Smart Working

Frequently Asked Questions

SMART WORKING
welcome to the future

Southwark
Council
southwark.gov.uk

General questions about Smart Working

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- **General questions about Smart Working**

Questions regarding the laptop roll-out

1. Is there a timeline that shows when I should expect to receive my laptop?
You will be contacted in advance to understand any specific requirements. Please see the slide deck 'Laptop Rollout and Office Refresh' for more information.

2. What is the make and size of the laptop we will be issued?
A corporate standard laptop will be issued. This will be a Lenovo X390 with a 13.3" screen. Having tested a number of different devices this gives the best all round offer. It meets the technical requirements for the majority of users, is lightweight and has a battery life of approximately 12 hours.

3. Can I have a different type of laptop?
Laptops are a standard, corporate model unless you have a reasonable adjustment identified following an Occupational Health or Access to Work assessment that would impact the laptop model required.

4. I have a sight-impairment and I am worried that a 13.3" screen will be too small for me. Who should I contact?
When you complete the requirements form ahead of the laptop roll-out, there is an area for you to specify any reasonable adjustment you may require as a result of a disability or long-term health condition. Your requirements will be discussed with you and if necessary, a different device ordered.

Questions regarding the laptop roll-out

5. I have recently been issued a laptop to support remote-working during the COVID-19 crisis. Will this continue to work, or will I be issued another laptop? It is likely that you will be issued another laptop and the temporary one you received will need to be returned. Don't worry, we have a record of who was sent a laptop recently so we can discuss with you when and how this can be returned.

6. I have been issued a new laptop but now I am leaving Southwark, do I need to return the laptop? Yes. On your last working day, you must return the laptop and power cable to the Smart Working Technology Team. Please contact smartworking.technology@southwark.gov.uk to arrange a return. If you are working remotely they will discuss with you how best to do this.

7. Will I be given any other equipment alongside the laptop to support remote working? Staff will be issued a separate keyboard and mouse that will be sent with the laptop. If using the laptop for extended periods of time it is recommended that the laptop is raised to the appropriate height and the keyboard and mouse then used to support appropriate position. Upon receiving a laptop, all staff should complete a DSE assessment particularly if a laptop was not being used previously or a DSE assessment has not been completed recently. If travelling to work in the office, given the current circumstances, staff should take this personally issued keyboard and mouse with them to avoid sharing equipment with colleagues.

Staff will also be offered a backpack for transporting the device or a laptop sleeve should they wish to protect the device within their own bag. These will be made available to collect from the office following the laptop roll-out.

Questions regarding the laptop roll-out

8. Will I be given a monitor screen to connect to my laptop whilst working remotely?
As the workstations are refreshed with new 27" monitors, the council is making monitors available for staff to support ongoing remote working. Opportunities to collect monitors will be clearly communicated on the Source when available. To connect the monitor to a new Southwark laptop or a personal device, it is likely that an adapter cable will be needed.

9. I already have a monitor at home that I would like to connect to the new laptop as a second, larger screen when working from home. Will the Smart Working Programme send me an adapter to use?
As staff will have monitors with a great many different connections, the programme cannot provide this for you. However, please discuss with your manager whether they would be happy to support the purchase of an adapter to connect the laptop to the monitor. The new laptops support an HDMI or USB-C connection.

10. I will be taking periods of annual leave between July and October, what happens if I am away when my team get their laptops?
We will ask managers to let us know if there are staff members on leave so these colleagues can be contacted upon their return to work. When we ask for your requirements we will also ask if you have leave planned in the upcoming weeks when the laptop will be sent out to ensure someone is able to sign for the device or the delivery is delayed as required.

Questions regarding the laptop roll-out

11. What technical support will be available in the initial roll-out period?
All laptops will be issued with a set-up guide both in the box and via email, this gives instructions of how to get started with your new device. Should you require technical support, a contact email address will be on the guide from which someone can give you a call back as required. After two weeks from the date you received your laptop, the Shared ICT Service will provide all technical support.

12. Why is the council spending money on replacing all the Wyse boxes with individual laptops, can't we keep the current set-up?
The current Wyse Boxes, Windows 7 and Citrix infrastructure is coming to the end of life. The council is taking this opportunity now to implement new ways of working enabled, for the majority of staff, by laptop devices.

