

# Nexus Insight Panel

## Covid-19 attitude tracker. 24<sup>th</sup> April 2020

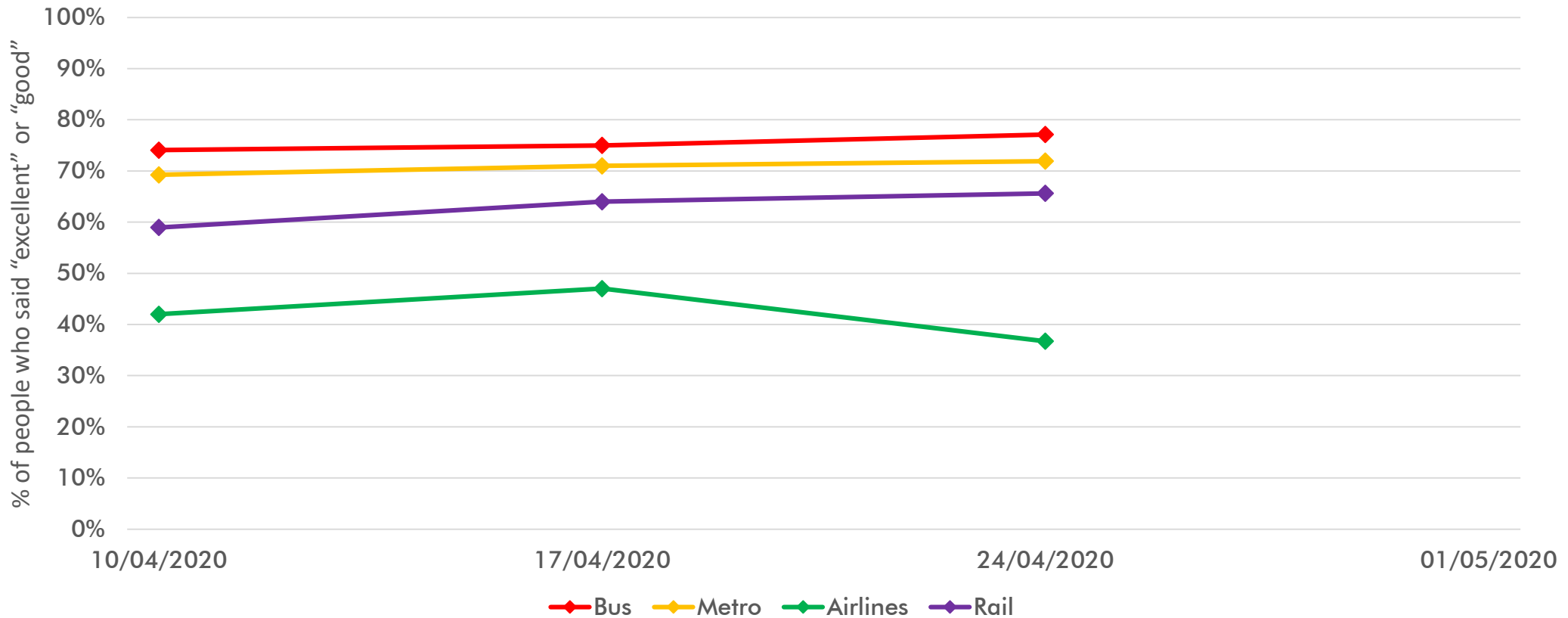
Respondents = 400

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Join the panel at <https://www.nexus.org.uk/research-and-insight/insight-panel>

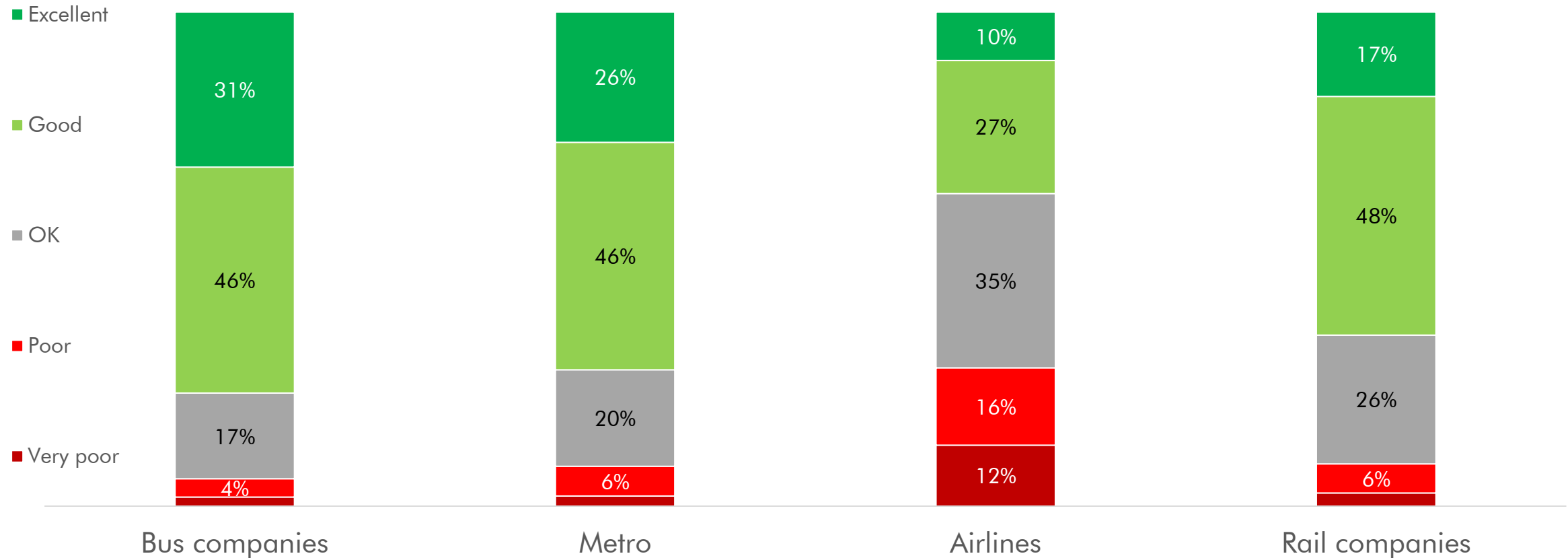


% of people who said "excellent" or "good" has fallen for airlines. *This week, Which? claims to have discovered that "A growing number of leading airlines and holiday providers are either refusing to refund customers or issuing credit notes automatically for cancelled flights"*



How do you think Bus/Metro/Airlines/Rail have responded to the pandemic? Base: All respondents n=271 (Excludes don't knows)  
<https://www.which.co.uk/news/2020/04/uks-biggest-airlines-and-holiday-providers-breaking-the-law-over-cancellation-refunds/>

