



First Class?

Challenges and opportunities for the UK's university sector

INTRODUCTION

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EDUCATION



1. Introduction

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Over the past few decades, the higher education (HE) system in the United Kingdom has been transformed. The sector has seen levels of expansion such that we have moved from something – using Trow’s definition – of an elite system to a mass, bordering on universal, system of HE (Trow 1973). The number of HE students has exploded, from almost 200,000 in 1967–68 to almost 2.4 million today (Higher Education Statistics Agency [HESA] 2008).

Putting this in a historical context, we can witness the unprecedented speed and scale of the most recent growth spurt. The UK’s universities date back to the 13th century (Oxford and Cambridge); St Andrews arrived in the 15th; and then the so-called ‘civic’ (or ‘red brick’) universities (Manchester, Sheffield, and Leeds, for example) were founded during the 18th and 19th centuries. But it was during the twentieth century that the sector rapidly came to show the shape and scale we recognise today with the appearance of the ‘plate-glass’ universities (including Sussex, Warwick and York) and finally the granting of university status to polytechnics and some other institutions, following the Future and Higher Education Act of 1992, and to private companies following the Higher Education Act of 2004.

There are currently 168 higher education institutions in the UK, of which 106 are universities. The vast majority are publicly funded organisations. In fact, the UK has only one private university: the University of Buckingham.

The pace of change has led some to conclude that the UK has wandered into a mass system ‘in a fit of absent mindedness’ (Scott 2005) and the organisation and structure of the sector remains a huge point of contention and debate in policy circles. It also remains something that policy has largely left untouched, in recent terms at least.

However, despite the absent mindedness that led us where we are today, the performance of higher education in the UK remains strong. The UK has four universities in the international top ten university rankings. In fact, it is the only other country, besides the United States, to feature in the top 10 at all. This helps to contribute to the continued popularity of the UK as a destination for foreign students. The UK also has very low wastage rates: full degree courses feature high completion rates, which results in a flow of graduates that remains above the average among countries of the Organisation for Economic Cooperation and Development (OECD). UK graduates also tend to enjoy a better return on their investment than those in most OECD countries (OECD 2008).

It is worth remembering these facts, particularly with policy and media’s strong tendency to focus on the problems and the challenges the sector, and society, has to face. However, much of this success can often seem to be despite policy and intervention, rather than because of it. The HE sector in the UK does much with very little: its wastage levels are very low, particularly in comparison with international competitors (Scott 2005), and, for the most part, it follows a relatively low-cost model of mass student education (Keep, this volume).

There has been a tendency to approach HE as if the system is failing and as if it must reform in order to reach its potential. But in actual fact, with what it has, HE is doing rather well. This

leaves us with two broad options: to accept the status quo, or to ask ourselves some difficult questions about what we really want HE to achieve, and what sacrifices we may have to make to get there. There may be consensus that the latter is absolutely necessary, and, with the scale of immediate pressures on public finance, becoming absolutely urgent; nonetheless, we should be honest that this is what we are doing.

Policy

To understand the questions and challenges policy must now begin to address, it is useful to take time to reflect on recent policy developments that have accompanied, and at times driven, the significant changes the sector has experienced.

There have been a vast number of initiatives that have focused or touched on higher education and related issues. Given the size and scale of the university sector in the UK, it is unsurprising that it is now such a central feature of many aspects of policy.

Here, due to space constraints, we largely focus on the post-Dearing policy landscape since 1997. In doing so, this section provides an overview of policy developments during the last 12 years of Labour Government.

The Dearing Report

The then Conservative Government commissioned the Dearing Report in 1996. It had cross-party support and was in part an attempt to farm out some controversial policy questions to a set of independent experts in order to avoid higher education becoming an election issue (Watson 2005). At that time higher education was thought to be reaching near-crisis point, largely because of its funding position. Additionally, there had been little coherent policy trajectory for the past few decades: agendas of concentration and contraction of the sector, accompanied by dramatic cuts in funding, had been sometimes swiftly followed by policies of sector expansion.

