MANCHESTER CITY COUNCIL

Our Ways of Working

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OWOW Roadmap

OWOW [illegible]admap

New Ways of Working...

The decant of the Town Hall Extension in 2010/2011 provided the opportunity to develop new ways of working which included:

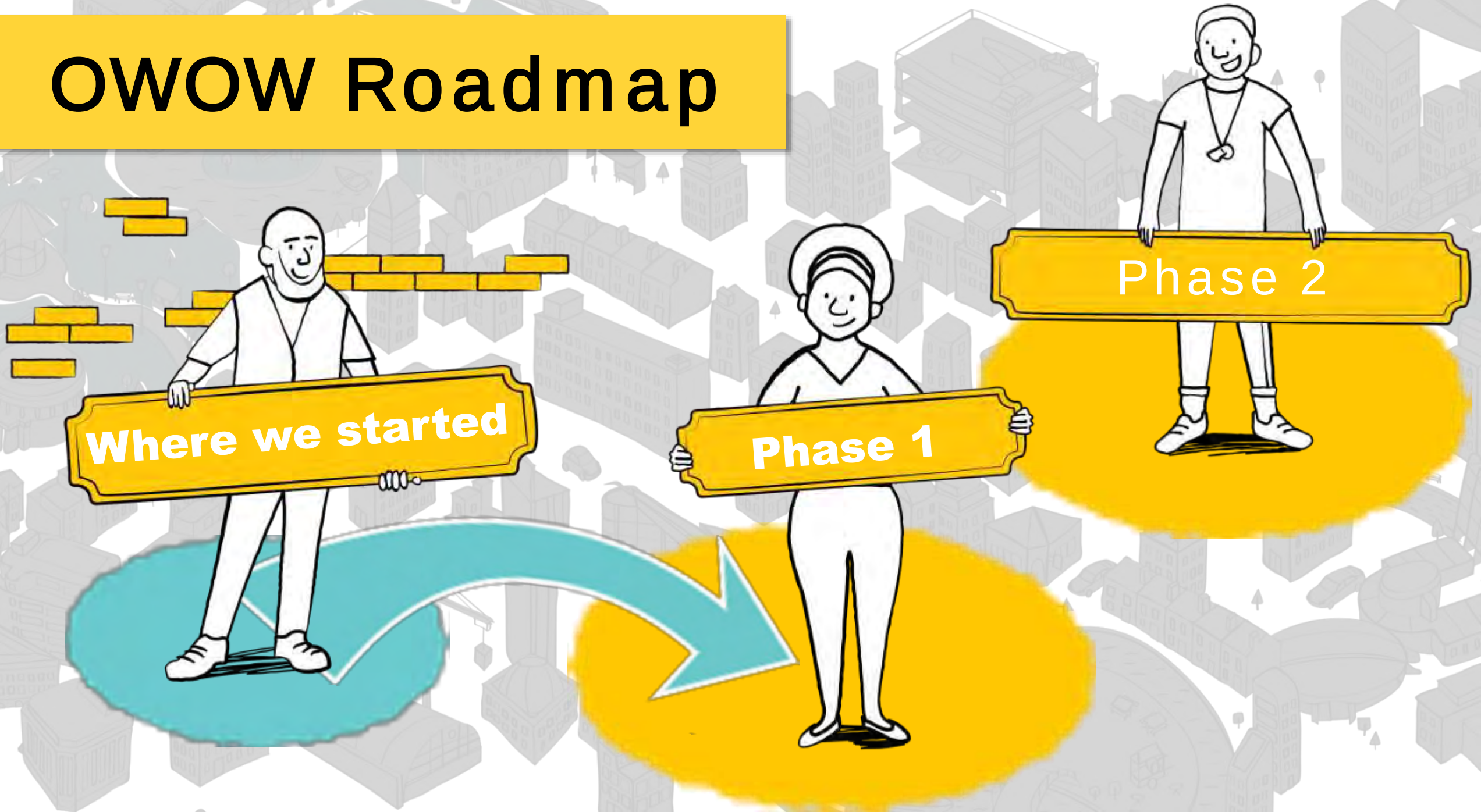
- 8:10 desk ratios implemented with agile working and a clear desk policy.
- Office protocols established following staff engagement
- Flexible working toolkit developed including piloting different flexi-time arrangements
- Document retention and disposal guidance produced
- Model office and new ways of working principles developed for wider use across the organisation.

So, what could have gone better?

