

## APPENDIX 1

Scoping Report

<b>Title of review</b>	Agile Working
<b>Expected outcomes</b>	Residents getting the best service possible. Positive impact of services. Service Delivery expectation has not been reduced since agile working A better understanding of how agile working operates and how this is communicated to residents and Councillors.
<b>Terms of reference/Key lines of enquiry</b>	How many employees worked from home pre COVID-19 How many worked through COVID-19 and how many currently. Breakdown through MTWTF employees working from home (WFH) /back in the office how is this decided? Manager or left to own to manage. How many employees are working frontline/back in the office but Managers work from home. Degree of Fairness –between management and workers How many staff are happy working from home? Has WFH affected mental health. Seems unfair frontline staff would have to take sickness leave when back office staff can work from home. Does these affect sickness stats currently? How many staff find wfh difficult to work –anxiety problems Where has the decision come from not to return to the office. By who and why? Is it fair for residents of Broxtowe to have staff still working from home. Is there a difference between senior and junior manager roles with deciding who are able to decide to wfh and amongst their teams? Are the same principles applied throughout the Council?
<b>Possible sources of information</b>	Customer Satisfaction Complaints and Compliments Impact on service delivery Employee survey HR Manager Executive Director Random selection of staff Questionnaire Residents
<b>How review could be publicised</b>	Through Comms Team Email me Members Matters Social media
<b>Specify site visits</b>	Visit to Offices –Kimberley and Beeston.

<b>Possible witnesses</b>			
<b>Resource requirements</b>	Data for staff questionnaire		
<b>Projected start date</b>		<b>Draft report deadline</b>	
<b>Projected completion date</b>			