



The **LHP** way!

Agile 
Working
*
“**Guidance**”

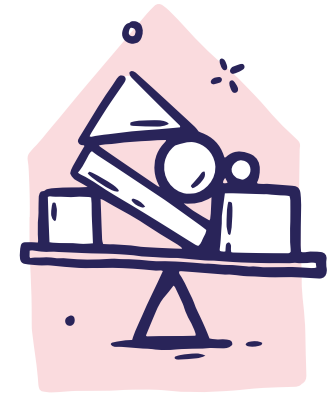


Here at LHP, 
we work in
an **Agile**
 way...

Agile working is about being **flexible**, working in ways that help you to **achieve** more.

We don't clock watch or measure our output by numbers in buildings.

“Instead, we use technology, different processes and environments to improve our performance but also to give you a **great work/life balance**.”



We use lots of different methods, like:

- ✓ Face-to-face
- ✓ Conference calls
- ✓ Video conferencing
- ✓ Flexible use of desk space
- ✓ Homeworking
- ✓ Using other places that you can work from, i.e. coffee shops

Sounds Great but how do we do it?



Customer First – that's it!

Quite simply, we think of what's best for the customers and make decisions around them



Together:

When we work and where we work are based on the job in hand. We respect other individuals and teams and work together in the best way possible



Listen, Act and Learn:

We change...we adapt...we innovate. Of course, we do, it's Listen, Act and Learn



Collaboration:

We're virtual where possible and thrive on collaboration – video conferencing is our thing!



Freedom to work:

Freedom to work where you want + responsibility to meet business needs = our approach to agile working. Simple!



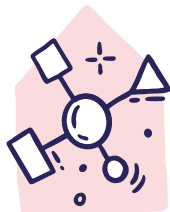
Working space:

Working space is about activities, not individuals – no one has their own desk, why would you?



Results and outcomes:

Results and outcomes are what we care about, not where you did it or how long it took



Adaptive:

Agile working is for everyone – and the great thing is there will be different ways of doing this to suit you and your role – we find ways to adapt

What's in it for me?

Agile working helps you and your Line Manager think more about where, how and when works takes place – this helps to maximise productivity and deliver greater value to LHP.



Improved wellbeing:

Less time spent commuting means you have greater control of your working arrangements



Support your local area:

Working from or nearer to home means you can support your local community. With the extra time available to you, you might want to think about volunteering for other organisations around your work commitments.



Space and time to think:

We promote innovation around problem solving and our range of workspaces are designed to provide you with the best environment to do your job, meaning higher quality output



Flexibility:

Employees with disabilities or caring responsibilities can work in places and at times suitable to them



Improved engagement:

Better use of technology and the fact you're no longer tied to a desk means we can have better communication and collaboration



Look after the environment:

Less travel means reducing CO2 emissions and congestion. Reliance on electronic communications means we will be printing much less



Increased productivity:

Less travel means less problems caused by roadworks and bad weather



Increased job satisfaction:

Your work/life balance will be better as we offer creative ways of working



More customer satisfaction:

Our services will be more accessible to customers and they will have more choice about appointments and receive faster responses from us on queries

So "why" do we do this?



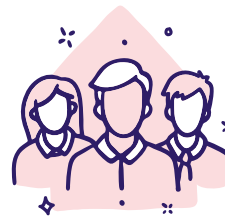
For Customers:

Make them happier through better service delivery



For You:

To give you flexibility to have a great work/life balance



For Everyone:

Improved business performance



Flexible Worker

Core work Styles

- Attached to one office but work takes place at the most effective locations and at the most effective times, respecting the needs of the task, individual and team.
- Regularly away from a desk, e.g. at meetings.
- No flexitime - way of working allows flexibility, but can agree overtime or TOIL for additional hours

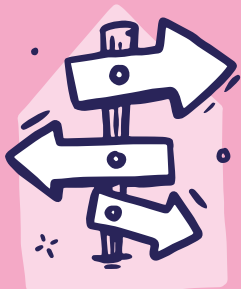


Workstyle	Flexible Worker
Fully mobile, issued with appropriate technology	✓
Non-standard technology requirements	
Mileage claim from Office or deduct home to work mileage	✓
Mileage claim from Home but not home based – unless fuel card supplied	
Mileage claim from Office	
Attends team meetings	✓
121s in person (minimum every 8 weeks/Bimonthly)	✓
Weekly check-in with manager / supervisor (welfare, targets, progress, workload)	✓
Lone worker policy applies, and device carried	✓
Driving for work e-learning	✓
Driver's Handbook issued and complied with	✓
Suitable car insurance (for business purposes) - unless vehicle supplied by LHP	✓
Calendar & Presence updated regularly - where in use	✓
Using CSC Print & post service	✓

Mobile Worker

Core work Styles

- No dedicated desk, flexible use of desks at a base and in the community where necessary.
- An average 80% of time is on estates but they are notionally attached to an office, although paperwork can be done anywhere (e.g. home, office, vehicle, sub office, schemes, tenants' homes, café).
- No flexitime - way of working allows flexibility, but can agree overtime or TOIL for additional hours



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Driving for work e-learning	✓
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Calendar & Presence updated regularly - where in use	✓
Using CSC Print & post service	✓

Fixed Location Worker

Core work Styles

- Allocated desk or base, majority of day spent at desk working or base.
- Requires specific non-moveable equipment to fulfil their job role.
- Flexitime applies unless shift work



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