. People who work for a living should be able to earn a living, and have enough time to enjoy their lives.

Having seen Government act to underpin people's wages during lockdown, and as fears of job losses mount, there is significant public support for government intervention: 63% of people support a jobs guarantee, and the Government creating the opportunity for everyone to access a fairly paid job, and 71% of people support a jobs guarantee linked to training for young people.

The coronavirus crisis changed the way Britain works. In our poll, and in our workshop, people wanted to see guaranteed flexible working where possible to bring working life into the twenty-first century.

A snapshot of the future:

the public's hopes for post-coronavirus Britain

We cross-checked some of our key findings with the co-creation platform Bulbshare. While everyone wanted the crisis to end, almost everyone wanted to retain some benefits of lockdown and keep the increased feeling of community, connection and kindness they'd felt throughout the crisis.

"I would like everybody to appreciate life more, to value life itself, to respect those around them and treat everybody a little bit nicer

29 year old woman from Norwich

"I'd like to turn the world back to the way it was back before where we could go out without fear, don't have to wear masks, the normality of going out to watch sports, restaurants, but in a different world where people get on with each other. The initial period of lockdown was really beneficial because neighbours got on with neighbours, that's a nice world and the environment was so much nicer, you could hear birds, traffic was kept down, I'd like to return to that.

55 year old man

"I would like people to be nicer to each other. And prices not to be raised as everyone is short of money. I want people to keep together.

50 year old man from Edinburgh

"On the bright side, I've got wonderful neighbours and friends who've done a heck of a lot for me. I've certainly discovered who my friends are. So I think life after lockdown won't be too bad.ent

60 year old woman from Bradford

RESET

Resetting travel

" We really enjoy there being less traffic on the roads, and it feeling safer to be out in our communities.
Reset workshop participant [119]

How and why we move around changed dramatically during the lockdown period. Workplaces shut and a significant portion of the workforce were furloughed or working from home. As a result road traffic dropped dramatically and public transport passenger numbers plummeted while cycling increased significantly.

Overall, the participants in our workshop welcomed the reduction in traffic and 78% of people in Britain would support changes to transport systems overall. As the walking and cycling charity Sustrans noted in evidence submitted to us: "we need to find solutions to manage the the coronavirus crisis pandemic whilst simultaneously facing up to the big issues facing our country long before anyone had even heard of the coronavirus crisis: the climate crisis, air pollution, poor health, and social inequality. All are associated with private car use and, in the longer term, we will have achieved nothing if people simply move from buses to bikes."

The end of rush hour
Before lockdown commuting made up around 18% of journeys in the UK although, as the 2016 National Transport Survey notes it accounts for a greater percentage of miles travelled.

For many of the people in our workshop the daily commute was a grind and reclaiming time for other activity such as volunteering in their local community was welcome. As one workshop participant noted: "It's great to see work decentralised. It's great to see the strain on the transport system removed." 30% of people believe that they will spend less time commuting to and from work over the coming year than they have in the past.

More people working from home would may have huge implications for the way we move around, and the shape of our towns, cities and villages. One person noted that more people working from home would increase the number of people shopping in local town centres: "Now they're all working from home, they all want to go into town." Initial indications show, for example, that London's suburbs recovered more quickly as people working from home spent locally, while the absence of office workers kept city centre spending low.

Although working from home isn't possible for everyone, ensuring those who can work from home are able to - at least for some of the time - could help reduce traffic, improve air quality and ensure that public transport is available for the people who still need to use it.

More active travel
Many people became more active during lockdown as they started walking or cycling. With quieter streets, many of the participants in our workshops told us that they felt safer cycling or walking locally. 22% of 35-44 year olds said they hoped to cycle more. Even small increases in the number of people cycling may have large benefits for health, as well as reducing congestion and air pollution in city centres.

Many cities have already invested in active transport, such as Paris, Milan and London. There is huge potential to ensure that these changes become a permanent fixture of our cities, and not just an exception.

As Greenpeace notes, this could be achieved through "a combination of proactive short term action by local leaders, reallocation of powers at the local level to deliver active travel solutions in an integrated way, and a shift in the criteria for central government and devolved nation capital allocation away from roads and towards active travel."

According to our poll, 37% of people support investment in cycle lanes, shelters and bike racks. 32% of people support increases in pedestrian crossings, pavement space and pedestrianised zones.

Public transport: supported, but under threat
Public transport is vital for the elderly, people without access to private transport and for key workers in urban areas, and will be essential if we are to reduce emissions from transport to sustainable levels.

Despite widespread public support, public transport is at risk in the wake of the coronavirus crisis. Social distancing requirements mean that capacity may be reduced by up to 90% over the coming months.

National statistics show that public transport use has not returned to normal levels since lockdown has lifted. However, according to our poll - for 21% of people, the crisis made them realise how much they needed the car, and this was higher in women (25%) and Wales (24%) and Northern Ireland (29%). This illustrates the inaccessibility of sustainable and active forms of transport in more rural areas, and indicates how the crisis could result in more driving than public transport use overall unless action is taken.

People in Britain want to see more investment in public transport, rather than roads. When asked about investment priorities for their areas, less than one

in seven people wants to see investment in roads, while three times as many - 40% of people - want to see investment in better local bus networks, 27% of people want to see investment in local train networks, and 25% want more provision for electric cars.

36% of people told us that they felt more anxious about using public transport over the next year, with 25% telling us they were more likely to walk instead of driving or taking public transport. As a result, this sector may need subsidies to safeguard it for the future.

This is particularly crucial for longer train journeys. The recently announced increase in rail prices for 2021 is likely to be a further deterrent for an already wary public, which will push people towards increased car use - in spite of significant desire for less traffic - unless the Government takes the opportunity to follow a different approach.

As the Campaign for Better Transport noted in evidence submitted to us: "There is a risk that further retrenchment of provision, or services not being reinstated post- pandemic, will lead to an increasing number of communities suffering worsening exclusion and rising costs of travel. Those reliant on public transport may end up disconnected from jobs, education, public services, shops and their friends and family."

Cleaner air and quieter streets
Air pollution reduced during lockdown as transport dropped to essential services only. 71% of people noticed less traffic and 43% noticed cleaner air. These figures match the results of a series of surveys by the Campaign for Better Transport and other groups.

Of the people who had noticed less traffic, 66% wanted to keep reduced traffic levels after lockdown. As one participant in our workshop on health and wellbeing noted: "I have lived here for 17 years and when I walked to the shops it sadly had been the first time I had ever walked that road and breathed in fresh air!"

In our workshop, one person described their experience of starting cycling during lockdown, saying they had become used to the clean air, and breathing in pollution as driving increased came as a shock:

"But it's just the traffic and I hate breathing in the fumes. I hate it but you can feel it. [...] I've loved cars not being around."

Most people in our workshop felt that there should be fewer cars on the road, and responded positively to the reduction of cars during lockdown. One participant noted pride in their local council for creating cycle paths: "I think Southampton is a perfect example of that taking what already exists with very

minimal intervention and showing that it can make a difference. So I mean, I, I am so proud of our city council for doing that."

Even small reductions in car use can have significant implications for air pollution, through reductions in congestion and vehicle idling. Air pollution also increases the risk of respiratory conditions such as asthma, chronic obstructive pulmonary disease and Covid-19, meaning that the health benefits of active transport could multiply when combined with reductions in air pollution.

30% of people support the introduction of more Clean Air Zones across the country according to our poll. Ensuring reduced air pollution in urban areas will produce a multitude of health and wellbeing benefits, and will also allow more space for people to feel safer and more secure using active transport.

Section Summary: What people told us they want

The way we move has already changed significantly as a result of the coronavirus crisis, and shaping those changes into a "new normal" could have widespread economic, social and environmental benefits. People want the flexibility of working from home, which could significantly reduce congestion and traffic levels at key times.

People valued the quieter streets and cleaner air of lockdown: 37% want to see increased investment in permanent, separated walking and cycling infrastructure. 40% of people also support improvements and investment in bus and rail infrastructure, and 30% support clean air zones.   Investing in the changes the public say they want, would also create thousands of well-paid jobs across the country.

Resetting food

The pandemic dramatically changed the way we consume food in the UK. Research submitted to us from the Food, Farming and Countryside Commission notes that 42% of people say the outbreak has changed how they value food as an essential, and one in ten have shared something like food or shopping with a neighbour for the first time. Many people who were shielding relied on online deliveries, and many people relied on foodbanks or food parcels.