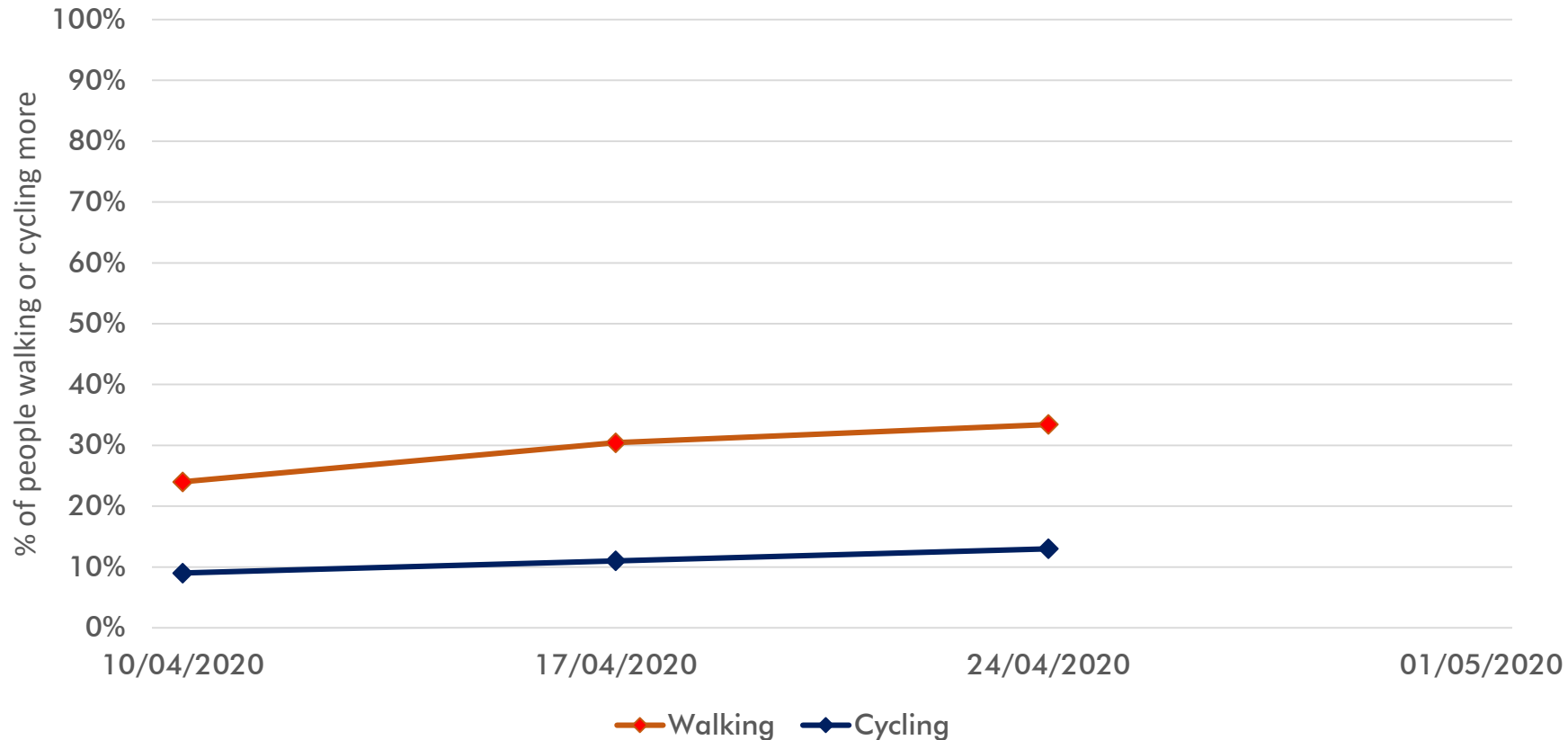
Perceptions of how transport providers have responded to the pandemic have remained stable this week, apart from Airlines who have faced criticism in the press for their handling of refunds for cancelled flights and holidays.



How do you think Bus/Metro/Airlines/Rail have responded to the pandemic? Base: All respondents n=271 (Excludes don't knows)

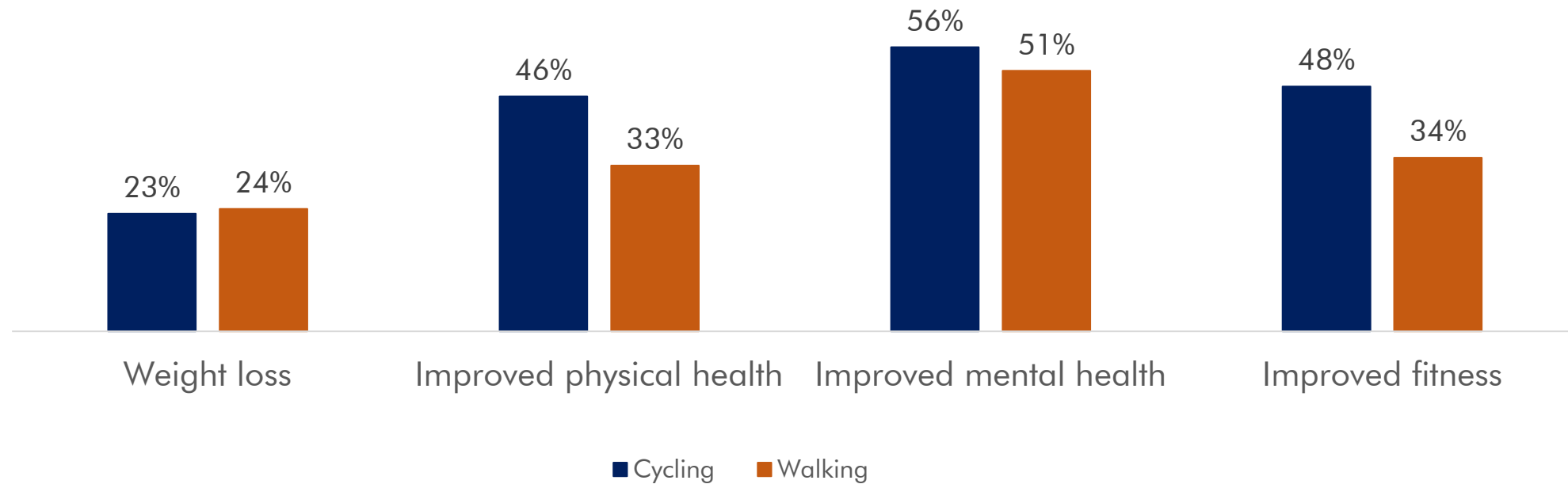


As lockdown progresses the proportion of people cycling and walking more is increasing. 4% of people who previously did not cycle at all have now taken it up.

