

Scrutiny Committee – Review Topic Submission Form

Councillor Name and other Councillors supporting submission	Councillor David Carter
Review Topic	Council staff working from home
Links to the Council's priorities	An efficient council
What priority level is this item?	Medium
Terms of reference (to include the scope of the review)	<p>To identify current home/office working patterns at the Council</p> <p>To identify what changes the Council has made to its processes to enable effective home working, and what is planned</p> <p>To understand whether the shift from home/hybrid working has had a positive or negative impact on:</p> <ol style="list-style-type: none"> 1. Productivity 2. Staff morale 3. Residents' experience <p>To establish, where issues have arisen, what can be done</p>
Purpose and objective of the review	<p>To understand the impact home/hybrid working has had on the provision of council services</p> <p>To make improvements to the provision of services</p>
Methodology/approach (methods to be used for gathering evidence)	<p>Analysis of PIs and KPIs</p> <p>Customer satisfaction surveys</p> <p>Results of the Council's Accommodation Review Survey</p>

Written evidence required	As above
Potential witnesses	Relevant Officers
Potential Stakeholder involvement (who are the stakeholders and how will their views be sought)	Council Officers Residents Local Business
Site visits (where and when)	None
Publicity (methods to be used)	None
Resources (people, expenditure)	Officer Time
Barriers/dangers/risks (any weaknesses or potential pitfalls in the review)	Lack of Officer resources
Measures of success	Council processes are changed to reflect the outcomes of the review