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The Scaleup Culture Report 2024

A national report diving into the current state of workplace culture across the UK's technology sector

Contents

About this report

Data from this report focuses only on the UK technology sector and does not represent the workforce as a whole. The data in this report comes from ~2000 respondents across the UK working in tech jobs, and therefore the data illustrated throughout the majority of the report should be interpreted as such.

- 2,000 respondents surveyed.

- Respondents are from technology companies only, in a range of roles.

- The survey was conducted across the United Kingdom by Sapio Research.

- Insights and opinions derive from video and podcast interviews with Techspace member companies and the Tech Nation Future Fifty community, known as Tech Nations' growing late-stage ventures, moving to IPO and beyond.

- Additional insights and survey data is included from the Operations Nation community.

- Commissioned and written by Techspace.

Contributors

TECH NATION

SAPIO RESEARCH

OPERATIONS NATION

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About us

Techspace is a place for change–makers with tech at the heart of what they do.

With space, expertise and community to amplify and inspire impact.

With over 10 years serving the tech sector we know what ambitious businesses are looking for. From space that flexes with you, to event programming and workshops designed to develop and inspire your team, you'll find we have the perfect place to attract top talent and drive your business forward.

Where change–makers are made.
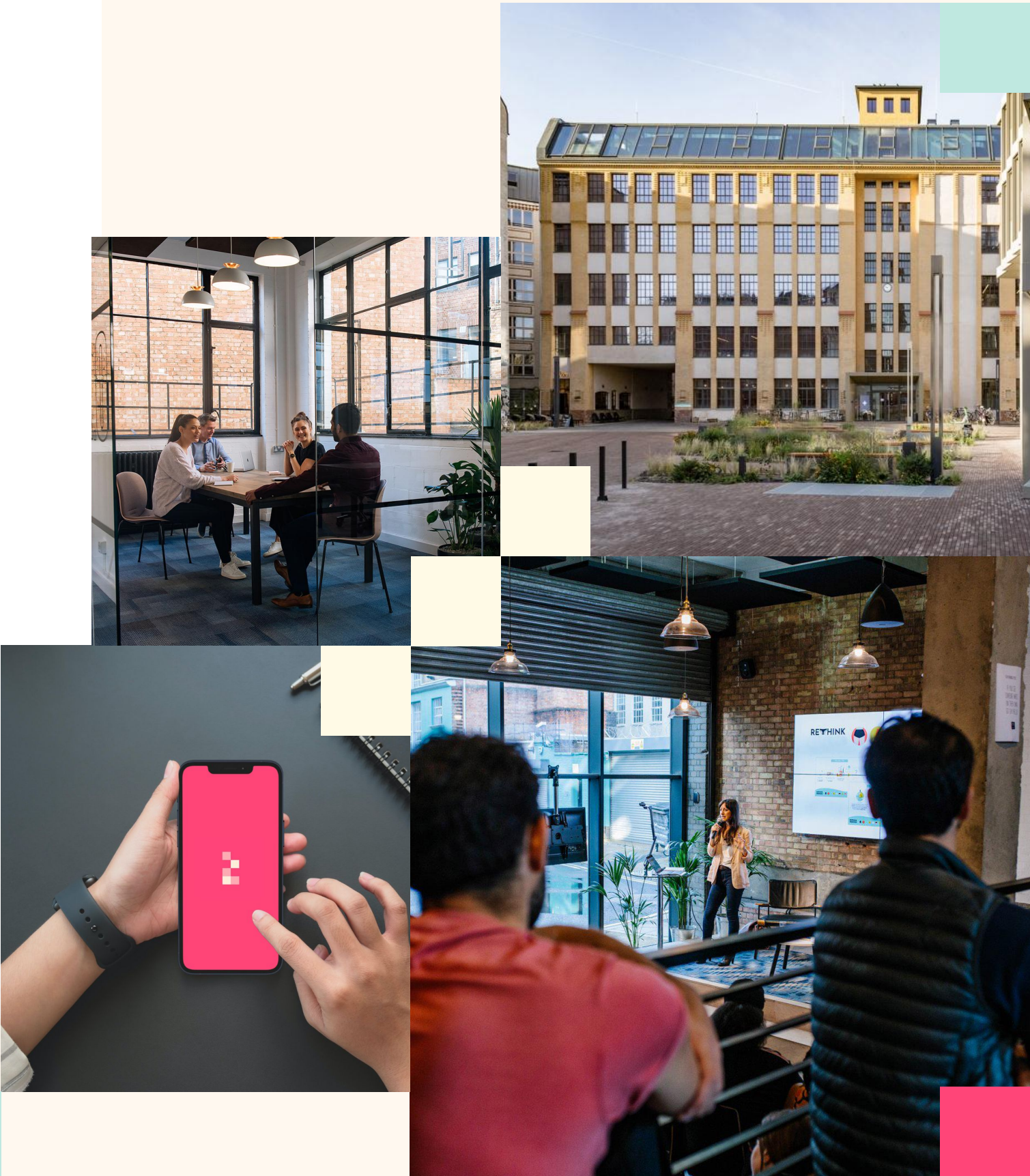
Supported by

Tech Nation is the leading growth platform for tech insights, connections, collaboration and talent, empowering ambitious founders and their teams with the access and knowledge they need from seed stage to success story. Powered by Founders Forum Group.

Operations Nation is a community-powered knowledge hub for operations leaders. The community is home to 1,500+ startup and scaleup ops professionals from all over the globe, dedicated to helping each other grow by sharing experiences and advice.

Sapio Research is a full-service B2B and tech market research agency that helps businesses grow thanks to high quality, efficient and honest research solutions.

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Foreword

The world of work continues to experience a profound transformation. Whether it's the environments in which we work, the ways we communicate with colleagues, or the AI tools we use every day, it is constantly evolving at a rapid pace!

Alongside this continuous advancement, the complexities and nuance embedded in the world of work are also growing. Younger generations view and approach work differently compared to previous ones. Attitudes towards work have shifted as wars, pandemics and climate change make headlines, and the ever-evolving digital landscape has enabled—and validated—that work can indeed be carried out effectively from almost anywhere.

Moreover, every company is different, so there is no one-size-fits-all solution for how businesses approach the workplace. Unsurprisingly, this makes the workplace and our approaches to work a hot topic in every organisation.

Over the past year, finding the right balance between what is best for the company and what is best for the employee has remained at the heart of discussions in many boardrooms. With economic challenges increasing pressure on leadership teams to shift from a 'growth at all costs' approach to profitability, several high-profile CEOs have mandated more in-office days to boost company productivity, collaboration and ideation. Some, like electric car manufacturer Tesla, have even enforced a five-day working week.

Others, such as Slack and Dropbox, have fully embraced remote working, operating across borders and recruiting from as far afield as beaches to mountains. Meanwhile, some companies are experimenting with a four-day working week.

What does all this mean? How prevalent are these trends among UK businesses? What is considered normal today? How do UK tech workers wish to work now, compared to 12 months ago? Which attitudes have shifted, and what lies ahead for the future of work? How is AI impacting jobs? Has the world of work changed irrevocably? Are we all returning to full-time office work? Where are we headed next?

This report aims to answer these questions by surveying respondents across the UK, interviewing leaders from top tech companies in the ecosystem, and comparing these trends and insights with last year's report.

Philip Ellis
Co-founder and Marketing
Director at Techspace

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Setting the scene, 12 months on

Over the past 12 months, the work landscape in the UK has continued to evolve rapidly.

Last year we were preoccupied with the need to adapt to a new era of work as the pandemic initiated a period of significant adjustment for many businesses.

This period brought unfamiliar challenges, with no established best practices to rely on and no possibility of returning to previous norms.

As highlighted in last year's report, UK companies adopted more flexible working practices, with 'the new normal' being that 75% of tech workers engaged in some form of hybrid working—an unprecedented and widespread change that affected almost every business globally.

This shift, combined with a shortage of available talent, triggered a talent war, with companies striving to meet employees' needs to attract the best workers away from competitors.

Fast forward to present-day UK, the economic landscape has presented new challenges for businesses. High debt levels, reduced international trade, and slow growth has led to a cost of living crisis and tighter market conditions for raising new money.

These conditions have forced businesses to prioritise profitability over growth, resulting in some tech companies cutting their workforce. Data from 2024 shows that 37% of tech workers reported a reduction in headcount in the past 12–18 months.

This year, however, there seems to be a shift in the employer–employee power dynamic, with the needs of employers gaining more influence.

Our report indicates that one third fewer companies are adopting a hybrid work model compared to last year, with more UK tech businesses preferring mandated days over flexibility.

So, is the pendulum swinging back on working policies? There is no denying that a course-correction is occurring. The question remains, how far will it swing?

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The Scaleup Culture
Podcast

Tune in to get the inside track from leading tech companies with real–life examples from leading tech scaleups. Listen to conversations with Techspace members, Tech Nation's Future Fifty cohort, and our Techspace CEO.

- Workplace culture
- Future of work
- Talent attraction and retention

- The rise of AI
- Wellbeing in the workforce
- How to manage productivity in uncertain times

You'll also gain insights from each business on their approach to the workplace, how things have evolved since the pandemic, what's working, and their predictions for what's coming next!

Listen to the podcast series here: https://tchsp.co/scaleup-culture-pod

6 episodes

Steve Peralta
(Co-founder at Unmind)

Richard Mabey
(Co-founder & CEO at Juro)

Husayn Kassai
(CEO & founder at Quench.AI)

Hosted by Jane Wakefield
(Ex–BBC journalist)

Hayley Samuels / Ankush Korla
(Real Estate & Workplace Manager / VP, Consulting & SI Partners at Databricks)

Charles Armitage / Caroline Hayes
(CEO / Head of People Operations at Florence)

Jonathan Bevan
(CEO at Techspace)

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What's changed since last year?

More companies are mandating office days

Compared to last year, one third fewer respondents are working in companies that employ a Hybrid Fixed or Hybrid Flex approach.

As illustrated in **Figure 1,** the primary shift in working policies among UK companies involves a move from a Hybrid Flex model to full-time office attendance.

