

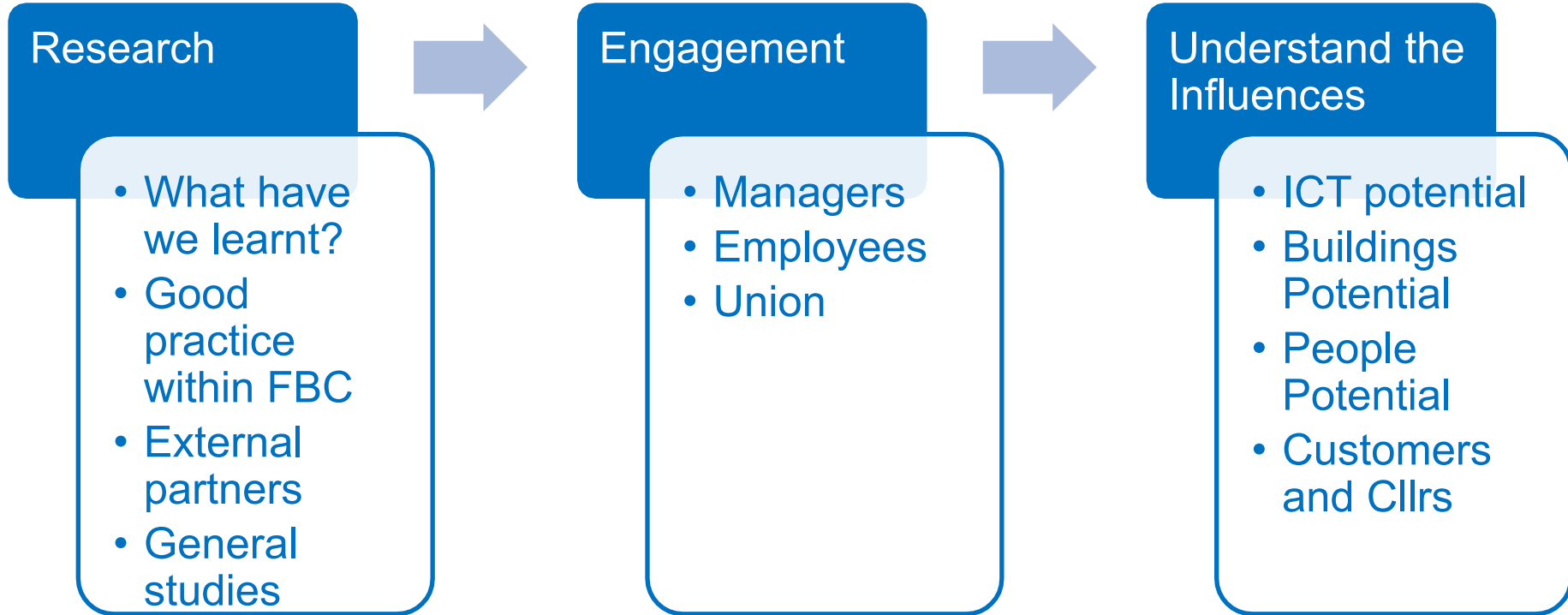
New Ways of Working Update

11th July 2022

Update

1. Revisit the agreed vision
2. Progress so far
3. What our employees are telling us
4. What next
5. Questions

The Approach



What did our staff say ...

