

SERVICE BIRMINGHAM

SITUATION

A senior project management team was required by Service Birmingham to provide estate delivery and operations support for the Working for the Future programme (WFTF) property arm of Birmingham Council's Business Transformation programme. Bradley Greensmith – director of Sabian Ltd, provided senior input on this team working alongside his colleagues to deliver benefits including:

- 1 – Improved Workplace and Work Styles – through refurbishment and mobile working
- 2 – Better Customer Experience – services being brought together to ease accessibility
- 3 – Lower Property Operating Costs – through centralised management
- 4 – Greater Sustainability – through greener buildings, less wasted space and reduced travel time

SABIAN'S INVOLVEMENT

Working for the Future is one of nine programmes which makes up the councils business transformation journey, this is about making fundamental changes to the way the council works so customers receive a better service, first time every time.

Working for the Future is leading the business driven property solution rather than a property driven business, WFTF will change the way the council works, improve service delivery and the quality of working life, the programme has four main objectives:

Improved Workplace and Work Styles

Office accommodation is being brought into the 21st century with out of date estates being refurbished and new offices introduced. Mobile working and hot desking will also be made easier by adopting new technologies and working practices.

Better Customer Experience

In future customers will be able to access services in many different ways – on the web, by telephone or in person, there is an aspiration to bring services together in an easily accessible location.

Lower Property Operating costs

We will be bringing property management under one roof at Birmingham property services. The proposed changes to the portfolio will lead to more efficient use of property.

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Greater Sustainability

Restructuring the portfolio, decreasing the number of empty desks, reducing travel and building to green standards will all help to reduce the council's carbon footprint.

OUTCOME

Working for the future (WFTF) currently consists of four sub programmes, whose aims are:

Central Administrative Buildings (CAB)

Restructure of the CAB property portfolio, major refurbishment and new build projects, modern, fit for purpose, greener buildings.

Enabling Agile Working (EAW)

Enabling teams to deliver improved customer services, developing key information packs for five nominated work styles, obtaining commitment to new ways of working.

Single Property Management Function (SPMF)

New/ Expanded services, Single Integrated Property Services, Corporate Property/ space standards.

Cross Portfolio

City wide network of customer service centres, Co-location of council and partner services, Property support to other transformation programmes.

PROJECT VALUE

£Various

PROJECT DURATION

Programme/Period may currently be up to 2016 depending on future programme scope of requirements and direction.

FORM OF CONTRACT

N/A

