

## MSD PSA Member Flexible Working Survey – summary

Thanks to the 1651 PSA members who responded! This is helpful to inform multiple current pieces of work including Remote Working – having a regular place of work that is not an MSD site, Flexible Working – all types of flexibility including work location, hours and pattern, and workspace and property planning across MSD. We have broken the responses down by Service line and included some graphs and verbatim comments that are reflective of the most common responses.

### All of Ministry

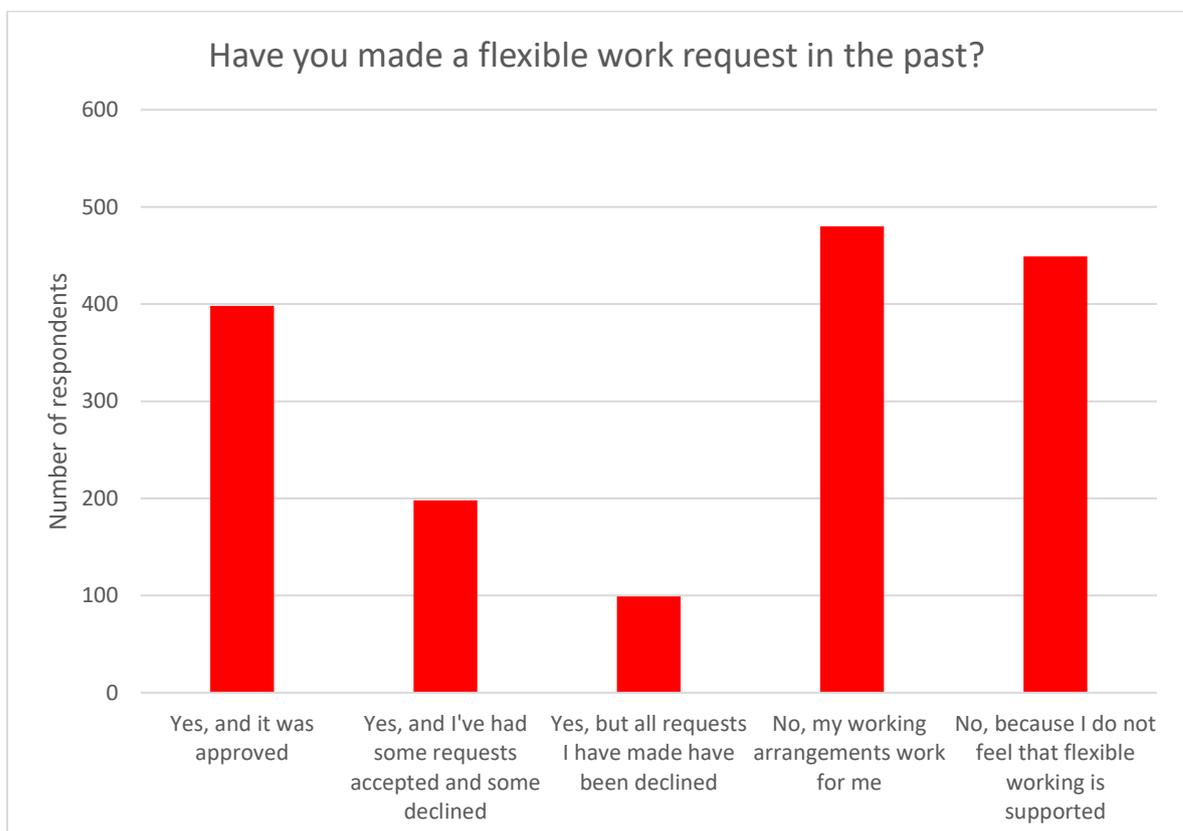
- 665 respondents said they are currently working from home compared to 296 who said they were prior to the Alert level 4 lockdown. However only 279 fewer are working from offices, and very similar numbers working from sites separate to their team.
- The spread of responses on attitudes to flexible working were fairly consistent across the Ministry as set out below.

### Attitudes to flexible working:

- The majority of people agreed or strongly agreed (1006) that their work is adjusted when necessary to account for their individual circumstances but it was an even split between people who felt flexible work arrangements are available to all staff (658) and people who disagreed with that statement (646).
- More people did not agree that the use of flexible working was promoted (691) or supported by management (616) and quite a few neither agreed or disagreed (403, 432).

