

## Derby City Council Diversity Forum DECANT

Update on the delivery of Council Services  
From Temporary Accommodation  
Maggie Fennell – Change Manager

## One Derby, one council

Improving the customer experience  
Improving our performance  
Communication  
Partnerships  
Derby Workstyle  
Developing our employees  
Connecting with communities  
Providing value for money  
Delivering fairness in equalities  
Environmental management  
Health and safety  
Wellbeing

## Council House Refurbishment



Not fit for purpose – Refurbished and Remodelled

- accommodate 30% more staff
- 780 desks to accommodate at least 1,014 staff.
- save on repair and maintenance bills of around £3m
- energy-efficient – saving a further £1m
- The average cost of a desk space, taking into account heating, electricity, lighting and other overheads, is £6,422 per year and, by sharing desks we could save a further £1.5m a year

## One Stop Shop

- Sited at the corner of Albion Street and East Street
- All Customer facing services relocated here
- Open Plan Ground Floor
- Extended opening
- Interview spaces for others
- Improved Access overall

## One Stop Shop

- 1<sup>st</sup> and 2<sup>nd</sup> Floors for Telephony and Customer Service staff
- Aligns teams naturally
- Focuses on the customer journey
- Staff relocated by November

## Heritage Gate

**Celtic, Saxon, Roman and Norman**

- Existing use to be rationalised
- Additional space leased
- Public meetings held at Saxon House.
- Staff relocated by December
- Estimated cost of £2.3m in 2010/11 and £2.6m in 2011/12

## Equality Impact Assessment

### Decant Principles:

- Re-use where ever possible
- 10:7 ratio for desks
- Reasonable Adjustments retained or introduced
- Access for Customers prime
- Minimise disruption to services

## Access Audit

Improvements to access and facilities need to be made for staff, visitors and customers

Collating information on Reasonable Adjustments

HG move coincides with improvement works comprising pavement and junction improvements and changes to traffic management.

Natural Yorkstone paving is to be laid to new levels to improve footway drainage and footways will be widened on the south side of the Wardwick between Becket Street and Curzon Street.

## Cont/...

Disabled parking and safe drop-off points increased

Disabled toilets for staff and visitor use to be increased in number and quality on both sites

Unisex facilities avoided where possible to preserve dignity and respect cultural differences

Operating practices will be adjusted to suit new venues.

## Thank you

Any questions?