5% of the people we surveyed used a foodbank or relied on food parcels throughout the pandemic, and half of the people who took part in our workshop on food had donated to a foodbank during lockdown . The last two weeks of March saw an 81% increase for emergency food parcels from the Trussell Trust's food banks compared to the same period in 2019 – including a 122% rise in parcels given to children. For people already struggling to put food on the table, the pandemic made life more difficult. Research from the Food Foundation showed that more than three million people in Britain were going hungry because of the pandemic. Some had lost income, while others went hungry as a result of pandemic-related shortages or because they could not leave their homes to shop.

Socially distanced queues outside supermarkets became a feature of lockdown. One of our interviewees told us: "My son who lives with me would go out and get whatever was needed. I gave him a list and he would go. I remember one day he was gone for hours and because there were queues outside Asda."

In the early stages of lockdown, restaurants and take-aways were forced to close although many quickly adapted to sell groceries, or provide take-away food. With the closure of workplaces and restaurants across the country, more food was made in the home than at any time in recent memory. As one person in our workshop put it: "It was just phenomenal the amount of food we got through, I couldn't believe it."

Food delivery: the rapid reconfiguring of the retail landscape
Many retailers and restaurants increased online delivery, some introducing it for the first time. Supermarkets reserved delivery slots for vulnerable groups, many of whom were new to online delivery. One of the people in our workshop described online delivery as a "godsend", which helped him to stay independent while safely self-isolating.

Reliance on deliveries generated renewed focus on the rights and conditions

of delivery workers, as many drivers are precariously employed without holiday or sick pay. 83% of people believe that delivery workers should get better conditions overall, with 56% believing working conditions should improve and 40% thinking pay should increase. This support for increased conditions for delivery drivers crosses political and regional divides.

Not everyone got takeaway food delivered to their home though. One of our interviewees described the generational gap between her and her children: "I try and tell the kids not to get takeout or eat from out. It's them mainly, I always have food that is in the house."

There was wide support in our poll for improved conditions for the people who kept out supermarkets open and the nation supplied with food. 82% of people believe that supermarket workers should get better conditions overall, with 50% supporting better working conditions and 45% supporting higher pay. Supermarket workers were defined as key workers during the pandemic, and their work was widely appreciated, as a participant in one of our workshops put it: "these amazing people need better recognition."

Digital snapshot:

Collective provisioning

Online, we saw communities coming together to help people navigate the new necessity for online delivery. When a woman posted in the Tunbridge Wells group with concern about how her 90 year old grandmother will be able to purchase groceries, over 40 people responded. Each of them suggesting various delivery outlets, online order systems, discussing wait times and many even offering to go to the supermarket for her and drop the groceries off. The posts, and the community response, demonstrated both anxieties over access to food and the unique ability of our local communities to come together in times of crisis.

This mixture of feeling was echoed in groups across the country- from Aberdeen to Leeds, Somerset to East London. During April and May many groups shared advertisements and had discussions of various food delivery services and offers, from local butchers providing choice cuts, to amateur bakers making birthday cakes or furloughed works turning their hand to vegan cooking. By the time lockdown rules were eased, and people had become bored with their own home cooking, increasingly posts were shared by local eateries eager to publicise new delivery or take away services or explain what measures they had put in place for in-house dining.

Lack of faith in the food system and flaws in the supply chain

The pandemic exposed flaws in the supply chains for food and other essentials, with perceived 'shortages' during the beginning of lockdown leading to shortages of some goods including, famously, toilet roll. With restaurants closed and people only eating at home, many retailers imposed limits to purchases of some products, to ensure there was enough of staples including rice, pasta and tinned goods to go around.

Local businesses adapted quickly to product shortages, selling flour or fruit and vegetables that they would have used for eat-in customers. As one person in a workshop told us: "They started decanting their flour where they never sold flour... that was a benefit of shopping locally." While supermarkets were locked into long supply chains, smaller local businesses were able to adapt quickly to changed circumstances.

The Rapid Transition Alliance note in evidence submitted to us that: "In 2017, 46% of vegetables and a massive 84% of fruit consumed in the UK were imported." They add that the coronavirus crisis, "exposed the fragility of global supply chains as we reach the limits of just-in-time production prone to a range of disruptions(pandemics, economic shocks, environmental impacts), it becomes clearer that human-scale economies are more resilient."

These dynamics are recognised by the public - only 19% of people believe that the UK's food supply is safe and secure. In our workshops, people expressed further fears for declining standards of food. Some were particularly concerned about the future of food in the context of Brexit, and were scared of moving towards a US-based food system featuring chlorinated chicken and increased fat. As one workshop participant put it, these structural issues need to be tackled by the Government otherwise: "suddenly, there is no healthy."

A return to home grown and local

To resolve these issues, and worries about food supply chains, some people looked closer to home for their food. According to our poll, 13% of people in Britain grew their own food for the first time during lockdown. 31% of people made more food from scratch, 27% tried to shop locally and 22% noted they had to plan what they ate more carefully.

For many, the experience of the pandemic has shifted the way they think about food. 61% of people wanted to see more food being produced in the UK. 45% of people try to buy British food when possible, and 52% believe we should invest more in British farmers. There are wider benefits of localising production, too. Research from the IPPR submitted to us in evidence suggests that: "Projects which shift to more localised production can make consumption less resource-intensive, reduce commuting and increase overall wellbeing."

Many people in the UK started to support local farmers more directly during lockdown, with 4% of people joining a vegetable box scheme. Schemes like Farms to Feed Us emerged to connect small farmers directly to consumers. People in our workshop were skeptical about the role supermarkets could play in supporting UK producers, with one workshop participant noting that "supermarkets have producers over a barrel", expressing doubt that market forces alone would be enough to make a difference to food systems.

Food insecurity during lockdown made some people more acutely aware of their food waste, and many people took steps to reduce it. As one of our interviewees told us: "It makes you be more careful about what you are spending on and not wasting but we don't anyway, it is not the Islamic way to be wasteful with food."

Time for government to make healthy eating affordable
Not everyone can afford to eat healthily. The poorest 10% of UK households would need to spend 74% of their 'after housing' disposable income on food to meet the government's own healthy eating guidelines. For the richest 10%, it's just 6% of that same disposable income. These inequalities have deep and long term implications. The cost to the NHS of diet-related obesity and non-communicable disease is around £6.1 billion per year and £27 billion to the wider economy. Meanwhile the obesity crisis, which disproportionately affects the poor, continues to build with an estimated cost of £9.7 billion by 2050.

Spurred by the Prime Minister's experience of Covid, the Government has launched a public health campaign designed to reduce obesity. However, healthier food is still inaccessible for many people in the UK. The focus on obesity is also in direct contradiction to the governments' Eat Out to Help Out scheme, which one workshop participant criticised: "Government needs to be consistent […] no point in being vocally anti-obesity while at the same time offering people money off to eat in fast food outlets […] there needs to be joined up thinking, and an approach that people can understand."

Another workshop participant noted: "all the education in the world won't help financially vulnerable people to buy more [healthy food]."

People also value food, 69% believing that educating people about diet will improve their health. Participants told us they had spent more time in lockdown,growing, sourcing and preparing more healthy food. Some food helped them to connect with their community and maintain their mental wellbeing. One participant from London explained: "We used to make a dish and then drop it off around the community, helping each other out and seeing each other from a distance. […] sharing food and seeing people is helpful for your mental health, I think."

For the people who took part in our workshop, it is "impossible to make micro

changes without the macro" changes to food prices and policy. One participant stressed this should come from "governments that are willing and able to invest in society." As another participant said: "we can think about these things differently."

While policy interventions to date have focussed on getting consumers back out to restaurants through the 'Eat out to help out' scheme, it may be more advantageous in the long term for policy to reduce the cost of healthier fresh food.

Section Summary: What people told us they want.
People in our workshops overwhelmingly wanted healthy food to be affordable for everyone. They understand the role of education in healthy diets, but also that unless healthy food is affordable, education can't work. People want to see Government intervention in the food system to make sure that people eat well, and don't go hungry.

In our survey, people wanted to see more support for UK farmers and better pay and conditions for many of the people who keep the nation fed including supermarket workers and delivery drivers.

Resetting consumer culture

• 18% of people will buy less in future according to our poll.
• 30% of the people in our workshop said they will shop less in future.