*“My manager has made it clear my team cannot work flexibly despite the benefit of doing so. The idea is just shut down.”*

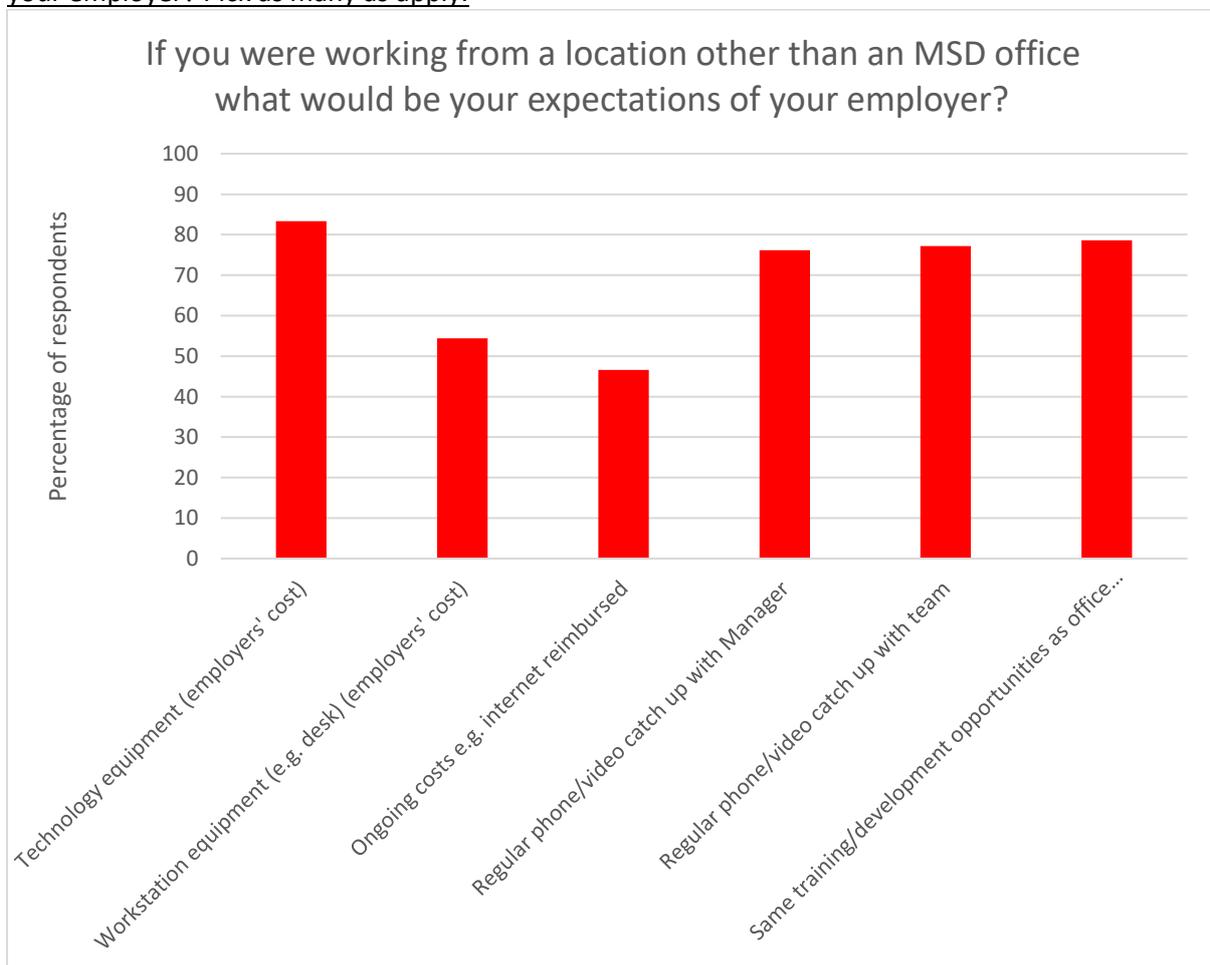
### Have you made a flexible work request in the past?