- The new ways of working was not fully implemented at First Street.
- The return to the refurbished Town Hall Extension coincided with significant budget reductions and a large decrease in staff numbers.
- Reverted back to fixed desks.
- There was a failure to manage this allied to a lack of ownership and leadership at a senior level

*In 2017, the decant of the Town Hall and other estates transformation activity provided the opportunity to revisit and relaunch under '*Our Ways of Working*'.*

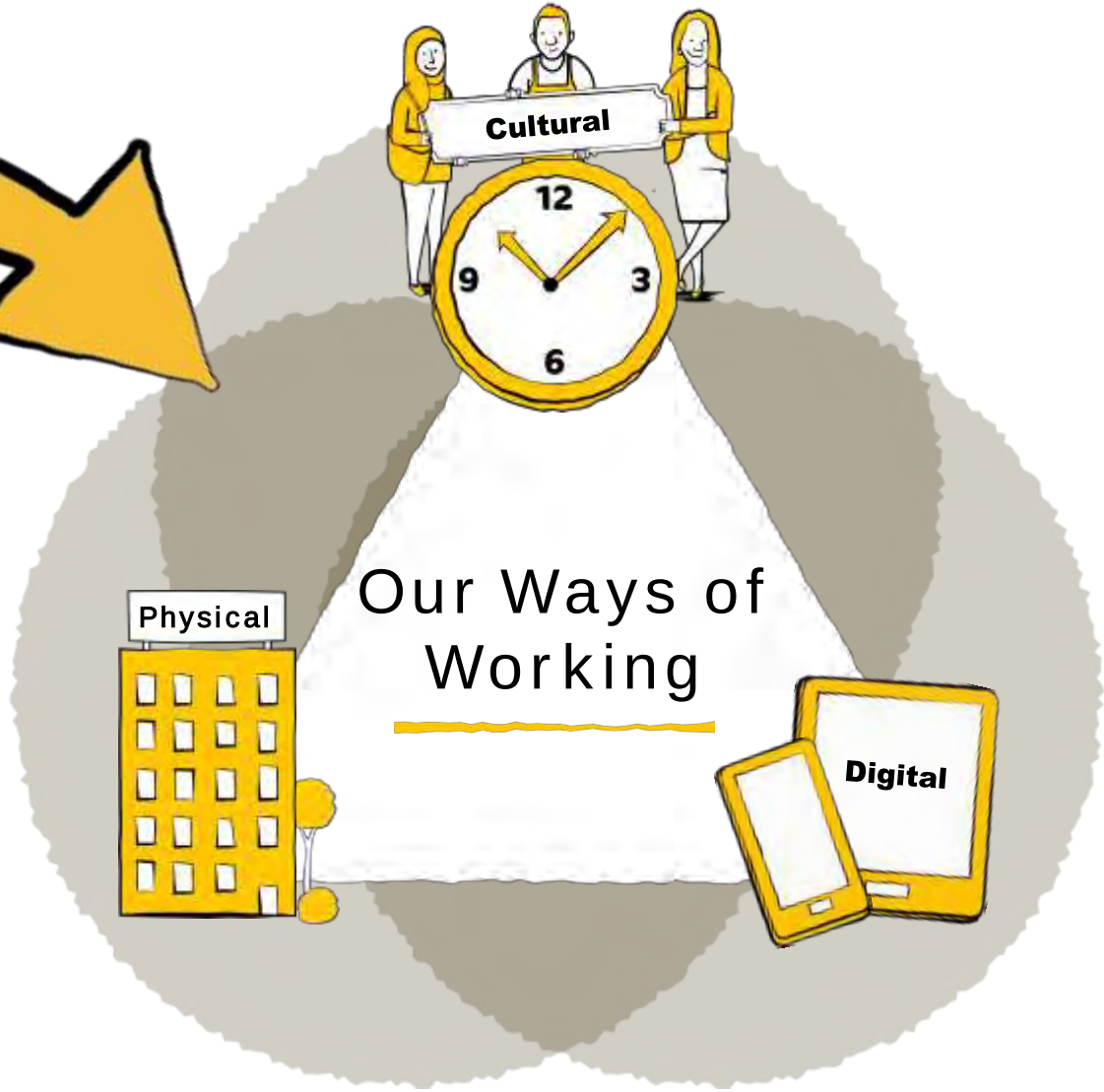
OWOW Roadmap

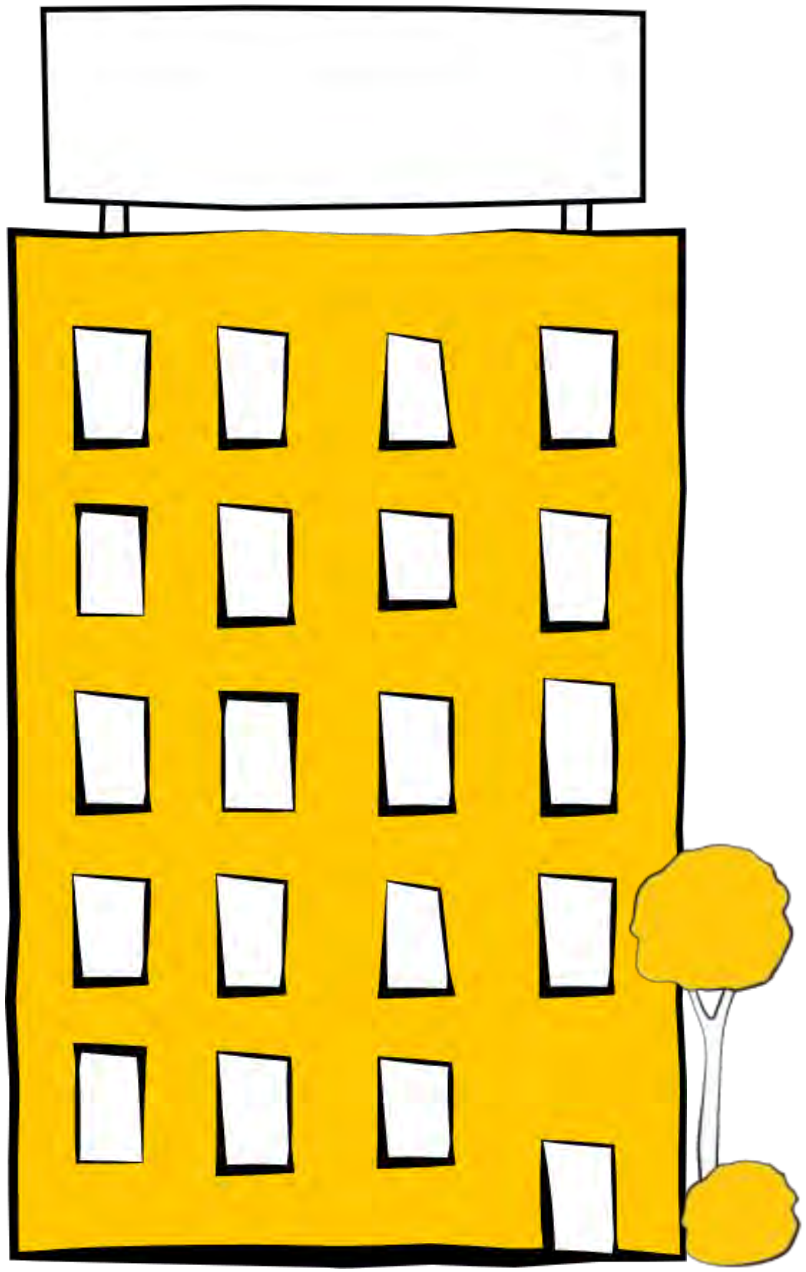


OWOW Roadm

This is our model

It’s about how, when and where we work.

