Members and the Flexible Futures Programme

Modernising How We Work - Themes

Client Journey

1

Whole Service Modernisation
- Focus on whole journey and resident
- Lean/system thinking/visual management to drive added value
- Automation and process simplification
- Leading edge digital and technology
- Better PIs leading to improved knowledge & performance

Core Enabling

2

Modern internal processes and tools
- Great technology
- Simplified administrative activities and standardised process

3

Empowered and engergised staff
- Well managed highly developed and supported 'one-council'
- Staff offer that attracts and retains the right people

Flexible Futures

4

Flexible and modern **work-space** supporting move towards new Civic Centre

One Change 'Method' to achieve these objectives . All of the council will be reviewed.

What is Flexible Futures?

- The embedding of a flexible approach to where we work which unties us from 'owned' desk, lets us work 'anywhere', and builds communities of teams.

- How we work in the building

- How the building works:
    - Facilities management
    - Waste disposal
    - Security

- How we move into the building

Preparing for move in 2023/24 will take time

(1) Physical Space

- Floor and desk layout (agreed 2:1 desk ratio)
- Meeting rooms
- Where teams 'sit'
- Storage
- Special requirements (including front desk & Registrars)
- Procurement (or just selection) of furniture, meeting room screens etc?

- Individual and team working
- Managing
- DSE & H&S
- Training on new methods and ICT
- Review of relevant HR policies

- Desk-tops, laptops etc

- Software – Windows 10/365

- Communication
  - Mobile
  - Video
  - Meeting room displays
  - Social media

- Smart building and desk

- Policy on use

- Remote access

- Data Security

Members' Involvement

- As people working in the building
- The need to be able to work remotely
- Layout of Member areas
- Support the introduction of flexible and agile working
- Overview of the programme

Workspace design…

Step 1:
Flexible

"Working anywhere, anytime…"

Staff can change their working patterns, start and finish times and work from home.

**Typical person to desk ratio 1:1.5
10 sq/m per occupant**

80% + desks and formal meeting rooms
2 lin/m filing per person
Dedicated Lockers

'Hot desking' - limited range of worksettings

Step 2:
Smarter
Working

"…and anyhow…."

Staff can work in almost any location as their IT becomes more mobile and they rely less on paper.

**Typical person to desk ratio 1:2
8 sq/m per occupant**

50% desks and 50% AGILE workspace
1 Lin/m per person
Dedicated/shared Lockers

Smart working with a range of worksetiings

OUR SPACE

Step 3:
Agile Working

"…with anyone, on anything".

Staff work in a 'mixed economy' across a number of multi-disciplinary teams, with more opportunity to use all their skills at work. They can more easily see the impact of their work on service users and the community.

**Typical person to worksetting ratio 1:3
6 sq/m per occupant**

Less than 20% desks and 80% AGILE workspace
Less formal meeting space
No on-floor filing   Shared Lockers
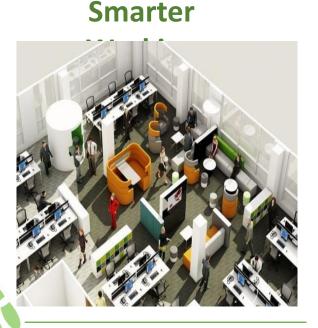
True AGILE working with over 20 worksettings