- Nearly half of respondents who had not made a flexible working request chose not to do so because they felt that flexible working is not supported (449 respondents out of 929 who had not made a flexible work request).
- 409 respondents have a health or disability issue which would be helped by having flexible working arrangements while 505 have caring responsibilities. 830 had other reasons for believing flexible work would be beneficial including mental health, wellbeing and lifestyle benefits and increased productivity. Travel time was also mentioned frequently.

*“A long commute means that I don't get time for exercise; I have been able to go for a walk everyday while working from home”*

If you were working from a location other than an MSD office what would be your expectations of your employer? Pick as many as apply.



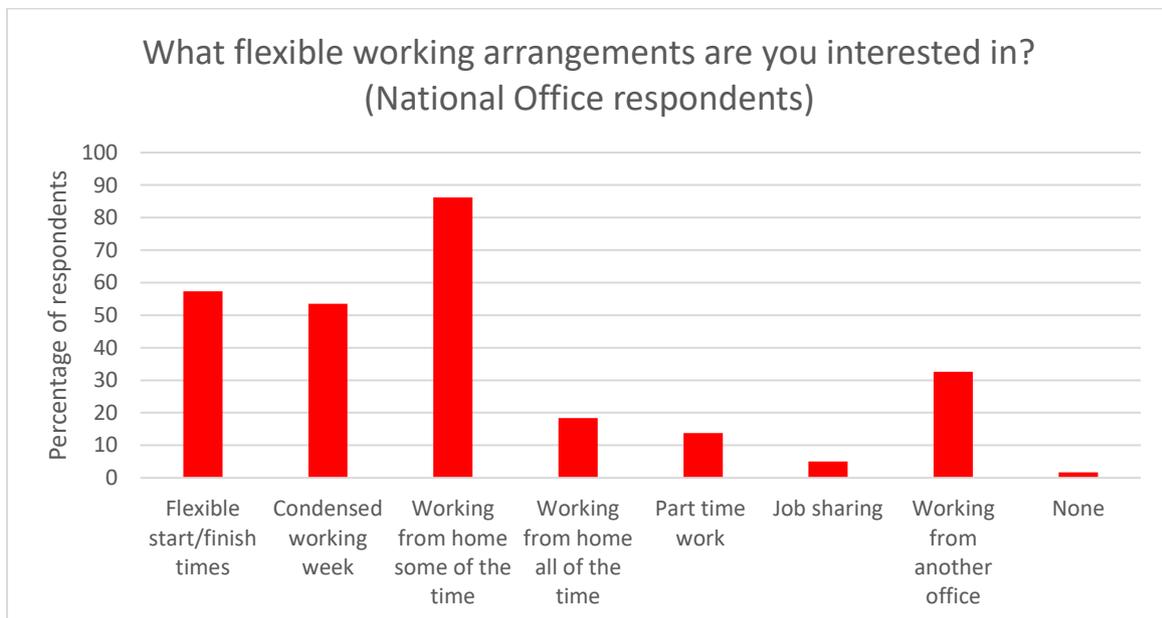
*“It's important to have a proper desk set up whether in the office, at home or somewhere else. I got RSI shortly after lockdown working from home with a set up that was most unsatisfactory. So if the employer is to make working away from the office available it also needs to provide ergonomic furniture, equipment, technology and systems needed and manager and team communication. Working from home must not be seen as a way for employers to cut costs.”*

**Types of flexible working:**

*“Being able to have the flexibility to work from home has been amazing for my wellbeing and my family because I don’t come home tired and can take care of my family more. I am also more productive because of the flexible times and am able to meet my required hours without trouble. It would be great to have the option to work from home and good for environment because less congestion and fumes from driving to and from work and being stuck in traffic.”*