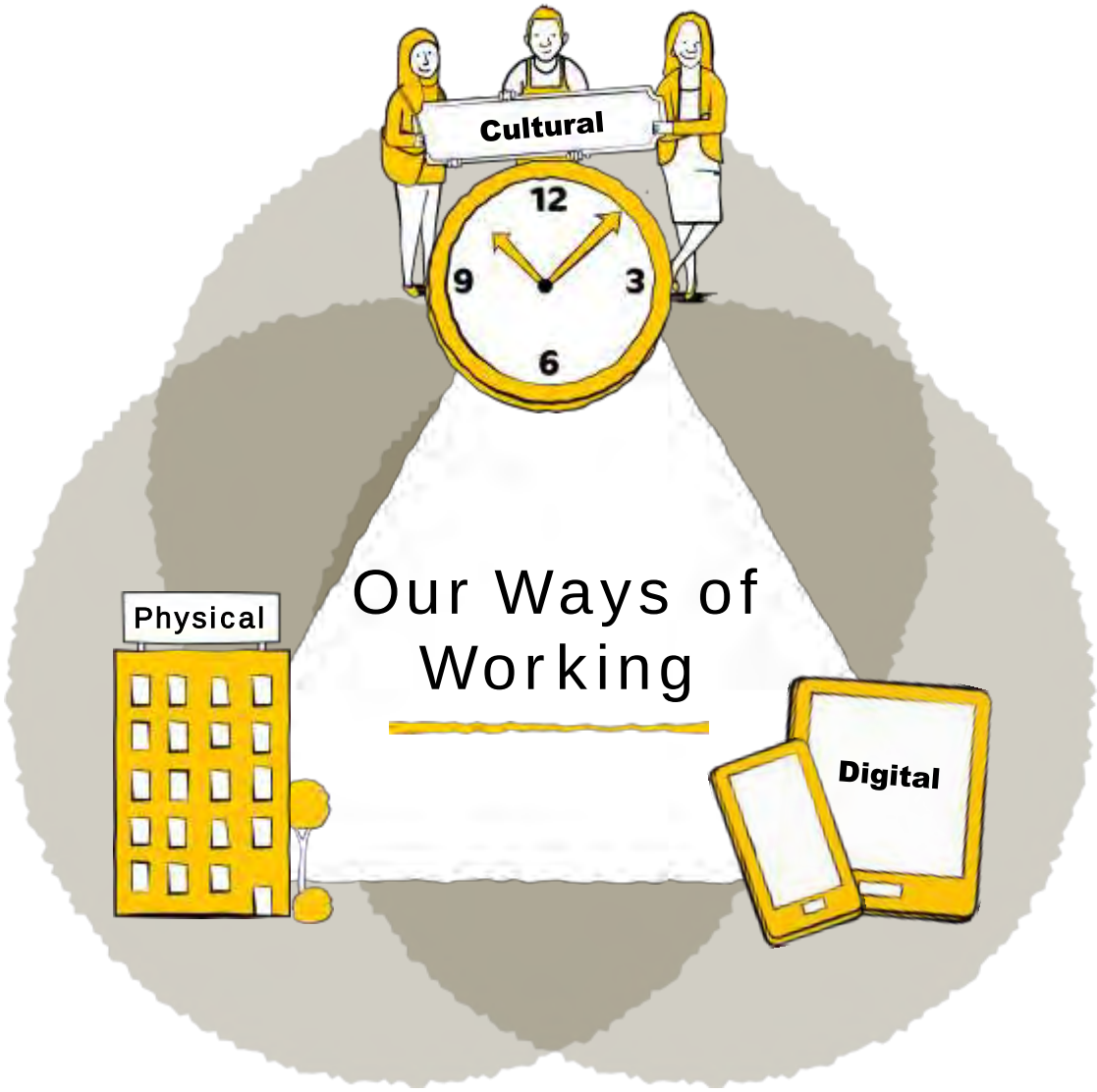




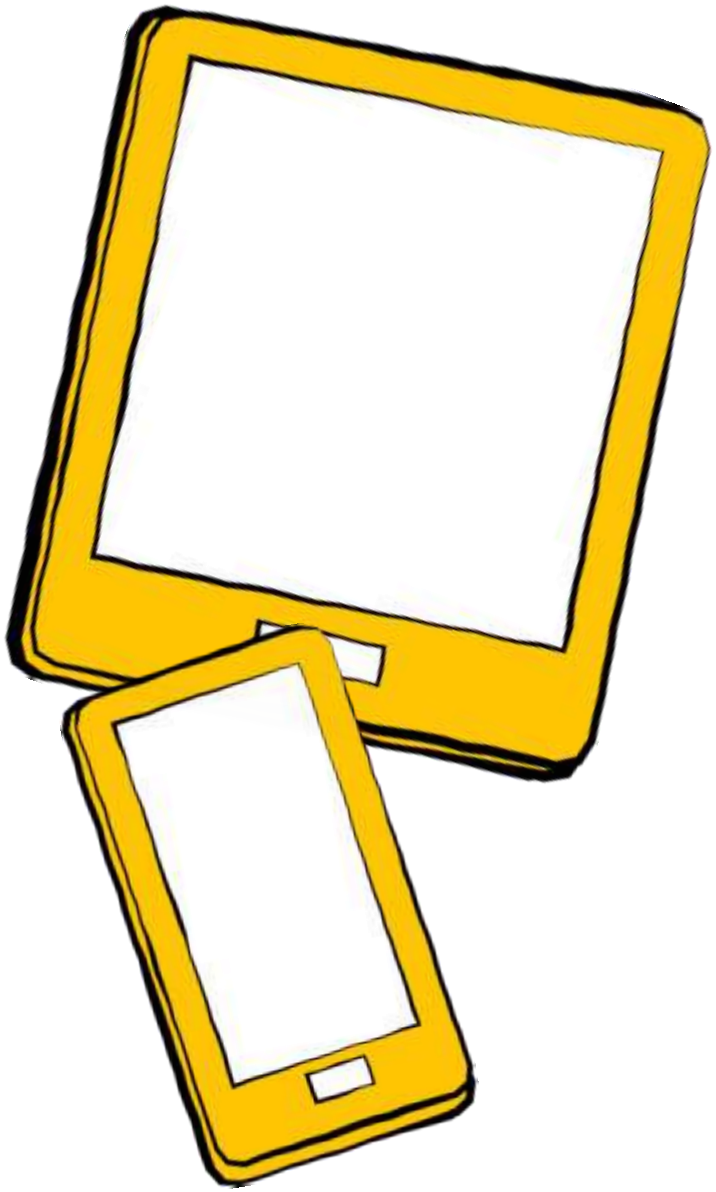
Physical

We need to rethink our office design so that employees have space to collaborate, concentrate, and contemplate.

- Move to a minimum 8:10 desk ratio
- Reducing the reliance on physical office desks.
- Develop office layout reviews with each services individual needs at their core. More secure & safe workplaces