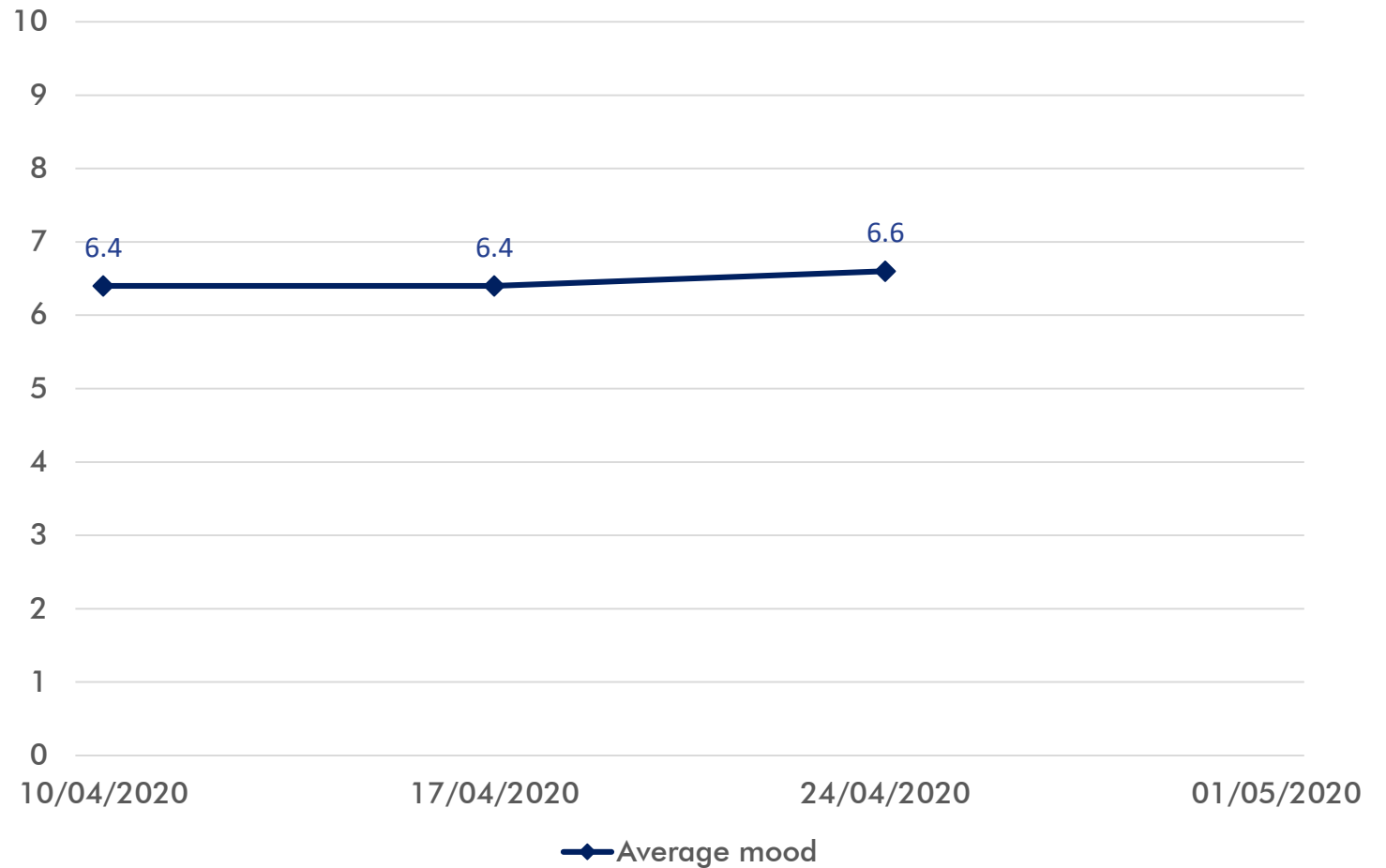
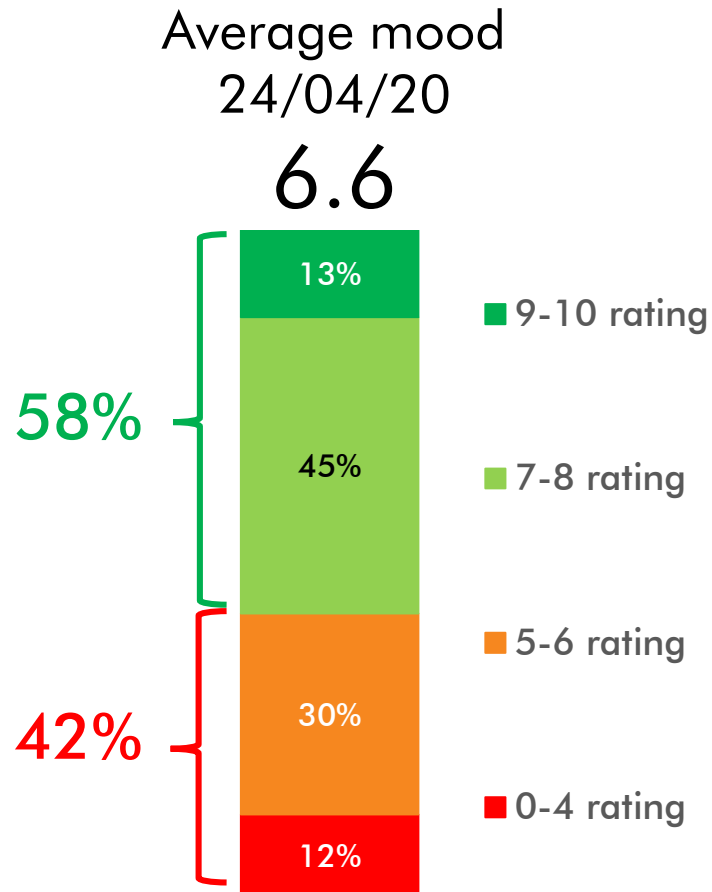


**Correction notice**  
 We now include declared non cyclists (regardless of reason), which has reduced the reported increase in use but is more reflective of the population.