**National Office:**

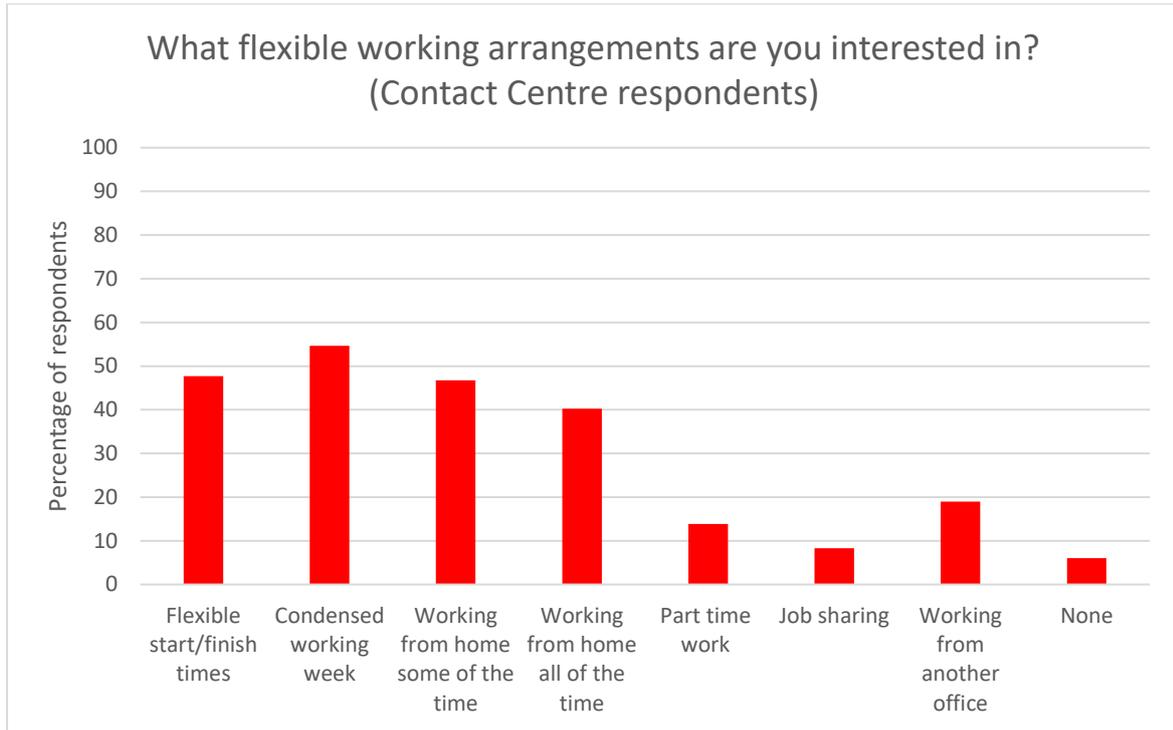
- Over 85% of National Office respondents (238 in total) said they would like to work from home some of the time and 18.4% all of the time.
- Over 50% of respondents were also interested in flexible start/finish times or a condensed working week.
- Approximately one third of those who have applied for flexible working arrangements have had at least one request declined.
- Approximately one third of those who have not applied for flexible working arrangements chose not to do so because they felt they would not be supported.



**Contact Centres:**

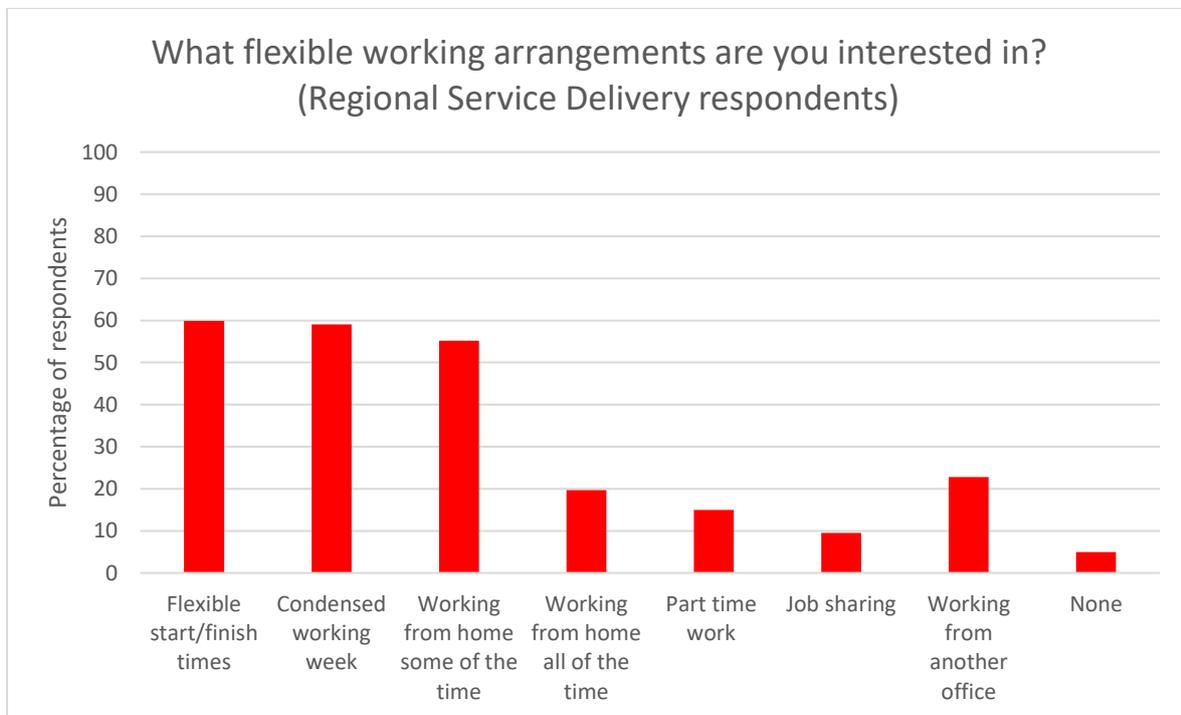
Contact Centres had the overall highest interest in working from home all of the time at 40% from a total of 216 respondents.

