

# **Overview and Scrutiny Committee**

## **TABLED DOCUMENTS**

**DATE: Tuesday 11 February 2020**

### **AGENDA - PART I**

- 7. ROLE OF MEMBERS TOWARDS THE JOURNEY OF BECOMING A MORE MODERN, FLEXIBLE AND AGILE COUNCIL AND THE PLANNED MOVE TO A NEW CIVIC CENTRE (Pages 3 - 10)**

Presentation slides from the Corporate Director of Resources.

### **AGENDA - PART II - Nil**

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# Members and the Flexible Futures Programme

## 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 energised 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.*

- 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
- 7 ● 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

∞



- 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



***"...and anyhow..."***

**Staff** can work in almost any location as their T 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 worksettings

## 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