When non-essential shops reopened in early July, the landscape of shopping had changed dramatically. In late July, it became mandatory to wear masks inside shops, apart from those with medical exemptions. Shoppers were no longer allowed to try clothes on in store, and were discouraged from picking up products they might not buy.

People missed the materiality and spontaneity of shopping during lockdown , as one woman in our workshop noted: "Everything was more complicated, and I miss that, you can't just decide to go out and buy something." Another person explained: "I miss when you see something random and it catches your eye and you just think oh I'll buy that thing."

A shifting retail landscape: online and less
Lockdown changed the landscape of retail and consumption, with many people believing that some change would be permanent. 31% of people we polled said they would spend less time in shops in the future. The experience of lockdown may also have changed the way we shop in the UK for good, only 20% of people we polled felt they would go back to the way they usually shopped before lockdown.

More people shopped online than ever before. Deliveries were managed by postal workers and delivery drivers, who had wide public support across political and regional divides. 73% of people believe postal workers should get better conditions overall, with 46% supporting better working conditions and 37% wanting higher pay for postal workers.

The profits of online businesses surged during lockdown, with Amazon profits increasing by over 40%. Many High Streets businesses adapted quickly to online sales, many for the first time, during lockdown. 46% of the people we polled said they supported measures to help small businesses survive on the High Street. As one man told us: "Just because people were shopping local, doesn't mean they weren't shopping online. I was supporting local businesses but I was making the purchase online."

This shift online is likely to continue, with 26% of people saying they would shop online more in the future. As we move towards more online shopping, our workshop participants felt that more should be done to support local and independent businesses.

As one workshop participant put it: "I think people are going to need incentives to go out to the High Street. So I think in the same way we pay our car tax, there should be an online sales tax [...] it's inevitable with the rise of online shopping that chain stores are going to disappear from the High Street and I think it's going to happen quickly, but I think it's important that these shops aren't left empty, and we quickly fill them with small independents like butchers and bakers, greengrocers, and keep it thriving and busy."

With exemptions for small businesses, this could be one way to ensure a diversity of businesses thrive in an environment where more people shop online by making goods sold on the High Street marginally cheaper. Many large online retailers do not pay tax at all in the UK. Remedying this could be an important opportunity to reduce the power of monopolies and help local businesses.

As another participant said, choice was important too: "we'd like all of our things in our basket to be available online and in store. So whatever works for you best, regardless of time or money, you can choose whichever form is best."

Multiple revenue streams may help safeguard businesses for the future, and would ensure that even in the event of further lockdowns, local businesses can survive and serve their communities. And, online delivery services are not accessible for everyone. As more of life moves online, there are many people across the UK without internet access who can't make these adjustments. In our interviews, one woman noted: "No, we don't get things online. Wouldn't know how to really." She added: "...But don't like this idea anyway, I want to touch and feel the products."

While online might be more convenient for some, physical stores remain a necessity for many, and a source of vital social connection.

The time to make better choices
For some people, time is a barrier to shopping in local businesses. As one woman in our workshop noted: "In some areas we're in a quandary that people have supported local businesses because they've had some time [...] but now time is becoming precious again as we do more stuff and go back to work, there's more time pressure. You haven't necessarily got enough time to go to the bakers, the butchers and the veg shop as perhaps you did in lockdown."

During the lockdown period, when some people had more time, it was easier for people to shop around. However, as many go back to commuting or their working hours increase again this 'dilemma of time' prevents people from shopping locally.

Imbalances in power and resources means that local businesses often don't get fair access to government investment, or a democratic say in the local economy. As the New Economics Foundation's Frances Northrop noted in evidence presented to us:"... the money that flows into any place just hovers above the ceiling of every small business, and they can't reach it." She also notes that local businesses are often not involved in local economic decision making: "they are kept out of any conversations about how the economy runs in the place. So if any money is flowing into a local area, not only does it sit above small businesses, it is even further detached from community enterprise."

At a local level, it is difficult for local businesses and retailers to survive in a world dominated by chains and online businesses. However, as the East End Trades Guild notes, these smaller businesses use "local knowledge and social connections to provide a familiar anchor in communities at a time of unprecedented uncertainty." They note: "we have all tirelessly advocated the social, cultural and economic value we provide to localities and what we stand to lose. Only now during this national the coronavirus crisis crisis do we begin to see decision makers at Whitehall start to comprehend the magnitude of what is at stake."

The time to make better choices

❝You're not just attracting people to the shops, you're attracting people for social and community reasons […] you want to create a real positive environment.
Reset workshop participant [196]

The role of the High Street changed as a result of the coronavirus crisis, and future investment must consider its changing purpose and design. As one workshop participant, who was sceptical of local business investment said: "Why should we support and tax individual businesses? If it's supporting the process of regeneration to become something that is useful and valuable for the community, then there's an argument to be had in favour of that."

For many participants in our workshop, shopping was a social experience, and a reason to get out of the house and explore the local area: "I want to get out of the house and I don't know what else to do really, so I'll just wander around... people watching."

The people who took part in our workshops created a new vision for the local High Street, where the High Street became "... a social space not a consumerist space." They designed streets with more trees and green spaces, fewer cars and wider pavements. Many people wanted pedestrianised centres: "I'd appreciate it if people walk and use scooters, so the movement can be better without cars. It would be safer, especially for us travelling with kids."

These ideas mesh with the policy community, as the Campaign for Living Streets note: "Designs need to be more walking and cycling-friendly, ensuring developments are properly integrated with local shops, schools, green spaces and public transport networks, so we can build towards a green recovery from the coronavirus crisis rather than stumbling back into car dependency."

People wanted to see community gardens, and co-learning spaces to educate people about food, and provide fresh veg for people in the community on the High Street. An interviewee also emphasised the role of these gardens as social spaces for different cultures: "I like the idea of an open space where you can enjoy the plants and flowers and wouldn't it be amazing to be able to pick up some fresh fruit and veg. It would have to be somewhere that has a mix of different types of people."

One group created a homeless centre, as part of a wider community hub. As one person noted: "you're not just attracting people to the shops, you're attracting people for social and community reasons… you want to create a real positive environment." As more people work from home, reanimating local High Streets, the High Street of the future could provide a vital space for communities to come together and for people to connect with each other, creating spaces that are about much more than just shopping.

Local authorities around the country have pedestrianised High Streets and shopping areas to allow social distancing. As one workshop participant told us: "the councils have closed some streets… where they can easily walk around. And all the bars and restaurants on that street get tables outside. So they'll completely close the street down, and I think it creates a positive, happy, community spirit. […] it feels almost like a street party… it's a real positive, it makes people happier as well I think."

There is huge potential for the development of High Streets and town centres as social and community spaces. In their report: 'Brighten All Corners: Maximising Social Value in Place', Localis argue for the need for increased community democratisation community development and local priorities. They note: "The social value agenda presents the most direct and immediate route to building back better socially and making the government's 'levelling-up' agenda for rebalancing the economy come together. Different communities have different needs, and a key step to redeveloping local High Streets will be to ask locals what is important to them, and give councils the tools and funding to successfully make change for the better."

Section Summary: What people told us they want.
In our workshop, people imagined the High Street of the future as a social and community space, combining shops with green spaces, community hubs and cultural centres.

31% of the people we surveyed said that they would make an effort to support local businesses more in the future,   and 46% of the people we polled said that they would support measures to help businesses on local High Streets survive.   The participants in our workshops were keen to support local shops, and tried to find innovative ways to support them.

A more flexible working week would give people time to shop locally and contribute actively to their local communities.

Everything within reach: the 15-minute Neighbourhood

The 15-minute neighbourhood or city is the simple idea that people's immediate needs - work, shops, entertainment, education and healthcare - can be met within a short walk or cycle of their home. Developed by Professor Carlos Moreno at the Sorbonne in Paris, the framework draws on the ideas of the American author and activist Jane Jacobs about the importance of proximity in city life.

The 15 minute city has already been placed at the heart of public policy in Paris, where Mayor Anne Hidalgo aims to reduce deaths by air pollution and to cut time lost travelling across the city through a process of 'ecological transformation'. Work is already underway to vastly expand Paris's cycle network, green public spaces, and create new urban forests and public food growing spaces - restricting or removing cars from the city's streets.

Other cities around the world - in Canada, France, Italy, Tunisia, Australia and Argentina and through the C40 Cities network are exploring the idea - placing cities as the drivers of the post-coronavirus recovery while undergoing a transformation that will 'give public space back to people and nature' and create 'liveable, local communities'.

