

# SFT OUTCOMES 2023

## Council embracing new approach to working to deliver improved public services

PRIMARY OUTCOME

SECONDARY

OUR CORPORATE PRIORITIES

08

**EFFECTIVE PUBLIC ASSETS  
DRIVING TRANSFORMATION  
OR RE-DEPLOYED**

10



NET  
ZERO



SUSTAINABLE  
PLACES



INCLUSIVE  
GROWTH

It is fair to say the pandemic has changed the way people work, and organisations everywhere are looking to better understand how hybrid working can support their employees and the services they deliver.

Like many other public bodies, West Dunbartonshire Council is working to understand how its people can support their own wellbeing and deliver council services in the most effective and efficient way possible.

For a number of years, our Asset Strategy and Workplace team has been promoting the benefits of new and smarter ways of working via their Smarter Working programme. Post pandemic, that focus has shifted towards hybrid working, and understanding how future workspace will evolve. In addition, the team has been promoting the benefits of collaboration and co-location as key drivers that improve service delivery and local community resilience to deliver a smaller and greener public estate.

More recently, the team has been supporting organisations understand how future work and workplace will evolve following the pandemic. To that end, over the past couple of years, the team has delivered bi-monthly knowledge sharing events which have allowed people to learn from each other. The team has also brought learning into the group by engaging with industry speakers from Canada, Australia and Europe which has culminated in the publication of two reports providing both guidance and best practice.

West Dunbartonshire Council epitomises a public sector organisation that is keen to explore how it can apply the learning from the way they worked during the pandemic to better support both the services they deliver and their workforce for the future, and have used our team's guidance.



### **New Frontiers for Smarter Working - 2023 and Beyond**

Following an extensive period of evaluation around the impacts of the pandemic on the way the Council's staff worked, it introduced 'Remote Workstyle'.

Today, 400 people have moved onto the Remote Workstyle and they now have the option to access multiple council offices as well as their base location, providing better coverage for council services and improving flexibility and choice for their workforce.

Flexibility looks different for different job types and for some, it is about different start times, different shifts, condensed working hours or seasonal work hours. It is about understanding the flexibility that will support that particular individual while still delivering quality services to its communities.

The Council continues to engage with its staff, asking how they feel, focussing on how employees would like to work. Hybrid is the new norm and feedback remains constant with 62% indicating they are very satisfied with their current work patterns.

This ambitious approach which focusses on people, choice and flexibility creates opportunities to consider the type of office based workspace that the council needs going forward.