

A WORKPLACE EXEMPLAR: HAMPSHIRE COUNTY COUNCIL'S 'WORKSTYLE' PROGRAMME DELIVERS SAVINGS

OVERVIEW
CHALLENGE
SOLUTION
RESULT
KINNARPS
SAVINGS
FRAMEWORK

Kinnarps



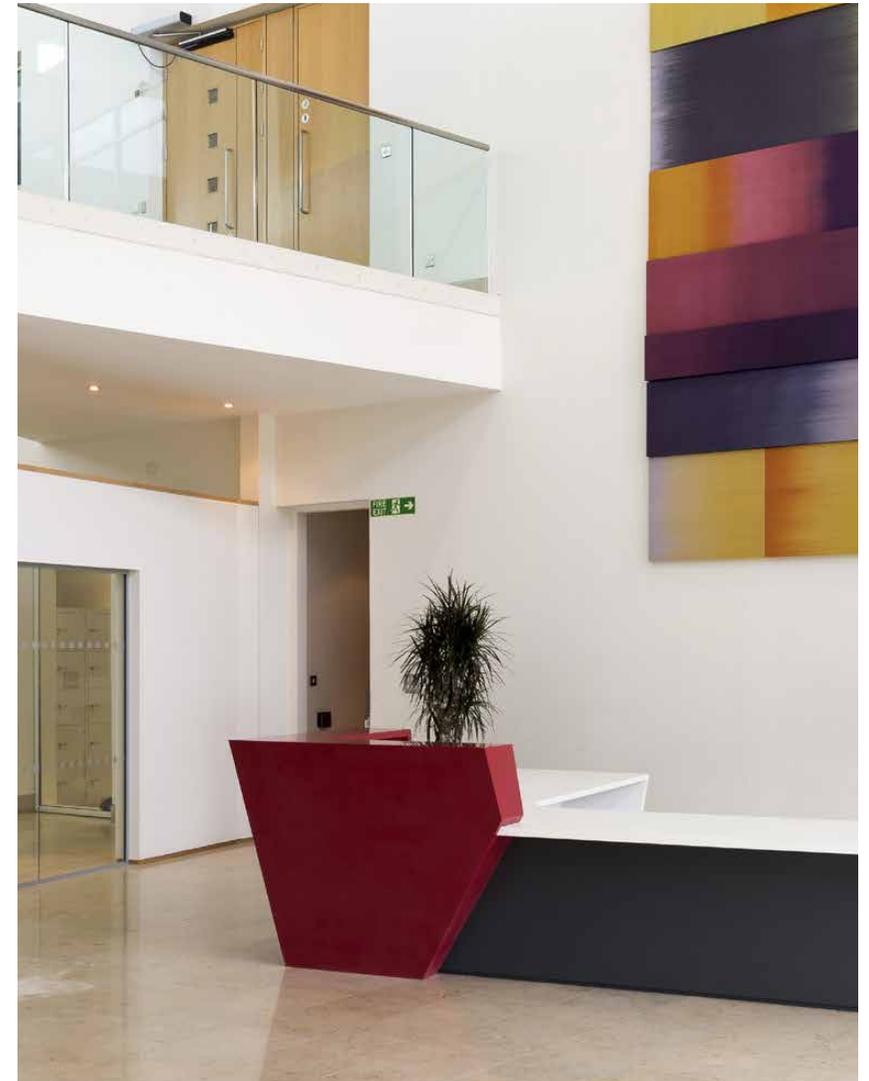
INTRODUCTION



As the lead authority for the Asset Management Workstream on the National Improvement and Efficiency Partnership, and a leading member of the Central Buying Consortium, Hampshire County Council (HCC) has an exceptional record of achieving cost savings and efficiency in the management of its property portfolio. As a preferred supplier, Kinnarps has supported it in its endeavours for over 14 years.

“Among the ‘hottest topics’ for all of us in the next few years will be the need to learn to do more for less or at the very least to get more from the same. Being efficient is nothing new, but the future will demand that we work smarter rather than just being efficient”

**ANDREW SMITH, CHIEF EXECUTIVE,
HAMPSHIRE COUNTY COUNCIL**



WHAT WAS THE CHALLENGE?



HCC began work on its 'Workstyle' Programme in 2009, and has since tackled the raft of challenges presented by its large office accommodation portfolio housing 6,000 staff, and thereby reduced the associated running costs. Transformation of the Council's estate has allowed it to:



**DELIVER £2M
SAVINGS ANNUALLY**

**REDUCE OFFICE
RUNNING
COSTS BY 28%**

**INCREASE SPACE
UTILISATION
BY 25%**

**REDUCE GROSS
OFFICE FLOOR AREA
BY 25,000SQM (-30%)**

**GENERATE CAPITAL
RECEIPTS FOR
REINVESTMENT INTO
'WORKPLACE', OF £14M**

FINDING THE RIGHT SOLUTION



The HCC office estate has been completely refurbished to provide flexible, efficient and modern offices with functional spaces for its workforce and service users.

