

Case study

A Local Authority in the North of England

Engagement:

Workspace Appraisal – a ‘fit for purpose’ assessment of the Council’s principal office accommodation to support long term strategic property planning.

Challenges:

- Providing practical data on current utilisation of space
- Engaging with staff, managers and key stakeholders
- Making recommendations on improving the working environment
- Making recommendations on improving workstyle flexibility and agility
- Making recommendations on where property initiatives could be used to drive transformational change
- Making recommendations on a workspace management process
- Making recommendations on a way forward

Deliverables:

- Desk and meeting room utilisation study
- Workspace activity study
- User perception and opinion survey
- Feedback sessions with staff, managers and key stakeholders
- Workspace conceptual models
- Roadmap for change – a programme to improve workspace performance

Benefits:

- Identified numerous workspace improvement opportunities including many quick wins
- Commenced a process to define a vision and develop a business case for property at an organisational level
- Provided baseline data for more detailed planning and benefits tracking
- Started a process of ongoing communication at all levels of the organisation about the functionality and application of property in meeting the goals of the organisation and the needs of its customers

