

GREATER LONDON AUTHORITY

REQUEST FOR ASSISTANT DIRECTOR DECISION – ADD2300

Title: Research of new ways of working-Workplace Utilisation study

Executive Summary:

This decision seeks approval for additional funding of £10,000 to expand the work approved by ADD2273 to include a Workplace Utilisation study. This will take the total approval for this project to £35,000. This survey will provide essential data to help manage and improve the efficiency and effectiveness occupation in both City Hall and Union Street offices. This work is being overseen by the resources and well-being working group, which was established as part of the GLA Senior Management Team's response to the staff survey carried out in late 2017.

Decision:

That the Assistant Director -Housing approves:

Expenditure up to £10,000, funding from the corporate contingency budget, to pay for a full utilisation study of desks and meeting rooms that will contribute to create a new vision for working at the Greater London Authority. This will take total approved expenditure on this initiative to £35,000.

AUTHORISING ASSISTANT DIRECTOR/HEAD OF UNIT

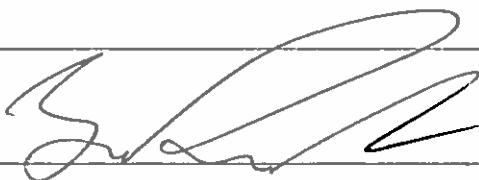
I have reviewed the request and am satisfied it is correct and consistent with the Mayor's plans and priorities.

It has my approval.

Name: Jamie Ratcliff

Position: Assistant Director- Housing

Signature:



Date:

29/11/18

PART I - NON-CONFIDENTIAL FACTS AND ADVICE

Decision required – supporting report

1. Introduction and background

- 1.1. Well-being and resources was one of the key priorities identified by the GLA's Senior Management Team (SMT) from the 2017 Staff survey. The others are reward and recognition; and Performance, diversity and inclusion.
- 1.2. The Assistant Director – Housing (Jamie Ratcliff) and Assistant Director – Skills & Employment (Michelle Cuomo-Boorer) have volunteered to lead a task and finish group to tackle this area, with sponsorship from Executive Director Martin Clarke.
- 1.3. ADD2273 approved the commissioning of some advisory support to help us understand how other organisations have developed interesting, innovative or experimental new ways of working, and to produce case studies that can help to inform the GLA's vision for how staff should work. This vision could help guide the wider cultural change that is needed to take advantage of the technology platform that has been established and to inform the level of space that the GLA needs to provide for its staff to work in.
- 1.4. Following that approval Advanced Workplace Associates (AWA) were appointed through a competitive process to carry out this work. Through the engagement with them a need for a thorough and detailed understanding of workplace utilisation has been identified. This will be achieved through a regular and ongoing review of all desks, workplaces and meeting rooms over a two-week period.
- 1.5. The survey and report will provide a body of evidence to show and understand the patterns of occupation through time across all GLA workplaces including desks, meeting spaces, meeting rooms, City Hall cafe, touchdown spaces and reception. This evidence will help inform a vision for future ways of working at the GLA which will help guide the wider cultural change which is needed to take advantage of the technology platform that has been established and inform the level of space that the GLA needs to provide for its staff to work in. In order to facilitate this an additional payment of £10k is required. This will take the total payment to AWA for this work to £35,000.
- 1.6. It is proposed that the existing contract with AWA be amended to include this additional scope and contractual payment.

2. Objectives and expected outcomes

- 2.1. The survey will identify a comprehensive picture of utilisation across the occupied space which will include all work settings areas across City Hall and Union St.
- 2.2. The outputs from the study will include granular and comparative data on utilisation for individual teams, floors and by type of work place (e.g. meeting room or desk).
- 2.3. An assessment of the maximum capacity based on any under-utilised capacity.
- 2.4. Half and full day demand modelling to indicate what volume of work settings are required to support current headcount and future headcount activities.
- 2.5. High level assessment of profiles for in office, in and out of office and remote working workstyles across teams.

3. Equality comments

- 3.1. The public-sector equality duty requires the identification and evaluation of the likely potential impacts, both positive and negative, of the decision on those with protected characteristics (age, disability, gender reassignment, pregnancy and maternity, race, gender, religion or belief, sexual orientation) and set out how you are addressing the duties. This duty will be considered throughout the procurement process in line with standing GLA's recruitment policies.

4. Other considerations

- 4.1 The specification for this work will be involving surveyors sub-contracted from Advanced Workplace Associates.

5. Financial comments

- 5.1 This decision seeks approval for an additional expenditure of up to £10,000 for the procurement of a utilisation study at the Greater London Authority. The original decision ADD2273 approved £25,000 spend in September 2018, taking the total expenditure for the work on new ways of working across the GLA to £35,000.
- 5.2 The expenditure will be taken from the Corporate Contingency budget and will be spent in 2018/19 financial year.

6. Planned delivery approach and next steps

Activity	Timeline
Amendment to contract with AWA	November 2018
Utilisation study conducted	November-December 2018
Initial report on utilisation study	December 2018
Final report from AWA	January 2019

Appendices and supporting papers:

None.

Public access to information

Information in this form (Part 1) is subject to the Freedom of Information Act 2000 (FoIA) and will be made available on the GLA website within one working day of approval.

If immediate publication risks compromising the implementation of the decision (for example, to complete a procurement process), it can be deferred until a specific date. Deferral periods should be kept to the shortest length strictly necessary. **Note:** This form (Part 1) will either be published within one working day after it has been approved or on the defer date.

Part 1 - Deferral

Is the publication of Part 1 of this approval to be deferred? NO

Part 2 - Sensitive information

Only the facts or advice that would be exempt from disclosure under FoIA should be included in the separate Part 2 form, together with the legal rationale for non-publication.

Is there a part 2 form -NO

ORIGINATING OFFICER DECLARATION:

Drafting officer to
confirm the
following (✓)

Drafting officer:

Jamie Ratcliff has drafted this report in accordance with GLA procedures and confirms the following:

Corporate Investment Board

This decision was agreed by the Corporate Investment Board on 26 November 2018.

ASSISTANT DIRECTOR OF FINANCE AND GOVERNANCE:

I confirm that financial and legal implications have been appropriately considered in the preparation of this report.

Signature



Date

26.11.18