



# Agile Working – Our Team Protocol

Team Name:

Date created:

Date last reviewed/updated:

Agile working underpins the principle that work is an activity we do rather than a place we go. We want to capitalise on our new agile working culture to provide an environment where staff and members can thrive.

What we do	How we do it
 <p><b>How we work</b>  <i>The way we make decisions, set outcomes, define expectations, prioritise tasks, focus effort and develop our skills and talents.</i></p> <ul style="list-style-type: none"> <li>• How to communicate and share information</li> <li>• The method of agreeing/monitoring workload</li> <li>• How success will be measured</li> <li>• How to maintain team cohesion when team members are working in more agile ways</li> <li>• How we ensure that excellent service delivery is maintained</li> </ul>	<p><b>Clear and realistic objectives should be agreed between the employee and their manager to enable their performance to be managed by outcomes rather than presence.</b></p>



### **Where we work**

*The types of spaces we need to deliver our services in a way that best meet the needs of customers.*

- Think about the tasks that you need to complete and where you can do these most effectively
- Minimise the time during your working day that you spend travelling to different locations to reduce the need for unnecessary travel
- Detail any set periods or situations when employees are required to come into the work base
- Using digital approaches to enable better collaboration and sharing of information, regardless of location

**To provide the best service possible this is where we will work:**



### **When we work**

*Agreeing working arrangements that balance individual needs and the needs of the service (which must take priority)*

- Any fixed hours of business that must be covered and the cover arrangements that apply
- Employees are valued for their performance rather than the number of hours they work and their presence at a set location
- Encouraging greater autonomy and flexibility over working times to find a more effective blend between

**How you work your contracted hours should be agreed with your manager but the needs of the service and customers and impact on other team members must be considered**

work responsibilities and our commitments and life outside of work	
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