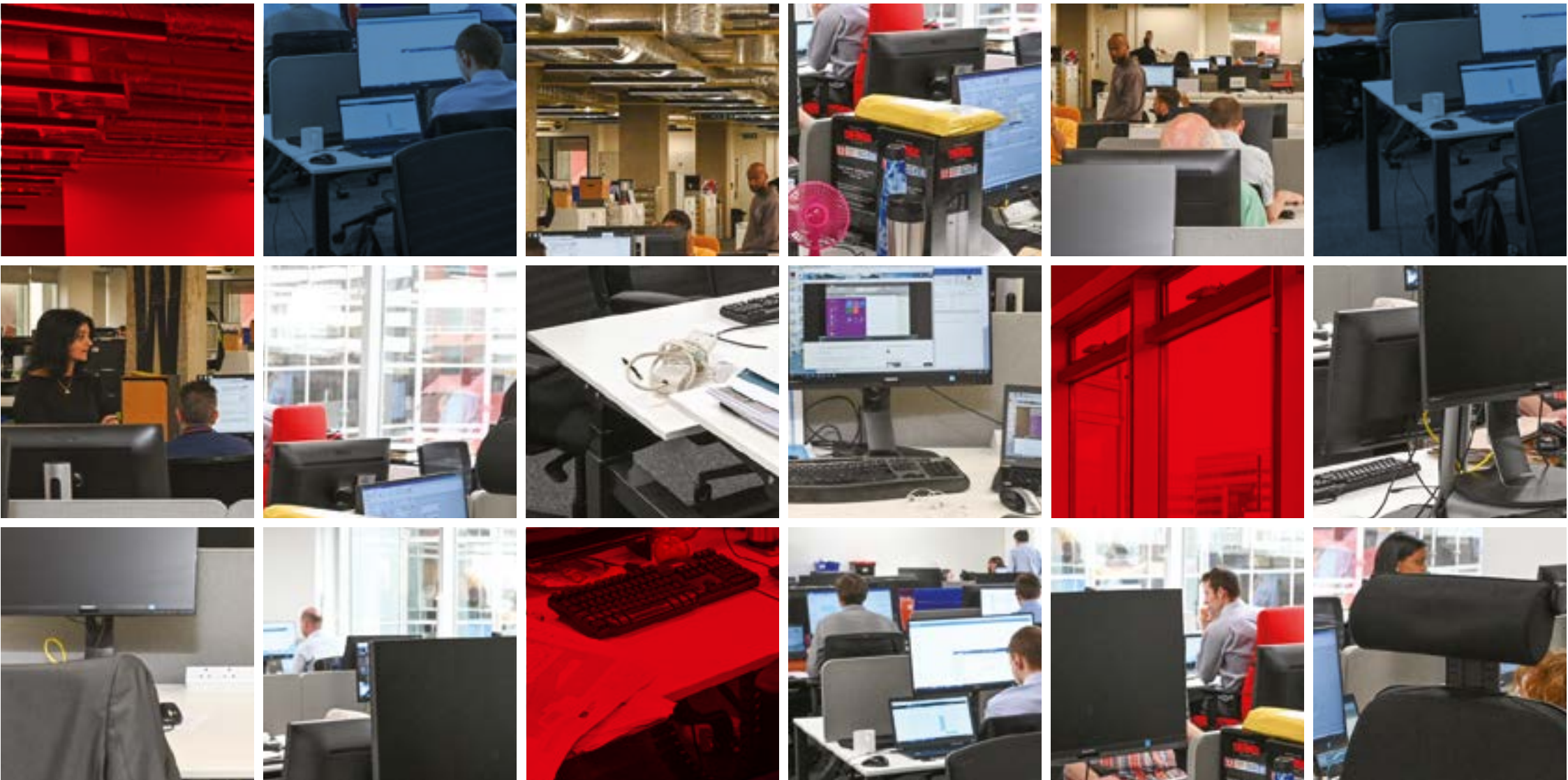


hello future

Welcome to your new workspace



Hello Future - New Ways of Working

Hello Future is about improving your working environment and the IT tools you use. But it's about more than that. It's about new ways of working too - not always sitting at the same desk, working more collaboratively, or working from home or other sites.

Why is this happening?

Firstly, we're trying to make your working life more enjoyable and productive and secondly it's about cutting our costs.

Outdated ways of working and inefficiency cost money that would be better spent on services.

Overall, we will be using less office space. With the third highest property prices in the country, reducing office costs produces major savings. And that means less pressure to cut posts or make savings that could affect service delivery.

Hello Future is for everyone

Not everyone is moving office. But reducing office costs means everyone will be sharing space more and using our offices more efficiently. And everyone will have a laptop and a mobile phone so you're no longer tied to your desk.

As a council, we want to radically modernise the way we operate - to transform what local government means and lead the way in doing things differently.

Meeting that ambition starts with new ways of working. And that's what Hello Future is really all about.



New ways of working

Enjoy a new start

Sharing space gives us a rare opportunity to change the way we do things - to stop being tied to a desk, to collaborate better with colleagues, to get work done more efficiently - and to enjoy life more too.

