

Governance and Audit Committee

Flexible working arrangements post COVID

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Introduction

Summary of the measures put in place during and post pandemic, to ensure staff have been supported and to provide reassurance and confidence that the attendance and performance of staff is being effectively managed.



Key areas

- Flexible working arrangements
- Health, safety and wellbeing of staff
- Support for managers
- Review and monitoring



Flexible working arrangements

- *During the pandemic*
 - Emergency arrangements put in place
 - Staff provided with workstation set up at home
 - Policies adjusted to accommodate the exceptional circumstances (e.g., flexi, support for childcare etc)
 - NWOW plans put in place



Flexible working arrangements

- *Introduction of New Ways of Working*
 - Opportunity to review ways of working following experiences of pandemic
 - 3 categories of worker (place-based, on-the-go and flexible)
 - Set of principles agreed and shared with managers and staff
 - Additional guidance and FAQs
 - Services asked to consider how these principles would most effectively work for them as a service
 - Informal discussions and communications with staff to set out principles and expectations (no contractual changes)
 - Flexi scheme policy has been reviewed and is reverting to normal policy with effect from 13th November 2023



Health Safety and Wellbeing of staff

- Through the pandemic extensive guidance provided to staff and clear procedures put in place, for work based activities and for buildings
- Specific support for Schools and Health and Social Care
- Issuing of equipment
- DSE assessments (new system introduced)
- PAT testing
- Various safe working practice guidance issued
- Wellbeing protocol introduced
- EAP
- Surveys



Support for Managers

- Remote working requires a different skill set of managers
- Guidance and support
- Visible leadership principles for senior managers
- Appraisals, one to ones, team meetings (performance based and supportive)
- Robust procedures, training and HR support for performance concerns
- ILM course includes training on managing virtually
- Coaching



Review and monitoring

- Services continually reviewing ways of working against the needs of the service. E.g., Childrens Services back in offices two days a week
- Discussions taking place within services and at SLT to review the ways of working
- Sustainable Powys

