

## Approach

- Established and proven
- Engagement with teams to identify and characterise their work.
- Opens the possibility of creative thinking about what MUST be done, relative importance and discretion about HOW and WHERE work is done.
- Standard approach, allowing aggregation and comparison between teams.
- Creates opportunities for improved communications and culture change.

## Attitude

- Common sense, practical and pragmatic.
- Easily understood and accessible
- Quick products and validation
- Transparent and auditable

## Realised Benefits

- One LA released £25.3 Million (12 buildings)
- Of which £13.01 Million has been reinvested (in 3 buildings acquired and ICT)
- Realised an annual revenue saving of £690k
- Enabled 2,400 staff to be Smart-worked across 13 buildings
- Reduced paper by 60%

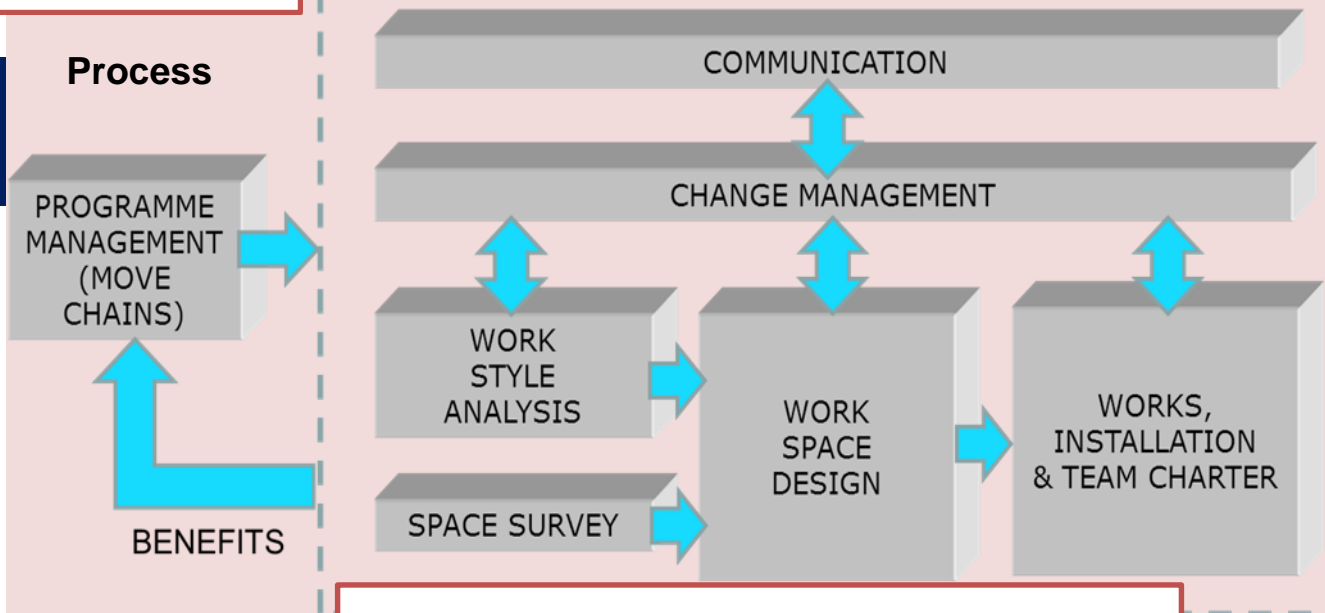
## Benefit Potential

- Work tuned to enable better business delivery
- More responsive approach towards customers and their needs
- Reduce estate and office costs
- Realise benefits from investment in ICT, EDM
- Family friendly, less sick leave absence and generally greater productivity
- Better motivated staff; enhanced staff attraction and retention
- Green benefits
- Enables business continuity

## Smarter Working Product on a Page



## Process



## Link to Flexible Deployment

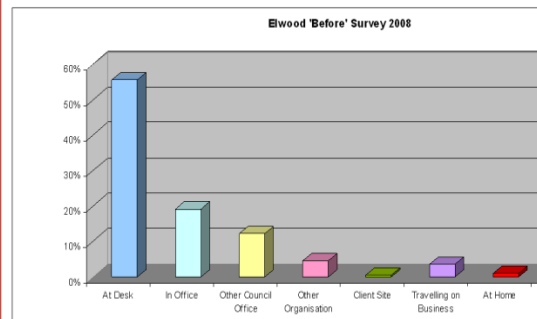
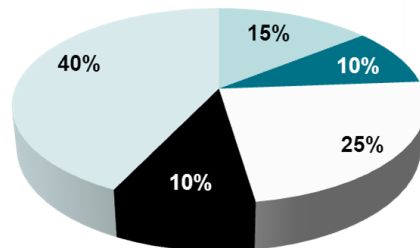
- Based on the same principles.
- Introduces complementary approach to characterising work
- Can be tailored to various drivers

## Tools

Team		Hdevelop										
Team Name: Housing Development Team												
Total resource available:		5	FTEs									
Total time accounted for:		5	Ok									
INPUT												
Resources (either % of total or by FTE)	Time	Location			Resource by Process		Resource distribution by Time		Resource distribution by Location			
		% Core Time	% In the Office	% In Spec Alloc	% at other location	Resource by Process	Resource Core	Resource Non-Core	Resource In the Office	Resource Spec Loc	Resource at Home	
Process activities												
Housing development manager - focal point	1.0	80%	40%	35%	35%	1.00	0.80	0.20	0.40	0.35	0.35	
Principal Housing Devt Officer - disposals etc	1.0	80%	80%	10%	30%	1.00	0.80	0.20	0.80	0.10	0.30	
Senior Housing Devt Officer - H4 perf info	1.0	80%	80%	10%	40%	1.00	0.80	0.40	0.80		0.40	
Principal planning development officer	1.0	80%	80%	40%	40%	1.00	0.80	0.40	0.80		0.40	
Disposal of short life user groups properties	1.0	80%	20%	30%	80%	1.00	0.80	0.40	0.20	0.30	0.80	

- Simple spreadsheets
- Quickly tailored
- Easily transferable to clients

## Products



## Team Charter

SMART Working Team Charter

Document Status: This 'charter' represents an informal agreement between all parties in the team to underpin the practical working arrangements and principles agreed by this team to underpin the team's work. It is a free and open agreement which can be altered or amended at any time there is a change in the team or in the service they provide. Nothing in this charter...

- Straightforward high impact visuals
- A basis for communication and discussion

## Virtual Designs