The actions being taken in Paris and cities around the world are mirrored in the hopes people told us they have for the future. Participants in the Reset workshops told us how much they valued green spaces, how much they valued the time previously lost to the daily commute, and of spending time in their community. People also consistently expressed a desire to reduce reliance on the car, and voiced fears for health and safety that the dominance of motorised transport has brought. Lockdown brought with it a wave of changes, bringing people into closer daily contact with where they live. It changed how we work, travel and interact with our communities - providing a glimpse of an alternative.

The concept of 15-minute neighbourhoods doesn't need to be confined to cities. Lockdown highlighted absent or dysfunctional services in rural areas - a 15-minute neighbourhood approach to rural life would focus on reliable and plentiful public transport - connecting villagers to the services they need.

RESET

Resetting for health and wellbeing

"Government's main priority should be the health and wellbeing of all people within the country.
Reset workshop participant [213]

Lockdown had consequences for the health of the nation beyond the coronavirus crisis itself. The NHS scaled its provision to prioritise emergency treatment and fighting the virus, impacting on the ongoing serious conditions of many.

Perhaps inevitably, public conversation focussed on health. Restrictions on movement meant that for many their only experiences outside the home were exercise related. For others, the lockdown saw them create innovations to maintain physical health in lockdown such as climbing a mountain on their stairs or running a marathon in their back garden or by simply walking more regularly. Support of NHS and health staff such as the clap for carers remained an important weekly event for many , whilst the extraordinary efforts the public went to, to shield and care for friends, family and neighbours was daily news.

Anxious nation: the impact of social media
People in our workshops told us how social media had increased anxiety during lockdown with many choosing to avoid online interaction. Others voiced concerns about 'fake news'. One participant from the North West explained that they had followed government websites during the pandemic and used those to post information they thought was more likely to be 'factual' on facebook discussions: "And so what I was doing was simply posting the results from those things, posting the links onto Facebook discussions, where I felt I had an actual factual view of something instead of people sending themselves dizzy with rubbish." Similarly, some people found they removed themselves from social media to focus on connecting to real life and activities they enjoyed.

Lockdown impacted on peoples' mental health in very different ways. Some felt isolated, some felt the pressure of having to make the most of the time whilst in lockdown, whilst others still enjoyed the time to have to themselves, with their family and with their environment. One recently unemployed participant told us. "I think one of the pros was, you had that time to be able to spend with your family or your friends or whoever."
For some, however, lockdown meant that mental health services had been restricted or that they had less access to them.

Digital snapshot:

Humour, a way to cope

During the course of lockdown emotions ran high and posts on facebook groups demonstrated a range of responses to the pandemic, from clear anxiety and fear, to anger and frustration directed towards the government, the WHO and members of the public. Humour, in the form of memes, funny images and jokes were also frequently shared in every community group, demonstrating an ability to laugh despite the toll of lockdown. In a distinctively British way, the jokes are sarcastic but not too serious, showing a particular way in which we are able to laugh at ourselves. Fun was poked at toilet paper hoarders, while the "positive" benefits of lockdown were also sent up.

The multiple benefits of green spaces

When asked, participants in our workshop believed that both physical and mental health were important and interrelated. Participants told us their local environment, access to health provision, food, time and their social network were important factors in helping them to keep healthy.

Participants felt access to green spaces impacted upon their mental and physical health with 73% of people polled believing that improving the environment impacts positively on people's health. Some participants in our workshop told us that they had taken the opportunity to use green spaces in new and different ways, such as by using outdoor gyms or by taking the time to appreciate the natural environment. Some participants felt safer exercising with less traffic and enjoyed the reduction in pollution. Two thirds of people we polled want the reduction in traffic during lockdown to continue.

Many participants told us that physical exercise was integral to their mental health. A furloughed participant noted that "Walking has improved my mental health hugely." Green space was important for physical exercise or having time to reflect. As one London-based participant explained "Because I just like going out to the park a lot to walk sometimes. And you just take in how just, the fresh air, the scenes, everything, just nature and I thought that was something that I wouldn't have usually have done and I just leave my phone at home. I literally just go and I'm just present there and enjoyed that. So that was good because that's something I never used to do."

Balancing the physical health benefits of going outside, with the mental health anxieties and worries about the coronavirus crisis seemed to be a problem for many, particularly those who are digitally excluded. One woman we interviewed was keen for local walking groups to help support women to walk in a Covid-safe way, without fear of harassment. One woman we interviewed told us of her fear of walking: "I miss going for walks, I don't do it because however safe you might be you just don't know who you might walk past."

People who took part in our workshop said that whilst they feared for those who might feel isolated, the additional time and space lockdown had afforded them, had helped improve their mental health. For some, the time they saved not having to commute was significant, giving them time to do the things which were important to them. Many spent the extra time they had in green spaces, be it their garden or in a public space. People enjoyed seeing other people using green spaces more. One participant from Essex told us "I loved the height of lockdown as we saw so many families out walking and cycling together. it was really beautiful to see."

People also said that social interaction was important for their mental health and that whilst speaking on the phone or online to friends and family was

important, it wasn't the same as meeting face to face. Equally, whilst many had spent time online accessing social and physical activities online, many had filtered their interaction with social media and the news more.

Section Summary: What people told us they want

People told us they want to be able to take part in activities which support their physical and mental health and overall wellbeing. To do this they told us they need access to green spaces which are multi purpose, support nature and are run by or with the community. Reducing road traffic would reduce air pollution and make it safer for people to exercise locally.

People in the UK have always valued the NHS, but the coronavirus crisis has heightened awareness of the way that lack of investment means it's operating at full stretch in normal conditions and ill-equipped to deal with a crisis. There is also a heightened awareness of how many previously unrecognised people keep it going, and a real passion for making sure these people are rewarded properly and the NHS is properly funded.

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Resetting the role of nature in our lives

"I've lived here 25 years but I didn't know the time the robin took its bath. [236]

Reset Participant, North West England.

For people not classed as 'key workers', perhaps the defining experience of lockdown was to spend much more time at home, with more time interacting with nature or, 'hearing the sounds of nature'. Having time to appreciate their local environment was important to many people. 88% of the people who responded to our survey noted changes to their environment, including less traffic, less noise and more birdsong. Most people who had noticed changes wanted them to continue beyond lockdown.

People noted other changes in the natural world. The birds seemed to get louder and images, not all of which were authentic, spread widely on social media of goats, wild cats, dolphins and more, venturing into areas previously dominated by people.

A nation of nature lovers

In our workshops, the importance people place on the natural world appeared in unexpected places. When asked to describe something that summed up their community, many people chose green spaces or other symbols of the natural world, and when asked to describe a vision for the future of the High Street everyone imagined spaces where parks and trees sat alongside shops, galleries and community spaces.

Working from home meant that many people had more time to spend in nature, either in gardens or local green spaces. Many people who took part in our workshop described how important green spaces were for their physical and mental health. People associated time spent in nature with good health, with 73% of the people we surveyed believe that improving people's local environment could also improve their health.

The positive effects of spending time in nature is well established. The World Health Organisation recognises the intrinsic links between human health and nature, proposing healthy livable cities as a way of creating a range of benefits for the health of people and the environment. Natural England's Nature Nearby programme, noted that: "access to natural green spaces for fresh air, exercise and quiet contemplation has benefits for both physical and mental health". Research provides good evidence of reductions in levels of

heart disease, obesity and depression where people live close to green spaces.

Equal access to green spaces

Not everyone had the time, space or opportunity to connect with nature during lockdown. The lockdown experience was very different for people with large private gardens, than for people in cramped city flats with no outdoor space. City parks in densely populated areas became crowded, making social distancing difficult and forcing some parks to close. Overcrowding was much greater in London than in other areas of the country, with 50% of people noticing overcrowded parks and green spaces compared to the national average of 37%.

19% of the people we surveyed felt that they couldn't access a green space within easy walking distance of their home - much higher than suggested by the Fields in Trust Green Space Index, which found that 2.7 million people across Great Britain do not have access to a green space within a ten-minute walk of where they live. 33% of BAME people felt they couldn't access a green space within easy walking distance of their home, compared to 18% of white people.

