Methodology: Savanta ComRes interviewed 1,006 UK adults who work from home in an average working week online between 21st and 26th October 2022. Data were weighted to be representative of the UK’s homeworkers by age, sex, region and income.

**Q1. In an average working week, which of the following best describes where you work?** Base: All respondents (n=1,006)

|  |  |
| --- | --- |
| Worked from home only (not travelled to work) | 29% |
| Travelled to work only (not worked from home) | \* |
| Both worked from home and travelled to work | 71% |
| Don’t know | \* |

*\*Respondents who answered this were screened out*

* Among homeworkers surveyed, seven in ten (71%) say they work both from home and travel to work in an average week.
* Homeworkers under 40 (79% vs. 67% of those 40+), those working full time (76% vs. 55% of part time workers) and those with an income greater than £30,000 (78-81% vs. 33-69%) are more likely to say they work both from home and travel to work.

**Q2. You mentioned that in an average working week you work from home and travel to work. On average, how many days do you work from home?** Base: All respondents who work from home and travel to work (n=733)

|  |  |
| --- | --- |
| 1 day | 11% |
| 2 days | 29% |
| 3 days | 35% |
| 4 days | 18% |
| 5 days or more | 6% |
| Don’t know | 1% |
| **NET: 1-2 days** | **40%** |
| **NET: 3+ days** | **59%** |

* Among those who work from home and travel to work, the majority work from home 2 (29%) or 3 (35%) days a week.
* Among those who work from home and travel to work, women (64% vs. 53% of men), workers under 40 (64% vs. 55% 40+), full time workers (63% vs. 41% part time) and those who are free to choose where they work (64% vs. 50% who say their employer decides) are more likely to work from home 3+ days a week.

**Q3. Which of the following statements best describes how where you work is determined?** Base: All respondents (n=1,006)

|  |  |
| --- | --- |
| I am free to choose how often I work from home or travel to work | 64% |
| My employer decides how often I work from home or travel to work | 35% |
| Don’t know | 1% |

* Two thirds (64%) of homeworkers say they are free to choose how often they work from home or travel to work, while a third (35%) say their employer decides.
* Homeworkers aged 18-29 (47%) are significantly more likely to say their employer decides how often they work from home or travel to work (vs. 28-38% among older age groups).
* Seven in ten (70%) of those who in an average week work only from home say they are free to choose how often they work from home or travel to work, compared to three in five (61%) hybrid workers who say the same.
* Hybrid workers who work from home 3+days a week are significantly more likely than those who work from home 1-2 days a week to say they are free to choose where they work (67% vs. 53%).

**Q4. You mentioned that your employer decides how often you work from home or travel to work. If you had free choice, would you work from home more, less or about the same?** Base: All respondents who say their employer determines how often they work from home (n=353)

|  |  |
| --- | --- |
| Much more | 24% |
| Slightly more | 28% |
| About the same | 40% |
| Slightly less | 6% |
| Much less | 2% |
| Don’t know | 1% |
| **NET: More** | **51%** |
| **NET: Less** | **8%** |

* Half (51%) of homeworkers who say their employer decides how often they work from home or travel to work say they would work from home more if they had free choice, only 8% say they would work from home less.
* Three in five (62%) hybrid workers who work from home 1-2 days a week say they would work from home more if they had free choice, compared to just under half (48%) of hybrid workers who work from home 3+days a week.

**Q5. How often, if at all, would you say you have IT problems (e.g. unreliable or slow broadband, poor audio and video quality) when working from home?** Base: All respondents (n=1,006)

|  |  |
| --- | --- |
| Very often | 5% |
| Fairly often | 21% |
| Not that often | 62% |
| Never | 11% |
| Don't know | \*% |
| **NET: Ever** | **89%** |
| **NET: Very/fairly often** | **27%** |
| **NET: Not that often/never** | **73%** |

* Nine in ten (89%) homeworkers say they experience IT problems when working from home, with a quarter (27%) saying this happened very or fairly often.
* Homeworkers under 40 are almost twice as likely as those over 40 to say they experience IT problems when working from home very or fairly often (37% vs. 20%).

**Q6. You mentioned you have IT problems when working from home. To what extent, if at all, does this make working from home stressful?** Base: All respondents who say they have IT problems (n=899)

|  |  |
| --- | --- |
| Very stressful | 10% |
| Fairly stressful | 36% |
| Not very stressful | 42% |
| Not at all stressful | 12% |
| Don't know | \*% |
| **NET: Very/fairly stressful** | **46%** |
| **NET: Not very/at all stressful** | **54%** |

* Among homeworkers who experience IT problems, approaching half (46%) say it makes working from home very or fairly stressful.
* Those earning more than £40,000 at less likely to say that IT problems makes working from home very or fairly stressful (37% vs. 49-56% among those earning £15,000 to £40,000).

