

APPENDIX 5

Workstyles 3 – Impact on Key Stakeholders

This section is designed to set out some of the significant changes for key stakeholders both during the building works phase and beyond. It is not attempting to be comprehensive but should give a good practical sense of what the changes entail.

What will these changes mean for the public?

- Building works to Hove Town Hall will take approx 18 months and will commence after a planning / engagement period of 18 months at the beginning of 2015.
- The Hove Town Hall Council Chamber will not be operational during the building programme. It is proposed that the public meetings will run from Brighton Town Hall and Portslade Town Hall as appropriate.
- Once complete, the council chamber will have an improved environment and technology (sound, lighting, heating etc) for the public who wish to attend.
- At the Hove Customer Service Centre (CSC) the remaining back office teams will be workstyled which will assist in the effectiveness of service delivery.
- During the building works the CSC is likely to be affected by noise and there could be some limitations on the service delivery. An alternative temporary location could be provided for some of the services.
- Adult Social Centre day centre services, currently running from Denmark Villas will provide its services from other locations.
- There will be an improved customer access point at Portslade Town Hall.
- Hove Centre Events will cease and the service is exploring alternative options.
- Overall once implementation is complete services will have opportunities to improve the services they deliver to the public.

What will these changes mean for staff?

- The opportunity for improved work/life balance through greater flexible work choices for staff such as being able to work from multiple locations as well as home as long as it fits in with better service delivery for our citizens.
- Enables staff to be empowered to make flexible working choices and contribute to business process changes.
- Improved office environments with modern facilities.
- Flexibility to co-locate with staff from other teams to do case work.

- Change of main location of work could mean that some staff will travel more and some staff will travel less. Flexible working choices should help to mitigate this.
- Staff from Hove Town Hall will be decanted to Kings House, except for the customer service centre staff and some associated back office staff
- Building works will be disruptive to staff, whether in the building (in the customer service centre) or in temporary offices.

What will these changes mean for partners?

- The Citizens Advice Bureau (CAB) occupy the undercroft area on the ground floor of Hove Town Hall which would be marketed for commercial purposes. We are currently working with CAB and other potential partners through the financial inclusion work looking at alternative service delivery models and possible re-locations.
- There will be a further Police Hub in Portslade Town hall including Neighbourhood Police offices.
- Some of the facilities used by partners will be much improved at the end of the building programme such as training rooms and meeting spaces.
- Some NHS staff working with council staff will also be able to utilise some of the new facilities.
- Less administrative council buildings will also mean easier access to multiple services and a reduced carbon footprint.

What will these changes mean for elected members?

- Members accommodation will be concentrated in two locations (Hove Town Hall and Brighton Town Hall) instead of the current three (Kings House, Hove Town Hall and Brighton Town Hall).
- Ability to reach information from any location at any time.
- More multi purpose accommodation with modernised meeting and conference spaces.
- The Hove Town Hall Council Chamber will not be operational during the building programme. It is proposed that the public meetings will run from Brighton Town Hall and Portslade Town Hall as appropriate.