



THE IN-HOUSE LEGAL OFFICE OF THE FUTURE

Public Sector Lawyers Network

Tuesday 22nd January 2013





New Ways of Working

The Lambeth Journey

Mark Hynes

*Director of Governance
and Democracy*



Step back and reflect

Traditional ways of working



Step back and reflect



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Traditional ways of working



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Opportunity knocks?



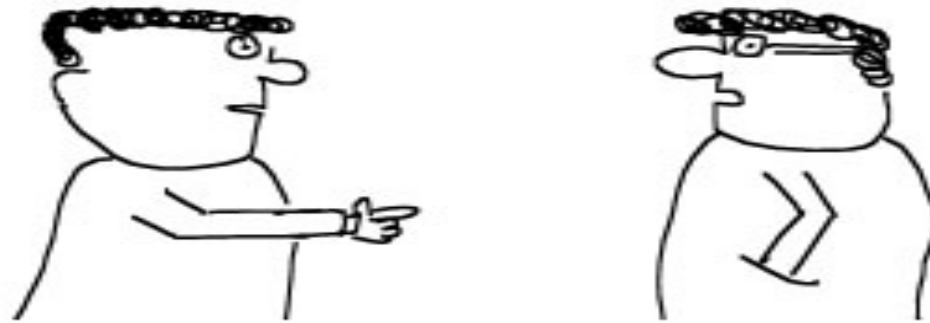
Vision



Lambeth

Vision

.. although we are working towards
a paperless office but if you
still have a problem, you can ...



... generate a ticket for the toilet paper.

Brainstuck.com

Vision



Journey to change

- *Business case*
- *Staff engagement*
- *Buy in from top*
- *Cultural change*
- *Embrace technology*
- *New ways of working*
- *Office reconfiguration*
- *Soft benefits*



Business Case

Invest to save



Staff engagement



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Buy in from the top



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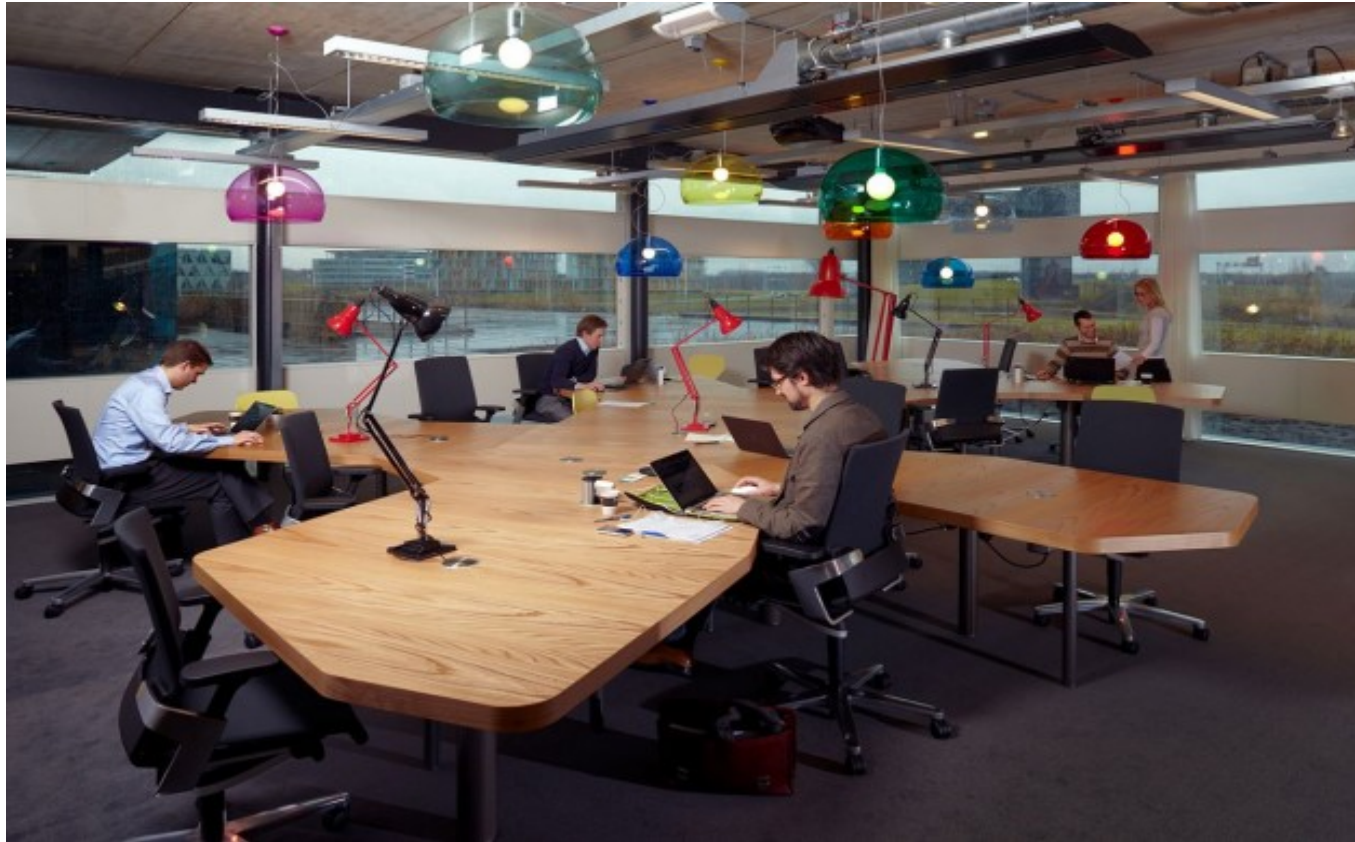
Cultural Change



