

**BDC O&S 20th November 2023**

**Request for responses to Members' questions on Agile working**

1	<p><b>Review of the title 'Agile working' as it might be misconstrued as in project management terms it was a way of implementing large projects. Officers undertook to review the title as the initiative was important for recruitment and retention.</b></p> <p>Agile Working has been widely used to explain the way that this policy is setting out the way we want to work as an organisation it is quoted as "Agile working is all about connecting processes, people and technology in order to create a dynamic workforce." There is a difference between this and flexible working which has its own policy and is part of employment law. As a project board we are aware of Agile Project Management and will assess if this has an impact on what current or perspective staff understand by our working policy.</p>
2	<p><b>Investigate the possibility of introducing a follow up to measure satisfaction with customers' interaction with services. For example, a form of trustpilot-style of providing feedback when customers interact with service areas. The project team would pick this up.</b></p> <p>As an organisation we are already looking at this and the project team will look at how this can be used to give the best feedback across all our customer facing services and the Business Improvement Team are doing a piece of work looking at how we can best collect satisfaction from customers across the organisation that have had an interaction with us. The Agile Working project will continue to work with them on this.</p>
3	<p><b>Provide recent data on the impact that flexible working arrangements on reducing car mileage of staff (and the carbon / greenhouse gases emissions reduction as a result of this).</b></p> <p>We have done an analysis of the millage claims by staff comparing 2019/20 to 2022/23 to show the change from before the impact of Covid until the most recent full year. This has shown a 51% decrease in millage for Bromsgrove Services which also equates to a cost saving of £32,989. This equates to a reduction of 73,308 miles and whilst we cannot put an exact carbon reduction on this figure as there are many variables between types of vehicles however to give an indication the average C02 emissions per car are 221 grams per mile. So this would have given a reduction of 16,201 kg C02e between 2019/20 and 2022/23.</p>

4	<p><b>Progress on increasing responsiveness of officers to members and what progress has been made in looking at this issue so far by the project team</b></p> <p>The Business Improvement Team are currently undertaking the requested review of the current position of responsiveness of member enquiries by service areas and once completed, they will produce a summary of findings.</p> <p>The findings will then be reviewed by SMT and proposals will be brought forward to agree reporting routes, response times and escalation routes with Group Leaders, before being presented to Councillors more widely.</p> <p>In addition the CEO will be raising the issue of response to Members enquiries and complaints with 4<sup>th</sup> Tier Managers when she meets with them in the 2<sup>nd</sup> week of December.</p>
5	<p><b>Suggestion for introducing an IT solution/system for assisting members with knowing team structures and which officers to contact in respect of a given service area issue.</b></p> <p>Democratic services will work with IT to look at options. However, what we can do is provide the following:</p> <ul style="list-style-type: none"> <li>• Re-circulate for Members' consideration the key officer contact lists which are produced each year for the induction packs. This could be updated at least once a year due to staff turnover.</li> <li>• Circulate the senior officer structure chart once this has been updated to take into account interim appointments.</li> <li>• Organisational charts have been produced in the past and that these are due to be updated as part of the induction refresh so these could be shared with Members once finalised. If so, Democratic Services can circulate these and could also upload them into the Library section of the modern.gov app.</li> <li>• Members can also use the Staff Finder at <a href="http://stafffinder/">http://stafffinder/</a></li> <li>• Add Corporate hierarchy structure (powerpoint document) to the Members Team Channel.</li> </ul> <p>Paper copies of the key officer contact list were included in the induction packs handed to all Members when they were elected. In addition, we have uploaded the key officer contact list alongside other useful documents onto the private modern.gov app in the Library section, which acts as a useful source of information. We will promote this resource further to Members.</p>