It is evident that UK tech businesses are adopting workplace policies that favour a greater number of mandated days.
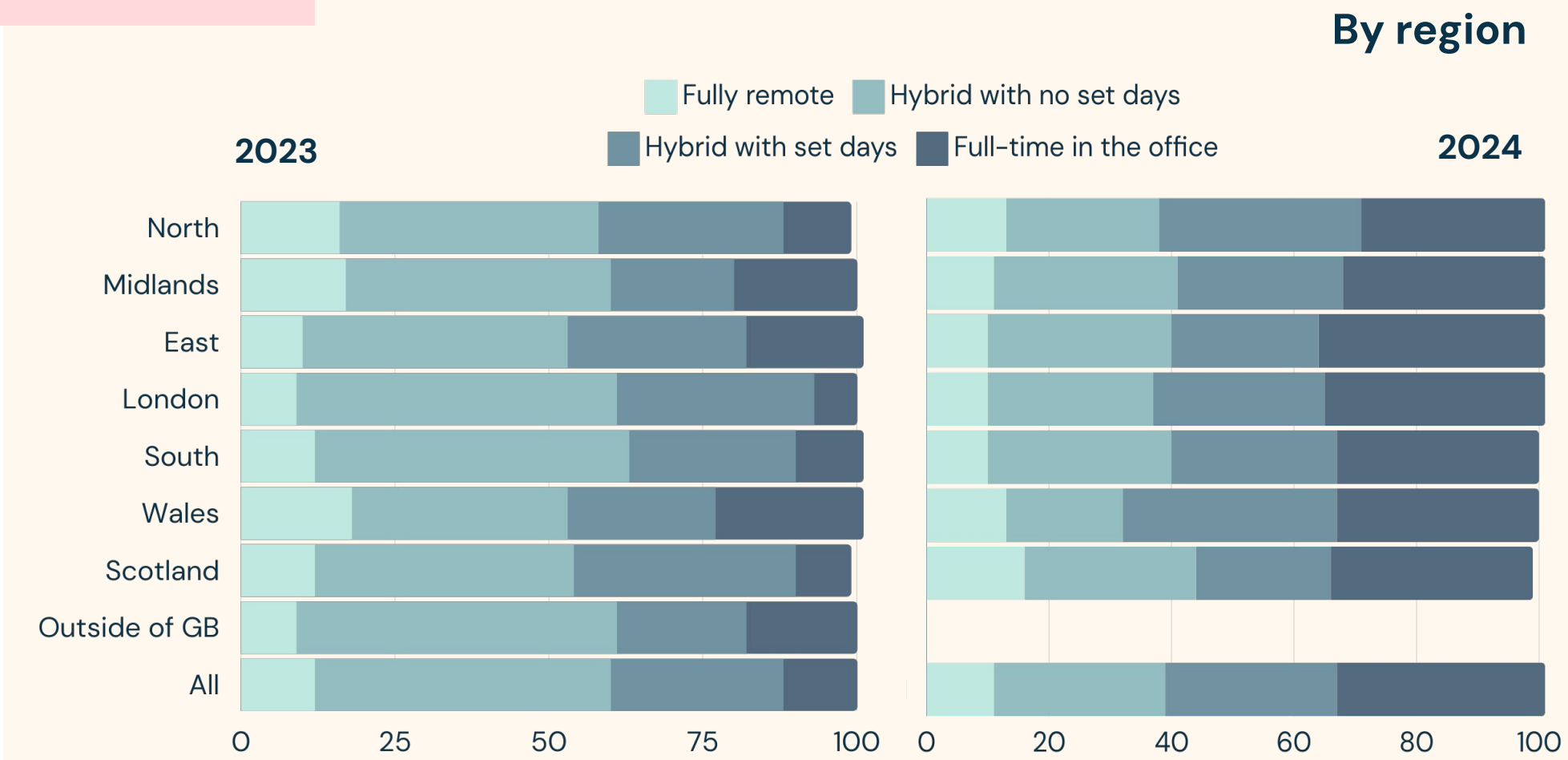
By region

Figure 1 – Comparison of UK work arrangements (2023 vs. 2024). Data displayed by region (%) shows the proportion of respondents working Fully Remote, Hybrid Flex, Hybrid Fixed, and Full-Time in the Office.

Notice the marked decrease in Hybrid Flex when comparing 2023 to 2024. In 2023, the results show that 76% work hybrid and 12% full-time in the office. In 2024, the results show just 56% work hybrid whilst 34% work full-time in the office.

And surprisingly London does not differ to other regions across the UK.

By department
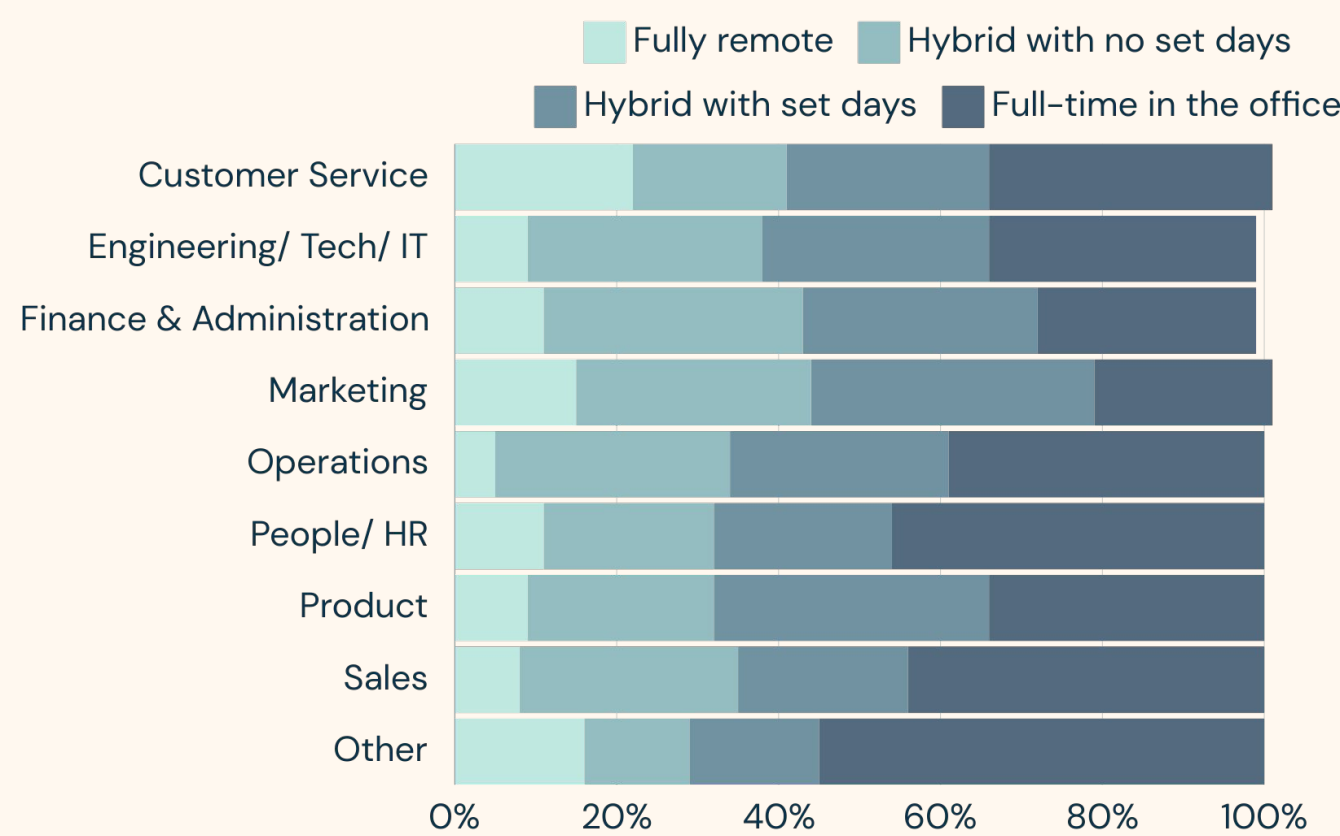
Figure 2 - Comparing work arrangements from 2024 data split by functional department.

Figure 2 illustrates that roles in Sales, Operations, and People/HR are more commonly found working full-time in the office.

Conversely, positions in Marketing, Finance & Administration, and Product are more likely to be hybrid.

Customer Service and Marketing roles are more likely to be Fully remote.

By company size
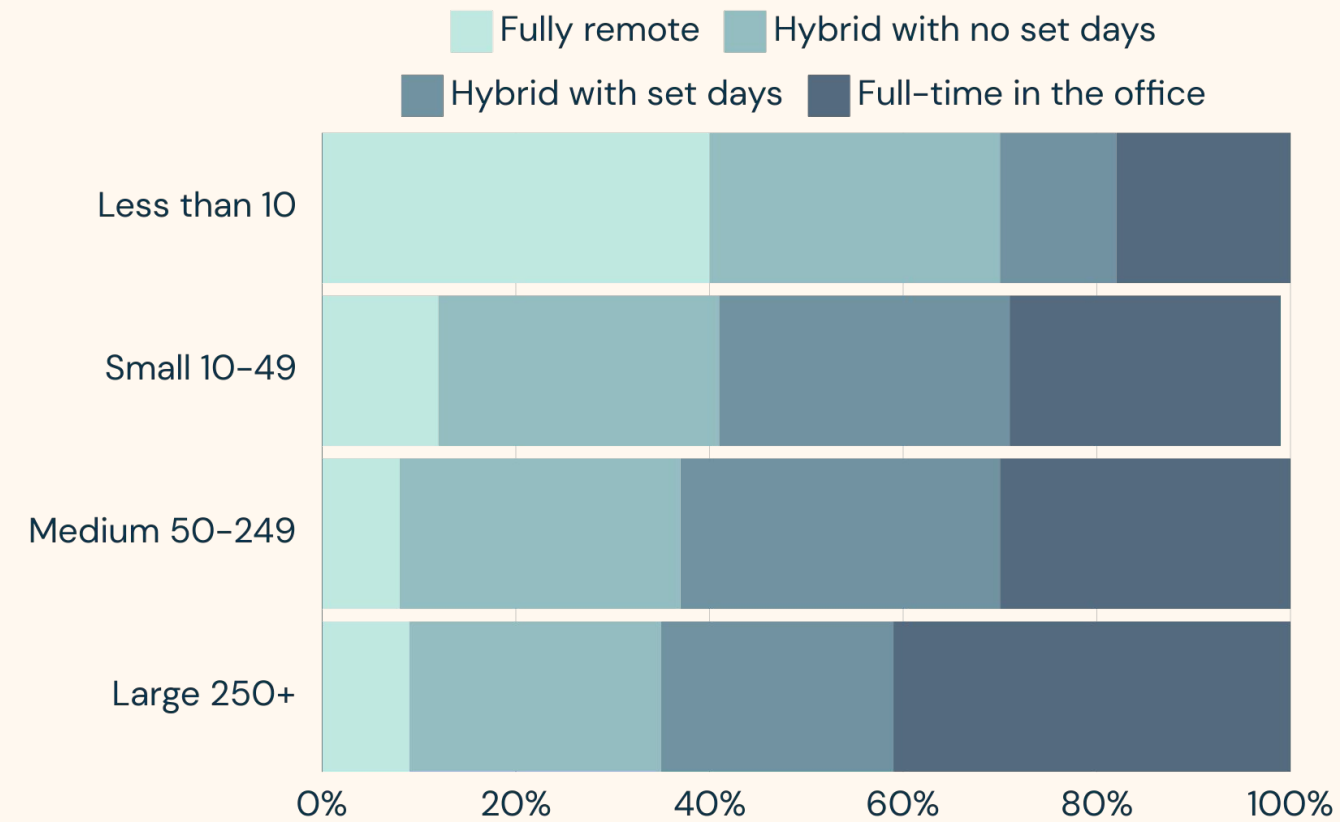
Figure 3 - Comparing work arrangements from 2024 data split by company size (in employees).

