



APPENDIX A

Modern Working Your Guide



Introduction

This booklet has been compiled to provide you with a handy resource to help you as we work together to transform and modernise the way we work at TDC.

It's probably fair to say that working practices at TDC have been established and fairly unchanged for many years. Many staff have worked at the same desk in the same location from 8.45 to 5.15 (4.45 on Fridays) with an hour lunch with a settled routine for a long while. There's nothing wrong with that but times and finance do mean that some practices need to change.

Contents

Working Flexibly - 3

Working from Home - 5

Working While Out and about - 6

In the Work Base - 8

Technology - 10

IT - Support Guide - 11

IT - FAQs - 12

IT - Items that can affect Direct Access speed - 13

IT Tools for Modern Working - 14

IT - Top Tips - 15



Working Flexibly

“Home is home and work is a place you go to during agreed hours to do a fixed job,” might be a sentiment many of us can identify with. Change that we don’t choose is never easy and change that comes about so rapidly (such as constantly changing technology) can be a real challenge.

TDC’s approach to remote working, including working from home, is based upon current research, best practice and the desire to offer staff more choice and freedom in how they manage their own working life.

There are numerous published reports and articles about remote and flexible working. Recently the Arbitration and Conciliation Service (ACAS) and Chartered Institute of Personnel Development (CIPD) have added their research too. There have been lots of news reports and articles too on the subject. Some grab the headlines because they might seem quite extreme such as the accountancy firm PwC who, in summer 2018, advertised opportunities for recruits to choose their own work hours and work patterns. The BBC reported that *“PwC, one of the so-called Big Four accountancy giants, said that it decided to embrace the gig economy after a study it carried out showed that almost 46% of 2,000 respondents prioritised flexible working hours and a good work-life balance the most when choosing a job.”*

In a paper produced by CIPD, it went even further and said that *“87% of people want to work flexibly but only 11% of jobs are advertised as being flexible!”*

As a result of our own audit of posts within the organisation we know that the majority of posts have elements that can be carried out remotely. With the smart and increased use of technology there’s no need now for everyone to work from a fixed point all the time.

There is no intention to force staff to change their work pattern who, for valid reasons, are unable to change. Nor is there an intention to have posts without regular access to an office, a desk and their team. We’re seeking to introduce a blended approach that gives staff flexibility and stability; finding that balance will take time. For us all it means thinking about our work in a different way.

It does mean that we need to adopt more modern working practices such as open plan offices, making use of hot desks, reducing our reliance on paper, being clear about where we'll be when and making sure we tell others about our plans. It also means that we'll all be working more independently, taking more personal responsibility and accountability for our workload and how we manage it.

The InDependence workbook that you will receive is a tool to help you work through your own strengths and development needs in the 7 Skills. We all need to utilise these for modern working practices to be successful. It's there for you to use for your own development and also as an aid for discussion with your manager. Do make wise use of what it provides.



Working from Home Days

Ah, bliss, a day when you can stay in your pjs, relax and so long as you sign in, you can pretend you are 'working'....

That's the myth, and working from home often has those invisible speech marks put around it as if to say 'ha, a day of pretending to work'. In fact that just isn't true.

People who work at home for a day or two every week are more productive. According to the CIPD, *"81% of those who have access to remote working believe it increases their productivity. Managers and co-workers also report a positive or neutral impact on individual performance in terms of quality and quantity of work when flexible working practices are adopted"*

Nobody will be forced to work from home but for those who choose to do so, here are some suggestions that might be helpful for you:

Get dressed! You may find it easier to settle into work if you dress in your work attire.	Be clear about what you intend to do, set your focus.
Go for a walk round the block to give yourself a 'commute' and mental shift from home to working.	Plan all the little household chores you might want to do into your breaks.
If you need to take a longer planned break for the medical appointment for example thats fine. Just note it in your calendar.	Try to set a clear area where you plan to work. Not necessarily an office at home but a reasonably clear space.
Try to ensure that you have a brief 'touching base' call with a member of your team/line manager.	When you finish work then finish work! Just because your laptop is there you don't need to do 'just one more thing'.
Know your own challenges. Be aware of things that can distract you and plan how to manage them...that includes pets... and biscuits!	Give yourself some time with your unexpected social visitor or when the children come home from school. You can make up the time with an earlier start or working a little bit later.
If it works for you, spend an hour of so in a cafe environment, some people like to work with activity going on around them.	Most importantly, know yourself, be honest with yourself and work in the way that works best for you.