As student numbers had increased, the unit of funding had nonetheless remained low. As Lord Dearing himself stated: 'The crisis in 1996 was the result of a period of very fast growth in student numbers, financed in very substantial part by severe reductions in the unit of resource [the amount a university spends on each student] for teaching, and massive decay in research infrastructure' (Grace and Shepherd 2007).

When the report arrived in 1997, it was to Tony Blair's and his new government, who had made education an election issue, coining the oft repeated phrase, 'education, education, education' during his first term in Government (Blair 1999).

The report, *Higher Education in the Learning Society*, is a famously substantial document – or, in fact, series of reports – running to around 2000 pages. The report contains 93 recommendations, the majority of which were aimed at government. It is dominated by the issue of funding and was radical in its suggestion of introducing tuition fees, recommending those who benefit most from higher education (that is, the students themselves) pay towards it.

Among its major recommendations were:

- All full-time undergraduates should contribute £1000 per year of study after graduation on an income-contingent basis, alongside the reintroduction of means-tested grants
- Return to the expansion of student numbers, particularly at higher national certificate and diploma levels

- Protect the world-class reputation of UK degrees with strong strictures on system-wide quality and standards
- Make greater use of technology in higher education
- Increase government funding of research
- Increase professionalism in university teaching
- Make a stronger regional and community role for universities
- Review pay and working practices of all staff.

The majority of Dearing's recommendations were eventually came to pass. However, in the important and dominant area of funding, many policy experts believe that a fundamental mistake was made, resulting in this issue becoming the 'achilles heel' of the Labour Government's higher education policy (Watson 2005). While the principle of users paying was accepted by then Secretary of State for Education, David Blunkett, the Government simultaneously carried through with a Conservative policy of replacing all maintenance grants with loans. Thus it took one half of Dearing's funding recommendation but ignored the other, reasoning that the system advocated by Dearing would not raise sufficient funds.

The notion of tuition fees had arrived relatively unchallenged (Grace and Shepherd 2007). However, the abolition of grants led to significant anger and antagonism among students. The result was the tense, fraught and dramatic battle over the Higher Education Bill some six years later.

Tuition fees: a timeline

1997:

- Dearing Report published. Recommends all full-time undergraduates contribute £1000 per year of study after graduation on an income-contingent basis, alongside the reintroduction of means-tested grants

1998:

- Government introduces £1000 per year, up-front tuition fees with subsidies for poorest students
- Income-contingent, low-interest maintenance loans introduced

2006:

- Variable fees introduced, capped at £3000 per year, paid back after earning £15,000 per year
- Increase in student loans for fees and increased maintenance
- Reintroduction of maintenance grants up to £2700 per year.

The *Future of Higher Education White Paper*

In 2001, then Secretary of State for Education, Estelle Morris, announced a Strategic Review of Higher Education.

The four central goals of the Review were:

- Widening participation and unlocking the potential of the poorer sections of society with the aim of reaching a 50 per cent participation target
- Continuing to produce world-class research
- Making sure that universities work better with industry and with the wider community
- Supporting excellent teaching in our higher education institutions.

These were in addition to addressing the issue of student support.

This followed a landmark speech from David Blunkett at Greenwich University in 2000. The speech paid significant attention to the matter of globalisation and the role of universities at the centre of a new knowledge economy. While matters of access and diversification were covered in the speech, commentators noted that the central theme was one of universities being 'engines of the economy' (Court 2001).

Key recommendations of the *Future of Higher Education White Paper*

- Introduction of differential top-up fees (between £0 and £3000 per annum, rising annually with inflation). Fees are not paid upfront, instead Graduate Contribution Scheme will allow students to pay their contribution back, through the tax system, once they are earning. Alongside differential fees, the Government pledged to reinstate grants of up to £1000 for the poorest students.
- Increased investment in research alongside proposals to invest more in the very best research institutions, enabling them to compete effectively with the world's best universities, and increased funding for science research.
- Introduction of a UK-wide Arts and Humanities Research Council (AHRC).
- Introduction of two-year foundation degrees. These were intended to become the main employer-focused higher education qualification, with courses designed with employers' needs in mind. The bulk of university expansion to meet the 50 per cent target was intended to come from students entering foundation degree courses.
- Increased focus on the importance of teaching and sharing best practice. The Government recommended developing Centres of Excellence, to be provided with funding of £500,000 per year for five years to reward academics, fund extra staff and spread good teaching practice. Alongside this, it was recommended that the criteria for the granting of university title should be changed such that the power to award taught degrees, student numbers and range of subjects offered will be the basis for the conferring of the title university.
- Establishment of the Office of Fair Access to develop framework Access Agreements for each institution.
- Introduction of the Aim Higher programme, designed to build better links between schools, colleges and universities through summer schools and other pilot initiatives.
- Support mechanisms to encourage institutions to build up levels of endowments to secure financial stability.

