

New Ways of Working

OSC Update
September 2021

Why new ways of working?

Ambition

- Agile work culture and environment
- Flexibility in how, and where, work is done
- Improved use of resources

Lessons Learned

- Importance of a healthy work/life balance
- Need to quickly adapt for service delivery
- Must leverage technology and tools more

Drivers for Agile Approach

- Faster response to customer needs and services
- Unprecedented and difficult financial situation
- Modern ways of working

Key aims

People and culture

- to create an organisation where our people are enabled and empowered to do their best work with greater flexibility, creativity, and autonomy

Technology and IT

- to use technology that enables staff to work and collaborate more efficiently within a secure and optimised network

Activity based workspace

- to provide workspaces that are appropriate for different activities we undertake and support a flexible way of working

New Ways of Working: Surveys

STAGE 1

Determined role profiles, site specific activities and hours services will be utilising office space

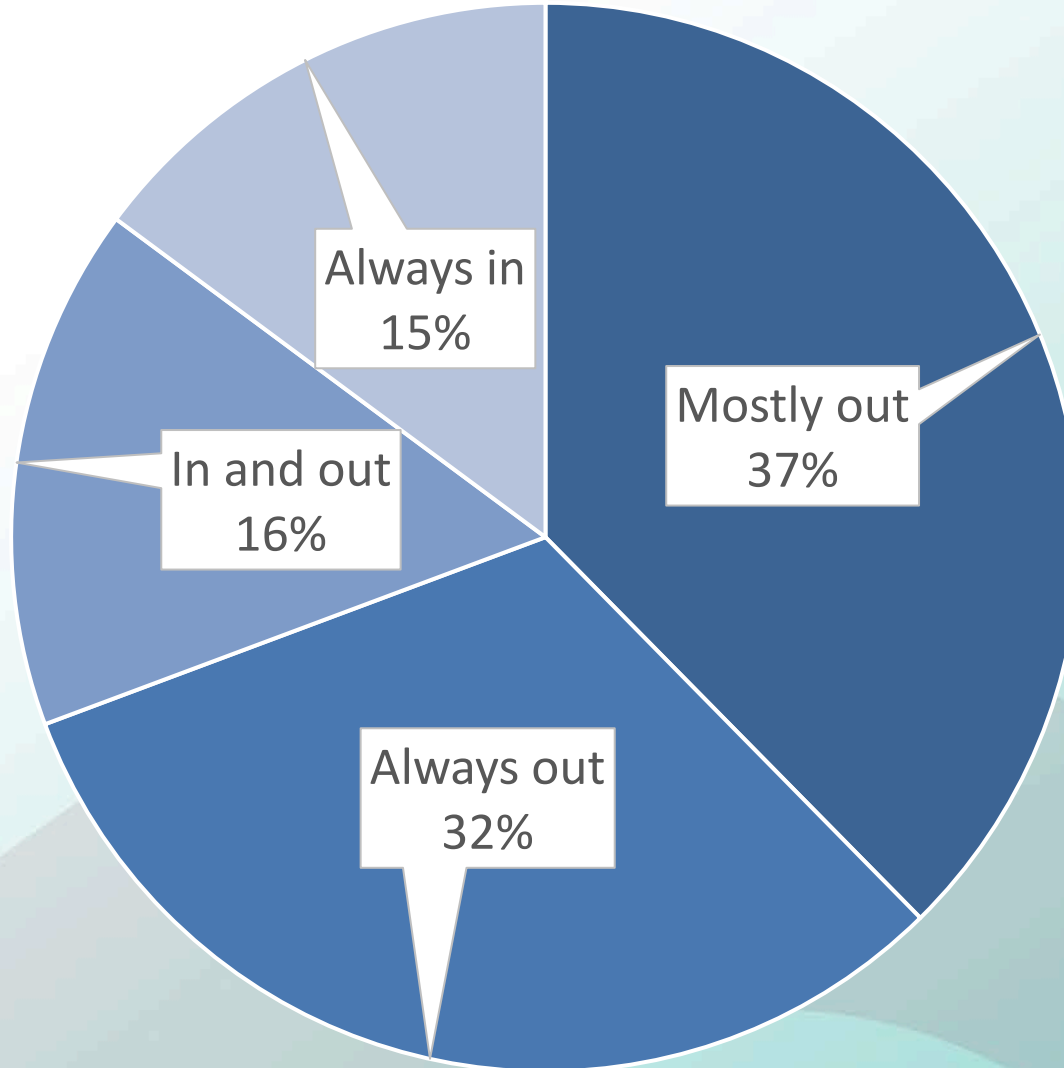
STAGE 2

Survey determined the activities undertaken while in the office space

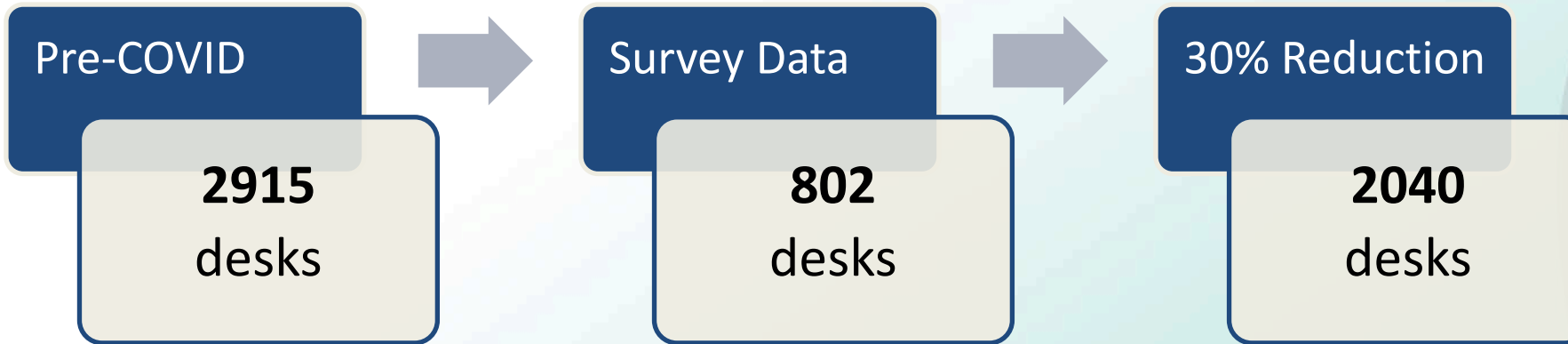
STAGE 3

Individual Requirements: special equipment and personal circumstances
currently underway