Meetings

Do not have work/business meetings at your home, even if you have a dedicated office space. Always arrange meetings at TDC premises or in a suitable public space such as a café.

DSE Checks

It is your responsibility to ensure that the space where you work is safe and comfortable. As TDC takes your health and safety seriously we ask that you complete a Display Screen Equipment (DSE) checklist before you begin to work flexibly. If you are already working from home, please complete one as soon as possible. You can download the form from Ping! When it has been completed please hand it to your line manager.

Insurance

Flexible working that includes occasional working from home (as in one or two days a week) is commonplace and this does not incur any insurance surcharges. In general, insurers and mortgage providers want to know if you are running a business from your home but not if you just happen to work at home semi-regularly. Nonetheless, if you have any concerns you should contact your own insurer and mortgage provider for clarification.

Working While Out and About

Working independently is more than working from home. For many staff it involves working out and about within the community of Tendring and beyond. This might include site visits, visits to the homes of residents for a wide variety of reasons or community liaison such as beach patrol, maintenance of public spaces, enforcement or a range of different events. Whatever the task, this is remote working and as such there is a need to take personal responsibility and accountability for carrying out the work required without access to a supervisor who is immediately on hand.

First and foremost your safety is paramount.

We want to make sure that everyone who comes in to work also goes home from work. It really is as simple as that.

If part of the safety procedure for your team includes the issuing of Skyguard or other safety equipment then it is to be used. The organisation's Lone Working Policy should also be followed.

When working remotely and using IT and paperwork that belongs to the organisation it is important to make sure that it's kept secure at all times. This means following the correct security requirements that are set out in the Remote Working Policy.



This is a skyguard, small enough to fit in your pocket or on a keyring

At times, TDC's security protocols, or those in force, might make it difficult to log on at a different location. If you work regularly at a specific site, for example at a hot desk in another authority or at a partner organisation's premises and you have difficulties signing onto the network do speak to IT Service Desk so that the problem can be addressed.

If your role requires you to drive between sites, whether in a TDC vehicle or your own, you are expected to fully adhere to all traffic regulations. This means that you stick to the speed limit even if you are running late. It also means that you do not use your mobile phone whilst driving. Staff who regularly drive as part of their role are also expected to attend any road safety training or instruction that is provided by the organisation. In addition, all staff are expected to follow the organisation's Driving Policy

Remember, above all we want to make sure that everyone who comes in to work also goes home from work.



In the Work Base

Even with the introduction of more flexible practices, most of us will spend at least 50% of our working time at our main work base. Working well and effectively in the office will also require more personal accountability and independence.

When we are in the office there is a strong likelihood that at least some members of our team will be working remotely, either from home or elsewhere. It's possible that at times you could be the only person of your team who is 'in' in that conventional sense.

Pre-planning of where you will be and when will be a great help as it will mean that the use of hot desk space will work more smoothly for the benefit of all.

When you finish for the day, leave the desk clean, clear and tidy. None of us want to sit at a desk with some-one else's mess. No, that cannot be used as a tactic to 'claim' a space so no-one else will use it!

You might want to make sure that your team keeps a supply of desk and keyboard wipes available for use.

You could create a simple name plate style sign that could go on the desk when you have finished that says 'desk available' to help others.



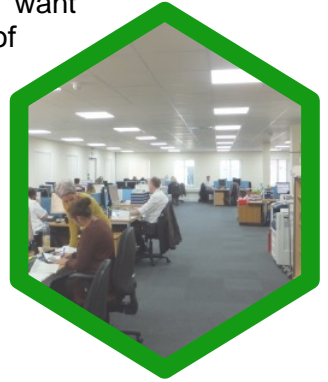
As so many of us will be working remotely one or two days a week, we won't have our own permanent desks. This may feel strange at first but we will get used to it.

