

# COVID-19 Changing the World Forever

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Insight.  
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Records



Digital



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# Executive summary

Restore interviewed over 200 people living and working in the UK, as part of a survey at the end of April 2020. The survey looked at the impact the coronavirus crisis was having on peoples' lives, due to the lockdown. But also exploring how such a significant period of alteration might change the way people and organisations behave forever.

The key stats include:



**88% of people surveyed believe the economy will be significantly weakened post the crisis.**



**85% of offices are at least partially closed.**



**Going forwards people are expecting the amount of homeworking to increase, with a higher proportion of office-based employees working from home a couple of days a week.**



**Only 25% of organisations used video conferencing tools regularly before the crisis.**



**75% of people are expecting a reduction in business travel now video conferencing has been embedded as a business tool.**



**80% of organisations are planning to change their business continuity plans following the crisis. Homeworking will be a long-term part of them.**



**Most people are finding ways of adapting their leisure activities during the lockdown, but 26% are struggling.**



**62% of us have started new leisure activities and hobbies during the lockdown. This varied from exercises to virtual pub quizzes to streamed online cultural events.**



**Over half of us are planning to make permanent changes to the way we shop post the crisis. Only 6% of us who were new to online shopping will continue. But over 50% will shop locally and independently when the shops reopen.**

## How work is going to change

The UK was on a long-term journey of change before the crisis. New, entrepreneurial businesses were already introducing hotdesking and rented, shared office spaces. Combining a hybrid office and homebased approach to the traditional office life. Video conferencing was being introduced, with some embracing it, and some keeping cameras firmly turned off. In effect just a traditional telephone but through a computer.

However, the office place was moving slowly towards a new hybrid structure. Restore's research shows that this journey has been accelerated and hybrid working is now the more immediate future.

Homeworking is being enjoyed by people generally, and many deem themselves "productive" in the research. Whether that is more productive than in the office, or more productive than they thought they would be at home is unclear. However, homeworking also has its benefits for organisations. With decreased running and rental costs, a larger pool of talent to draw upon when location is not an inhibitor, and flexibility for its workers which makes them more committed.

However, the research does not suggest the end to the office overnight, or even in the short to medium term. Instead post the crisis, the hybrid office-home model will be prevalent. Offices are important, we would not have developed them as the standard business model over the years if there were not benefits that outweigh their costs. They are a productive, focussed way of working. They build culture, collaboration and in turn innovation. They are social and facilitate long lasting friendships.

The immediate challenge organisations face is how to restore their business post the crisis, back to normal levels of productivity, revenue, and profits. Rethinking their business model in the process. There will be a big focus on rolling out hybrid remote/office working in a way that is secure, data driven and not a quick business continuity fix.

## How leisure is going to change

In much the same way as work, most people have adapted their social lives. Virtual activities such as pub quizzes. Meeting up with friends over Zoom. Watching streamed theatre and concerts online.

However, the survey reveals that despite adapting, most people will be pleased when normality is resumed. We are more likely to occasionally use Zoom to catch up with relatives rather than travel. Or watch the National Theatre on YouTube rather than in person. But we are generally going to revert to pre-crisis behaviour. The only major change is a recognition of the smaller, independent shops, bars, and restaurants which over half of us intend to support more post crisis. This is due to the social interactions that we are missing. The same as in the office. Daily interactions in person with people lift our hearts and make us happier.

### CEO Restore – Charles Bligh commented:

“It is clear from our research that post COVID-19 there will be significant changes in the way we work. It was also clear that organisations have adapted to new ways of working to manage. But at what cost? It is not clear this new way of working can drive long run productivity and continued innovation. Therefore, those organisations that use this as a ‘wake-up call’ and change their business strategy and operations to be more hybrid and at the same time drive higher productivity and innovation, will be the winners”.



# Introduction

**The Coronavirus is a crisis of a scale this generation has never seen before. The fatalities across the world have been startling and sobering. And there are very few of us in the UK that remain untouched by tragedy.**

The fatalities will forever cast a shadow on our lives. But the crisis has forced individuals and organisations to rethink how we work and live. This period of forced change has opened our eyes to new ways of living and working. Restore interviewed over 200 people living and working in the UK for this research. This Report explores how our lives will change forever, including our working lives. How we have adapted our lives and what we experienced that will change not only individual behaviours but also organisations. The Report contains direct quotes with individuals, employees and organisational leaders.

# Our politics

For years we have been a divided nation, with Brexit splitting the country down the middle. Yes, with the crisis, forgotten are Brexit divisions. We have become united, applauding together on our doorsteps for our NHS staff; checking in on our vulnerable neighbours; collecting shopping for friends in isolation.

The UK curenly has the Conservative Party in power. Usually one of limited government interference, low taxes and reduced social support. But now the Government via the tax payers and businesses, are funding many individuals' wages through the Job Retention Scheme and providing support to businesses to keep them afloat. The amount of money the Government is spending is staggering. No one would have predicted last year that a Conservative government would implement this.



Few of us predicted this COVID-19 crisis, other than Bill Gates. His 2014 Ted Talk following Ebola is well worth a watch. [www.ted.com/talks/bill\\_gates\\_the\\_next\\_outbreak\\_we\\_re\\_not\\_ready](https://www.ted.com/talks/bill_gates_the_next_outbreak_we_re_not_ready)



Our opinion on how far and radical a government can be has changed for this generation.

The evidence that government can invest, implement and roll out a scheme of such magnitude will be forever in our minds. Many believe it will encourage people to push for more large-scale change.

**Dr Doug Parr, chief scientist for Greenpeace UK, said:**

“We will get through the current crisis, and once that happens we can push the government to protect our planet and put the economy onto a safer and more sustainable footing - because we all know they have it in their power to do so.”



# The economy

There have been very immediate and visible effects during the crisis:



**The cancellation of holidays.**



**Weddings postponed.**



**Salary cuts.**



**Redundancies.**



**The shutting of restaurants, bars and non-essential shops.**

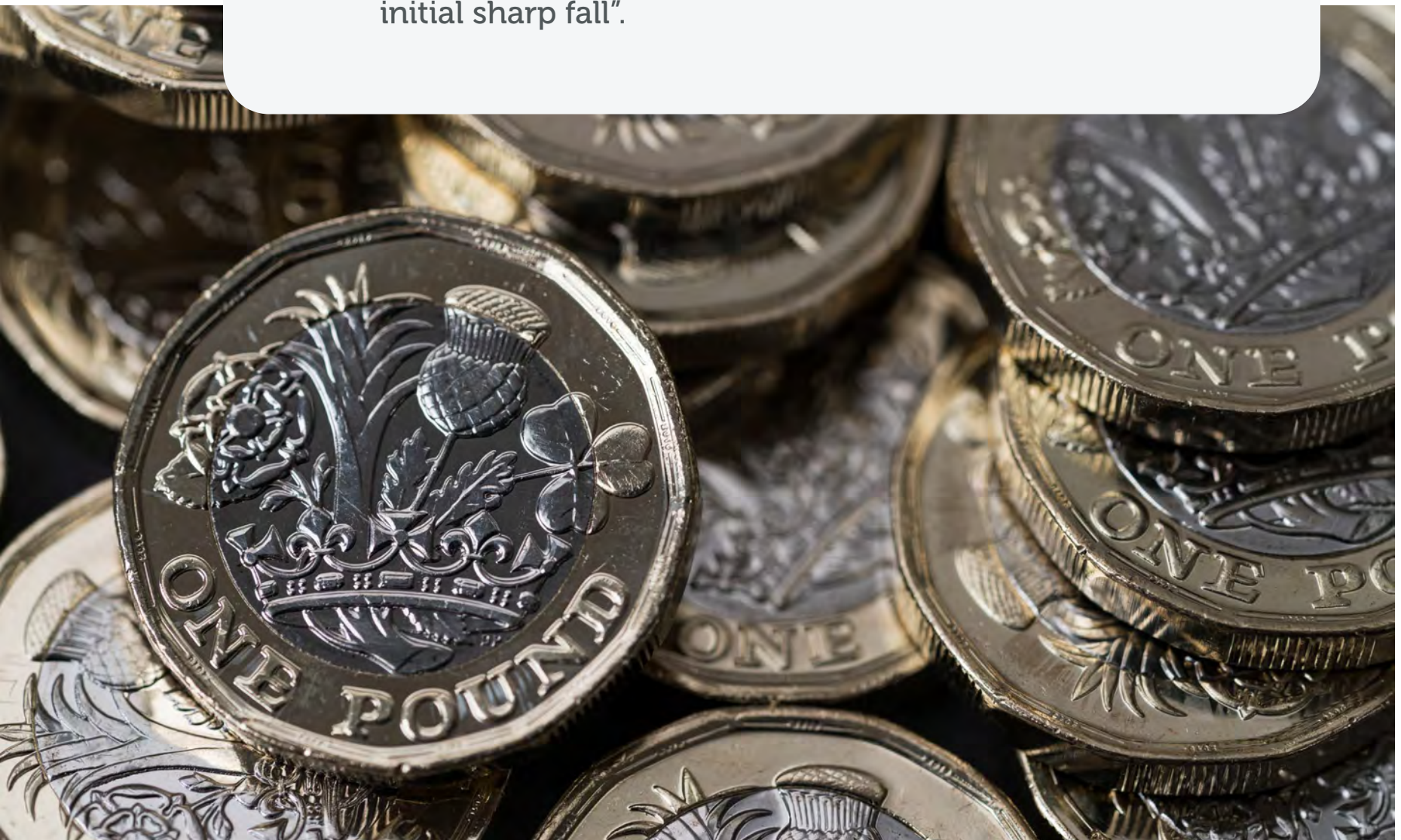
It will also affect the economy in the longer term but predicting how bad this effect will be is difficult.

In 1918 the influenza pandemic hit the world in two seasonal waves. It killed 50 million people worldwide. According to a 2007 research paper, the economic effects of the outbreak only lasted a short time.