A warning from nature

Before lockdown, the multiple linked crises in nature and the climate were high on the public agenda. Climate induced environmental change, pollution, top-soil erosion, ocean acidification, and species loss remain a core concern for many people. The climate and nature crises have been widely documented by scientists, and policy organisations, and were key features of most of the evidence submitted to our enquiry. Organisations including Greenpeace, British Quakers, The Soil Association, and the Tyndall Centre made clear that the response to the coronavirus crisis should be used as an opportunity to increase our environmental obligations, and not scale them back.

People who took part in our workshops were keen to see action on the environment as we emerge through the pandemic. Many people recognise that the coronavirus crisis is linked to environmental damage, with 53% of people believing that the coronavirus crisis is a warning about the damage we have done to our relationship with nature. Two thirds of the people we surveyed believed we should pay more attention to what scientists say in future, when deciding on how to act on the climate crisis. These perspectives are supported by scientific evidence which suggests strong links between emerging diseases and wild animals as humanities encroachment into wild areas brings people and animals into closer contact, increasing the likelihood of the spread of zoonoses. 60% of known infectious diseases and 75% of emerging infectious diseases are zoonotic, according to the UN Environment Programme.

A nature-based recovery

157. The pandemic changed our relationship with, and appreciation for nature. Reduced traffic throughout lockdown helped us to hear the birdsong, and for many people being stuck inside their homes made them realise how important being in nature was for their health and wellbeing. One participant told us "because there's less traffic, you heard birds singing more, and we've noticed more butterflies and bees and it's been lovely." Over the past fifty years, natural spaces have been increasingly threatened as a result of urban development. We now have a unique opportunity to change our path, and move forward with a vision for our homes, communities and urban centres that sees nature as not something to be worked around, but as an key asset to our mental and physical wellbeing.

158. With a likely rise in unemployment in Autumn 2020, investing in nature could be an even more important source of new jobs that serve local communities while simultaneously addressing the wider environmental crises. In evidence submitted to us, the Wildlife and Countryside Commission propose the development of a 'National Nature Service', which would "create tens of thousands of jobs, inspire the next generation of conservationists and help us 'grow back better' from the crisis."

159. Combining on-the-job training with nature restoration in urban areas, the NNS Projects… "will have lasting social and environmental benefits and significantly contribute to meeting the UK's carbon targets." Evidence presented to us from the Smith Institute made the case that investment in nature could create jobs quickly, and in ways that complied with social distancing requirements.

Section Summary: What people told us they want.

The lockdown experience was difficult for many of us and access green space was a lifeline for physical and mental health. People value, and feel connected to nature, and want more, better quality, green spaces and for them to be accessible to everyone.

In the evidence submitted to us, there was overwhelming consensus over the need for investment in green jobs and technology. There is huge potential for the Government to invest in the restoration of nature and expansion of public green spaces, creating well-paid jobs across the country while enhancing the health and wellbeing of the nation.

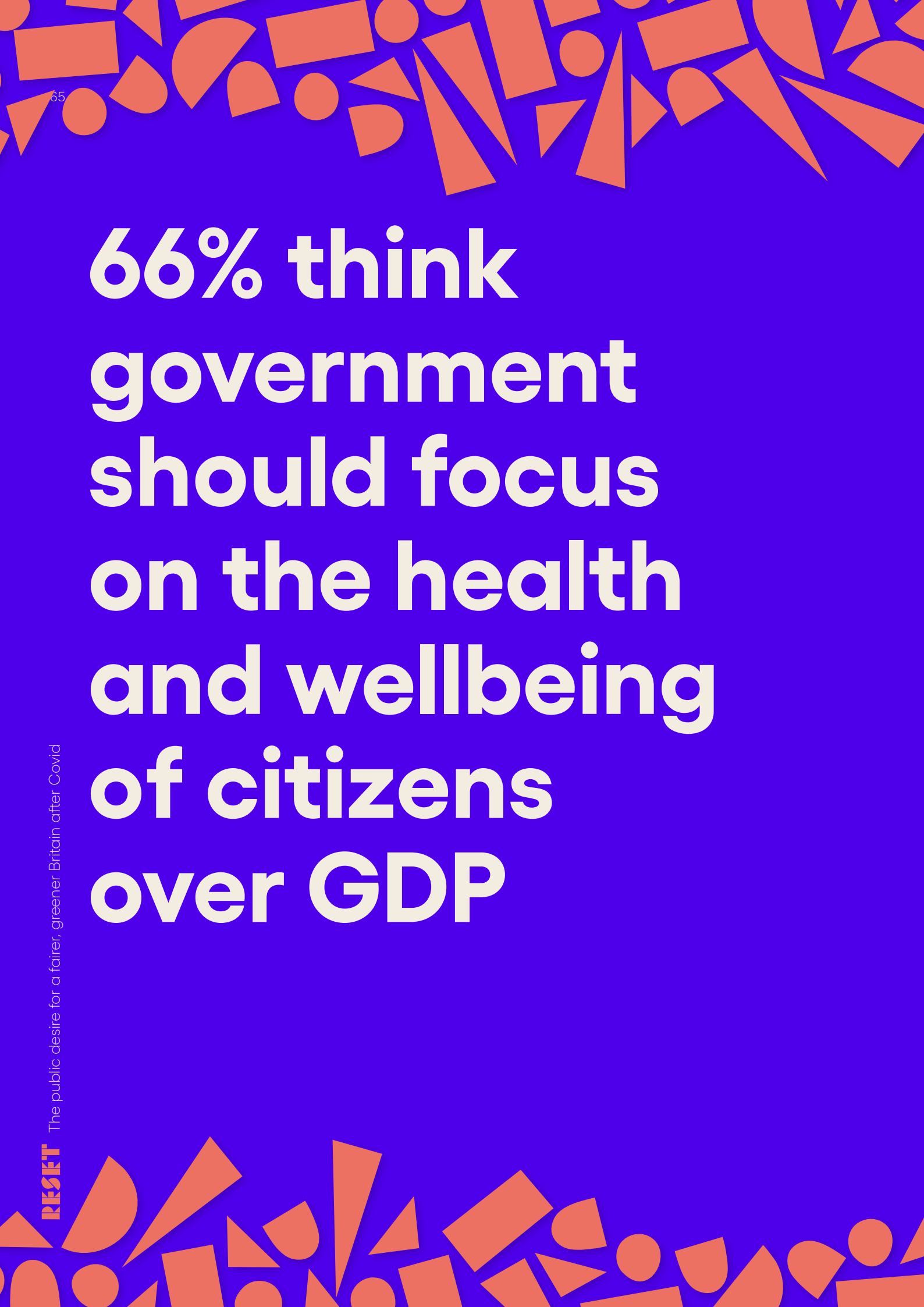# What we will do next: a policy package to Reset Britain

Now that we have a clearer sense of the changes people want to see in Britain, we will use the written evidence submitted to us to draw up a policy programme that could deliver the changes that have been proposed, and will present the programme to parliament and to government in October. A consensus has already been growing around a green, jobs-rich, recovery that fast forwards our shift away from fossil fuel economies. In May, the Committee on Climate Change wrote to the Prime Minister advising that "reducing greenhouse gas emissions and adapting to climate change should be integral to any recovery package." The same month, over 150 companies worth a combined $2.4 trillion called for recoveries to be "grounded in bold climate action" and to prioritise moving to a green economy.

In the summer, the Prime Minister, Boris Johnson attempted to evoke the spirit of US president F D Roosevelt, whose New Deal transformed the United States in the aftermath of the Great Depression in the 1930s. However, the "new deal" laid out by Boris Johnson lacked the scope, vision and ambition of Roosevelt's New Deal. After adjusting for a larger economy, the £5 billion in spending he outlined represents 1/200th of Roosevelt "New Deal".

A real Green New Deal wouldn't just mean more spending on infrastructure. It would mean a rewiring of the British economy to be fairer and more climate-resilient - and it would mean investing enough money to transform life in Britain so that we can meet the challenges in front of us. It's clear the people of our country want this to happen – and from the levels of active engagement in our research that they want to play a meaningful role in making it happen too.

So how do we seize this moment in history, and rebuild life in the UK in ways that not only move past this pandemic, but learn from it and build back better? From what the people of Britain have told us, ministers have a mandate for change that is considerably more far-reaching than anything we have seen to date. That is both the challenge and the opportunity which this report offers to the Government.

66% think government should focus on the health and wellbeing of citizens over GDP

RESET

A view from every corner of the country: what 38 Degrees members told us

To compliment the nationally representative Opinium poll, we engaged with politically engaged members of the public through the online campaign organisation 38 Degrees. This enabled us to engage a large number of people with a number of key questions. With more than 2 million members, 38 Degrees "involves people from all walks of life and all backgrounds. They vote for all political parties - and none." The people who responded to the 38 Degrees survey came from every parliamentary constituency in the country.