Figure 3 shows that hybrid working is most favoured by companies with 50–249 employees, with 62% adopting this model.

Larger companies are more inclined to have full-time, in-office work policies, while companies with fewer than 10 employees are more likely to be fully remote.

Monday is back in fashion (x2)

Monday has made a comeback, almost doubling attendance across the UK since last year (as illustrated in Figure 5).

In 2023, the average percentage of respondents using the office on Mondays was 30%, however this figure increased significantly to 57% this year.

Friday remains the least favoured day to be in the office, particularly among those aged 45–54 years old.

Last year, we observed that those under 35 spent the most time in the office compared to all other age groups, with office attendance decreasing as age increased. This year, the disparity is not nearly as pronounced.

Has the work–life balance shifted for those over 35? Could it be that the employee–employer dynamic is influencing more over 35's to come into the office in an effort to secure their jobs?

Or perhaps people of all ages are increasingly appreciating the benefits of socialising and working in person.

By age
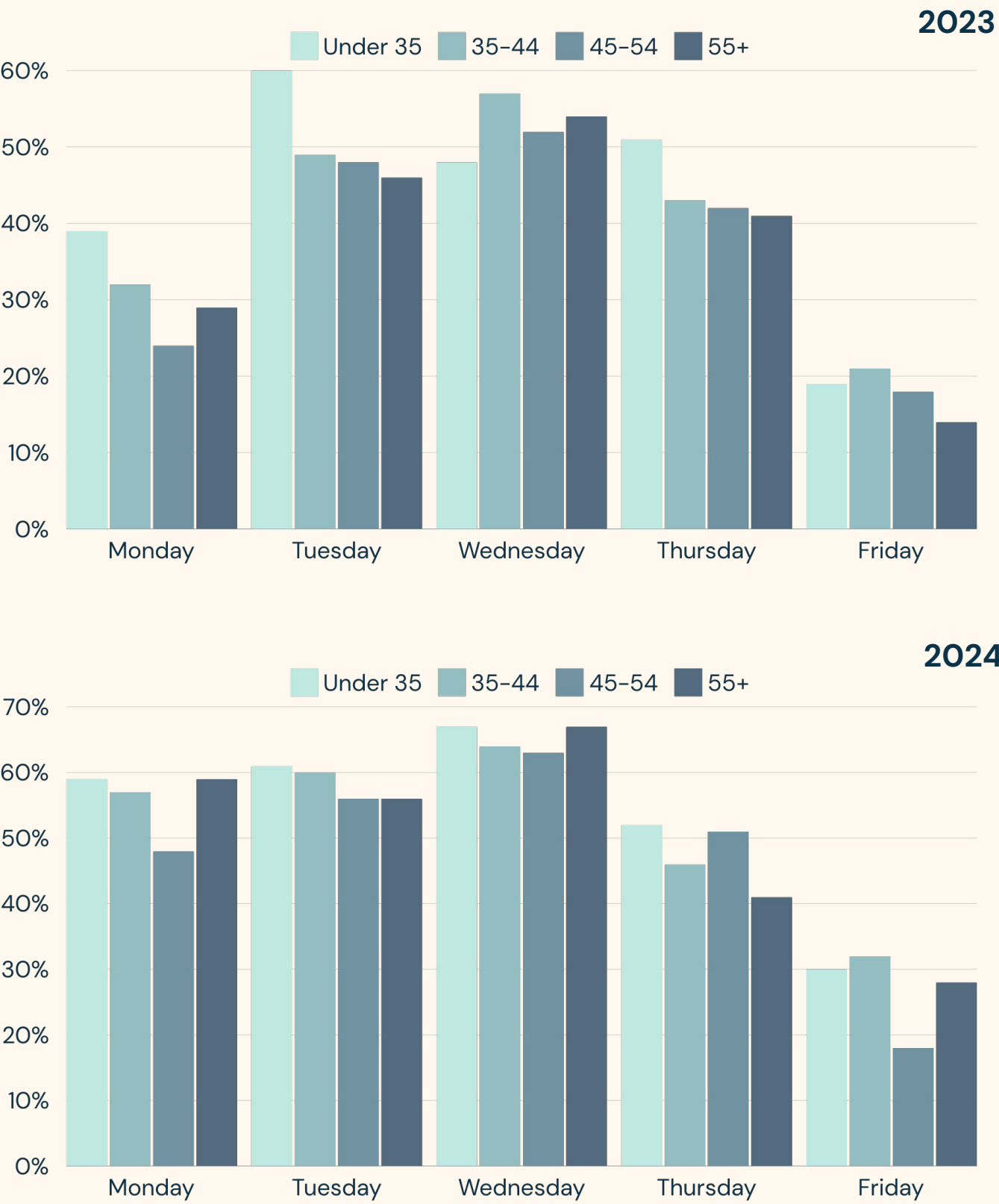
Figure 5 - Comparison of office days per week from 2023 (top) and 2024 (bottom) among Hybrid Fixed or Hybrid Flex workers. The data is broken down by respondents' age range and shows the percentage of respondents working each day.
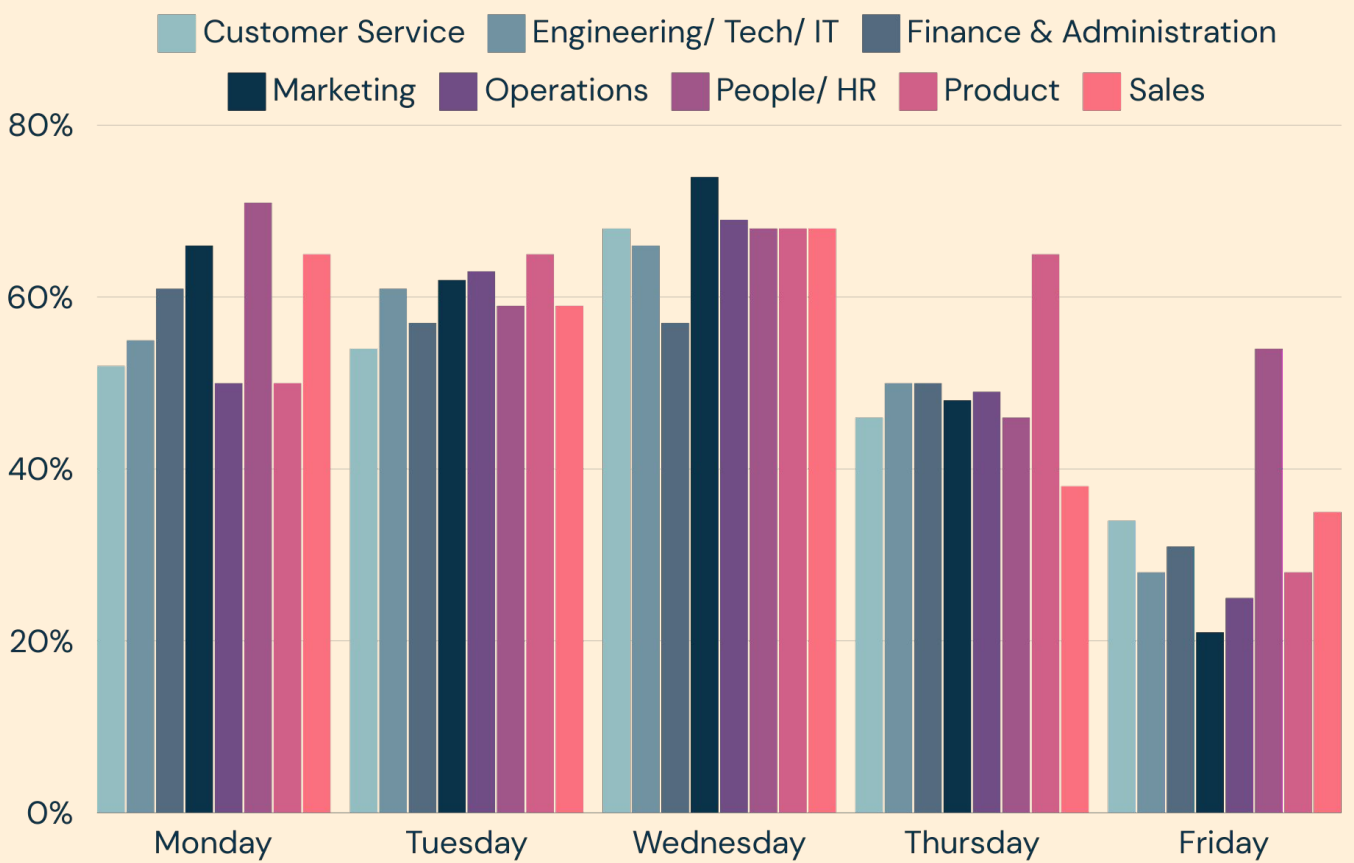
Do departments favour days of the week?

