


Plus Dane Housing

This Brave New World

Our approach to agile working, learning lessons from the pandemic

Alex Grundy
Head of Customer Services

Where we were...

- Very little home working, particularly in the Contact Centre
- No kit for agile working and a team with a very low level of IT skills
- Lack of trust in the business - a presentism culture
- No big appetite to move to agile working, something that was talked about but not really progressed
- I didn't think it would work... so not really worth the effort...
- Then the world changed 

Plus Dane Housing

The first 6 months or so...

- Within 2 weeks whole team had kit in time for the national lockdown
- Wellbeing of staff top priority (daily wellbeing calls)
- Developed WFH hacks
- We got energy from the team – strong team spirit and innovative approach
- Despite high sickness and even higher levels of stress there was no break in service

**Covid was an
opportunity/catalyst**

What worked and what didn't

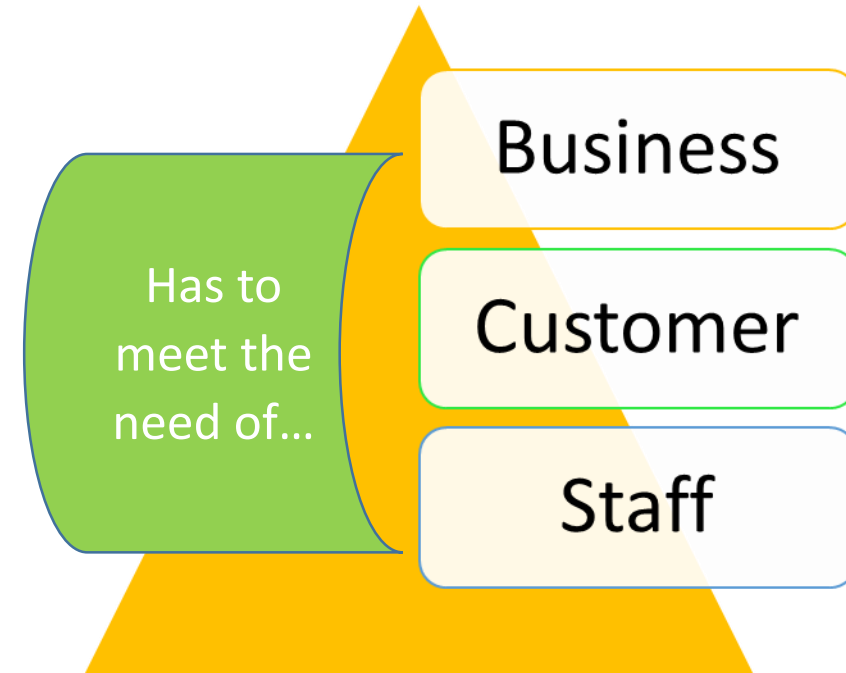
- Using new tools for communication, our world opened up!
- New found IT skills for everyone
- Support on WFH – “the home commute”
- We weren't all physically together and this leveled the playing field
- Strong morale and support within the team

- Reliance on internet and factors beyond our control (we didn't know the future)
- Some inconsistency within the business on processes
- Although team became stronger, more siloed working across the organisation

Plus Dane Housing

Our principles...

- Flexibility in its broadest sense will be supported
- Business needs will always take priority
- Wellbeing and self-discipline will be considered
- To support “working together”, colleagues will commit to attending physical meetings if requested
- Making the most of our technology to benefit colleagues (colleagues must follow simple etiquette around its use)



It's not one size fits all... you have to find your own way

- We listened to the team, constantly reviewing and feedback what was working
- Accepted the need to be adaptable
- Recognise people's needs and business culture – we ask:
 - Time: when are services available and when do people work?
 - Location: where do services need to be provided and where can people work from to provide them?
 - Role: what activities do people carry out and what responsibilities do they have?

Do what is right for
your organisation

So what's next...

- Constant review of our approach, it's harder now we have choice
- Staff welling front and centre (highlighted in a recent survey)
- Recognise the needs of customers and colleagues
- Invest in the right tools for colleagues and customers
- Accommodation review and hotdesking in place
- Appointment only for receptions
- Blend of face to face and virtual meetings
- Additional training for line managers
- Continue to be flexible and innovative

Communicate, communicate,
communicate - it's a balancing
act

Thanks for listening

Here's to the future 