



Social Security Scotland  
Tèarainteachd Shòisealta Alba

# Our Ways of Working

## Project Approach

“The most  
effective  
way to  
cope with  
change  
is to help  
create it.”

L.W. Lynett

Executive Advisory Body Engagement Session

October 2021

[Redacted] & [Redacted]

Dignity, fairness, respect.

## Introduction and context

- Since March 2020:
  - most of us have been working from home
  - some colleagues have returned to offices for specific pieces of work
  - our headcount has increased by well over 100% since
- We need to focus on the longer term strategy for our organisation.
- The aim of this project is to design working models for the future which will support us in maintaining a high standard of service for our clients, whilst offering more flexibility.

# Key Objectives

Set out a compelling ways of working vision for the organisation which:

- Provides a compelling employee offer enabling the organisation to recruit develop a diverse workforce and inclusive working culture
- Creates creative, productive and value for money work spaces
- Embeds the organisation's relationship with local communities through providing a visible presence
- Ensure proposed ways of working are co-designed and tested with internal users to ensure their needs are met.
- Ensure effective communication and engagement takes place to support colleagues and the future ways of working project.

Executive Board

Project Board

Delivery Group

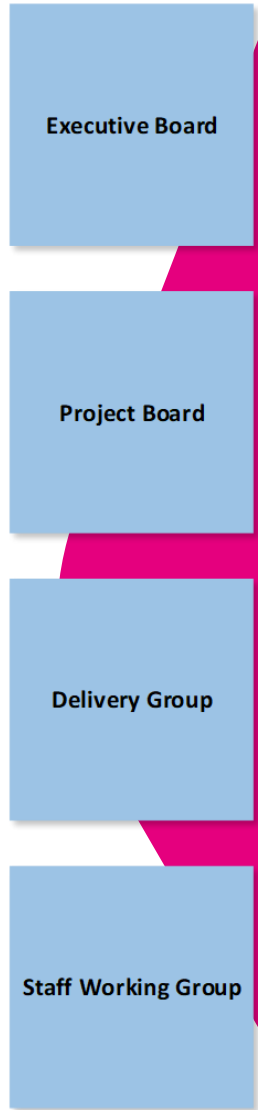
Staff Working Group

# Vision Statement

This project is here to deliver a great place to work.

A place where we understand what our clients' and stakeholders' need and want. And a workplace where we look after each other and our own wellbeing.

We want to be able to work in a flexible way, while meeting our objectives and delivering a great service. This includes minimising our impact on the environment and delivering best value.



