

Swindon Borough Council

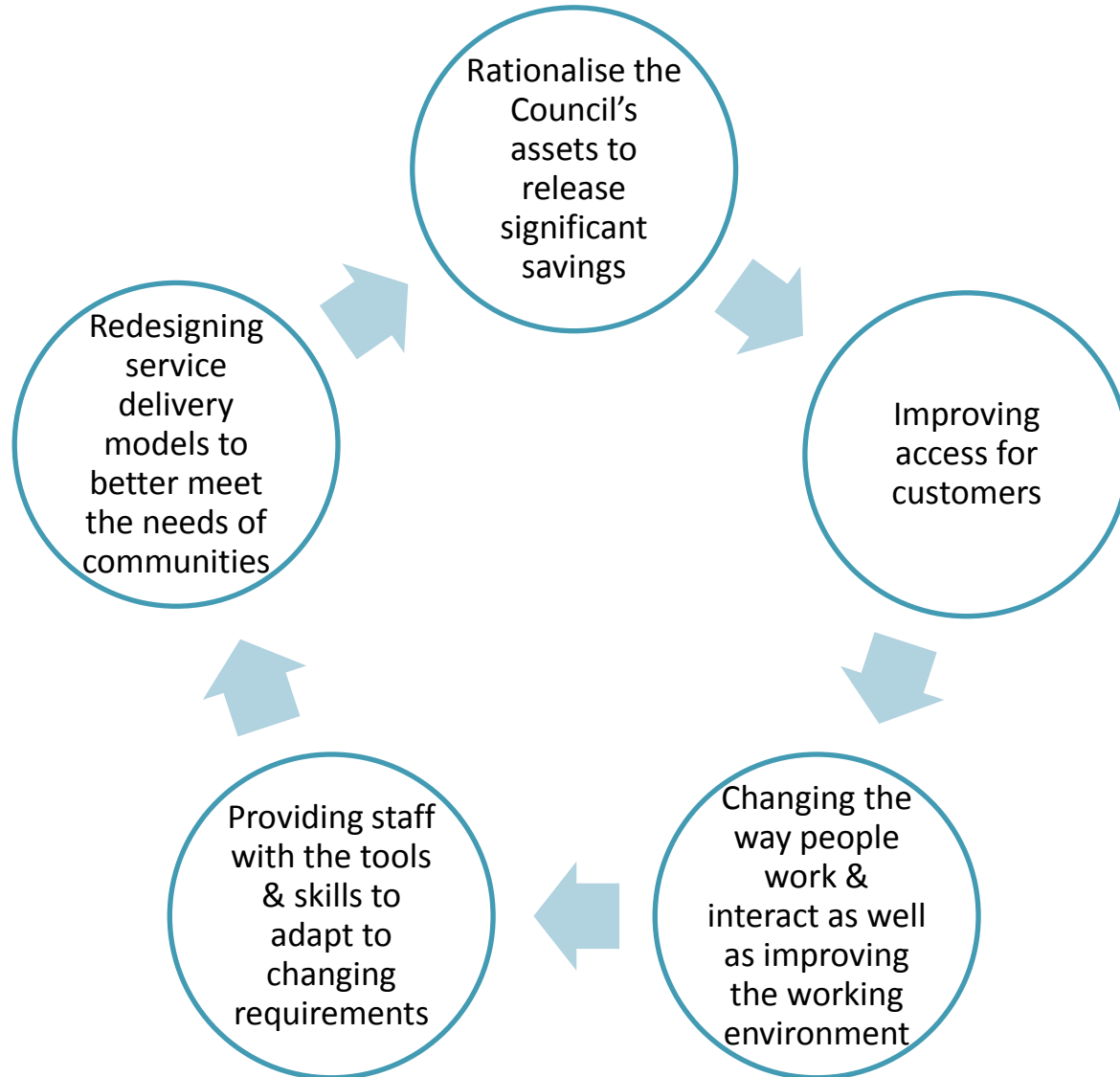


New ways of working

## NWOW in a nutshell

- Opportunity to end lease on one building and consolidate accommodation
- Not enough space for traditional desk based office; use of new technologies to allow more flexible working
- Better customer access – “One Stop Shop” and more online processes.