50,054 38 Degrees members responded to our survey. Their responses echo the core concerns of our nationally representative polling in that there is a clear desire for change, a desire for fairness and a recognition that this is a time to reset. Collectively, however, the responses to this survey however are more emphatic. As Robin Preistley, Campaign director at 38 degrees stated, "These results show that people do not want to go back to business as usual after coronavirus crisis passes. We've been through too much not to learn the lessons about what needs to change."

We asked 38 Degrees members 10 of the questions we'd asked in our poll on jobs and training, transport, public spaces, housing, key workers,health shopping and governmental policy priorities in the post-covid period.

On jobs and training:
An overwhelming majority of respondents wanted to see significant change to the way we work. 78% of them support the introduction of a guaranteed basic income, with 54% strongly in favour. 83% were in favour of a job guarantee, with also half strongly in favour. When concerning young people this support rose still further to 93%. Similarly, respondents overall were significantly in favour (73%) of reducing the working week.

On Transport:
When asked about transport for the future, people overwhelmingly support measures to change how people travel towards greener, healthier forms of transport. Support for better cycling and pedestrian infrastructure was 70% and 61% respectively. Similarly, people wanted better local transport infrastructure, with two thirds (65.5%) supporting measures to create better local train networks and 73% supporting similar interventions in local bus

networks. This consensus was in stark contrast to the few (8%) who supported more and bigger roads. Significantly, people want a green, clean future of transport, with 60% wanting clearer air measures, and 62% wanting more provision for electric cars.

On public and green spaces:

Echoing what we found in our workshops, respondents in this survey support measures to make facilities in our local highstreets and public spaces work for them, for them to be greener and their use more diverse. 72% were more aware of how important public spaces were to them since lockdown and 53% wished to have more. Public outdoors space mattered to 75% of respondents. 69% of respondents wanted to see more green spaces in their local area. 70% surveyed wanted there to be more growing space. 77% of people were in favour of support for local businesses and the highstreet.

On housing:

Damningly, only 3% of 38 Degrees members think housing policy is working well. They overwhelmingly want government intervention in the housing sector. 89% of respondents are concerned about the lack of social housing, 72% strongly so. 83% of people want to see public funding to this end. Similarly, people want a fairer system for renters and people who wish to buy. 74% think it should be easier for people to buy and 87% of people want a rent cap introduced.

On key workers and health:

Health and those who care for us are central to the changes 38 Degrees members want to see. 94% of people think we need to recognise and reward the role of carers. 97% of people want carers to be given a pay rise, and 86% of people strongly support such a policy. 94% of people think that nurses should be given a pay rise. Mirroring this support for more investment in healthcare, 96% of people want the NHS to receive more resources. People also recognise the role of education and our environment in helping keep everyone healthy. 95% and 87% of respondents believe an improved environment and education about diets, respectively, can improve peoples' health.

On government policy priorities:

Respondents want the Government to prioritise spending money on policies which transforms our economy towards a green, sustainable future. Just as significantly they want policies which serve people, secure jobs and begin a restoration of the local and wider environment. 38 Degrees members surveyed were asked to give up to five top priorities they want the Government to spend money on. Top of respondents priorities are the complementary policies of investing in renewable energy (74%), waste reduction (67%) skills training and the creation of greener jobs (67%). 59% of people also want technology which ensures the materials we use have greater longevity. People also want a focus on how we manage our environment and how we feed ourselves. 60% of

RESET

people want natural habitat restoration prioritised whilst 54% of people want both expansion of food production and tree planting prioritised. There are similar levels of support for measures to make our infrastructure green and up to date such as through insulating homes (51%), low carbon heating, (50%) and modernisation of public transport (47%)

Who took part in our workshops

Jobs and equality

The group included people from London, the North West, Yorkshire, East and West Midlands, the South East and the East of England. Participants ranged in age from 19 to 76. 36% of participants were from black or other ethnic communities and 47% were working-class (C2DE). The group included two retired people and three unemployed people, including one person unemployed due to long term sickness.

Consumerism and shopping

The group included people from London, the North West, Yorkshire, the South East, the East Midlands and the East of England. Participants ranged in age from 21 to 77. 39% of participants were from black or other ethnic communities, and 33% were working-class (C2DE). The group included two students and two retired people, one person had been furloughed, one person who was unemployed due to long term sickness and one person who volunteers in a charity shop.

Homes and community

The group included people from London, the North West, the West Midlands, Yorkshire, the South East, the East Midlands, the East of England and Scotland. Participants ranged in age from 20 to 75. 41% of participants were from black or other ethnic communities, and 35% were working-class (C2DE). The group included a delivery driver, a waitress, two students, one retired person, one unemployed person, one person who had been furloughed, people working part time and who were self-employed.

Working life and travel

The group included people from London, the North East, the North West, the West Midlands, Yorkshire, the South East, the East Midlands, the East of England and Scotland. Participants ranged in age from 20 to 70. 39% of participants were from black or other ethnic communities, and 44% were working-class (C2DE). The group included one student, four retired people, two people who had been unemployed for more than six months, a teaching assistant, a call centre worker and someone who works in a sports shop.

How and what we eat

The group included people from London, the South West, the North West, the West Midlands, Yorkshire, the South East, the East Midlands, Northern Ireland and Scotland. Participants ranged in age from 19 to 73. 22% of participants

were from black or other ethnic communities, and 44% were working-class (C2DE). The group included one person who had been furloughed, an electrician, a bar worker, a part-time receptionist, someone who was long-term unemployed, a student and a retired person.

Health and wellbeing

This group included people from London, the North West, East of England, Scotland, the West Midlands, East of England, the South East, and the South West. Two people had been furloughed, three people were unemployed and two people not working for other reasons. 37% of participants were from black or other ethnic communities and 43% were working-class (C2DE).

Footnotes

[1] Solnit, Rebecca (2010), Paradise built in Hell: the extraordinary communities that arise in disaster

[2] Opinium poll of 2,000 adults, 12-15 July 2020, Q5

[3] Opinium poll of 2,000 adults, 12-15 July 2020, Q5

[4] Opinium poll of 2,000 adults, 12-15 July 2020, Q18

[5] Opinium poll of 2,000 adults, 12-15 July 2020, Q16

[6] Opinium poll of 2,000 adults, 12-15 July 2020, Q3

[7] Working life and Travel Workshop, 8th August 2020 1:39:23

[8] How we eat and what we eat workshop, Transcript: 04:02:01

[9] Homes and Community Workshop, 8th August 2020, Chat: 03:00:58 - 03:05:42

[10] Opinium poll of 2,000 adults, 12-15 July 2020, Q5, A1-3

[11] Homes and Community Workshop, 8th August 2020, Chat: 03:00:58 - 03:05:42

[12] Homes and Community Workshop, 8th August 2020, Transcript, 00:23:11

[13] Homes and Community Workshop, 8th August 2020, Transcript, 00:47:11

[14] Homes and Community Workshop, 8th August 2020, Transcript, 12:38:10

[15] Opinium poll of 2,000 adults, 12-15 July 2020, Q11

[16] Opinium poll of 2,000 adults, 12-15 July 2020, Q13 & Q14: Of the people who had noticed a change, 66% wanted reductions in traffic to last beyond the coronavirus crisis, 42% wanted reductions in noise to continue and 41% of people wanted to be able to hear more birdsong beyond the end of the lockdown period.

[17] Homes and Community Workshop, 8th August 2020, Transcript, 00:05:16

[18] Homes and Community Workshop, 8th August 2020, Transcript, 00:47:11

[19] Work Life and Travel Workshop, 8th August 2020, Transcript, HH:MM:SS

[20] Opinium poll of 2,000 adults, 12-15 July 2020, Q8. 40% of people clapped for the NHS, 31% checked in on neighbours, friends or colleagues, 28% shopped for a neighbour, 18% made friends with neighbours, 16% were checked in on by a friend neigbour or colleague,15% donated to a foodbank, 7% donated to a homeless charity, 7% took part in an event in their neighbourhood, 5% decorated their neighbourhood, 5% made a donation to a small business, 4% joined or set up a mutual aid group, 3% volunteered at a food bank, 2% other.

