



## Welcome to the NHS Flex for the Future programme

We are delighted to welcome you to this brand new programme run by NHS England & NHS Improvement, and Timewise. Thank you for being part of the Flexible Working Change Team for your organisation.

We know that flexible working is going to be a key enabler to attracting and retaining talent in the coming years. We also know that it can be challenging to offer it in a constrained, 24/7 service environment. This programme will draw on the collective knowledge and experience of NHS England & NHS Improvement and Timewise to provide you with a step-by-step approach to follow to build a personalised plan to deliver more flexible working opportunities in all your roles and deliver on the promises made in the NHS People Plan, for your organisation.

We're excited to share with you in this document some more details about what the next six months hold, and links to some interesting resources that will help you prepare.

We'd also like you to complete a short pre-programme survey which will help us to understand your interests and needs. Please do this [here](#) by 24 September 2021. Please be reassured that any feedback we seek from you throughout the programme will only be evaluated by the NHS Flex for the Future team, and won't be attributed to organisations or individuals.

We really want to hear from you at different stages in the programme to help us evaluate how we're doing and understand the progress of the group. To encourage this, the organisations where **all** the change team members complete **all** the programme surveys will be entered into a draw for a free consultancy session with Timewise. The draw will be made and the prize awarded upon completion of the programme. We hope this will encourage you to give us your views and feedback!



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See you on 30 September – a further email with zoom links and calendar invitations will be sent the week beforehand.

Jane Galloway  
Head of Flexible Working  
NHS England & NHS Improvement

Amy Butterworth  
Consulting Director  
Timewise

To get you thinking about the case for change and the value of taking action on flexible working, we'd recommend reading [this](#) and watching [this](#) if you haven't already. You'll find some inspiring speakers, interesting research findings and great case study examples from within the NHS over the past few years.

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## The Programme

The programme will provide **monthly virtual workshops** with speakers, tools, checklists, examples and case studies to learn from. Change Team Leaders will also be invited to attend **group clinics** between the workshops, where you can pick up particular issues with the programme leaders and discuss and share progress with peers from your region.

You will have registered a Change Team Lead and four other change team members when you signed up for the programme. We will be using the email addresses provided at registration to communicate with you throughout the programme.

We understand that some organisations have change teams which are larger than these five core members. We only have capacity for **up to five** people from each organisation to attend the live workshop events and so the zoom details for the workshops will only be sent to the five core change team members who are registered

for each organisation, and must not be shared with others more widely. Any additional change team colleagues will be able to watch the workshop recordings after the live events.

If you are unable to attend a particular workshop live then you will need to watch the workshop recording. In this instance, if you're part of a bigger change team and have a colleague who would like to take your place, you may share the zoom details with them so they can attend live.

The workshops are sequential – they will guide you through the process of creating your organisational Flexibility Action Plan and there will be activity for you to undertake in your organisations in between them. Therefore it's important that you attend all six workshops (or catch up with the recordings) as each one builds on the previous one.

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## Virtual Workshop 1: Programme Kick Off

**30 September 09:30 to 11:00**

By the end of this first Workshop you will:

- Have a broad understanding of the programme and the part you need to play
- Be clear what is meant by flexible working for all NHS role types, and the business case for flex
- Be confident that you understand the flex aspirations in the People Plan
- Be ready to capture your own Trust's baseline data for the programme
- Understand how the NHS Flex for the Future Programme Model will be used

## Virtual Workshop 2: Where are you now?

**19 October 09:30 to 11:30**

By the end of this second Workshop you will:

- Be able to collate and analyse key organisational workforce and demographic data as it relates to flexible working
- Understand how to analyse your current organisational baseline.

- Have heard from others who have gathered qualitative flex data, the approach they took, staff involvement, and impact this had on their project.
- Be able to decide if and how to gain input for qualitative analysis for your project.

## Virtual Workshop 3: What works to drive change?

**23 November 09:30 to 11:30**

By the end of this third workshop you will:

- Be able to examine the key areas to address to achieve change in terms of your organisation's flexible working practices
- Understand the NHS Flex for the Future Programme Model
- Be able to consider the key flex change topics of leadership, manager capability, flexible hiring and process/policies and guidance
- Have reflected on how actions in these areas relate to existing commitments and plans

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## Virtual Workshop 4: Action Planning

15 December 09:30 to 11:30

By the end of this fourth Workshop you will:

- Be able to create and refine an action plan for your Trust
- Have shared stories and examples and got feedback from colleagues
- Have identified common actions on which you may collaborate with other Trusts
- Understand the benefit of structured action planning in embedding flexibility
- Have reflected upon how to obtain leadership buy into your plan
- Recognise the positive impact flexibility can have on teams' wellbeing and work-life balance, and ability to retain older workers
- Be able to support managers' confidence to have proactive, effective conversations about flexibility in their teams
- Understand the impact that managers and leaders have as role models for flex, and have identified a personal action on this

## Virtual Workshop 5: Designing flexible jobs

25 January 09:30 to 11:30

By the end of this fifth workshop you will:

- Understand the range of ways to design jobs flexibly, including shift-based roles
- Know how to improve people's choice and control over their working pattern
- Know how to address trust, fairness and communication in managing flexible teams
- Have reflected on and shared your learning so far, and the experiences / discussions it has driven in your Trust
- Know how to keep your implementation on-track and put in place regular review and evaluation points
- Have shared in celebrating successes and key achievements made by the group

## Virtual Workshop 6: Sharing our success

3 March 09:30 to 11:30

By the end of this sixth workshop you will:

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## Group Clinics

Each of the first five workshops will be supported by an optional interactive group clinic lasting 90 minutes. These are designed for Change Team Leaders to come together with others from their NHS region and access further support and coaching from Timewise consultants and NHSE&I flexibility specialists on specific challenges and opportunities relating to the programme.

**Change Team Leaders will receive an invitation to their group clinics and will have the chance to submit in advance any questions or topics for discussion.**

### Questions?

If there's anything you'd like to know before the Kick Off Workshop please contact Melissa Buntine, Principal Consultant at Timewise:  
[melissa.buntine@timewise.co.uk](mailto:melissa.buntine@timewise.co.uk)