

Agile Working Shared Learning Seminar 30 January 2013 Bangor

Ideas to share

ICT	ICT facilities	Aled Griffiths, Flintshire County Council / <i>Cyngor Sir y Fflint</i>	aled.griffiths@flintshire.gov.uk
Project management / corporate approach	Agile project	Aled Griffiths, Flintshire County Council / <i>Cyngor Sir y Fflint</i>	aled.griffiths@flintshire.gov.uk
Project management / corporate approach	Aligned assets / HR / ICT	Aled Griffiths, Flintshire County Council / <i>Cyngor Sir y Fflint</i>	aled.griffiths@flintshire.gov.uk
Project management / corporate approach	Pilot projects	Aled Griffiths, Flintshire County Council / <i>Cyngor Sir y Fflint</i>	aled.griffiths@flintshire.gov.uk
Project management / corporate approach	Procedures / toolkit	Aled Griffiths, Flintshire County Council / <i>Cyngor Sir y Fflint</i>	aled.griffiths@flintshire.gov.uk
Project management / corporate approach	ICT, HR and Assets - meet regularly to review plans/requests and hold 'engagement' meetings with services.	Angela Lawrence, Flintshire County Council / <i>Cyngor Sir y Fflint</i>	angela.lawrence@flintshire.gov.uk
Toolkits	We have developed an 'agile toolkit' and have several agile pilots up and running	Angela Lawrence, Flintshire County Council / <i>Cyngor Sir y Fflint</i>	angela.lawrence@flintshire.gov.uk
ICT	We have stopped buying printers. Need to consider not buying PCs.	Barry Eaton, Isle of Anglesey County Council / <i>Cyngor Sir Ynys Môn</i>	barryeaton@anglesey.gov.uk
People	Have workstyles defined to challenge ambition on mobility	Cara Williams, Denbighshire County Council / <i>Cyngor Sir Ddinbych</i>	cara.williams@denbighshire.gov.uk
Office space and premises	Surveys our buildings. Who's where? What's empty? 'Outside the box' e.g. which staff could you move into schools, leisure centres etc.	Carys Edwards, Isle of Anglesey County Council / <i>Cyngor Sir Ynys Môn</i>	CarysEdwards@anglesey.gov.uk
Office space and premises	Accommodation change programme well advanced.	Dave Coates, Wrexham County Borough Council / <i>Cyngor Bwrdeistref Sirol Wrecsam</i>	dave.coates@wrexham.gov.uk
Office space and premises	Accommodation strategy (single building)	Donna Roberts, Conwy County Borough Council / <i>Cyngor Bwrdeistref Sirol Conwy</i>	donna.roberts2@conwy.gov.uk
Office space and premises	Hot desks in health buildings for social workers. Ad-hoc agile working	Ieuan Williams, Gwynedd Council / <i>Cyngor Gwynedd</i>	ieuanwilliams@gwynedd.gov.uk
Collaboration	Co-located locality bases for health and social care.	Janet Morgan, Conwy County Borough Council / <i>Cyngor Bwrdeistref Sirol Conwy</i>	fiona.stevenson1@conwy.gov.uk
Policies	Have corporate flexible policies in place.	Janet Morgan, Conwy County Borough Council / <i>Cyngor Bwrdeistref Sirol Conwy</i>	fiona.stevenson1@conwy.gov.uk

