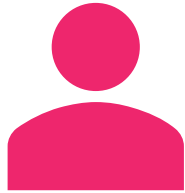




COVID-19 online diary

Summary report

Overview of the research



20 Londoners recruited from a mix of backgrounds



Completed a weekly diary for 8 weeks (mid May to mid July)



Each week participants reflected on their previous week and answered ad-hoc questions through videos, text, and polls

Key findings

1

The online diary revealed the **wide-ranging emotions and experiences of Londoners** during lockdown. Broadly speaking, these fall into: fearful and anxious; coping and trying to make the most of it; frustrated and had enough; and financially insecure and stressed.

2

Since lockdown started to ease, many respondents **increasingly enjoyed more freedoms – though they were slow to adopt**. Despite support for re-opening non-essential shops, for example, few flocked back to their high street.

3

Regardless of whether they supported the easing, **questions were and continue to be raised over how the government have handled it**. Many found the rules and plans for easing lockdown to be confusing, vague, or too difficult to enforce.

4

In later weeks participants **continued to hear about coronavirus and major announcements, but started to switch off**. This coincided with growing disapproval and frustration with the Government's handling of the outbreak, in part due to the Dominic Cummings scandal.

Key findings

5

Despite all the suffering, participants noted that **the pandemic brought about some positive changes to London**, notably environmental improvements and a renewed community spirit. On an individual level, many appreciated the more local and slower pace of life.

6

Many participants see coronavirus as an opportunity and catalyst for change. However, there is a degree of **pessimism over what positive changes will sustain**. At first there was an expectation and then, in the later weeks, an observation that London is 'getting back to normal'.

7

Thinking about London's future and long-term recovery from COVID-19, participants want a **more fair and caring society, a greener and less busy city, and a more local London**.

8

Although concerns about catching COVID-19 are waning, and life is returning to normal, many do not see plain sailing just yet – **there are still concerns and fears** about employment and personal finances, the economy, survival of key industries, and the threat of a second wave.



Fortnightly reports from the COVID-19 online diary are available on the [London Datastore](#)

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