



new ways of working enabled by technology

“Mobile Working in the Public Sector”

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www.publicsectornomads.com membership community

Work 1.0



Work 2.0



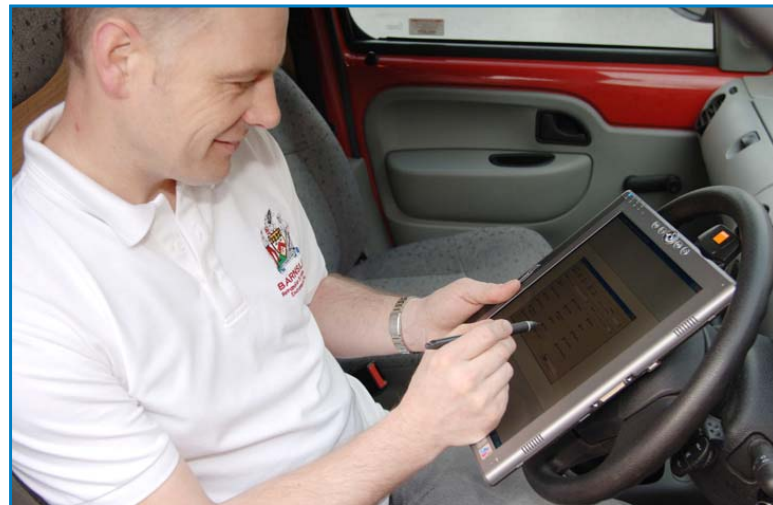
- Mobile penetration ubiquitous
- 21st Century organisations delivering services using 19th Century service delivery models
- Access data independent of;
 - Location
 - Platform
 - Time



“A third of young people starting work would prioritize social media freedom, device flexibility and work mobility over salary in accepting a job offer.”

Source, “Cisco Connected World Technology Report, November 2011”

Enabled by Technology



Mobile working solutions particularly relevant in;

- *Benefits & Other Financial Assessments*
- *Inspection*
- *Children's Services*
- *Audit*
- *Housing Repairs*
- *Regulatory Services*
- *Adults & Community Health Services*

Integration required to fully deliver modernised
end-to-end business solutions

- Housing Benefits

- East Riding
 - £200k saving pa
 - PI 40 days to hours
 - 7 less staff

- Flexible Working

- Hertfordshire
 - 16% less workstations
 - 16% less floor area
 - 10% less in work travel

- Council Tax & Benefits

- Salford
 - 48% inc. productivity
 - Sickness down 75%
 - Planned office savings

- Social Housing

- Peterborough
 - Cost of service £7m to £5.4 million
 - Routine repairs – ave time 20 to 7 days

Work Life Balance

- Better health
- Less stress
- Higher motivation and better morale



Why tackle work-related stress?

Work-related stress accounts for over a third of all new incidences of ill health

Each case of stress-related ill health leads to an average of 22.6 working days lost

9.8 million working days were lost to stress, depression and anxiety in 2009/10

Source: www.hse.gov.uk/stress



Work Life Balance

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Improved Productivity

- New processes that reduce or eliminate administration
- Better use of time to deal with more cases

Accommodation Costs

- Hot desking and touch down
- Home based working and flexible working

Environmental Benefits

- Less travel and congestion (air quality & carbon management)

- **For Individuals:** staying visible and connected, peer support & knowledge sharing, managing time, communications, workload and performance
- **For Managers:** sustaining improved performance, adopting new styles based on trust and providing effective support, collaboration, communication and sense of 'team'
- **For Organisations:** changing culture - command and control to empowerment and supportive

What about ...

