

Smarter Working Post COVID 19
New Frontiers for Smarter Working

APSE Scotland Online Soft FM Seminar 2022

Shona Adam

Associate Director, Workplace Change

Smarter Working Group – COVID19 Response

Don't lose
the good
stuff



Re-entering
the
Workplace

Support
wellbeing
& culture



Capturing
Change &
Impact

Understand what
has worked and
build on that



New
Frontiers for
Smarter
Working

Keep evolving
and adapting
to new norms



- Share best practice guidance
- Look at what's missing
- Sharing approaches

- Discuss impact
- Identify key areas to measure
- Gather data via surveys, pulse checks and forum discussion

- Explore work for the future
- Redefine the purpose of the office and what it will look like
- Develop re-imagining tools

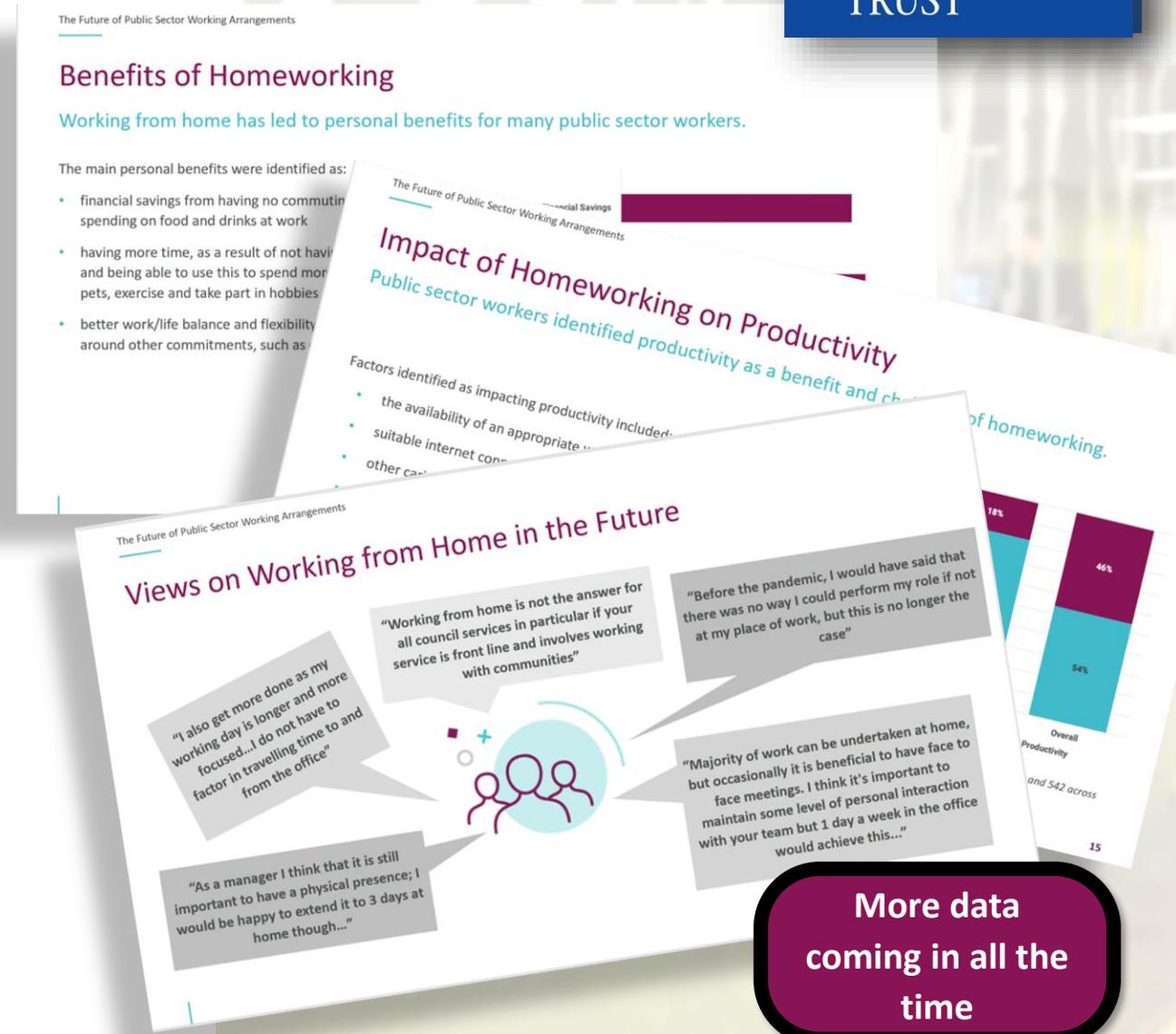
Capturing Impact

This was shared at a Smarter Working Group Session during Q4 2020.

It was based on survey evidence from 19 public sector organisations, including:

- 12 Public Bodies
- 7 Local Authorities
- 15,511 respondents

The slide pack from this session is available on SFT's Knowledge Hub Site.



More data
coming in all the
time

Report Highlights

Benefits of COVID-19 home working experience

• **Benefits for organisations included:**

- more collaboration and communication with colleagues and line managers as a result of everyone being online
- increased autonomy
- more time to work as a result of not commuting
- fewer distractions from colleagues than in the workplace.

Personal benefits included:

- financial savings (relating to no commute)
- having more time, as a result of not having to commute to work
- better work/life balance

“More productive with less distractions”

“(I am using) the 150 minutes I used to spend driving as productive time”



“I have much more privacy when making calls or sharing screens”

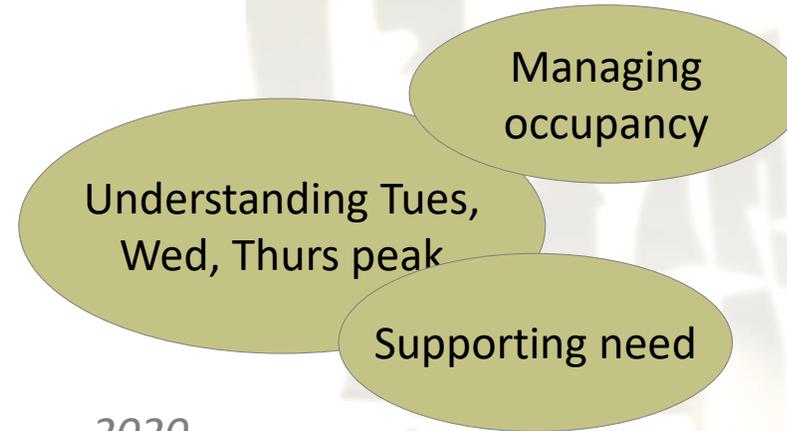
Capturing Impact

What changed during 2021?

