

# What is Smart Working?

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# Smart Working update in light of the COVID-19 Pandemic:

Technology is a key enabler to changing how we think about and deliver our work and at the core of the Smart Working programme is the provision of new Windows 10 laptops to replace the use of Wyse terminals and Citrix in addition to rolling-out new software including Microsoft Teams and Yammer to support the way we work.

In order to support colleagues who are both working remotely in light of COVID-19 and those who continue to travel to offices and visiting residents with the benefits that these new laptops bring, the programme has been accelerated to roll-out laptops from July to October 2020 to replace the use of Wyse boxes and Citrix access through personal devices.

We have accelerated much of our work through the programme to support staff with working remotely during these challenging times including new tools for keeping in touch with one-another as well as guidance and tips around remote working and virtual meetings.

# How is the Council transitioning to Smart Working?

Smart Working is an approach to working that broadens how, where and when we work, helps us save money and the environment through better use of our work spaces, digital tools and skills that will make us fit for the future.

Smart Working is about empowering staff with more choice on how to best deliver services, and will be delivered through changes in three main areas:

- **Workskills and Culture**
- **Workplace**
- **Technology**

At its core it is the provision of a laptop for most staff (as appropriate depending on role) which enables staff to work in a mobile way. This means that there is less need for paper which is not only good for climate change but also is much more secure. It will allow for video conferencing which will enable staff to truly participate in meetings remotely.

Smart Working is not a one size fits all and will look different depending on the team. We are taking a phased approach and ahead of each roll-out are preparing managers who will also be communicating more directly with their staff, **but we are also engaging staff through a number of channels including face to face during road shows.**

# The five principles of Smart Working

- **Trust** - Staff will be empowered, where possible, to work at the most effective time and location, ensuring the needs of the service remain a priority.
- **Collaboration** - We are using tools that that will enable a collaborative working environment and seamless connectivity, regardless of work location.
- **Sustainability** - Smart Working will support the Council's sustainability objectives by helping us improve our use of our work spaces to save money, time and reduce unnecessary travel.
- **Outcomes** - Performance management will focus on results and agreed outcomes rather than presence.
- **Activity based working** - Office workspaces will be designed so that staff can choose the most appropriate space to undertake work activities, recognising differing needs of individuals.