

Management Scrutiny Committee

Smarter Working: Policy Review recommendations 2010/11

Ref	Recommendation	Action	Owner	Due Date	Progress Commentary
(a)	That a robust evaluation process is developed and implemented on an ongoing basis to capture both the qualitative and quantitative data, that provides a measure of the impact of smarter working on the organisation and its staff.	<p>To develop a Smarter Working Evaluation Questionnaire.</p> <p>To regularly survey staff/services who have moved to new ways of working</p>	Helen Townsend	<p>Development by March 2011</p> <p>Rollout – first rollout by March 2011, then at six monthly intervals thereafter</p>	A detailed evaluation questionnaire was developed in December 2010, and piloted with the first teams of staff who moved to Smarter Working in January 2011. This questionnaire will be rolled out every six months to staff who have moved to Smarter Working, so that findings can be analysed and compared on a regular basis across the organisation.
(b)	That the Smarter Working project conducts a further review to ensure that the project has achieved its targets, that they are sufficiently stretching and that the review looks at where the organisation goes next.	To develop a tracking tool to capture how each service area has reduced its spatial requirements against the Council's target of 20%	Helen Townsend	<p>Development by March 2011</p> <p>Updated after each service area moves to new ways of working</p>	A spreadsheet has been developed which captures each service area who have moved to new ways of working, the numbers of staff working flexibly before the project, the numbers of staff working flexibly after interaction with the project and the amount of desks occupied prior to and after attending Smarter Working workshops

(c)	That as part of the Business Transformation Programme consideration is given to further investigation of service area delivery models operating away from the traditional working week with the development of more flexible and responsive working hours.	To ensure that new ways of working are considered as part of the organisational Service Redesign taking place across the Council.	Helen Townsend	January 2011 and for each Service Redesign thereafter	Helen Townsend now sits on the Design Authority Board to provide input from a Smarter Working on all Service Redesigns submitted to the Design Authority. New ways of working, and maximising space utilisation are therefore considered as part of every Service Review.
(d)	That an impact analysis of technology be undertaken to assess where we are now and ensure that the technology is being used in the most efficient way and allows the organisation to work in the smartest way.	<p>To baseline existing ICT hardware and software for each service area prior to the introduction of Smarter Working</p> <p>Identifying how new ways of working will impact on technology requirements, and creating a business challenge around the equipment which the service area wish to purchase</p>	<p>Helen Townsend</p> <p>I</p> <p>Martin Duncan</p>	<p>August 2010 Technology Requirements and Smarter Working Technology Demonstration to be built into all Smarter Working Workshops by January 2011</p>	<p>Data capture template designed August 2011</p> <p>ICT Data Capture Checklist developed January 2011</p> <p>ICT Data Capture Checklist modified February 2011</p> <p>January 2011</p>

(e)	That Sunderland City Council as part of the smarter working project looks to maximise the work with partner agencies and organisations in order to future proof technology and working practices in the most practicable way possible.	Strategic dialogue to look at the potential opportunities surrounding this to be scheduled	Colin Clark/Helen Townsend	March 2011	Workshop facilitated by the RIEP held March 2011 and further session to be arranged
(f)	That an Equality Impact Assessment is conducted in relation to the Council's drive to Smarter Working looking at the impact from an employment and customer perspective.	Equality Impact Assessment to be conducted	Sue Stanhope/Helen Townsend	July 2011	Initial communications around this have started
(g)	That Elected Members are kept informed of redundant properties within their wards and the future options for such properties.	Member briefings to be held with affected Ward Members in advance of any building closures	Colin Clark	Monthly commencing April 2011	Members are informed on a case by case basis as and when properties are identified for closure together with proposals for use of the site
(h)	That the Management Scrutiny Committee receives regular updates and progress reports on the Smarter Working Project and that these are added to the Committee's work programme for 2011/12.	Quarterly update reports to be provided to Members commencing September 2011	Sue Stanhope/Colin Clark/Helen Townsend	Quarterly commencing July 2011	Ongoing and to be diarised by Governance Services