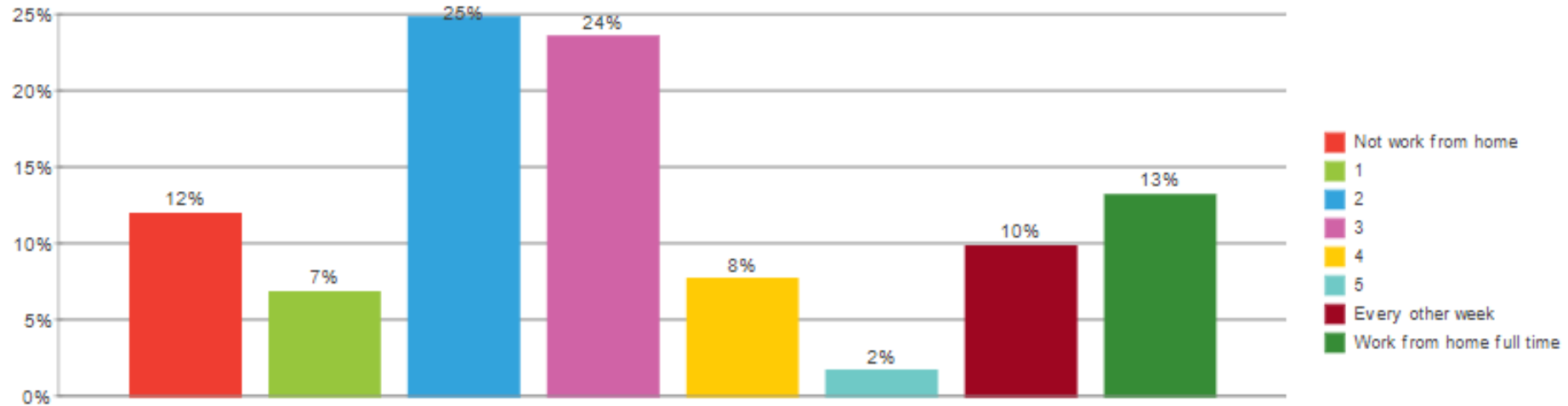
- 233 responses (83% Civic)
- 81% rarely/never WFH before
- 20% juggled school
- 41% worked different hours at home
- ICT generally worked well for 76%
- 81% had no issues with work environment (workstation, etc)
- 89% want to continue some home working
- Strong preference for mixed working arrangements
- Very little interest in moving from civic

CONCLUDED

- Strong desire from staff to continue home working, with a central base in town centre
- Team presence important and sense of “own space” if hot desking

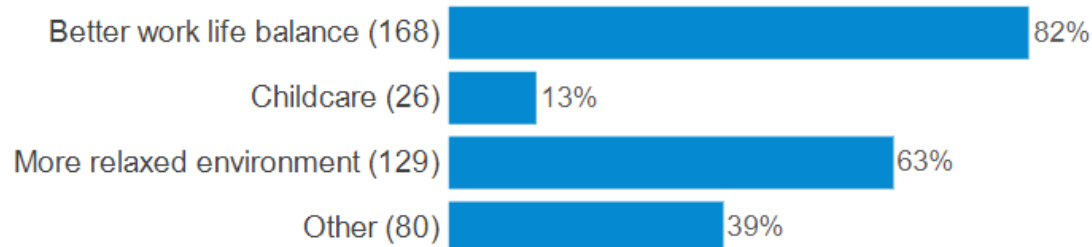
Staff survey

How many days a week would you like to work from home?

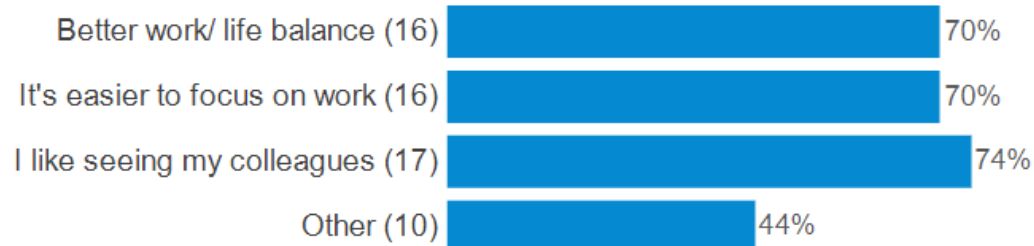


Staff survey

Why would you prefer to work from home? (Tick all that apply)



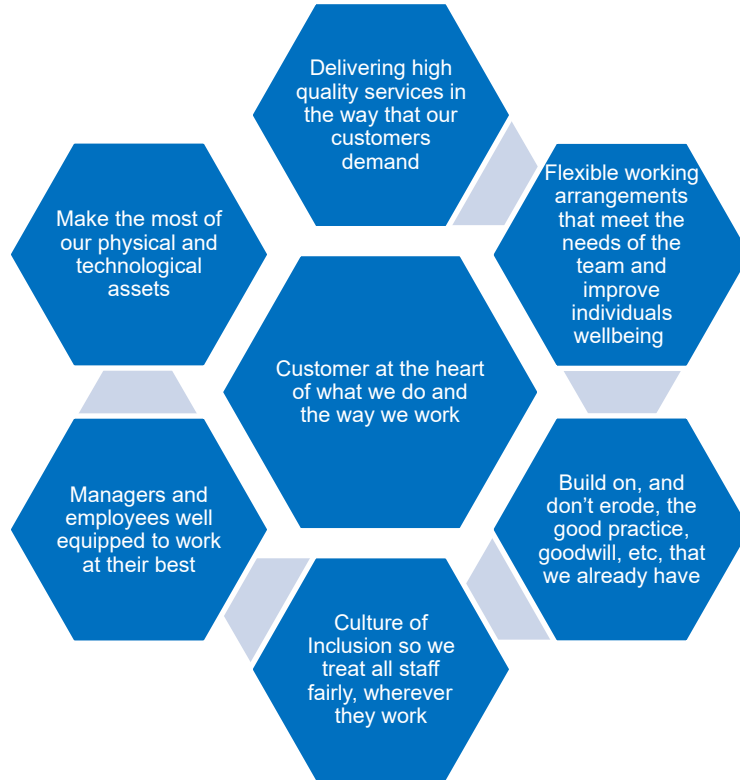
Why would you prefer to work in the office? (Tick all that apply)