The message is simple. Working at H&F is about what you do, not where you do it.

In the new world, we'll no longer each have a desk of our own. We'll be sharing space and working in very different ways - more readily moving between desks, meeting rooms, touchdown areas and other sites. Our mobiles and laptops give us the flexibility to work from anywhere, and for many that may be out in the community, in another office or at home.

This guide is about how to get the most out of your workspace, how to embrace remote working, and give your time at work a new lease of life.

While not all of us are moving to new buildings, these new ways of working apply to everyone.

Doing an even better job for our residents

This is a major opportunity to transform our organisation to become a modern, adaptable and more enjoyable place to work.

But it's also a real opportunity to improve our services to residents. We need to be here so that residents can access council services in different ways and at a time that suits them best. And by cutting our costs and making better use of our space and our time, we can channel more of our resources into delivering the high-quality services our residents expect.

As much as where you work, 'New Ways of Working' is about how you work. It's an opportunity to collaborate better with other teams and other organisations, to work in more dynamic, experimental ways, to find new solutions to existing problems and meet our residents' future needs.

The benefits of working in new ways far exceed the cost savings from sharing space. It's up to you and your team to take up the challenge and make H&F a better place for everyone.

The benefits



A much better, more modern working environment



Agile technology and tools to work more efficiently and collaboratively



Flexible spaces to support different tasks



An opportunity to spend more time working alongside other teams, residents groups and partner organisations



Better facilities for staff



Major office cost savings - reducing the pressure on other budgets



Space to experiment with doing things in better ways

New Ways of Working

Working in our new environment means changing the way we work. So, we've developed an agile working policy to help with the transition. **You can find the full policy on the intranet here.**

Here's a summary of the contents.

Remote working

Remote working means working away from your main workplace. Remote workers can be based in the community, at home or other sites.

Working away from your main workplace needs a bit of planning. Here's how it works.

Your manager has the discretion to authorise and agree occasional working from different locations, including your home, where it is felt that doing so will bring mutual benefits. They'll take into account the nature of your job and the requirements of the service, as well as how any changes could support you personally.

If you'd like to explore the possibility of occasionally working from home, here's what you need to do: meet your manager to discuss the practicalities and challenges, agree what work can be carried out at home and what needs to be delivered by when, and agree contact and support arrangements.

Remember homeworking isn't a right or a permanent arrangement, so it must be reviewed every three months by your manager.

Working hours

The council's normal working hours are 7.30am-7.30pm and generally we must work during core hours (10am-noon and 2-4pm) and be available for calls, remote meetings and emails.

More flexible working will enable each service to think again about the opening hours that best suit their clients and to organise working patterns to improve services. It doesn't mean people will be asked to work longer hours, but there's an opportunity for people to work different hours.

Working safely

When you're working at home, in one of our offices or out in the community, it's important to work in a safe and secure way.

Homeworking and remote working arrangements are conditional on health and safety and GDPR requirements being met. You must complete appropriate health and safety training and risk assessments covering the space you work in at home, the equipment provided and lone working.

You'll also need to confirm you have the right workspace and equipment to work safely and securely at home. Talk to your line manager to find out more.

Visit our intranet pages if you've any other questions on new ways of working.



New ways of working: remote management

Many of us already have experience of working away from our main office, either at home or from other buildings. This generally works well, as long as everyone makes an effort to keep in touch and managers take steps to ensure that staff are fully supported.

Talking to your colleagues is essential, and managers and teams must jointly agree appropriate ways to assess and allocate workloads and to monitor employee wellbeing and performance.

Regular one-to-ones are really important, but they don't necessarily have to be face-to-face. Our new technology means we can also use video meetings through Skype, or simply talk on the phone.

And performance must be reviewed in line with the council's performance management review scheme.

You can make sure remote working works well in your team by having clear conversations from the outset on what's expected and the outcomes you're working to. Wherever possible, managers will give colleagues a choice over how and where they work, as long as the needs of the service are met.

We'll all need to make the move to managing by results rather than physical presence.

Here's a quick checklist for managers



Plan your service delivery

Establish how the business needs of the council can best be met through our new working arrangements and make sure everyone understands how to operate efficiently when we move.



Manage use of desk space

Speak to your team to manage the use of desk space during times of peak occupancy.



Encourage the sharing of calendars

- so that everyone can quickly see where their colleagues are.



Open lines of communication

Maintain managerial relationships by planning regular one-to-ones and team meetings, and make sure remote workers feel part of the team and that they know how to quickly assess the support that they may need.



Involve your team

Discuss and record with each member of your team their new way of working, including ways to stay in touch - as a minimum staff should be contactable by email and phone.



Health, safety or welfare implications

Appropriate risk assessments will need to be completed and where risks are identified, line managers and employees should discuss how these can be mitigated in line with the council's health and safety policies - more information can be found on the intranet.

Your workspace

Space in most of our buildings will be shared and equipped to support a variety of styles of working. It will be allocated to activities not individuals.

It's up to you and your manager to select the best location to deliver the task in hand. So, make sure you choose, and move to, locations that are appropriate for the type of work you're doing.