For some, this marked the beginning of the collapse (or at the very least, the partial disintegration) of the Dearing compact, under which the concessions of more accountability and the system's pursuit of social agenda were accepted as quid pro quo for a stable funding regime and the continuation and protection of institutional autonomy.

Contained in Blunkett's speech were suggestions that universities should not only balance traditional responsibilities of research and teaching, continue to improve quality and preserve and enhance the sector's 'traditional scholarship role', but also expand into new markets, generating stronger links with employers and others (Watson 2005).

These were themes that were developed and pushed forward within the White Paper. Again, the issue of funding dominated, serving to somewhat overshadow growing emphasis being placed on higher education's relationship with businesses, employers and the economy which was simultaneously being explored under the Lambert Review, published just after the White Paper.

What followed the White Paper was perhaps one of the most dramatic political fights of Labour's second term in office, excepting the invasion of Iraq. The issue of top-up fees brought significant opposition – although not from many university Vice Chancellors, who welcomed the suggestion of increased funds. There were concerns that a variable fee system would create a 'two-tier system' and that offering a university education with the strings of massively increased levels of debt attached would do little to encourage success in achieving aims of widening access. With a Parliamentary rebellion that nearly threatened the standing of the Prime Minister, the Bill eventually passed by a meagre five votes.

Concessions to get the Bill passed included a stronger emphasis on access and access agreements, as well as a not insignificant Parliamentary hurdle – positive resolution of both Houses – to be overcome should the fees cap be increased. An agreement to review fees in 2009/10 was also reached, with this due to begin, but unlikely to be concluded, later this year.

Such was the scale of the opposition that the funding situation finally agreed was viewed far from ideal by all sides. According to Government rhetoric, the introduction of tuition fees has strengthened market forces in the sector. But given that the majority of institutions charge the maximum fee (£3000) and none charges nothing, the presence of a 'market' in this sense is debatable, although, undoubtedly, it has encouraged the idea of promoting students as 'customers' rather than users. But students are just one example of an ever growing collection of higher education 'stakeholders', many of whom may have conflicting demands of and ideas for the sector, thus what this shift means in reality is far from clear.

The funding debate is impossible to separate from an increased focus on access and Labour's widening participation agenda. The possibility of tuition fees discouraging would-be students from lower socio-economic groups to attend universities was a major element of debate and continues to be a significant consideration as the level of graduate debt continues to grow.

While widening participation is an important agenda, there is some concern that the focus – particularly of politicians and the press – has been unduly directed towards supposed problem areas which, if resolved, would themselves do little to change the unpalatable

facts of the matter: that access to higher education continues to be divided on socio-economic grounds. Universities are both receivers and creators of societal advantage. The access problem arguably begins significantly earlier than with the receipt of A and AS Level results. The Labour Government's own focus on early years has emphasised how important this period is for achievement in later life.

Access is still undoubtedly an issue, but focusing on resolving supposed problems of perverse decisions by admissions tutors in particular – which press coverage is sometimes apt to do – is to miss the real meat of the challenge, which remains in disadvantage manifesting in early and school years.

The next decade: a new university challenge?

Labour's third term in office has seen a commitment to develop a further wide-ranging policy framework to set the future of higher education. In early 2008, then Secretary of State for Universities, Innovation and Skills, John Denham, announced a period of consultation and debate with the ultimate aim of setting out what a world-class higher education system of the future should look like and achieve, and identifying the barriers to its development.

