

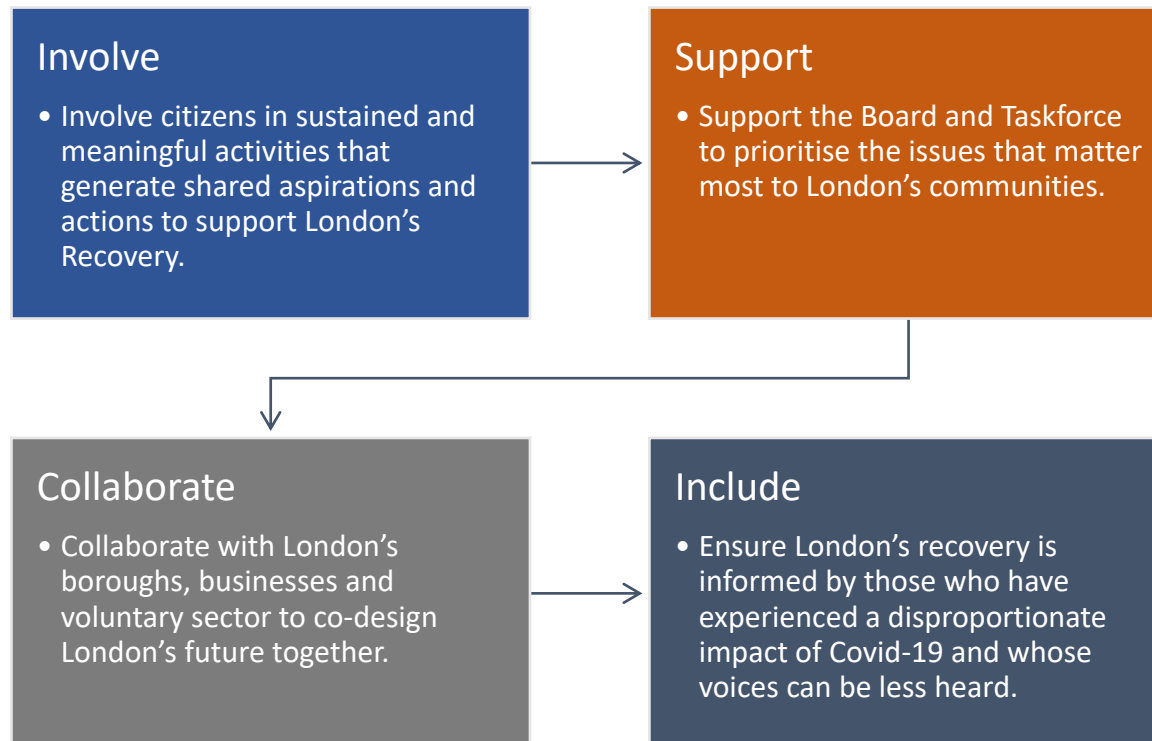
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**LONDON'S RECOVERY  
CITIZEN AND STAKEHOLDER FEEDBACK ON  
LONDON RECOVERY MISSIONS**

**September 2020**



**Engagement ambition:** Londoners, communities, civil society and faith community are able to influence, shape and participate fully in London’s recovery through a far reaching and inclusive process.



# Insights

To increase our collective understanding of the challenges and opportunities and to share views and responses so that we are better placed to identify areas of collaboration and action in delivery:

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|--|---|--|
| ✓ <b>Published the evidence base</b>                         | Opinion Research                                      | Community and civil society                                    |
| ✓ <b>Guided questions to support collective sense-making</b> | Talk London engagement<br>Community roundtables       | Borough based engagement panels and networks                   |
| ✓ <b>Created multiple points of engagement</b>               | Community conversations<br>Business sector engagement | GLA stakeholder panels, forums and networks<br>Funder networks |

## Themes from feedback

- Strong desire to be engaged and involved
- Ask for specific community experiences to be explored and addressed by government
- Recognition of multiple barriers to engagement for the most vulnerable (NRPF, language, digital exclusion, discrimination)
- Appetite to understand and inform policy drivers – need for clearer language with less jargon

## Londoners priorities:

- Reducing the spread of the virus is the main and immediate priority for London.
- Protecting and creating jobs should be the focus of the recovery work.
- Londoners think this a good opportunity to make improvements to the city especially those related to inequality or the environment
- Perceived threat to the unique London offer and want to support struggling sectors of the economy, such as central London businesses, culture and tourism.

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## Perceived challenges for London:

- The pandemic has both exposed and exacerbated long standing inequalities, including education and in low paid work.
- Worry about the next 6 months especially the end of furlough, Brexit and a second wave
- Concern that homelessness and need for foodbanks will increase
- Concern about the future of young people, their mental health and lack of opportunities

# High Streets For All

*We should refocus on neighbourhoods in terms of people and communities.*  
**Community Conversation**

## **Londoners want to reimagine their public realm**

- Focus on the needs and desires of local communities.
- Needs: inclusive and accessible high streets and public spaces supporting walking and cycling; local employment opportunities (especially for the young)
- Address underuse of buildings.

## **Engage widely and inclusively**

- Ensure local authorities and other town centre partners have the levers they need to develop mixed and resilient local economies.
- Work with institutions such as libraries and universities/colleges to invest in workspaces, community businesses, and support innovation.