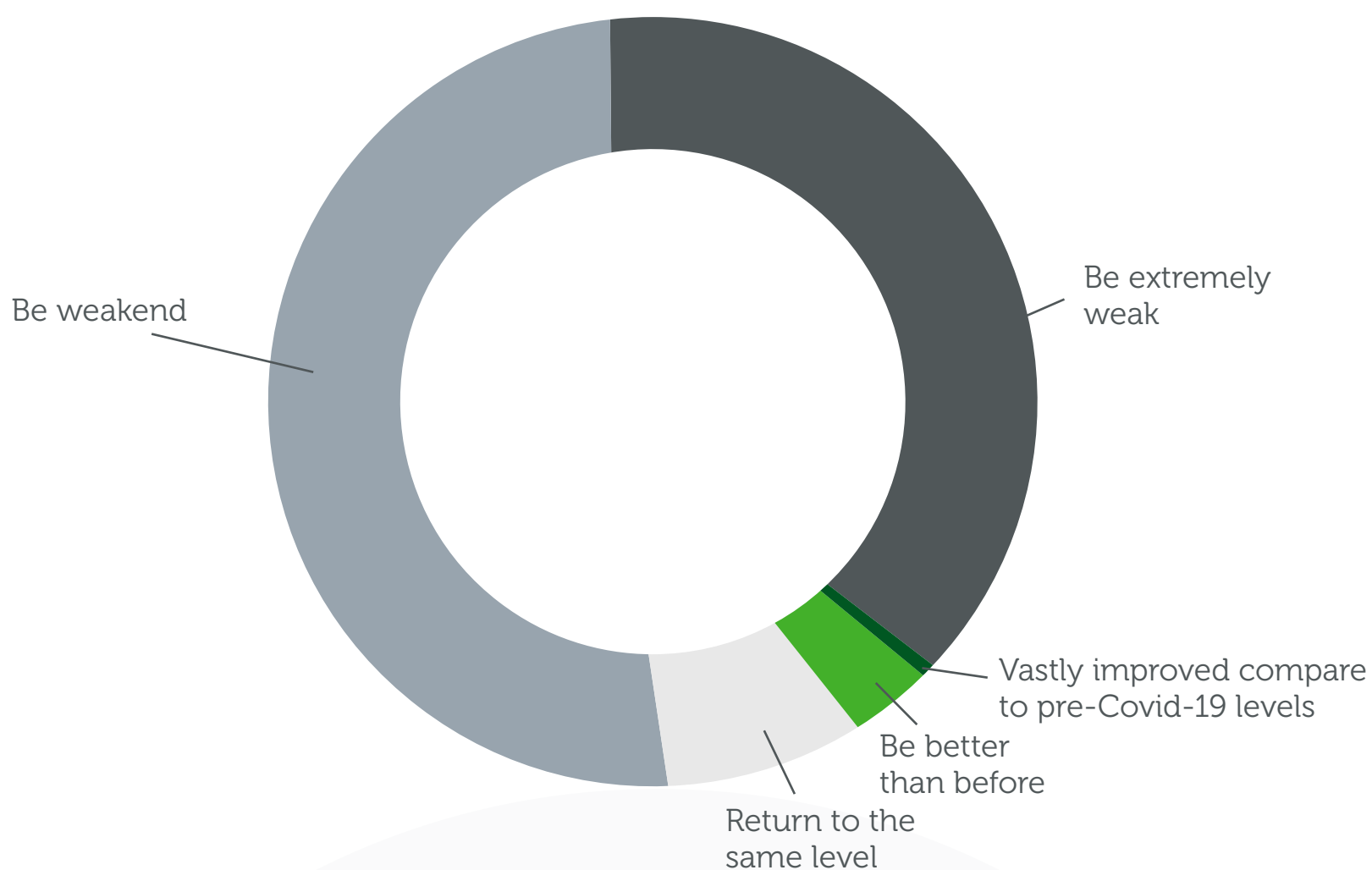
The Bank of England have recently predicted that GDP will decrease by 14% this year, driven by a 25% decrease in 2nd half of 2020. However, they are then expecting a sharp increase to GDP in 2021, to levels higher than pre-crisis.

Iain Begg from the LSE stated:

“In macroeconomic terms, there can perhaps be more grounds for optimism. The term ‘macro-prudential’ came to prominence in 2009 as the financial crisis was unfolding, covering the interplay between fiscal conditions and financial stability. All governments will emerge from the crisis with increased debt, while financial systems are likely to be more fragile, including as a result of a fresh upsurge in non-performing loans. But the authorities do at least know what it takes to counter this and there is also the prospect that the recession will be v-shaped: a sharp rebound after the initial sharp fall”.



## What do you feel will happen to the economy in the short and in the medium terms following the COVID-19 crisis?



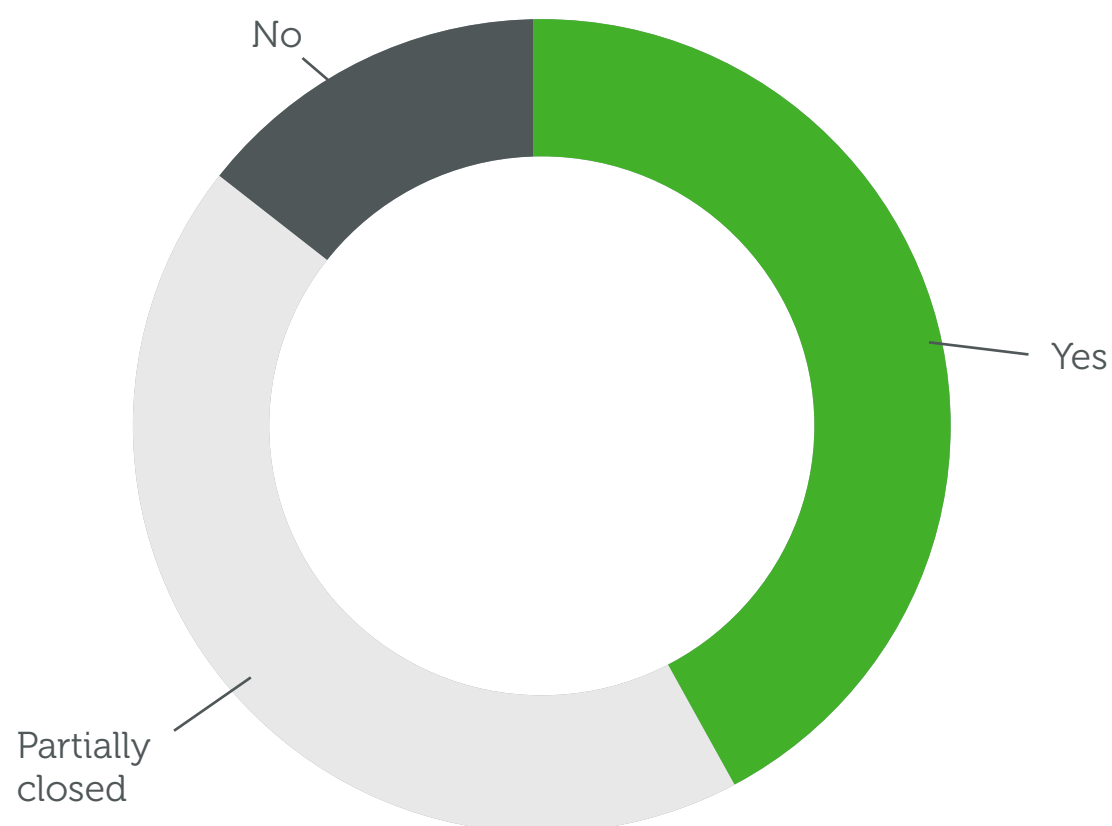
88% of the people surveyed believe the economy will be weakened post the crisis. In the short term at least, we are expecting an economic downturn which will affect us all.

## Our work

85% of offices are at least partially closed and going forward businesses are anticipating a hybrid approach to working. Where the traditional office is combined with increased home working.

From our survey most organisations have offices that are at least partially closed, with 42% closed completely.

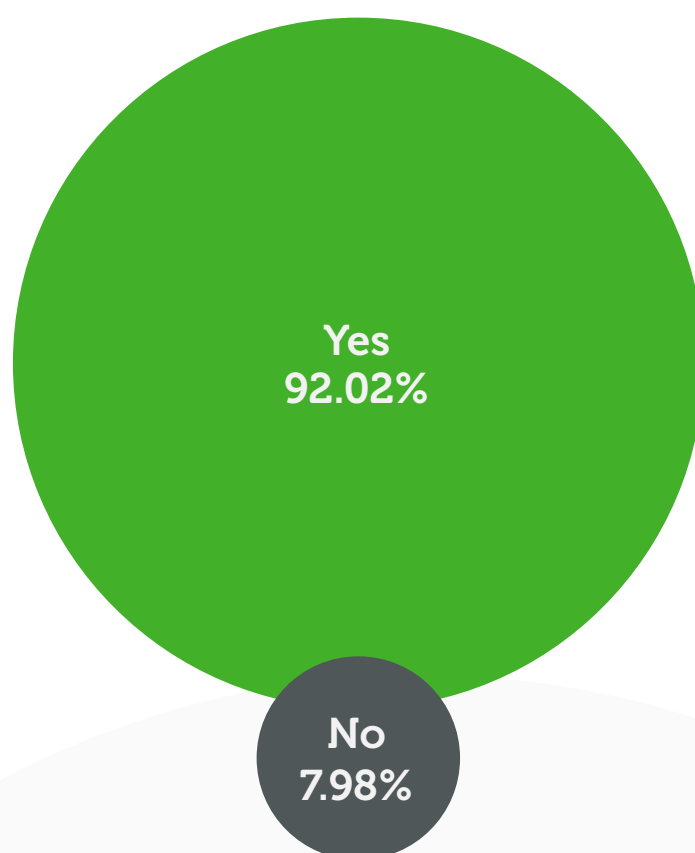
### Are your offices completely closed during the crisis?





Millions of people have spent their working life commuting into an office. They have now discovered they can do the exact same job from home. Not only saving hours of travel a week, it has allowed many a flexibility that fits around their lives.

## Are you working from home during the crisis?



*"Having three primary school-aged children had meant full time work and childcare was an expensive juggling act. During the lockdown I have juggled my two roles of Director and Mum much more effectively. I get up early and do four hours before 9 am. This allows me time in the day to play with my kids, when they are unable to keep themselves occupied" - Customer Experience Director, Business Support Company*

*"I am able to get a lot more done without the constant disruptions. I also believe it has allowed me to take a step back before making important decisions" - HR Director, Consultancy Firm*

*"More focussed meetings, increased productivity, better planning" - Commercial Director, Manufacturing*

*"Can spend the usual time commuting working. Can make bath time of my baby most nights" - Finance Director, IT*

*"1. More productive due to no daily commute and less distractions. 2. Improved work/life balance. 3. Cheaper cost of living (public transport, car, coffee/snacks/lunch)" - Systems Engineer, The Defence Industry*

What benefits have you found to  
homeworking for yourself?



From the word cloud made from all responses, most people are seeing significant benefits from removing the commute to work and having some flexibility over their working hours.

Our word cloud shows how the lack of commute, flexibility and work life balance is combining to increase productivity and overall job satisfaction.

## Not everyone is enjoying homeworking

But some have found the experience isolating. They miss the daily interactions and social friendships built in an office environment. They also recognise that productivity and effectiveness is affected. And while they believe they are more productive than they expected at home, they are still not as effective as being in the office.

***"I cannot find any benefit with the current situation. The workload is increased, and you cannot find the proper time to say 'stop working' " - Head of Finance, Retail***

**88% of people are expecting more people to work from home once the crisis has passed.**

## We need to be mindful of the security work and school can provide

The office can also provide security to some, who have difficult home lives. In much the same way school can remove children from damaging home situations. Domestic abuse killings doubled over a 21-day period during the lockdown and a national abuse helpline received 49% more calls, a report by MPs revealed<sup>1</sup>.

<sup>1</sup> If you or someone you know are suffering from domestic abuse, page 58 has a list of helplines you can ring to get the help and support you need.



## Organisations are also seeing benefits from homeworking with increased productivity, and more structured ways of collaborating across teams

Organisations are also seeing the benefits. With:



Increased productivity



Improved motivation



Reduced sickness rates



Reduced costs (for example electricity, expenses, tea, coffee etc.)

