



Scrutiny Review Template

Review Title
Review of remote / hybrid working
Scope of the Review / Terms of Reference
To look at remote working arrangements: <ul style="list-style-type: none"> • Before the pandemic • During the pandemic, and • Proposals for the future <p>To consider the effect of remote / hybrid working on employees and service delivery.</p>
Reasons for Scrutiny
To assess the effectiveness of remote/hybrid working, including: <ul style="list-style-type: none"> • understanding how it has affected employees' productivity, performance, and outcomes • Its impact on customers • its impact on embedding new employees into the organisation <p>To assess the implications of remote/hybrid working for the Council going forward.</p>
Membership of the Review Group
Chair – Cllr J. McMahon (tbc) Cllrs D Smith, Mrs H Sutton, P Woodhead, P Kruskonjic, Mrs M Davis
Key Tasks / Review Plan
<ol style="list-style-type: none"> 1. Review of staff surveys 2. Review information re remote working arrangements – e.g., % of staff working from home; productivity; customer feedback; technology infrastructure/changes 3. Any changes to customer service from remote working
Sources of Evidence
<ul style="list-style-type: none"> • Staff surveys • Reports to Leadership Team
Timescale
<p>1st meeting – consider position pre-pandemic and during the pandemic</p> <p>2nd meeting – proposals for the future</p>