The notable takeaways from **Figure 6** include:

- People/ HR roles favour Fridays more than any other department
- Product teams favour Thursdays in the office more than any other department
- Sales and Marketing teams like starting the week being in the office

"I firmly believe in learning by doing, and seeing, our team, especially people earlier in their career like in sales really benefit from being in the office… the onboarding process, learning from each other, sharing insights gained from customers. There's a lot of magic and championship there that we are lucky to capture on a daily basis" **– Husayn Kassai**

What are you lot doing here? It's Monday…
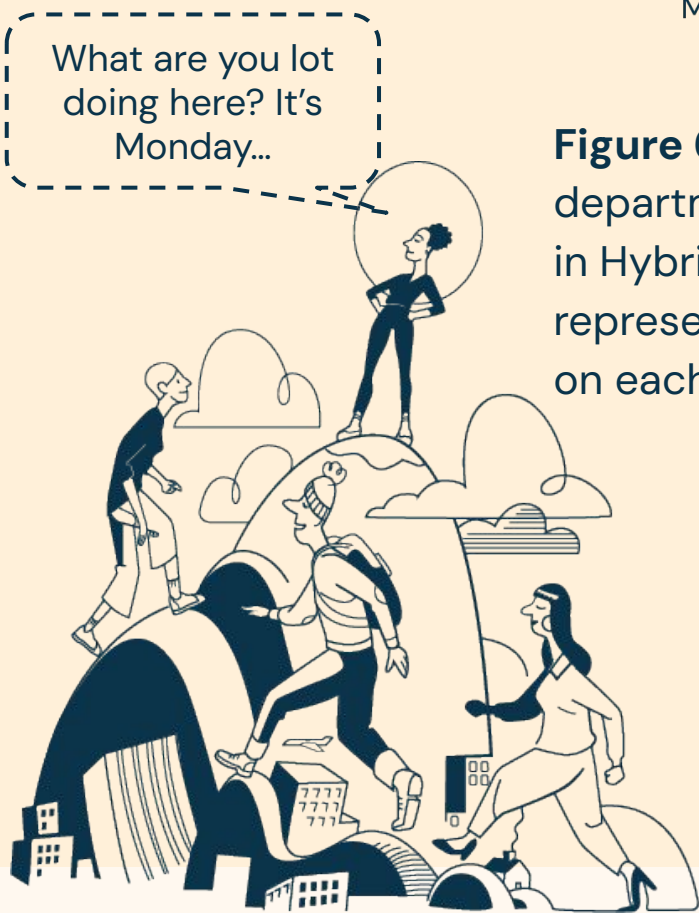
By department

Figure 6 - Days of the week in the office, broken down by department. The graph shows 2024 responses from those working in Hybrid Fixed or Hybrid Flex arrangements, with the vertical axis representing the percentage of respondents working in the office on each day.

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48% more in-office demand

UK tech workers are opting for more days in the office each week. This year's report indicates that the average employee prefers to come into the office three days per week (3.35 days, to be precise).

Figure 7 shows a 48% increase compared to last year's results. In 2023, respondents wanted to be in the office 2.27 days per week.

The report also reveals that decision-makers in the UK are particularly keen to be in the office, even more so than last year (3.69 vs 3.03 days).

The Scaleup Culture Report 2024
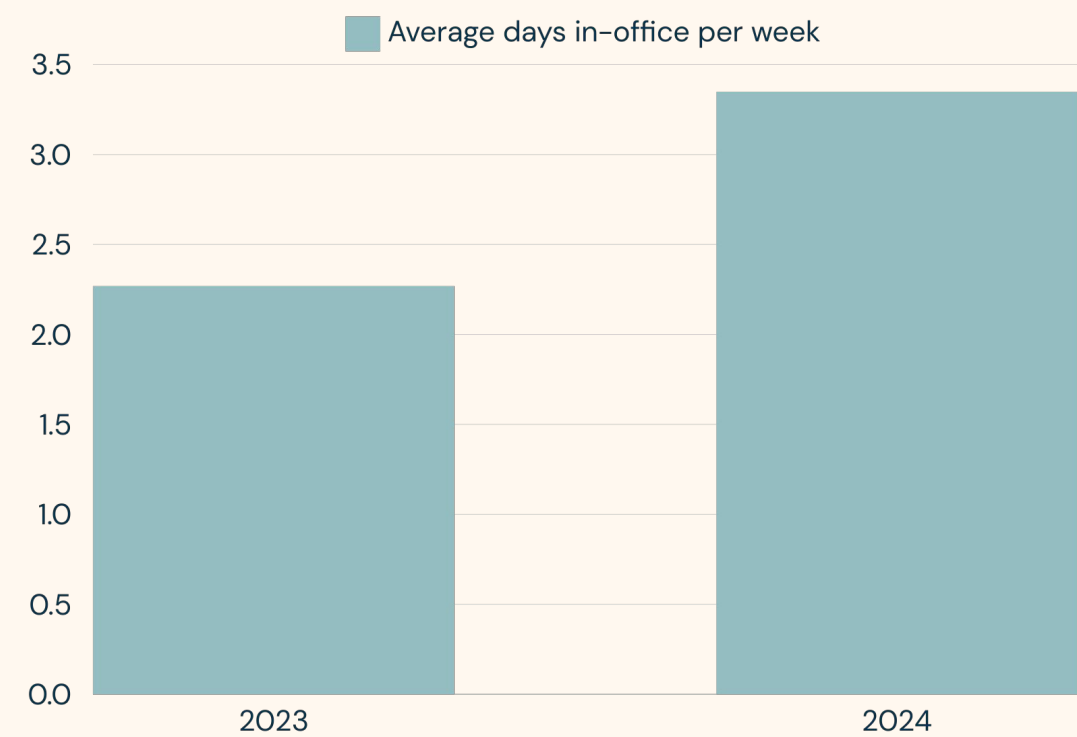
Figure 7 - Comparing 2023 and 2024 demand for in-office days. In the graph above the vertical axis illustrates the average number of days all respondents would choose to spend in the office each week.

More UK tech businesses use flexible workspaces

The 2024 report findings reveal a significant increase, with 79% of respondents now using flexible office space. A large part of this increase may be attributed to companies shifting from longer-term leasehold agreements to more flexible contracts as a result of the pandemic. Full-time remote respondents who use coworking spaces for drop-in days are likely to influence this increase.

In addition, the number of companies adopting hybrid working models has reduced by one-third, with many transitioning to full-time office-based roles.

79%

of UK tech professionals use flexible workspaces

Tech workers wary of AI replacing jobs

With AI becoming an increasingly prominent topic in global media and its technology advancing steadily, employees are concerned about AI replacing their jobs.

17% of respondents who changed jobs in the past 18 months reported losing their jobs due to the introduction of AI.

In London, this figure increased to 26%.

The data also indicates that this phenomenon predominantly affects larger companies with 250 or more employees.

Further details on how companies can tackle the emergence of AI in the workplace can be found on page 20.
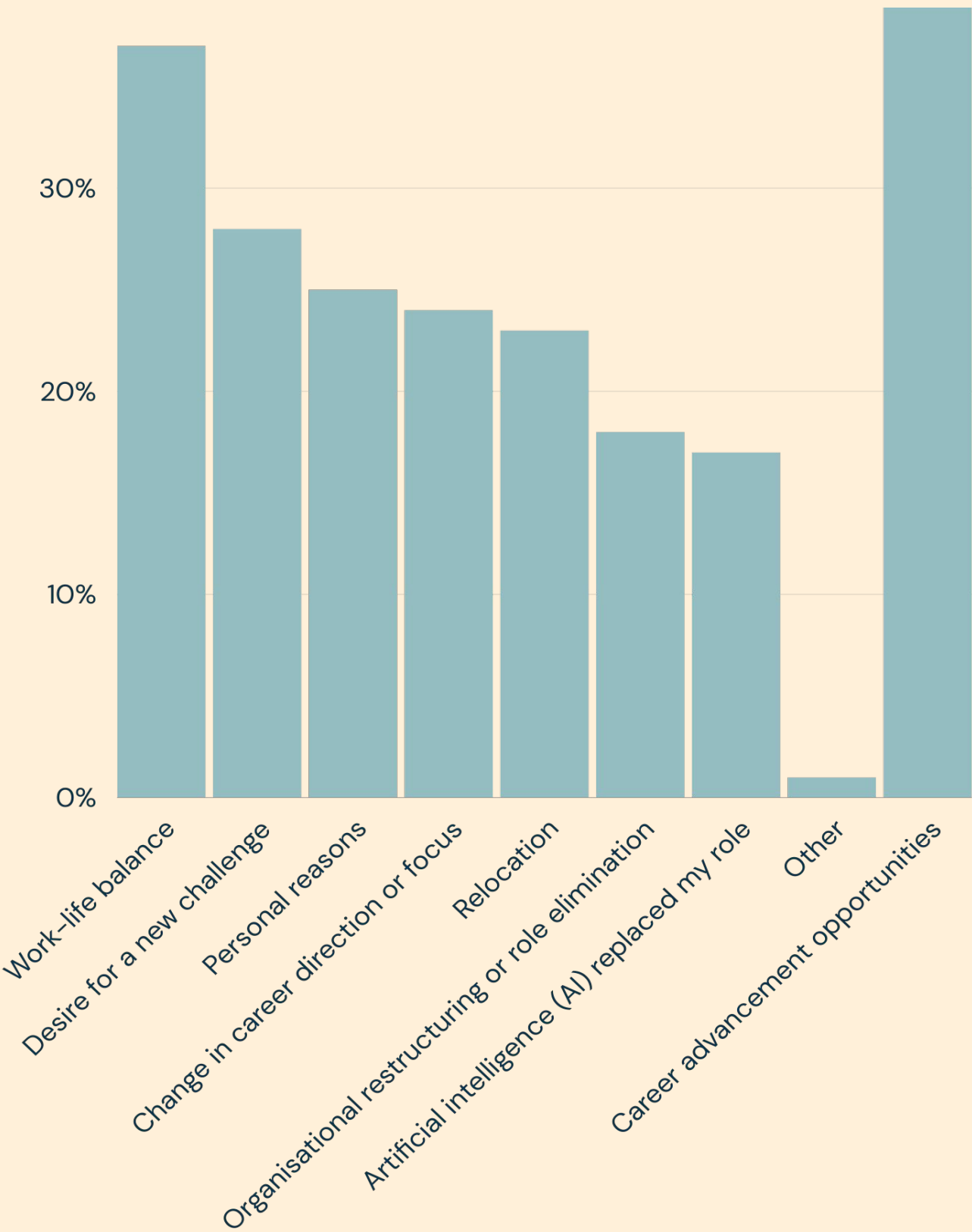
Figure 8 - Illustrating reasons respondents gave for changing jobs in the last 18 months. Where the horizontal shows the reason they gave, and the vertical axis shows the percentage of respondents who stated each reason.