**Q7. You mentioned you have IT problems when working from home. To what extent, if at all, does this make working from home less productive?** Base: All respondents who say they have IT problems (n=899)

|  |  |
| --- | --- |
| Much less productive | 10% |
| Slightly less productive | 43% |
| Not really less productive | 30% |
| No less productive | 15% |
| Don't know | 1% |
| **NET: Much/slightly less productive** | **53%** |
| **NET: Not really/no less productive** | **46%** |

* Among homeworkers who experience IT problems, over half (53%) say this makes them less productive.
* Homeworkers aged 18-39 are more likely to say that IT problems make working from home less productive compared to those aged over 40 (59% vs. 49%).

**Q8. If you had an important video conferencing meeting (e.g. Zoom, Teams), how confident would you be conducting this meeting from home given the reliability of your broadband?** Base: All respondents (n=1,006)

|  |  |
| --- | --- |
| Very confident | 37% |
| Fairly confident | 47% |
| Not very confident | 12% |
| Not at all confident | 3% |
| Don’t know | 1% |
| **NET: Confident** | **84%** |
| **NET: Not confident** | **15%** |

* Five in six (84%) homeworkers say they would be confident in their broadband to conduct an important video conferencing meeting from home.
* Homeworkers under 40, are twice as likely to say they would not be confident in their broadband compared to homeworkers over 40 (22% vs. 10%).

**Q9. You mentioned that you decide how often you work from home or travel to work. To what extent, if at all, does your IT setup at home make you more or less likely to choose to travel to work?** Base: All respondents who choose how often they work from home (n=640)

|  |  |
| --- | --- |
| Much more likely to travel to work | 5% |
| Slightly more likely to travel to work | 28% |
| No more nor less likely | 39% |
| Slightly less likely to travel to work | 8% |
| Much less likely to travel to work | 17% |
| Don’t know | 2% |
| **NET: More likely** | **34%** |
| **NET: Less likely** | **24%** |

* Among workers who are free to choose how often they work from home, two in five (39%) say their IT setup at home doesn’t affect how often they choose to travel to work. A third (34%) say it makes them more likely to travel to work, whilst a quarter (24%) say it makes them less likely to travel to work.
* 18-39 year olds (52% vs 23% of those 40+), full-time workers (40% vs. 13% of part time workers), and those earning more than £40,000 a year (47% vs. 16-32% among those earning £15,000 to £40,000) are more likely to travel to work based on their home IT setup.

**Q10. Does your employer provide any financial or logistical support to get better broadband for working at home?** Base: All respondents (n=1,006)

|  |  |
| --- | --- |
| Yes | 29% |
| No | 68% |
| Don't know | 3% |

* Only three in ten (29%) homeworkers say their employer provides financial or logistical support to get better broadband at home
* Women (34% vs. 24% of men), under 40s (38% vs. 23% of over 40s), and those working full time (33% vs. 16% of part time workers) are more likely to say they receive financial or logistical support from their employer.
* Those who work hybrid with 3+days at home are most likely to say their employer provides support (37% vs. 25% among those who work from home 1-2 days a week and 22% among those who work from home only).

**Q11. Business quality broadband can cost £500-£1000 a year to install and run. Which of the following statements best describes your view?** Base: All respondents (n=1,006)

|  |  |
| --- | --- |
| Employers who require working from home **should have to pay** for employees to have business quality broadband at home | 65% |
| Employers who require working from home **should not have to pay** for employees to have business quality broadband at home | 23% |
| Don't know | 12% |

* Two thirds (65%) of homeworkers say that employers who require working from home **should have to pay** for employees to have business quality broadband at home.
* Those under 40 are significantly more likely to say that employers should have to pay for business quality broadband compared to homeworkers over 40 (71% vs. 62%).
* Those who say their employer decides how often they work from home are just as likely as those who have free choice to say that employers who require working from home should pay for business quality broadband at home (66% among both groups).

**Q12. HMRC typically taxes at home business-quality broadband paid for by your employer as a benefit in kind like a company car or private healthcare. Which of the following statements best describes your view?** Base: All respondents (n=1,006)

|  |  |
| --- | --- |
| Business-quality broadband at home **should** be tax free | 72% |
| Business-quality broadband at home **should not** be tax free | 17% |
| Don't know | 12% |

* Three quarters of homeworkers (72%) say that business quality broadband at home should be tax free.
* Women (21% vs. 11% of men) and those under 40 (21% vs. 14% of over 40s) are more likely to say that business quality broadband at home should not be tax free.