

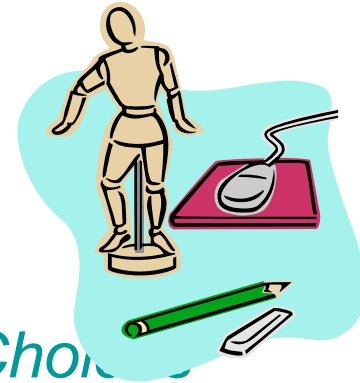
Smarter Working **in Difficult Times**



Welcome
Michael Lovell - Nokia

Workshop Format

MATiSSE smarter working
How smart is your working day?



Session One - *Smarter-Working in Difficult Times*

Session Two - *Making the Right Mobile Technology Choice*

Approx 11.30 **BREAK** – Opportunity for Networking

Session Three – *HR & Tax Implications*

Session Four – *Remote Worker Management & Motivation*

Session Five – *Table Discussions and Wrap-Up*

Approx 12.45pm **LUNCH** – Opportunity for Networking plus 1 to 1s with presenters

So, what is 'Smarter Working'?

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How smart is your working day?

- **Occasional (or permanent) Teleworking** (e.g. home, remote and collaborative working (e.g. incl smarter-working centre based)
- **Flexible Working** (e.g. incl. flexitime/staggered hours working)
- **Smarter-Travel** (e.g. incl. less peak-time and more sustainable travel (e.g. Car Share/travel plans plus audio/web & video conferencing <Smart Commute Week 2nd to 6th Nov>)
- **More sustainable** office and home working practices (e.g. energy, waste, water)
- **Effective utilisation of Information and Communication Technology (ICT)** (including for meetings, team member and document access)



Recession Pinch-Points

SEEDA Snapshot (April)

Key Business Challenges for the South East Region

- **Continued <but slowing> falling demand**
- **Managing cash-flow**
- **Retaining skilled staff** to prepare for the upturn
- **Accessing finance - still proving difficult for many businesses.**
- **Continued weakening of the labour market (especially in coastal and market/rural town economies)**
- **23,000 JSA claimants in Hampshire/IOW** - cost circa £1.2m per week and potentially only 50% of true jobless/redundancy pool total).

Weathering the Storm...or... being ready for the recovery!

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- **Consider sharing your people** – each redundancy (CIPD) average cost £16,375 (e.g. WW Staffshare/HCN)
- **Reduce working hours vs downsize** – thru more flexible employment contracts or in the meantime...map redundancies to skills needs not a percentage
- **Consider sharing work-space**
 - Workstation space total cost of ownership in SE = circa £5,500 <Actium
 - Average building utilisation = 50%
 - Older buildings can contribute up to 50% of CO2 emissions
- **Put money in YOUR and employee pockets** e.g. reduce business travel through 1 in 5 use of conferencing versus face to face. Expand home-based or local working options (incl. use of Smarter Working Centres)
- **Improve performance and service levels** – e.g. innovate, improve efficiency and up-skill (e.g. via subsidised T2G 'Business Leader Grants')
- **Focus on employee Health and Wellbeing** – 9% of payroll budget is spent on 'costs of absence – Work Foundation 2008)

So...Downsizing - NOT the first, nor most effective or ONLY option

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Reported Employer Benefits

- Improved efficiency and service levels
(Productivity gains of 15 to 25%)
- Reduced costs (e.g. office accommodation (~ 25%)
or expand without additional accommodation cost!)
- Reduced absence levels (~ 20%)
- Attract and retain the best staff (improved staff
morale/reduced staff turnover <by ~ 25%>)
- Increased reach (ICT enabled smarter-working incl e-
commerce, VOIP telephony, remote connectivity etc.)



