

What works



Between 20 July and 7 August 2020 a survey was available to staff to complete either online or via a paper version sent to the home addresses of 434 colleagues on furlough leave. Five qualitative questions were asked to gain a rich insight into the experiences of colleagues and a thematic analysis was carried out on the 8,000+ individual answers.

In summary: **2,077** colleagues took part online

70%

were Professional Services staff

26%

were academic/ research staff

4%

were cultural institutions or other staff

93%

of respondents have mainly been working from home since 18 March 2020

1.5%

have mainly been working on campus since 18 March 2020

5.5%

have been on furlough leave at some point since 18 March 2020

38%

have line management responsibility

41.5%

have a caring responsibility

62%

do not have line management responsibility

58.5%

do not have a caring responsibility

Positive aspects of working flexibly



49%

said both working from home and working flexible hours

68%

Opportunities for all to do blended working combining working from home with working on campus post-COVID

More productive working flexibly



No commute = better work-life balance and better for the environment

More time for exercise, family, eating well



Challenging aspects of working flexibly

Not having access to the right equipment to work from home



Blurred lines between work and home life



Poor mental health or wellbeing / feeling unsupported



Missing face to face communication with colleagues and students



Balancing work with caring/childcare