Hybrid preferences for workspace from a sample of 2,744 responses

- 5% do not want to work from home at all
- 23% want to spend 1-2 days a week working from home
- 47% want to spend 3-4 days a week at home
- 26% want to work from home full-time

** Taken from a larger sample of circa 15000 respondents*



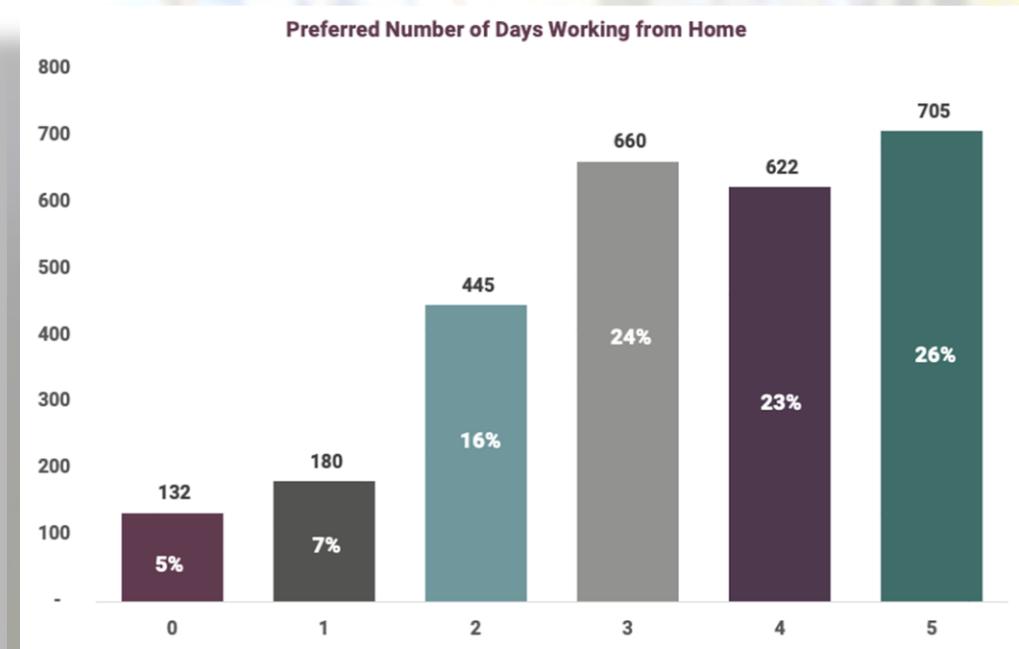
2020
Figures*

12%

27%

37%

24%



Organisations need to match roles to hybrid work preferences. Rising energy and travel costs could impact peoples decisions around their hybrid preferences for the future

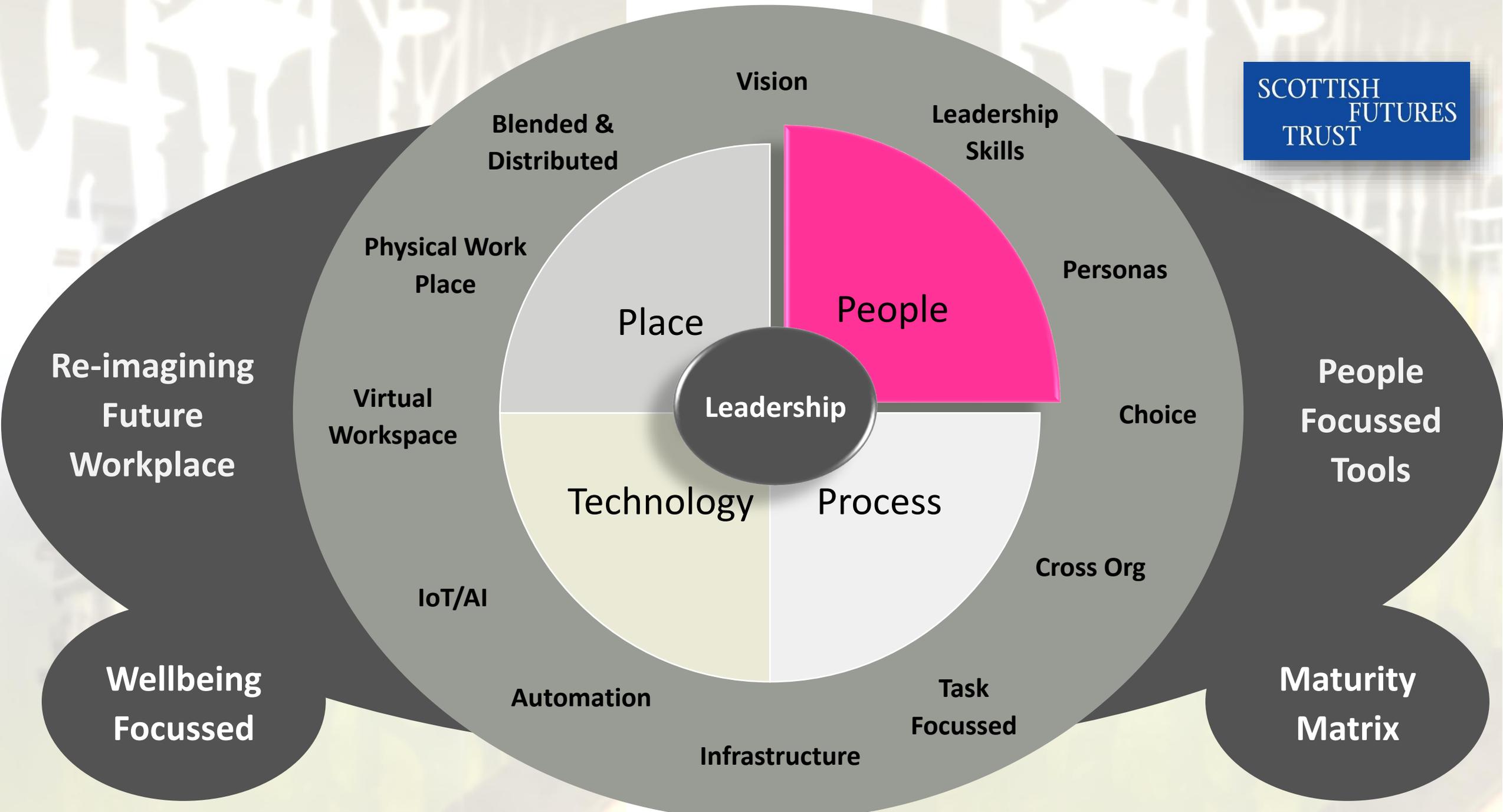
Two years on, where are we now?

