

> Network Rail Capacity Assessment

Location

Milton Keynes

Client

Network Rail

Start

January 2011

Completion

On-going

Services provided

Capacity Assessment

Workplace Solutions



Capita Symonds expert Consultancy Services undertook a Capacity Assessment study of Network Rail's National Centre currently under construction in Milton Keynes. A review of the departmental functions and activities indicated that the organisation can benefit significantly from employing a much more agile way of working, through the introduction of a flexible workplace and enabling technologies.

This requirement arose as the anticipated occupancy of the building exceeded the original design brief and the organisation had started to consider introducing more flexible ways of working for their staff.

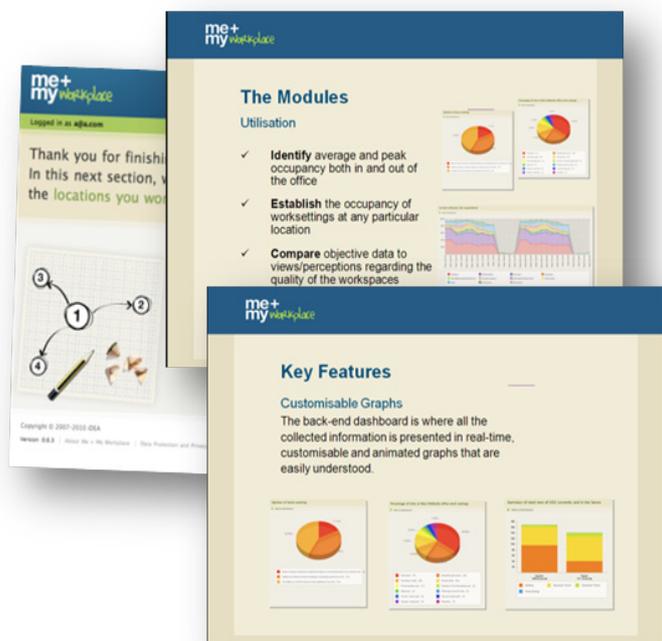
This study indicated that the layout of the floors can be modified from the current space plans to accommodate over 3,800 workers when working in an environment where new agile workstyles are adopted and a range of alternative worksettings are provided, an increase of 30%.

Our approach required our team to fully understand the culture of the organisation, its broad operating functions and existing working practices. Using this insight along with our experience and benchmark information from other clients and sectors, we determined the propensity for a change in ways of working within those departments moving to the National Centre.

Next Steps

Following our initial report, we have been engaged by Network Rail to deliver the activities required to re-design the internal layouts of the building and associated furniture solutions necessary to establish a flexible working environment. We are utilising our unique online engagement and survey tool 'Me & My Workplace' and undertaking senior stakeholder interviews to develop a detailed statement of requirements which will be used to inform the final solution and develop the pilot project.

We will also support the Network Rail workforce through the necessary Behavioural Change Management Process to ensure successful implementation of these new ways of working.



Benefits

- The transformation of an organisation from traditional, territorial occupation protocols to one where shared worksettings are the norm
- Improve the utilisation of the space by 68% with the introduction of flexible working
- Ability to accommodate an increase in the employee headcount of 30%, through use of shared worksettings
- Increase the financial performance of the organisation by providing efficient and attractive workplace at reduced costs, leading to a high performing workforce
- Catalyst to deliver step change in the speed and effectiveness of the organisation

For enquiries, please contact:

Capita Symonds Ltd
No 1 Procter Street
London
WC1V 6DW

Tel: 020 7492 0200

www.capitasymonds.co.uk



David George
T: 07802 158 357
david.george@capita.co.uk



Mark Bradshaw
T: 07824 472 893
mark.bradshaw@capita.co.uk