Research Findings

- Engaged with 12 Local Authorities, NHS Trust, 8 Private Sector companies
- Common themes
 - Consider it a “culture change” programme
 - Trust is central to a dispersed workforce
 - Forced “teambuilding” is necessary
 - Consistency through a corporate approach, whilst making the change meaningful for individuals’ well-being
 - Hot desk ratios very important, as are team zones and super-hot space
 - Spaces for meeting, “Teams-ing”, storage and lockers

Our Vision - Key Principles



Vision was agreed by Executive in October 2021

Progress to date

People

Oct-Dec
Managers net
staff

Dec/Jan HR
overview

Jan+ Work
patterns
established

Technology

Laptops

Teams Telephony

Sharepoint

Review of mobile
devices

Procedures

Employee guide

Home work
station
assessment

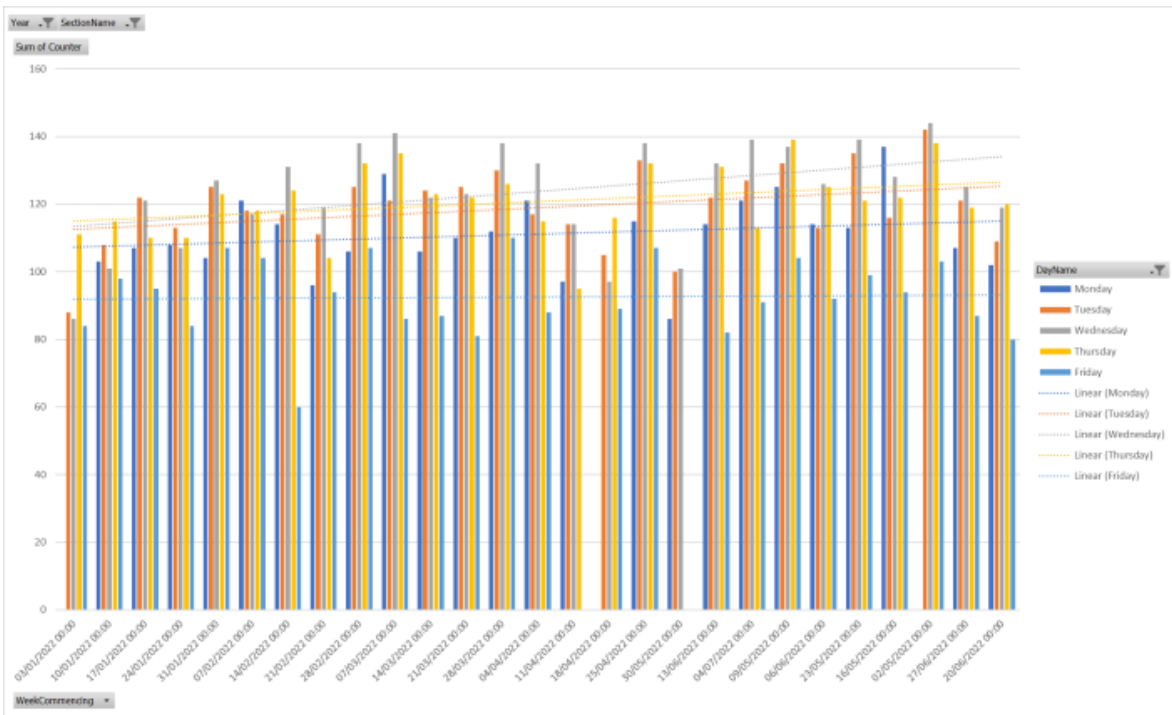
ICT guidance/
training

Assets

Civic AMP

Office layout

Working arrangements



Turnstile data shows attendance is 64% compared to pre-pandemic period

average attendees

Monday	111 (169)
Tuesday	119 (184)
Wednesday	123 (192)
Thursday	121 (186)
Friday	92 (157)