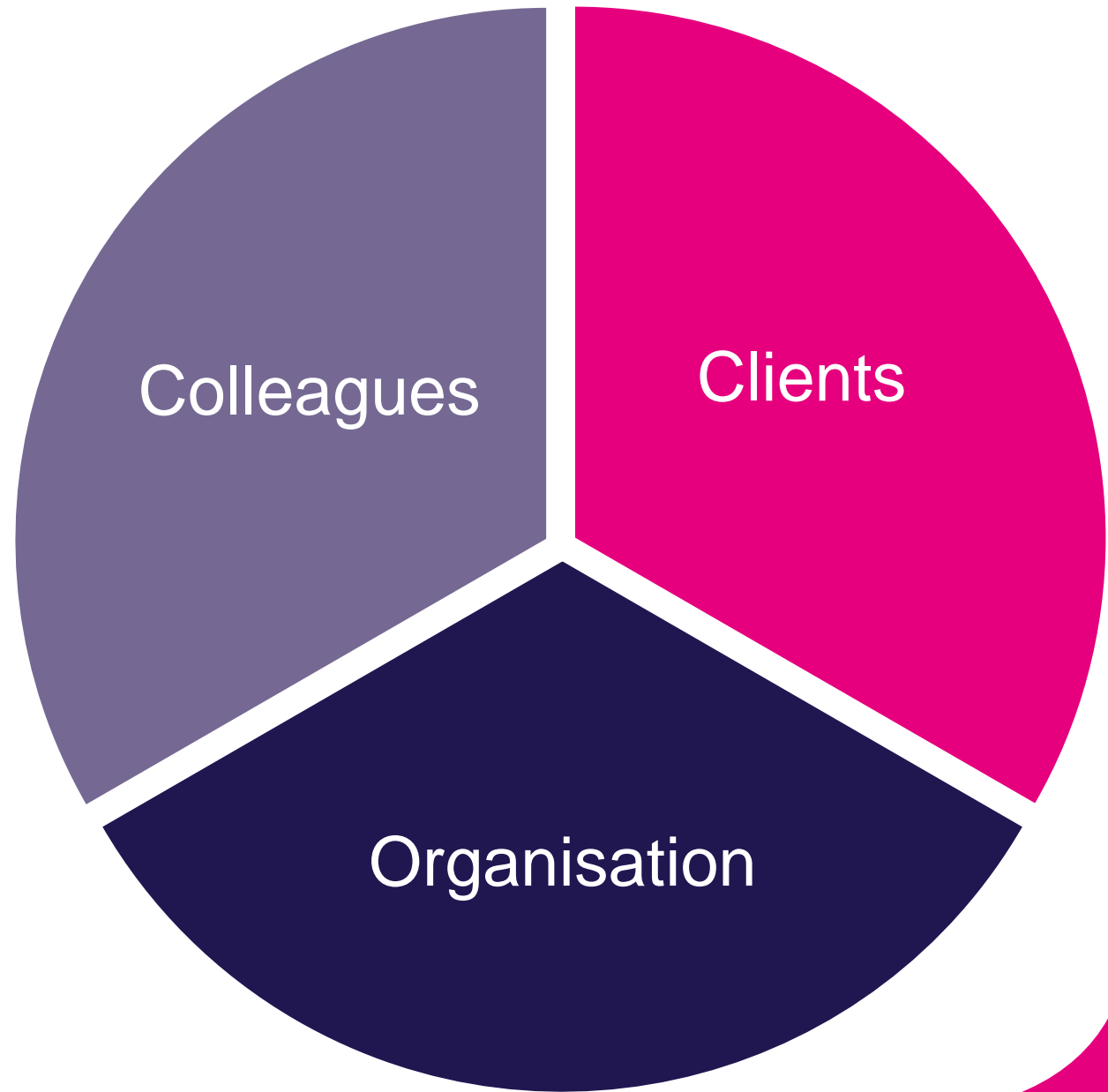
Executive Board

Project Board

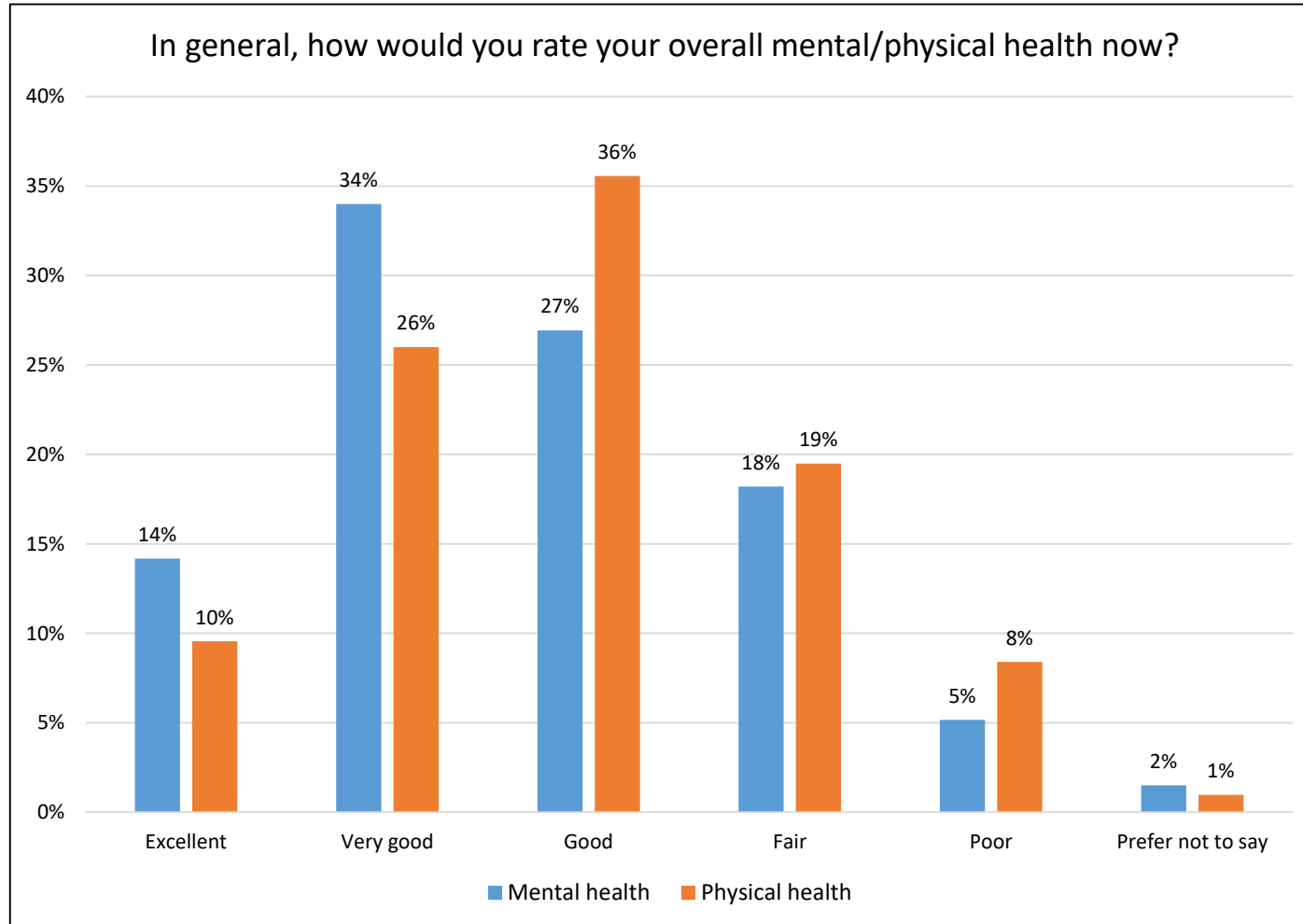
Delivery Group

Staff Working Group

# Balancing our varied needs

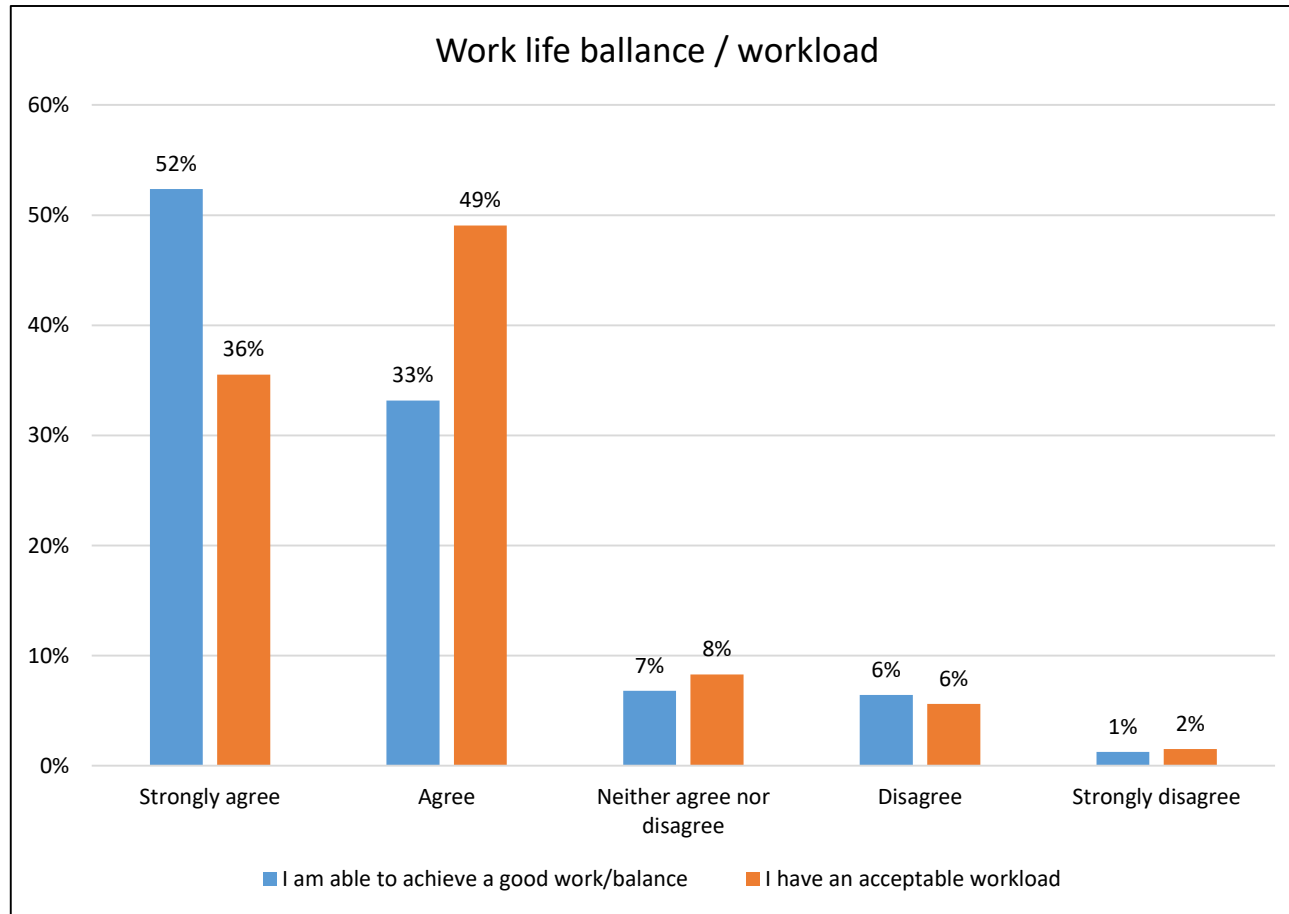


# Overall Mental and Physical Health



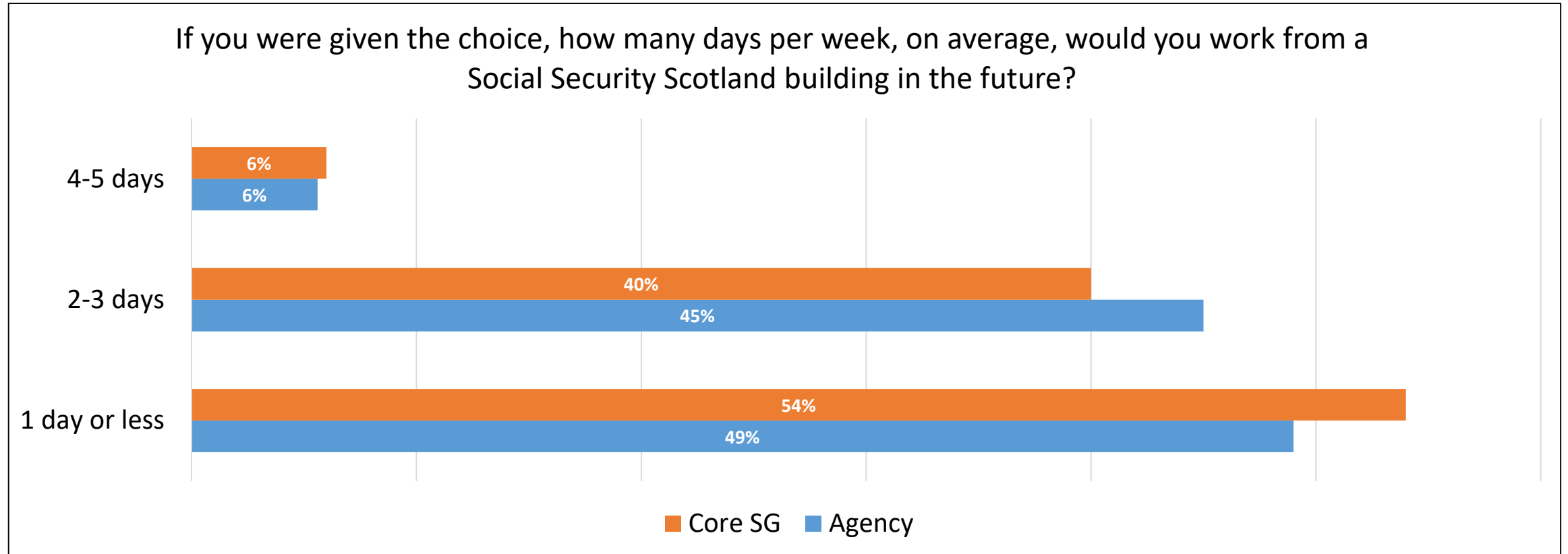
- Nearly half (48%) rated mental health as excellent or very good (compared with 35% in April 2020).
- Over a third (35%) rated their physical health as excellent or very good. More than a quarter (28%) rated as fair or poor. This compares very closely to when last asked in July 2020.

# Work / life balance and workload



- A large majority (86%) of respondents agreed (33%) or strongly agreed (52%) that they are able to achieve a good work/life balance (compared to 80% in April 2020).
- A similar proportion (85%) agreed (including strongly) that they have an acceptable workload. Of those who did not agree, 75% said that their workload was too high.

