The Way We Work

Work is no longer just a place

East Lindsey
DISTRICT COUNCIL

The Way We Work

Strategic context:

Geographically East Lindsey is the third largest district in the country at 700sq miles. Operating in an area so large means we need to be smart in the way that we work and technology is an important part of that.

Gone are the days of needing to be deskbound – we now operate in a world where technology provides endless opportunities to work in a more dynamic and agile way, from almost any location.

Many of our customers are already embracing technology and they expect us to as well!

Technology has the benefit to create capacity in the organisation by improving the way we work and providing more seamless and streamlined processes and services.

Whilst some of us already use technology to good effect, there is a need to go further to give you the flexibility you need to do your job in the 21st Century.

Whilst 'The Way We Work' Programme is primarily about how we use technology, it also recognises the need for new working practices that need to be supported by HR Policy.

Together, we are on a journey to change the way we do business.

Vision:

To be a modern, flexible organisation, that maximises the use of technology to provide efficient and effective services that meet the expectations of our customers whilst supporting our employees

Aims and objectives:

- to reduce operating costs.
- to maximise the use of the technology the Council operates.
- to ensure teams receive the training they need to get the greatest benefit from technology.
- to provide greater flexibility to the Council's employees in terms of working locations.
- to ensure the Council's employees have the right technology to do their job.
- to ensure systems and processes are as efficient and effective as possible.
- to ensure systems implemented by the Council are done so in consultation with relevant service areas.
- to ensure any new digital services provided to customers are designed from the customer's perspective and are available through the MyAccount Portal.
- to be seen as a modern Council in the way we provide services.

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What we intend to do:

2019/20

1. We will be introducing an Agile Working Policy that provides greater flexibility in the way we work, and supports work/life balance.

2. We will begin the process of implementing a new back office case management system (to replace Accolaid) that aligns with our ambitions to work in a more agile way. This will include reviewing the technology teams use when on site/away from the office.

3. We will be reviewing and replacing all online forms so they integrate with the website and the MyAccount portal; as well as looking for opportunities to introduce online tracking for transactions to reduce customer contact.

4. We will review existing technology to ensure we are maximising its capabilities.

5. We will be launching Assisted Self-Serve, which will see PSPS Customer Service teams actively supporting customers in completing their transactions online.

6. We will be introducing Microsoft Office 365. Initially, this will provide remote access to emails from corporate devices, plus Instant Messaging and Video Conferencing.

7. We will launch an online training platform specifically focused on getting the most from Microsoft Office 365 and its products.

8. We will be introducing a new online payment system that is mobile friendly to make it easier for our customers to complete transactions.

9. We will work with teams to review existing working practices.

2020/21

1. We will complete the implementation of the back office case management system.

2. We will be reviewing the computers we give to our teams; and where people have laptops, we will ensure they are able to connect to the network when away from the office using a VPN (Virtual Private Network).

3. We will be implementing a new telephone system that provides a more flexible way to make and take calls.

4. We will implement Phases 2 and 3 of the Microsoft 365 roll out, bringing further capabilities to services. The precise modules to be included in these phases is still to be agreed.

What will success look like?

1. A workforce that is confident in its use of technology.

2. A workforce that maximises the benefits of technology to improve services to residents.

3. A workforce that is flexible in how it works (and where it works from).

4. A workforce with a positive work life balance.

5. Reduced operating costs (such as mileage).

6. A better online experience for our customers, with more transactions completed online.

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