What's remained consistent?

Social interaction is still the biggest attraction

Figure 9 reveals that social interaction remains the primary draw for UK tech workers returning to the office.

Being with colleagues and engaging in social interactions, along with meetings and collaborating in person, occupy the top two positions in the charts for 2023 and 2024, highlighting the significance of face-to-face interaction.

Notably, there is a trend towards improved tech setups this year, which marks the most significant climb in the rankings.

Rank	2023
No1	Being with my colleagues and social interaction
No2	Meetings/ collaborating with colleagues in-person
No3	A change in environment and/or inspiring workplace design
No4	Refreshments and snacks
No5	Heating/ air-conditioning
No6	Not applicable - nothing encourages me to work from the office
No7	I generate better ideas when working in-person with others
No8	Tech setup
No9	More learning opportunities in-person
No10	Dogs in the office
No11	Visibility to my boss
No12	Other
No13	Don't know

2024	Rank -/+
Being with my colleagues and social interaction	-
Meetings/ collaborating with colleagues in-person	-
Tech setup	up 5
I generate better ideas when working in-person with others	up 3
Breakfast or lunch paid for/ provided	new
More learning opportunities in-person	up 3
A change in environment and/or inspiring workplace design	down 4
My commute being paid for by my company	new
Visibility to my boss	up 2
Dogs in the office	-
Not applicable - nothing encourages me to work from the office	down 5
Don't know	up 1
Other	down 1

Figure 9 - Comparing 2023 and 2024 respondents ranking what attracts them into the office.

Some other interesting takeaways

The data from our survey also suggests that certain groups have stronger preferences than others when it comes to what attracts them to the office. The points below are selected from the data (not yet shown in the tables above):

- CEO's believe they generate better ideas when in the office
- Sales teams are most attracted by being around colleagues
- Product teams are more inspired by office environment than other department
- Under 35's more influenced by lunch being paid for than any other age group

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Fridays remain quiet

Last year, Friday was by far the least popular day to be in the office, and although there has been a slight uptick this year, it remains the least favoured day of the working week—half as popular as the next most favoured day.

It's evident that the trend of working from home on Fridays, which gained popularity during the pandemic, is a perk that many are keen to retain. If there's one day of the week employers are willing to concede, it's Friday.

93% agree being surrounded by tech people is valuable

Last year, 73% of respondents stated that being amongst other tech professionals at work was valuable. This year, that figure has risen to 93%, suggesting that it is more important than ever to be surrounded by peers with similar mindsets, values, and challenges.

As time in the office becomes increasingly valuable, it's understandable that peers seek meaningful and impactful interactions with their counterparts during that time.

We can certainly attest to this at Techspace. We've observed that the engagement and attendance at our function-specific events enjoy higher engagement than those aimed at a more general audience.

Flexible working trumps Hybrid working

As it was last year, when looking for new job a Flexible working policy is more important to respondents than a Hybrid working policy (53% flexible vs hybrid 40%).

Perhaps unsurprisingly, this is most prolific in the age category for 45–54 year olds where 63% of this age category choose Flexible working policies and 48% choose Hybrid working policies. Suggesting how this age group will likely reevaluate priorities in their life when it comes time to have a family.
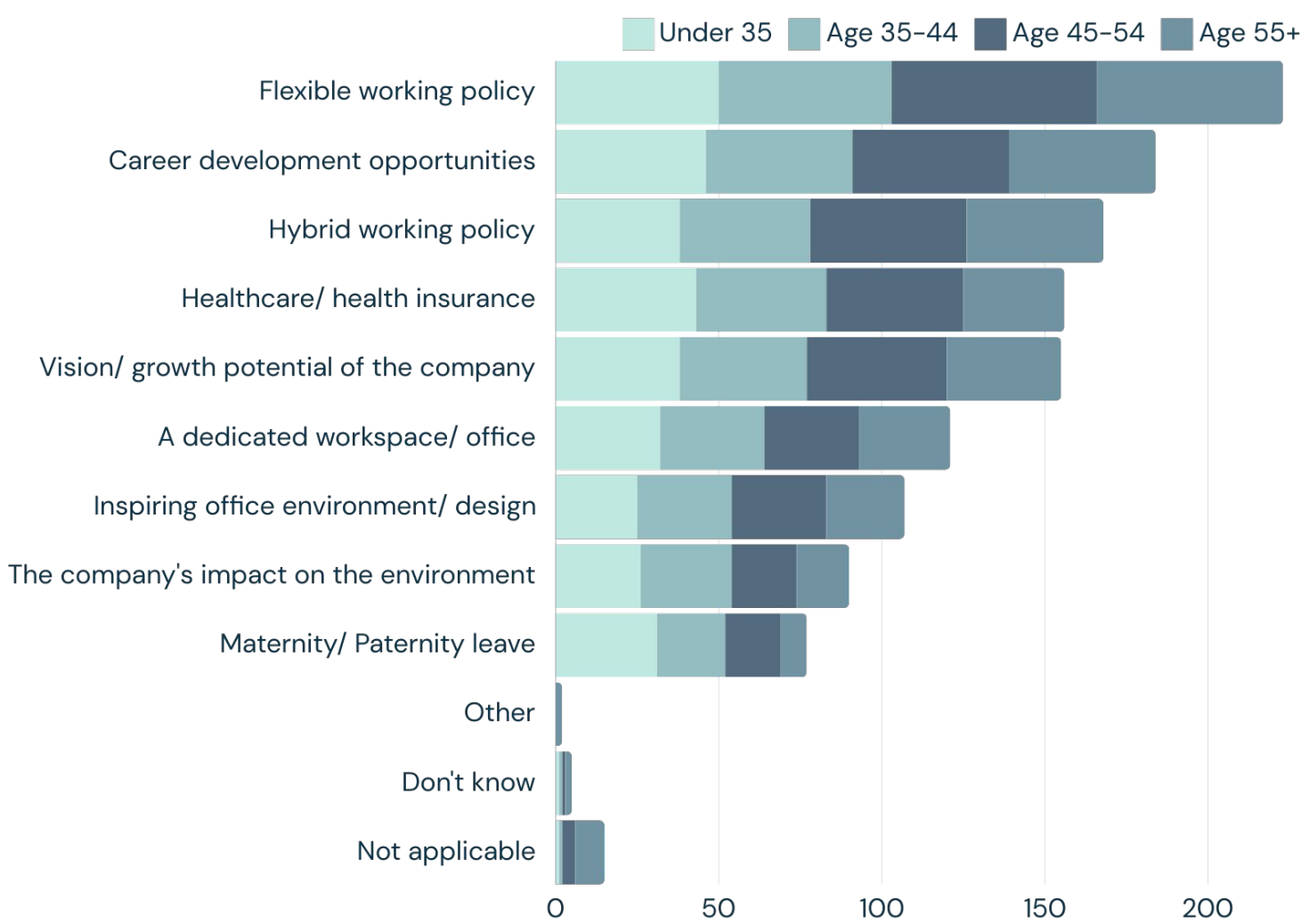
Figure 10 – Comparing what is important to respondents when considering a new role. The data is split by age group, where the horizontal axis illustrates the number of respondents who selected answers (note, pay, role and location were obfuscated from the results, and participants could choose more than one answer).

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What about today's younger workforce?

Let's focus on the under–35s. What motivates them?

- Social interaction remains key for under–35s, consistent with all age groups, with no change since last year.

- The provision of paid or provided breakfast or lunch is particularly popular among this age group.

- In-person learning opportunities are most preferred by the younger age group and least by the older cohorts, as one might expect!

- However, they are slightly less concerned about their visibility to their boss...

- But they do favour the presence of dogs in the office. Naturally.

When considering new job opportunities (refer to **Figure 10** on prior page), our survey indicates:

- Healthcare holds somewhat greater importance for younger age groups.