- We have experienced two years of remote and hybrid working
- The re-occupy phase has been in 'stop/start' mode for some time.
- We have offices largely set up for pre-CV19 working with workplaces that don't support our new behaviours
- Physical distancing has been the norm – anything from 2m to 1m to no interventions dependant on where you are located
- Even 'smarter working' offices feel 'desk heavy'
- Many of us are still trying to understand what the new normal looks like....

How could the new normal look?

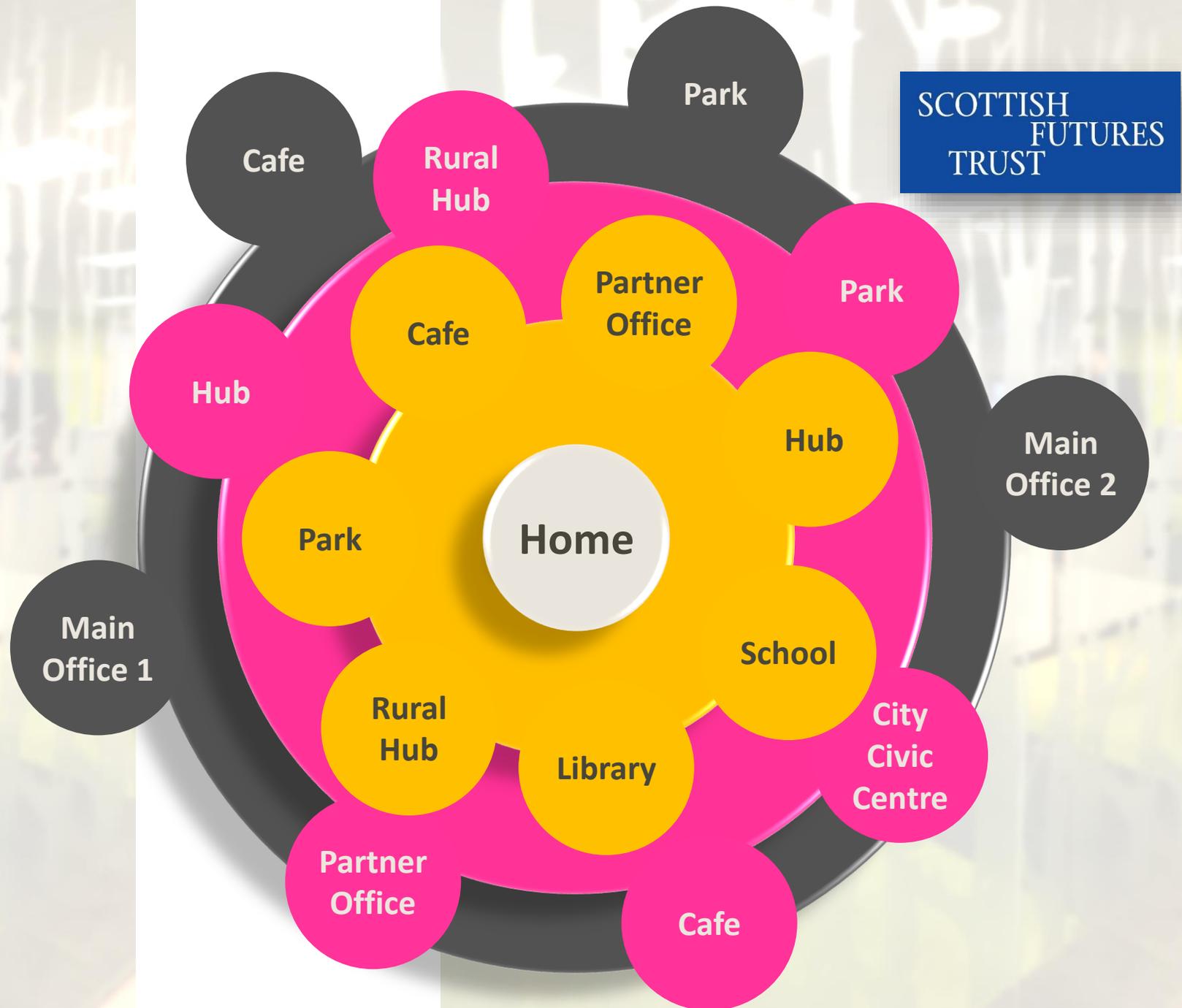


'Creativity and innovation rarely happens in a vacuum; it thrives on collaboration and the cross-pollination of ideas'



Distributed working

- Creating a network of choice
- Supporting people locally
- Twenty minute neighbourhoods
- Developing an integrated model
- Encouraging new behaviours
- Building resilience
- Reducing risk for the future
- Understanding cost models, organisational restrictions and potential impacts



Physical workspace – our predictions....