Embrace technology



New way of working



New way of working



Office Reconfiguration



Soft Benefits



balance balance balance balance balance balance balance

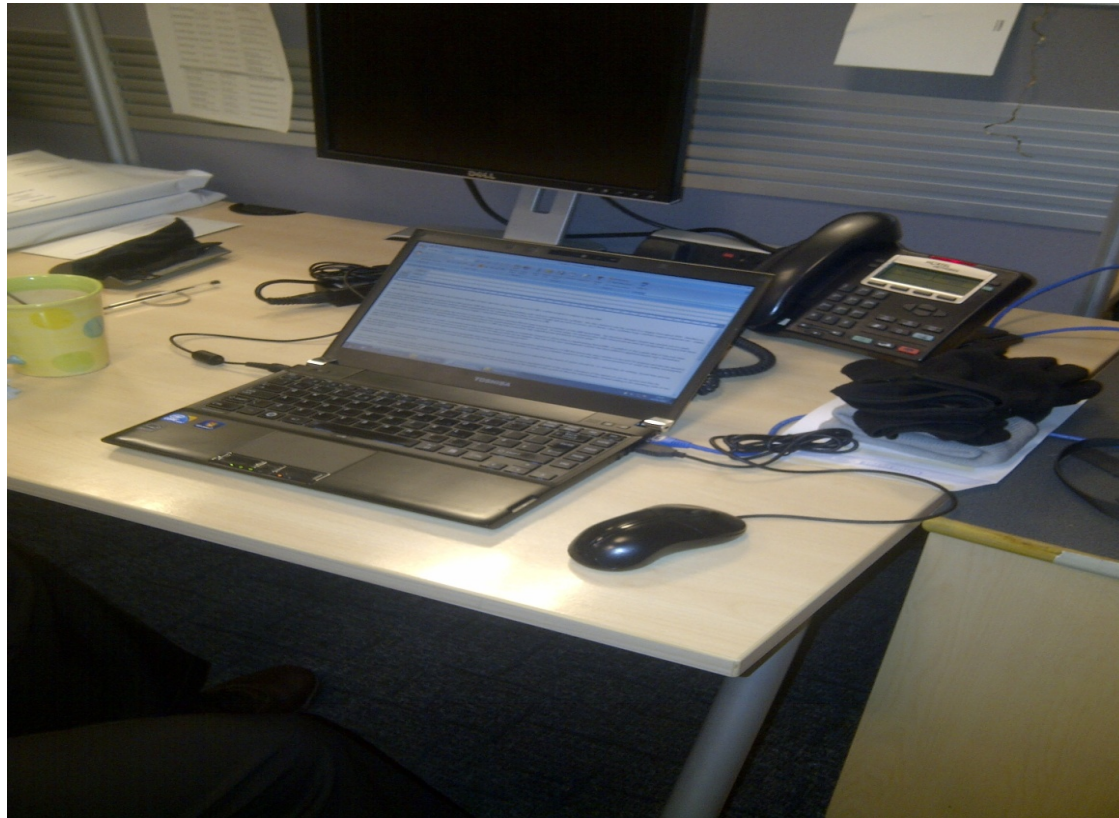
Lambeth Legal Services now

Paperlite

Desk ratio of
4:5

Laptops

Wireless



Lambeth Legal Services now

VOIP

Voice over
internet protocol



Lambeth Legal Services now

Break out
areas



Lambeth Legal Services now

MFDs

Multi
Functional
Devices



Lambeth

Lambeth Legal Services now

Lockers



Lambeth Legal Services now

Conference
and meeting
rooms



Lambeth Legal Services now

Scanning



Lambeth Legal Services now

- Paperlite
- Digital dictation
- E library
- Visual files



Closing remarks