



PARTICIPATORY BRIEFING









# 40 – 50%

Workspace occupancy studies from over the past decade and more have consistently found that desks are occupied on average around 40–50% through the core working day.

## Space Utilisation by Industry



Government

**27** % empty



Education

**51** % empty



Legal Services

**29** % empty



Business Service/Consulting

**65** % empty



Real Estate

**31** % empty



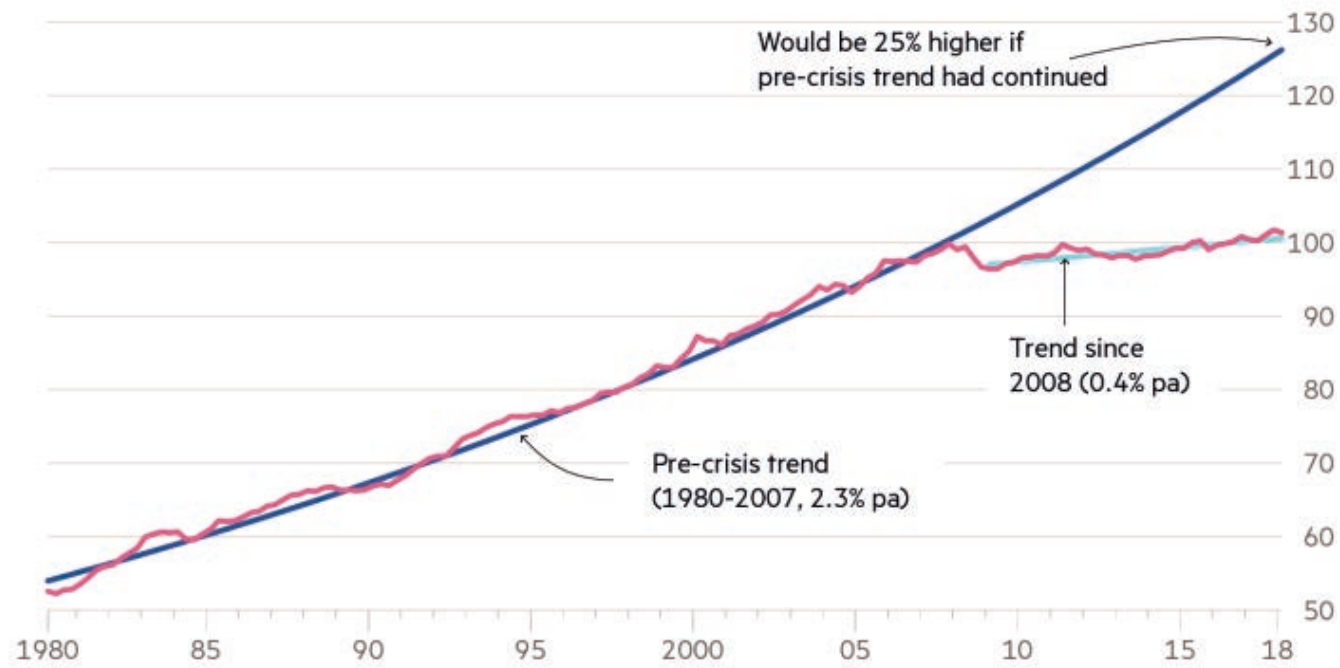
Telecommunications

**70** % empty

BCO – 2018. Office Occupancy:  
Density and Utilisation.

CBRE – 2015. Space Utilisation:  
The Next Frontier.