This volume has been commissioned to kick-start the debate via contributions written by independent experts focusing on issues such as higher education and public policy development, international issues in higher education, teaching and the student experience, and universities and online learning. Behind this, some of the policy rhetoric remains constant: we must still meet the challenges of globalisation, we must continue to drive forward on employer and business engagement and knowledge transfer, and the UK must again strive to be a world leader in online learning.

But there is also a sense that some of the large and looming problems that have been touched on but not tackled directly over the last decade or so are now so impressively present, they cannot continue to be ignored or stepped around.

Of course, the recent financial crisis means there are no difficult choices to be made in public expenditure. Prioritising is likely to be accompanied by cuts or at least static funding which may mean restricting aims and scaling back ambitions in other areas. The scale of the public finance deficit we now face means that difficult choices will have to be made, and that publicly funded services and bodies face real and immediate squeezes on their finances which go beyond making efficiency gains here and there. We cannot ignore this background when considering policy choices for the future.

This collection of essays aims to be realistic about the challenges facing the higher education sector, including the financial crisis from which the sector, like all others, cannot immunize itself. But neither does it intend to be dominated by this topic alone. The pressures on public spending will hopefully ease and the economy will begin to improve. Universities are a crucial component in moving towards this and rebuilding economic growth.

We hope that this collection raises issues that are important to think about now, and that should inform thinking that determines the sector's long-term future, ten or fifteen years hence. We do not aim to resolve exactly what the sector should look like at this point, but to expand and draw out thinking and themes to influence the next round of fundamental policy decisions that must begin shortly.

This book

The contributors to this collection were asked to reflect on different aspects of higher education policy and purpose. Although their opinions and approaches at times diverge, there are common themes that surface through the individual essays. We summarise these below.

What is a university for?

Perhaps underlying this entire collection is an attempt to capture in coherent and manageable terms what a university is for. Clearly, as the number of purposes, and connected to this the number of stakeholders with an interest in the inputs, outputs and outcomes of the higher education sector, has grown, it has become harder and harder to cling on to ideas and ideals we may have once had.

This is the central dilemma covered in Robert Anderson's chapter, *The idea of a university*. Here, he discusses the emergence of the idea of a university and university life, tracing its origins from John Henry Newman and his belief that universities should be the place of 'universal knowledge' and the pursuit of an educational ideal to produce the cultivated man, through the Humboldtian ideal of a community of students and scholars to the Robbins-Oxbridge model we still recognise today. Talk of universities and student life continues to conjure images of young learners, aged between 18 and 25, studying on campus and indeed, engaging with 'campus life' as shorthand for the social activities that pursuit of a first degree remain very much associated with. As Anderson notes, 'leaving home as an essential part of the student experience remains a cherished feature of the British university ideal today.'

It is perhaps surprising that many of the historical ideas Anderson discusses still resonate, given their attachment to an elite and socially restrictive ideal which the pursuit of widening participation – in common rhetoric at least – would be quick to reject. But what Anderson shows exist here, as also exist in the related issue of institutional and scholarly autonomy, are deep-rooted contradictions in our ideas of what a university should be and should achieve.

In one area, change is happening quickly and accepted as positive. In her chapter *Universities and Place*, Alix Green expands the emerging and strengthening role universities are now playing in their immediate geographical communities. Drawing on her experience as Head of Policy at the University of Hertfordshire, one of the UK's explicitly 'business-facing' universities, Green calls for the role of universities in contributing to place to be broadened such that they may become an integral part of building sustainable communities.

Green sets out what universities can achieve under this agenda, illustrating how they can contribute to the local skills infrastructure while moving beyond the linear model of educating graduates to go on to employment, self-employment and further study: the hoped-for outcome of the rites of passage model Anderson identifies as still existing strongly in our national psyche.

For instance, universities can develop their infrastructure and offerings to engage directly with communities to raise the aspirations and skills levels of people beyond the traditional student body. We should also realise and take note of the role universities have to play in training and equipping the staff of local public services and in doing so, Green argues, encourage strong partnerships to grow between universities, local government and bodies that deliver these services. Finally, alongside the popular Government rhetoric of hi-tech knowledge transfer and university spin-offs, we should also recognise the direct support universities can provide to the

local economy, through supporting small and medium-sized enterprises and supplying the skills and innovation infrastructure of local business.

