

**Team charter**  
**Jan 2023**

# Making hybrid working work.

To make sure hybrid working works for the whole team, we pledge to:

Work efficiently by:

- Using our Teams channel for non-urgent info and conversations so we don't overload inboxes
- Giving clear deadlines to help everyone prioritise and keep on track
- Not arranging meetings before 10am or after 4pm (this won't always be possible in busy times, but we'll stick to it when we can)
- Being open to trying new things, particularly around new systems and processes
- Keeping our calendars and to-do lists open and updated, clearly marking when we're taking time to think and work on something in particular
- Being open about challenges and progress around tasks
- Using Salesforce consistently to make sure we have good information available
- Noting our holidays in everyone's diaries (but set calendar invite to 'show as free')
- Questioning any policies or processes that don't allow for successful hybrid working and a strong, supportive team environment
- Using our weekly team meetings to each cover three key points the team should be aware of or where people need team input

Celebrate each other by:

- Having an extended team meeting every month where we review KPIs, focus on our progress and talk about successes as a team and for individuals
- Add successes and positive feedback to our 'High Five' Teams channel

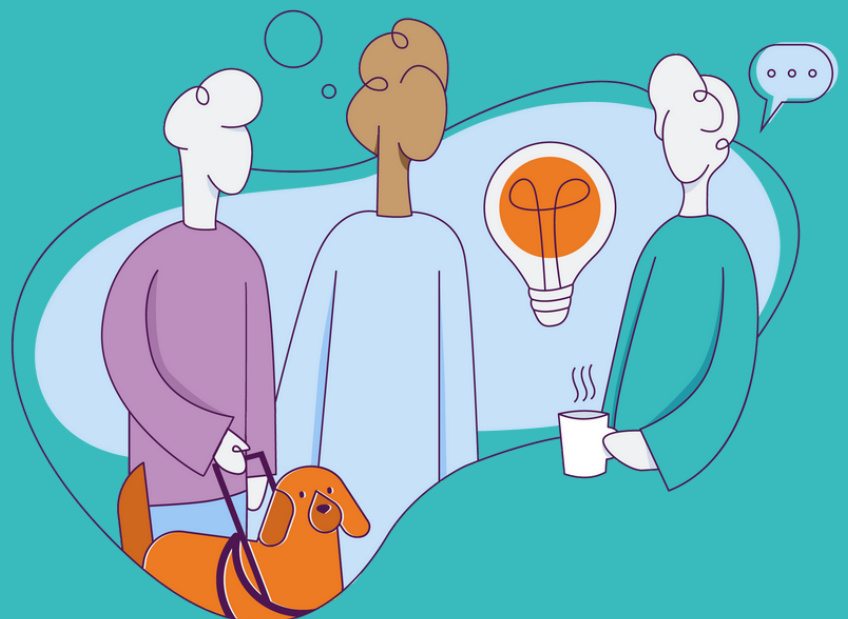


Look out for wellbeing by:

- Giving wellbeing scores at team meetings
- Completing wellbeing action plans with our line managers
- Looking at the great mental health support the Corporation offers - Mental Health First Aiders, EAP and learning and development opportunities
- Respecting everyone's calendars, not calling when a meeting is booked, or booking a meeting when lunch is booked
- Taking time for lunch and encouraging others to do the same
- Making sure we're taking non-screen time when working at home, planning walking meetings and having regular breaks

Socialise by:

- Making time for informal chats when people don't have meetings in the diary and want to talk
- Arranging in-person social events (two awaydays followed by drinks, two volunteering days and more to be added)
- Noting in our diaries the days we're in the office
- Trying to be in the office when others are there too (mainly Tuesdays and Wednesdays)



**Review date:  
Nov 2023**