Over half of people walking and cycling more are noticing an improvement in their mental health



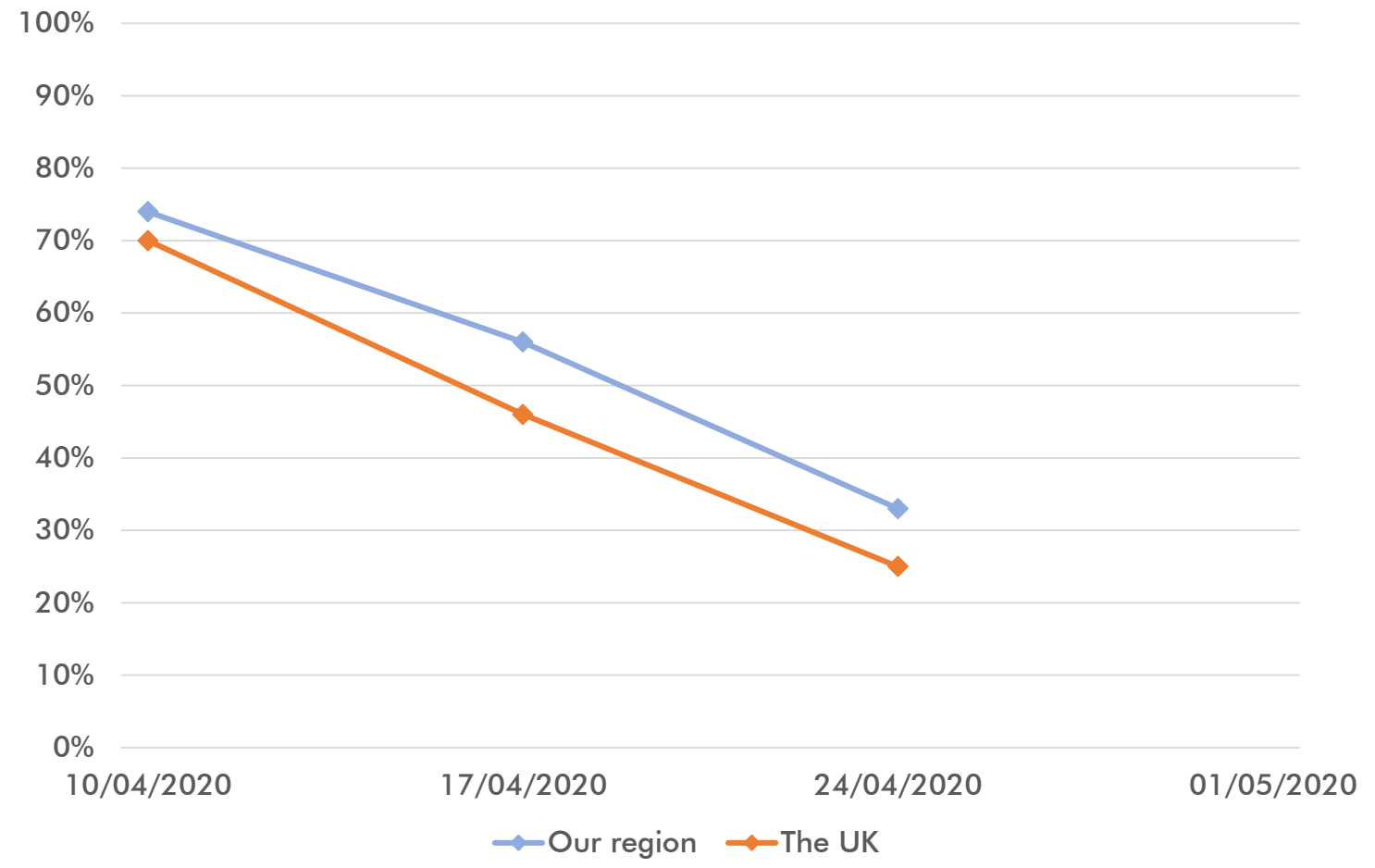
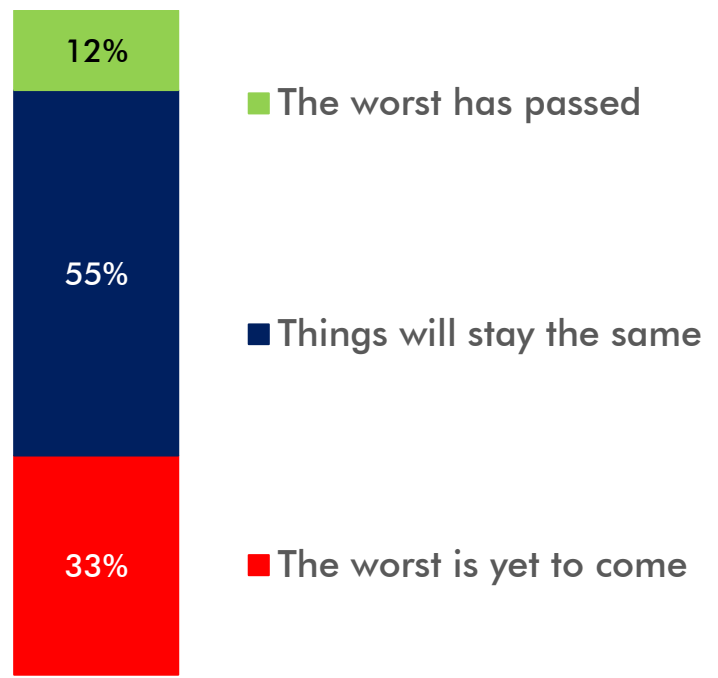
A slight increase in overall mood this week and a further reduction in those feeling very low.





% of people thinking "the worst is yet to come" regarding Covid-19– *the perception that the worst is yet to come falls again this week and a continued belief the region is behind the UK as a whole.*