# Drivers for Change



# Anticipated Benefits



30% reduction in town centre office accommodation by vacation of Premier House = £1.566m revenue savings (gross) p.a.



Easier physical access to town centre services through the consolidation of customer services at the One Stop Shop



Increased productivity



Improved staff retention



Reduced sickness absence



Reduced carbon footprint



Reduced costs of future office moves

Streamline business processes; work closer with communities enabling prevention & early intervention

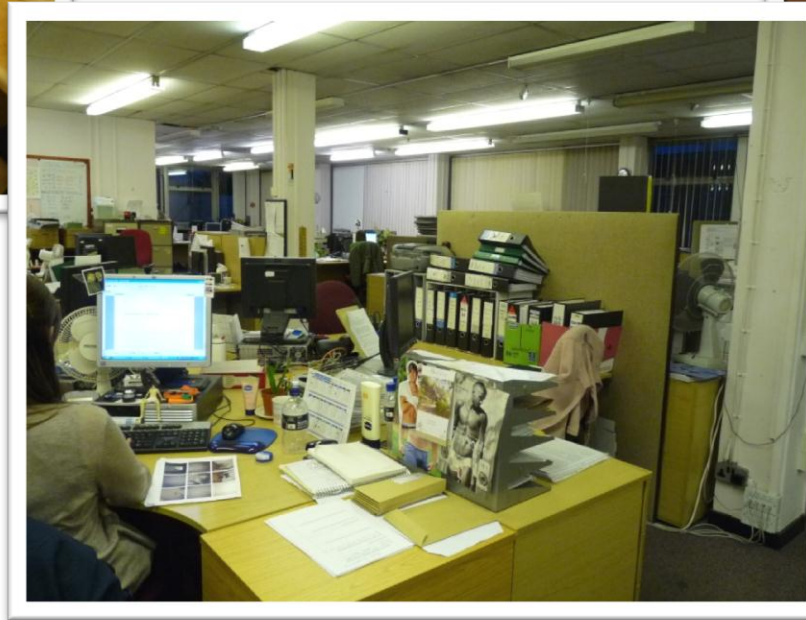
# What Changed

From	To
1:1 desk ratio with 30% desks vacant at any one time	Team space with shared desks and <70% desk utilisation
Staff based in several buildings in the town centre; silo working & wasted time travelling between buildings	Majority of town centre teams based in the Civic Campus with increased collaboration & productivity
Fixed technology for the majority of staff, resulting in a need to return to base to check emails & messages etc.	Staff provided with flexible ICT according to role (Office, Flexible, Field) enabling them to work away from their main base
Multiple physical customer access points across the town centre for different services	A single town centre physical access point for all services, improving consistency and efficiency
Inflexible, old-fashioned work environment used mainly by teams based in each building.	Flexible, modern working environment with facilities utilised by the whole organisation. Anecdotal evidence that staff now satisfied with their work environment and reduced carbon footprint (heating, lighting & staff travel)