Much of this is a long way from the ivory tower model we often presume when characterising the university sector. In struggling to explain what a university is for, we often focus on identifying that single idea which will encapsulate the whole sector. It is questionable that this is still possible. But in disregarding a single idea, it is equally disingenuous to suggest we could simply replace this with a list of ideas. They are so vast and all-encompassing that contradictions and tensions would be impossible to side-step.

If we agree, therefore, that the university is not for one single purpose, that the sector can have a range of purposes that at times may be in conflict, we must simultaneously begin to draw out what exactly is the shape, or structure, of the sector we refer to and approach the question of how the sector should be organised.

How should the sector be organised?

The problem of sector organisation – or more explicitly, *differentiation* – has stayed bubbling just below the surface of immediate policy challenges for some time since wide-scale sector expansion occurred. The popular line, across Government and sections of the higher education community, is that the diversification within the sector is to be valued and applauded. There are undoubtedly many universities achieving different successes and bringing great value to individuals, communities, society and the economy.

But there is also an underlying tension between the idea of achieving a world-class sector, and maintaining world-class institutions within a sector. Elsewhere, the merits of a managed, tiered system, akin to the American model, have been explored in depth. It is not clear, however, that this would be rapidly transferable, or indeed desirable in a UK context.

As we have signalled above, the UK is often accused of entering a period of mass higher education in a fit of absentmindedness. With this in mind, it is perhaps unsurprising that the system can seem messy, unpredictable and often contradictory. However, we can approach this as a problem to be solved by reorganisation, by the explicit management necessary for a clearly tiered system, or as Ron Barnett sets out in his chapter, *Shaping the sector*, we can seek first to understand how different and varied shapes are formed both above and below the policy – and indeed the statistical – radar. Second, we could seek to embrace the amorphousness of the sector and to encourage innovation across it as well as within institutions. Here, the spaces formed by the shifting shapes of the HE sector are ‘less openings to be filled than openings for play, experiment and creativity’.

Of course, this demands a ‘hands-off’ approach to managing the sector from Government and institutional leaders. Such an approach would appear a step-change from the recent trend of policymaking that has seemed to embrace the sector as an instrumental tool for achieving long-term political objectives. Whether any political party would be willing to surrender such control in reality, if not merely in rhetoric, is very much uncertain.

Who is the university for?

Related to the question ‘what is university for?’, is the question of *who* the university is for. During the last twelve years of Labour Government, the idea of citizens as ‘consumers’ or customers of public services has grown increasingly dominant in political debate. Universities are of course no more immune to this shift in attitudes as they are to other societal changes.

And of course, a central drive of Labour's earliest reforms, particularly around funding, was to introduce market principles to higher education just as it did to other services.

The question of who the university is for and the concept of the customer lead us straight to the question of funding. Universities arguably owe a certain debt of service to those who pay for them. With the introduction of tuition fees, the idea that those who benefitted most from university education should pay more towards has been (almost) firmly embedded in any future discussion of higher education policy: certainly it is difficult to imagine, over the next decade at least, a return to free higher education, supported by national taxation. Besides the unlikelihood of any ideological shift of that magnitude occurring in the near future, at the very least wider public expenditure pressures would appear to demand greater contributions from those most easily identifiable and accessible in the service consumption chain.

As we mention above, a review of the Government's tuition fees policy is due to begin this year with Vice Chancellors already warning of the urgent need for the fees cap to be raised, or, as per the suggestion of the Vice Chancellor of Imperial College London, nearly quadrupled.

As focus turns towards this particular area of higher education policy, Clare Callander and Donald Heller's chapter makes an important contribution to a debate that is likely to dominate the next twelve to eighteen months at the very least. They illustrate the complexity of the current fees system and the impact markets in bursaries and other institutional aid has had on the widening participation agenda, particularly the effects on part-time students – a dominant area of debate in 2004, and likely to be an important feature in the forthcoming review.