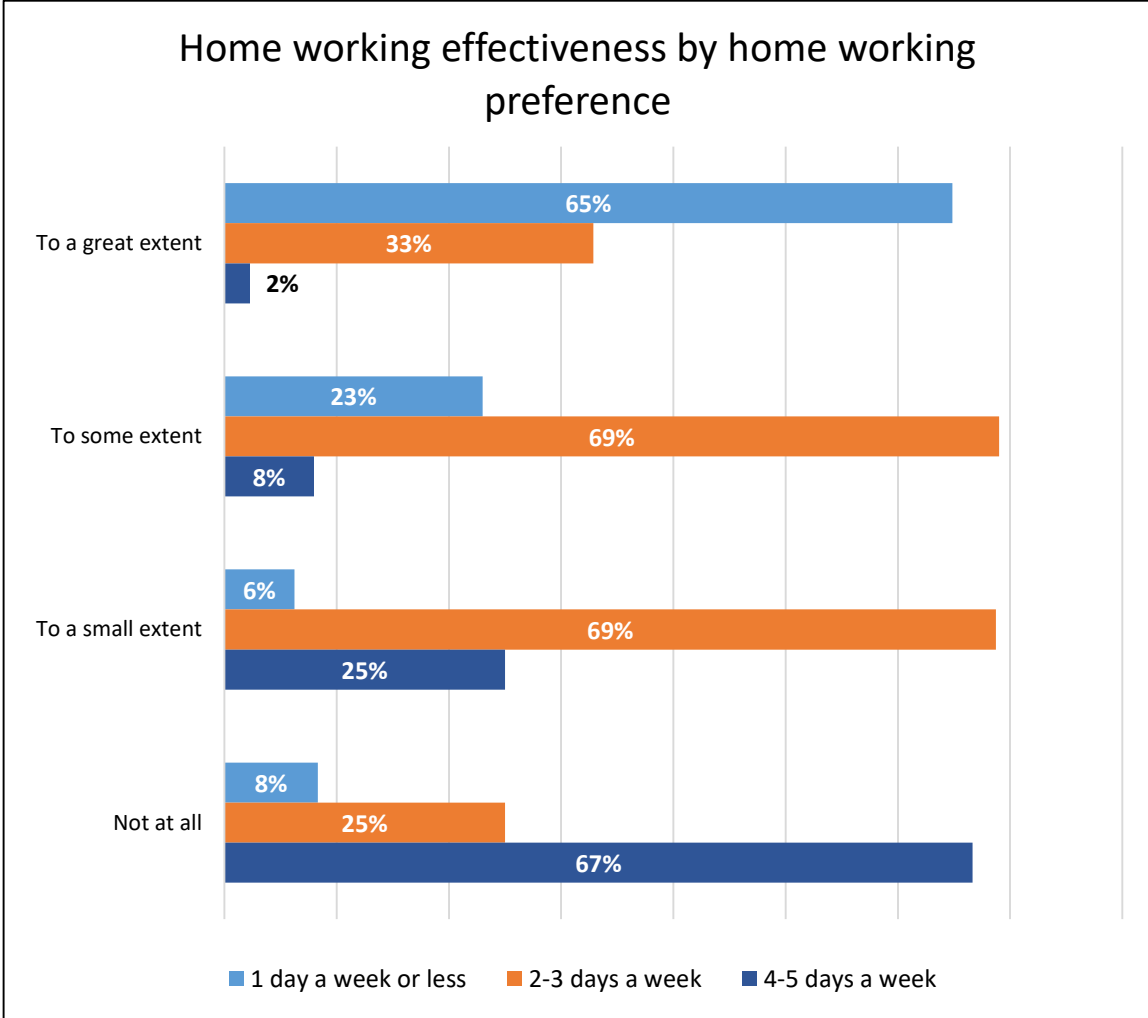
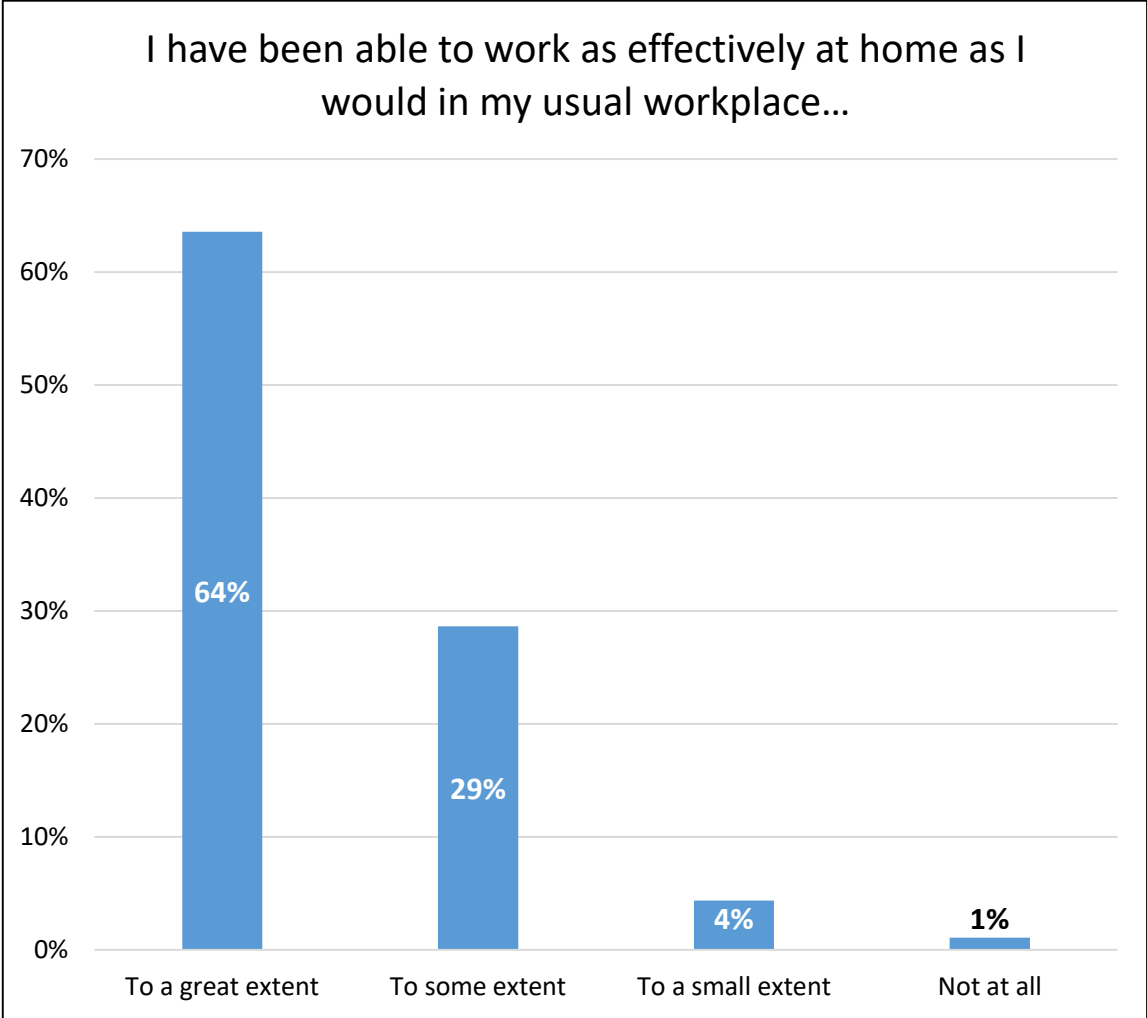
# Working from home future preferences