***"Better productivity, less sickness"***

- Assistant Director, Revenues and Benefits

***"Reduction in environmental impact. Reduced overheads, only one floor open rather than four"***

- People Manager, Local Government

*"Productivity increased. Disciplined, non-distracted work / time management. Technology allows full access to all systems needed as well as KPI management to allow performance measurement. Organisation will have a catalyst for a new way of operating going forward as previously there was a tendency to be office-based".*

- Senior Business Development Manager; Services

However, organisations recognise that it is not straight forward, and are not in any rush to close offices completely. While they might explore downsizing their office space, or reconfiguring it going forwards, no-one is expecting offices to close completely in the short to medium term.

**What benefits have you found to homeworking for your organisation?**

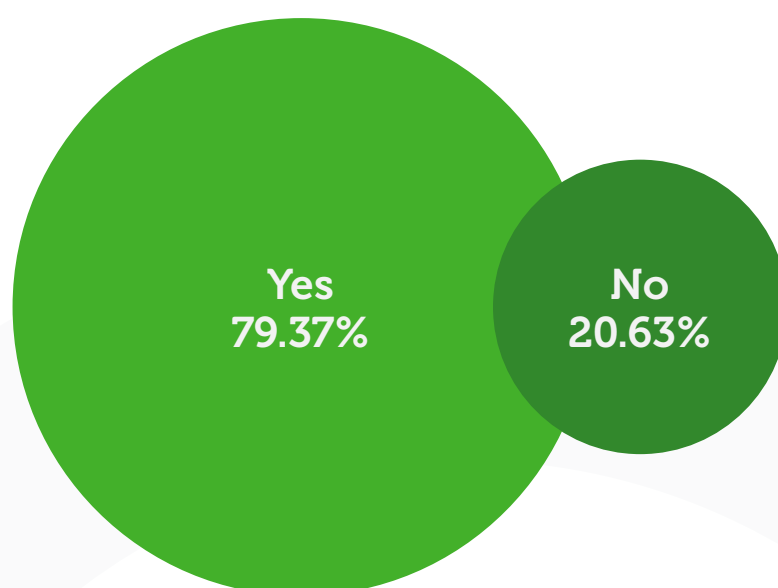
A word cloud illustrating the benefits of homeworking. The words are arranged in a cluster, with 'Working' and 'Productivity' being the largest. Other prominent words include 'Increased', 'Time', 'Better', 'Productive', 'People', 'Different', 'Cost', 'Saving', 'Staff', 'Office', 'Hours', 'Ability', 'Home', 'Connected', 'Organisation', 'Travel', and 'Output'.

Over 80% of organisations plan to change their business continuity (BC) plan, in light of the crisis. Homeworking will be incorporated into this, as it allows flexibility and mobilisation of a workforce, without having the need of a “back up office”.

However, BC plans will also change more fundamentally, as businesses look to better protect themselves should a worldwide crisis happen again.

These plans will look at more fundamental issues of data security, GDPR compliance of remote working and the technology needed to create a hybrid workforce.

## Do you think business continuity plans will change following the crisis and if so how?



*"Companies will think more about the economic impact to their business should disasters/ crisis happen in the future and have in place plans to cope with a wider range of possibilities. They 'should' also think about retaining a larger stockpile of cash" - Managing Director; Business Support*

*"Mailrooms, better home working facilities" - Finance Director, Business Support*

*"I think most people thought of BC challenges as 'loss of a building' or 'loss of a system', I don't think many people thought of BC in terms of not being able to physically meet or get close to people whilst all the infrastructure that supports service delivery remains intact. That services have continued is perhaps a reminder that whilst the plans may not have been used, the act of planning was as important in preparing the mind" - IT Change, Projects & Strategy Manager; Local Government*

*"The role of recovery centres seems redundant except for servers. More focus on ensuring home working technology works effectively" - Director, Insurance*



Do you think continuity plans will change following the crisis and if so how?

A word cloud centered around the theme of continuity plans. The words are arranged in a circular pattern. The most prominent words are 'Technology' in large green font, 'Preparing' in large dark green font, 'Better' in large green font, and 'Think' in large grey font. Other words include 'Crisis' in large dark green font, 'People' in large dark green font, 'Robust' in large grey font, 'Plans' in large grey font, 'Future' in large green font, 'Flexible' in small grey font, 'Learn' in large grey font, 'Remote' in small green font, 'Companies' in small grey font, and 'Changing' in small grey font.

If there is a second wave of the virus later in the year, what would your organisation do differently so it was prepared for the disruption it brings?

A word cloud centered around the theme of preparation for a second wave. The words are arranged in a circular pattern. The most prominent words are 'PPE' in large dark green font, 'Support' in large green font, 'Home working' in large dark green font, 'Ensure' in large green font, 'Plan' in large green font, 'Office' in large dark green font, 'Earlier' in large grey font, 'Service' in large dark green font, 'Learn' in large grey font, 'Well' in large grey font, 'Prepared' in large green font, 'Now' in large green font, 'Time' in small grey font, 'Staff' in small grey font, 'Increase' in small grey font, 'Place' in small grey font, 'Think' in small grey font, and 'Customers' in small grey font.

Home working, technology, planning and learning are key in both word clouds.

Two of the main obstacles to having a hybrid workforce has been:



**Do I have the technology in place to facilitate this effectively?**



**How do I know my team will be working as hard as in the office?**

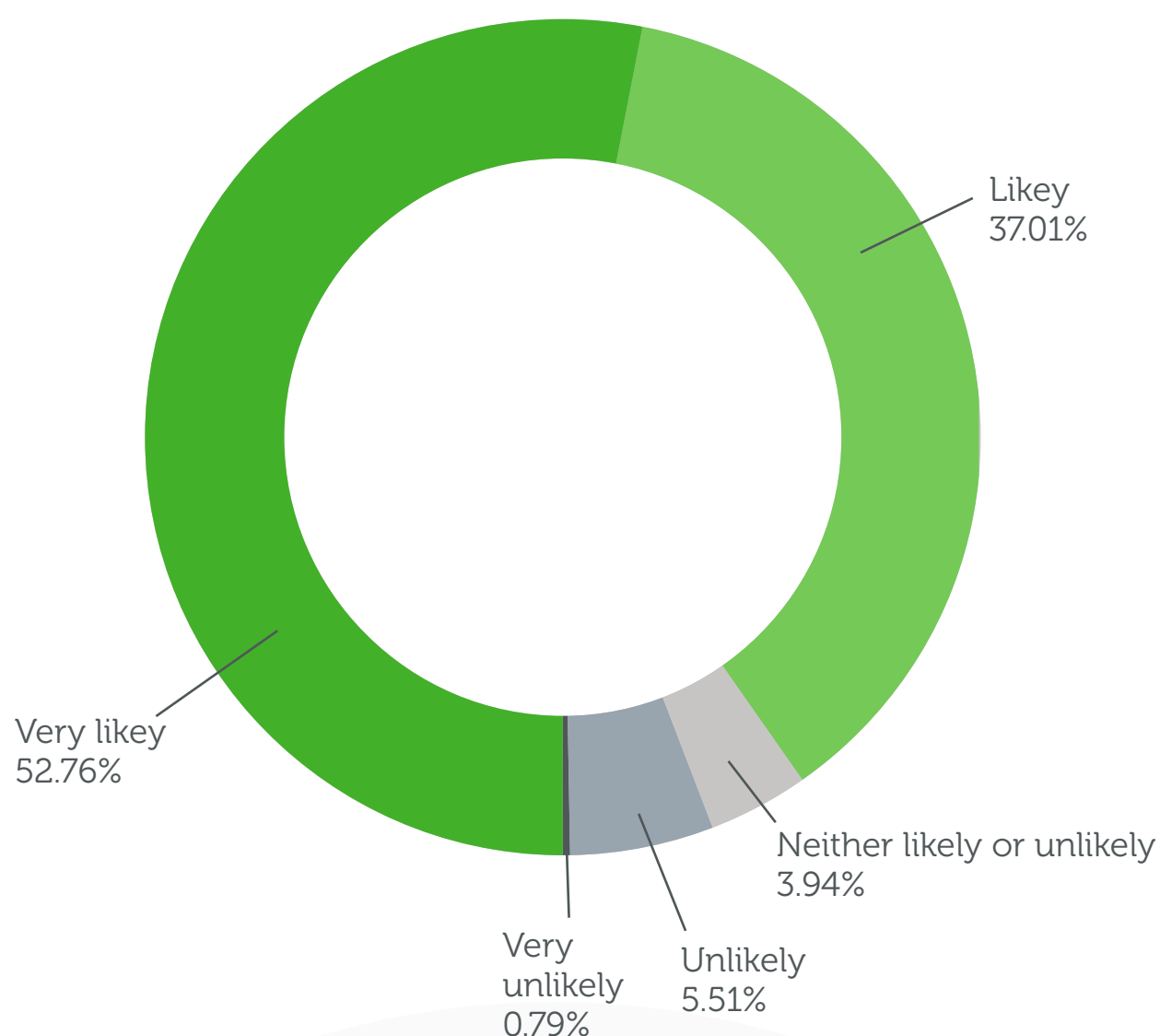
The crisis has proved the key to homeworking is good management, combined with robust technology, systems and software.

## Technology embraced and prejudices around home workers removed

Many organisations have the technology now in place, as COVID-19 forced their hand. Fear surrounding video meetings has vanished as they become the norm.



## Do you think more people will work from home going forward, once the COVID-19 crisis has passed?



Video meetings are often more structured than traditional ones. Many in our survey found that a formal team meeting every day was effective. It helped keep people connected and feeling part of a team. Over 75% of respondents believe that more people will work from home post the crisis.

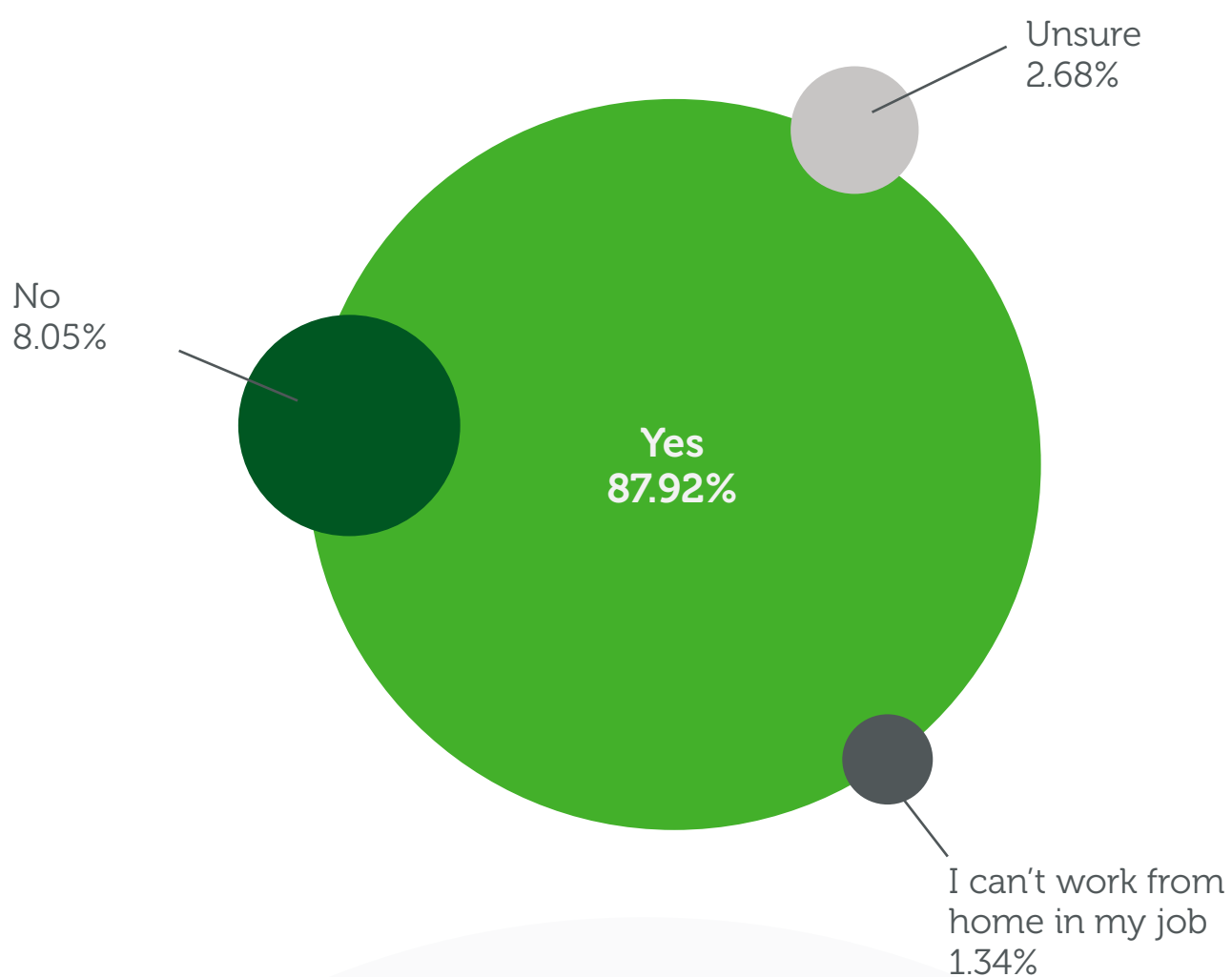
What three things will you continue doing differently at work?



