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# Review & Improvement Checklist

So now you are working flexibly, what now? It's a good idea to review what is working well and what may not be working quite so well. Then you may decide you need to make some changes to improve things. Of course, you should keep reviewing how it is going - and stay flexible!

## Check List

Date Complete	Task
	<b>1) Flex worker perspective</b>
	a) What went well?
	b) What did not go so well?
	c) Any additional training required
	d) Any additional ICT equipment required
	e) Any additional non-ICT equipment required
	f) Follow up on H&S interview – check no problems
	<b>2) Flex worker management perspective</b>
	a) What went well?
	b) What did not go so well?
	c) Any additional training required
	<b>3) Non-flex worker perspective</b>
	a) What issues resulted from flexible working of colleagues
	<b>4) Customer perspective</b>
	a) Any deterioration in customer service
	b) Any improvement in customer service
	<b>5) Technical</b>
	a) Any unplanned technical infrastructure required
	b) Did technical solutions perform as expected?
	c) Any support issues



	<b>6) Business Processes</b>
	<b>a) Are project costs to budget</b>
	<b>b) Has flexible working led to improvements in meeting business needs, or opened up other business opportunities</b>
	<b>c) Any deterioration in any business functions</b>
	<b>d) Any remedial action still needed due to introduction of flexible working</b>
	<b>7) Cost benefit review</b>
	<b>a) Identify full cost of project</b>
	<b>b) Has flexible working given the expected benefits to the business</b>
	<b>c) Has flexible working given any additional benefits to the business</b>
	<b>d) Has flexible working caused any additional problems for the business that can not be addressed economically</b>
	<b>e) Can flexible working continue fully or in part?</b>
	<b>f) Is there opportunity for further flexible working?</b>
	<b>8) Action Plan</b>
	<b>a) Any remedial steps required to address deterioration in any business functions</b>
	<b>b) Additional training required</b>
	<b>c) Additional equipment provision</b>
	<b>d) Additional flexible working options</b>

The above should not be considered a one off exercise as you should review your flexible working implementation at regular intervals to ensure that all is well.

However, you will probably not need to be so detailed with subsequent reviews.