The tying of responsibility to pay with the receipt of benefits from attendance may have been the ideological force behind the introduction of tuition fees, but it may prove problematic when we come to consider raising fees at a time of economic uncertainty. As the cash benefits of a university degree may begin to decrease, with rising graduate unemployment and fewer 'graduate' jobs to go round, the sustainability of the current model is threatened: rising adult unemployment and lower family incomes may mean an increase in maintenance grants awarded, while levels of graduate loan repayments are also likely to fall. Students – and parents – being asked to pay more at a time when benefits, particularly short-term cash benefits, could be seen to be smaller is likely to be a difficult political case to make.

Any change in the tuition fee system will of course have a horizon that stretches beyond the current economic outlook. Nonetheless, any debate of this kind is likely to be as politically fraught as the last, if not more so. Negotiating universities' demands for increased private funding as public funding reduces, at a time when individuals themselves are feeling the pinch, will prove a significant if not formidable challenge.

Of course, students are not the only 'users' of a university's services, nor the only possible source of income. As we noted previously, ideas of universities' roles in their local communities are beginning to expand. Here the Government seems most keen to focus on the relationship between universities and businesses. It is widely acknowledged that employers are one of the most direct consumers of universities' services: surveys of graduate employers and their opinions on the quality of the current stock of graduates are reported regularly in the press. It is uncontroversial to position businesses as major stakeholders in universities.

But, as Watson points out elsewhere (2005), stakeholders should not only reap the benefits or rewards generated, but also take on some element of risk: they should have a stake in the

inputs as much as the outputs of the service. Increasing business funding of higher education is one way to resolve this, and a solution government is relatively keen on.

There are no doubt areas in which this has been successfully achieved, and the practices of business-facing universities such as the University of Hertfordshire are to be commended.

But as a sector-wide solution the proposal has its problems which are less due to any ideological disagreement and more linked to the simplicity of the proposal as presented by Government. As Ewart Keep points out in his chapter, *A skills agenda more broadly conceived*, ‘problems may arise when employers are seen as the prime “customer”, in that the English experience of employer demand at other levels of vocational education suggests that in some instances what employers want is preparation for entry to a specific job’ rather than a range of transferable or graduate skills HE is well-versed in supplying and graduates themselves may demand.

Keep also raises concerns with the many-levelled assumptions that are brought into play when discussing employers’ relationship to higher education. When it comes to higher level skills policy, both the term ‘graduate job’ and the category of employers are given a homogenous, coherent meaning. In reality, graduate jobs stretch a range of industries and positions such that the term cannot claim to have any substantive meaning. Second, as Keep points out, ‘employers’ opinions on the skills needed from those coming out of higher education will vary by size, occupation as well as the level and type of manager with the organisation whose views are being solicited’.

The idea of businesses as ‘customers’ in any kind of generic sense, then, is fraught with difficulties and conflicts that are rarely explored in public policy discourse let alone fleshed out in policy itself. There are further difficulties which Keep explores when we come to consider the possibilities of employers co-funding higher level qualifications, an aim of both the Dearing and Leitch Reviews and the most obvious way in which employers may move from passive ‘consumers’ to stakeholders in the full meaning of the word.

Finally, the question of whom the university is for cannot be separated from questions of access that have also dominated public policy debate since Labour came into power. In order that the benefits of higher education may be more fairly distributed across society, Labour has emphasised the widening participation agenda and provoked significant challenges to higher education institutions, particularly the more elite institutions whose performance in accepting pupils from state schools and more disadvantaged backgrounds has not, historically, been good.

Despite recent political emphasis, the story on access has not improved dramatically. Indeed, what seems to be happening is that the advantage previously marked out at access to undergraduate degrees is merely shifting towards access to post-graduate education where take-up is sharply divided along socio-economic and ethnic lines. Meghan Benton’s chapter, *The state of the sector: an audit*, provides a valuable and timely reflection on where we are now, illustrating the facts of the matter, which are often conveniently forgotten when higher education policy begins to be debated. It is this chapter that sets out much of the basis and groundwork from which other chapters may expand ideas, problems and solutions as we move towards formulating policy that will frame the next decade and more.

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In the last few decades, the higher education (HE) system in the UK has been transformed,