This was achieved with the support of Kinnarps, via:

- An observation study to establish the existing occupancy levels
- Our space planning team supporting HCC Property Services (HCCPS) in using the results of the study to inform the design process. This increased space efficiency has allowed the Council to make further cost savings, through the release of accommodation in other buildings.
- Hosting stakeholder visits to our Next Office Concept headquarters, to showcase New Ways of Working concepts and present to HCC senior management
- Installing pilot furniture to define practical solutions for all stakeholders, allowing them to trial their proposed new workstations in a real life setting. This supported the Council's change management programme and helped to secure staff engagement.
- The supply of high quality, flexible furniture which gave value for money and has been used to underpin much of the transformation.



RESULTS DELIVERED



HCC has transformed and consolidated its previously inefficient workspaces into a modern, flexible office portfolio, whilst introducing new ways of working. As well as improving the customer experience and staff morale, the Workstyle programme has allowed HCC to generate efficiencies, deliver better services, improve corporate performance and enable greater networking with partner agencies. Space efficiency has been created in each of HCC's locations, with the introduction of settings and furniture that allow staff to adopt task-led behaviours and use their working environment flexibly. For example, cellular offices have been replaced with open-plan

office areas; desk 'ownership' has been superseded by shared, rectangular, space-efficient desking, rather than outdated, right-angled workstations; visiting staff can work in specially purposed, touch-down areas, and increased ad-hoc meeting space and breakout areas mean that conference rooms are no longer overbooked. By working closely with HCCPS throughout the planning process, and by identifying closely with the goals of Workstyle, Kinnarps was proactively able to recommend ideal furnishing solutions to help meet the long-term goals of the Programme. These were described, in the Workstyle Report to the Council's Cabinet, as:

'Transforming our existing workspaces into a modern, flexible office portfolio, whilst introducing new ways of working. Providing the opportunity to generate efficiencies, deliver better services, improve corporate performance, and enable greater networking with partner agencies.'



THE ROLE OF KINNARPS



Kinnarps has assisted this transformation, by:

- Facilitating the transition from 1:1, person to desk, ratio working to a more agile office, with shared facilities and settings.
- Supplying affordable, ergonomic, height-adjustable furniture, which has helped to improve staff morale and assist recruitment and retention (employee satisfaction with the working environment was found to be nearly twice as high after the redesign)
- Helping to design a more collaborative working environment, which nurtures joined-up service delivery
- Providing a consistent furniture standard, to improve performance and durability across the estate



HCC summarised the success of the Workstyle Programme as follows:

“Though the formal programme is nearly at an end, the principles outlined [above] will continue to be developed and further efficiencies sought in the coming months and years. Not only has it delivered enormous improvements in quality and cost efficiency, but the programme has also been met almost universally by positive staff and customer feedback.”

**HAMPSHIRE 'WORKSTYLE' -
A SUCCESSFUL TRANSFORMATION PROGRAMME, JUNE 2014**



SUMMARY OF KEY PROJECTS AND ASSOCIATED SAVINGS



HCC IN WINCHESTER, 2015

By consolidating the space used to house 3000 staff from 19 to seven buildings, the property portfolio has been reduced by 12,500sqm.



HAVANT BOROUGH COUNCIL, 2011

Havant is home to the first significant co-location, with 300 County Council and 300 Borough Council colleagues now working side-by-side, in a property portfolio that has been reduced by four offices, and 3563sqm of floor space.



RUSHMOOR BOROUGH COUNCIL, 2013

HCC's Adult's and Children's Services staff now share the Borough's office facility, which has reduced the building count by four, and the floor space by 2140sqm.



HCC DAME MARY FAGAN HOUSE, BASINGSTOKE, 2013

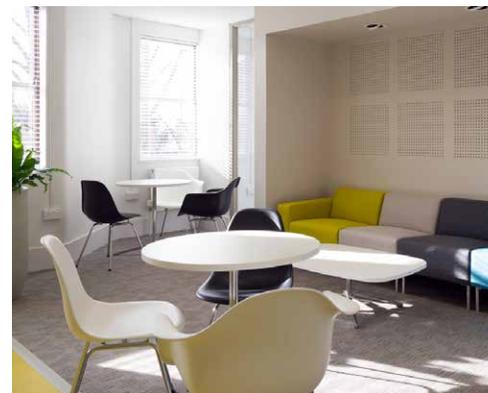
The introduction of Basingstoke's Strategic Hub co-location has reduced the number of offices by four and dispensed with 4364sqm of floor space - saving £500,000 per annum.



HOW YOU CAN BENEFIT



Under a new and exhaustive framework agreement, established between HCC and Kinnarps, all members of the Central Buying Consortium can now purchase products and services from Kinnarps, for the supply and installation of office furniture, breakout and project related furniture, with specific emphasis on furniture that facilitates flexible working. Those who can benefit from Kinnarps's pre-approved supplier status include: all public sector bodies, such as councils, local and central government; educational establishments, including schools and universities; charities and emergency services.



Framework number CC05429
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To find out how we could transform your office, save you money
and transform the way you work, give us a call or pop in and
see us at our Clerkenwell Showroom.



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