A clear
organisational
vision for work
and workplace

A vision that
focusses on
people and
wellbeing

Cross
organisational
approach to
networks for
work

People and
task approach
embraced

Desk spaces
considerably
reduced

Collaborative/
social settings
increased

Activity based working
embraced

Collaboration
embraced

Team based
working
supported

Booths for
virtual calls
introduced

Behaviours
adapt and
change

Social and wellbeing
needs supported

Hygiene behaviours
will likely remain

IoT solutions
introduced

Activity based
working
embedded

More effective
working from
less space

Consistency of
approach

Choice as a key
factor

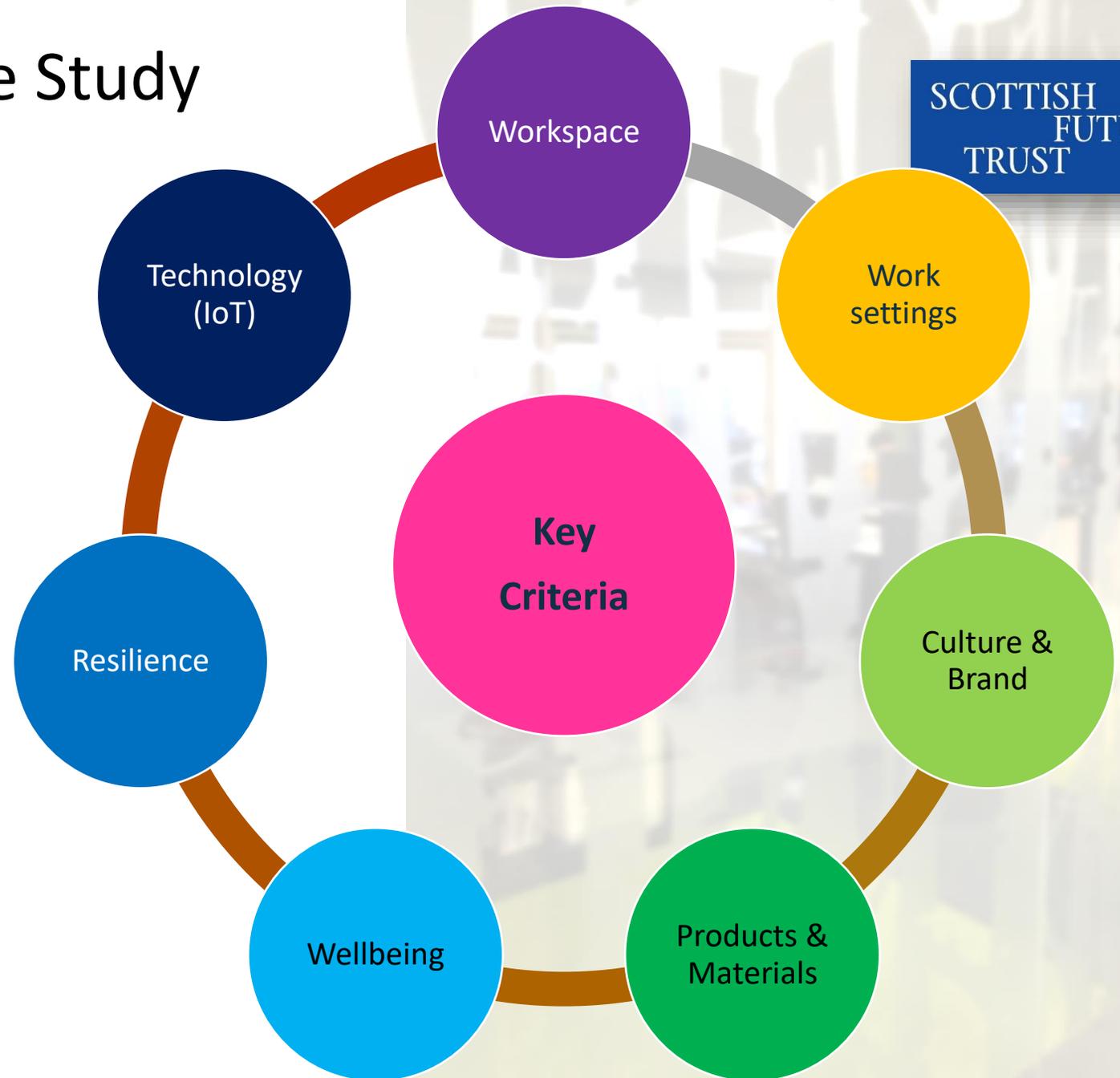
Less dedicated
space

More shared
space

Workplace of the Future Study

Re-imagining the Future of Work

- Five options created
- Ideas based on a 450sqm workspace
- Assumptions
 - the vision and function of physical workspace will change
 - physical distancing has been relaxed
 - there is a move is towards a distributed and hybrid model for work
 - That some CV-19 behaviours will stay with us



Views to outside and biophilic elements used throughout via natural materials and patterns reflecting nature



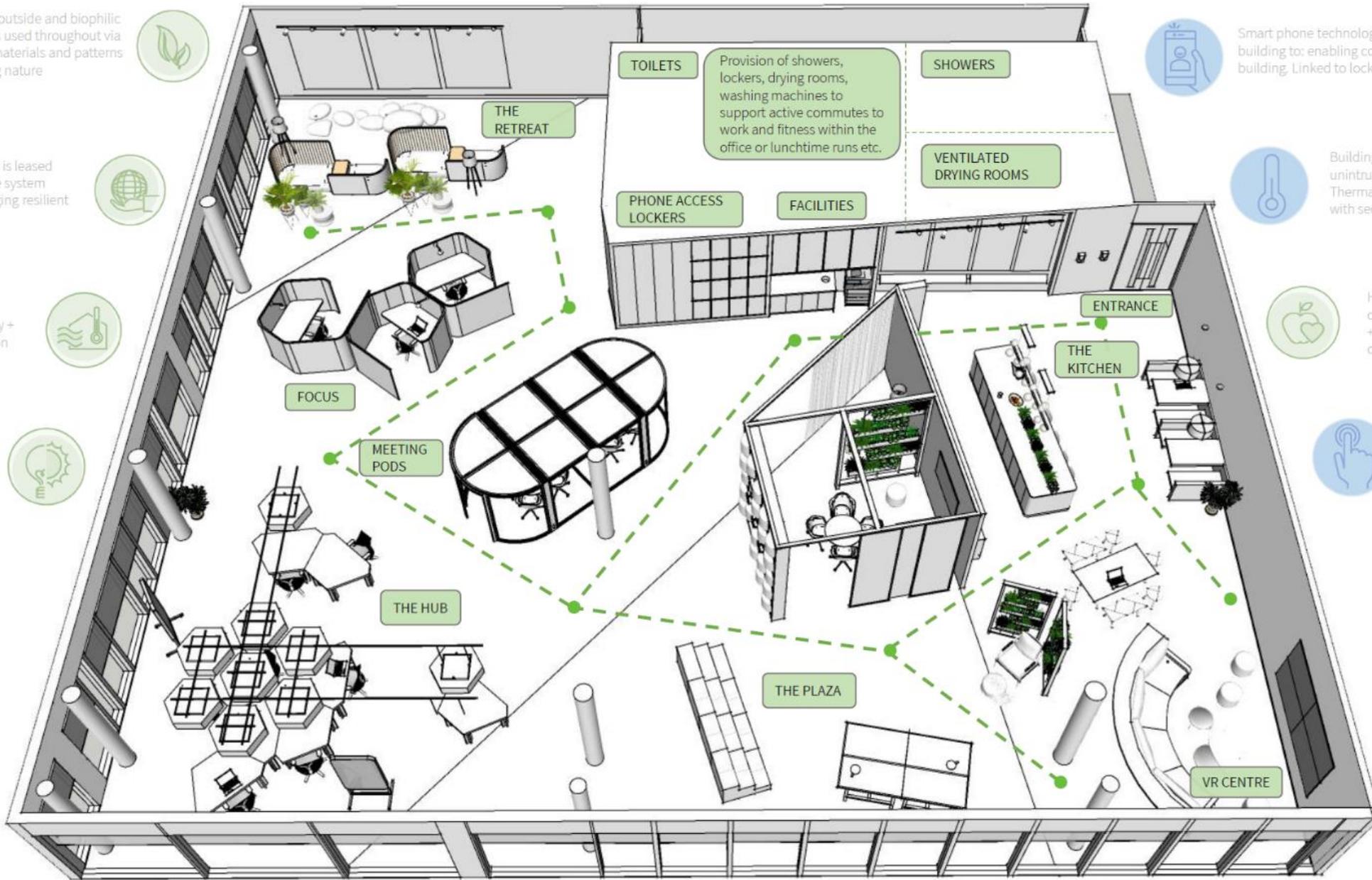
Furniture is leased/reusable system encouraging resilient design



