



To: Finance and Corporate Services Scrutiny Board (1)

Date: 26th March 2025

Subject: Council Office Accommodation

1 Purpose of the Note

- 1.1 Post pandemic as employees returned to work from offices, it created opportunity for the council to review the way in which we currently occupy our property portfolio, including office accommodation, to that end this paper provides an update to Finance and Corporate Services Scrutiny Board (1) and outlines key findings and recommendations following an occupancy study of Broadgate House, One Friargate and the Council House.

2 Recommendations

- 2.1 The Finance and Corporate Services Scrutiny Board (1) is recommended to:
1. Consider the contents of the briefing note and details presented by officers.
 2. Identify any recommendations for the Cabinet Member (Jobs, Regeneration and Climate Change)

3 Background and Information

- 3.1 In January 2025, following an occupancy study of Broadgate House, One Friargate and the Council House, Leadership Board in consultation with Members decided on the closure of Broadgate House to deliver an on-going financial saving to the organisation and to further reinforce our One Coventry approach by consolidating staff into Friargate. These findings have led to the following actions:
- Move Children's Services, Education and Housing & Homelessness Team into Friargate and the Council House (House Project and Horizon/Youth Justice Teams).
 - Move MASH (Multi Agency Safeguarding Hub) into Friargate.
 - Move the Customer Service Centre and Meet and Greet Team and Children's Conferencing Suite into Central Library, all other Customer Services teams will relocate to Friargate.
- 3.2 A comprehensive occupancy audit programme and findings informed a decision to explore potential rationalisation opportunities and/or a more efficient use of operational properties to achieve financial savings.
- 3.3 Continued monitoring of occupancy further presented an opportunity to:

- **Phase 1** - 2023/24 Reduce CCC occupancy in Friargate from 6 floors to 4, vacant floors offered up for commercial let, potentially generating additional income.
- **Phase 2** - 2025 Bring staff together, moving Children's, Education & Housing & Homelessness teams from Broadgate House to Friargate.
- **Phase 3** - Disposal of BGH once savings realised, to enable re-positioning of this building as a redevelopment opportunity noting and respecting its listed status

4 Health Inequalities Impact

- 4.1 The Council's Customer Service Centre (CSC) supports services for our most vulnerable people and those facing particularly challenging situations, services such as: homelessness, community care grants and children's services, there will be no change to current accessibility or operating hours in relation to relocating the CSC from Broadgate to Central Library. The Heads of Service and senior managers from Customer Services and the moves team have worked closely in relation to layout, requirements of the new CSC at Central Library.
- 4.2 Partners from organisations across Coventry came together to create the city's first-ever Multi Agency Safeguarding Hub (MASH) which opened in September 2014, it has workers from key partners responsible for safeguarding children in Coventry co-located in one building, currently BGH.
- 4.3 EDT (Emergency Duty Team) provide an out-of-hours emergency service between 5pm and 8.30am throughout the week, including weekends, will also be based within MASH at Friargate. The team responds to safeguarding concerns relating to children, young people, their families, and adults. They also provide an out of hours housing service.
- 4.4 The Moves Team are working closely with all Partners, and they have been fully engaged in the process of relocating the hub into Friargate and will ensure that there is no break operational service delivery and to ensure that the Hub remains secure with restricted access to ensure confidentiality.
- 4.5 Accommodating reasonable adjustments and providing a welcoming environment are key considerations, the moves team have commenced collating known reasonable adjustments and have agreed to attend drop-in sessions facilitated by the Disabled Employee Network Group.

Richard Moon
 Director of Property Services & Development
 Coventry City Council
Richard.Moon@coventry.gov.uk