- Creation of health & wellbeing / staff group rooms.
- Expansion of informal meeting spaces available.



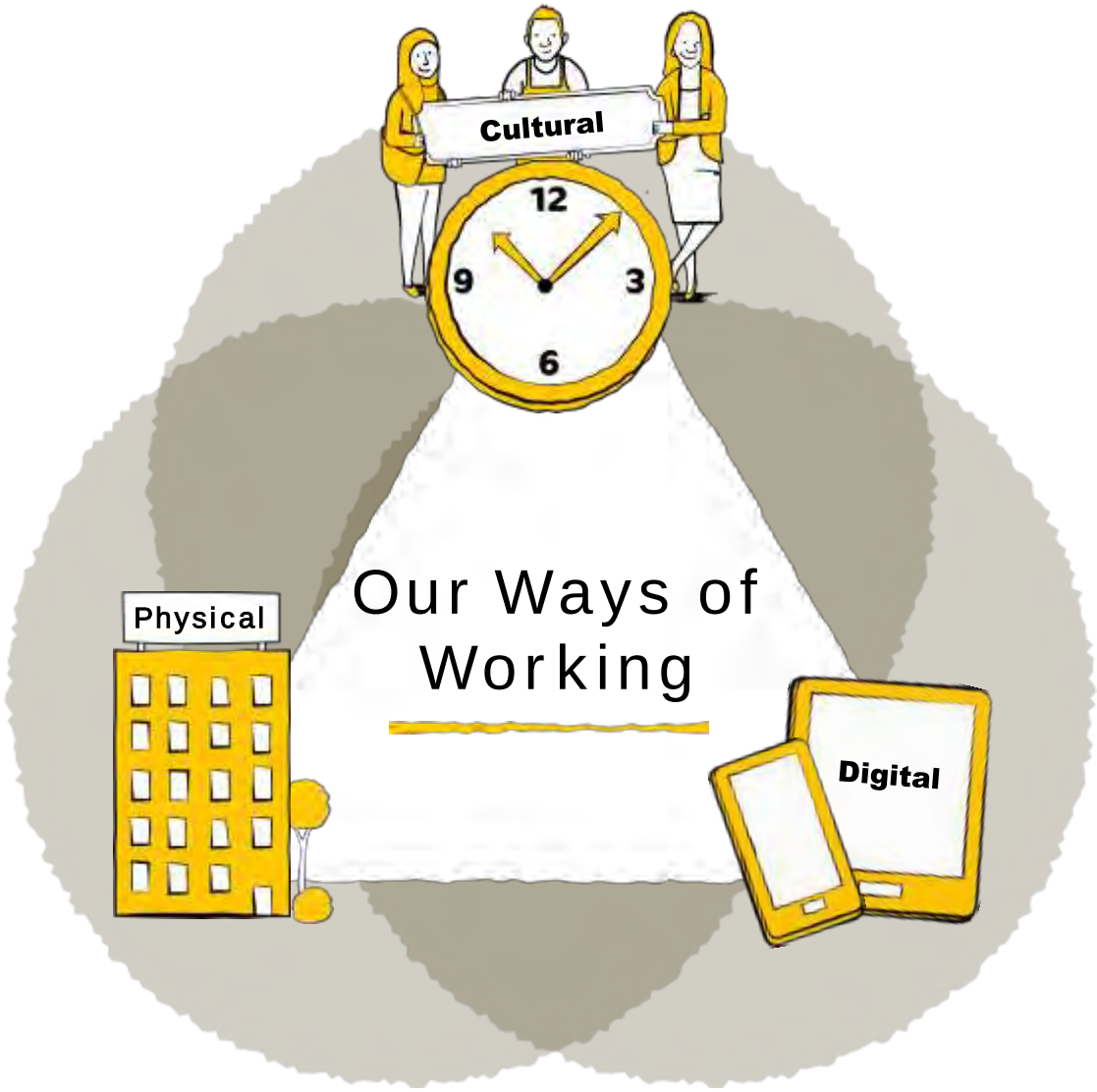
Our Ways of Working



Digital

We need an effective digital focus in place that takes full advantage of technology in order to enable flexible, smart working and better work/life integration.