13. How do I report IT problems when working remotely?
IT problems will continue to be reported through Hornbill or using the phone number for the IT Helpdesk 020 8937 3444. If there is a problem with the laptop, the Hornbill web address can be accessed from any computer or smartphone. http://mydesktop.southwark.gov.uk/

Questions regarding the laptop roll-out

14. Will I be shown how to use the new laptop and the new tools installed on it?
Due to COVID-19, face-to-face training cannot be offered. On receipt of the laptop, all staff will be directed to the Digital Skills Portal on MyLearningSource where an array of support is available. This includes pre-recorded training sessions in both getting to know your laptop as well as some of the new tools it offers as well as written guides and quick-tip pages. If you require further support, live virtual sessions will be available to book. These will be led by a Digital Learning Partner and will be run through Microsoft Teams.

15. Will the use of laptops be compulsory for all staff who are given a laptop?
Yes. Windows 10 laptops are replacing the use of Wyse boxes and Citrix. There may be some fixed position roles where the Wyse box is replaced with a Windows 10 PC.

16. What happens if I lose my laptop or it stops working?
If you lose your laptop, or it gets stolen, you'll need to report this to the Police and obtain a crime reference number within 24 hours. You'll then need to raise a Hornbill ticket with your Crime reference number and cost code, and you'll be able to pick up a new one from the IT helpdesk. If your laptop stops working, you'll need to report this on Hornbill and our Shared IT service will contact you.

Questions regarding the laptop roll-out

17. Will I still be able to log-on using Citrix from my personal computer?
On receipt of a new laptop, the majority of staff should no longer require Citrix access however it will be available to those who need it for accessing their business applications in the short term. For these purposes you will be able to access Citrix on your new laptop and should not need to use your personal computer any more. When all the applications have been made available directly on the laptop, your Citrix access will be removed.

18. How will equipment be rolled-out to part time staff?
Staff will be issued with individually assigned laptops to replace the use of Wyse boxes and Citrix regardless of whether they work full-time or part-time.

19. Is there someone we can speak to about specific needs or concerns regarding the Smart Working Programme?
Officers are encouraged to speak to their manager if they have any specific concerns regarding the Smart Working Programme, alternatively they can arrange to discuss with their HR business partner or a member of the Smart Working Programme team using the email address: SmartWorking@southwark.gov.uk.

Questions regarding the laptop roll-out

20. Will there be places to store laptops at work or is the assumption that staff have to take them home?
Staff are not required to take their laptop home with them unless they require it to work remotely as Citrix remote access using personal PCs or laptops will no longer be available. Laptops should be stored in personal lockers at the end of each day if it is being left in the office. If staff do not currently have a locker, this information will be captured during the requirements gathering process and one will be provided going forward.

21. I work from a fixed location and remote working is not possible in my role, will I be issued a laptop?
Whilst the majority of staff who currently use a Wyse box will be issued with a laptop, it is recognised that this will not be appropriate for all roles. This applies particularly to those whose role is based from a fixed location or who may drop into an office to use a Wyse box occasionally but not as part of their day to day role. The programme team will talk to managers to understand these situations and may replace the Wyse boxes with a new, fixed terminal computer.

Questions regarding the workstation refresh

22. What will be the new desk set-up?

Smart Working will look different depending on the team and types of roles, but for most staff, the current monitors on desks will be replaced with new 27 inch monitors that provide a simple, 1 cable connection to the laptop. When sitting at a standard workstation, staff will continue to use a monitor, keyboard and mouse as they do now.

23. Will the floors be noisier if the dividing desk barriers are removed?
In order to fit fully adjustable arms onto the desks to mount the monitors, the blue dividing desk barriers must be removed. On piloting the removal of desk barriers there has been limited feedback about increased noise in the workplace and the larger 27inch monitor screens also create a barrier across the desks. Workplace Protocols on The Source are currently being reviewed to reiterate that group work or conversation should be had away from the desk. Activity Based Workspaces will assist with alternative places to have these conversations but in the meantime there are already breakout spaces on the floors that will be more accessible with laptops to collaborate at.

Questions regarding the workstation refresh

24. I have two monitor screens on my desk in the office, what will the new desk setup look like for me?

As staff will be issued a laptop, desks with two monitors in offices will be refreshed with a single, larger 27 inch monitor. When using the workstation a connecting cable will allow different windows to be open on each screen (laptop and monitor) thus creating the dual screen required. If the workstation refresh takes place ahead of the laptop roll-out. Desks with dual monitors will retain 1 old monitor in addition to the new monitor until the staff member has been issued a laptop, at which point the old monitor will be removed.

