



ART | HEALTH
SOLUTIONS

Case Studies

Sept 2020

Case Study 1

Healthcare Company

The Programme



SMART OFFICE

“The team’s productivity has gone through the roof since they moved into the SMART Office”

Chief Digital & Technology Officer



Business Impact

The team average cycle phases have been reduced by 72 days, moving from a total of 435.6 days to 363, a **reduction of 17% in total duration of innovation cycles**

Increased collaboration by 40% compared to baseline



Value for money

The SMART office design **costs the same to build, but uses 20-30% less space** for the same amount of people

A **increase in asset satisfaction of 23.8%**, placing the SMART office amongst the 28 best workplaces in the world according to Leesman Index



Employee Performance

7% increase in employee performance due to the SMART office design even though space/employee ratio was reduced by 1 meter

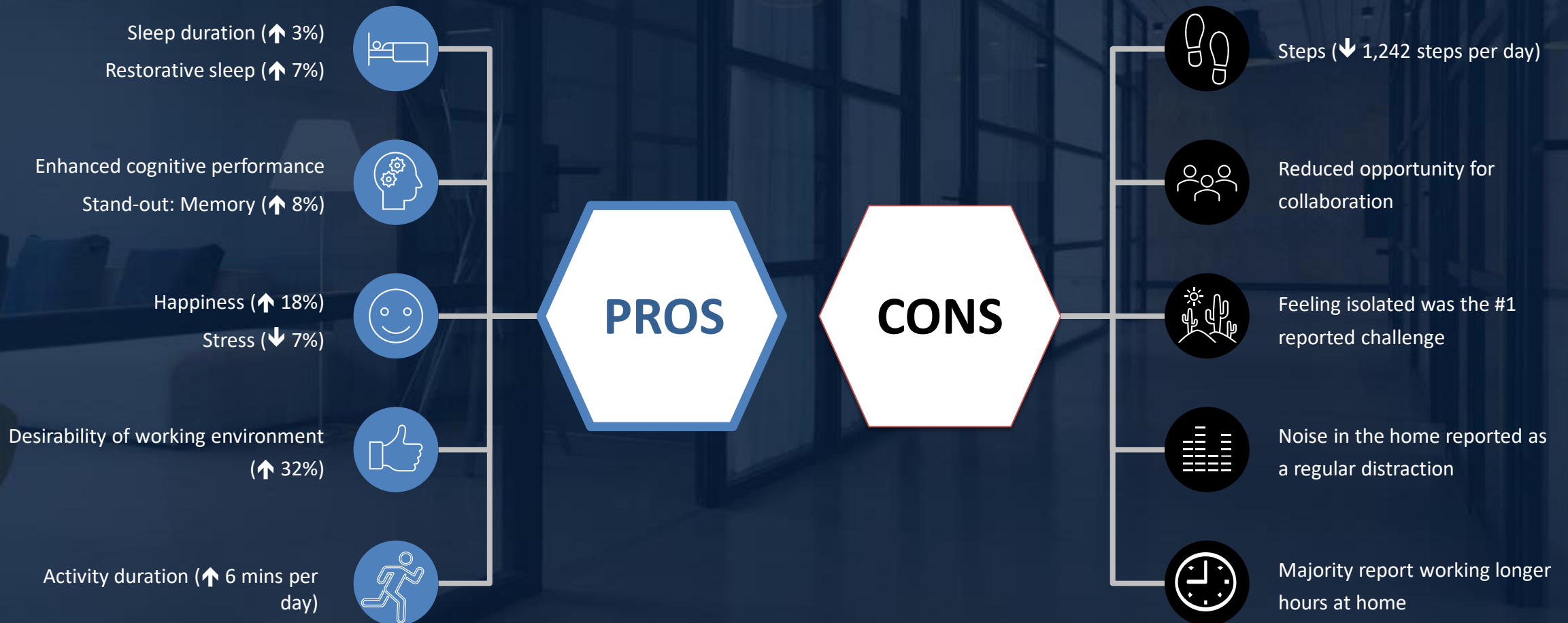


Employee Wellbeing

- **Happier & more energised employees** (vs. control & baseline)
- **Less anxious & worried employees** (vs. baseline)
- **3 beats per minute decreased resting heart rate** (vs. baseline)
- **700 additional steps** per day, equivalent to burning 1 kg of fat per year (vs. control group)
- **Higher quality sleep** (vs. control & baseline)

