

Workplace Strategy 2019-2022

Board update



- **Workplace Aspirations**
- **Workplace Delivery Model**
- **Engagement Discovery Outcomes**
- **Workplace Strategy Overview**
- **Timelines**

Great Place to Work

Create A Great Place to Work

- Recognising that the built environment can have a huge impact on our people and their productivity and wellness, develop innovative designs and solutions which, cognisant of value for money and property standards, support a healthy working environment
- Ensure the estate supports our commitment to equality and diversity and complies with legislation
- Provide flexible and modern workspaces which are capable of meeting future service demands and changes in working practices
- Achieve compliance with current, known and planned statutory safety legislation and best practice standards
- Enabling people to get the most out of these workspaces by providing the right tools (equipment, systems & software)

Maintain and improve our assets

Maintain and improve our assets (Control Plan)

- Rationalise our property holdings to minimise annual running costs
- Comply with the National Property Controls, utilising civil estate where possible and meeting workplace occupancy standards and best practice efficiency benchmarks
- Review contractual arrangements for Facilities Management across NHSBSA to deliver best value
- Ensure clear ownership of and accountability for all properties
- Not be blinkered by traditional workplace delivery methods

Maintain and improve operational efficiency

Maintain and improve operational efficiency (smarter working)

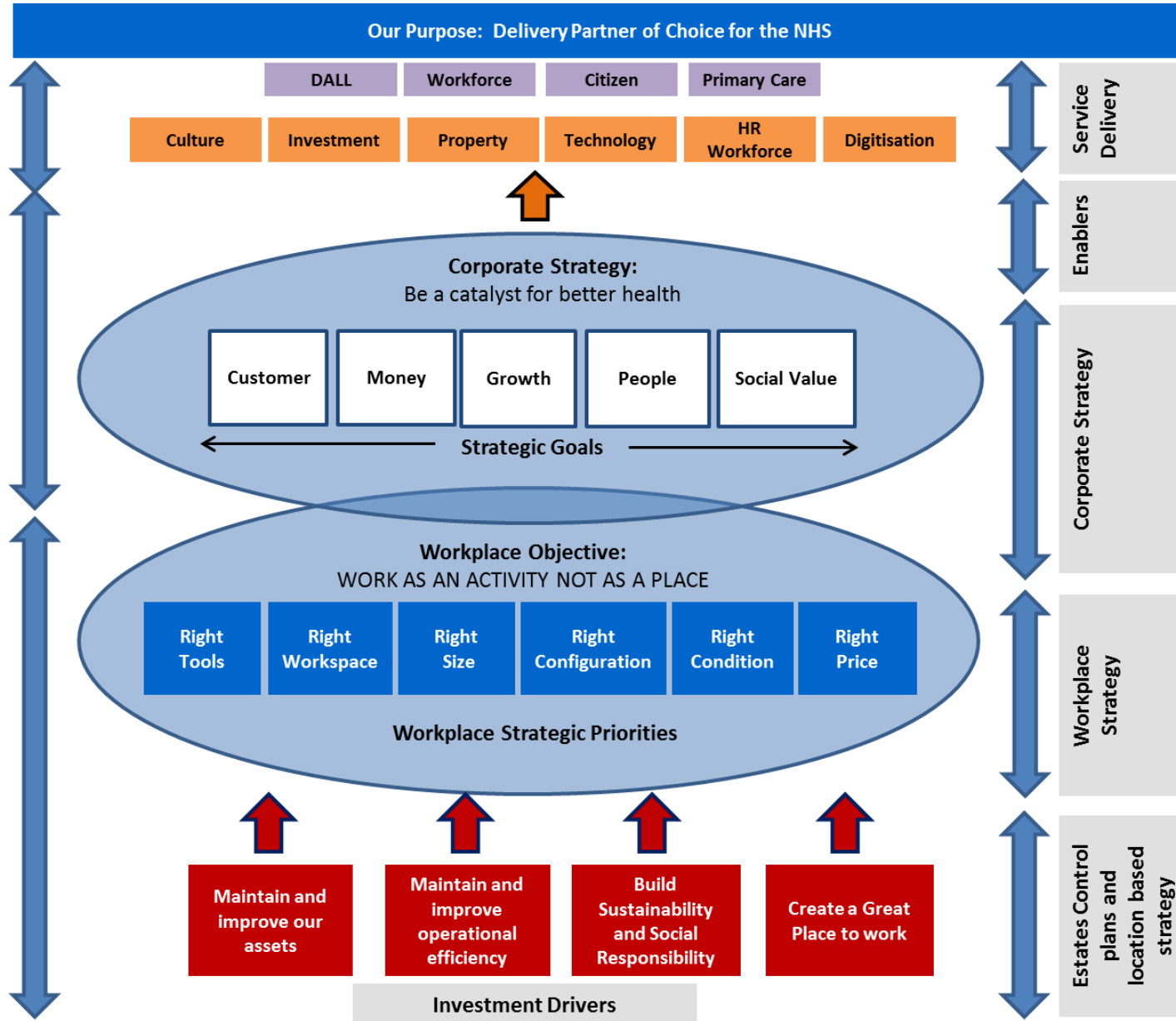
- Support effectively collaboration and partnership working, facilitating delivery with and through others
- Ensure that business continuity and contingency plans are in place for resilience and service continuity.
- Ensure that office layouts are designed to support our compliance with our Information Governance and Security requirements
- Ensure that our properties are fit for purpose to support our specialist activities in the short, medium and long term (including the Digital Delivery)

Build sustainability and Social Responsibility

Build Sustainability and Social Responsibility (inc Greening Government)

- Ensure that our property portfolio has the minimum possible detrimental impact on the environment, by ensuring that each property we hold is as environmentally efficient as possible
- Deliver efficient environmental performance of our properties by making sure all new buildings and major refurbishments are assessed accordingly
- Reduce demand for space by adopting open plan layouts, smarter working practices and flexible working solutions to achieve a 7:10 desk ratio
- Deliver NHSBSA sustainability objectives and targets in relation to estates, developing building solutions which minimise energy and water consumption

Workplace Delivery Model



- Changing service need and resulting changes to workplace
- Uncertainty over growth/timescales for Provider Assurance
- Flexibility to respond at speed to changes in scope/location of services
- Increasingly flexible, dynamic, work environments (options including Popup offices for Digital Delivery)
- Multiple services provided from each site
- Growth of and Homeworking (both full time and occasional)
- No reduction or increase in office sites anticipated over the next 3 years
- Reduced national warehousing requirements
- Capita exit impact on Eastbourne
- Incorporating smart working design into all future refurbishment schemes
- Opportunities to expand use of Fleetwood
- Potential FM Contract re-procurement in March 2020

- Sufficient capacity across current properties and homeworking to meet planned service growth
- Increased flexibility in the services provided by teams across locations
- No growth in property portfolio planned
- Monitor evolving service picture alongside lease break point options
- Collaboration between Estates, Technology Solutions and Corporate Services to provide the right Workplace
- Influence business process plans to incorporate environmental performance and social responsibility