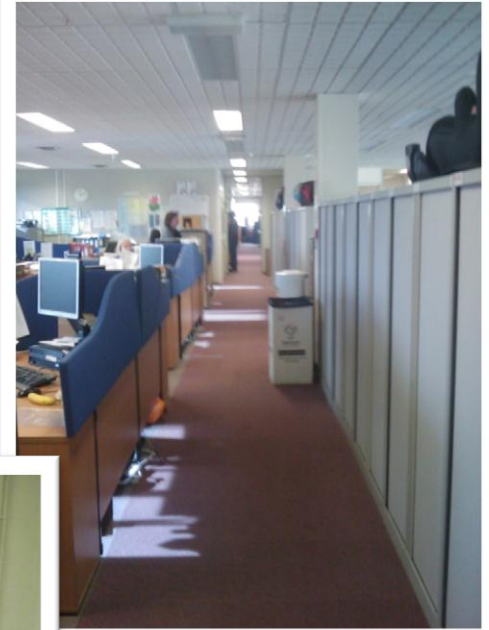
# The old working environment



*Wat Tyler House*



*Wat Tyler House East*



*Wat Tyler House West*

# The new working environment



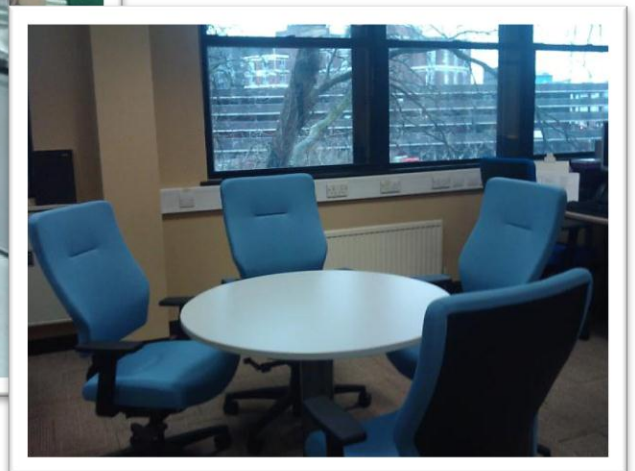
*Team space*



*Meeting Room*



*Kitchen area*



*Breakout Area*

# Flexible ICT

Laptop - work anywhere & access Outlook & U Drive 'off-line'

Connect2 remote access system - access SBC Outlook account, intranet & some business applications via a broadband connection

Mobile phone - desk phone can be forwarded to mobile so that all calls can be received when working away from the office

Large meeting rooms fitted with data projectors, conference phones and some with smart boards

Wi-fi & fixed network points - wi-fi laptops can connect to the SBC network from any meeting room, kitchen, breakout space or desk

A robust, scalable and secure Email system with improved reliability and quality of service.

# Flexible working environment

- Bright, modern, clean working environment in contrast to the old ones
- Team space including shared desks and storage – allocation of space based on work profile to maximise desk utilisation
- Each desk equipped with monitor, keyboard & desk phone - flexible & field workers can work from any desk in the building
- Special requirements catered for e.g. large monitor, special chairs
- Central business centre (for post and MFDs) and stationery cupboard on each floor - can be used by staff regardless of which floor they are based on
- Kitchen areas equipped with touchdown benches and tables for informal meetings
- Breakout areas on each floor for informal meetings
- User-enforced Building Charter developed by staff setting out the principles for using the building



## Working better together

- Majority of town centre staff now based in the civic campus – working together is easier and quicker
- Easier to meet informally in a range of breakout spaces that were not previously available
- Flexible ICT enables staff from different teams to sit alongside each other for specific pieces of work
- Bringing teams from different Directorates together has improved communication & understanding
- Equipped meeting rooms available for formal meetings that can be booked by staff across the whole organisation
- Greater collaboration between teams due to closer proximity



# What staff say....one year on

There is a need for the rest of the organisation to 'catch up' e.g. producing paper handouts for meetings

The limited functionality of Connect2 has prevented more radical changes to working practices but the appetite is there

Most people are positive about the new working environment, saying that it is lighter, brighter and more modern

NWoW has been a catalyst for change in some teams e.g. service /team restructures, changes to key processes/working patterns/ behaviours

The move to an open plan layout has been a big change – concerns remain regarding noise and confidentiality

The reduction in storage continues to be a challenge for varied reasons e.g. not changing business processes, ICT constraints

Mobile devices have been welcomed by the majority of staff who are seeing benefits in accessing information in meetings & taking notes etc.



## What else is Swindon up to?

- Core strategy out to consultation until 19<sup>th</sup> May  
(see <http://www.swindon.gov.uk/corestrategy.htm>)
- Brunel Cycle Park – Secure cycle storage for shoppers / workers
- Better cycle and pedestrian priority schemes in town centre
- Swindon now set up on walkit.com (see [www.walkit.com/swindon](http://www.walkit.com/swindon))
- New public realm in town centre
- Car Club as part of residential development – due to launch June 2011