Home Working vs Office

Overall Positive And Negative Impacts Following The Switch To Home Working



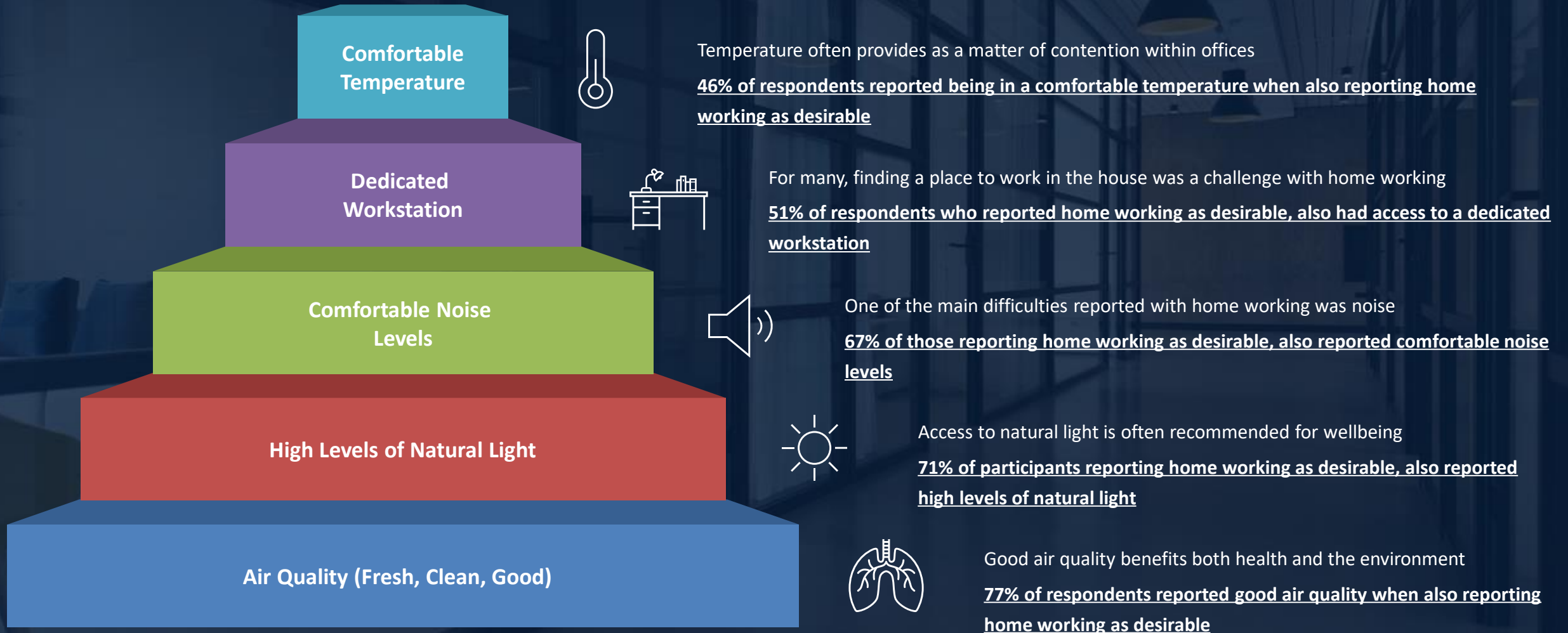
Home Working: Drivers of Performance

Strong Relationship Between Desirability Of Home Working And Performance

- *The desirability of home working was strongly linked with performance (i.e. those reporting home working as desirable, also performed better cognitively)*
- *Specifically, **decision making (5%) and distractibility (2%) were improved** in participants who reported home working as desirable*
- ***Suggests that performance can be enhanced by creating desirable working environments** (see next slide)*



What Drives Home Working Desirability?