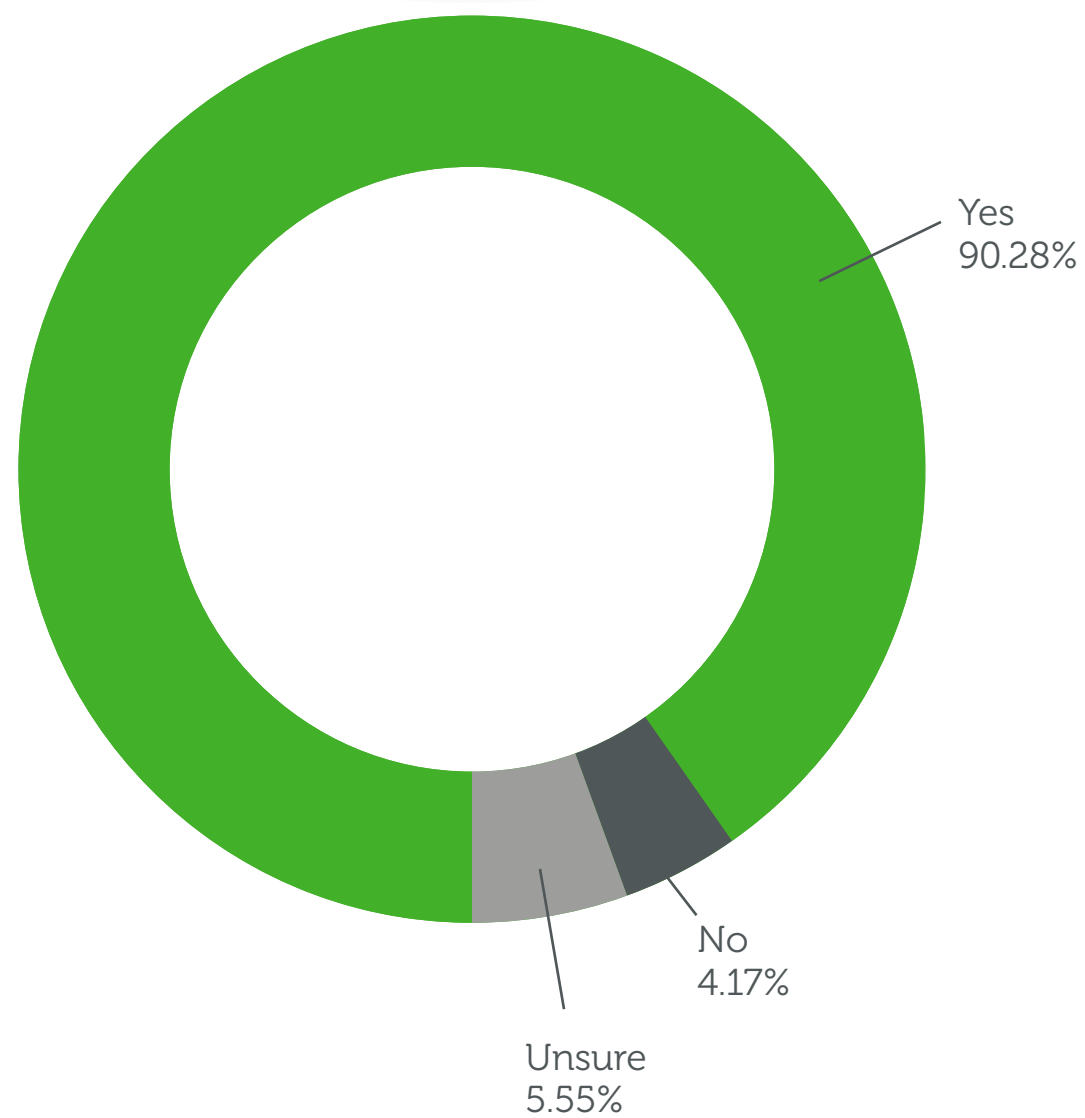
However, as you can see from the word cloud, meetings, face to face and the office are still prevalent. While most people want to work from home more, they don't want to do it five days a week.



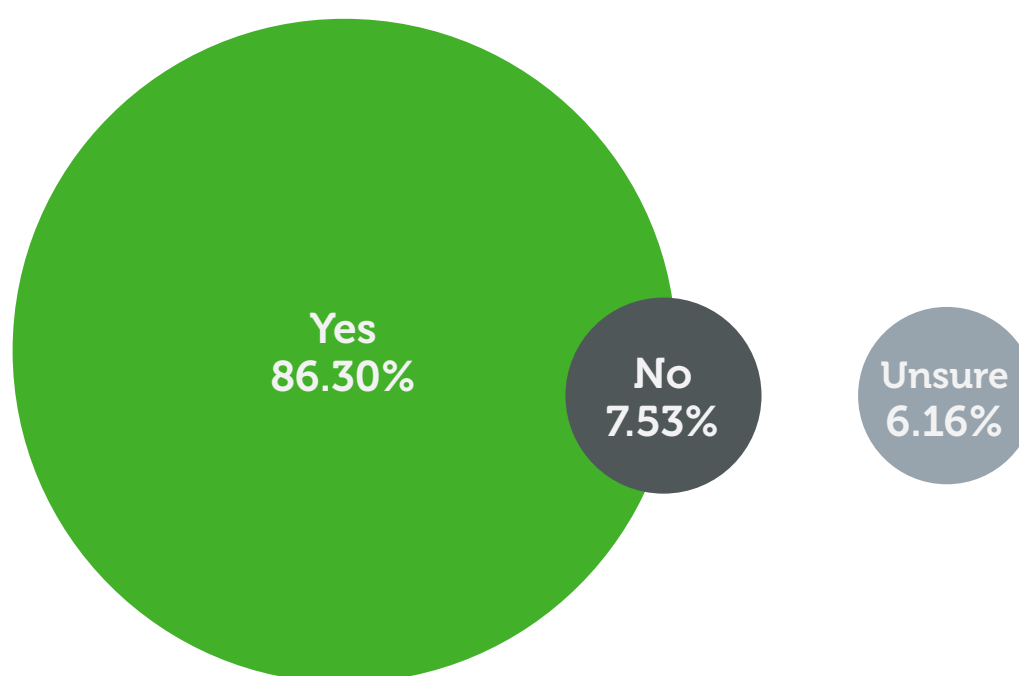
## Does your organisation have all the technology in place to facilitate homeworking?



**Is all your critical documentation  
available online for you to access  
remotely?**



## Are homeworking colleagues able to access all documents they need electronically?



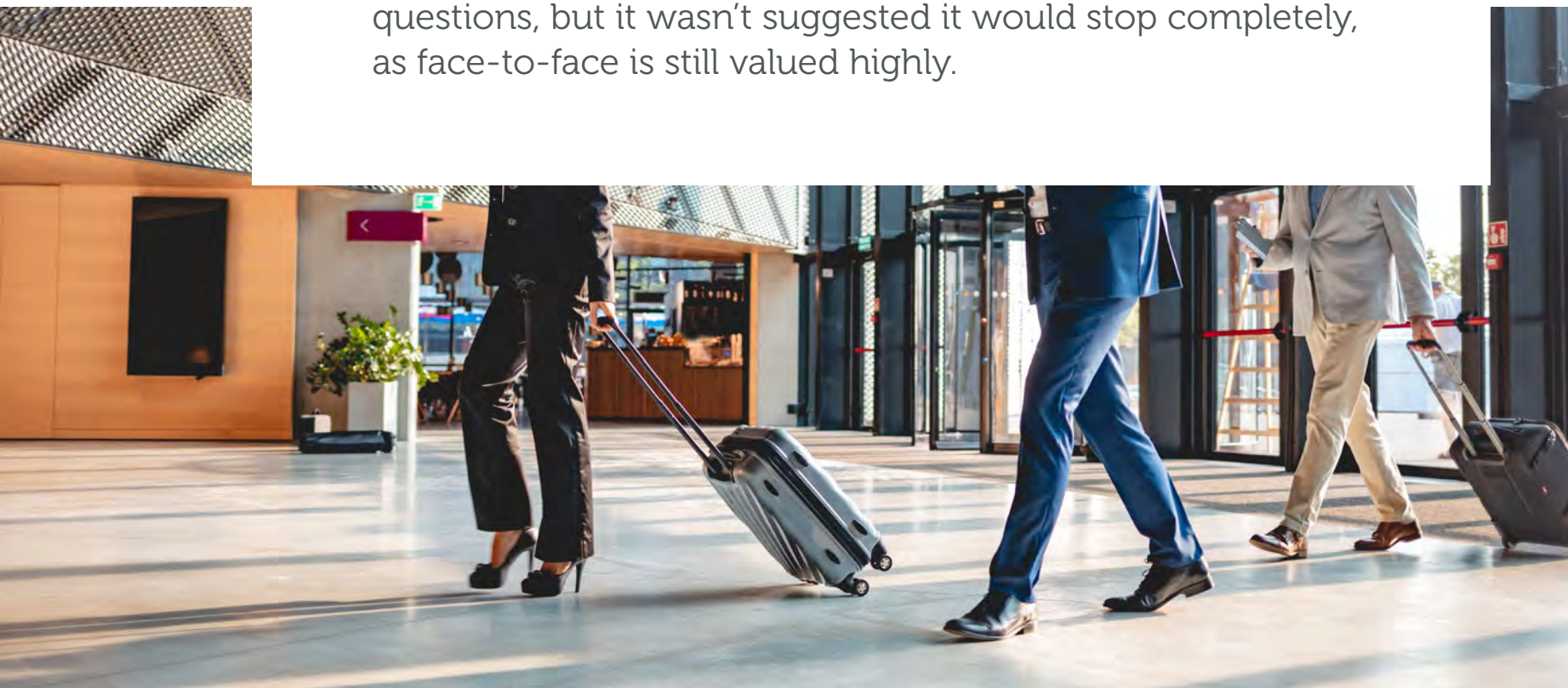
Document management systems have allowed work to continue, with physical records replaced by their electronic counterparts. Allowing remote access, with accessibility permissions, for multiple users, as well as a full audit trail of activity. It provided companies with the peace of mind needed with their confidential records.