*“I really do hope that we can have the option to continue working from home even after this pandemic is completely over. I feel we have proven ourselves that we can do this while maintaining productivity and reaching targets or KPI’s.”*



**Regional Service delivery:**

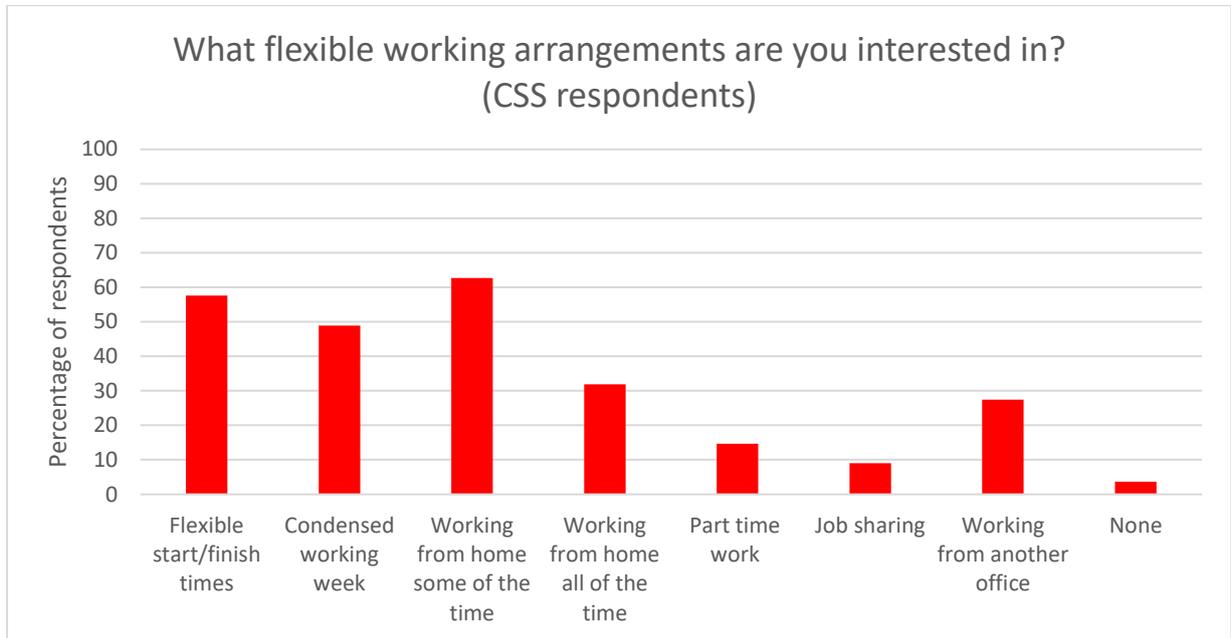
Regional Service delivery had the most respondents over all – 843 and a high level of interest in working from home some of the time.