Output per hour worked (2016 = 100)



**Open-Plan Offices Kill Productivity,  
According to Science**

**Winning at work: Why hot-desking  
and open-plan offices are bad for  
you**

**Open-plan offices are  
the sweatshops of  
the west**

ONS 2017 / FT analysis –  
Productivity Growth since 1980

Sources: Various



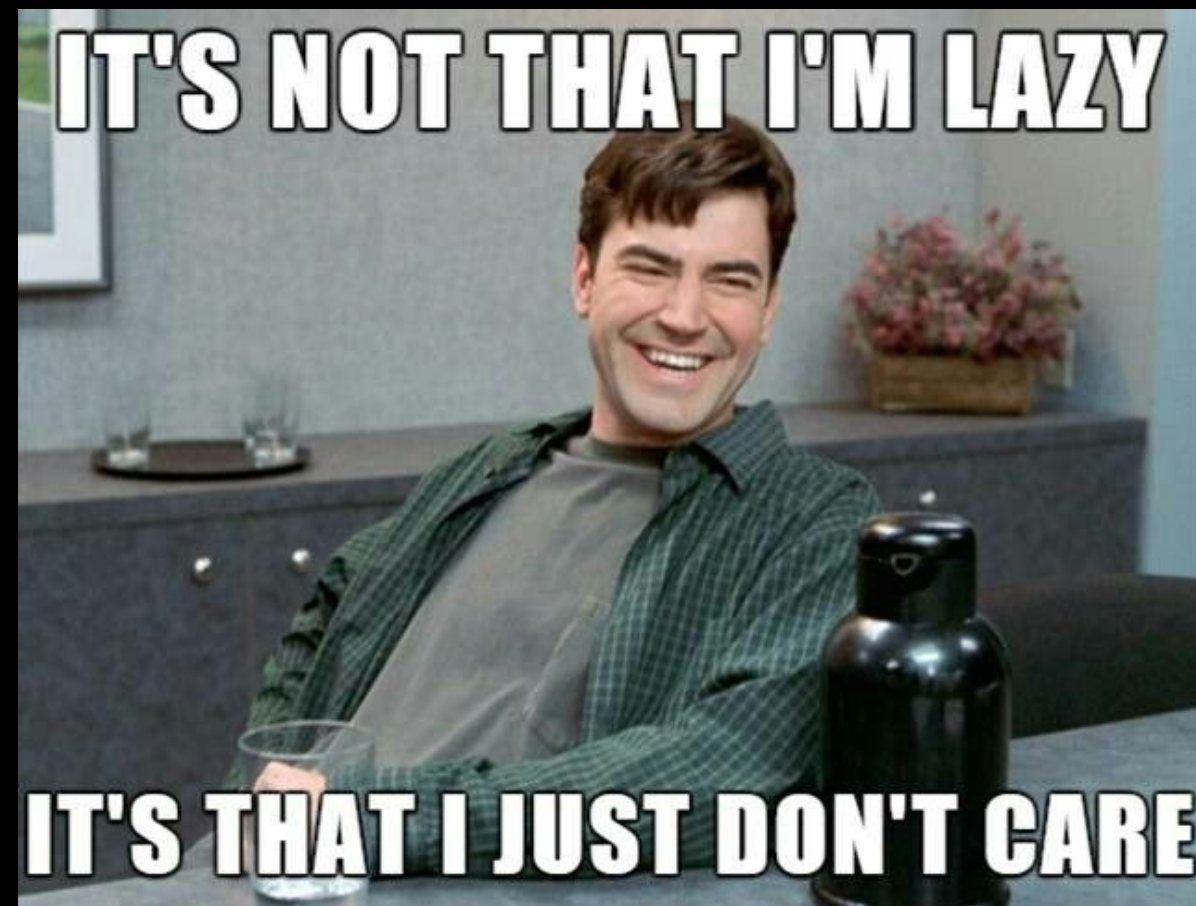
8%

Percentage of British employees who are engaged at work

£33 and

£42 billion

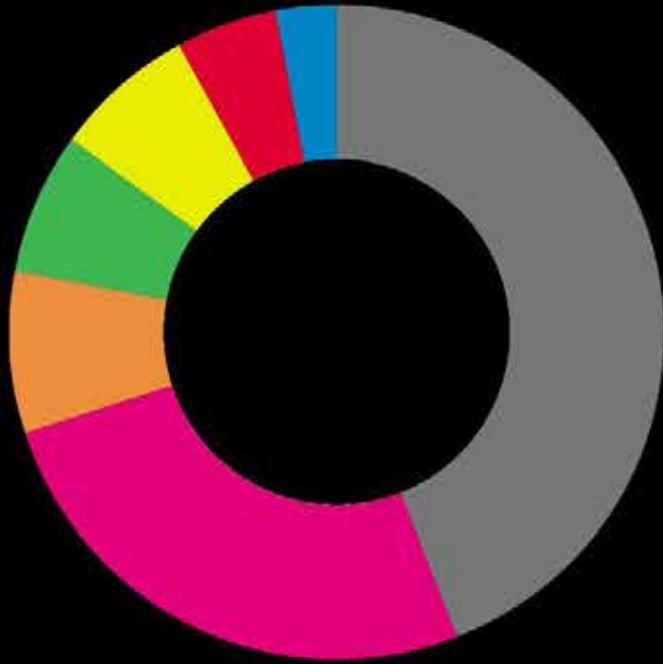
Annual cost of mental health related absenteeism and presenteeism to employers.



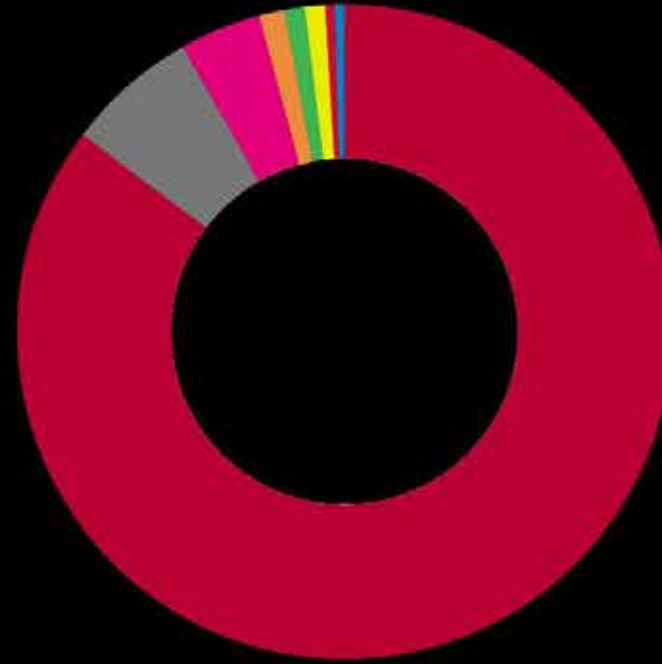
OECD – 2016. Gallup World Poll 2016.

Stevenson & Farmer / Deloitte 2017. Thriving at Work

Sources: Office Space 1999



- Building - construction 44%
- M&E services - running & maintenance 26%
- Furnishings and furniture - capital cost 8%
- Building - maintenance 7%
- Cleaning, security etc 7%
- M&E services - depreciation 5%
- Furnishings and furniture - maintenance and depreciation 3%



- Salaries of occupants 85%
- Building - construction cost 6.5%
- M&E services - running and maintenance 4%
- Furnishings and furniture - capital cost 1.25%
- Building - maintenance 1%
- Cleaning, security etc 1%
- M&E services - depreciation 0.75%
- Furnishings and furniture - maintenance and depreciation 0.5%