Stage 1: Workforce Profile

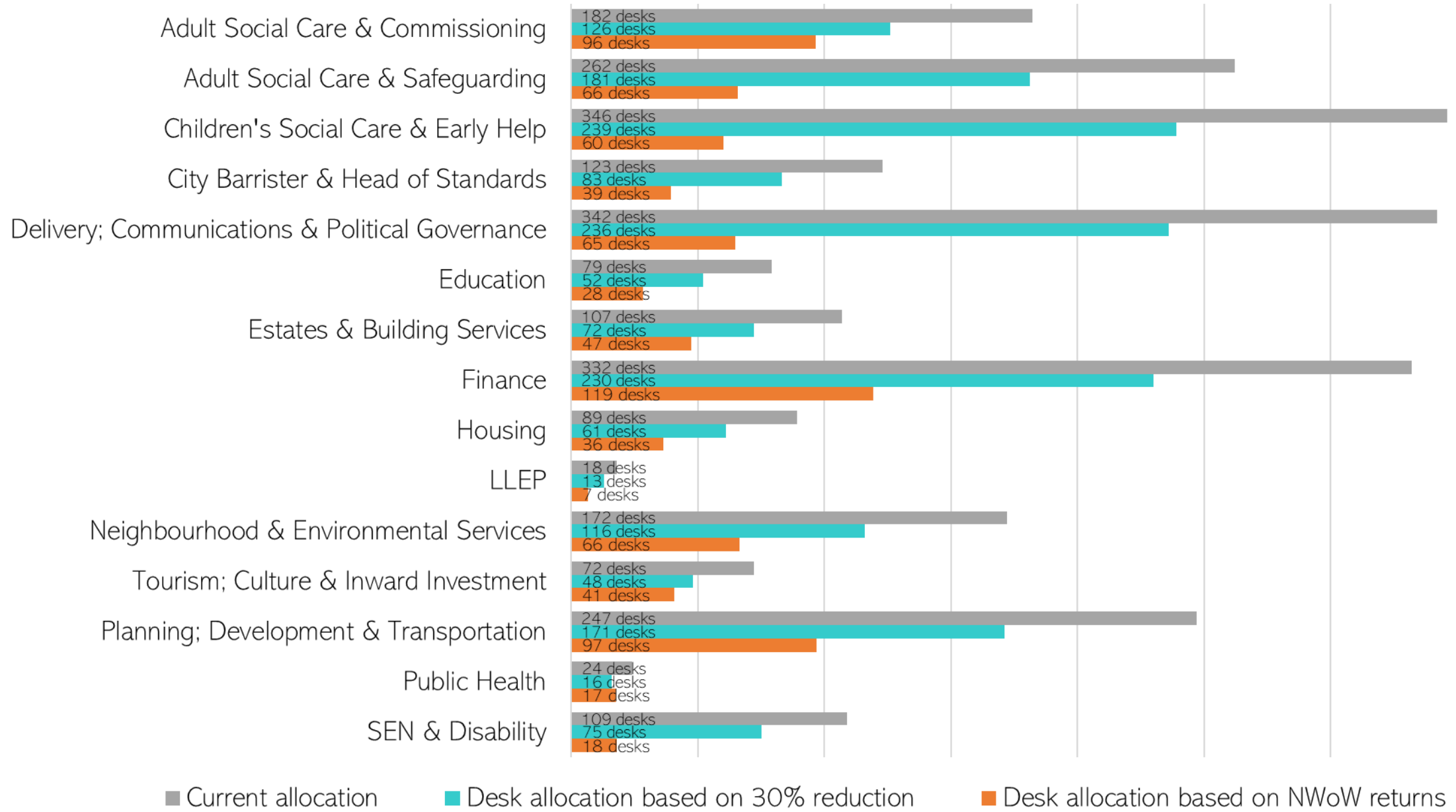


Stage 1: Workplace Considerations



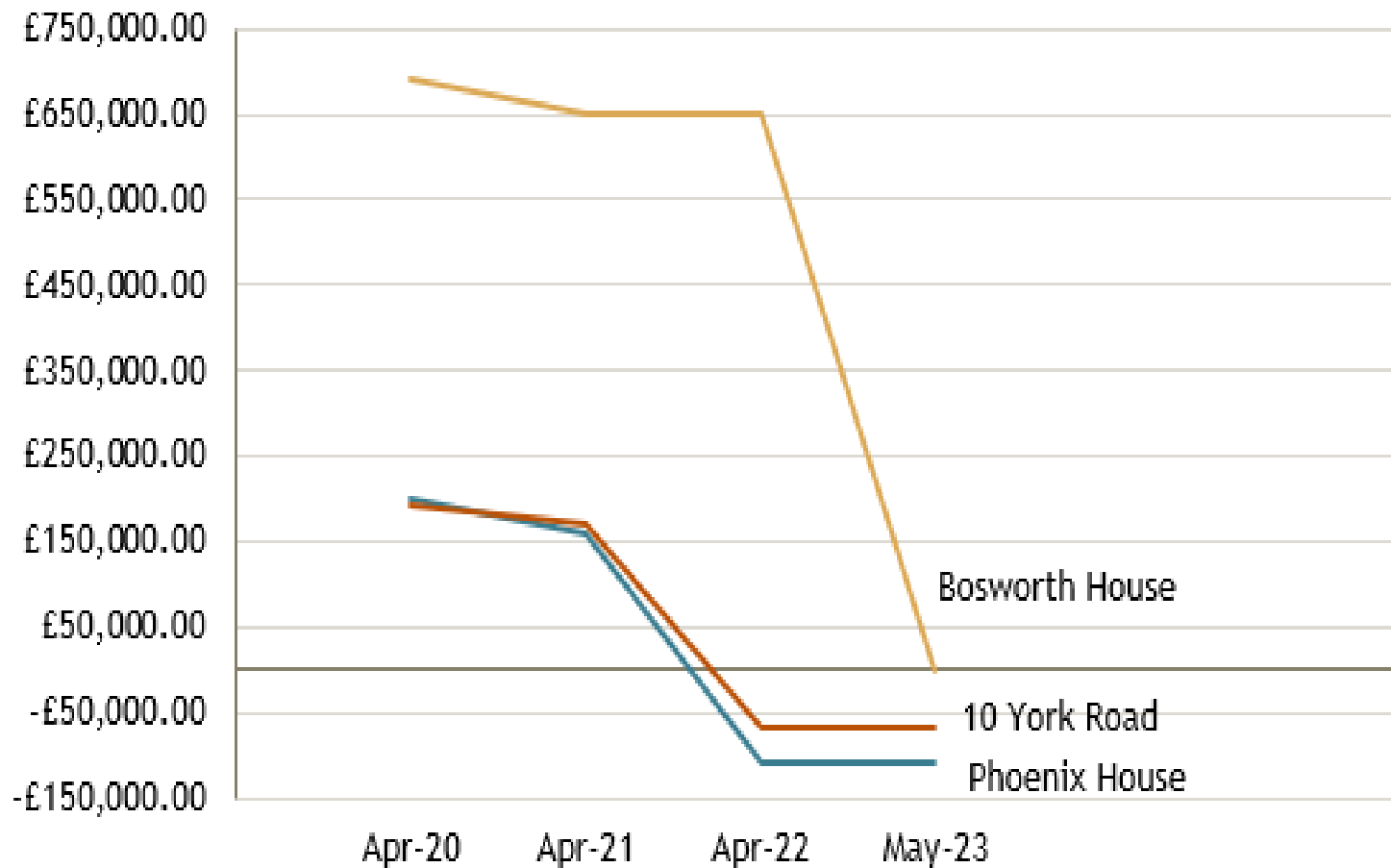
- Data supports 30% reduction is realistic to achieve across CLABs
- Opportunities to refine workforce desk allocations moving forward
- Quickly realise efficiencies and revenue opportunity across:
 - Phoenix House + Bosworth House + 10 York Road