Air quality + ventilation



Natural daylight



Smart phone technology linked to the building to: enabling contactless access to building. Linked to lockers



Building environment: unintrusive. Thermal scan with security



Healthy food options provided. + easy access to drinking water



Touchless surfaces – lifts + doors, hand sanitizer



SCOTTISH FUTURES TRUST

form

Form Design Consultants
212 George Street
Edinburgh
EH2 2JH

T: +44 (0)131 602 7003
W: formdc.com

Rodi McLean
Managing Director
rodi@formdc.com
m. 07947 664334

Andy Sives
Director
andy@formdc.com
m. 07305 300944

Choice of workspaces and inclusive design which are all flexible to allow for future change



Long range wireless power technology and wireless data to enable full flexibility



Generous circulation routes to encourage walking, spontaneous meetings, resilience if future social distancing required



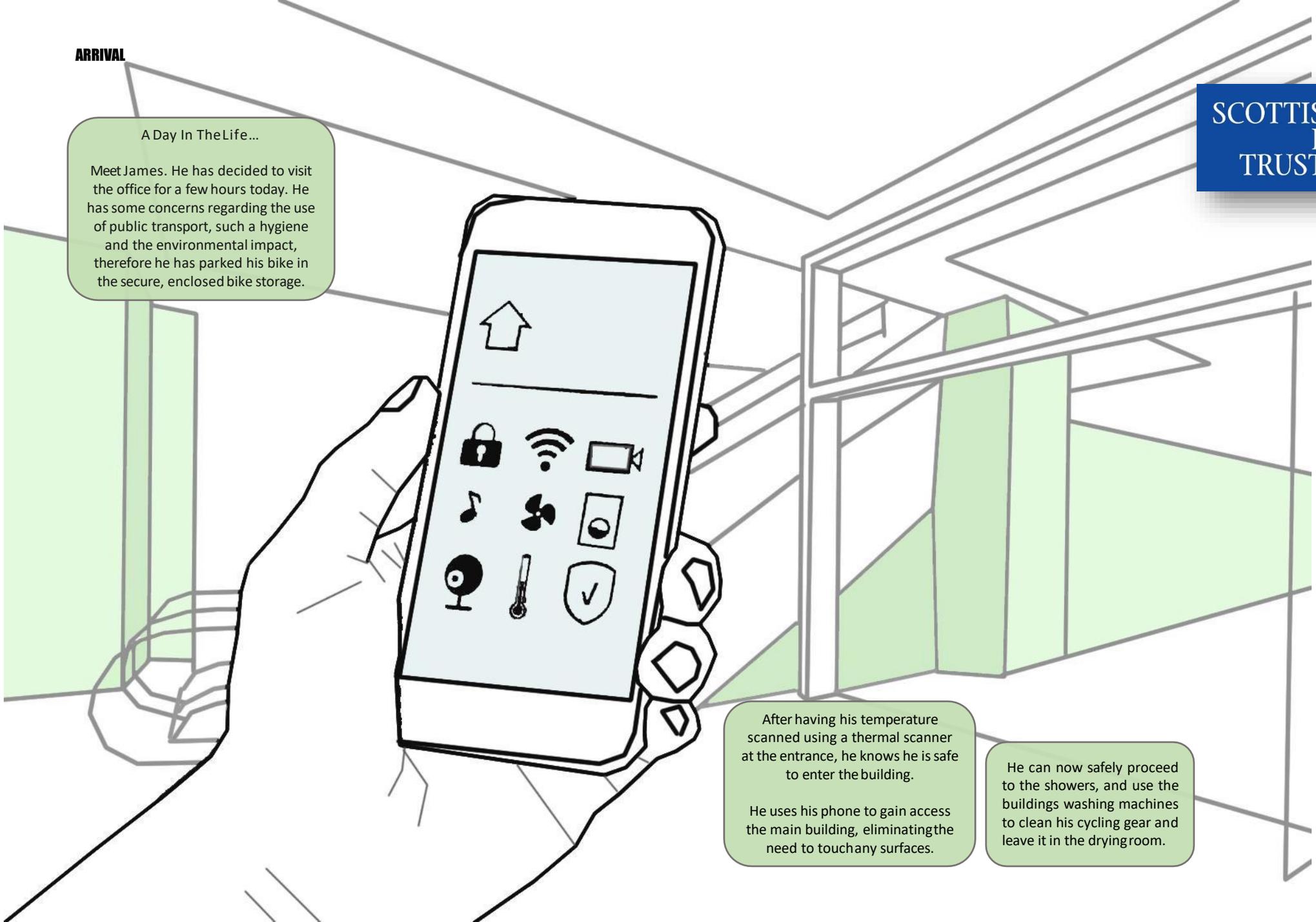
Video conferencing, augmented/virtual reality VR meeting rooms allowing collaboration



ARRIVAL

A Day In The Life...

Meet James. He has decided to visit the office for a few hours today. He has some concerns regarding the use of public transport, such as a hygiene and the environmental impact, therefore he has parked his bike in the secure, enclosed bike storage.



After having his temperature scanned using a thermal scanner at the entrance, he knows he is safe to enter the building.

He uses his phone to gain access the main building, eliminating the need to touch any surfaces.

He can now safely proceed to the showers, and use the buildings washing machines to clean his cycling gear and leave it in the drying room.

THE KITCHEN

James uses the hand wash dispensers upon arrival, it just feels natural to him now.



He enters the kitchen area and uses an app on his phone to make a cup of coffee, grabbing some fresh fruit provided by the company as a healthy snack, he gives it a wash under the touchless taps before eating.

He decides to give the herbs and vegetables a quick water so others can use them on their salads.



THE RETREAT

SCOTTISH
FUTURES
TRUST

James had a rough night last night with the baby crying, but he has a report to write. He takes an opportunity for a 20 minute power nap in the wellness area. This will allow him to work on his report refreshed and with a clear head.

