



Scrutiny Board 1
Council Move to Friargate

2nd March 2016



Council Move to Friargate



What you agreed (Cabinet Report June 2013)	What has been done to date
The construction of a new, Council-owned office building as the first building within the Friargate development	<p>Our office building at Friargate is progressing at pace.</p> <ul style="list-style-type: none"> - All existing buildings (Cophall House; Station Tower; Starley House; Rocket Pub) have been demolished - All infrastructure and utility diversions have been completed to pave the way for the wider Friargate masterplan - Pipe networks for the District Energy System have been installed - The central core of the Council's building is being erected and will be complete within a matter of weeks - The basement slab has been cast with all subterranean tanks installed - Ground floor slab is c.30% complete
Investment in the creation of a new Customer Services Centre in Broadgate	<p>Our new Customer Service Centre opened to the public in November 2015, consolidating multiple reception points</p> <ul style="list-style-type: none"> - Our people working in agile manner in open-plan office accommodation with new technology - Conference suite for Safeguarding and Youth Offending is now in use (on phased basis) - Customer 'meet and greet' staff and new ways of customer engagement working well - Customer Journey delivery was considered in detail by SB1 in January 2016
Investment in the Council House as the Civic and Democratic Centre	<p>Designs for our new Democratic Centre are well-advanced</p> <ul style="list-style-type: none"> - Member consultations held and feedback incorporated within the designs - Staff consultations taken place and office space planning exercise completed - Planning and Listed Building Consent submitted - Toilet and kitchenette refurbishment programme to start next month - Democratic Centre works to start on site in April with a completion date of September 2016 - Link bridge between Council House and CC3 to be removed once new committee rooms are fully operational
Investment in a number of other suburban office buildings to support locality based service delivery	<ul style="list-style-type: none"> - City Centre First superseded by Connecting Communities, driven by People Directorate - Ongoing engagement and workshops with social care offices at Coundon; Stretton Ave; 312 Charter Ave and Moat House Neighbourhood Centre progressing well re. new ways of working and use of new technology

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The introduction of agile and flexible working arrangements for Council staff to drive productivity and efficiency gains	<p>Organisation wide programme focussing on behavioural change; process improvement; staff agility; performance management etc. well advanced</p> <ul style="list-style-type: none"> - Behaviours framework now rolled-out with c.3,000 staff attending range of workshop sessions - Recruitment and selection process review is underway - New leaders and managers programme has ended with positive feedback – further programme will be launched Autumn 2016 - Aspiring Leaders programme well advanced with 30 mentors allocated for each mentee. External placements arranged and feedback is extremely positive. - Draft Apprenticeship Strategy has been written and supports the Council’s “Grow It’s Own Talent Strategy’ - People-directorate leaders and managers programme commenced to help emerging pressures - New L&D offer launched on 70/20/10 delivery model - The early relocation of staff from Spire and Christchurch House is providing ideal platform to deploy new ways of working and organisation engagement in advance of Friargate - New ways of working include standard ICT offer (smartphone and laptops), new telephone system, follow me printing, e-post, electronic document storage, room booking system – all progressing - Paper reduced - 100+ Change Agent programme
The rationalisation of the Council’s operational office buildings from 27 to 9	<ul style="list-style-type: none"> - Elm Bank Corporate Training Centre disposed of - Eburne now demolished following result of fire damage and released for housing - Civic Centres 1, 2, 3 & 4 now sold to Coventry University - Spire and Christchurch House to be demolished Q4 2016 in readiness for new Sports & Leisure Centre - Stoke House now sold and converted for residential care home provision - Vacant space at 312a Charter Avenue now re-let - Telfer Road being held empty pending Radford Community Centre development appraisal - Spare space at Enterprise House now re-let
The construction of the Friargate Bridge	<ul style="list-style-type: none"> - Project delivered and completes Phase I of Friargate’s masterplan - Feedback positive - Ongoing monitoring of traffic movement



**What you agreed
(Cabinet Report June 2013)**

What has been done to date

Communications and Engagement

- Ongoing comms support for regeneration, highways and infrastructure projects
- Regular attendance at ward forums; community groups and resident association meetings
- Ongoing and active engagement with Council staff about property; new ways of working; technology deployment
- Training for managers and staff progressing to compliment required working-practice change
- Strong links with Corporate Leadership Team to ensure consistency and organisation-wide views
- Ongoing engagement with Elected Members; Strategic Management Board and Directorate management teams as required
- Regular attendance at Disabled Employees Network; Disabled People's Strategic Forum; TU Core Group; Scrutiny Board 3