

NHS England wanted to create a positive and participative working environment and culture, providing the conditions for individuals and teams to thrive and achieve the highest standard of performance and service, where contributions are fully recognised and valued by all.

NHS England employs more than 6,000 staff across England and is a very mobile organisation. Every day of the week, there'll always be NHS England staff out and about, meeting patients and public, or travelling between offices, or going to meetings with stakeholders. NHS England knows that this way of working brings its own set of challenges for staff, such as having to juggle workloads with travelling, having long distance catch-ups with colleagues, late finishes or early starts and nights away from home.

So NHS England set up an Agile Working Programme to give its staff all the support they need to do their job efficiently and effectively and achieve a proper work life balance.

Scope

Between May 2013 – June 2014 Alison worked as a transformational programme manager for Agile Working across the HR, ICT and Estates directorates at NHS England.

Responsibilities include :

- Setting up workstream plans, governance, operational and financial measures, and documentation for implementation of Agile Working
- Engaging staff and key leaders from across 61 NHS England sites and over 6000 staff.
- Providing strategic direction and alignment with other transformation programmes across NHS England's directorates
- Implementing the Agile Working programme across NHS England

Outcomes:

1. Workshop in Oct 13 with **Sir David Nicholson** and **Vodafone UK CEO** at Vodafone UK headquarters followed up with an NHS England Board meeting at Vodafone UK headquarters in Nov 13
2. Achieved share of **£3m funding** for Excellent organisation programme for agile working workstream
3. **Comms narrative** developed explaining why we are doing agile working, vision, benefits, KPIs / improvement measures, method of delivery (ie through the senior sponsors and champions in every workplace), and corporate, regional and individual responsibilities
4. **Senior sponsors** being identified in every region / area. Agile working **champions** being identified in every workplace
5. **Suite of Intelligent Working guidance and policy** - Agile Working Guidance, glossary of terms, flexible working policy, Corporate ICT strategy, Estate Design guidelines
6. **Toolkit available** for local adoption and dissemination by champions
7. **Workshop** held in Leeds on 19 June for newly identified agile working champions
8. **Programme board** established with national director, regional and area director membership

9. **SharePoint portal** 'live' for network champions
10. **Single Point of Information** for booking meeting rooms and hot desks in main NHS England sites now available on intranet. Electronic room booking system being piloted in Quarry House
11. **Case studies** on intranet – Southside, Darlington, Vodafone, Quarry House

Alison Fowler

July 2014