- While not as high in the rankings as with other age groups, maternity and paternity benefits are more significant to the younger demographic.
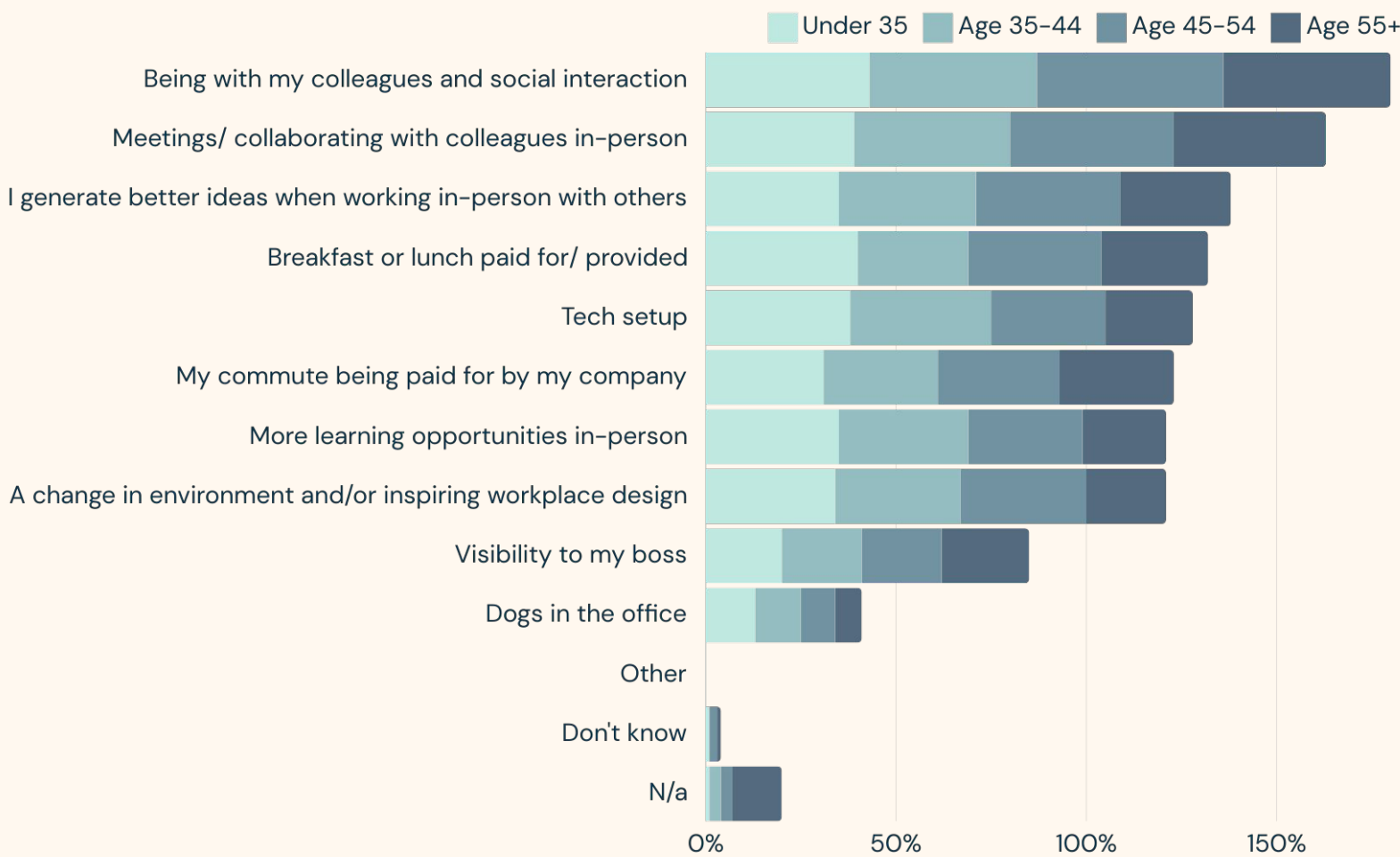
Figure 11 – Assessing what attracts respondents into the office. The data is split by age group, where the horizontal axis illustrates the number of respondents who selected that response (this is shown as a percentage). Note, participants could choose more than one answer.
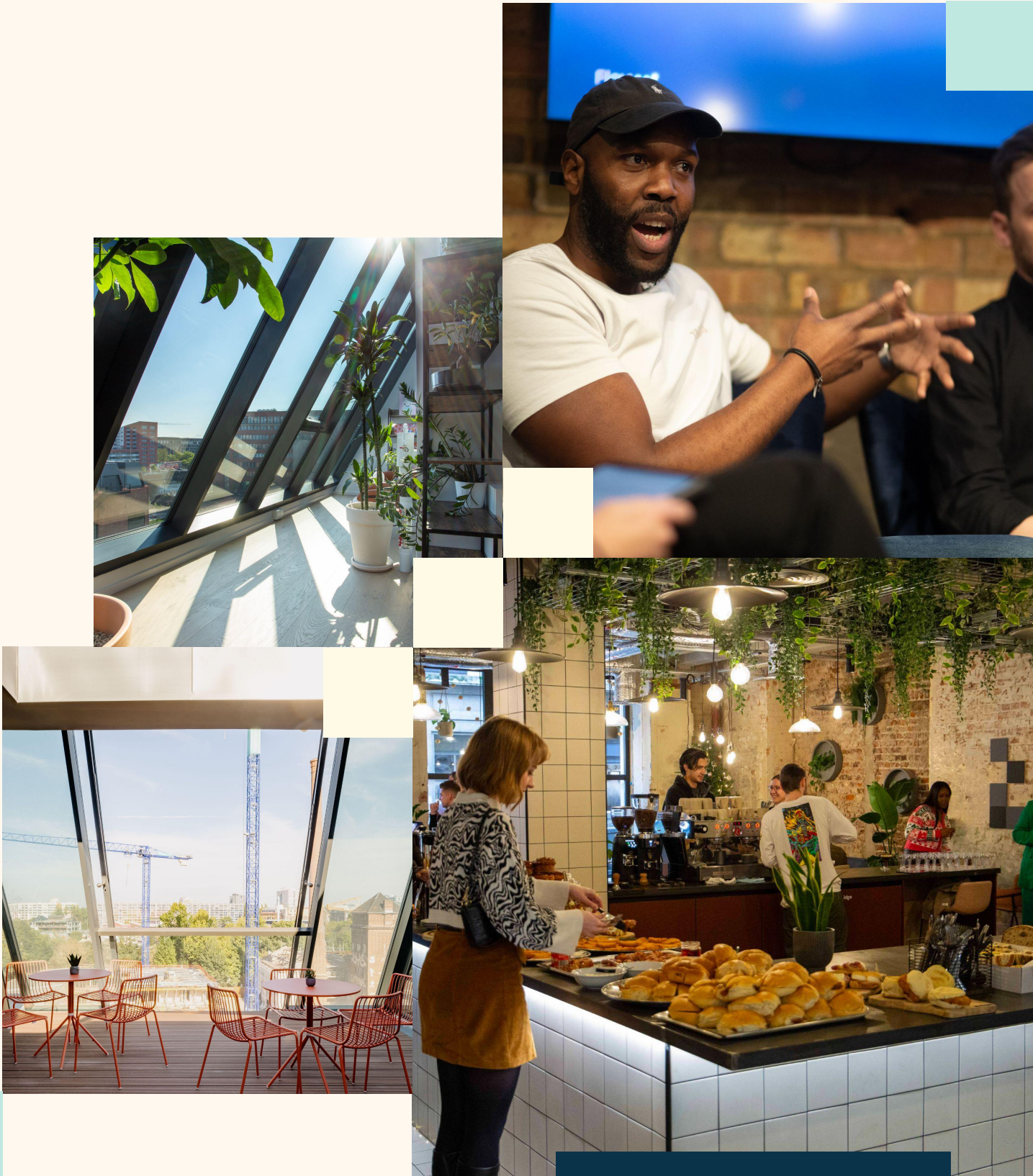
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The Scaleup Culture
Podcast

The
Scaleup
Culture
Podcast
2024
Hosted by Jane Wakefield
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An interview with Unmind

Steve talks about his fascinating background prior to Unmind, where he transitioned from a career in acting and music to corporate wellbeing. He also dives into:

- Implementing wellbeing strategies
- The role of leadership in fostering a mentally healthy workplace
- How AI might benefit wellbeing in the workplace
- Mental health legislation

Steve Peralta
(Co-founder at Unmind)

An interview with Quench.AI

Husayn talks about his experience at Onfido, how AI will change the future of work and the difference between startup culture and corporate culture.

How Quench.AI likes to work:

- Hybrid-fixed – mandated days or set number of days in the office
- Predominantly in the office full-time, minimum three days in-office
- Host regular team retreats throughout the year to bring hub teams together

"We're a small size team, the pace of change is rapid… so in those short sprints and cycles you need all hands and creativity on deck… everyone is empowered to be a key leader… pro-actively over-communicating and working in collaboration –which being in the office provides" **– Husayn Kassai**

Husayn Kassai
(CEO & founder at Quench.AI)

The Scaleup Culture
Podcast

The
Scaleup
Culture
Podcast
2024
Hosted by Jane Wakefield
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An interview with Florence

How Florence likes to work:

- Hybrid-fixed – mandated days or set number of days in the office
- Florence asks employees to have non-collaborative meetings on video calls
- Monday through Thursday in the office, and Friday is a flexible day

"We optimise towards business success... we're deliberate about our workplace culture with the workplace being at the centre of that." **– Charles Armitage**

Charles Armitage / Caroline Hayes
(CEO / Head of People Operations at Florence)

An interview with Databricks

How Databricks likes to work:

- Remote-first – fully flexible, but have office spaces for employees to utilise
- Have designated team days, to ensure alignment between teams on certain days of the week
- View the office as a place for people interaction

"Data is key, we measure all of our workplace analytics wherever we can. This drives our strategic decisions." **– Hayley Samuels**

Hayley Samuels / Ankush Korla
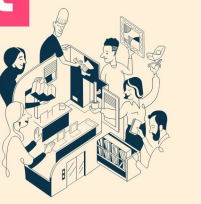(Real Estate & Workplace Manager / VP, Consulting & SI Partners at Databricks)

Listen/ download the podcast series here: https://tchsp.co/scaleup-culture-pod

The Scaleup Culture
Podcast

The Scaleup Culture Podcast 2024
Hosted by Jane Wakefield

Richard Mabey
(Co-founder & CEO at Juro)

An interview with Juro

Richard talks about their no office policy approach, discusses the benefits of AI and his tactics for keeping productivity high.

How Juro likes to work:

- Remote-first – fully flexible, but have office spaces for employees to utilise
- Minimises internal meetings across the company
- Hosts regular away days for the team to come together
- Provides flexibility, to give employees balance in their lives
- The HQ is designed for collaboration
- Measures eNPS regularly to pulse check the business

An interview with Techspace

Jonathan talks on the key findings from this year's report compared to last year, and responds to some of the topics raised throughout the podcast series.

Jonathan Bevan
(CEO at Techspace)

"Much of the narrative over the last few years has concerned what employees think is best for them. Our 2023 report showed a very clear difference between the days employees chose to be in the office and the number of days they felt necessary for their team or company to work at its best.