Technology



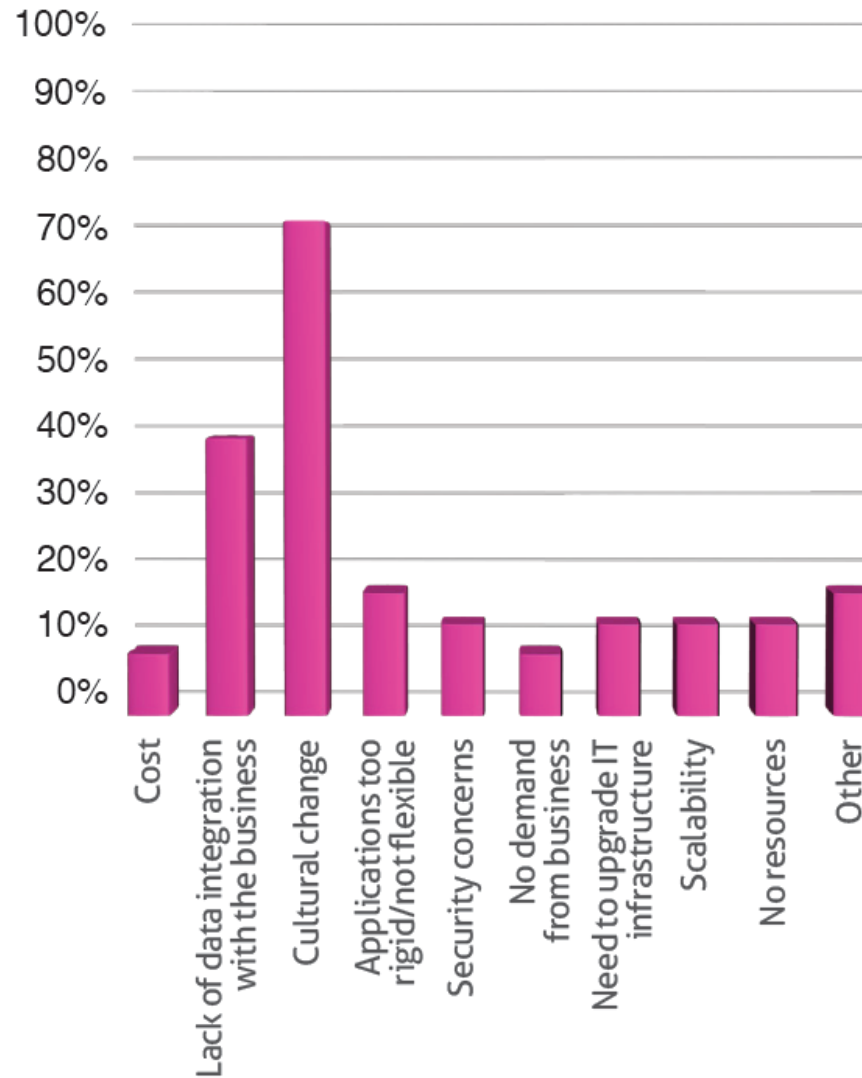
- Field force mobility with smart routing, scheduling, works order management, sales force automation, payments solutions etc
- Maintaining & updating devices in the field
- Rugged v. protected
- Offline working
- Security
- Cloud

- Solihull Community Housing - pda based repairs solution
- Magna Housing using mobiles integrated to Xmbrace Opti time providing appointment based repairs
- Swan Housing using digital pens
- Yorkshire Coast Homes using SMS technologies to begin 'digital conversations' via mobile with tenants and staff
- OPENTouch smartphone app enabling online rent payment, repairs requests etc.
- Capita Total Mobile, platform independent next generation mobile product

Culture



Barriers to change



ROWE

RESULTS-ONLY WORK ENVIRONMENT

ROWE

SM

Cali Ressler and Jody Thompson, *“Why Work Sucks and How To Fix It”*

21st Century Office



Paperless?



Smarter Working



- Hot desks & touchdown
- Occupancy 6:10 and above
- Encouraging collaboration & improving communications
- ‘Follow me’ telephony & ‘Presence’
- Online tools including file stores, collaborative workspaces, virtual meetings & conferencing

What Next ?

- Wireless & the Cloud
- Is there an APP for that?
- Never waste a crisis!



The future of work is already here ...



Thank you



Discussion

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