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Reported employee benefits

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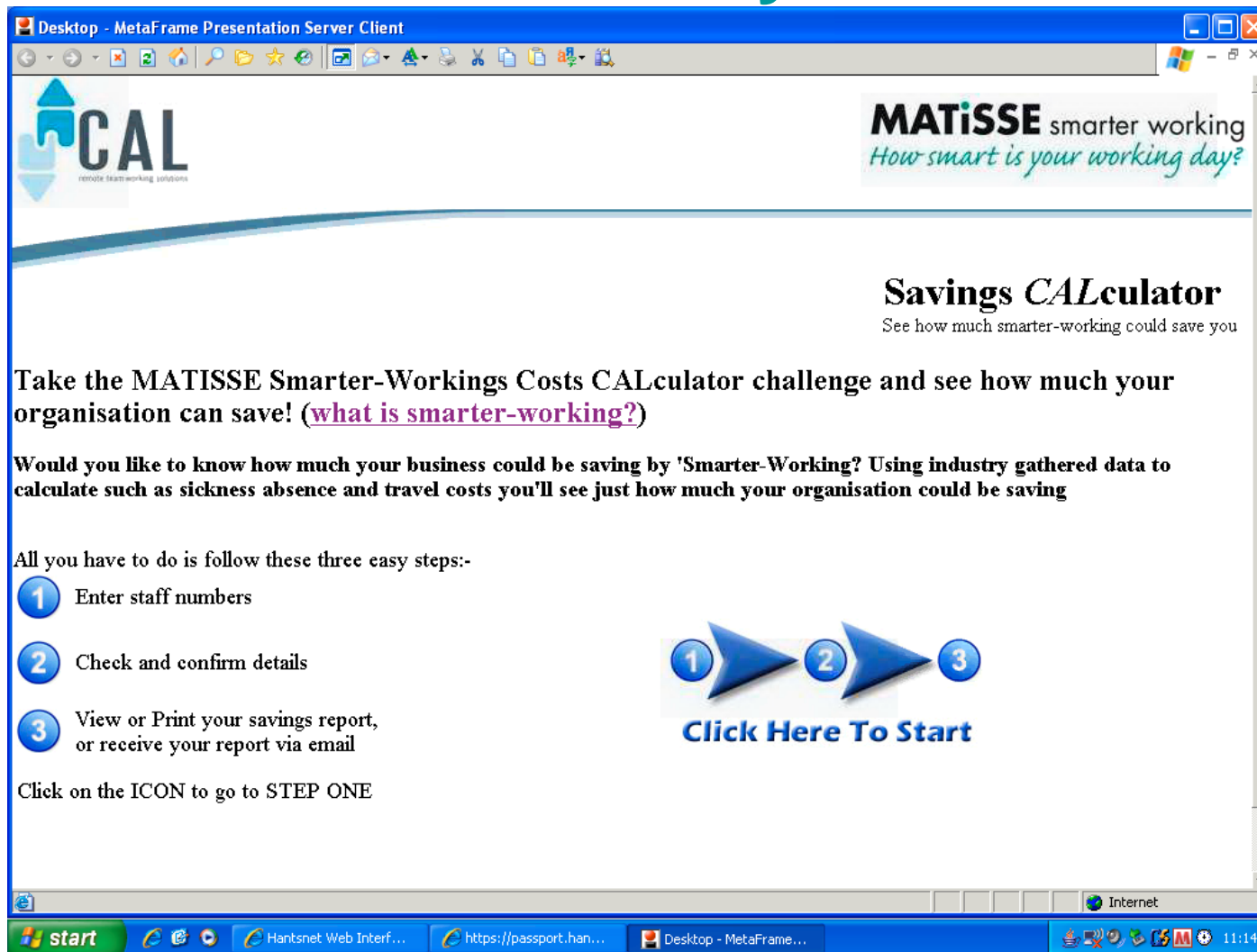


- Greater job satisfaction (feel valued, get more work done)
- Reduced commuting costs, time and stress
- Easier to deal with family issues/obligations
- Easier to pursue educational/hobby interests
- Improved health and well-being

Smarter and Home Working

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What Will it Cost? What will you save?