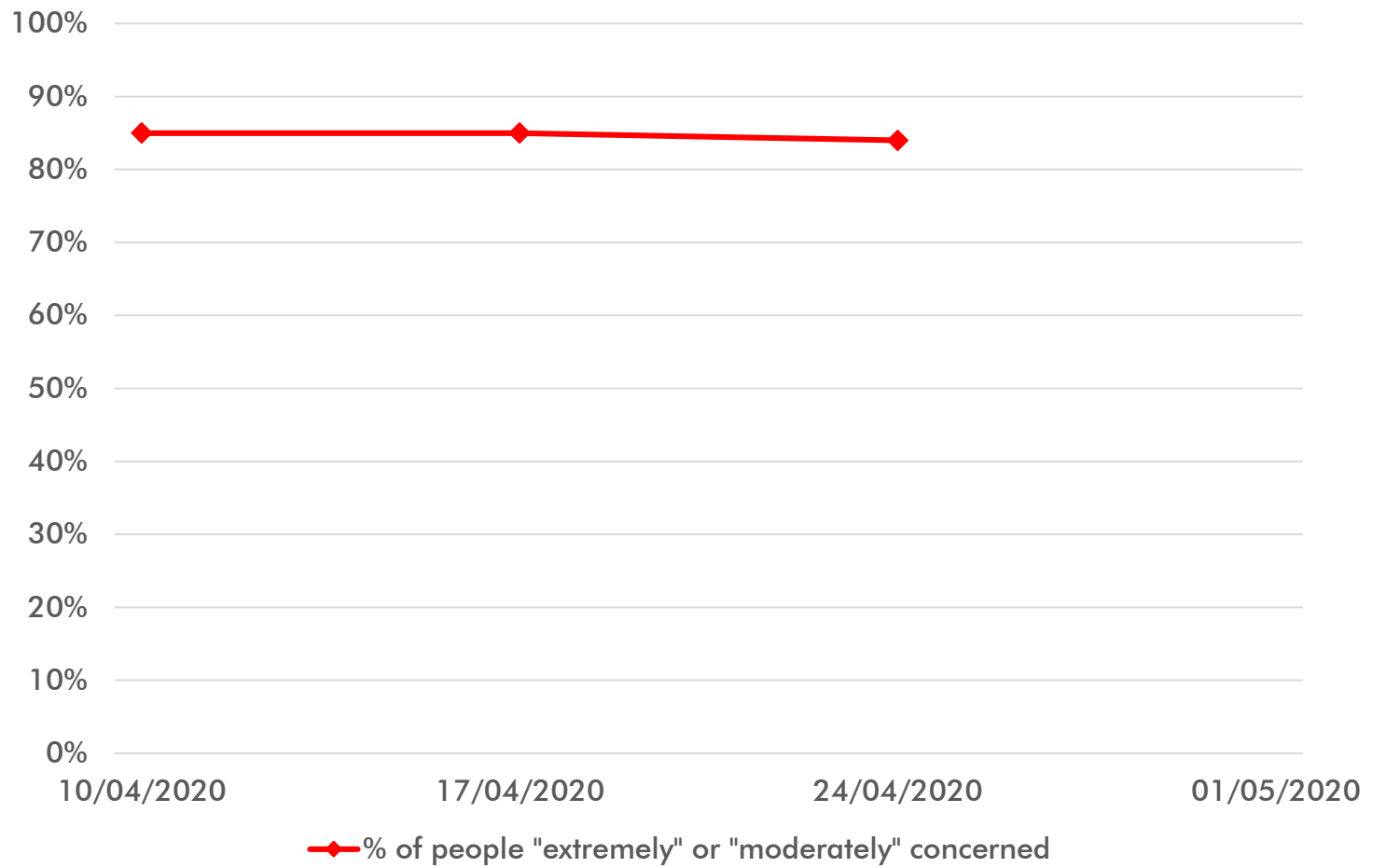
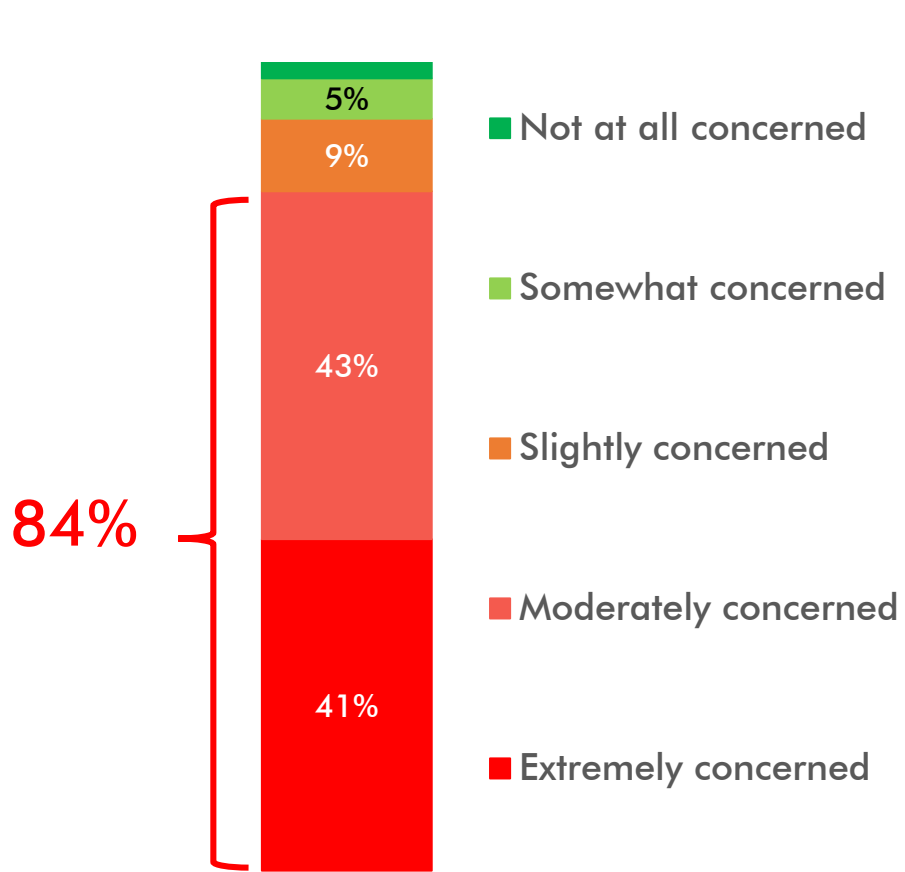
Our region  
24/04/20



Thinking about Covid-19 in the UK/our region, and the way it is going to change in the coming month, which of the following best describes your opinion? Base: All respondents n=397



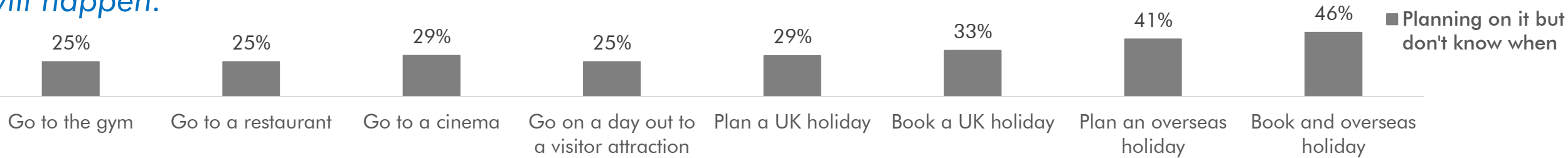
At the same time, levels of concern about Covid-19 continues to remain very high. *Even as people become more likely to believe things won't get worse, what is happening now is enough to cause great concern*



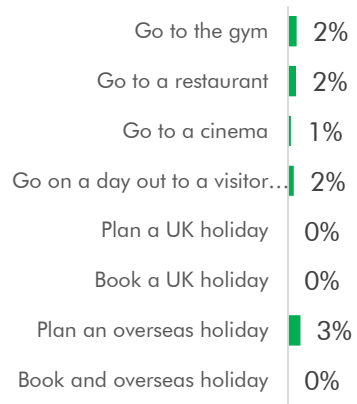
How concerned are you about Covid-19? Base: All respondents n=398