Comparison of desk allocation by approach



Timeline: Potential Savings

CLABS Operational Estate Building closures



Running costs for Bosworth House, 10 York Road, Phoenix House shown.

Equates to a 25% reduction to our Operational Estate NIA ft² footprint

Combined £0.95M reduction by 2023.

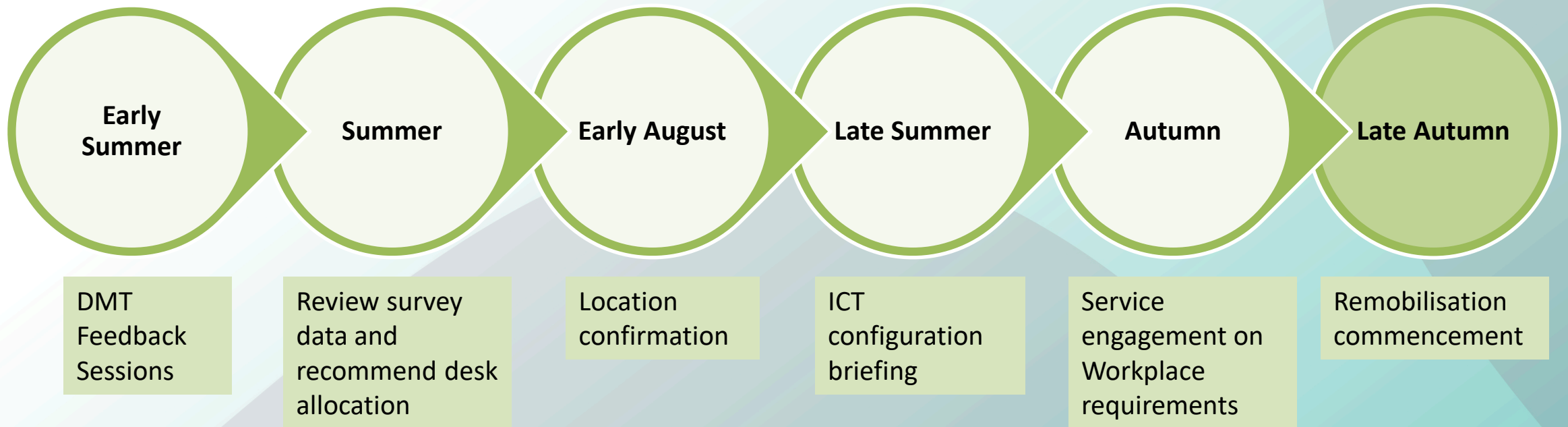
Provides potential revenue income for 10 York Road and Phoenix House (subject to political decisions on lease or sell options)

Workplaces: Reoccupation

- Services return to CLABs, broadly in the same workplaces, with a 30% desk reduction for teams
- Teams and staff being moved
 - Result of service specific requests (e.g. Adult Social Care consolidating into Halford House)
 - Relocation of staff from the 3 closed buildings
- Staff required to move will relocate from one city centre building to another – little to no impact (e.g. on their commute)
- Currently investigating potential changes to face-to-face customer activity in buildings (e.g. Youth Offending, social care and education case conferences, coroner services)

No Change	Move Required
No Change 67%	Move Required 33%

Timeline: Reoccupation



Next steps

- Finalise principles that articulate “new ways of working” to support understanding and embed into work culture and behavioural changes
- Scope and finalise IT options based on survey data
- Begin scoping Phase 2 based on data collected for space allocation
- Employee well-being and equalities remains central to our approach
- Healthy Wellbeing Survey data and feedback will help shape next steps for New Ways of Working programme
- Continue with comprehensive Equalities Impact Assessment alongside meaningful engagement with unions and staff

Questions?

New Ways of Working Programme: Phase 1 Plan on a Page