- Use of cloud software by default.
- Review of meeting room IT.
- Moving away from fixed wyse terminals to more flexible laptop computers.
- Google hangouts for digital meetings and more efficient communication.
- Move towards becoming a paperless organisation.
- Universal Access – enabling even frontline staff to have access to the intranet.
- The provision of a stable, secure and resilient wifi offer.
- Moving away from “desk phones” to “soft phones”.



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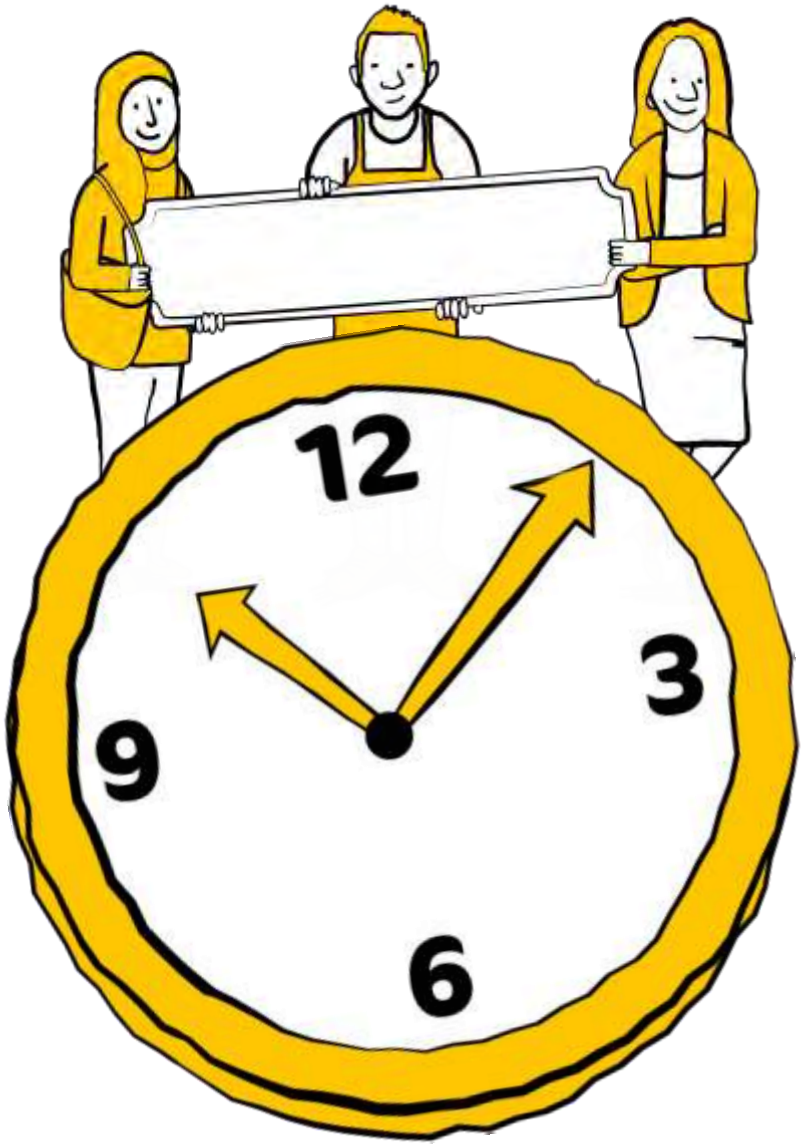


Cultural

We need a culture that exemplifies the Our Manchester behaviours through trust, empowerment, and not being afraid to try new things.