This no tech zone is a relaxing environment for James to get some much needed rest. The nature wall, noise cancelling headphones and lower lighting levels in here mean he and his colleagues can escape the buzz of the office when they need to, improving mental health all round.



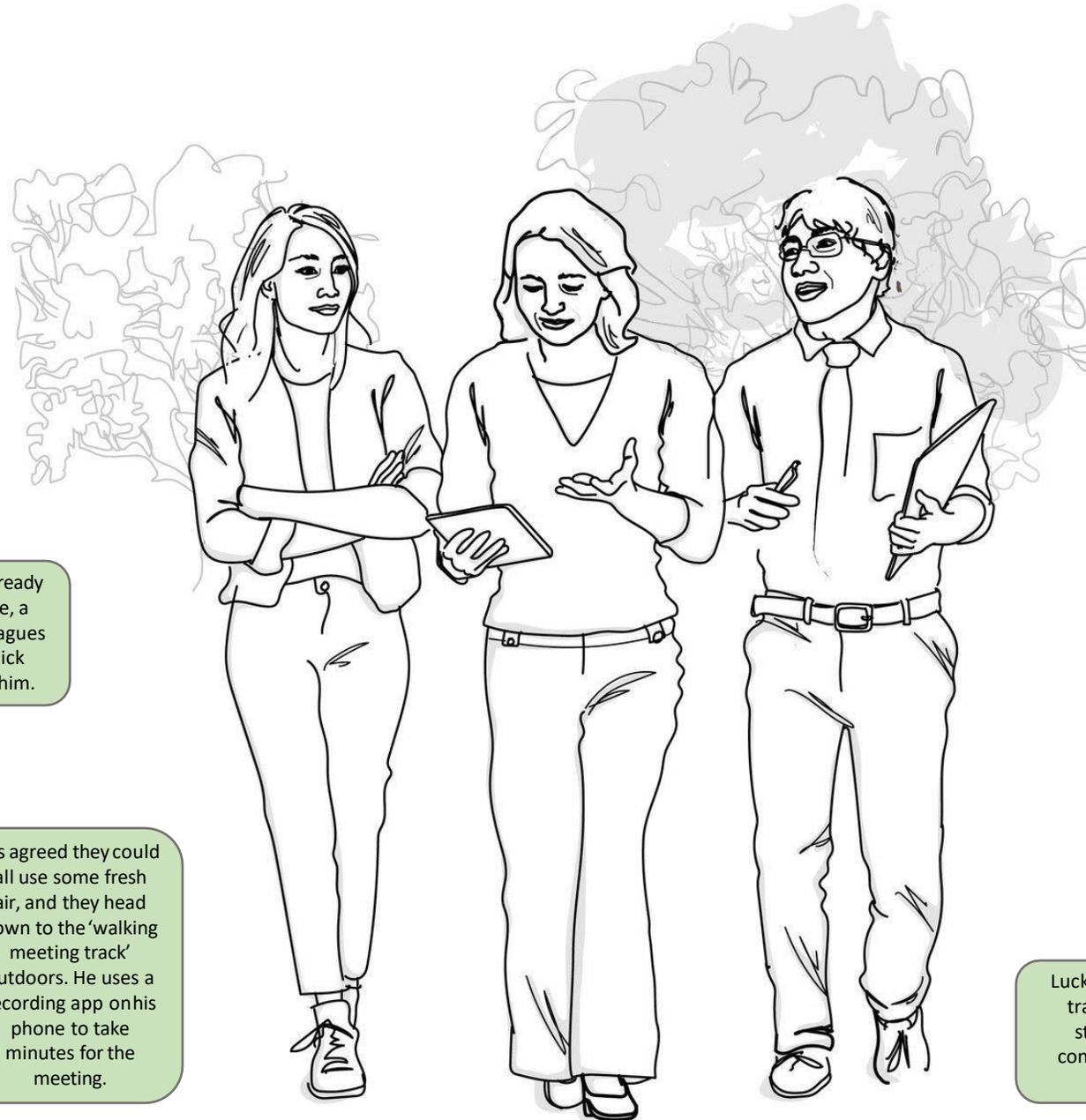


To write his report, James chooses to sit at one of the moveable tables in the open plan area. He makes use of the mobile acoustic ceiling rafts and uses the handle to pull it over his table.

The new wireless power technology means that he doesn't have to worry about floor boxes or lighting, his laptop will charge wherever he is in the space without having to touch any switches.

A short while later however, a few people have moved the tables together for some collaboration time, and their voices are distracting James.