So, it's interesting to witness employees choosing more in-person work this year and, in turn, effectively closing that gap. The report suggests this is down to the need to collaborate, the social side of being with work colleagues and also an increasing recognition that new ideas come best through in person interaction." **– Jonathan Bevan**

Listen/ download the podcast series here: https://tchsp.co/scaleup-culture-pod

What are the biggest challenges?

With the support of the Operations Nation network, a community-powered knowledge hub for operations leaders in the tech space, we dived into some of the key challenges brought about by different approaches to work.

From their network, ~65 community members responded with their feedback. Here are the takeaways.

1. Work Arrangements:

Hybrid Flex (No Set Days): This arrangement is the most frequently mentioned and is characterised by flexibility in choosing when to be in the office. Respondents appreciate the flexibility but face challenges in maintaining social connections and aligning team schedules.

Hybrid Fixed (Set Days): Employees must be in the office a certain number of days or on specific days. Key issues include managing crowded office days, maintaining consistent enforcement across departments, and balancing flexibility with fixed office days.

Fully Remote: Some employees work entirely from home, citing challenges related to social isolation, maintaining team productivity, and ensuring effective communication.

2. Most Common Challenges:

Social Connection: A recurring challenge across all work arrangements is maintaining social connections among team members, especially in hybrid and fully remote setups.

Communication and Alignment: Ensuring clear communication and alignment on projects and team goals is problematic, particularly when team members are not physically together.

Utilisation and Cost: Both hybrid models highlight concerns about the cost-effectiveness of maintaining office spaces that are not fully utilised.

Team Productivity: There are difficulties in fostering collaboration and scheduling in-person meetings to maximise team output.

Policy Enforcement and Fairness: Inconsistencies in policy enforcement and ensuring fairness across different departments or teams is another issue, particularly with hybrid fixed arrangements.

3. Less Common but Significant Issues:

Engagement: Keeping employees motivated and engaged, particularly in remote settings, is challenging.

Office Setup and Resource Access: Some employees struggle with inadequate office setups or lack of resources like meeting rooms and equipment in both hybrid and fully remote environments.

Well-being and Work-Life Balance: Maintaining a healthy work-life balance in fully remote setups is important for some respondents.

"We're still at the dawn of redefining the future of work. As operations and people leaders, who often serve as the nervous system of our organisations, we need to learn how to rewire that system. This involves challenging old ways of thinking and steering our organisations to focus on what truly matters – outcomes rather than inputs or outputs.

The next decade will be pivotal, demanding massive shifts in our values and innovative leaps in the tech tools we use to truly enhance the way we work. We're not just adjusting; we're completely reinventing how we operate. This will take time and require a great deal of creativity."

– Aušrinė Keršanskaitė, *Co-Founder of Operations Nation, Head of Operations at Reframe*

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What are the takeaways from all this?

Don't ignore the importance of social interaction and collaboration

Social interaction is essential for wellbeing and wider team productivity

Workplace loneliness was increasing even before the pandemic, and with employees now spending less time in the office, social connections have become more crucial than ever. A 2022 Microsoft WorkLab report[1] revealed that 59% of hybrid workers and 56% of remote workers say they have fewer work "friendships" since shifting to hybrid or remote work models.

In this survey, results show UK tech workers are keen to spend 48% more time in the office than they did last year, primarily driven by the opportunity to be with colleagues and engage socially.

Therefore, encouraging and facilitating these interactions must be part of your workplace strategy. For businesses that primarily operate remotely, it's important to create these social opportunities through regular company retreats, away days, and social gatherings.

This is even more important for employees under the age of 35. Scott Galloway (Prof G) stated in a recent podcast episode of Office Hours Special: The Future of Work that "WFH is a complete disaster for people under 30."

"Nothing wonderful is ever going to happen to you over zoom"

– Scott Galloway (Prof G)

Caroline Hayes (Head of People Operations at Florence) reiterated this in her comments on our podcast; the office is a source of many invaluable things we all need both personally and professionally, but that is so much more pertinent in early life, such as great friendships, mentors and access to other founders.

We should think about the workplace as much more than just an office. Not least to combat the rise in loneliness in younger generations, but also to allow employees to stumble on opportunities you wouldn't get from sitting at your kitchen table.

Pay close attention to scheduling days, people *still* want to see people

Thanks to our Operations Nation survey, we know that businesses are still struggling with scheduling and alignment between teams.

With this year's data showing such an increase in companies moving to mandated days, remember, if you're going to mandate days, make sure you're being intentional about which teams are in on the same days. This will maximise productivity and output but also ease your employees' WFH challenges with alignment and communication.

If you've no office policy, try giving your team the tooling so your team can get visibility on who's in the office, and when.

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In-person matters more, but it should be "pull, not push"

This report undeniably illustrates an increase in demand for in-office days compared to last year, and it also shows a shift in approach from companies adopting less flexible working arrangements, in favour of more mandated days.

Notwithstanding this willingness to be back in the office, employers still need to reorient their thinking when it comes to how to attract their workforce into work.

This notion of pulling people in (rather than pushing them), most notably mentioned by Richard Mabey (Founder/ CEO at Juro) during our podcast interview with him, is a popular approach being adopted by companies in the UK.

It is no longer the case that office spaces have rows and rows of only desks. The types of work being carried out in the office today is markedly different. Spaces need to be designed appropriately. Our survey results show tech amenities rank third for employees, with face-to-face interaction and collaboration being the top priorities for productivity when coming into the office.

In February this year, Cushman & Wakefield[2] reported an unprecedented demand for Grade A quality office space in London, demonstrating how large numbers of companies are thinking about downsizing their footprint, whilst increasing what they spend per foot to make their offices as attractive and amenity-rich as possible for today's modern workforce.

"When it comes to encouraging people to work in an office, we believe in giving people true flexibility and not requiring minimum office days.

We see it as push and pull, you can push people into offices by requiring them to be there or you can pull them in by creating a collaborative office environment that people actually want to come to."

– Richard Mabey (Founder/ CEO at Juro)

Different generations have different expectations

We must also remember to keep some level of empathy in reserve for each generation and their first experiences and therefore perception of work.

Many younger generations entered the job market not knowing what working life was like before the pandemic. Remote work was the first and only experience of work, so it was their version of normal.

Motivating those employees to come into the office by pulling them in is a much better ploy to keep them engaged than enforcing policies that turn their world upside down.

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Design around social interaction and collaboration

Companies are still struggling to match their office setup to their employees needs

Employees value coming into the office, but not if they can't get anything done. The Operations Nation survey indicates that:

- For some employees an emptier office is more desirable than a busy one

- 'Crowded office days' are the biggest bug bear for Hybrid Fixed teams

- Employees continue to struggle with inadequate office setups or lack of resources like meeting rooms and equipment in both hybrid and remote environments

It's clear that companies are still finding it challenging to balance utilisation and cost: highlighting concerns about the cost–effectiveness of the office, with spaces either under, or over utilised throughout the working week.

This suggests that employers are not placing enough emphasis on the need to match working policy to their office space. Or perhaps it suggests that policies and needs have changed across the business and those changes have not been reflected in the physical environment.

When reviewing your office space:

1. Build flexibility into workspace contracts
2. Incorporate flexibility into the design and function of the workspace to ensure it can adapt to your team's current and future needs as circumstances change

When reviewing your working policies:

Remember that teams (and roles) have completely different needs.

- Operations teams find communication is particularly affected whilst WFH

- Sales and Engineering teams find productivity is particularly affected whilst WFH

- Product roles find their own productivity particularly affected when WFH

One way for companies to improve coordination would be to clearly define their work policies from the start. They should explain the reasons behind these policies and make sure they align with the needs of both the business and the employees, as well as match the office space design.

Databricks member showcase

See how Databricks' reimagined their workspace at the Techspace Eiswerk location in Berlin.

"It's a place for people interaction above anything else"

– Ankush Korla
(Vice President, Consulting and SI Partners at Databricks)
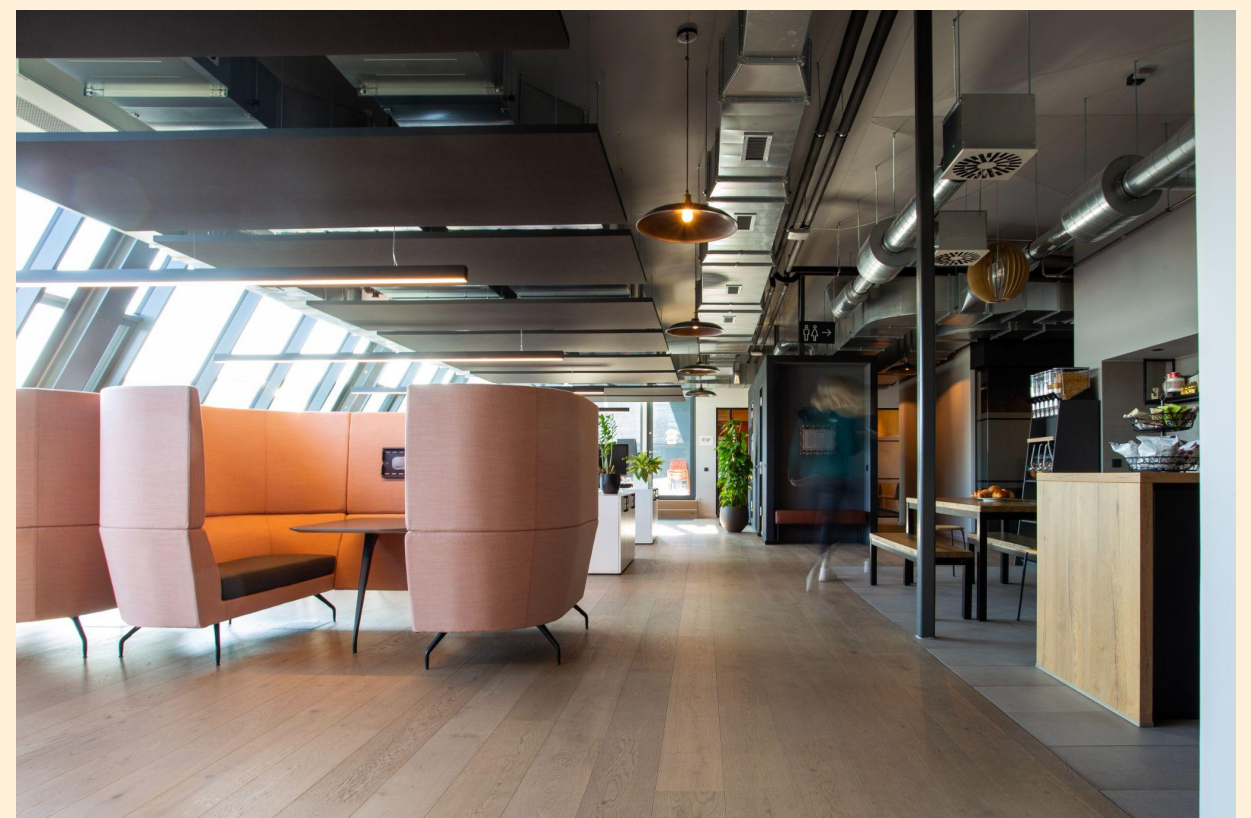
Read full case study here:

https://tchsp.co/databricks–case–study

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We need to embrace AI, not fear it

Nine ways to embrace AI in your company

Wherever we look, AI is making the complex and the mundane easier.