Don't race to be first in to 'claim' a favourite space!

When you see people using hotdesk areas, be friendly and welcoming. A smile and hello go a long way. We all like to feel welcome.

Equally, help people to be able to get drinks. Are there spare mugs, tea and coffee available? How about offering to share that 'splash' of milk? We don't want anyone to feel like an 'intruder' and simple gestures of welcome are vital.

If you have come into the office after perhaps two days where you have been working remotely do be sensitive to others. You might be eager to have a chat about 'what's been happening?' but others may be deeply into a piece of work and need to concentrate. Agree your catch up chat for a mutually convenient time.



Workspaces

Try not to be a creature of habit! Use different hot desks in your building and even use different hot desks at different locations. It's a great way to get to know other people and to learn more about the Council as well as giving you a place to work. There are already work hubs available at Pier Avenue and Northbourne and soon at the Town Hall. Pier Avenue breakout room is often available and the Town Hall breakout room will become available in 2020. It's also possible to have workspace at the leisure centres by prior arrangement.

A very few words about trust

The writer Ernest Hemingway said that *"The best way to find out if you can trust somebody is to trust them."*

You are trusted.

Technology

“Technology by itself isn’t going to change anything, it’s the people who use technology to change people’s lives that are going to do anything” Satya Nadella 1/11/18

In 1989 the photo below on the left was state of the art equipment. Typewriters were becoming a thing of the past and ‘word processors’ were replacing them. For some ‘early adopters’ desk top computers were making an appearance.

Mobile phones weighed almost as much as a bag of flour and were almost as difficult to hold!

Then just 30 years ago, in 1989, Sir Tim Berners-Lee invented the World Wide Web and the world changed. In technology terms we’ve progressed from the images you see below to the flexible equipment we now rely on. It’s a huge transformation yet we know there’s lots more progress still to come that will improve efficiency and reliability beyond our current imagination.

The rapid development of the technology that enables us to work from any location is incredibly new so perhaps it’s no wonder that some of us find it hard to adjust to the idea of working in different ways.

The following pages have been compiled to provide you with a number of hints and tips to enable you get the most out of the technology we currently have available.




IT - Support Guide

As part of our approach to modern working and the office transformation we have compiled a guide to remote working. This is to assist you if you have had limited experience of remote working using your TDC device.

Good operational practice and business continuity is to take your TDC device home each day just in case there is a need for you to work remotely, e.g. bad weather, office unable to be accessed, personal situation that requires you to work remotely. Remember if you do take it out of the office to ensure that it is safely stored e.g. in a house not left in a car.

If you have any issues or concerns, please contact the IT Service desk. ITServiceDesk@tendringdc.gov.uk or 01255 68 6599. Opening Hours are Monday to Thursday 8am to 6pm, Friday 8am to 5:30pm.

NOTE: Ensure you have the 'Map N Drive' icon  on your desktop before attempting to remote work. Please contact the IT Service Desk on 68 6599 if you don't have the button.

1. When you are taking your laptop home with or without the intention of working from home. Make sure you have all the equipment you may need. Essentials are usually: Laptop, power lead, and Skype handset/headset. Also ensure that you have no outstanding updates, this can be checked by clicking on the update icon



2. When you work remotely and log-on to your computer, you will need to connect to your location's Wi-Fi (e.g. your home). To do this go to the wireless network connection at the bottom right of your screen, click on



or



and select your WiFi. This will usually ask you to enter your WiFi password. NOTE: Your WiFi name and password are usually on the internet hub.

3. Once you have connected you will need to press the 'Map N Drive' icon on the desktop. This looks like this:



4. You should now be connected and able to work.

IT - FAQs

“I have logged on and I still can’t do anything?” – Sometimes Direct Access (DA) will take a moment to start working (red cross over icon) . Give it a couple of minutes. The Direct Access Icon at the bottom right should then look like this. If it still doesn’t connect, try restarting your laptop and try again. Check the laptop has a connection to the internet. Open a web browser and try going to a trusted website e.g. bbc or google.