For example, you may need a quiet space to concentrate on a report and working from home for the day would make most sense. Or you might be working together as a team for a few hours and would be better off in a collaboration space.

Our workspaces are designed to give you different options throughout your day - rather than assuming everyone will sit at a single desk all day. It's your chance to work in new, more interesting ways.

Your team workspace

You'll have a team area to work from on a day-to-day basis. Your team area includes a number of workstations, storage and any specialist equipment. Space is not allocated on the basis of seniority, habit or personal preference.

Each workstation incorporates a movable flat screen, keyboard and mouse. When you leave work, please don't take any of this equipment.



There will be fewer desks than people, so if there's spare space in your team area, it may be used by other teams. And your team will be able to use nearby space if you need to. Please speak to your neighbours before using their space - agreeing to share will make your colleagues happier working with you.

If you're going to be away from a desk for more than two hours, please clear it for someone else to use.

It's everyone's responsibility to keep our workplaces clean, tidy, clear of clutter and report any faults that need to be fixed

Sharing space - house rules

Clear desks at the end of each day

Clear desks if you'll be away for two hours or more

Keep the noise down as much as you can

Don't take away the mouse or keyboard

If something is broken, take responsibility for reporting the problem and getting it fixed

Make people from other teams welcome in your team area

Ensure you follow health and safety requirements, including for fire, evacuation and first aid

Don't leave out-of-date food in the fridge

Don't bring in personal kettles, toasters or other equipment

Even if you are one of the few people with an allocated personal desk, please follow the clear-desk rules when you're not there.

Computers and phones

Our workplaces are wi-fi enabled. You can connect to the wi-fi on your laptop by connecting to Smartzone.

You can use your device to work from anywhere and there are plenty of places to charge up.

When using a desk, connect your device to a monitor using its single screen cable. This will connect you to the mouse and keyboard too and it will charge your laptop while you're using it.

Handy tip - everything will work better if you log in to your laptop before you connect to the screen cable.

For any ICT queries, contact the H&F Service Desk by using the self-service portal on the intranet, call **020 8753 4000** or email **servicedeskict@lbhf.gov.uk**

Remember, it's up to you to look after the equipment you've been given to do your job.

Office 365 training

Hello Future is all about working in new ways and working remotely. Staying in touch with your team is an important part of that, and tools such as Skype, Teams and SharePoint allow you to work much more effectively as a team, and with other teams. You can hold remote meetings, work on the same document with colleagues in other locations, and more easily manage and access shared documents.

There's plenty of help out there to get started - both online and face-to-face training. Visit the Tech- tonic intranet pages and the H&F IT Hub to find out more.

ICT FAQs

I need a privacy screen will this be provided?

If you think you need a privacy screen, talk to your line manager.

Will a bag be provided for me to carry my laptop in?

All laptop users have been given a sleeve to safely transport their device. When travelling to/from other locations, we suggest putting your laptop in the bag you normally use to carry your things.

Do I need to insure any equipment that has been loaned to me?

No, as the equipment is the council property employees are not required to cover any such items on their personal home insurance.

Who should I contact if my devices aren't working?

Contact the helpdesk on extension 4000 and work from your main office location until the problem has been rectified.



Your health and wellbeing

The move to our new workspaces will give us much better working environments and facilities. And moving around more rather than sitting at the same desk every day has got to be better for your health and wellbeing.

Whilst new ways of working can create a sense of isolation, there are a number of positive steps we can all take to ensure our colleagues feel connected. It's important that we all have a manageable workload and are able to maintain an effective work-life balance.

Our Wellness Centre

Need more help or information? Visit the 'health and wellbeing hub' on the intranet.

Or contact The Wellness Centre. It's a nurse-led service made up of a team of qualified occupational health advisers, a part-time counsellor and occupational health doctors. All services are confidential and open to all staff.

You can reach them on **020 7361 3449** or email **health.occupational@lbhf.gov.uk**

Here are some suggestions to avoid future problems

Keep in touch with your team

Be clear about your contactable hours and your preferred way of keeping in touch with your manager and team. Always try to attend scheduled team meetings and make the effort to talk to your colleagues on a regular basis.

Keep in frequent contact with your manager

It often pays to be proactive. Make the most of your one-to-ones and regular appraisals. Use these to discuss your workloads, work priorities and any supportive changes.

Switch off when you're not working

Being available from anywhere doesn't mean you have to be available all the time. You can choose to switch off your devices when you're not at work.

Try to adopt good posture when working

Look after your back and neck by adjusting your workstation to ensure that the height and position of your chair and screen are correct to reduce the risk of strain.

Take regular breaks

And step away from your screen to rest your eyes.

Reclaim your lunch break

Use it, don't lose it! Taking lunch is a good opportunity to move away from your workspace completely and use the change of scene to help you relax.

Keep on top of things

Write a to do list at the end of each day for the following day. When your thoughts are down on paper, you'll find it easier to switch off and not think about work.

Use your commute to unwind

After a busy day, journey time can help you wind down. Reading a book or listening to music during your commute can help you to unwind and distinguish between work and home life.

Get in touch If you've any questions about our new workspace, email **internal.communications@lbhf.gov.uk**