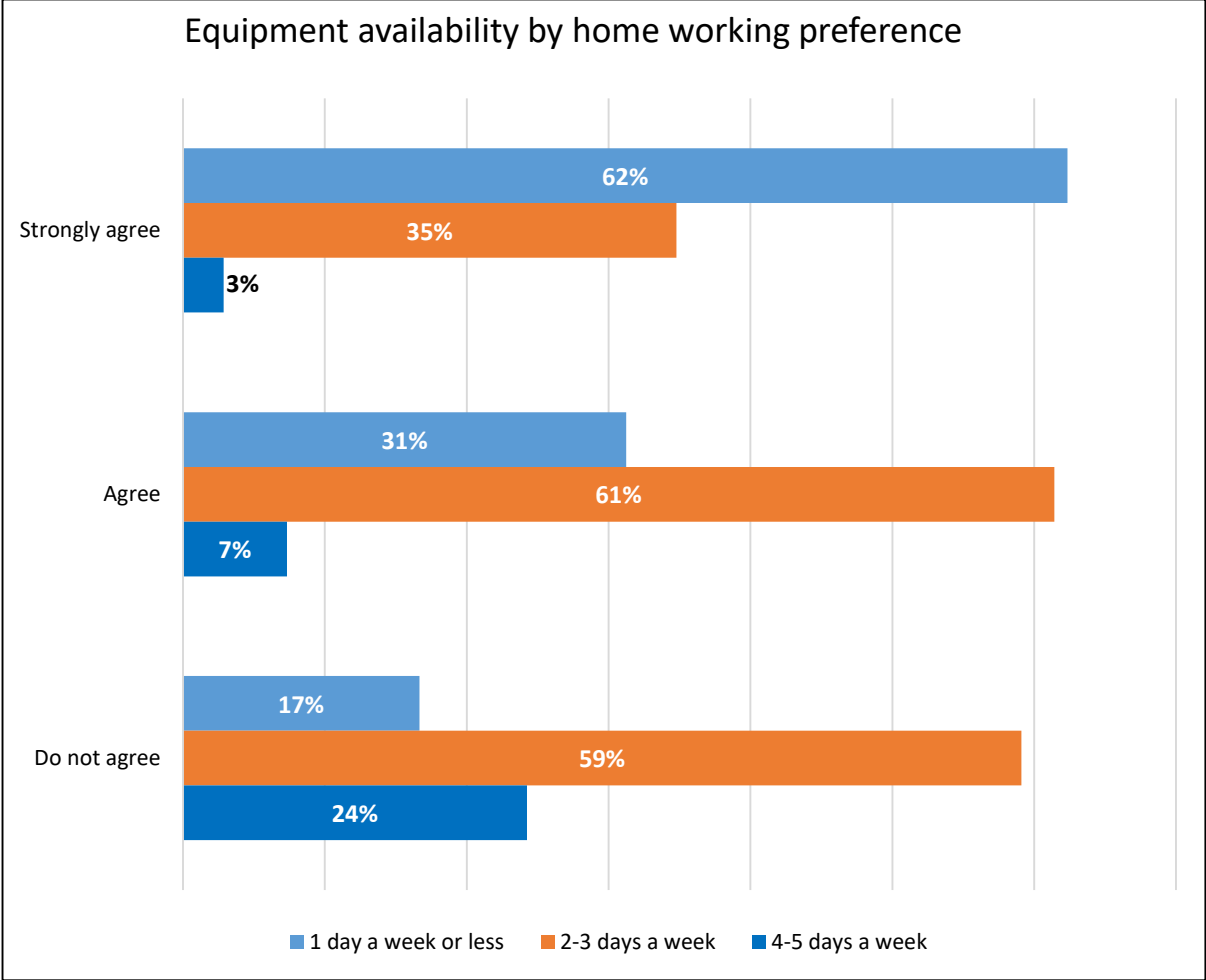
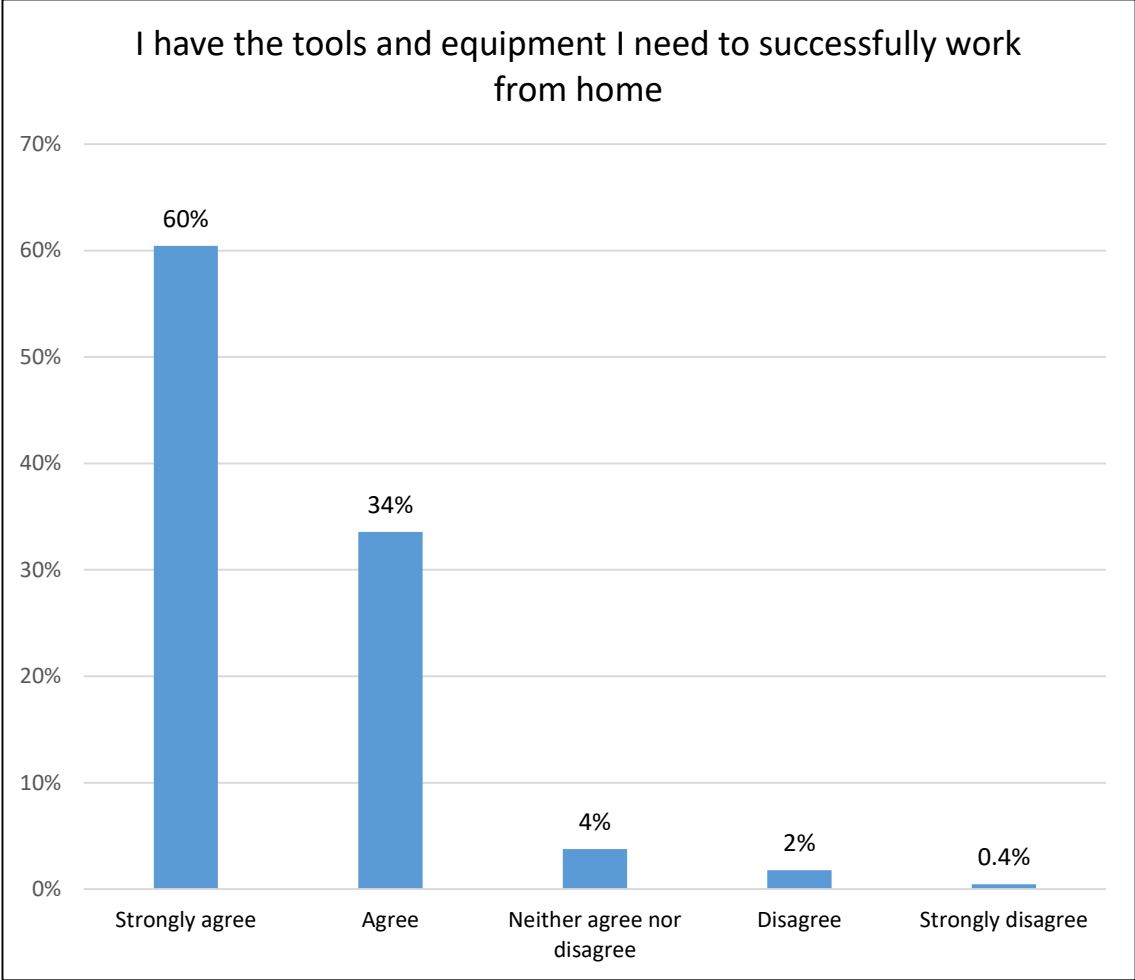
Slightly more than eight-in-ten (81% within the agency, 84% within core SG) respondents said that they worked in a SG/SSS building for 4 or 5 days a week on average pre-pandemic.