Drivers of Performance: Mood

Strong Relationship Between Mood and Performance Identified



- Decision making and distractibility performance influenced heavily by mood state reported
- When feeling anxious, decision making performance was **4% lower** and distractibility **6% lower** than when feeling happy

Decision Making



Distractibility



Drivers of Performance: **Environment**

Environmental Factors Reported Most in Top 10% of Performers



“COMFORTABLE TEMPERATURE”

“COMFORTABLE NOISE LEVELS”

“DEDICATED WORKSTATION”

“HIGH LEVELS OF NATURAL LIGHT”

TOP
10%

Drivers of Performance: **Environment**

Environmental Factors Reported in BOTTOM 10% of Performers



Case Study 2

Property Company

Programme of Work

Feb – March 2020

Office Baseline Phase



Baseline data collection at the Head office in Manchester, UK as part of the wider *Workplace Science Programme*

April – Aug 2020

COVID-Enforced Home Working



Following COVID-19 induced mass employee-switch to home-working, ART Health pivoted project scope in order to collect unique home-working insights

TBC

SMART Office Assessment



As the team re-enter the office following lockdown, data collection continues as part of the *Workplace Science Project* to assess the impact of a new SMART office and BAU

Home Working vs Office

WELLBEING



Understanding of the impact on physical wellbeing

↓ Steps (1,500 per day)
Sleep duration & quality maintained



Understanding of the impact on mental wellbeing

Higher levels of happiness (↑ 5%)
Higher levels of stress (↑ 5%)



Validation of ability to enhance employee choice

Potential to increase staff attraction/retention

PERFORMANCE



Focused work has flourished

↑ Working memory (16%)
↑ Decision making (11%)
↑ Distractibility (4%)



Identification of factors that help performance

Feeling happy
Dedicated workstation
Optimal environmental conditions



Identification of factors that hinder performance

Feeling anxious
Non-specific workstation
Sub-optimal environmental conditions

EXPERIENCE



Identification of key home working benefits

#1 Removal of commute
#2 Flexible work schedule
#3 Increased time with family



Identification of key home working challenges

#1 Supporting dependents
#2 Feeling isolated
#3 Lack of collaboration



Majority preference for remote working

76% report home working as desirable
Majority future preference includes home working time each week

Characteristics of High and Low Performers: Activity

% Difference Home Working vs Office*

Compared to the top 10% of performers, the bottom 10% had a larger average decrease in steps, active minutes and exercise minutes, following the change to home working



Higher activity levels may be a key driver to facilitate peak cognitive performance

A larger increase in sedentary activity is observed in the bottom 10% of performers

Characteristics of High and Low Performers: Sleep

% Difference Home Working vs Office*



Following the move to home working an increase was identified in average sleep duration and restorative sleep for top performers. A larger percentage decrease however, was seen in the lower performance group

A characteristic of high performers may therefore be that they are able to maintain higher levels of sleep duration and quality than those with poorer cognitive performance

Summary of ART Data

What the **Data** tells us



Traditional Offices

Traditional open plan office space is often inflexible, under-utilised and sub-optimal for performance, wellbeing & employee experience



SMART Offices

High-performing workspaces drive business impact, enhance employee performance & wellbeing, and deliver value for money



Home Working

Flexible working enhances employee choice, allows real estate savings, and can facilitate performance & wellbeing



The Future

A blended offering that re-balances the portfolio to support working environments which enable employees to perform & feel at their best

Future Considerations



Employee Experience

1. Majority preference for some level of remote working. Provides opportunity for personalisation
2. Considerations for corporate responsibility, health & wellness, employee experience and home office upgrades
3. Utilise evidence-based approach to inform flexible working policy



Real Estate Synergies

1. A blend of physical offices, flexible space and remote working must be sustainable in the future
2. Using an evidence-based approach to influence new workplace standards
3. Using data to inform & validate ways of working across portfolio



Collaboration

1. Physical office to be a focal point for collaboration
2. Investment required to change working environments to suit this demand
3. Using data to validate performance & collaboration across portfolio

Contact us for more information

ART Health Solutions
Proto Emerging Tech Centre
Baltic Quarter
Gateshead
NE8 3DF
T: 0207 164 6736
E: paul@arthealthsolutions.com

www.arthealthsolutions.com