- Leadership buy-in to OWOW.
- Strategic HR support to service managers on starting their journey.
- Review of flexible working policies (including flexi time)
- Strong communication on OWOW throughout broadcasts,
- Guidance and case-studies for managers to support them in embedding flexible working
- Revised Organisational change approach to ensure flexible arrangements considered for new and existing roles.
- Aligned workstreams: Disability Confident, Age Friendly Employer, Manchester Working Forwards, Health and Wellbeing Strategy

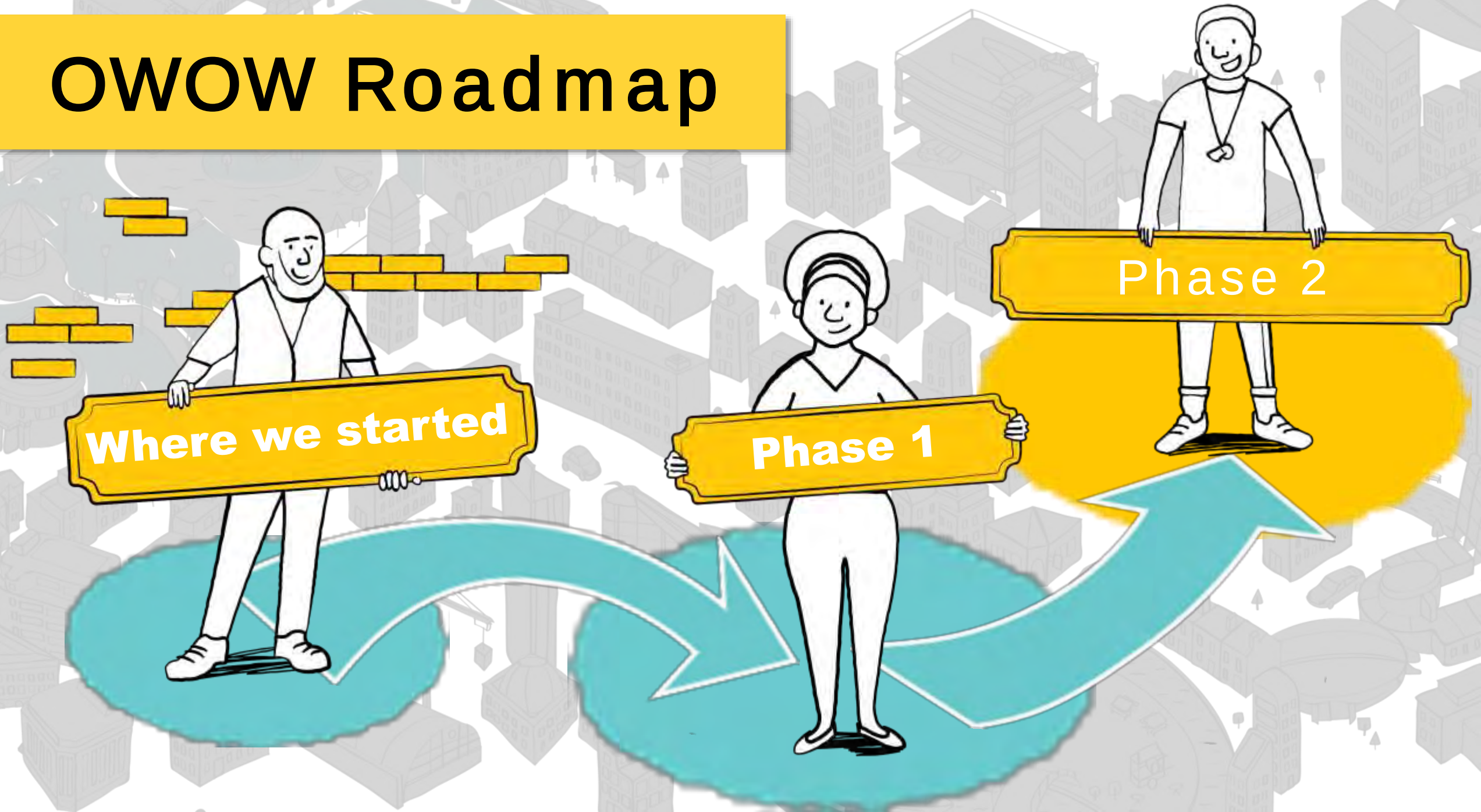
Phase 1: Work so far

- Creation of project team.
- Leadership Sessions & Staff Engagement held.
- Moves of 450 staff out of the Town Hall.
- Timewise Accreditation and new Flexible working policy framework created.
- Callsign app replaces CAG token.
- Rollout of more mobile devices.
- Part Time+
- OWOW posters, Intranet site, and broadcasts created.
- Repurposing of business hubs.

Reflection on Phase 1

- Working closely together with IT and Estates works extremely well.
- One size doesn’t fit all.
- There is a huge appetite for change from staff.
- Need to balance the positives with the difficult changes.
- It works best when it is co-designed with staff.
- GDPR now in effect…
- Desk ratio is key to making clear desk policy stick.
- Services with both leadership buy in and a motivated staff working group were the most successful.