## DISCOVER

STRATEGIC BRIEFING  
METHODOLOGY

QUANTATIVE & QUALITATIVE  
CONSULTATION

BRIEF DEVELOPMENT &  
TESTING

BRIEF FORMATION &  
REPORTING BACK

## DEVELOP

ARCHITECTURE &  
INTERIOR DESIGN

ARCHITECTURAL / INTERIORS  
PROPOSAL

TECHNICAL COORDINATION  
WITH CONSULTANT TEAM

VISUALISATION & SIGN OFF  
PROCESS

## DELIVER

COORDINATION & BUILD

TENDER & CONTRACTOR  
SELECTION

TECHNICAL DESIGN TEAM  
LEAD

PROJECT MANAGEMENT &  
CONTRACT ADMINISTRATION

## CHANGE MANAGEMENT

ENGAGING PROJECT TEAM &  
BUILDING CONSENSUS

WORKING WITH CORE TEAM &  
PROJECT CHAMPIONS

DEVELOP PROTOCOLS & AID  
MOVE COORDINATION

## POST OCCUPANCY EVALUATION

IN USE STUDY

## POST MOVE ANALYSIS

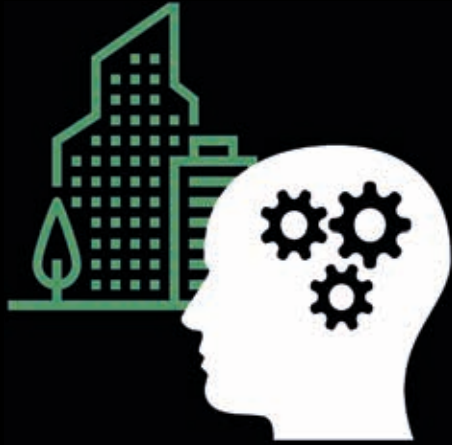
FEEDBACK LOOP INFORMS  
IMPROVEMENTS

YOUR FUTURE  
WORKPLACE



# DESIGN APPROACH & PHYSIOLOGICAL RESPONSES

## GREEN BUILDINGS



Low CO<sub>2</sub> and VOC levels  
can improve performance  
in various cognitive  
domains

## DAYLIGHT & VIEWS



Access to daylight and  
views can improve  
sleep quality and  
decrease sick leave

## BIOPHILIA



Connection to nature  
and its analogues can  
decrease stress and  
improve mood

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# STRATEGIC BRIEFING METHODOLOGY

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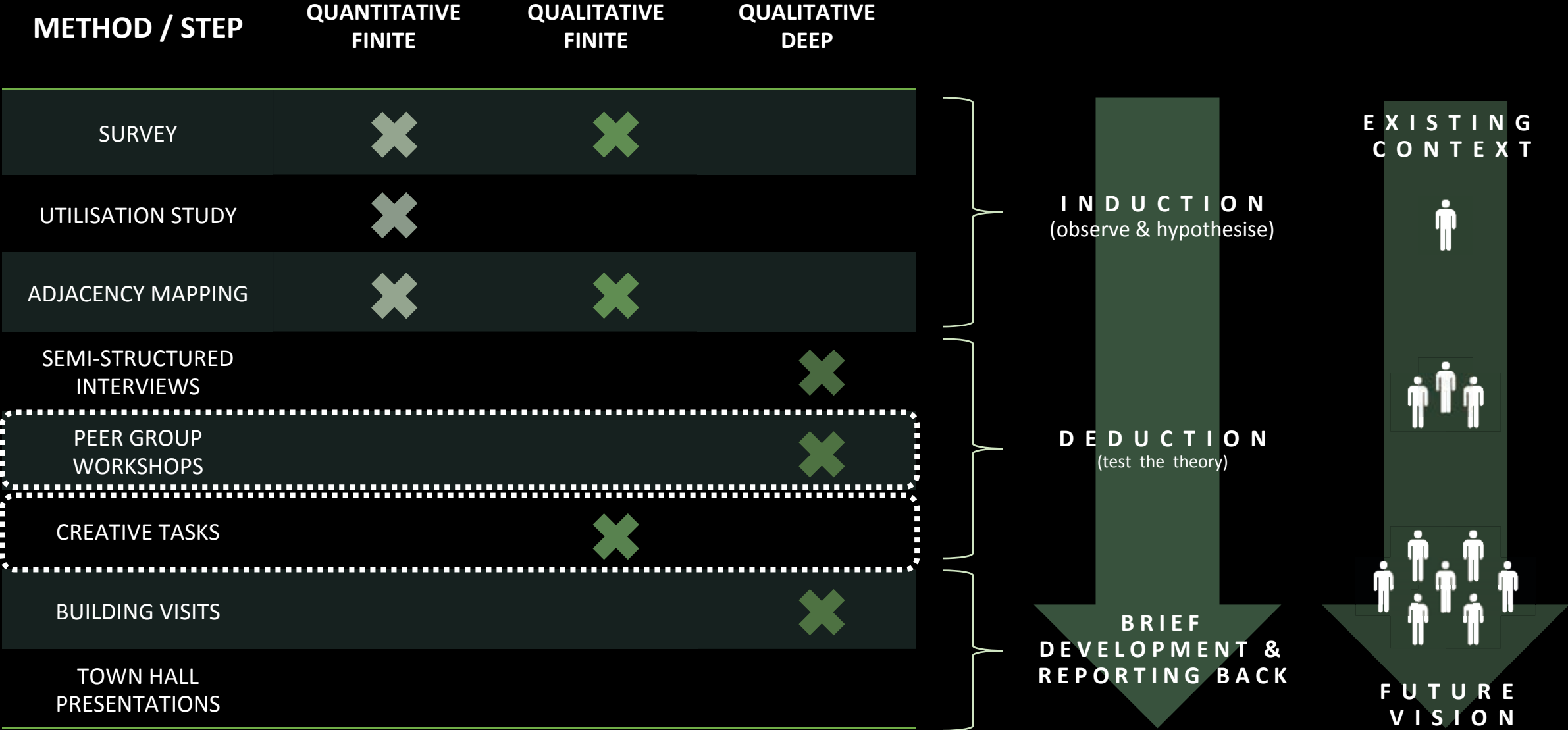
## METHOD / STEP