Finance	Development of a financially sustainable desktop strategy	Jeff Pye, Betsi Cadwaladr University Health Board / <i>Bwrdd Iechyd Prifysgol Betsi Cadwaladr</i>	Jeff.Pye@wales.nhs.uk
Collaboration	Partnerships	Julie Horman, Denbighshire County Council / <i>Cyngor Sir Ddinbych</i>	julie.horman@denbighshire.gov.uk
Remote working	Locality Working	Julie Horman, Denbighshire County Council / <i>Cyngor Sir Ddinbych</i>	julie.horman@denbighshire.gov.uk
Working in the community	Community based customer focus	Julie Horman, Denbighshire County Council / <i>Cyngor Sir Ddinbych</i>	julie.horman@denbighshire.gov.uk
Working in the community	Decentralisation of services to public sector hubs in our communities	Lisa McLellan, Flintshire County Council / <i>Cyngor Sir y Fflint</i>	lisa.mclellan@flintshire.gov.uk
Confidentiality	Confidentiality - need for space	Mark Hooper, Indycube	mark.hooper@inspirato.co.uk
People	People are key - improve their working life, enabling	Mark Hooper, Indycube	mark.hooper@inspirato.co.uk
ICT	Access from any device (via RAG)	Neil Payne, Conwy County Borough Council / <i>Cyngor Bwrdeistref Sirol Conwy</i>	neil.payne@conwy.gov.uk
Policies	Engaging with consultant to develop property strategy - possibly move to one/two main modern sites	Neil Payne, Conwy County Borough Council / <i>Cyngor Bwrdeistref Sirol Conwy</i>	neil.payne@conwy.gov.uk
Policies	Have flexible working policy and supporting guidance.	Ruth Cresswell, Wrexham County Borough Council / <i>Cyngor Bwrdeistref Sirol Wrecsam</i>	ruth.cresswell@wrexham.gov.uk
Working in the community	Flexible working in location for social workers	Steve Barnard, Gwynedd Council / <i>Cyngor Gwynedd</i>	stephenjohnbarnard@gwynedd.gov.uk
Social media	Saving on marketing costs: Community development using 'facebook' to engage and notify residents		
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Things to learn			
Business case	How to give confidence in a business case for agile working	Cara Williams, Denbighshire County Council / <i>Cyngor Sir Ddinbych</i>	cara.williams@denbighshire.gov.uk
Business case	Lack of credible business case for technology	Dylan Williams, Betsi Cadwaladr University Health Board / <i>Bwrdd Iechyd Prifysgol Betsi Cadwaladr</i>	Dylan.williams1@wales.nhs.uk

Case studies	Ideas / examples of making best use of ICT and property investments in support of meaningful change	Dave Coates, Wrexham County Borough Council / <i>Cyngor Bwrdeistref Sirol Wrecsam</i>	dave.coates@wrexham.gov.uk
Case studies	Following would be useful: Case studies demonstrating the team based approach that we could publish on intranet		
Case studies	Following would be useful: Access to the 'team' questionnaire and 'team' business case. Templates to use.		
Confidentiality	My work is 'confidential' - I can't be located next to a.n.other		
Corporate co-ordination	Where do you start? (Key driver) Property, IT, Customers, HR	Julie Horman, Denbighshire County Council / <i>Cyngor Sir Ddinbych</i>	julie.horman@denbighshire.gov.uk
Corporate co-ordination	Balance between bottom up and top down development of strategy / implementation	Sally Ellis, Denbighshire County Council / <i>Cyngor Sir Ddinbych</i>	mair.rogers@denbighshire.gov.uk
Corporate co-ordination	Co-ordinating the elements - IT, property, HR - getting shared ownership	Steve Barnard, Gwynedd Council / <i>Cyngor Gwynedd</i>	stephenjohnbarnard@gwynedd.gov.uk
Corporate co-ordination	The various key strands ICT, property rationalisation, HR are at different development points		
Corporate co-ordination	All areas of an organisation need to be part of 'agile' team - from Finance to Catering		
Culture	How do we change culture?	Barry Eaton, Isle of Anglesey County Council / <i>Cyngor Sir Ynys Môn</i>	barryeaton@anglesey.gov.uk
Culture	Culture shift of staff mindset from traditional ways of working	Carys Edwards, Isle of Anglesey County Council / <i>Cyngor Sir Ynys Môn</i>	CarysEdwards@anglesey.gov.uk
Culture	Culture	Denise Garland, Wrexham County Borough Council / <i>Cyngor Bwrdeistref Sirol Wrecsam</i>	denise.garland@wrexham.gov.uk
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Culture	How to change cultures and ways of working (tradition)	Donna Roberts, Conwy County Borough Council / <i>Cyngor Bwrdeistref Sirol Conwy</i>	donna.roberts2@conwy.gov.uk

