



Transforming your organisation through smarter working

The constant quest for increased efficiency, and a growing awareness of climate change, are reinforcing the need radically to re-think the way we work. SMARTWORKING is the route to improved service delivery, greater efficiency AND reducing your carbon footprint.

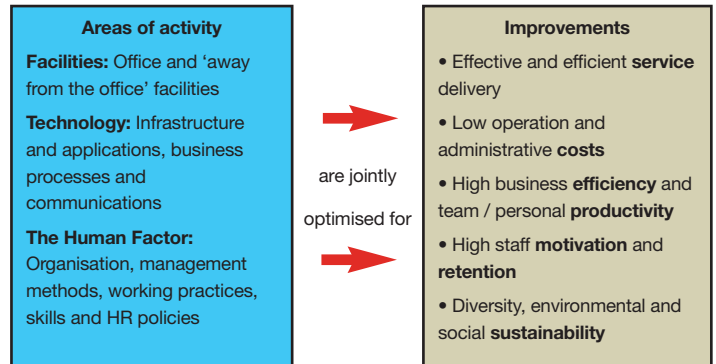
As an employer, you can also offer improved working arrangements for your staff – so it's win-win all round. But change will only deliver the benefits if it's managed well and based upon a sound business case. We can provide you with a compelling business case which demonstrates the need for change.

SMARTWORKING organisations can demonstrate:

- **40%** reductions to office accommodation
- **80%** reductions to absenteeism
- **75%** reductions in recruitment costs
- **15-20%** improved productivity by home-based staff
- reduction in commuting amongst flexible workers of **50+ miles** per week

In our experience many councils are working on issues such as getting closer to the customer; reducing costs through reduced staff turnover, staff absence, business travel and office accommodation; having a healthier, less stressed workforce; maximising the benefits achieved through ICT; attracting and retaining staff; and tackling climate change. However, they often miss the benefits that could be gained by integrating these initiatives into a SMARTWORKING change programme.

Maximum benefit comes from making it an integrated project, involving the HR, Property and IT functions, resulting in a programme to transform people, places and processes. You should be able to show that change is evidence-based, and involving staff in the change process, to motivate and achieve buy-in, is essential. Clear leadership and endorsement at the highest level, and clear metrics for measuring success and informing changes and future initiatives are of course crucial.



An integrated approach enables you to realise more benefits.

The leadership challenge

All change brings challenges, and SMARTWORKING is no exception. For the Chief Executive and leadership team, the key challenges are setting clear and achievable goals, raising awareness of the benefits across the whole organisation, supporting culture change and equipping teams to review their business processes. They need to integrate smart working with service plans and other strategies, bring the right team together to deliver change, and find the right expertise to assist and advise in innovative areas. It's crucial that they also make sufficient resources available to enable implementation, and overcome resistance to change.

Want to know more?

We can arrange to run a SMARTWORKING workshop to promote understanding of what SMARTWORKING means in practice and the benefits that can be realised. We can also work with lead officers to develop an integrated SMARTWORKING strategy to bring together the range of initiatives you may already have underway.

We can equip teams to work with customers and other services to review their business processes and implement SMARTWORKING tools and techniques.

For further information please contact the Resource Centre. You can either phone on **0845 601 0649** or email **resource.centre@solaceenterprises.com**

To find out more about SOLACE Enterprises and our full range of consultancy services see **www.solaceenterprises.com**