“I can’t find my WiFi on the options?” – Make sure your WiFi is working. Check on another device connected to the internet like your mobile phone that you have the wifi icon. Make sure you aren’t out of range. Usually, WiFi will reach around the whole house however there can sometimes be weak spots. Try connecting the laptop directly to the broadband router with a network cable, the IT department can supply one on request.

“I don’t have WiFi at my home, can I still work?” – Without access to the internet, you are very limited and may not be able to work effectively. You can access any secure Wi-Fi, just ensure that it is secure. (If you wish to check you are secure, contact cyber@tendringdc.gov.uk).

“Can I connect other devices to my laptop?” – It is not permitted to use/install personal devices onto your laptop. TDC equipment is allowed. If you need to print something, it is best to wait until you are back in the office or print remotely to the Print hub.

“I have opened my Outlook emails and I have a message saying that the path specified for the file N:\ ___ is not valid?” – If you see this message, it is likely you have forgotten to map your N drive. Close Outlook and any of the ‘pop-ups’, Click on ‘Map N drive’ and again.

“My other drives have an X through them?” – You should still be able to use them. Once you click on it the X should disappear.

“I have no network drives and Mapping N Drive doesn’t work?” – Log off and wait for a moment. Log back in and the drives should be restored.

IT - Items that can affect Direct Access speed

If after connecting, email or your apps indicate “not responding”, run very slowly or DA keeps losing connection, then the fault is probably with the broadband speed. Even though you have a connection to the internet and can still browse the web, DA takes a large broadband bandwidth to work,. Applications may slow down, become unstable or the connection may be lost if the broadband signal drops below a certain level. Skype calls can also experience problems with poor call quality, calls dropping or failing to connect. Things that can affect the broadband performance are :

The number of applications running - Close down any programs you're not using.

The type of applications running - Some programs, such as Uniform are very resource hungry, and may not work effectively on a slow home broadband connection. Try closing all other programs when using Uniform.

Opening large files - Avoid opening large files, disconnect your personal folders from Outlook.

The number of users/devices sharing the broadband - Smart TVs, games consoles, mobile phones, home hubs etc. will all consume bandwidth, even if you're not using them. Disconnect any devices not being used to improve response.

Poor connection between your router and your phone line - Check the cable running between the router and the phone socket, replace if damaged. Also try and keep this cable run as short as possible.

The time of day - Things can slow down when the schools close for the day. Does the connection regularly fail at a particular time of day?

The weather - Bad or even hot weather may also have an adverse effect, especially on properties serviced by an overhead phone line.

Broadband Router - Occasionally your broadband router may become unresponsive. Try powering it off, leave it for couple of minutes before restarting it.

There are a number of free online tools that can be used to check the performance of your broadband line. To get an accurate reading of the broadband speed, run the test from a laptop or PC that does not have DA installed and run it a number of times at various times of the day. If the tests show speeds significantly lower than those advertised for your area, then there could be a problem with the line and you should contact your broadband provider. <https://www.broadbandspeedchecker.co.uk/>

IT - Tools for modern working

Conference Calls

You can set up audio or visual conference calls via Skype for Business, use the Skype Meeting button on your Outlook Calendar. Skype training is available.

Instant messaging

This enables you to send direct messages, much like text messages to colleagues on their laptops or PCs.

EDRMS

Electronic Document Record Management System...phew. This is electronic storage and retrieval of all scanned paperwork to support your remote working and reduce our reliance on hardcopy paperwork which is at risk of accidental destruction.

Portable devices

TDC now has laptops and other portable devices, these are available to all staff if there is a business need for you to have one. All portable devices are secured by encryption

Remote network access

With Direct Access you can log onto your TDC laptop from any location that has Wi-Fi. You can access all your drives and emails remotely. All calls come via Skype for Business as long as you are logged on and using the Wi-Fi

Sharing screen and documents

You can share what you see on your screen with colleagues, you can do this when on a conference call or instant messaging. Additionally, you can share you desktop via Skype with the IT Technicians when you need technical support.