Culture	What is the main driver? Property rationalisation, people, savings, customers?	Julie Horman, Denbighshire County Council / <i>Cyngor Sir Ddinbych</i>	julie.horman@denbighshire.gov.uk
Culture	The most effective way of changing mindsets. Changing cultures	Morfudd Davies, Isle of Anglesey County Council / <i>Cyngor Sir Ynys Môn</i>	MorfuddDavies@anglesey.gov.uk
Culture	Need to develop culture to implement on team basis and for improving on service delivery	Wrexham County Borough Council / <i>Cyngor Bwrdeistref Sirol Wrexham</i>	Raymond.Smith@wrexham.gov.uk
Culture	Where the 'water cooler' sits in agile working		
Culture	How to avoid feelings of isolation re. those working from home - importance of maintaining a 'team' spirit		
Customer service	Buy in from customers / service users important too		
Desk and office space	How do you get the desk ratio right?	Bedwyr Gwilym, Gwynedd Council / <i>Cyngor Gwynedd</i>	bedwyrgwilym@gwynedd.gov.uk
Desk and office space	Keeping control of office moves	Denise Garland, Wrexham County Borough Council / <i>Cyngor Bwrdeistref Sirol Wrexham</i>	denise.garland@wrexham.gov.uk
Desk and office space	Moving away from 'my desk' culture		
Finance / Resources	Funding for technology - making the case for investment	Cara Williams, Denbighshire County Council / <i>Cyngor Sir Ddinbych</i>	cara.williams@denbighshire.gov.uk
Finance / Resources	Where savings go	Denise Garland, Wrexham County Borough Council / <i>Cyngor Bwrdeistref Sirol Wrexham</i>	denise.garland@wrexham.gov.uk
Finance / Resources	The costs to delivery of future agile working IT - lack of understanding of investment scale at times	Neil Payne, Conwy County Borough Council / <i>Cyngor Bwrdeistref Sirol Conwy</i>	neil.payne@conwy.gov.uk
Finance / Resources	How to ensure we deliver on savings through a programme	Neil Payne, Conwy County Borough Council / <i>Cyngor Bwrdeistref Sirol Conwy</i>	neil.payne@conwy.gov.uk
Finance / Resources	Making decisions on key IT and HR resources to support implementation	Sally Ellis, Denbighshire County Council / <i>Cyngor Sir Ddinbych</i>	mair.rogers@denbighshire.gov.uk
Finance / Resources	Investment - 'money where your mouth is'		
Flexibility	Flexibility of work (JDs)	Denise Garland, Wrexham County Borough Council / <i>Cyngor Bwrdeistref Sirol Wrexham</i>	denise.garland@wrexham.gov.uk

Geography	Service and staff distributed across a large geographical area	Jeff Pye, Betsi Cadwaladr University Health Board / <i>Bwrdd Iechyd Prifysgol Betsi Cadwaladr</i>	Jeff.Pye@wales.nhs.uk
IT / ICT	Standardisation of ICT devices to meet 'standardised' workspace - how to?	Angela Lawrence, Flintshire County Council / <i>Cyngor Sir y Fflint</i>	angela.lawrence@flintshire.gov.uk
IT / ICT	IT	Denise Garland, Wrexham County Borough Council / <i>Cyngor Bwrdeistref Sirol Wrexham</i>	denise.garland@wrexham.gov.uk
IT / ICT	How can you create a dynamic intranet that meets the needs of agile workers? What does it include?	Norma Jarboe, WomenCount	njarboe1@aol.com
IT / ICT	How to use systems approaches and EDRMS strategically	Sally Ellis, Denbighshire County Council / <i>Cyngor Sir Ddinbych</i>	mair.rogers@denbighshire.gov.uk
IT / ICT	Achieving 'paperless' working		
IT / ICT	How do we get public sector to buy in to things like twitter and facebook?		
Knowledge	Sharing innovative approaches to sharing knowledge within organisations		
Members / management / leadership	Senior managers acting as a change agent absolutely necessary for buy-in amongst other managers	Gwynedd Council / <i>Cyngor Gwynedd</i>	
Members / management / leadership	Change agents need to be senior or championed by seniority	Mark Hooper, Indycube	mark.hooper@inspirato.co.uk
Members / management / leadership	Maintaining positive leadership in a different way. Case study model should be helpful.		
Members / management / leadership	Public sector needs to embrace agile working and leaders must lead by example and be 'brave'		
Members / management / leadership	Leadership - doing it not just talk!		
Members / managers	Securing political will to commit to a transformation agenda and how we can use the rationalisation of properties to improve the economy of local areas	Danielle Edwards, Conwy County Borough Council / <i>Cyngor Bwrdeistref Sirol Conwy</i>	Danielle.edwards@conwy.gov.uk
Members / managers / leadership	Managers buy pace of change resources	Aled Griffiths, Flintshire County Council / <i>Cyngor Sir y Fflint</i>	aled.griffiths@flintshire.gov.uk