SURVEY	Anonymous survey. Based on BUS / Leesman templates
UTILISATION STUDY	Establish workstation and meeting room utilisation
ADJACENCY MAPPING	Organisational interdependency mapping
SEMI-STRUCTURED INTERVIEWS	Situated to contextualise discussion via visual prompts
PEER-GROUP WORKSHOPS	Peer-groups to avoid overseeing and facilitate free speech
CREATIVE TASKS	Using participant skill set to engage them in the project
BUILDING VISITS	Exemplar building visits to build enthusiasm
TOWN HALL PRESENTATIONS	Reporting back to wider organisation and getting feedback

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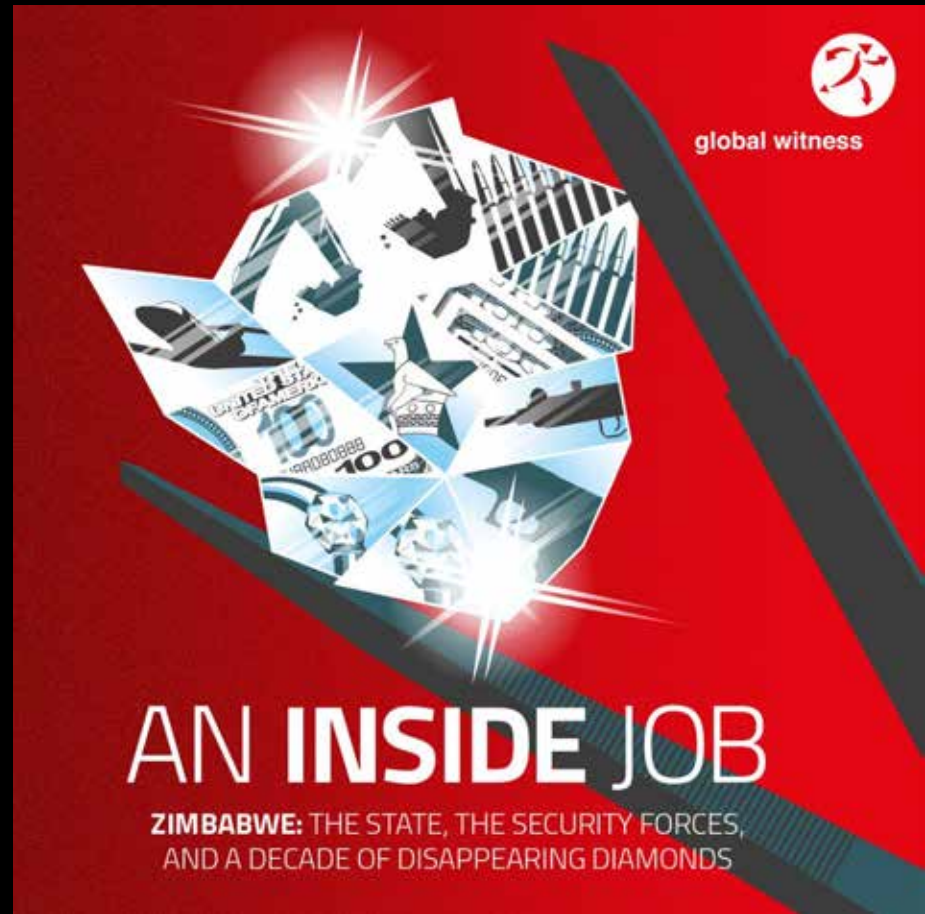