*“I feel that these changes [flexibility, WFH] will hugely improve my wellbeing, productivity and reduce my costs allowing me to save more and have a more enriched quality of life both for myself and my family. I love working from home and feel happier in general when based here. “*

**Client Service Support:**

Client Service support also had a high level of interest in working from home some of the time with over 60% of the 354 respondents expressing interest.



**Assigned desks:**

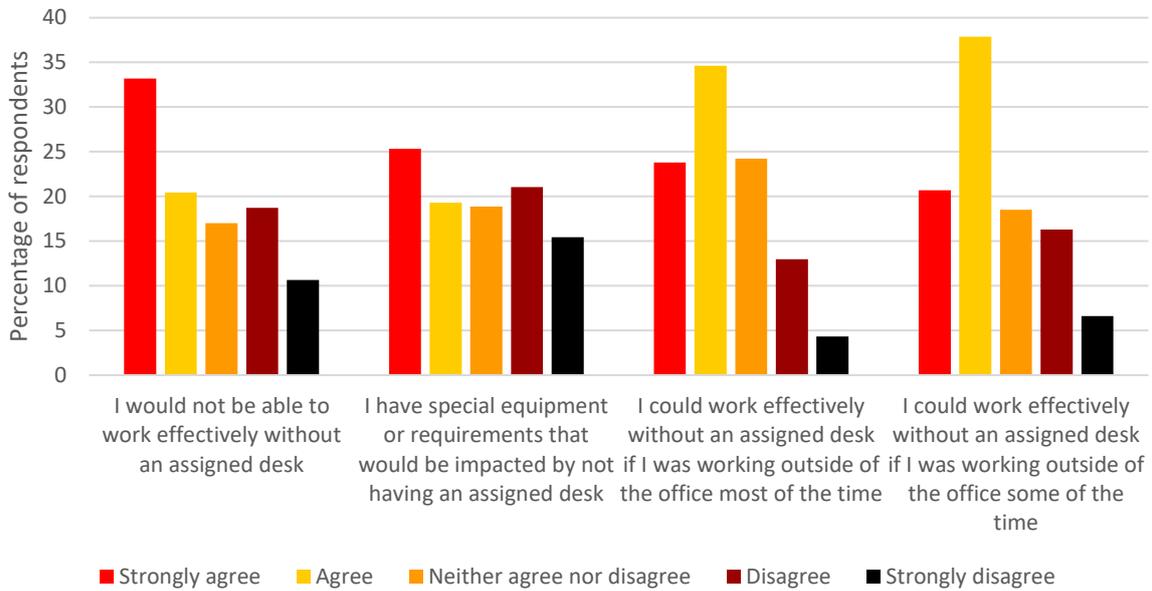
The majority of comments opposed not having assigned desks, common themes including health and safety – both equipment and hygiene, a better ability to work in teams and a sense of stability and value by having personal space.

*“It [having an assigned desk] is essential for both work, and socialisation reasons. Hot desking is inefficient, intrusive, and breaks up team dynamics to an unsustainable extent.”*