# Digital access for all

*The pandemic has vividly illustrated the plight of those who are not able to engage online and therefore excluded from vital information, social connections, and ability to do transactions and apply for jobs.*

**Talk London (Male, 19, Westminster)**

- Wide acknowledgement that the pandemic exposed the digital divide and poverty seen as a driver for this.
- Access to the internet, devices and data is a necessity.
- Delivery distributed across government-led and community-led solutions e.g. community Wi-Fi schemes and peer learning.
- Build on existing partner work e.g. VCS have worked extensively on this issue during lockdown - use their expertise.
- Ensure skills interventions address the variety of reasons a person could be digitally excluded.
- The need to move quickly on device/data interventions in anticipation of a second lockdown.



# Helping Londoners into good work

*“People are being made redundant and then there are still people on furlough. I feel like a lot of people are just hanging in limbo about whether their job is still going to be there.”*

**Focus Group (Female, 20s)**

- 52% of Londoners see the economic impact of C19 as the main threat to the capital. Job creation and job security are a priority (big concern for young people).
- Address inequalities and help those who are marginalised or excluded from the labour market.
- ‘Good work’ should connect to aspirations and pay well.
- Careers advice and skills training welcomed.
- Collective response required to deliver change.
- Widening access to lifelong learning and training –supporting social as well as economic outcomes, including wellbeing.
- Challenge of unemployment will require strong partnerships, including with DWP/JobCentre Plus and London boroughs, to respond effectively.
- Working with employers, including SMEs, to shape provision of training offered to Londoners.

# Green New Deal

"It's fundamental to the health and wellbeing of the population to make... systemic shifts for a greener world. It's an opportunity to tackle systems inequalities."

## Community Conversation

- Seen as important – green space, clean air, climate change.
- Make green spaces child friendly and accessible for older people.
- Poor understanding of the terms 'green new deal' and 'green jobs'; Jobs seen as a separate issue fitting into good work mission.
- Faith groups view themselves as having a role to influence behaviour.
- Is there a connection between climate change and the pandemic?
- Need to quantify and justify how much the green economy needs to be increased by to reach net zero by 2030.
- Ambition is greater than funding available to deliver schemes; the mission must be compelling to attract private financing, and action from Londoners, private sector and Government.
- Linked to issues of poverty and racism in terms of groups worst affected by climate change.

## A New Deal for Young People

Young people were concerned about the impact of virtual education and exam measures. Some communities were disproportionately impacted by this, for example Gypsy, Roma and Traveller children.

### Community Conversation

- Young people felt they're not "at the table" on major decisions affecting them (e.g. school closures, exams, Covid impact) and want to be actively involved in shaping and delivering this mission.
- Solutions offered by young people: youth clubs in every neighbourhood; partnership between local business, colleges and universities to offer training and employment.
- Routes into employment following disrupted education and training was the key issue.
- Key relationships with young people important and should be the focus.
- Young people entitled to local pan-London activities; and youth practitioners recognised as a profession.
- Importance of tailored support, advice and training for young people – providing confidence, aspiration and ambition.

“Building partnership with grassroots groups  
important in poverty reduction activities”  
Community Conversation

## A Robust Safety Net

- Vital mission - needs to address fundamental issues around poverty like income and housing
- More is needed to create a robust safety than just support and advice - more affordable/ social housing/ homeless shelters, higher pay, UBI etc.
- Community feels that there was not much of a safety net before Covid-19 and that it has got worst since.
- For older people, food poverty, debt and financial advice (especially offline) were key concerns.
- Coordinated activity to plug the gaps in local welfare, advice and hardship support services should be a priority.
- Vulnerable Londoners/those most affected by C19 must be able to access the support they need (e.g. NRPF households, women fleeing domestic violence, BAME Londoners, disabled Londoners).
- The importance of advocating for changes to national immigration and welfare policies/funding should not be overlooked.
- The mission should recognise the links between housing affordability and destitution in London.

## Better Health & Wellbeing

"It was reported that some GP practices were already putting barriers for many migrants for registration, like proof of ID and address or immigration status."

## Community Conversation

- When understood as protection against Covid, providing better health and wellbeing was the top mission priority for Londoners in our polling.
- A lot of discussion about wider determinants of health e.g. housing/greenspace/travel.
- Access to healthcare was a dominant theme in community conversations, specifically relating to costs, hostile environment, discrimination and digital by default.
- The need to develop and collate good data and intelligence on the impact of C19 (including lived experience).
- The importance of the wider determinants of health and wellbeing, in particular poverty and deprivation.
- Different communities might need different solutions and the importance of local assets.
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- Support for a specific focus on mental health and wellbeing.

“There are many people out there who want to volunteer and get involved but not sure how to or where to begin.”

## Enabling Resilient Communities

### Community Conversation

- Recognise the contribution/assets in communities – don't just define groups as victim or a 'problem'
- Build on greater sense of community developed during crisis, and great work of faith and VCS sector
- Proper resourcing and funding for community groups, and opportunities for meaningful participation (e.g. citizens assemblies)
- Terms like Resilient Communities and Civil society are not well understood. Language needs to focus on communities themselves.
- Need for sustainable medium to long term funding.
- Support to adapt services to conditions imposed by C19 e.g. social distancing and responding to new and emerging needs.
- Opportunities for collaboration cross-sector and cross-civil society.
- Support for user-led/community-led organisations to take a lead role in delivery.