

Case study

A London Borough

Engagement:

Post Occupancy Review – following a move to a modern flexible environment a post occupancy evaluation to study perceived poor workspace use and to plan for improved workspace utilisation and maximised building functionality.

Challenges:

- Providing practical data on current utilisation of space
- Providing a model for both evaluating and recording occupancy and utilisation
- Engaging with staff, managers and key stakeholders
- Collecting user expectations for and experience of building use
- Making recommendations on improving the flexible use of the environment
- Making recommendations on a workspace management process
- Leaving a process in place to continuously identify and develop opportunities for improved workspace utilisation

Deliverables:

- Desk and meeting room utilisation study
- 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 vision and develop a business case for property and organisational change
- 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 customers

