



Scrutiny Board 1

Council Move to Friargate

18th January 2017



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

Our office building at Friargate is progressing at pace.

- The building is now watertight
- On target for practical completion mid-August 2017

Investment in the creation of a new Customer Services Centre in Broadgate

New Customer Service Centre opened to the public in November 2015, consolidating multiple reception points

- Our people working in agile manner in open-plan office accommodation with new technology
- Channel shift strategy well-underway

Investment in the Council House as the Civic and Democratic Centre

New Democratic Centre opened Q4 2016

- Member and key stakeholder visits took place in advance of opening
- Feedback being sought from room users
- Link bridge between Council House and CC3 to be removed Easter 2017

Investment in a number of other suburban office buildings to support locality based service delivery

- This element has been superseded by the Connecting Communities programme driven by People Directorate
- Technology; systems and enabling technology rolled-out and support in place to help teams adapt to new ways of working

What you agreed (Cabinet Report June 2013)

What has been done to date

The introduction of agile and flexible working arrangements for Council staff to drive productivity and efficiency gains

- A new Corporate Learning & Development offer has been produced and will be launched soon
- Recruitment and selection process has now been reviewed and standardised approach agreed. Behaviours now used to assess candidates' suitability for appointment
- Performance management framework now fully embedded and appraisals to be completed between April – June to align with CCC's business planning cycle
- 2017's training and development plan now established and being rolled-out to support workforce transformation

The rationalisation of the Council's operational office buildings from 27 to 9

- Property disposals progressing in line with business case
- Capital receipts largely in excess of business case assumptions
- Staff decanted from Christchurch & Spire House to enable early demolition of these buildings to accelerate the construction of the new City Centre water destination facility

The construction of the Friargate Bridge

- Project delivered and completes Phase I of Friargate's masterplan

Communications and Engagement

- 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

What you agreed (Cabinet Report June 2013)

What has been done to date

Financial Update

- £500k required revenue savings – well on target and currently over-performing
- Early decant – delivered and well ahead of targeted saving of £115k PA

Readiness & Challenges

- ICT equipment in place but skills gap restricting operational benefits; looking at how staff can be up-skilled to use enabling technology
 - Cultural shift across the organisation
 - Parking – for peripatetic and office-based staff
 - Remote leadership and psychology of change
 - Planning for RICS
 - Heatline not yet formally signed-up but commercial agreements nearing completion
 - Digital Strategy
 - Digital customer and inclusion
 - Digital communities
 - Digital place
 - Digital workplace
-