[21] Opinium poll of 2,000 adults, 12-15 July 2020, Q8. Support for all activities was strong across class and regional divides.

[22] Work Life and Travel Workshop, 8th August 2020, Transcript, 01:39:23

[23] Shopping and Consumerism Workshop 7th August 2020, Transcript, 00:40:37

[24] Universal Basic Income featured in our 'Jobs and Equality' & Home and Community' workshops.

[25] UBI support - breakdown of figs from Opinium representative poll data

[26] Opinium poll of 2,000 adults, 12-15 July 2020, Q7,A3

[27] Food Workshop, 8th August 2020, Transcript, Part Two: 17.01:00

[28] Food Workshop, 8th August 2020, Transcript, Part 2 16.22:00

[29] YouGov poll for ECF

[30] Email correspondence with workshop participant

[31] In depth telephone interviews with five digitally excluded women, August 2020

[32] Opinium poll of 2,000 adults, 12-15 July 2020, Q8.

[33] Opinium poll of 2,000 adults, 12-15 July 2020, Q8.

[34] In depth telephone interviews with five digitally excluded women, August 2020

[35] Homes and Community and Health 8th August 2020, Transcript, 04:53, 05:11, 12:38, 10:17, and Wellbeing Workshop, 15th August 2020, Transcript, 41:11, 1:53:45, 1:34:16

[36] Homes and Community and Health 8th August 2020, Transcript,, and Wellbeing Workshop, 15th August 2020, Transcript, 21:18, 1:26:24, 1:33:09

[37] Opinium poll of 2,000 adults, 12-15 July 2020, Q12, 19% of people did not live within easy walking distance of a park, beach or green space.

[38] Health and Wellbeing Workshop, 15th August 2020, Transcript, 35:16

[39] Nationally Representative Opinium Survey, Q10.

[40] A Digital Ethnography of Facebook Community Groups, March-July 2020

[41] Homes and Community Workshop, 8th August 2020, Transcript, 12:44, 26:49, 25:24, 1:04:05

[42] In depth telephone interviews with five digitally excluded women, August 2020

[43] In depth telephone interviews with five digitally excluded women, August 2020

[44] In depth telephone interviews with five digitally excluded women, August 2020

[45] In depth telephone interviews with five digitally excluded women, August 2020

[46] Opinium poll of 2,000 adults, 12-15 July 2020, Q8

[47] CAST (2020) - Low carbon behaviours increase during lockdown

[48] Verplanken and Roy (2016) -Empowering interventions to promote sustainable lifestyles: Testing the habit discontinuity hypothesis in a field experiment

[49] Mason (2013) - Becoming Citizen Green: prefigurative politics, autonomous geographies, and hoping against hope

[50] Homes and Community Workshop, 8th August 2020, Transcript, 55:44

[51] National Housing Federation Report: 1 in 7 people in England directly hit by housing crisis, September 2019

[52] Homeless Link, Rough Sleeping -Explore the data, 2020.

[53] Homes and Community Workshop, 8th August 2020, Transcript, 55:44

[54] Opinium poll of 2,000 adults, 12-15 July 2020 Q16

[55] Opinium poll of 2,000 adults, 12-15 July 2020 Q16

[56] Shelter, 230,000 renters at risk of 'Covid-eviction' when government ban lifts 6th July, 2020

[57] Homes and Community Workshop, 8th August 2020, Transcript, 53:31

[58] Opinium poll of 2,000 adults, 12-15 July 2020, Q16 A3 & A1.

[59] Homes and Community Workshop, 8th August 2020, Transcript, 50:18

[60] ONS, Housing and Home Ownership in the UK, January 2015

[61] Homes and Community Workshop, 8th August 2020, Transcript, Priorities discussion 49:17-1:02:18

[62] Homes and Community Workshop, 8th August 2020, Transcript, 50:18

[63] Homes and Community Workshop, 8th August 2020, Transcript, 55:44

[64] Homes and Community Workshop, 8th August 2020, Transcript, 52:06

[65] Homes and Community Workshop, 8th August 2020, Transcript, 55:44

[66] Homes and Community Workshop, 8th August 2020, Chat, 1:15:52

[67] Government 'Everyone in Scheme'.

[68] Brady, D, Reported rise in rough sleeping numbers during lockdown, new study finds, Inside Housing, 20/08/20 Accessed here

[69] Work Life and Travel Workshop, 8th August 2020, Chat, 14:46:03

[70] ONS, Labour Market Overview, August 2020

[71] Straus D, and Parker, G, UK sheds nearly 750,000 jobs during coronavirus crisis, Financial Times, 11 August 2020

[72] Opinium poll of 2,000 adults, 12-15 July 2020, Q1

[73] Jobs and Equality Workshop, 7th August 2020, Transcript, 00:09:36

[74] Opinium poll of 2,000 adults, 12-15 July 2020, Q4 and Q6

[75] Opinium poll of 2,000 adults, 12-15 July 2020, Q8

[76] Opinium poll of 2,000 adults, 12-15 July 2020 Q8

[77] Jobs and Equality Workshop, 7th August 2020, Transcript, 00:16:28

[78] Jobs and Equality Workshop, 7th August 2020, Transcript, 00:16:40

[79] Work Life and Travel Workshop, 8th August 2020, Transcript, 01:36:17

[80] Opinium poll of 2,000 adults, 12-15 July 2020, Q5

[81] Opinium poll of 2,000 adults, 12-15 July 2020, Q18

[82] Work Life and Travel Workshop, 8th August 2020, Chat, 14:39:56

[83] Work Life and Travel Workshop, 8th August 2020, Transcript, 02:03:38

[84] Work Life and Travel Workshop, 8th August 2020, Transcript, 02:04:28

[85] In depth telephone interviews with five digitally excluded women, August 2020

[86] In depth telephone interviews with five digitally excluded women, August 2020

[87] Opinium poll of 2,000 adults, 12-15 July 2020, Q5

[88] Opinium poll of 2,000 adults, 12-15 July 2020, Q1

[89] Opinium poll of 2,000 adults, 12-15 July 2020, Q1

[90] Opinium poll of 2,000 adults, 12-15 July 2020, Q1

[91] Opinium poll of 2,000 adults, 12-15 July 2020, Q1

[92] Opinium poll of 2,000 adults, 12-15 July 2020, Q1

[93] Opinium poll of 2,000 adults, 12-15 July 2020, Q3

[94] Work Life and Travel Workshop, 8th August 2020, Transcript, 00:58:06

[95] Work Life and Travel Workshop, 8th August 2020, Transcript, 00:06:36

[96] Work Life and Travel Workshop, 8th August 2020, Transcript, 00:16:05

[97] Work Life and Travel Workshop, 8th August 2020, Transcript, 01:31:46

[98] Work Life and Travel Workshop, 8th August 2020, Transcript, 00:36:32

[99] Work Life and Travel Workshop, 8th August 2020, Transcript, 01:39:23

[100] Work Life and Travel Workshop, 8th August 2020, Transcript, 01:25:23

[101] BBC News, Belly Mujinga Covid death: Victoria station workers 'scared', 13th May 2020

[102] Opinium poll of 2,000 adults, 12-15 July 2020, Q1

[103] Jobs and Equality Workshop, 7th August 2020, Transcript, 00:41:50

[104] A Digital Ethnography of Facebook Community Groups, March-July 2020

[105] Opinium poll of 2,000 adults, 12-15 July 2020, Q7 A3.

[106] Opinium poll of 2,000 adults, 12-15 July 2020, Q7 A3.

[107] Opinium poll of 2,000 adults, 12-15 July 2020, Q7 A4

[108] Opinium poll of 2,000 adults, 12-15 July 2020, Q7 A4

[109] Work Life and Travel Workshop, 8th August 2020, Chat, 14:46:03

[1110] Forthcoming Evidence submitted to us: Nesta Submission to the Parliamentary Group on the Green New Deal Call for Evidence.

[111] Forthcoming Evidence submitted to us: Nesta Submission to the Parliamentary Group on the Green New Deal Call for Evidence.

