



BROMSGROVE DISTRICT COUNCIL

MEETING OF THE OVERVIEW AND SCRUTINY BOARD

MONDAY 16TH OCTOBER 2023, AT 6.00 P.M.

PARKSIDE SUITE - PARKSIDE

SUPPLEMENTARY DOCUMENTATION

The attached papers were specified as "to follow" on the Agenda previously distributed relating to the above mentioned meeting.

4. **Agile Working Presentation** (Pages 3 - 10)

The presentation for this item is published in this Supplementary Papers Pack. Paper copies of the presentation will be distributed at the meeting.

S. Hanley
Chief Executive (Interim)

Parkside
Market Street
BROMSGROVE
Worcestershire
B61 8DA

16th October 2023

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Agile Working Update

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Workforce

Workforce Strategy

Workforce Strategy
Action Plan

Culture Working
Group

Agile Working
Implementation

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The Policy

This policy applies to all permanent and fixed term contracted employees of the Council.

CMT have set clear parameters within the policy

The nature and extent of agile working will depend upon the job undertaken as providing services to customers will be a priority. Not all roles are suitable for agile working.

Fairness and consistency are key

Full dialogue was had with the Trade Unions throughout the process

Pilots were run with a number of Service Areas

Agile Policy – Key Parameters

- Agile working will be supported by well-defined objectives and performance measures.
- Adequate and appropriate team cover to ensure there is full service coverage with positive customer service standards maintained at all times

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Managers must continue to support employees and both parties are responsible for maintaining good working relationships.

- Employees must retain the flexibility to attend the workplace/ Council location as required.

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Agile Policy

- Managers will ensure new starters are introduced and welcomed into the team including meeting team members face to face
- Regular one to one meetings, team meetings and annual appraisals continue in line with corporate approach either remotely or face to face, as deemed appropriate.
- Managers to ensure information is openly and frequently shared.

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Implementation

- Agile Working Policy launched on June 1st.
- We are implementing Agile working using 3 key areas; Customers, Staff, Infrastructure.
- The project is now working with service managers to ensure the policy is being adopted and services can measurably demonstrate performance
- A Survey has gone out to all 4th Tier managers.

Staff Support

Employee Assistance Programme

- Support Available for all staff through our Employee Assistance Programme

Training

- A wide range of training has been made available to both managers, team leaders and all staff to help with the transition to Agile Working.

Healthy Working Plus Programme

- A workspace assessment and online training has been made available to all staff over the last 18 months.

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Summary

- Ensure customer needs at the forefront of agile working.
- Ensure services explore how they can provide virtual service delivery options to customers.
- Ensure service teams can be productive when working agily and support the development of success measures.
- Create an organisation that is able to manage by outcomes:
 - Ensure managers have the necessary skills, training and learning, and development continues to take place throughout the organisation.
- Determine any IT requirements to enable services to work successfully in an agile way.
- Create an organisation that can recruit and retain future talent through the flexibility of agile working.
- Provide healthy and safe working systems that create wellbeing for the staff.