***“Our Document Management and Workflow systems are helping organisations in multiple ways. Some use them to facilitate their digital mailroom, where incoming documents drive automated workflow. In the current climate some have reduced team sizes and use our systems to drive efficiency through automation and parallel processing. And some use our hosted document management systems for GDPR compliance including full audit trail.” - Mark Horrocks, Managing Director of Restore Digital.***

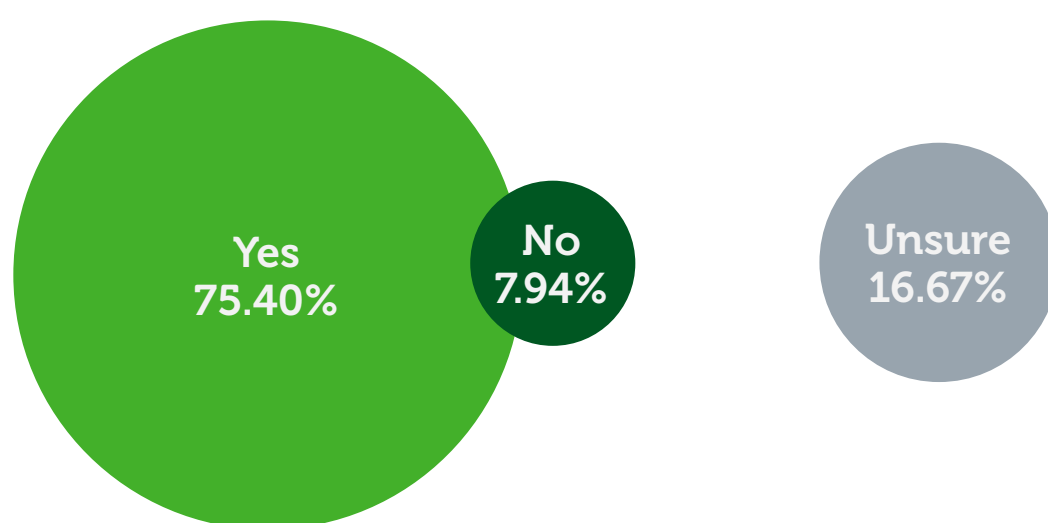
Tools such as e-signature have enhanced these systems. Stopping the need for face-to-face meetings.

Having robust document management systems in place facilitate a hybrid approach to working.

Business travel for many will dramatically reduce going forwards, for much the same reason. As evidence in the questions, but it wasn't suggested it would stop completely, as face-to-face is still valued highly.



**Do you think there will be less business travel now that people have been forced to embrace video conferencing?**



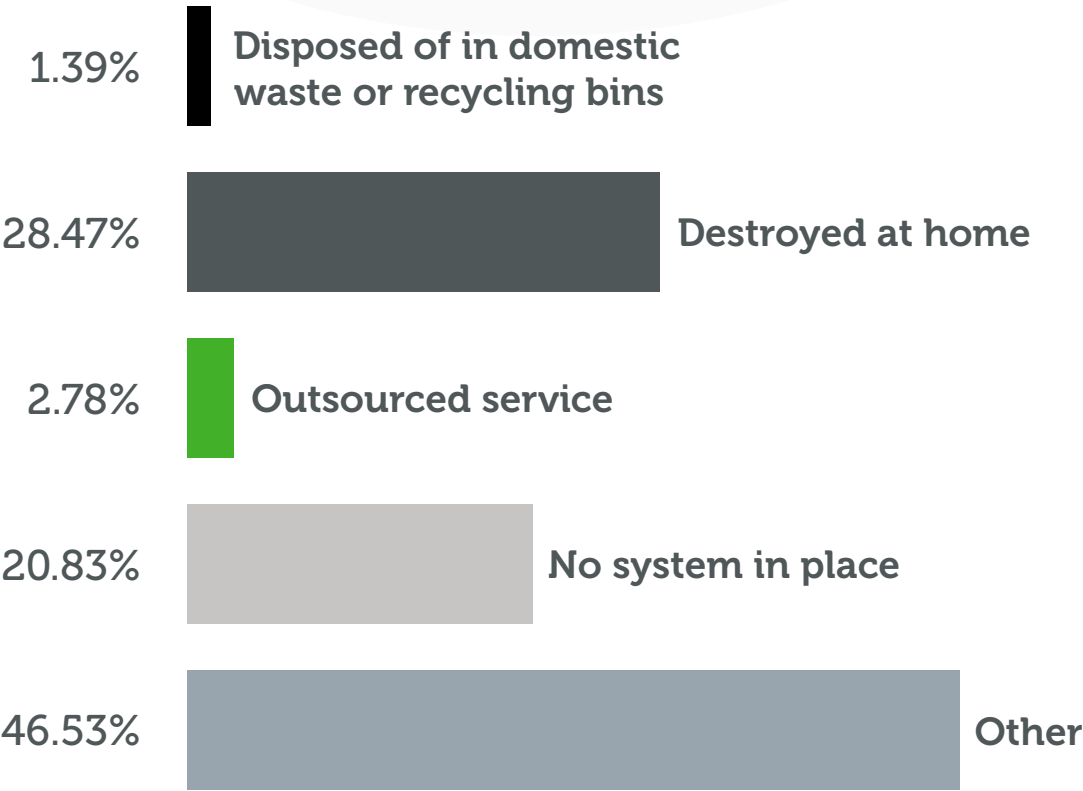
75% of those interviewed believe that business travel will decrease as file sharing and video conferencing has been embedded into the working culture.

## **Confidential remains confidential even at home**

For those with hard copy paper, or teams who still tend to press print, even confidential waste changed during the crisis. Companies have started buying confidential waste bins for individuals' homes. Making sure confidential remains confidential outside the office.



# How are you managing confidential waste for your homeworking colleagues



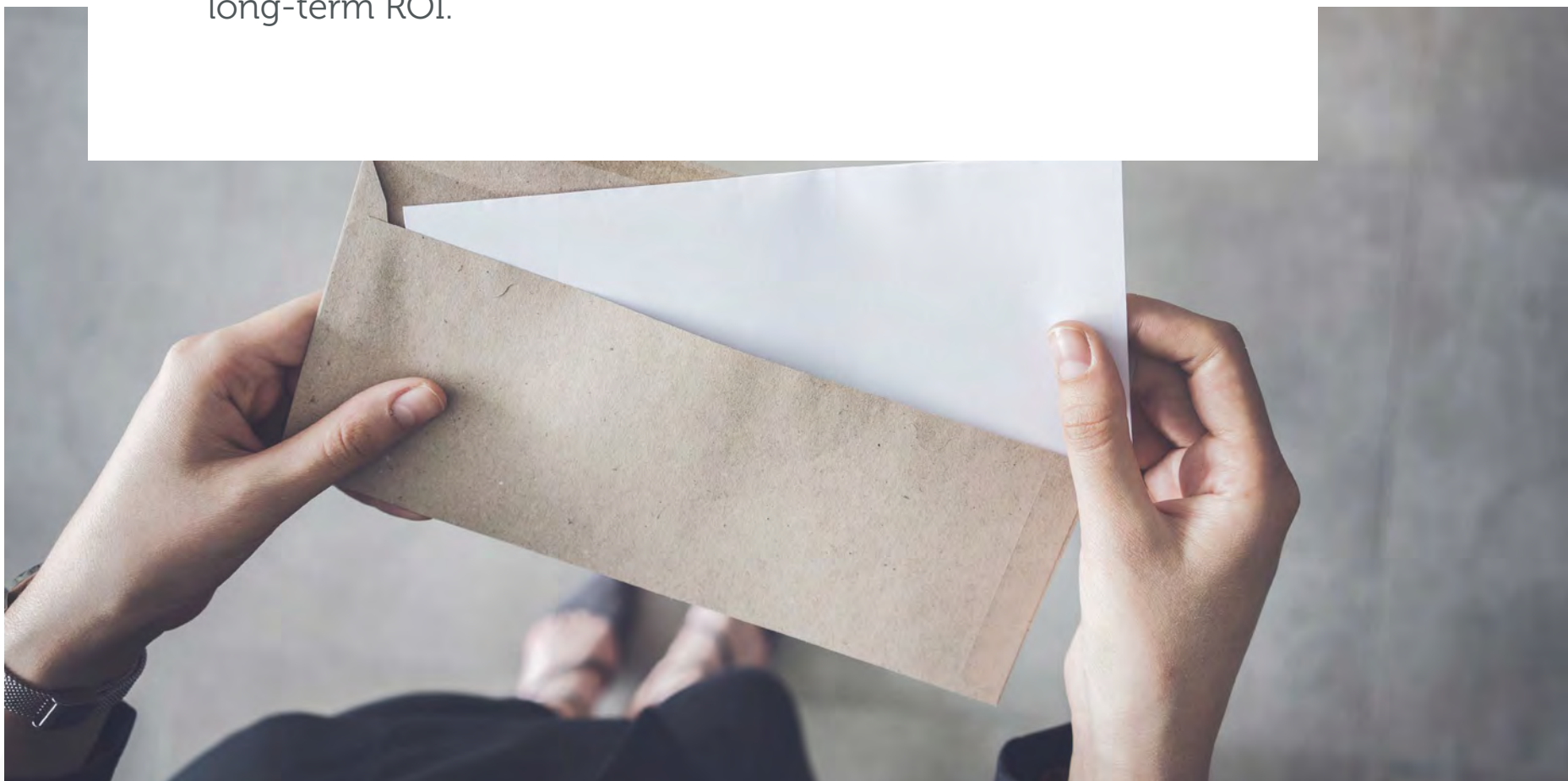
However, by and large organisations need to put more thought into this as we move into hybrid working permanently. How do they manage confidential information at home? Both physically and electronically. Some people are using their own devices to facilitate homeworking now, or an old laptop from the company. Do workers have the right technology, software, and policies in place to keep your data safe?

