

Overview of the briefing to GFRS and Trading Standards on the Relocation to Quayside

Agile Ways of Working following Covid-19

Our new agile ways of working mean that we now use our office spaces and buildings in a very different way than we did prior to the pandemic. With many office-based staff spending most of their working week away from the workplace, a move to Quayside House will mean that we can consolidate our estate, save money and utilizing all of our resources better.

The offices at Quayside House are a premium modern, open plan office space which will help us create open, comfortable working spaces, break down physical barriers, and ensure teams and departments can collaborate more easily. This is a great opportunity for us to redesign our offices so that they better meet the needs of how we use the space when we are in the office. It will also support better collaboration across our teams and the county council.

Integration and Collaboration with Partners and Communities

The offices at Quayside House will encourage collaboration for teams within the directorate as well as the opportunity to build and develop relationships with wider teams across the county council.

Revenue efficiency and effectiveness

This is not simply a cost-saving exercise, we are aiming to utilise office accommodation that has already been built and identified for use. This will however reduce ongoing occupation costs as well as mean we can rent or sell spare space at Waterwells to partners. The final figures are being worked on throughout the project and will be managed by AMPS.

Key messaging with teams will need to be that the office space within Quayside is used as we have based occupancy figures on 50% rather than the Council's 30%. If this is reviewed and is deemed the space is not being used efficiently then the occupancy may be reduced.

Full business case report to Finance, Performance & Risk Meeting

The business case for relocation was presented in the Finance, Performance and Risk Meeting on 14th March. Following subsequent agreement of sensitive information, the next available opportunity to inform the service and brief middle managers was the 18th and 19th April respectively.

Benefits of Relocating

- Integration and Collaboration with Partners and Communities
- Accessibility and Visibility to Partners and Communities

- Supporting transformation of New Ways of Working
- Meeting Room access – Block 1 Shire Hall
- Two On Site cafes
- Changing Village/ Lockers
- Multi-Faith Prayer Room
- Rest Rooms
- Secure Bike Compound
- Premium office space – modern working
- Opportunity to scope GFRS & Trading Standards HQ office space
- Town Centre/ The Docks Access

Concerns for Relocating

- GFRS Identity being lost
- Silo Working
- Drifting to other locations
- Parking
- Accessibility - EqIA
- Toilets/Kitchens

Benefits of Remaining

- Minimal disruption to service provided for communities
- Integration and collaboration with partners
- Opportunity to establish Agile Ways of Working
- Resilience of separate locations

Concerns for Remaining

- Welfare
- Development Opportunities
- Incidental working
- Parking
- Communication

Engagement Activity

The four week engagement period with affected staff started w/c 29.05.23 with briefing sessions led by the Chief and Deputy Chief. These sessions were tailored to the two audiences; relocating and remaining. Each presentation provided an overview of the project's progress to date, benefits, concerns, sharing suggested office layout (Appendix 1), engagement detail and next steps.

The briefings for those relocating were held in Shire Hall and were followed by a tour of the new office space and highlights of benefits within Shire Hall e.g. Spires, Bearlands, Changing village

The Chief and Deputy Chief led four sessions with each Control watch to allow for the shift working patterns, to ensure staff were engaged and listened to.

The second phase of the engagement period started w/c 12/06/23 with focus groups led by the project team. The aim of these sessions was to identify teams' specific office requirements as well as gather feedback on the suggested office layout and problem solve issues that may arise from new ways of working.

The Chief and Deputy Chief are in ongoing discussions between AMPS, GFRS and the Police Estate team about requirements for office space for those remaining at Waterwells as well as requirements for Fire Control.

Once this has been agreed, subsequent focus groups will be held by the project team for staff that are remaining to confirm their team requirements.

A FAQs document has been produced and shared with teams via StaffHUB and SharePoint (Trading Standards) w/c 19.06.23. These questions are a mixture of pre-emptive issues from the project team as well as queries and concerns raised through staff briefings and focus groups.

The engagement period will end on Friday 23rd June, where the project team will collate feedback and provide an updated office layout that will be agreed by the project board and subsequently shared with the service.

Staff will be able to raise queries through the project mailbox throughout the project timeline and be provided with support from their line managers or request a 1-1 meeting with the Chief or Deputy Chief if their issues have not been answered elsewhere.

Once the move is complete, the project team will lead review sessions at six and twelve weeks to gather feedback on what issues are present and how they can be resolved.

