

Sheffield City Council

Workstyle Transformation Programme

Location:

Sheffield

Client:

Sheffield City Council

Start / completion dates:

March 2008—2012

Services provided:

Consultancy, Change Management, Behavioural Change, Property Strategy



The Council recognised the need to transform its operations including rationalising the property portfolio within the City. The introduction of flexible working was seen as potentially beneficial and initial work in this area had been carried out.

Following the production and approval of an initial Outline Business Case, Capita Symonds was engaged to develop and manage a pilot move of 700 staff within a city centre based office block, and achieve an additional 40% decanting into this newly refurbished office space. The programme included the development of a robust business case and benefits realisation, engagement with all levels of staff and key stakeholders (including Trade Unions), workplace design and agreement, decant planning and move management. The Workstyle Programme will apply the principles of flexible working to the project and provide the confidence for a city wide property review and rationalisation programme.

The business case demonstrated the hard cashable savings of property rationalisation combined with the softer benefits associated with a more productive, efficient and satisfied workforce. Costs of the IT solutions, building redesign and user engagement were offset by the property savings, and ongoing monitoring of benefits realisation with service managers from introducing flexible working

The workplace relocation is being used as the basis for a wider strategy of improved delivery of services to the community (through empowered flexible working options), reduction in carbon footprint and financial savings through better use of space.

The engagement with all in-scope staff teams proved to be a critical success factor in changing mindsets and working practices. Without this planned and orchestrated intervention by the Capita Symonds, the outcome would have been resistance to 'sharing my desk', unhappy staff and a less productive environment.

For further information
on this project contact:

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Key outcomes for Sheffield City Council

- Confidence to embark on the pilot project resulting from the production of a robust business case
- An engagement and implementation plan based upon expertise in new ways of working, change management, workplace design and project management.
- A proven scale-able solution that is the pre-cursor to the city wide property rationalisation and introduction of flexible working throughout the 5000 staff.

"The HR and OD challenges of our Workstyle journey have been easier to manage because of our strong working relationship with the Capita Symonds team.

" Steve Jakeman, Change and Employee Relations Manager - Organisational Development, Sheffield City Council