The integration of AI into the workplace is an important shift that can bring significant benefits if approached positively.

Here are nine ideas on how employees and companies can embrace AI instead of fearing it:

1. **Educate and upskill employees**
   …on what AI can and cannot do to demystify its capabilities and limitations, and invest in training programs to help employees develop the skills needed to work alongside AI, such as data literacy and AI ethics.

2. **Use AI to automate**
   …mundane, repetitive tasks, so employees can focus on more complex and creative aspects of their jobs.

3. **Encourage employees to explore**
   …how AI can create new job opportunities within the company, such as AI trainers, supervisors, or maintenance roles.

4. **Change your mindset**.
   Position AI as a tool that supports rather than replaces. Encourage employees to think of AI as a problem–solving tool that can be used to tackle difficult or large–scale problems more efficiently.

5. **Build trust**
   …by maintaining open lines of communication about AI projects and their impacts, addressing any concerns transparently to build trust.

6. **Integrate AI systems**
   …into teams in a way that complements human skills and fosters collaboration.

7. **AI Champions**
   Develop a group of AI champions within the organisation who can help mentor others and promote the benefits of AI across various departments.

8. **AI for Wellbeing**
   Utilise AI tools to improve work–life balance, such as optimising schedules or reducing unnecessary tasks.

9. **Adaptive Strategies**
   Develop adaptive strategies that allow the organisation to evolve with advancing AI technologies and market changes.

"Right now, AI is in its 'copilot phase'. It's a human–technology partnership, so employees need to upskill and learn how to operate AI copilots safely and efficiently.

Who knows what this ultimately means for the future of work, but for now, the important thing to focus on is the benefits of AI, helping you to work faster and smarter."

– Richard Mabey *(Founder/ CEO at Juro)*

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Conclusion

Five questions to think about before you go

It's safe to say the pendulum has swung back in the direction of 'in-person' work this year. However, we're not anywhere close to pre-pandemic times, every company seems to be settling into a middle ground, adopting what you might call a more sustainable approach. One thing is for sure, we're all just looking at 'how we do it better'.

Actionable takeaways; here are five questions for you to have a think about given the findings from this years' report:

1) Social connection, are you facilitating it enough?

Social interaction remains a key reason for office attendance, indicating that despite digital communication tools, face-to-face interactions are still valued.

Sales and product teams are highly influenced by their work environment, needing the presence of colleagues and inspiring settings to maximise their effectiveness.

2) Demographics, have you really considered what your workforce wants?

Workers under the age of 44 prefer flexible workspace and coworking spaces, which align with their desire for social interaction and less conventional work environments.

Healthcare benefits and family-related policies (maternity and paternity leave) are more important to younger age groups, indicating a shift towards valuing work-life integration.

3) Your HQ and productivity, do you have the right space?

The average preferred office attendance is 3.35 days per week, with decision-makers preferring more frequent attendance.

Team productivity and communication are seen as the most challenging aspects of working from home, suggesting that some office presence might optimise performance.

4) Flexibility, have you got your balance right?

79 per cent of UK tech workers use flexible workspaces, suggesting that flexibility is highly valued and likely contributes to job satisfaction and productivity. Flexible working policies are especially attractive to job seekers, with 53 per cent preferring this over hybrid setups.

Hybrid working is prevalent, with 56 per cent of the workforce participating in this model, particularly favoured by mid-sized companies (50-249 employees).

Larger companies tend to enforce full-time office attendance, contrasting with very small companies (<10 employees), which are most likely to be fully remote.

5) Have you considered outside factors?

In response to the cost of living crisis, companies are more likely to offer pay adjustments and flexible working arrangements to help employees manage financial stress.

AI adoption and automation have led to workforce reductions, particularly in larger companies, reflecting a shift towards more tech-driven operations.

Job turnover is highest in London, with a significant proportion occurring among individuals under the age of 44.

Want to work with us?
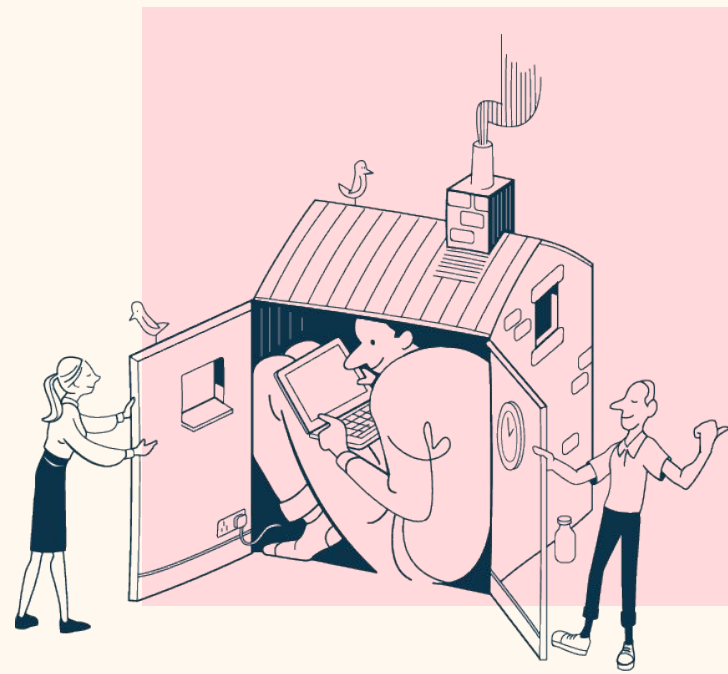
Flexible spaces built for ambitious teams

Fast-moving businesses need a flexible offering that adapts to their needs, not the other way around. Choose a workspace that frees you to grow your business, your way.

- Memberships designed to adapt to your future needs

- Clever workplace insights and design services to help you get the most from your space

- Bookable spaces for away days and investor meets or bookable hotdesks for when you're on the move

Spaces that adapt to your needs

Everything you need and nothing you don't

Working hard needn't be hard work. So while you focus on the things that matter most to you, we'll take care of the distractions.

- Ultra fast Wi-Fi, meeting room AV, configurable A/C. We've got all the basics taken care of

- Generous desks and shared areas that give you room to think and space to breathe

- Get your kicks without leaving the building with unlimited fresh, barista coffee

No unwanted distractions

A community where the status quo don't go

Since 2012, we've made it our business to know tech-driven businesses. And it's our tech-only membership that separates us from the rest.

- Build valuable connections with members across Europe who've been where you are now, and walked in your shoes

- Leadership courses and programmes to inspire your rising stars and spark passion in your teams

- Rub shoulders with fellow change-makers at our events, breakfasts, socials and dinners

A community of like-minded peers

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References

[1] – **Mircosoft New Future of Work Report** – Workplace loneliness – https://www.microsoft.com/en-us/research/uploads/prod/2022/04/Microsoft-New-Future-of-Work-Report-2022.pdf

[2] – **Cushman & Wakefield** – High demand for Grade A quality office space – https://www.cushmanwakefield.com/en/united-kingdom/news/2024/02/active-requirements-in-central-london-office-market-reach-all-time-high

Glossary

Definitions

Coworking/ flexible office – a place where other organisations also rent office space on a flexible basis, with shared use of communal amenities, such as meeting rooms and kitchens.

Full-time in the office – you are required to be in the office during office hours.

Fully remote – you have no (permanent) physical office space.

Hybrid – a company using one of either of the following working policies:
- Hybrid with no set days or minimum number of days in the office (i.e. your choice). Also known as "Hybrid flex".
- Hybrid with set days in the office (you must be in the office X number of days OR on specified days). Also known as "Hybrid fixed".

Remote-first – a company that chooses to make working remotely the primary option for most or all employees (and although the company may have offices, employs policies that are inclusive for those not working in-office).

Respondents – the participants who answered this survey.

Utilisation – refers to the degree to which something is being used or put to use for its intended purpose. It is a measure of efficiency that quantifies how much of a resource, asset, or capacity is being utilised relative to its maximum potential or ideal capacity.

Abbreviations

WFH – Working from home.
L&D – Learning and Development

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Survey Methodology

The survey was conducted among 2000 employees in the Technology sector.

The interviews were conducted online by Sapio Research in March 2024 using an email invitation and an online survey.

Results of any sample are subject to sampling variation. The magnitude of the variation is measurable and is affected by the number of interviews and the level of the percentages expressing the results. In this particular study, the chances are 95 in 100 that a survey result does not vary, plus or minus, by more than 2.2 percentage points from the result that would be obtained if interviews had been conducted with all persons in the universe represented by the sample.

1. Demographics and Distribution:

The survey includes responses from 2000 employees across various regions in the UK.

The largest number of respondents are from London (660), followed by the North West (205) and Yorkshire and the Humber (164).

Gender distribution shows 1,107 male, 880 female, and a few identifying as non-binary or preferring not to say.

2. Age Distribution:

A significant portion of respondents are under the age of 35 (931), which suggests a relatively young workforce in the tech sector.

This is followed by the age groups 35–44 (787) and 45–54 (196), with fewer respondents over the age of 55 (86).

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If you have any questions about this report, or would like to get in touch, please contact us.

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