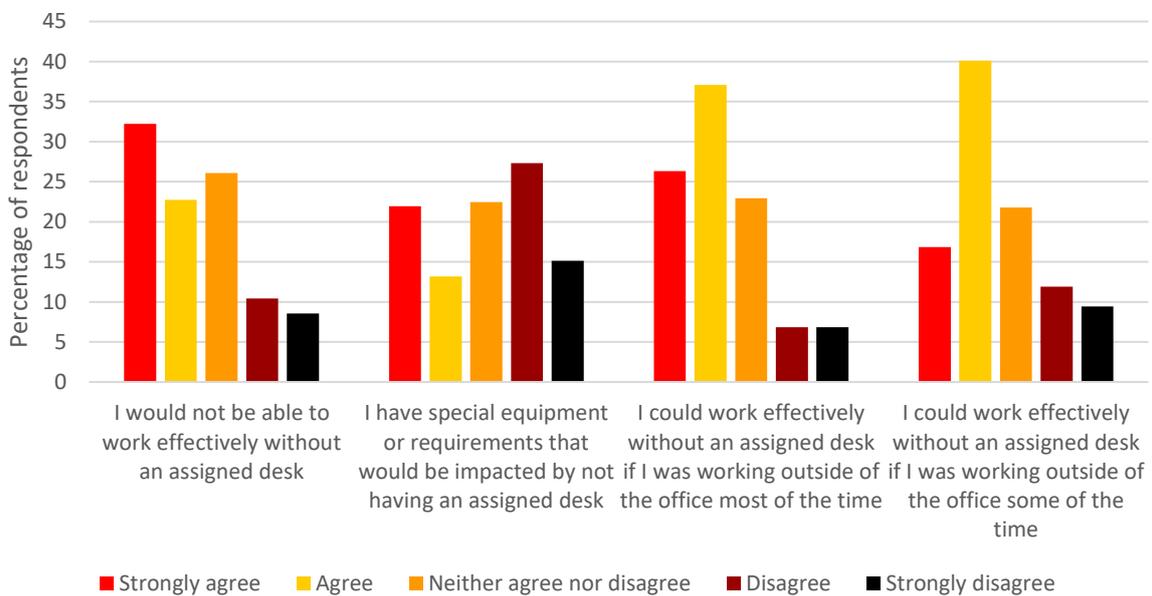
*“Having your own assigned desk gives you the feeling of belonging. - Issues with Hot desking is if you have set requirement (desk height, layout or computer screen, chair etc) it takes time to set up.”*

*“Hot desking is inefficient and impersonal, it reduces an employee to a mere worker that can be moved around purely to save money. There is no sense of belonging or being valued.”*

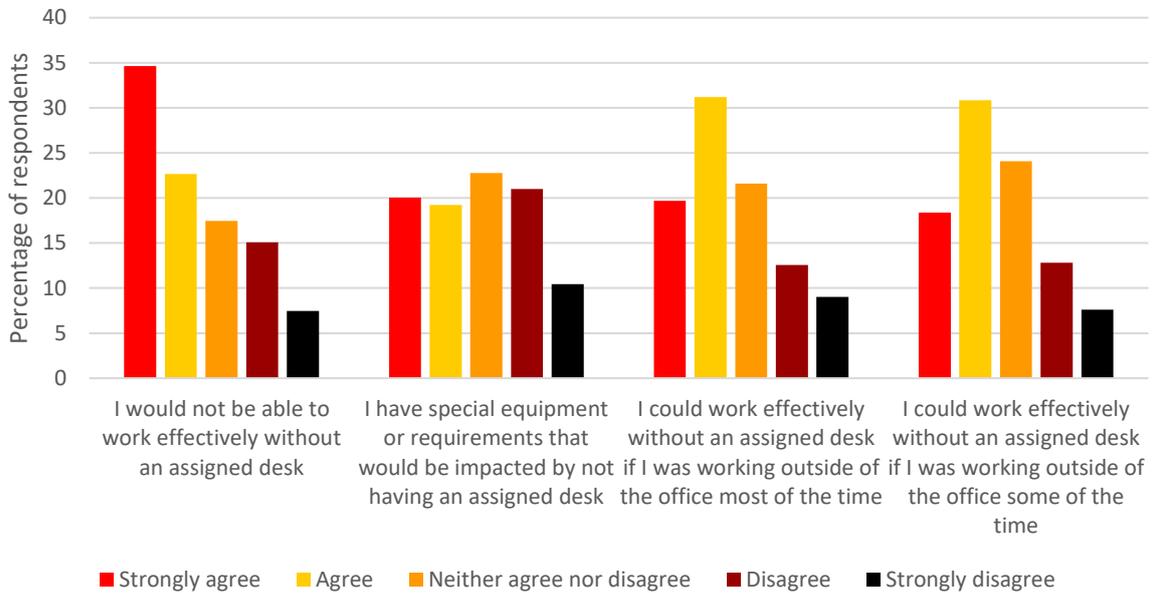
### How much do you agree or disagree with the following statements? (National Office respondents)



### How much do you agree or disagree with the following statements? (Contact Centre respondents)



### How much do you agree or disagree with the following statements? (Regional Service Delivery respondents)



### How much do you agree or disagree with the following statements? (Client Service Support respondents)