General questions about Smart Working

25. Why Smart Working?

We want to continue delivering the very best outcomes for residents to ensure a fairer future for all. To achieve this, the council needs to be 'fit for the future'. The Modernisation Programme was developed in November 2016 to begin this process. The Smart Working Programme pulls together interlinking elements of the Modernisation Programme under workforce, workplace and I.T. to provide staff with the right technology, skills and spaces enabling them to deliver better services to residents. The Modernisation Programme outlines how Southwark will become a transformed, forward thinking, dynamic Council that effectively embraces modern ways of working in order to serve our customers.

26. What does Smart Working mean?

Smart Working is an approach that broadens how, where and when we work, giving more choice and freedom to staff to meet their objectives and deliver the best service to residents. It is aimed at helping us save money and the environment through better use of our office spaces, digital tools and skills that will make us fit for the future. Due to the varying nature of jobs at Southwark, Smart Working is not a one size fits all and will impact teams uniquely.

Smart working includes use of technology that improves our delivery of tasks and flexible work practices such as remote working from partner sites, home and other sites across the borough such as libraries. It is also about a more collaborative work culture that allows us to use activity based workspaces that are designed to complement the specific work that we do, while carrying out a range of activities within our roles.

General questions about Smart Working

27. What are the benefits of Smart Working?
As a local authority, we deliver a wide range of vital services to residents in addition to having a variety of individual needs and circumstances therefore individual experiences and benefits will be different for everyone.The benefits of Smart Working have been summarised below but will apply in a variety of ways to individuals:

- Providing an improved environment, tools, support and learning to enable more efficient ways of working, improved health and wellbeing, and better service provision to residents and service users.

- Digital skills development to help up-skill staff, support delivery of their role and improve their future employability in addition to making Southwark an attractive employer.

- Empowering our staff to choose where, how and when they work (without affecting service delivery) so this can challenge the current sedentary lifestyle.

- Smart Working will support us to get better use of our current office spaces and provide opportunities going forward to design new efficient and inclusive spaces with a variety of work settings that encourage a collaborative work culture.

- Activity based working to give staff the choice of where to work, in and out of the office. The programme will reduce travel where possible, saving time and contributing to the Council's sustainability agenda.

- Improving data security and adoption of a paper-light approach through encrypted devices and reduced paper reliance.

General questions about Smart Working

28. How soon will I know about possible changes to how and where I work?
Windows 10 laptops will be rolled-out to replace the use of Citrix and Wyse boxes from July to October 2020. A provisional timeline is available here. To ensure a simple connection to a larger screen within the office, new monitors mounted on fully adjustable arms will be installed gradually across council offices. More detail on this is available here.

29. How long will the Smart Working programme run for?
The Smart Working programme will run for the next two years. Following the initial changes to ways of working, workplace and technology, there will be some further technology changes including to the way we make phone calls and save our documents.

30. My role does not allow much flexibility and is fixed, how will the programme benefit me?
Smart Working will 'look' different to all teams and individuals depending on the job role and individual circumstances or requirements.

The team delivering the programme will work with service leaders and managers to tailor 'Smart Working' to ensure delivery of appropriate changes and engagement. For example: this may include digital skills development to enable HR or Online training access self-service or replacement of current Wyse boxes with new PCs in 'fixed' office locations to enable an improved staff experience.

General questions about Smart Working

31. Does Smart Working mean everyone will be expected to work from home?
No. Smart Working is around equipping staff with the skills and tools to work in the best way that suits their role and balancing this with personal wellbeing. For some this will mean spending more time working with our residents supported by improved technology and new working culture rather than travelling to and from the office. For others this will mean working from home more often, reducing the number of hours they spend commuting each week.

32. Does Smart Working change my right to request flexible working?
No. Smart Working is around increasing opportunities to work more flexibly within your current contractual arrangements whilst ensuring service delivery remains priority. Staff who wish to change their contractual arrangements to include flexible working options should refer to the appropriate pages on The Source here: http://thesource/human-resources/working-for-the-council/flexible-working

General questions about Smart Working

33. How will I be supported through the change?

A programme team is in place including two dedicated digital learning partners to support staff through both the technology as well as the workplace and cultural changes. An engagement process has been developed and will continue to be refined as the programme proceeds and it is tailored to different services and teams. Some examples of the support in place include:

- Sessions and toolkits for managers - providing information about the impact of the change and tools to support staff.