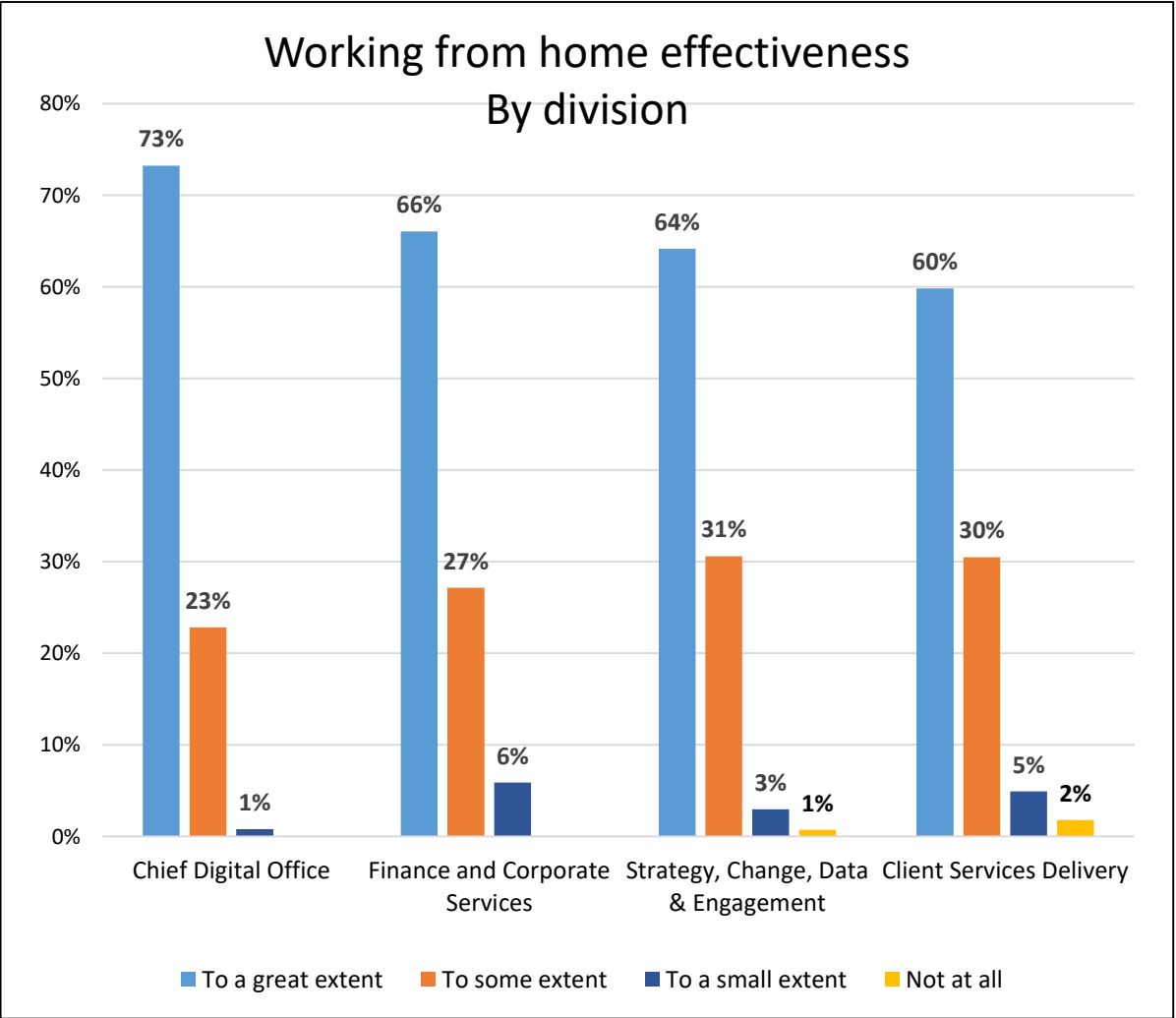
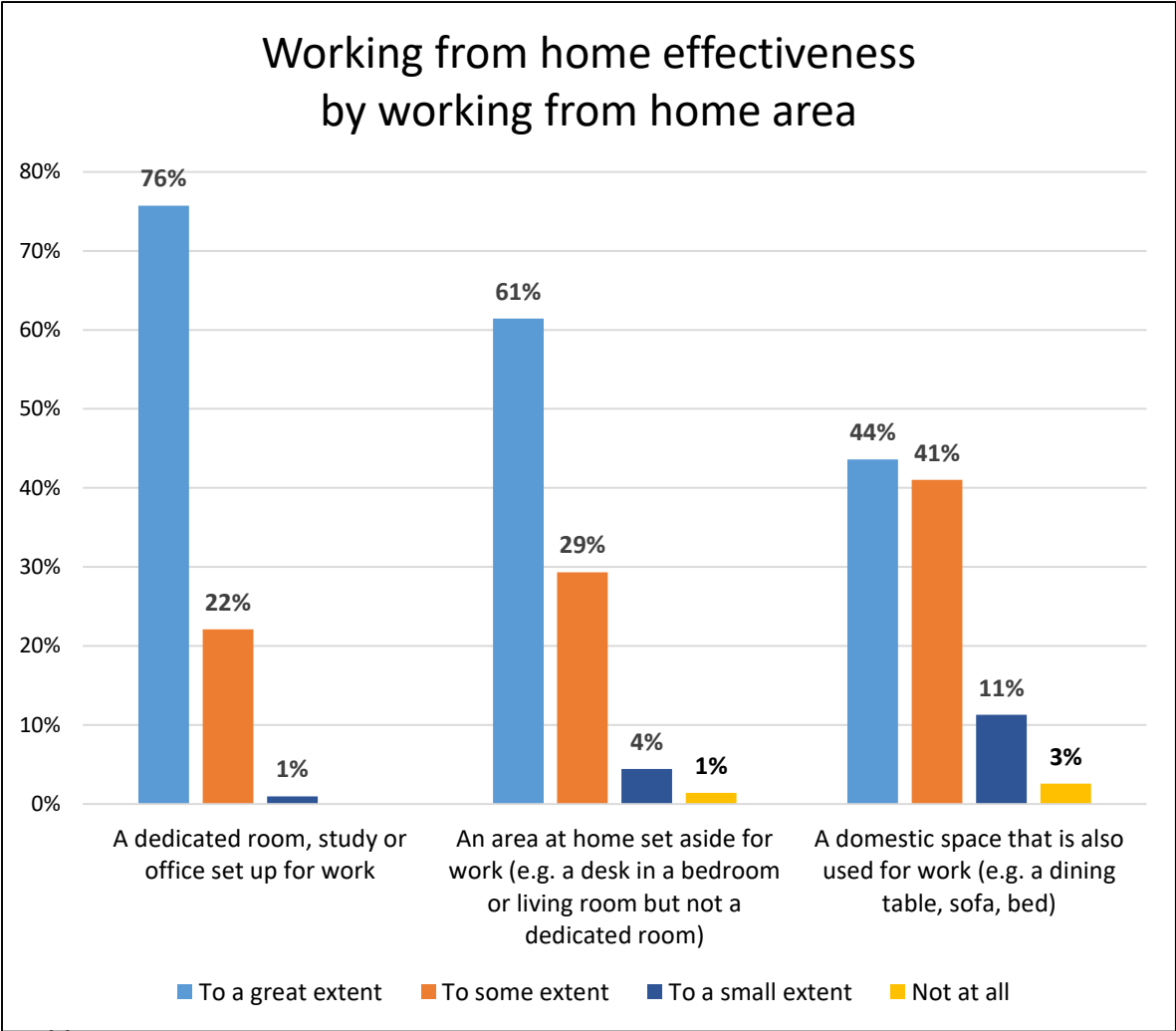
# Factors associated with working from home preference



