

**Presentation to
Customer & Central Services
Overview & Scrutiny Committee
24th January 2011**



Key Drivers for Your Space

- Better utilisation & rationalisation of CBC property assets
- Customer service – accessibility to customers & communities
- Joint occupancy arrangements impacting on staff morale and productivity – need to create CBC culture & identity
- Co-location of service teams
- Flexibility – smarter working opportunities for staff
- Creation of a common CBC ICT platform
- Enhance member facilities at HQ



Programme Scope

- Reduce 18 buildings down to 5
 - 3 key sites at Priory House, Dunstable, and Technology House
- Accommodation & ICT improvements for c1600 people
- Create a single ICT network from 4 existing networks
- Migrate 674 applications to the CBC network
- Merge 3 phone systems and allocate 1500 numbers



Omissions from original brief

- Requirements:-
 - Car parking facilities
 - Senior Member/Officer accommodation at PH
 - Co-location of teams and Access to customers
- Governance:-
 - Effective Programme Management
 - Member involvement
 - Comms/engagement programme
 - Appendix E costs





Chronology

Executive agreed original Business case	July 2009
Executive agree extension to timescales	Dec 2009
Revised Business Case agreed	Mar 2010
Programme governance reviewed	Mar 2010
Programme completed	Aug 2010





Outcomes vs objectives

A) Financial Benefits

Spend	£m budget	£m spend
Capital	4.966	4.766
Revenue	Nil	0.200

Return on investment:

- £1.100m revenue savings over four years
- £0.5m pa thereafter





Outcomes vs Objectives

B) Customer Service Benefits

Of front line services:-

- Approx 70% located in Central Beds (was 50%)
- Approx 25% located in Bedford (was 47%)



Outcomes vs Objectives

C) Working environment benefits

- Co-location of teams – productivity gains
- Staff satisfaction with place of work:-
 - 59% in 2009
 - 73% in 2010
- Modern/refurbished facilities on 3 key sites
- Increased access to meeting facilities



Outcomes vs Objectives

D) Technology benefits

- ICT/telephony
 - Single IT network at 3 key sites
 - 674 IT applications migrated
 - Single telephony application (from 3)
 - MFDs roll-out
- Flexible working
 - Enabling home/mobile workers
 - Remote conference calling
 - Increased hot desking/drop down facilities



Lessons to be learned

- Improved decision making
- Governance arrangements
- Programme Management
- Communications & Engagement
- Financial management of projects



Summary

- Massive organisational change programme, delivered to time and budget
- £1.1m revenue benefit over 4 years
- Optimisation of Property assets
- Improved staff working environments and morale
- Enhanced facilities and flexible working
- Single ICT and telephony platform for major sites and majority of staff
- Established basis for further rationalisation of property estate via Med Term Accommodation Plan
- And.....a number of valuable lessons for the future

yourspace

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