

# Smarter Working



**Corporate Select Committee – 23<sup>rd</sup> May 2022**

**Sam Pittam-Smith, Director of Transformation**

# 1. Removal of national Covid-19 restrictions

# Removal of national Covid-19 restrictions

- Infection control measures largely removed in April 2022
- All colleagues and members asked to continue to follow “Safe & Respectful” guidelines
- Hybrid working guidance to all directorates and services remains unchanged
- Discretion to take advantage of hybrid flexibility, in a way that works best for service users and colleagues
- Further detailed guidance to be issued at the end of May

## 2. Hybrid working behaviour patterns

# Hybrid working behaviour patterns

- Continued focus on monitoring and learning
- Steadily increasing trend of attendance at our 3 main offices between February and April
- County Hall car park usage continues well below the level where the reintroduction of access rules is required
- Currently working to break data down by Directorate / Service (June 22) and worker types ( end Q3 22)
- Committee will have access to data via an internal dashboard
- Monitoring to continue throughout 2022

### 3. Strategic review progress update

# Smarter Working review progress update

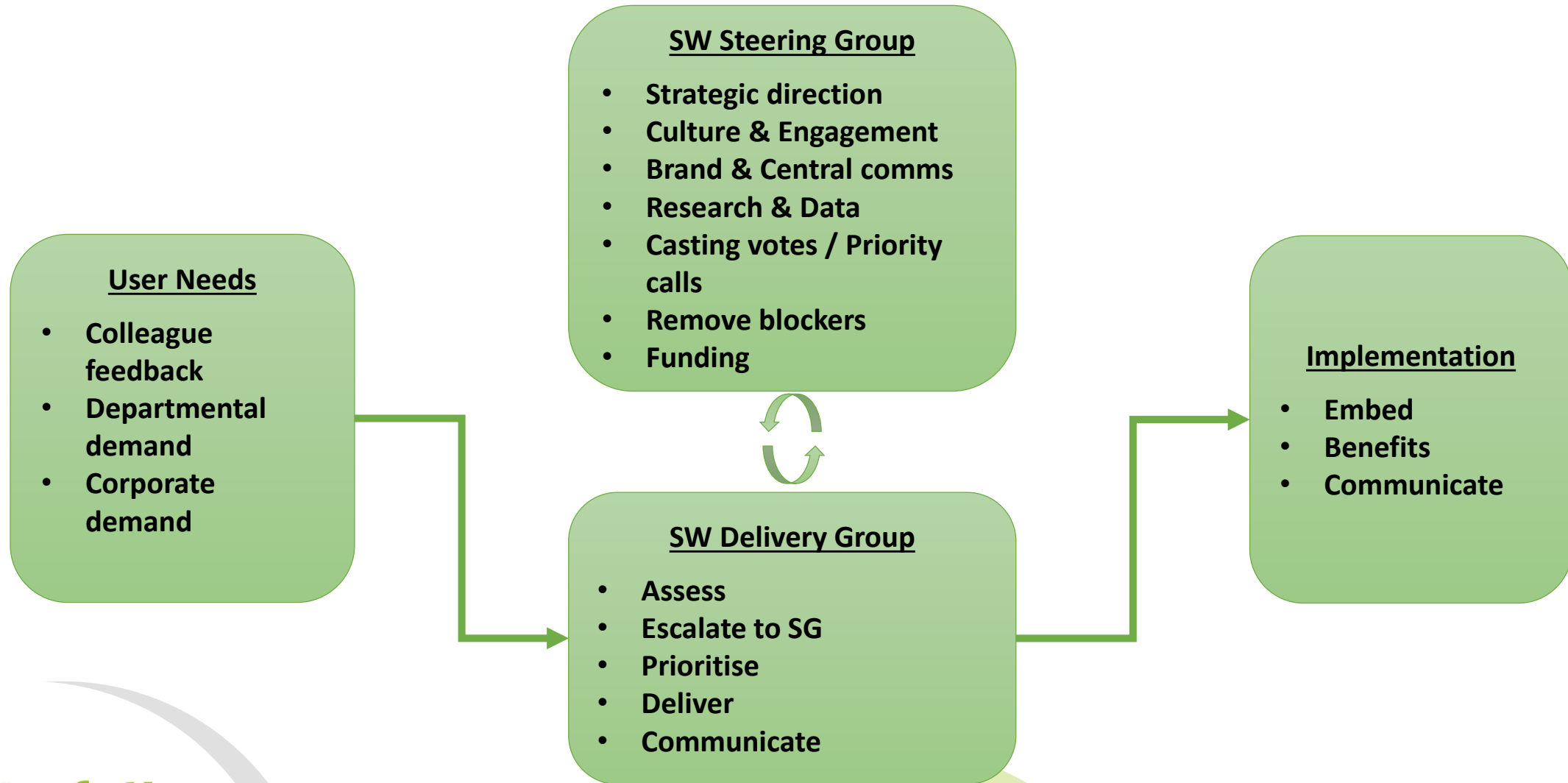


- Focus has been on removal of infection controls and design of new SW operating model
- Centralised decision making and communications well received by stakeholders and colleagues
- NCCs' Smarter Working Service: Taking accountability for the ways of working topics that aren't owned by any one department, or are common across all departments
- Revised scope: The tools, places and associated policies that collectively make up NCCs' ways of working
- Revised purpose: To support NCC colleagues in continuously improving the services they deliver to the residents of Norfolk, while increasing value for money for taxpayers and reducing our corporate impact on the environment

## 4. The Smarter Working Service model



# The Smarter Working Service model



# **Actions required**

**The Select Committee are asked to:**

- 1. Consider the work completed to date and the next steps and indicate any areas of assurance required for the next meeting.**
- 2. Members of Committee are also asked to support the direction of travel.**