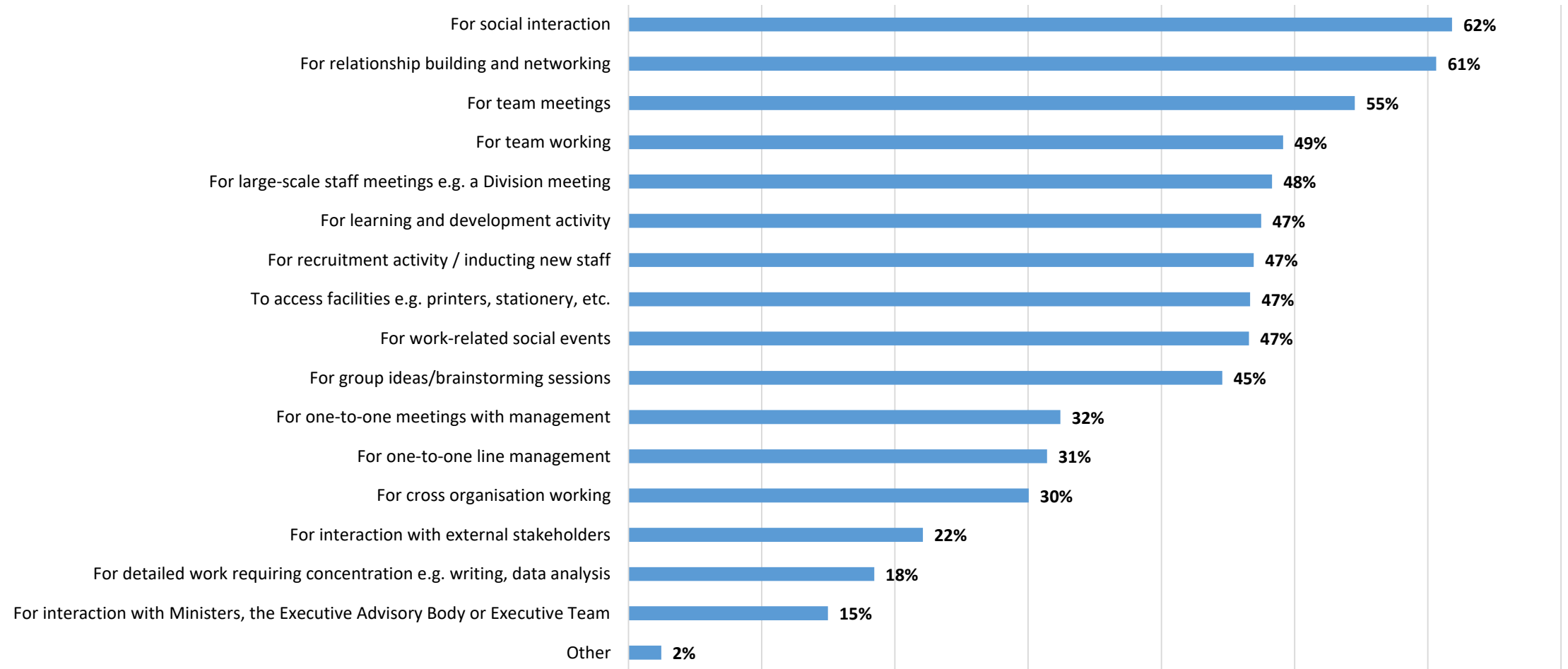
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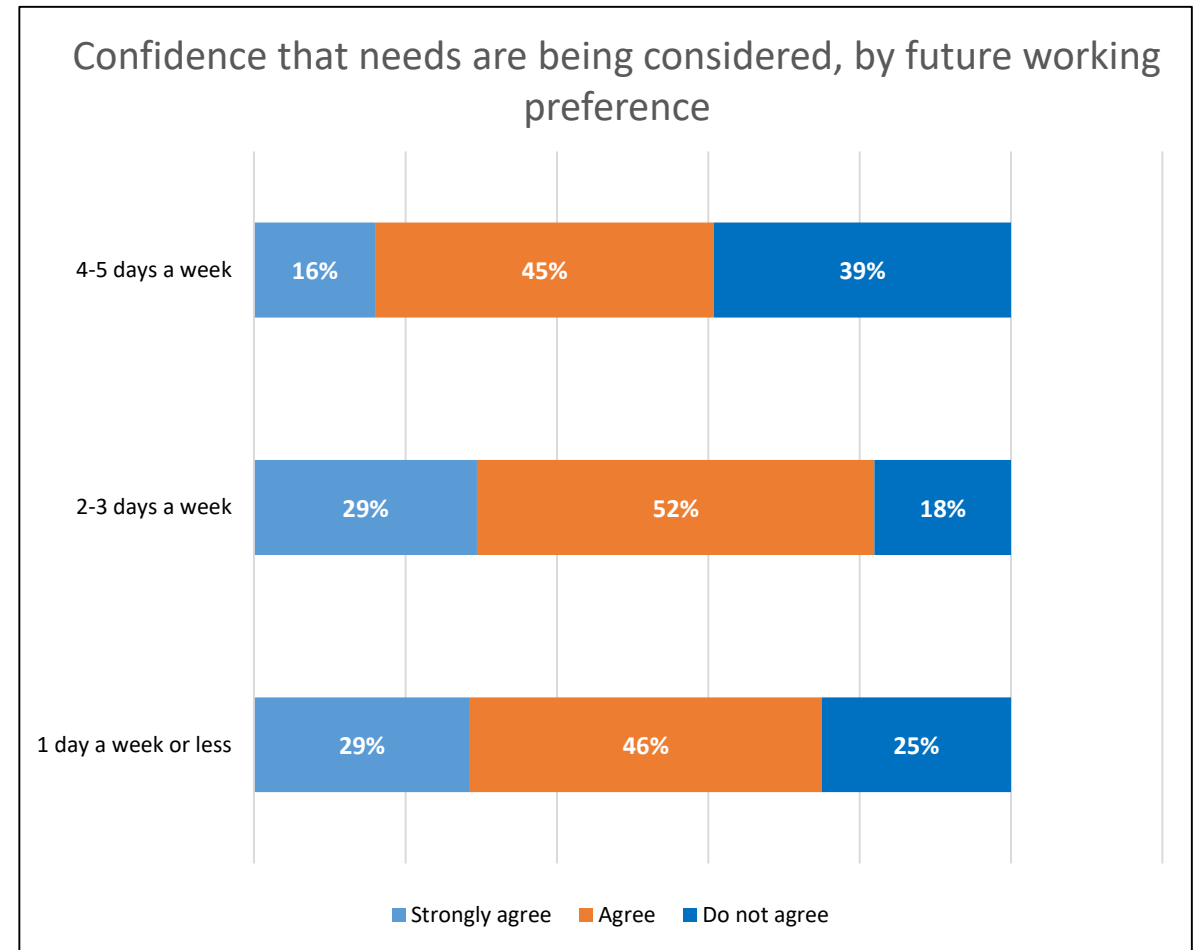
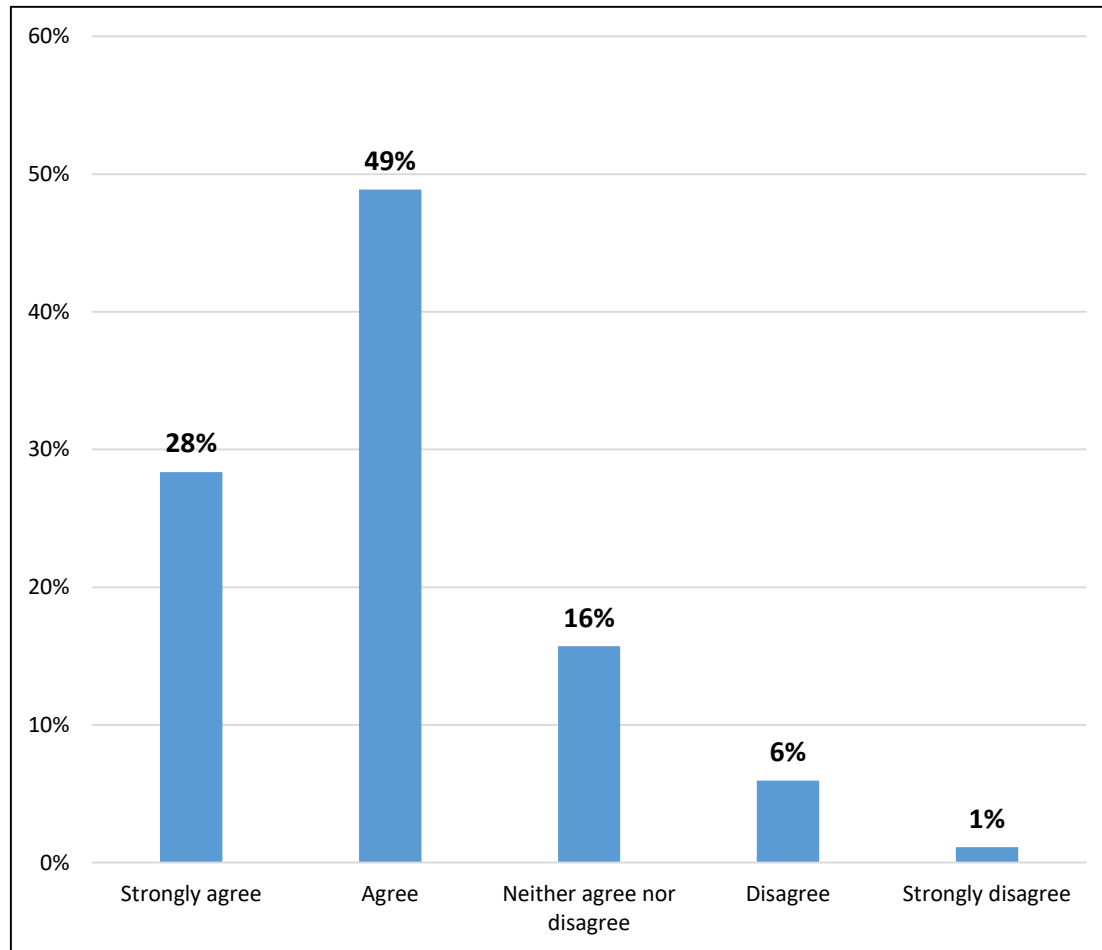
# Factors associated with working from home effectiveness



# Thinking about your chosen work style, what types of activities would you use a Social Security Scotland building for in the future?



# I am confident that my needs as an employee are being considered in the planning of our ways of working?



# Your input

- What do you see as the biggest challenges around this project?
  - Are there any risks you think we should be aware of?
  - Do you see any opportunities that you think we must not miss?
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