

## Public Question Time and Submissions

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### **Question from Warwick Renshaw:**

How will working from home contribute to improved service efficiency and lower employee costs in the future?

### **Response:**

Most organisations are now exploring, developing or expanding their flexible work strategies to meet the changed expectations of employees and to realise a range of organisational benefits\*.

Some benefits of 'hybrid working models' (a combination of working remotely and working from a primary office location) include:

- increased productivity and engagement and improved employee wellbeing – by providing employees more control over when where and how they work, and enabling them to balance work and life responsibilities.
  - This may lead to improved retention and reduced costs associated with turnover including time to recruit to roles, less use of agency staff at short notice (which can be more costly) and reduced sick leave and loss of productive work time.
- reduced operational costs / overheads
  - Flexible working combined with a move to unallocated seating, and refurbishment of workspaces will better support a desk sharing ratio of 1:1.25 rather than 1:1. Through smart set up of various workspaces we will be better able to work within a reduced office footprint over time and can anticipate associated savings.

\*Reference for data on organisational benefits - The business case for remote work by Global Workplace Analytics (2021), and Workplace Gender Equality Agency research

*\*Please note: answers to any questions in Public Question Time and Councillor Question Time which were answered at the meeting are included in the minutes of that meeting.*