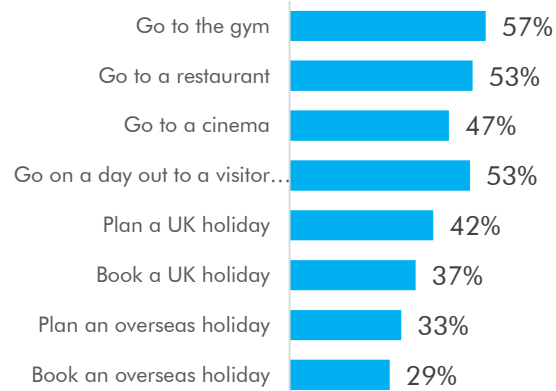
When will respondents engage with leisure activity again? – *Broadly the same position this week however there has been an increase in people looking at an overseas holiday but not knowing when it will happen.*



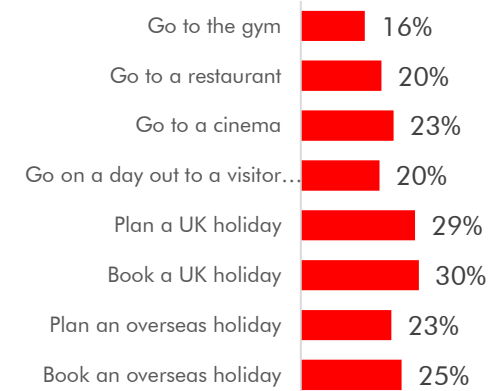
## Within the next month



## Within the next 2-6 months



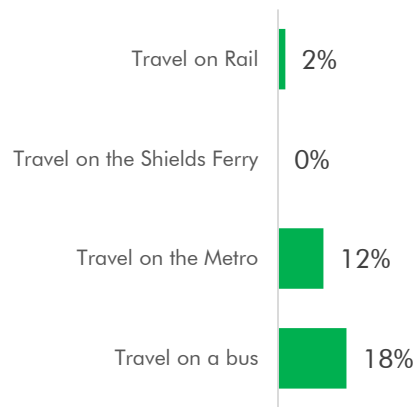
## Within the next 7-12 months



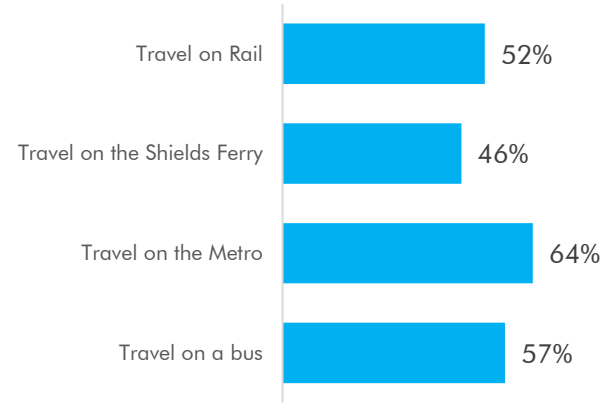
When will respondents use public transport again? – *very few people believe they will use public transport in the next month*



