Briefing Note on Agile Working – 22nd April 2024
Bromsgrove Overview and Scrutiny Board

1) 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.

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.

Update April 2024:

The project team have been working with Human Resources who are reviewing the recruitment and induction process. They have had no feedback around the Councils wording for Agile Working causing confusion, but this is continuing to be monitored.

The project has surveyed all Service managers to ensure that Agile Working is being implemented in their services whilst looking at the business need. This is also to look at any issues that services are having with training or the infrastructure in place. There has been an increased hotdesking space provided at Parkside as well as continuing to improve the equipment in place to help staff have a suitable workspace that is suitable for shared use.

2) 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.

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. The Repairs and Maintenance teams will be using a new system from April next year that will allow for a feedback survey to be done at the time and sent confidentially back to the system.

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.

Update April 2024

The project team are working with a survey company to create a pilot that uses a variety of communication mechanisms to make sure that we capture all the different methods used by our customers and residents.

The team will also be looking at the results from the system repairs and maintenance system that has been implemented this month to see if that would be suitable to implement wider into other front facing services.

3) 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.

Update April 2024

The 'Best Practice for Handling Member Enquiries' document, attached as appendix at item 3, with a slight amendment to inform that all initial escalations are to the PA of the Chief Executive for triaging and inputting onto the corporate complaints system (this is written into the document). The escalations are now being reviewed as part of quarterly reporting. Soft launch of changes has been rolled out with a full launch across both organisations being currently being drawn up with the communication team.