112 Opinium poll of 2,000 adults, 12-15 July 2020, Q7 A4.

113 Forthcoming evidence submitted to us by the Soil Association

114 Forthcoming evidence submitted to us by the Local Government Association

115 Forthcoming evidence submitted to us by Greenpeace

116 Forthcoming evidence submitted to us by Transition Economics

117 Opinium poll of 2,000 adults, 12-15 July 2020, Q5

118 Opinium poll of 2,000 adults, 12-15 July 2020, Q7 A.1

119 Work Life and Travel Workshop, 8th August 2020, Transcript, 00:37:15

120 Evidence submitted to us by Sustrans

121 Opinium poll of 2,000 adults, 12-15 July 2020, Q9

122 Sustrans Evidence Submitted to our Call for Evidence

123 Statistics from the National Transport Survey

124 Statistics from the National Transport Survey - in 2016 commuting accounted for 16% of journeys and 20% of miles travelled in the UK.

125 Jobs and Equality Workshop, 7th August 2020, Transcript, 00:03:34

126 Opinium poll of 2,000 adults, 12-15 July 2020, Q2

127 Shopping and Consumerism Workshop 7th August 2020, Transcript, 00:11:55

128 Evidence from the Centre for London, reported by the Guardian

129 Opinium poll of 2,000 adults, 12-15 July 2020, Q23

130 Evidence submitted to us by Greenpeace

131 Opinium poll of 2,000 adults, 12-15 July 2020, Q9

132 UK Government Statistics

133 Department for Transport, Transport use by Mode: Great Britain, since 1 March 2020, 3 June 2202

134 Opinium poll of 2,000 adults, 12-15 July 2020, Q23

135 Opinium poll of 2,000 adults, 12-15 July 2020, Q9

136 Opinium poll of 2,000 adults, 12-15 July 2020, Q23

137 Reported by BBC News: Unexpected jump in inflation sparks potential rail price increase

138 Evidence submitted to us by Campaign for Better Transport

139 Evidence submitted to us by the Campaign for Better Transport

140 Health and Wellbeing Workshop, 15th August 2020, Transcript 01:54:53

141 Work Life and Travel Workshop, 8th August 2020, Transcript, 00:43:19

142 Work Life and Travel Workshop, 8th August 2020, Transcript, 00:51:00

143 WHO, 2020, Chronic respiratory diseases

144 Opinium poll of 2,000 adults, 12-15 July 2020, Q9

145 Evidence submitted to us by the Food and Countryside Commission

146 Opinium poll of 2,000 adults, 12-15 July 2020, Q21

147 The Trussell Trust, Food banks report record spike in need as coalition of anti-poverty charities call for strong lifeline to be thrown to anyone who needs it, 1 May 2020

148 Straton B, and Evans, J, Three million go hungry in UK because of lockdown, The Financial Times, 11 April 2020

149 In depth telephone interviews with five digitally excluded women, August 2020

150 Shopping and Consumerism Workshop 7th August 2020, Transcript, 00:32:08

151 Opinium poll of 2,000 adults, 12-15 July 2020, Q5 A2

152 In depth telephone interviews with five digitally excluded women, August 2020

153 Opinium poll of 2,000 adults, 12-15 July 2020, Q5 A3

154 Work Life and Travel Workshop, 8th August 2020, Chat, 14:40:43

155 A Digital Ethnography of Facebook Community Groups, March-July 2020

156 Shopping and Consumerism Workshop 7th August 2020, Transcript, 00:33:54

157 Evidence submitted to us by the Rapid Transition Alliance

158 Evidence submitted to us by the Rapid Transition Alliance

159 Opinium poll of 2,000 adults, 12-15 July 2020, Q20

160 Food Workshop, 8th August 2020, Transcript, 00:50:26

161 Food Workshop, 8th August 2020, Transcript, 02:46:00

162 Opinium poll of 2,000 adults, 12-15 July 2020, Q21

163 Opinium poll of 2,000 adults, 12-15 July 2020, Q20

164 Evidence submitted to us by the IPPR

165 Opinium poll of 2,000 adults, 12-15 July 2020, Q21

166 Food Workshop, 8th August 2020, Transcript, 00:52:12

167 In depth telephone interviews with five digitally excluded women, August 2020

168 Gov.uk, 31st March 2017, Health matters: obesity and the food environment

169 Gov.uk, 31st March 2017, Health matters: obesity and the food environment

170 Food Workshop, 8th August 2020, 04:02:23

171 Food Workshop, 8th August 2020, Transcript part two, 00:04:54

172 Opinium poll of 2,000 adults, 12-15 July 2020, Q18

173 Opinium poll of 2,000 adults, 12-15 July 2020, Q21

174 Health and Wellbeing Workshop, 15th August 2020, Transcript, 01:19:58

175 Food Workshop, 8th August 2020, Chat, 04:02:15

176 Food Workshop, 8th August 2020, Transcript, 00:17:02

177 Opinium poll of 2,000 adults, 12-15 July 2020, Q19

178 Shopping and Consumerism Workshop Poll 7th August 2020

179 Shopping and Consumerism Workshop 7th August 2020, Transcript Part One, 00:41:54

180 Shopping and Consumerism Workshop 7th August 2020, Transcript Part One, 00:43:44

181 Opinium poll of 2,000 adults, 12-15 July 2020, Q19

182 Opinium poll of 2,000 adults, 12-15 July 2020, Q19

183 Opinium poll of 2,000 adults, 12-15 July 2020, Q5 A6

184 Financial Times, 30th July, Amazon doubles quarterly profit despite Covid-19 costs

185 Opinium poll of 2,000 adults, 12-15 July 2020, Q10

186 Shopping and Consumerism Workshop 7th August 2020, Transcript Part Two, 00:10:35

187 Opinium poll of 2,000 adults, 12-15 July 2020, Q19

188 Shopping and Consumerism Workshop 7th August 2020, Transcript Part Two, 00:07:09

189 Shopping and Consumerism Workshop 7th August 2020, Transcript Part Two, 00:35:59

190 In depth telephone interviews with five digitally excluded women, August 2020

191 In depth telephone interviews with five digitally excluded women, August 2020

192 Shopping and Consumerism Workshop 7th August 2020, Transcript Part Two, 00:40:58

193 Frances Northrop, Expert Name, Parliamentary Evidence Session 3: The future of business and banking, 28th July 2020

194 Frances Northrop, Expert Name, Parliamentary Evidence Session 3: The future of business and banking, 28th July 2020

195 Evidence submitted to us by the East End Trades Guild

196 Shopping and Consumerism Workshop 7th August 2020, Transcript Part Two, 00:48:04

197 Shopping and Consumerism Workshop 7th August 2020, Transcript Part Two: 00:09:43

[198] Shopping and Consumerism Workshop 7th August 2020, Transcript Part One, 00:54:02

[199] Shopping and Consumerism Workshop 7th August 2020, Chat, 04:15:20

[200] Shopping and Consumerism Workshop 7th August 2020, Transcript Part Two, 00:16:47

[201] Evidence submitted to us by Campaign for Living Streets

[202] In depth telephone interviews with five digitally excluded women, August 2020

[203] Shopping and Consumerism Workshop 7th August 2020, Transcript Part One, 00:46:21

[204] Shopping and Consumerism Workshop 7th August 2020, Transcript, Part Two 00:49:45

[205] Localis. April 16th 2020,Brighten All Corners: Maximising Social Value in Place

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[216] Health and Wellbeing Workshop, 15th August 2020, Transcript, 41:11,1:12:23

[217] Opinium poll of 2,000 adults, 12-15 July 2020, Q8,& Homes and Community Workshop, 8th August 2020, Transcript 21:17

[218] Health and Wellbeing Workshop, 15th August 2020, Transcript, 26:17,29:46 & Chat, 52:33-59:04

[219] Health and Wellbeing Workshop, 15th August 2020, Transcript, 29:46

[220] Health and Wellbeing Workshop, 15th August 2020, Transcript, 13:28, 15:04, 20:06, 21:18, 42:55, 1:06:12

[221] Health and Wellbeing Workshop, 15th August 2020, Transcript, 8:06

[222] Health and Wellbeing Workshop, 15th August 2020, Transcript, 3:03 10:37,15:52. & Chat 51:24, 202:49.

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[226] Health and Wellbeing Workshop, 15th August 2020, Transcript, 21:18, 1:29:24

[227] Health and Wellbeing Workshop, 15th August 2020, Transcript, 1:06:12 & Homes and Community Workshop, 8th August 2020, Transcript, 25:24, 1:31:40

[228] Opinium poll of 2,000 adults, 12-15 July 2020, Q14

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[232] Health and Wellbeing Workshop, 15th August 2020, Transcript, 06:46, 15:04, 17:36, 20:06, 21:18

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[235] Health and Wellbeing Workshop, 15th August 2020, Transcript,10:21

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