OWOW Roadmap



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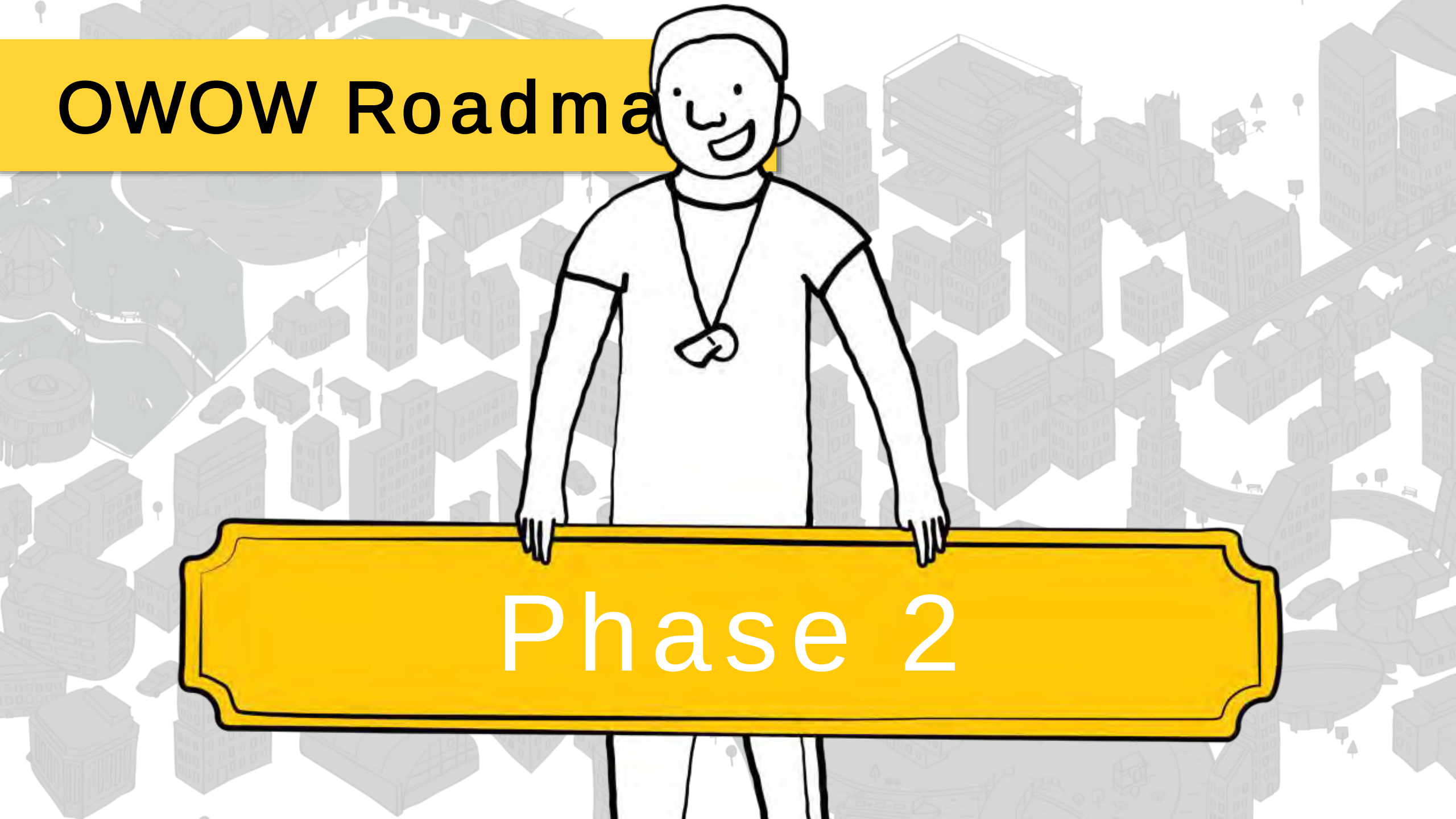

Phase 2: Next steps

- Launch of OWOW Accelerate! programme.
- Rollout of laptops to replace desktops, and replace existing monitors with energy efficient widescreens.
- Programme now linked to Corporate Core Transformation programme.
- Recruitment approach refresh.
- Embedded into office moves and service redesigns.
- Further rollout to our satellite offices.
- Greener working & Age Friendly focus.
- Further steps towards cloud computing as standard.
- Health & Wellbeing / Staff group room currently in development in THX.

Thank you