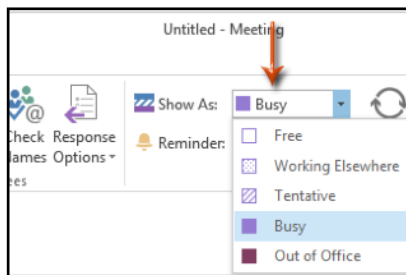
How to guides are available on Ping! Additional support can be provided by our IT Trainer on 01255 686302



IT - Top Tips

Outlook Calendar Appointments 'Show as' status

Always ensure you select the correct 'show as' status when adding a diary entry to Outlook as this will feed through to your Skype for Business status. If you are working remotely select 'Working Elsewhere' and input generic location data e.g. working remotely or working from home



Skype for Business Status/presence

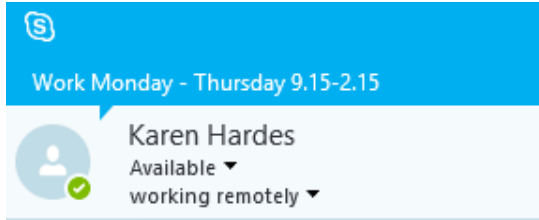
Always ensure you select the correct 'show as' status when adding a diary entry to Outlook as this will feed through to your Skype for Business status. If you are working remotely the select 'Working Elsewhere' and input generic location data e.g. working remotely or working from home

If you are still logged in and your screen is locked	Phone will ring, you can reject call by pressing the red button on handset, goes to voicemail (if set up)
If you are busy status or you are on a call or have put yourself in Busy status	Phone will ring but sound is muted, can send to voicemail, change to do not disturb or click ignore
If your status is Be Right Back, Off Work	Phone will ring, you can send to voicemail, change to do not disturb or click ignore or press the red button on the handset
If you are Do Not Disturb status	Phone won't ring. Calls goes to voicemail Note: If your status is set to 'Do not Disturb' then your phone won't ring nor can you be 'instant messaged' (other than by a colleague in your workgroup)
If Signed out of Skype or exited Skype	Phone won't ring call goes to voicemail
If you have Out of Office set but are logged into the network	Phone will ring, you can send to voicemail, change to do not disturb or click ignore or press the red button on the handset
If you have Out of Office set and are logged out	Phone won't ring call goes to voicemail
If you are logged off the network	Phone won't ring call goes to voicemail

Skype location field

The location field is free text format and once set every time you log onto the same Wi-Fi it will pre-populate the location field. It is a good idea to have this set up for locations that you work in.

N.B Please only put 'working from home' or 'remotely' into the field and not your personal address



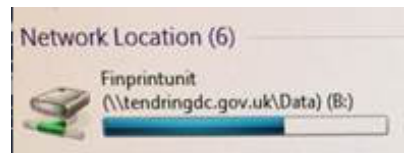
Remote working instructions for printing directly to the Print & Post Hub

To print to the Print & Post Hub either from your desk or remotely please go to the print option and choose Print Unit. This will send the file directly to our printers in the unit for us to release for printed. If you do not have Print Unit on your list of printers contact ITServiceDesk@tendringdc.gov.uk



Then email printunit@tendringdc.gov.uk with any specific instructions on how you would like this printed, for example double sided along with where you want it delivered etc. Any letters printed will be inserted into envelopes and sent out on the next collection time without delay.

Alternatively, if the file is too big to email or you haven't get access to the printer from your device, on the network there is a drive called Finprintunit. On this drive you will see a folder called jobs or letter to be printed. Just drop you file in the folder and email to inform us it is there. Don't forget to add your instructions to the email!



When we have printed your file we will move it to the printed folder. Files on the network drive are deleted periodically so if you need to keep your file you will need to save your own copy.