



The DC10plus vision is to be a network for change; helping to empower people and connect communities through innovation and technology.

www.dc10plus.net

Flexible Working - Sharing the Benefits

- **Peter Goodwin**
- **Stephen Hilton**

Accelerate Nottingham

Connecting Bristol

Digital Challenge Network

- **Who/What?**
- **Nottingham and Bristol part of the DC10plus network along with:-**
 - **Birmingham**
 - **Ealing**
 - **Hull**
 - **Manchester**
 - **Milton Keynes**
 - **Norfolk**
 - **Stratford-upon-Avon**
 - **Sunderland**



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DC10plus Workstreams

- **Next Generation Access** (Manchester)
- **Community Capacity Building** (Birmingham)
- **Independent Living** (Norfolk)
- **Digital Environment and Green ICT** (Bristol)
- **Digital Switchover** (Hull)
- **Flexible Working and ICT** (Nottingham)

Flexible Working - Sharing the Benefits

Who with?

- **Long term unemployed**
- **People with disabilities**
- **Lone parents**
- **People with health issues**
- **Groups with cultural barriers**

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Public Sector

Private Sector

What is Homeshoring

- **Carrying out contact centre activity from either home or a community call centre**
- **Responds to changing demands of the sector and improved technology**
- **No one size fits all, clients, contractors, communities have differing requirements**

DC10plus Work Theme

Nottingham

- **Private sector engagement, building on successful pilot**
- **Rural engagement**
- **National roll out and tool kit**

Bristol

- **Public services**
- **Emergency planning**

Nottingham Pilot

- **Broxtowe Estate**
- **Strong community centre and leadership**
- **Strong private sector partnership**
- **Support from public agencies crucial**
- **12 agents working from home, waiting list for places**

Nottingham Pilot

Major issues:-

- **Area selection, demographics and property mix crucial**
- **Job readiness and skills**
- **Finding clients in the private sector and building confidence of clients and communities**
- **Funding back into the community for sustainability**
- **we feel we have proved the concept**

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Connecting Bristol

Connecting Bristol –Our Approach

- **City Council-led Digital Partnership**
- **Characterised by transparency, willingness to share & learn**
- **Focus on people and communication, not just technology**
- **Happy to “borrow” good ideas!**

Digital Inclusion

“I do not exaggerate when I say that media literacy in its widest sense is as important to our development as was universal literacy in the 19th century. And the most insidious digital divide is between those equipped to understand that and those who aren’t”

Tessa Jowell MP



SHOWCASE NEIGHBOURHOOD

ENVIRONMENT & QOL

JOBS & BUSINESS

SERVICES

HEALTH & WELL BEING

SKILLS &
LEARNING

CONNECTIVITY



Implementing Homeshoring in Bristol

- **Learn from Nottingham's experience**
- **Partner with Bristol Customer Excellence team & Knowle West Media Centre**
- **Create neighbourhood virtual contact centre**
- **Employ 20 local people working from home or closer to home, answering council enquiries**
- **Aim to create 3 neighbourhood centres (60 jobs in total)**

Drivers for Bristol

- **Planned expansion of contact centre to take on new services**
- **Limitations on city centre space**
- **Business Continuity Planning**
- **Business Transformation (home working for existing employees)**
- **Significant Member interest**
- **Alignment with Government agenda on tackling wordlessness**

Homeshoring - Proving it Works



Can we maintain high service standards

Can we develop flexible employment / HR practices

Can we shift organisational focus on to managing outputs?

YES - so is this model scaleable to all public authorities?



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