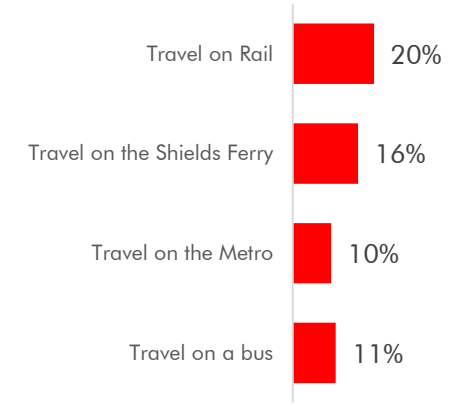
Within the next month



Within the next 2-6 months



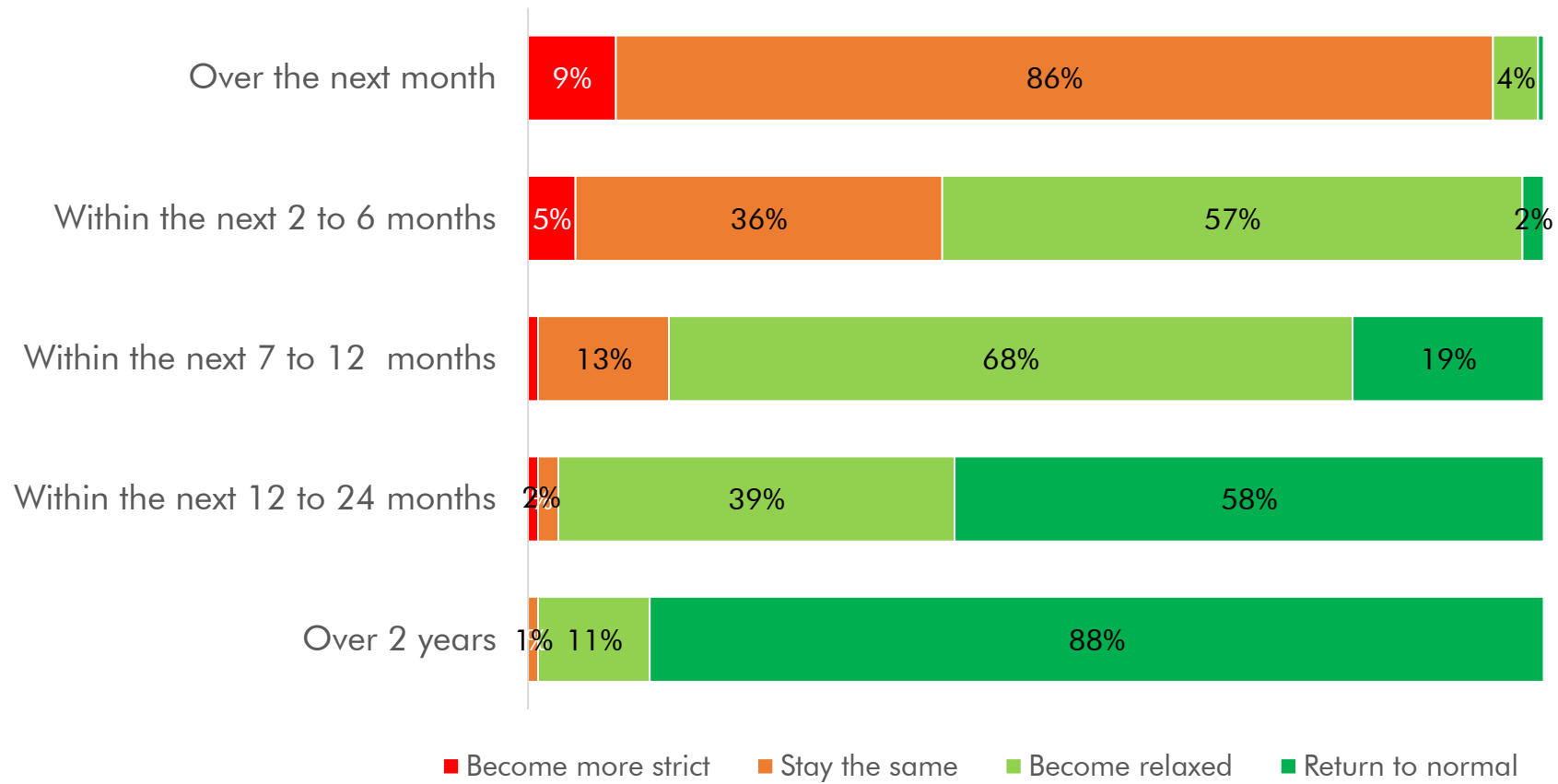
Within the next 7-12 months



Given what you know today, when do you anticipate doing the following? Base: All respondents n=388 (Excludes N/A)

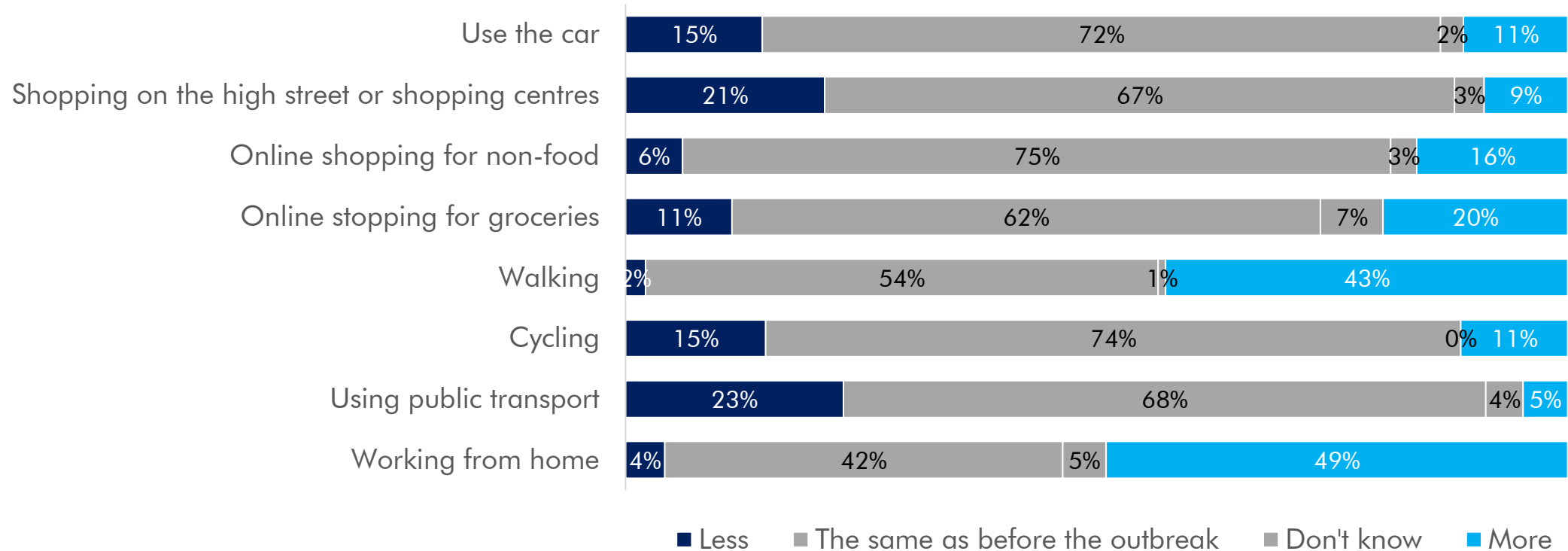


There is still an acceptance that things will not become more relaxed within the next month. The majority believe a relaxation of the rules will happen within the next 2 to 6 months.



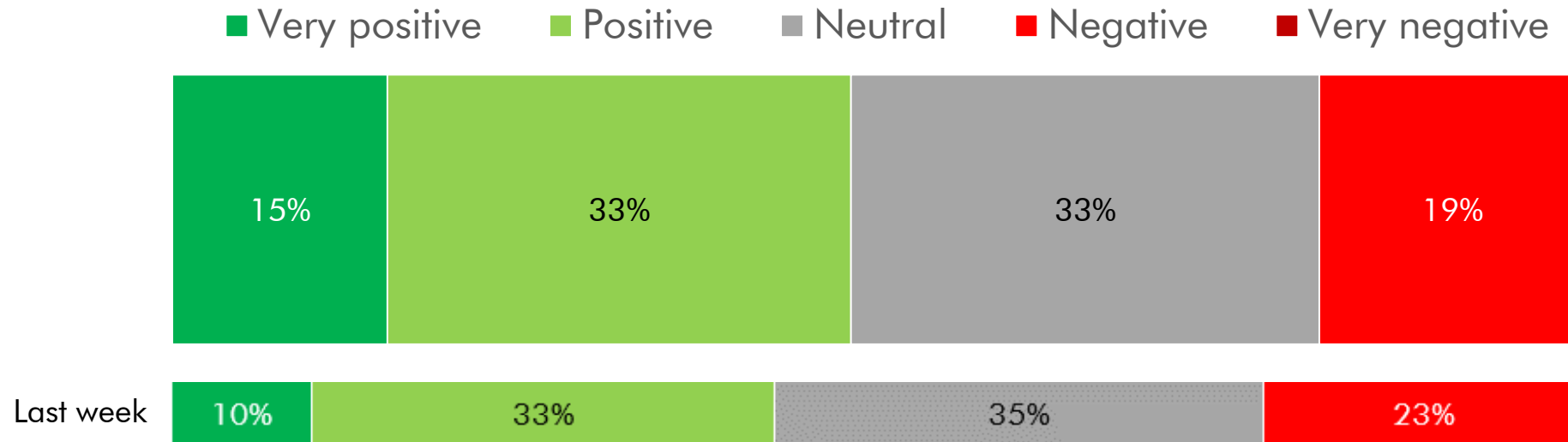
Given what you know today, how do you think social distancing rules will change? Base: All respondents n=398

Nearly half of people who can work from home believe they will be doing more of it when restrictions are lifted. Shopping on the high street and using public transport are potentially facing significant reductions in use.