Members / managers / leadership	Leadership support	Denise Garland, Wrexham County Borough Council / <i>Cyngor Bwrdeistref Sirol Wrecsam</i>	denise.garland@wrexham.gov.uk
Members / managers / leadership	Lack of senior management commitment, political buy-in	Flintshire County Council / <i>Cyngor Sir y Fflint</i>	
Members / managers / leadership	Leadership - it's all about people (isn't it?)	Mark Hooper, Indycube	mark.hooper@inspirato.co.uk
Members / managers / leadership	Commitment of leadership to this radical new way of working	Steve Barnard, Gwynedd Council / <i>Cyngor Gwynedd</i>	stephenjohnbarnard@gwynedd.gov.uk
Members / managers / leadership	Members concerned about what public will think about spending £ on technology - impede progress (in times of austerity)		
Members / managers / leadership	Tackling agenda from perspective of elected members		
Performance management	21st century performance management frameworks to support knowledge / agile working	Angela Lawrence, Flintshire County Council / <i>Cyngor Sir y Fflint</i>	angela.lawrence@flintshire.gov.uk
Performance management	21st century performance management		
Performance management	Following would be useful: Training information / content and/or cause to access to support managers in managing performance in an agile environment		
Performance management	21st century performance management systems?		
Performance management	Consistent performance management based on outcomes across the organisation		
Policy	Coherent policy tying service needs, property, IT and HT together is slow to emerge	Dave Coates, Wrexham County Borough Council / <i>Cyngor Bwrdeistref Sirol Wrecsam</i>	dave.coates@wrexham.gov.uk
Policy	Alignment of key strategies	Flintshire County Council / <i>Cyngor Sir y Fflint</i>	
Policy	How do we align strategies?	Julie Horman, Denbighshire County Council / <i>Cyngor Sir Ddinbych</i>	julie.horman@denbighshire.gov.uk
Policy	Drivers - aligning objectives, strategies	Mark Hooper, Indycube	mark.hooper@inspirato.co.uk
Project management	What are the 'basic' tools required by a manager for agile working?	Gwynedd Council / <i>Cyngor Gwynedd</i>	

Project management	System thinking development	Raymond Smith, Wrexham County Borough Council / <i>Cyngor Bwrdeistref Sirol Wrecsam</i>	Raymond.Smith@wrexham.gov.uk
Staff engagement	Getting staff on-board / resistance to change	Bedwyr Gwilym, Gwynedd Council / <i>Cyngor Gwynedd</i>	bedwyrgwilym@gwynedd.gov.uk
Staff engagement	Connecting remote workers so that they feel part of the organisation	Cara Williams, Denbighshire County Council / <i>Cyngor Sir Ddinbych</i>	cara.williams@denbighshire.gov.uk
Staff engagement	Understanding the needs of employees (varying) & how you can design the workspace to not only meet these needs but be flexible enough to respond to changing personal & business requirements	Danielle Edwards, Conwy County Borough Council / <i>Cyngor Bwrdeistref Sirol Conwy</i>	Danielle.edwards@conwy.gov.uk
Staff engagement	Identifying individual service based networks of support e.g. social services managers		