



Client: Medicines & Healthcare Products Regulatory Agency, London SW8

The Project

Following the Lyon's review, Government policy dictated that no extra office space could be taken by Government Departments in the South East of England. However, given that more people had already come into to the building from another department and more people were required in the future, there existed a significant problem to accommodate approximately 850 Staff within Market Towers.

We recommended the following:

- To audit and assess the current use of the office facilities under the existing policy, in terms of how people use the facilities and how much time they spend at their desks. This allowed us to see where the opportunities lay in order to make the office space more efficient and productive, and accommodate more people in the future.
- How the space could be used more effectively, incorporating new methods of working and new space planning solutions.
- The implementation new procedures and new working practices, such as Hot Desking and Home Working.

Client Objectives

The CEO had set a vision that included increasing productivity and optimising the use of office space (which was obviously at a premium).

Key Facts

To optimise the use of space, significant cultural and practical changes needed to take place such as a move to open plan space from cellular offices. These changes needed to be handled with sensitivity and diplomacy, particularly with Senior Assessors who had been used to working in a quiet environment that a cellular office provides.