Test Valley
Borough Council

Overview & Scrutiny Committee
New ways of working

2 March 2022

Background

January 2021, internal discussions started with Management Team

Reviewed current working arrangements due to the Covid-19 pandemic

Agreed future ways of working to be designed to meet strategic priorities

Identified influencing factors for a sustainable programme of modernisation

Strategic Influences:

- A clear focus on communities and enabling them to thrive

- Climate Emergency and the impact on how we work

- Strategic recovery from Covid-19 and how the world has changed

- Regeneration of town centres and the implications for our future estate

- Promote, support and develop the organisations financial stability

New ways of working – the 'Why'

What do we mean by New ways of working?

- Focus on providing outstanding services, meeting corporate priorities and achieving best outcomes for our residents

- Flexible approach to working practices, enabling us to become a more modern agile organisation delivering our services more effectively

- Understand any change in customer/resident expectations around service delivery

- Develop a balanced approach enabling teams to collaborate and work effectively together face to face and digitally

New ways of working – the'What'

Working patterns

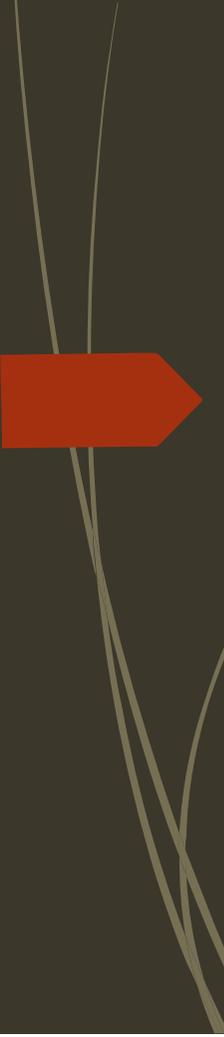Staff wellbeing, support and development

Service delivery

Culture and collaboration

Use of council buildings

IT equipment and facilities

Principles for Agile Working

Agile working is adopted and recognised as a way in which we will work as an organisation

- The needs of our customers and communities and the delivery of services come first

- The opportunities for agile working will be determined by the job role and tasks being performed

- Arrangements can be flexible however the needs of the business come first. For example, this may mean coming into the office or attending a site on a day you would usually choose to work somewhere else

- Working locations are not restricted to your home or main Council offices but must be suitable for the task being performed

- Teams will come together in person on a regular basis, though the exact frequency will vary from team to team

- Based on the above principles, services and teams are empowered to design their own working patterns/arrangements

New ways of working – the 'How'
Phase Two Work Areas

Innovation, Insight and Service Delivery

Culture & People

Business Infrastructure and Technology

ANNEX

Innovation,
Insight &
Service
Delivery

Use data/evidence to better understand our communities needs and inform service delivery

Explore access to our services:

Channels

Demand and behaviour

Develop engagement methods and practices:

Equality Impact assessments

Utilise deliberative engagement

Review approach to measuring customer satisfaction

Innovations in service delivery

Learning from partners and other external businesses/organisations

Reflect and assess our Digital Transformation Strategy

Pursue business process changes across the organisation

Culture & People

Culture and Collaboration

- Promote cross service working
- Create collaboration opportunities
- Work with wellbeing group

Recruitment

- Recruitment, onboarding and induction process
- Feedback from apprentices and new staff

During employment

- Contracts (agile working clause)
- Business mileage claims
- Review all supporting policies
- Data protection considerations

Learning and Development

- Approach and delivery methods for training activities
- Ensuring our Leadership and Development program align with our modernisation agenda

Business Infrastructure and Technology

Workspaces and environments
- Explore different uses for space in Council buildings
- Explore all types/locations
- Assess Wifi in Council facilities

Hybrid meeting facilities
- Focus on the experience
- Technology
- Locations

IT infrastructure and tools
- Roadmap/strategy
- Resource/investment
- Website
- Telephony

Data storage
- Corporate consistencies
- Digitalisation paper records

Digital processes
- Printing/Mailing
- Role of Artificial Intelligence
- Review digital strategy

Conclusions

NWOW – delivering a modernisation program across the organisation

Focused on meeting the demands of our residents and communities

Designed around strategic influences which meet strategic priorities

Any questions?