When the current situation is over and things return to normal, do you expect to do any more or less of the following compared to before Covid-19? Base: All respondents n=385 (N/A excluded)

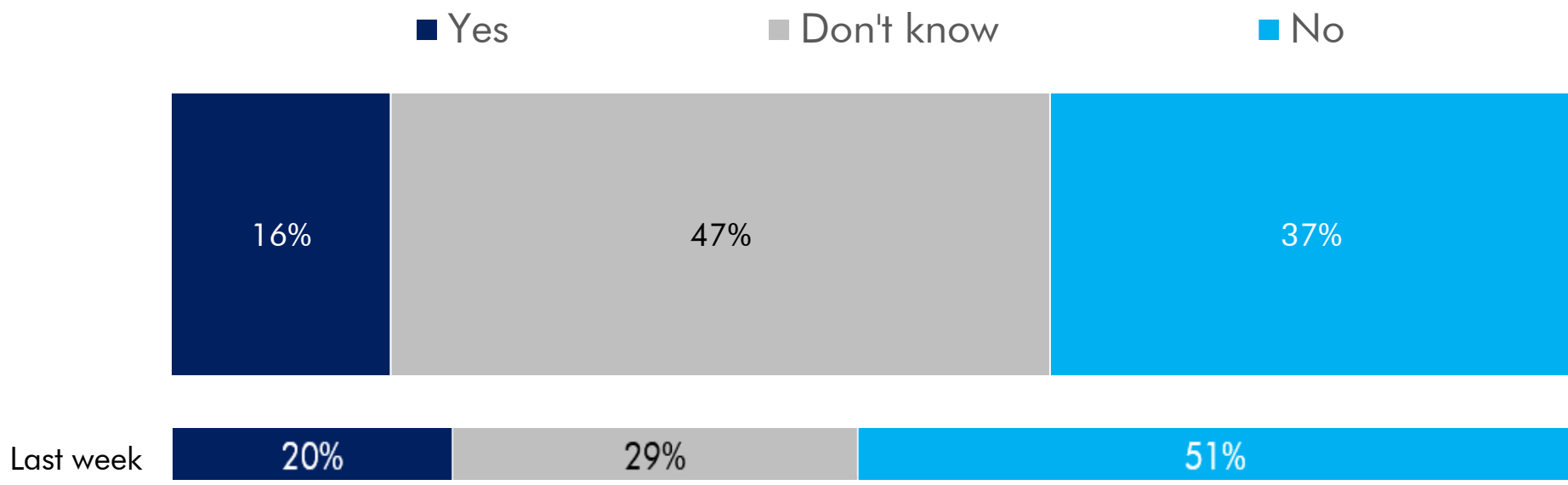
A slight fall in the number of people having a negative experience when working from home this week



How have you found the experience of working from home? Base: Respondents who are working from home that did not previously work from home n=111

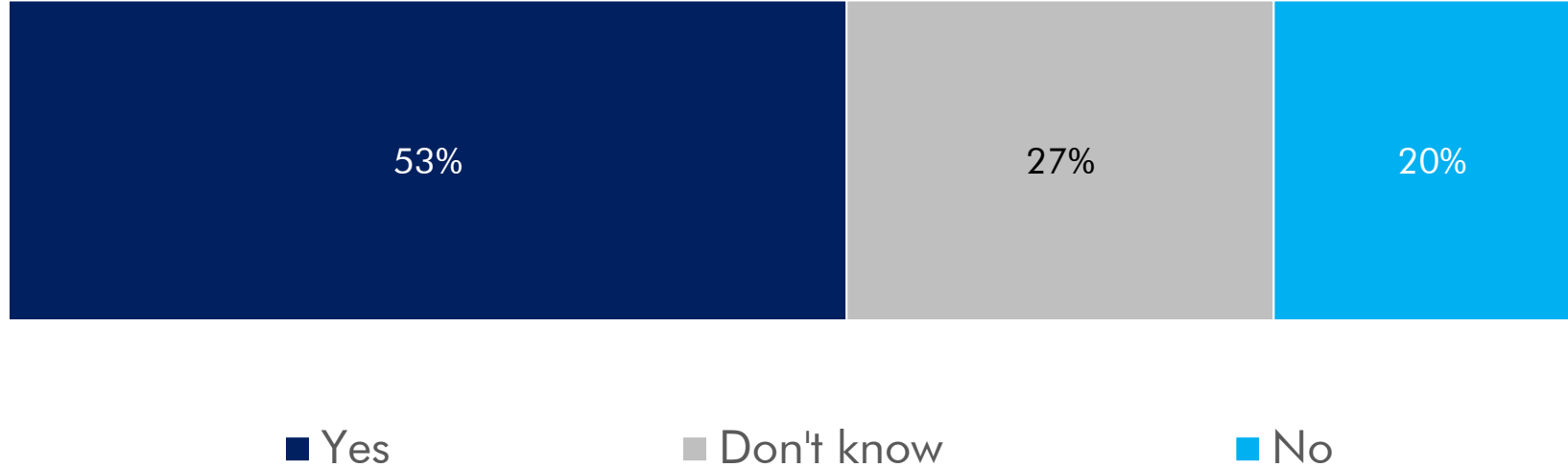


There is a lot of uncertainty around whether employers will introduce homeworking?



Do you expect your employer to introduce home working permanently? Base: Respondents working from home who's employer did not previously allow working from home n=45

Will you download the NHS Covid-19 contact-tracing app? (Result from Week 2, 17<sup>th</sup> April 2020)



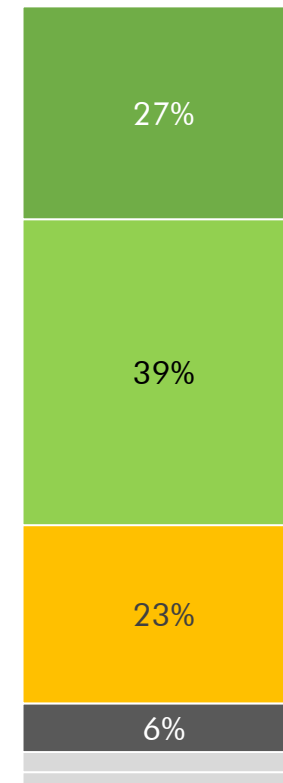
Over half of the respondents feel that they are well off or comfortable. Worryingly there are still 6% who are struggling to cope financially at the moment.

**Well off** - My monthly income more than meets my needs and/or I have a decent sum in savings or investments

**Comfortable** - My monthly income meets my needs and/or I have some savings as a cushion

**Managing** - My monthly income meets my needs and/or I have no real savings or investments

**Struggling** - My monthly income does not meet my needs and/or I have no real savings or investments



None of these/don't know