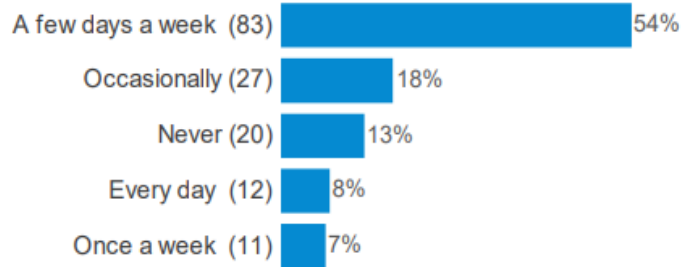
(2019 figs in brackets)

Slight upward trend since January, as expected

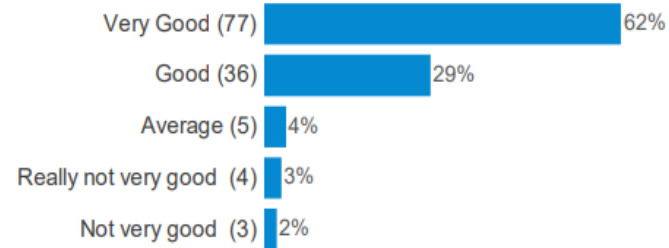
What our employees are saying

Survey in June 2022

How often do you work from home?

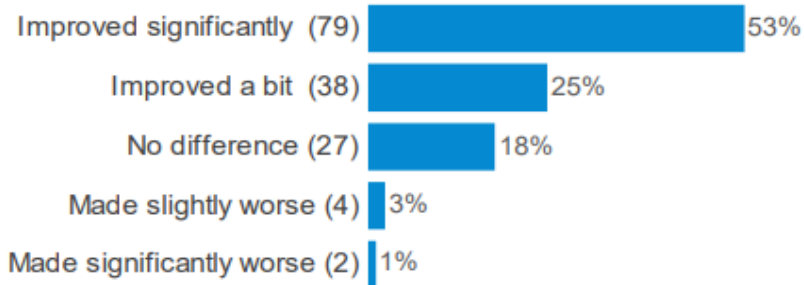


How do you feel about the current way of working? (drag the slider to select your answer)

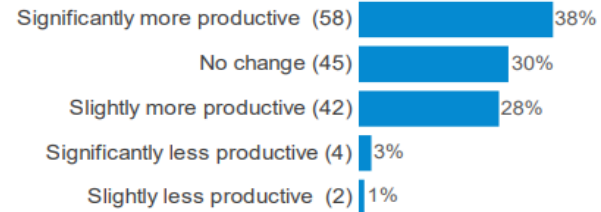


Survey (2)

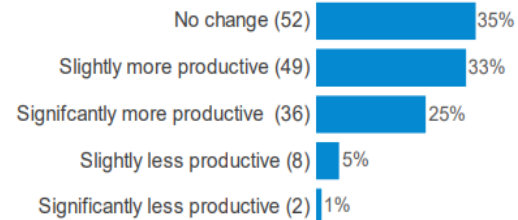
How has it affected your work life balance?



Do you feel that you are more or less productive as a result of hybrid working?



Do you feel that your team is more or less productive as a result of hybrid working?



Survey (3)

How has hybrid working changed your working day?

- Less distractions and fewer interruptions
- able to fully focus on tasks
- removed commuting time
- freed up a proportion of time that can be used elsewhere
- Personal wellbeing
- Flexibility

Are there any factors that may have an impact on your working pattern?

- Reduced fuel cost
- Cost of staying at home (heat/energy cost)
- Caring responsibilities
- Environmental issues

Survey (4)

What challenges are there when working from home?

- Work equipment and technology, e.g. additional screen, printing and scanning
- some staff are working from personal devices with no cameras/microphones
- lack of face-to-face interaction with colleagues

What are challenges are there with hybrid working?

- Contacting others
- Team engagement
- Working technology

Next Steps

- Transition to shared work space
- Home working risk assessments
- Telephony review
- Training and best practice guidance

Questions