## Many organisations' daily post is still critical to workflows

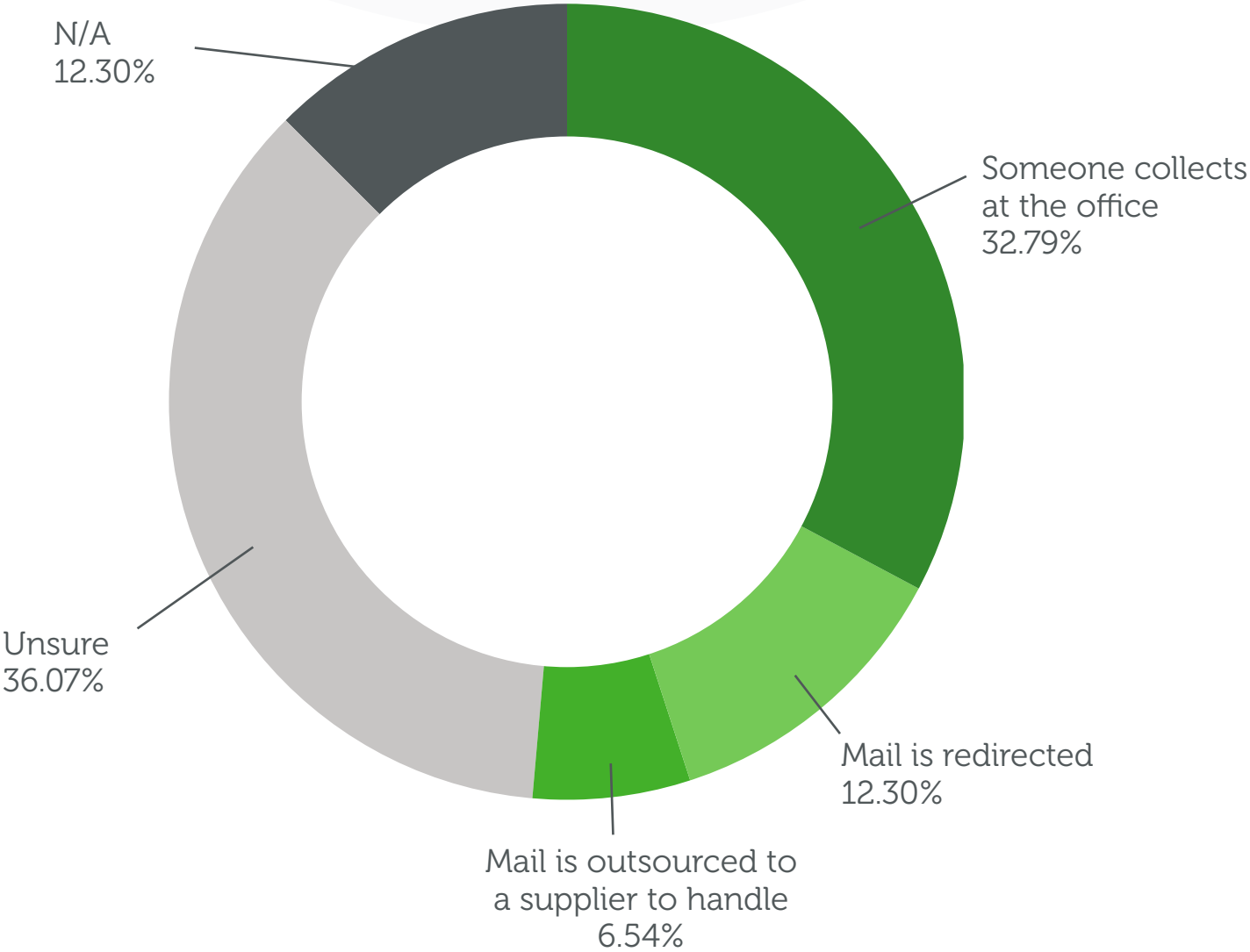
Many organisations were forced to rethink their mailrooms during this period. Mail was still incoming, for example, completed forms, cheques, invoices, that start internal workflows.

With offices shut and the team home working, many organisations have moved to a digital mailroom system. This reroutes the mail via a PO Box. An organisation like Restore digitises them to strict SLAs. Then a tool like DocuWare to provide same-day access to the homeworking teams to process.

The benefit for many has been that the mailroom can be upgraded over time. Adding extra functionality like data extraction and automated workflows. Which increase the long-term ROI.



How is your organisation coping with business-critical post entering an office building that was no longer occupied?



*“Our business continuity plan will involve us rolling out a digital mailroom, so that homeworking is easily facilitated, and paper entering our buildings are limited”*  
- Finance Director, Business Support

How is the day's post distributed to homeworking teams to process?

Scanned  
Electronically  
Idea Sent Redirected Emailed  
Forwarded Paper Via office  
Unsure Electronically  
Don't know Team Documents Post

Organisations are already approaching Restore Relocations to reconfigure their office spaces.

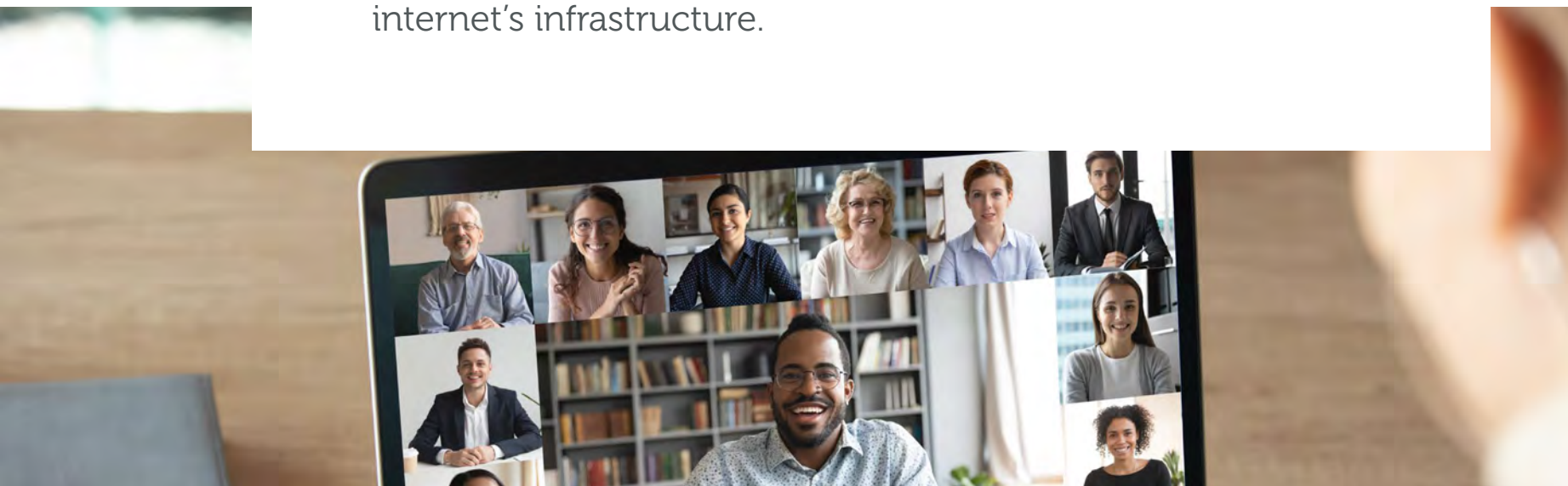
Tim Ryder, Managing Director of Restore Harrow Green -  
*"A lot of organisation are now starting to plan for the longer term, and their revised business strategy. We are seeing a move to a more hybrid way of working for office staff. We are not being asked to support the closing of office spaces. Instead we are supporting reconfigurations or downsizing of space".*

**Nigel Dews, Managing Director of Restore Records Management** - *"A lot of organisations are asking us to store archive documents that were being stored in the office, while they take this time to rethink how they make their office more effective."*

# Technology

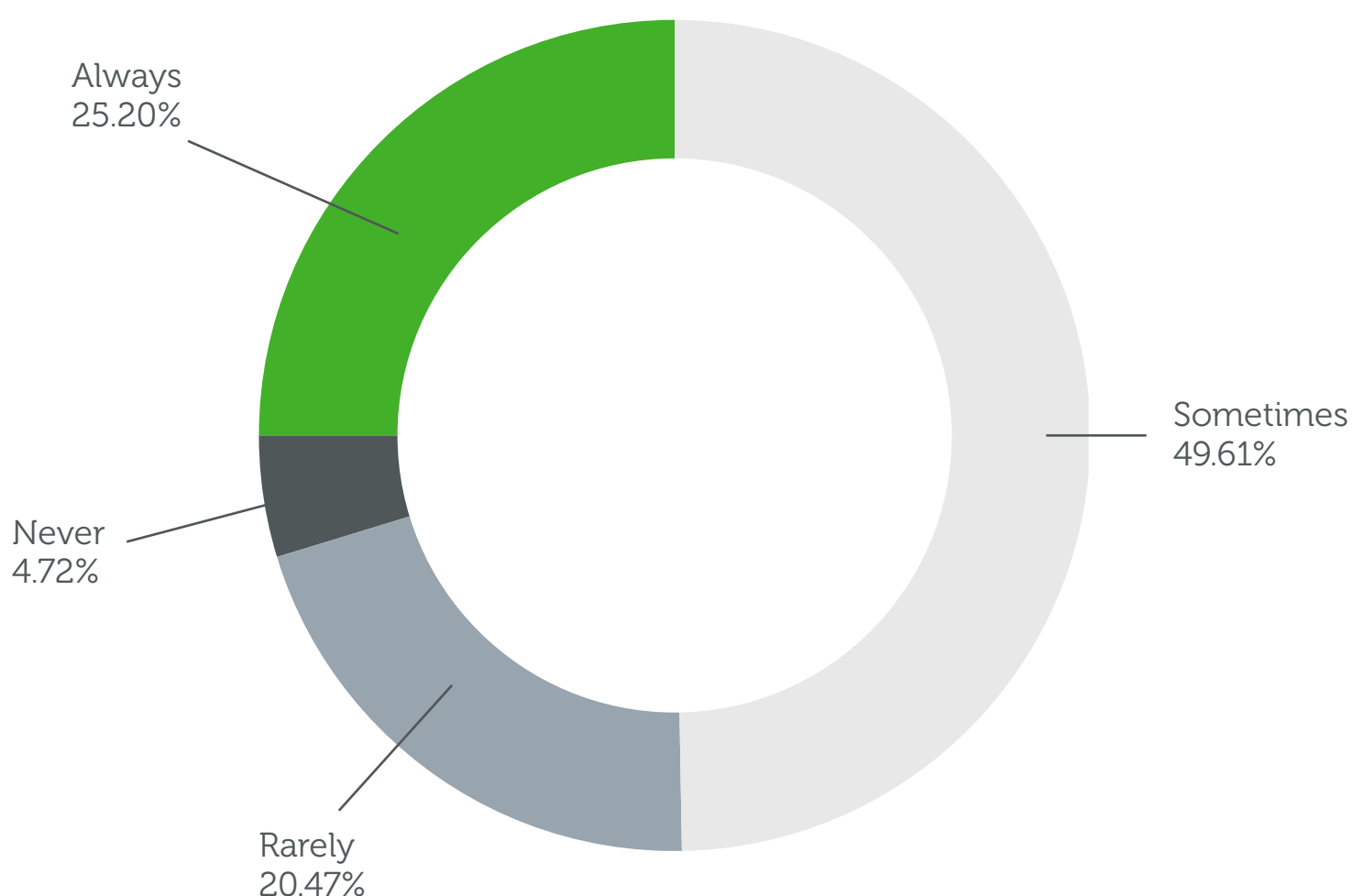
## Video conferencing is the norm

Not since the internet first emerged, has the way we use online technology changed so much. Overnight, the world has changed from physical to online, as households are in lockdown. At work video conferencing is now the norm. Even families are using Zoom or Google Hangouts to celebrate birthdays. A technology which was fringe has become mainstream, albeit with a massive strain on the internet's infrastructure.