The screenshot shows a web browser window titled "Desktop - MetaFrame Presentation Server Client". The browser address bar shows "https://passport.han...". The page content includes the CAL logo (remote teamworking solutions) and the MATISSE logo. The main heading is "Savings CALculator" with the subtext "See how much smarter-working could save you". Below this, there is a challenge description: "Take the MATISSE Smarter-Workings Costs CALculator challenge and see how much your organisation can save! (what is smarter-working?)". A paragraph explains the purpose: "Would you like to know how much your business could be saving by 'Smarter-Working'? Using industry gathered data to calculate such as sickness absence and travel costs you'll see just how much your organisation could be saving". A list of three steps is provided: 1. Enter staff numbers, 2. Check and confirm details, 3. View or Print your savings report, or receive your report via email. A "Click Here To Start" button is positioned next to a graphic of three numbered steps. The bottom of the browser window shows the Windows taskbar with the start button, several open applications, and the system tray showing the time as 11:14.

Desktop - MetaFrame Presentation Server Client

CAL remote teamworking solutions

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Savings CALculator

See how much smarter-working could save you

Take the MATISSE Smarter-Workings Costs CALculator challenge and see how much your organisation can save! ([what is smarter-working?](#))

Would you like to know how much your business could be saving by 'Smarter-Working'? Using industry gathered data to calculate such as sickness absence and travel costs you'll see just how much your organisation could be saving

All you have to do is follow these three easy steps:-

- 1 Enter staff numbers
- 2 Check and confirm details
- 3 View or Print your savings report, or receive your report via email

Click on the ICON to go to STEP ONE

1 2 3
Click Here To Start

start Hantsnet Web Interf... https://passport.han... Desktop - MetaFrame... Internet 11:14

Smarter Working Centres

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- Part of County-wide 'Recession Response initiative'
- Match funded to accelerate take –up
- Use of empty existing office, business centre unit or community space where possible
- Drop-in or pre-book by the hour/day/week/month
- Local ICT enabled shared work-space + meeting/training facilities
- Optional managed services
- Three main audiences:
 - **Entrepreneurs, Professionals and Executives (employed or unemployed)**
 - **The Commuter and the (would be) Home-Worker**
 - **Seasonal, Project and Remote (nomadic/freelancer) workers**
- Official launch 8th October (eHP Conference, Guildhall Winchester) – Two pilot centres (Fordingbridge/Whitchurch on stream) – three more (Segensworth, Fareham, Gosport Sep) others (negotiations WIP for several other centres including Aldershot)

Smarter Working Readiness Checklist

- ✓ Business Goal/driver
- ✓ Measuring outputs not attendance
- ✓ Skills in place to manage/communicate/motivate effectively
- ✓ Work conducive, H&S compliant, energy efficient, home-office environment
- ✓ Updated policy and procedures
- ✓ Tax and Benefits implications understood
- ✓ Appropriate technology/support in place
- ✓ Eligibility (incl. For employees, who pays for what)
- ✓ Suitability (roles, tasks and people)
- ✓ Training Provision (Continuous Professional Development)

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How smart is your working day?



Who is Saving Money?

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Local SMEs:

- Taylor Made Computer Services (Fareham)
- MaCallister Elliott (Lymington)
- Real World Trust (IOW)
- Cobweb Solutions (Fareham)
- Focal Point Training (Shedfield)
- Business Link Hampshire & IOW (Fareham)
- CAL and 247 (Virtual organisations)
- Glasshouse Studios (Fordingbridge)