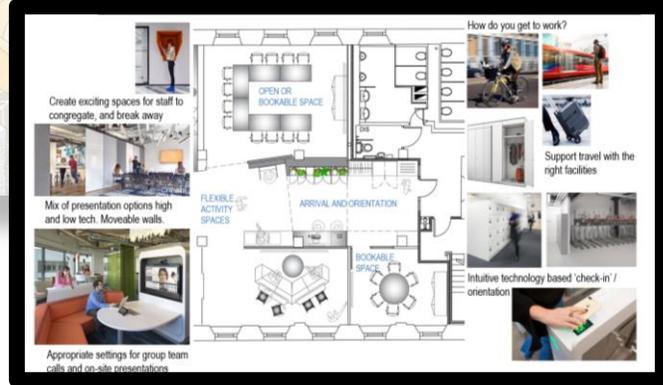
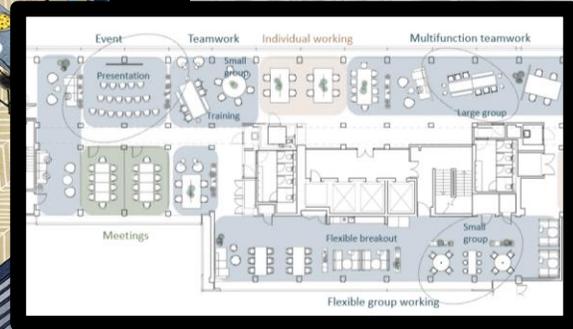
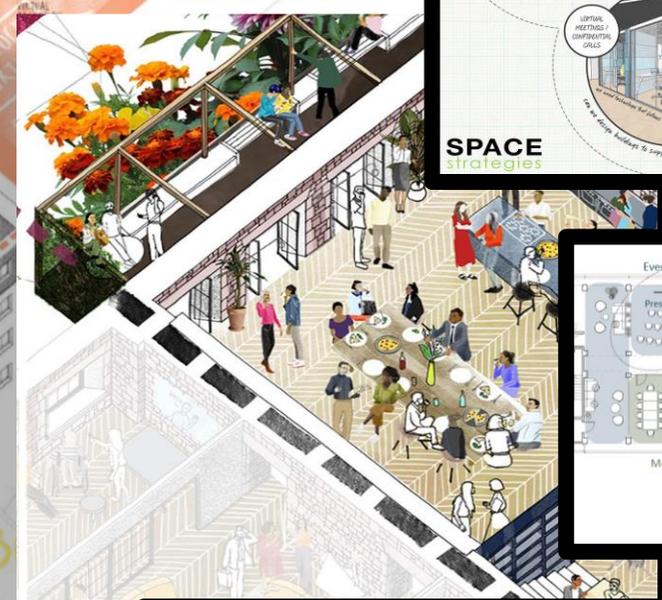
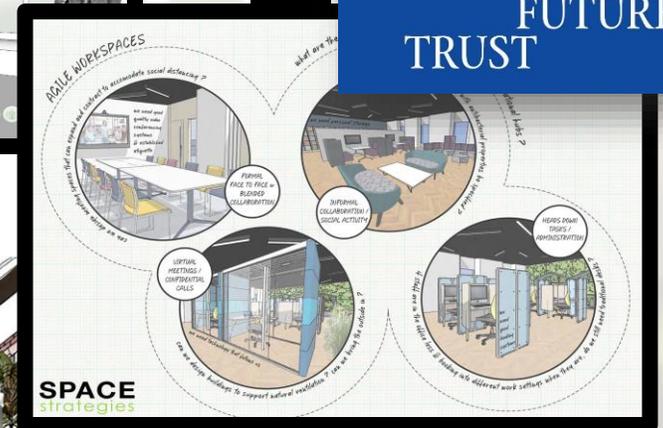
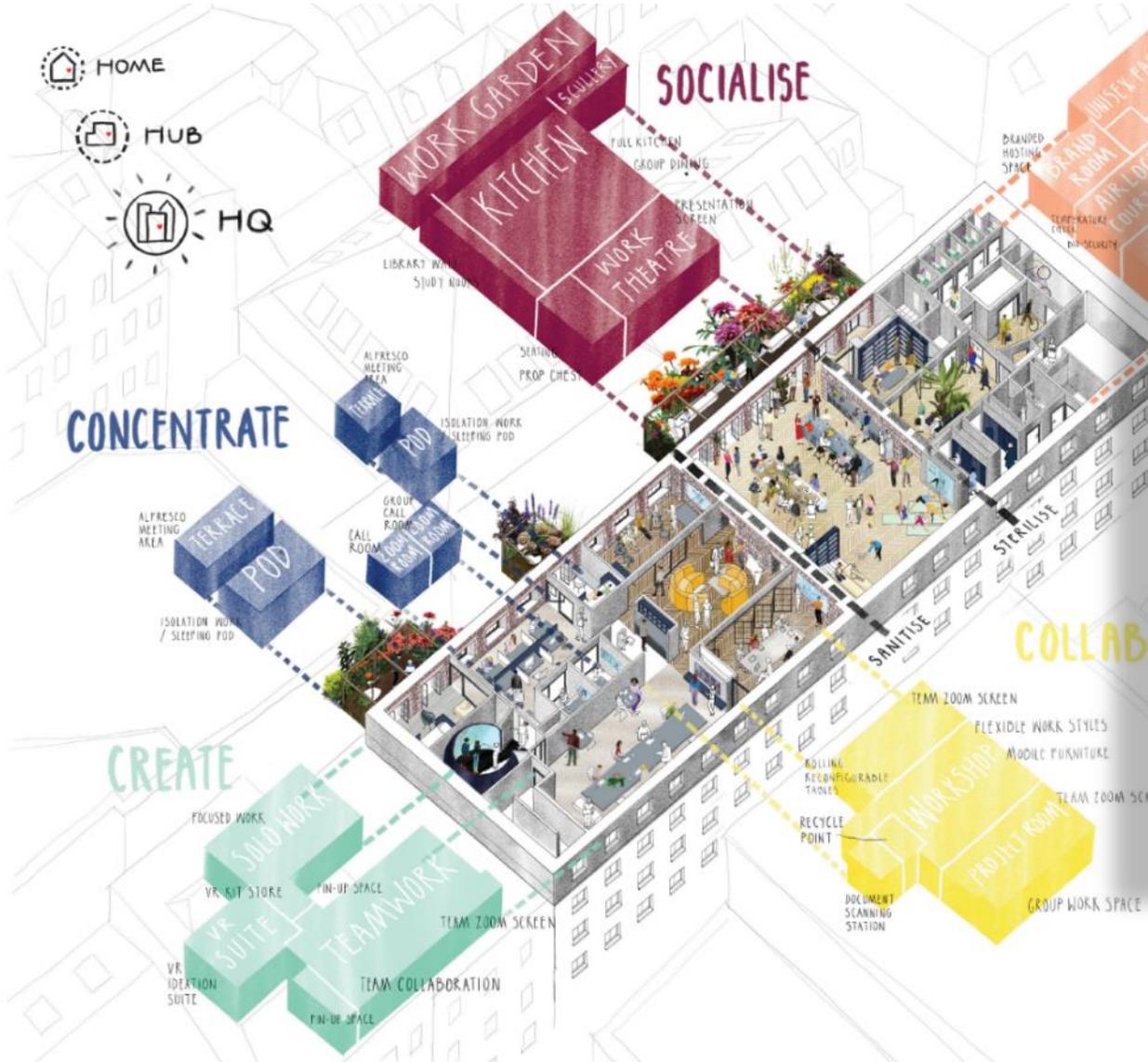
As James gets ready to head home, a couple of colleagues request a quick meeting with him.

It's agreed they could all use some fresh air, and they head down to the 'walking meeting track' outdoors. He uses a recording app on his phone to take minutes for the meeting.

Luckily, the walking meeting track ends near the bike storage, so James can conveniently head straight home from there.