## Did your organisation use video conferencing much before the crisis?



### Only 25% of organisations used video conferencing regularly before the lockdown

Zoom's daily active users jumped from ten million to over 200 million in three months and Microsoft Teams daily users jumping from 44M to 75M in just over a month.

## Laptops for all

There was a surge in laptop purchases and rentals through Restore Technology. As organisations realised, they needed the equipment to facilitate homeworking. Going forwards most organisations will equip their teams with laptops, even when office based. Ensuring they are ready should business continuity evoke home working again.

**75% of people are expecting a reduction in business travel now video conferencing has been embedded as a business tool.**

*"Our team worked hard to make sure organisations that needed laptops rapidly got them. We are now seeing business leaders realise that homeworking might not just be a stopgap solution for the pandemic. But there are real organisational benefits to it. This means that hardware needs to be robust enough for the long-term. Policies need to be written. Some organisations were allowing staff to use their own devices to ensure a fast transition to homeworking. But this brings in security questions, which often lead to organisations wanting work only devices for the long-term"*

**- Steve Talbot, Managing Director of Restore Technology.**

## Internet for all

Going forwards there will be increased pressure to ensure the internet is available for all. With black spots eradicated. In the pre-crisis budget Rishi Sunak pledge £5bn into the rollout of full-fibre broadband. This becomes even more important as the nation uses the internet more to talk and connect with each other.

## The importance of truth

Our reliance on the internet is also putting “truth” in the spotlight again. The global monoculture of the internet is scattered not only with opinions but mistruths and lies. All of which are dangerous.

COVID-19 put scientists and leading medical experts across the globe on a pedestal and the world listened. Who knew the name of the Chief Medical Officer of England prior to March 2020?<sup>2</sup>

Going forward this should continue. We will see people demanding some rigour on the internet, and hopefully of our politicians, on clearly distinguishing opinion and lie from fact.

<sup>2</sup>It is Professor Chris Whitty. When the crisis is over, this will be a staple pub quiz question.

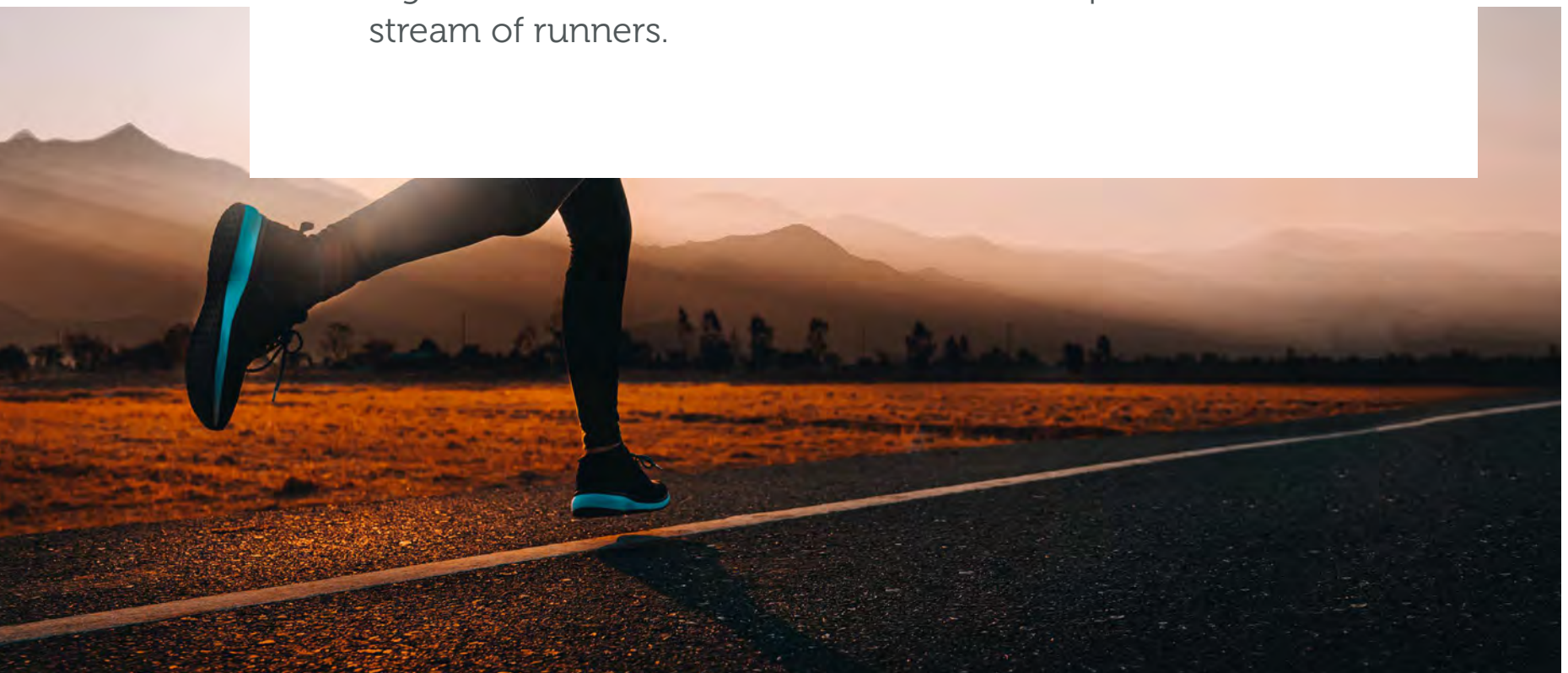
# Leisure

## **I have always been a keen runner!**

Only when open spaces were taken from us, did we really appreciate them.

Outside entertainment is limited. Either queue round the block with two-meter gaps to get into our local supermarket. Or to get on our running shoes and do one outdoor exercise a day. We became a nation of exercise fanatics. Those that had never run before are running. Joe Wicks became the nation's PE Teacher, not just our kids, but everyone's. We all started doing half an hour's more exercise. More than many of us ever did before the crisis.

Hopefully, this will kick start us into a regular exercise regime forever. And have introduced and kept a whole new stream of runners.



*"Resin jewellery making and about to learn how to knit. Want to focus on gaining more life skills rather than watching someone else do it on the TV/online" - Head of HR, Housing Association*

*"Joe Wickes HIIT workouts every morning Box sets and Netflix binging" - HR Director, Consultancy*

From the word cloud you will also see virtual quizzes as a popular answer. There is not a shortage of options either, with the National Theatre getting Dame Helen Mirren, Sir Ian McKellen, Sir Lenny Henry and Lesley Manville involved in theirs.

**Have you started any new activites?**





## Environmental benefits

On top of this we are driving less. Fewer commutes. Fewer school runs. Fewer day trips. And this has made a massive difference to our environment.

**A spokesman for London mayor Sadiq Khan said:**  
***“Once the current emergency has passed, our challenge will be to do all we can to have cleaner air at all times which is why schemes like the Ultra-Low Emission Zone and the further roll out of electric vehicle charge points will be vital.”***

Restore are already in the process of replacing our fleet of vehicles with electric counterparts. But when the environmental impacts of our reduced driving during this crisis is reported, it is expected to accelerate this process across the UK. Across the globe it is looking like carbon dioxide and nitrogen dioxide has reduced up to 40%. Traffic in April was 70% lower than usual, to level last seen when the Beatles were just children unaware of their future.

Flights all but stopped. And while this also has huge environmental benefits for our world, it has also put the longevity of many airline companies into doubt. EasyJet secured a £600m coronavirus loan from the UK Treasury and Bank of England, however they aren't the only airline with issues, BA are downsizing and both Virgin Atlantic and Lufthansa in talks over bailouts. But other operators like hotels, holiday lets and cafes which rely on tourists are also under great financial strain.

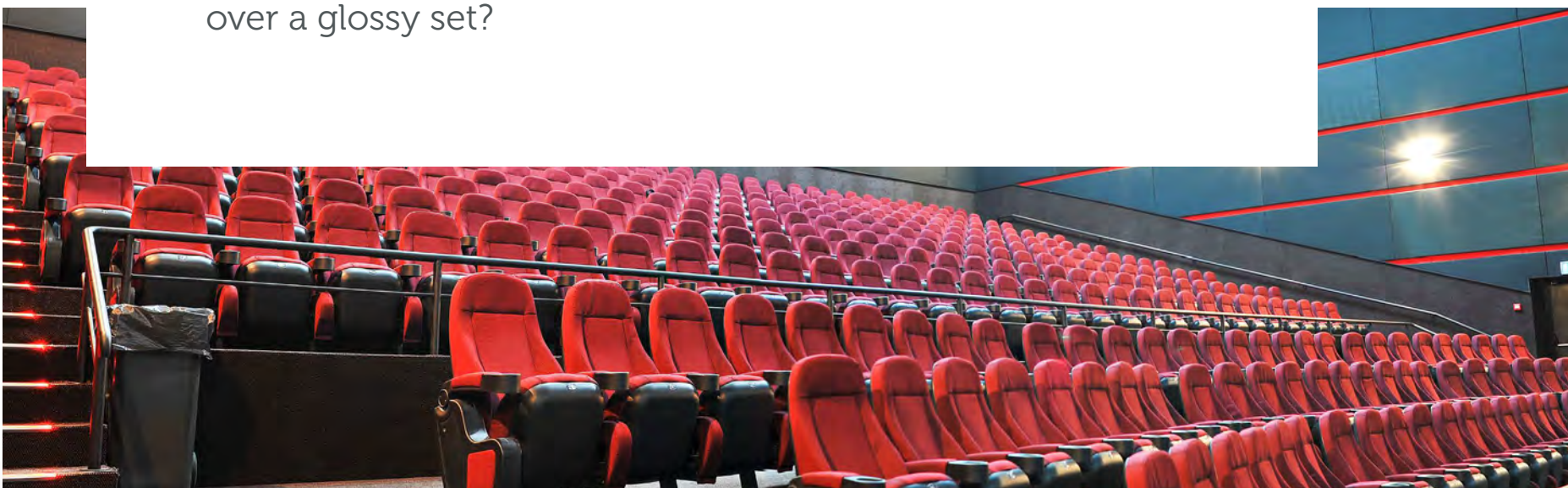
## A nation of culture vultures

The UK has also benefited from different ways to consume culture. Both Laura Benanti and Andrew Lloyd Webber announced musicals that can be viewed online and the National Theatre Live usually releases cinema versions of some of its plays, but are making them available to watch for free. The live version of Fleabag raised money for various charities associated with the coronavirus crisis.

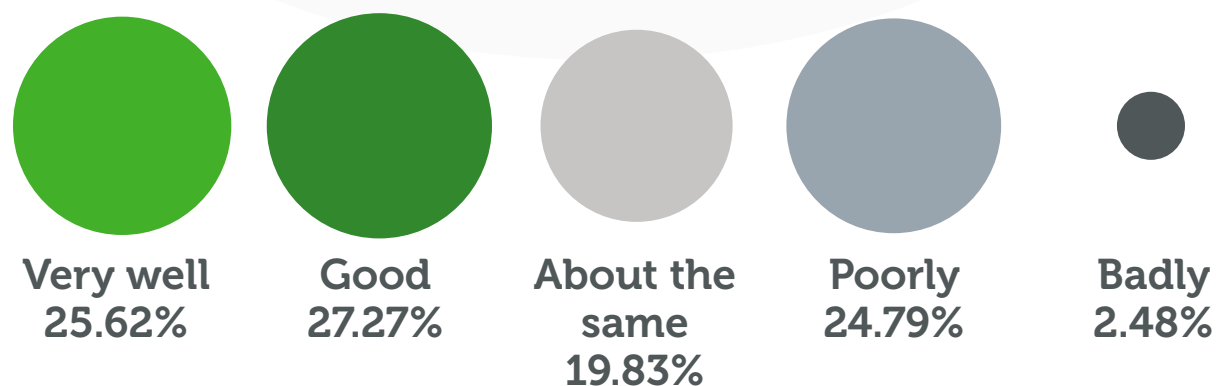
While many film releases have been cancelled, TV continued to be a big part of our lives while in lockdown. Streaming sites like Netflix, Amazon Prime, and Disney+ are seeing huge audience spikes. With Carole Baskin becoming top of any zeitgeist list.