Smarter Working Examples

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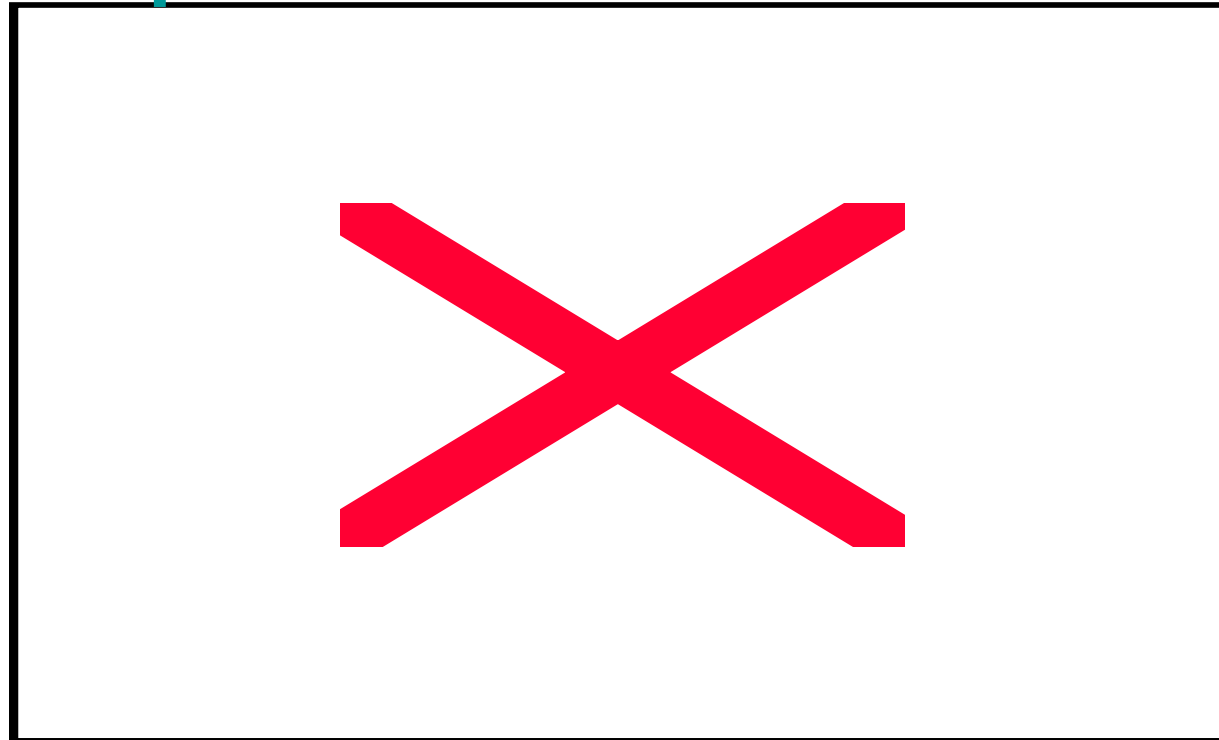


Hampshire
County Council

Business Driver =

Strategic Accommodation
Review

- Flexible and Mobile Working Board
- Ten Year Programme (eventually incorporating partners and other Local Authorities)



First flexible accommodation:

- 50% less energy consumption
- Caters for twice no. of staff
- Local working potential
- Alternative Commute incentives

Smarter Working

Useful on-line Resources

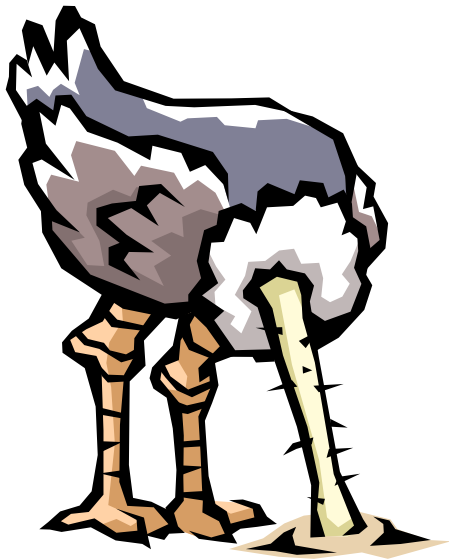
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- www.ehampshire.org/matisse
- www.businesslink.gov.uk
- www.enterprisenation.com
- www.hmrc.gov.uk
- www.flexibility.co.uk
- www.homeworker-cafe.co.uk
- www.careerathome.co.uk
- <http://www.berr.gov.uk/employment>

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*“In the 21st Century, Work is what you do,
not where you go”*



Questions?

Thank You!