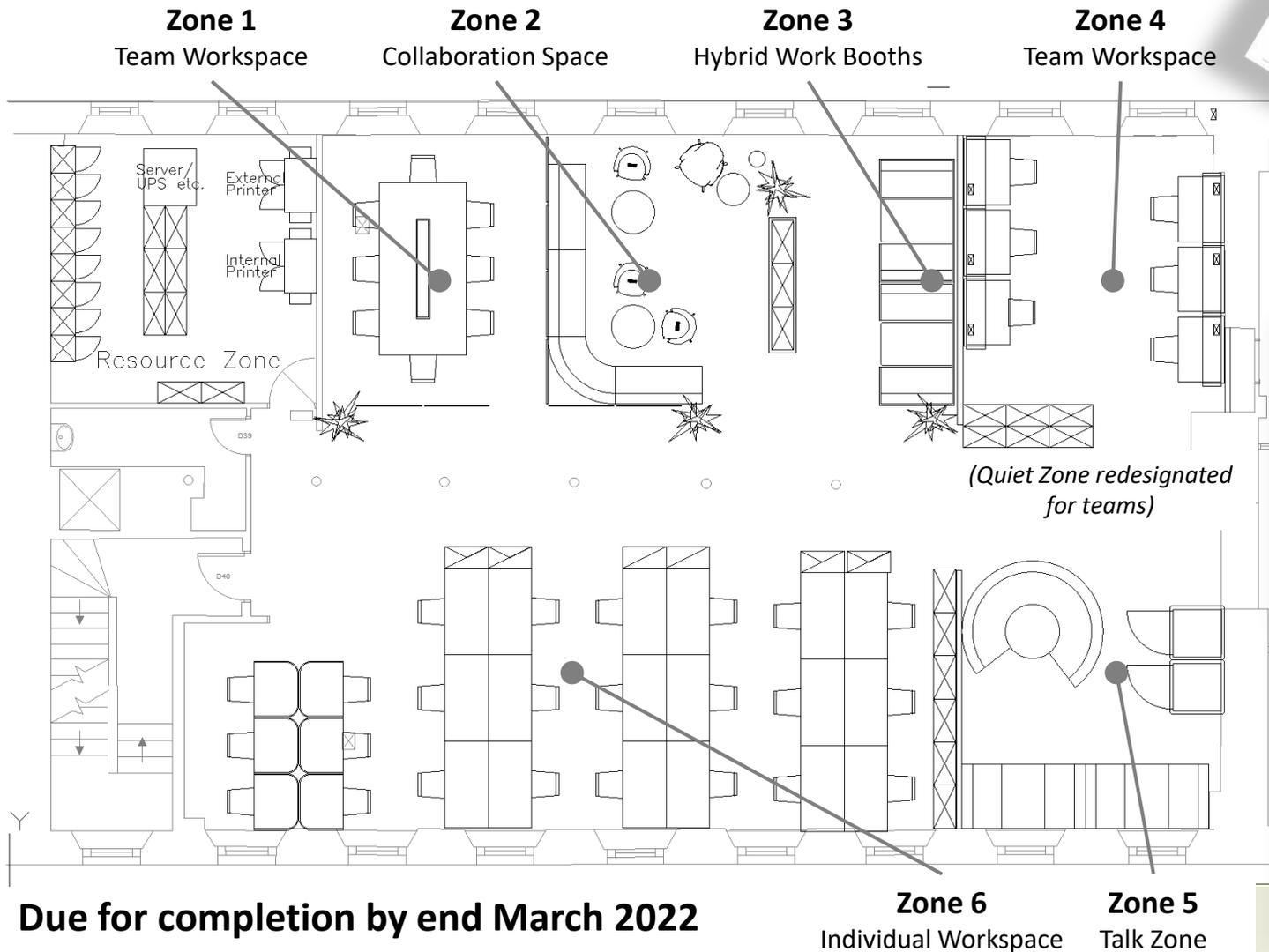
Workplace of the Future Study

SCOTTISH FUTURES TRUST

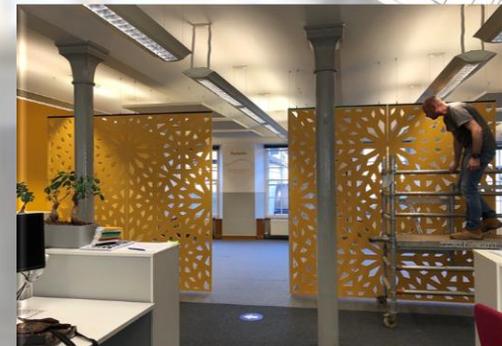


SFT's Approach – a sneak preview...

Creating spaces to support teams, connection & choice



Due for completion by end March 2022



purpose & behaviours

testing & trialling

sound & acoustics

fostering connection

settings & extra space

circular economy

sensors & occupancy

The Report

What if the office of the future is a series of **OPTIONS** which allows people to choose **WHERE, WHEN & HOW** they work & which determines a need for organisations to create **A RESILIENT NETWORK OF SPACES & INFRASTRUCTURE** which can respond quickly to potential challenges?

New Frontiers for Smarter Working Work and Workplace post COVID-19
MARCH 2021
SCOTTISH FUTURES TRUST



20 miles

LIBRARY

MAIN OFFICE

PARTNER OFFICE

CAFE

LOCAL OFFICE

CIVIC CENTRE

PARTNER OFFICE

HOME

20 minute neighbourhood

Future work and workspace

- Supporting ambition
- Space standards
- Look & feel
- Kit of parts
- Working from home
- Protocols

Key themes

- Re-occupying physical workspaces
- Capturing impact
- New Frontiers for Smarter Working
 - Organisation and culture
 - People focussed future
- Distributed working – hubs, home, main office
- Importance of leadership and supporting distributed culture
- Technologies
- Products & emerging tools and toolkits
- Future work and workspaces

What next?

- You can access the link to the report here [Media - Scottish Futures Trust](#)
- Continue to deliver Knowledge Shares for the 60+ organisations we are working with
- Continue to understand and develop the Workplace of the Future model
- Test and trial ideas
- Help public sector organisations to deliver on the Maturity Matrix and Distributed Work Models
- Develop case studies of good practice for others to learn from

Thank you

SCOTTISH
FUTURES
TRUST

New Frontiers Maturity Matrix
A matrix of choice to support organisational ambitions

- **Baseline**
Organisation that operates via owned workspace model where work only takes place on site
- **Evolving**
Organisation that delivers some level of working across people, place and technology but that still has some off site working
- **Aspiring**
Organisation that supports outcomes in physical workspace e.g. home, work 3 days per week
- **Innovating**
Organisation that supports outcomes in public and private sector work
- **Ambitious**
Organisation that imagines

New Frontiers for Smarter Working Work and Workplace post COVID-19
SCOTTISH FUTURES TRUST
MARCH 2021

PEOPLE
Leadership
Innovation
Skills and Capabilities
Wellbeing
Collaboration
Supporting Policies
Organisation Workplace(s)
Environment

PLACE
Informal spaces e.g. café / park
Home
Other Public sector Organisations

Virtual Workspace
Autonomy
Leadership Style
Behaviours & Skills
Maturity Matrix