But our concept of what visual entertainment looks like has transformed almost overnight. Whether it is Stephen Colbert performing a monologue from his bathtub. Or Have I Got News For You filmed on computers in the panellists' homes.

While none of these media technologies were formed during the crisis, their use has been accelerated by it. TV has lost its gloss and shows like The Mash Report look like YouTube channels. Maybe TV will realise content will sell over a glossy set?



## How are you adapting your leisure activities during the crisis?

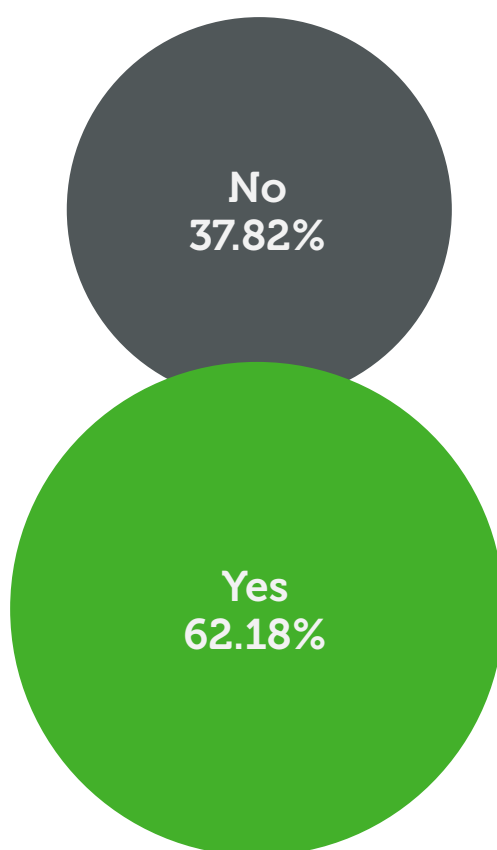


Over all, people have adapted their leisure activities well. With only 27% of respondents stating they've adapted poorly or badly.

Interestingly we find over 62% of people have started new activities during the crisis, which is incredible motivation for such a stressful time.

**Most people are finding ways of adapting their leisure activities during the crisis (53%) but 27% are struggling.**

**Have you started any new activities:  
such as running, virtual pub quizzes  
or watching the National Theatre  
live?**



62% of us have started new leisure activities and hobbies during the lockdown. This varied from exercises to virtual pub quizzes to streamed online cultural events.

What three things will you continue doing differently in your spare time going forwards?



Changes to our leisure activities look set to continue with exercise, family and walking dominating responses.

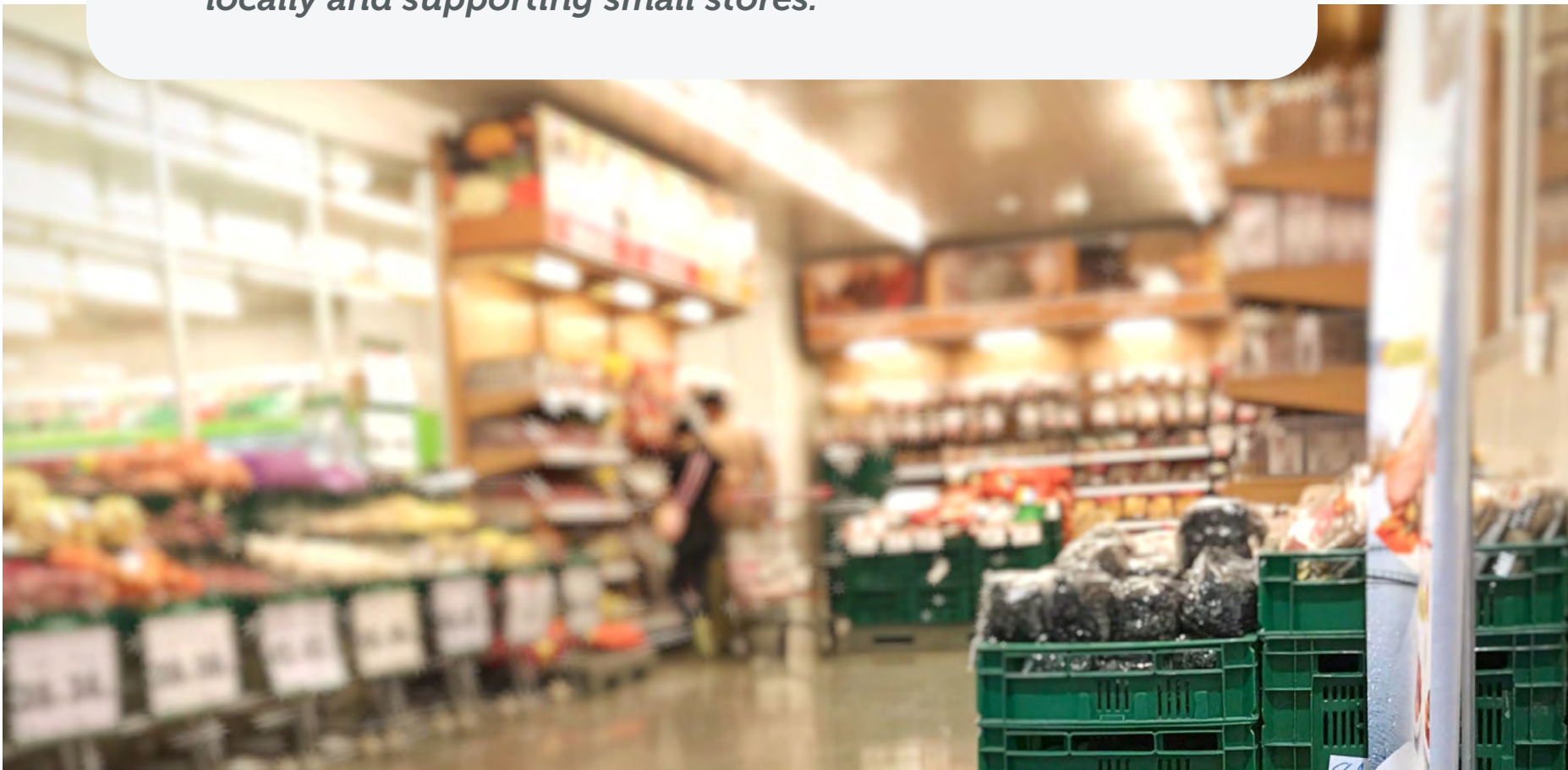


## Consumption

Supermarkets have seen sales in the last few weeks rivalling their busiest periods of the year. But the lockdown has been disastrous for the high street.

Town and shopping centre retailers were already reeling from the rise of internet shopping. Many operating on tiny margins have been forced to close, potentially for several months. This may result in several chains unable to survive the crisis.

**Diane Wehrle, Springboard's insights director, said: *"Now that they are once again familiar to consumers and being successful in delivering what is required, this episode may well provide a much-needed catalyst for shopping locally and supporting small stores."***



## How has your purchasing of food changed?



Shopping locally was the over whelming consumption change revealed through the survey. A combination of supermarkets running out of key stock and consumers being forced to shop elsewhere. Combined with a realisation how vulnerable these smaller shops are, which we enjoy having on our high streets.

# Conclusions

The survey has revealed that significant changes will take place post the COVID-19 crisis. From a work perspective, overwhelmingly, the changes seem to focus around homeworking, as part of a hybrid business model. Both employees and employers are finding significant benefits creating a structure where the office is still the beating heart of an organisation, but with increased homeworking to allow flexibility for both employee and employer.

The UK was on a tentative journey to rethinking office structures prior to the crisis. And the lockdown period has accelerated the journey to hybrid working much faster than anyone could have anticipated. If no further catalyst occurs, then the move to no office at all will be much slower.

Our need for social interactions in our social lives, will drive a reluctance for full time homeworking for many.

The chief executives of Barclays and WPP are predicting an end to crowded city centre offices and rush hours. Rather than everyone working from home full time, they are anticipating some homeworking combined with staggered start and finishing times to ease the commute, but also providing that much needed flexibility.

Jes Staley, the chief executive of Barclays, said the bank would look at a more de-centralised approach to staff working, including the prospect of local branches becoming satellite offices for more employees.

***"I think the notion of putting 7,000 people in a building may be a thing of the past, and we will find ways to operate with more distancing over a much longer period of time."***

***"You're going to find we use much more significantly our branches as alternative sites for investment bankers and call centre workers and people in the corporate bank."***

The view is echoed by Mark Read, the chief executive of WPP, the world's biggest employer in the marketing and advertising sector with 106,000 staff. He said employees returning to work would be in offices at **"substantially lower capacity with enhanced safety measures"**.

In leisure, people are being buoyed by their increased work productivity, and in many cases a degree of flexibility over working hours. This is encouraging us to exercise more, as well as try new hobbies. Over 62% of us are trying something new, and roughly half of us plan to change the way we shop permanently.

# Domestic abuse

As part of this research we mentioned domestic abuse. If you are affected by this, there are several helplines that you could ring to get help, support and most importantly safety. Please do reach out to one of these organisations if you are suffering, or worried about someone you know.

**Call the National Domestic Abuse Helpline for free and confidential advice, 24 hours a day on 0808 2000 247.**

**The Men's Advice Line is a confidential helpline for male victims of domestic abuse and those supporting them. Contact on 0808 801 0327.**

**Galop runs the National LGBT+ Domestic Abuse specialist helpline. Contact 0800 999 5428.**

**Email: [help@galop.org.uk](mailto:help@galop.org.uk)**

**Chayn provides online help and resources in several languages about identifying manipulative situations and how friends can support those being abused. [chayn.co](https://chayn.co)**

BAME specialist services:

**Imkaan is a women's organisation addressing violence against black and minority women and girls. Contact on 020 7842 8525**

**Southall Black Sisters offer specialist support, advocacy and information to Asian and Afro-Caribbean women suffering abuse. Contact on 0208 571 9595.**

For details of further helplines, visit the [gov.uk](https://gov.uk) website.

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# Who we are

Restore plc provide office support services to businesses the length and breadth of the UK, covering both public and private sectors.

Here at Restore we strive to provide first-class customer service alongside high levels of security to help you run your business as smoothly and efficiently as possible, with complete peace of mind.



If you are interested in finding out more.

Get in touch and we'll happily answer any of your questions:

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Join the discussion on LinkedIn:

[www.linkedin.com/company/restore-digital/](https://www.linkedin.com/company/restore-digital/)

Twitter: [@RestoreDigital](https://twitter.com/RestoreDigital)

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