- Toolkits for staff - provides practical information about Smart Working as well as signposting for more information on where to seek help

- Digital Skills Portal - the Digital Skills Portal on MyLearningSource will support you in using Council issued devices and tools as well as providing further guidance and support to develop your digital skills.

- Virtual digital learning sessions – for those who require further support in getting to grips with their new laptop or the tools on it, there will be live, virtual sessions run by the digital learning partners. When you have recieved a new laptop these will be available to book through the Digital Skills Portal.

- Change Champions – Change Champions will be asked to volunteer as part of this programme to support their colleagues in the upcoming changes. There will be specific engagement for those who volunteer to understand more about this role.

General questions about Smart Working

34. Will staff be expected to work longer hours?
No. The wellbeing of our staff is very important to us and the Smart Working programme is aimed at enhancing rather than negatively impacting on the work-life balance of our staff.

If staff choose to take their laptop home with them, there is no expectation that this should be used outside of their agreed working hours. For some, however, the flexibility of a portable device will facilitate improved work-life balance. If staff do not need to take their laptop home, it should be locked away in their locker overnight once work hours are complete as we will be operating a clear desk policy in line with the Workplace Protocols

If a member of staff plans to work remotely they will be required to take their laptop with them to facilitate this. Remote working is not synonymous with working from home, but rather about the flexibility to work from multiple locations including Southwark and partnering sites. The programme is about building trust and we expect managers and direct reports to keep to reasonable working hour agreements as they would do normally.

General questions about Smart Working

35. How will Smart working help us achieve the council's ambitions for being a carbon neutral borough?
Smart Working aims to support the achievement of the Council's ambitions for being carbon neutral by 2030 through providing staff with the right technology, skills and support to enable them to deliver services to residents from the most appropriate location reducing unnecessary travel and making best use of time. Laptops and improved meeting room equipment will enable us to reduce our reliance on paper, in the pilot teams 88% of individuals reported a reduction in printing following the roll-out of a laptop.

36. I'm worried about a risk of isolation due to increased remote working, what can I do? In the context of our Smart Working programme, remote working does not equate to working from home or alone, although it is an option. Remote working offers flexibility to work from partner sites, and other sites across the borough such as libraries where other colleagues will likely be present opening up more possibilities for collaboration and less silo'd teams.

The Microsoft programmes and tools additionally mean that staff can also interact with their colleagues at any time in a range of ways such as, audio and video calls, instant messages, and email. Due to COVID-19 there are lots of staff currently working remotely [this page on The Source](#) gives some guidance and support advice.

General questions about Smart Working

37. Is this just an exercise in money making by renting out council office space to others at the expense of council staff?

The vision for the Smart Working programme is to provide staff with the right technology, skills and spaces enabling them to deliver better services to residents. This includes getting the best use out of our staff office accommodation in line with the Workplace Strategy. Following a number of utilization studies it has been demonstrated that there are vacant desk spaces every day therefore through this programme the buildings at Tooley Street and the Queens Road Campus will be brought back in line with current utilization.

38. Will there be more hotdesking?

Our office spaces are divided into Team Zones that allow teams, in general to sit and collaborate together and going forward these will be retained. Utilisation studies of our office accommodation have been undertaken that demonstrate a daily under-utilisation of the desk spaces. Therefore, as part of the Smart Working programme, the Tooley Street office will be brought back in line with current utilisation resulting in better use of the building and the opportunity to lease the excess desk spaces to a partner organisation. Therefore, depending on current utilisation of workspaces, it is likely that team zones will become slightly smaller.

General questions about Smart Working

39. Will the adjustments to desk ratios at Tooley Street impact all staff on all levels?
The Council is reviewing the use of office accommodation for staff ensuring teams are in the most appropriate location and the most appropriately sized space. This exercise at Tooley Street aims to bring the building back in line with current utilisation based on studies undertaken over the last few years at various points in time. Therefore, getting better use out of workspaces rather than having empty workstations all through the week in small pockets.

A different approach has been taken for different departments where utilisation studies show they use the office space differently. Within departments or divisions on the floors, management teams will be supported by the Workplace team to determine the future team zones.

If your question remains unanswered, please contact us at SmartWorking@southwark.gov.uk