

Corporate Improvement Programme



Mobile and Flexible Working Project

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27th March 2009

Overview



- **Traditional working practices and workplaces**
- **A vision for mobile and flexible working**
- **New ways of working**
 - **Flexible working**
 - **Flexible workplaces**
 - **Workforce deployment**
- **Conclusion**

Traditional working practices (1)



- **9 to 5 office culture**
- **Ad-hoc take up of flexible working patterns**
- **Focused on time not output**



Traditional working practices (2)



- **Travel**
 - The daily commute to and from work
 - Meetings
 - Customers
 - Supplies
- **Virtual meetings not commonplace**



Traditional working practices (3)



- Paper based systems
- Traditional work scheduling



Traditional workplaces (1)



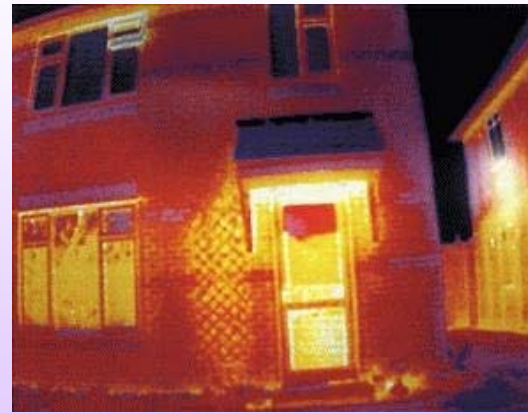
- **Staff are fixed to a desk and an office**
 - Static phones
 - Mainly desktop PCs
 - Paperwork
- **Not all offices are open plan – many cells**



Traditional workplaces (2)



- **Currently 1:1 person to desk ratio**
 - But desk occupancy is not 100%
 - Research in English councils shows average desk occupancy at 45%
- **Financial and environmental impact of occupying so much unused space**

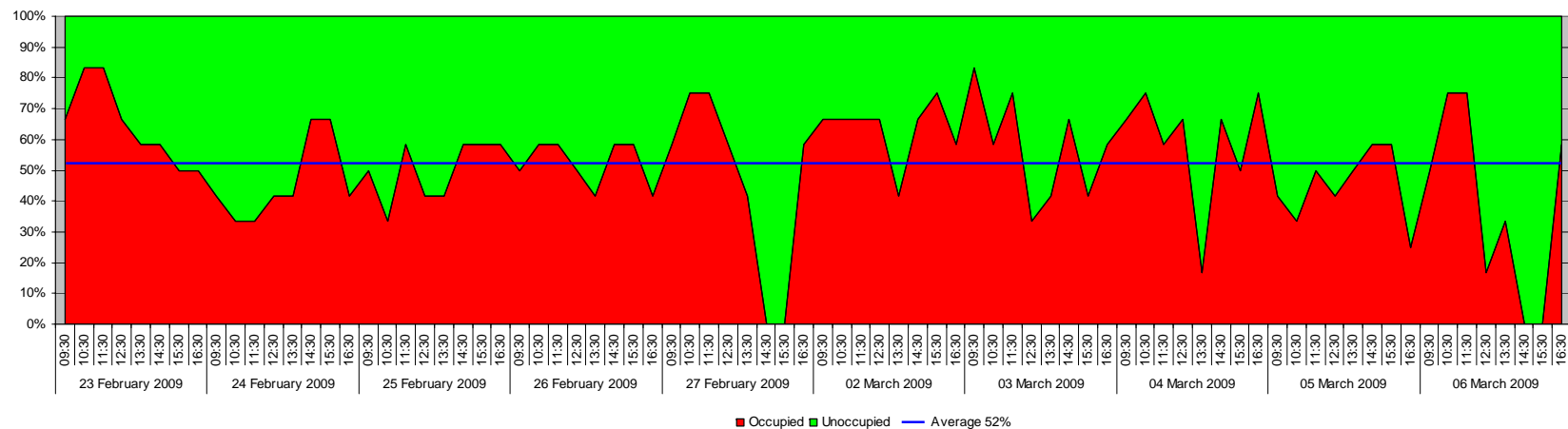


Occupancy survey – Castle Wynd



- Over a 2 week period – every hour
- Average occupancy 52%
- Varied by individual

Corporate Improvement Team



Corporate Improvement Programme



A Vision for the Mobile and Flexible Working Project

A vision for mobile and flexible working

Supporting work/life balance through flexible working

Improving individual employability

Designing work places and practices that fit our business

Using technology to connect and communicate across Highland

Spending less time travelling

Increasing staff productivity and job satisfaction

Delivering higher quality services locally to customers

Reducing asset costs, travel costs and carbon emissions

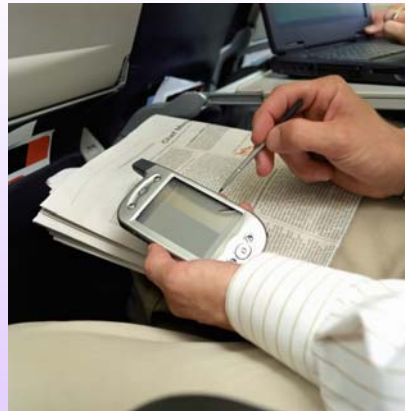
Working smarter, leaner and greener

Mobile and Flexible Working



New ways of working

- Flexible working
- Flexible workplaces
- Workforce deployment



Flexible working



- **Increased use of flexible working and home working**
- **Supporting work/life balance**
- **Removing barriers to employment**
- **Less time spent commuting**
- **Enabled by anywhere technology**
- **Increased remote communication to reduce travel**
- **Reduced demand for office space and utilities**



Flexible workplaces



- **Open plan working**
- **Non territorial working**
- **1:1 person to desk ratio too high**
- **Neighbourhoods**
- **Personal storage away from desk**
- **Bookable meeting rooms and offices**
- **Printing hubs**
- **Staff facilities**
- **Workplace etiquette**



Workforce deployment



- **Electronic information management systems**
- **Dynamic scheduling**
- **Less need to visit office/depot**
- **Mobile technology**
- **Access and input information out of the office**
- **Planned travel**
- **Increased staff productivity**
- **Delivering higher quality services to our customers**
- **Housing repairs project**

Conclusion



- **Reduced asset and transport costs lead directly to a saving in carbon emissions**
- **Ultimate vision is to work smarter, leaner and greener**

- **Work has already started on the project**
- **Need to work closely with the other projects in the Corporate Improvement Programme**

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