# STRATEGIC BRIEFING METHODOLOGY





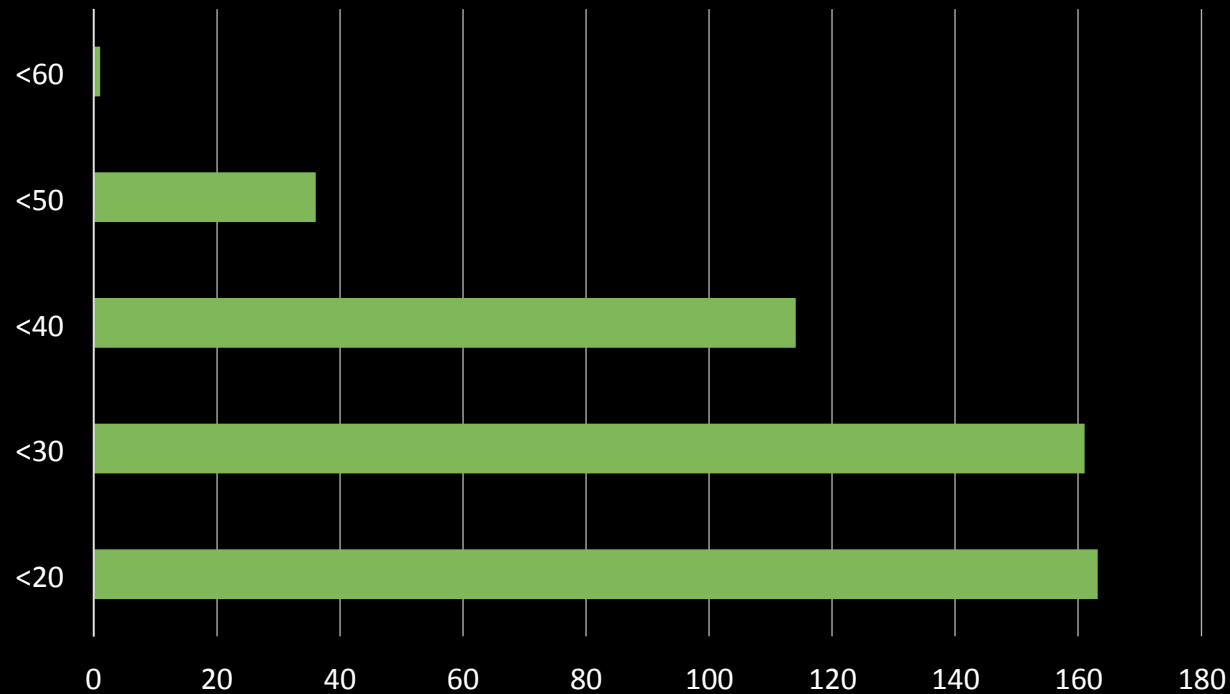
**global witness**







# OCCUPANCY - DESKS



- 1 DAY ABOVE 60 PEOPLE (61)
- 36 DAYS ABOVE 50 PEOPLE
- 114 DAYS ABOVE 40 PEOPLE
- 161 DAYS ABOVE 30 PEOPLE

Sample taken for 163 days over a 37 week period

# PEER GROUP WORKSHOPS

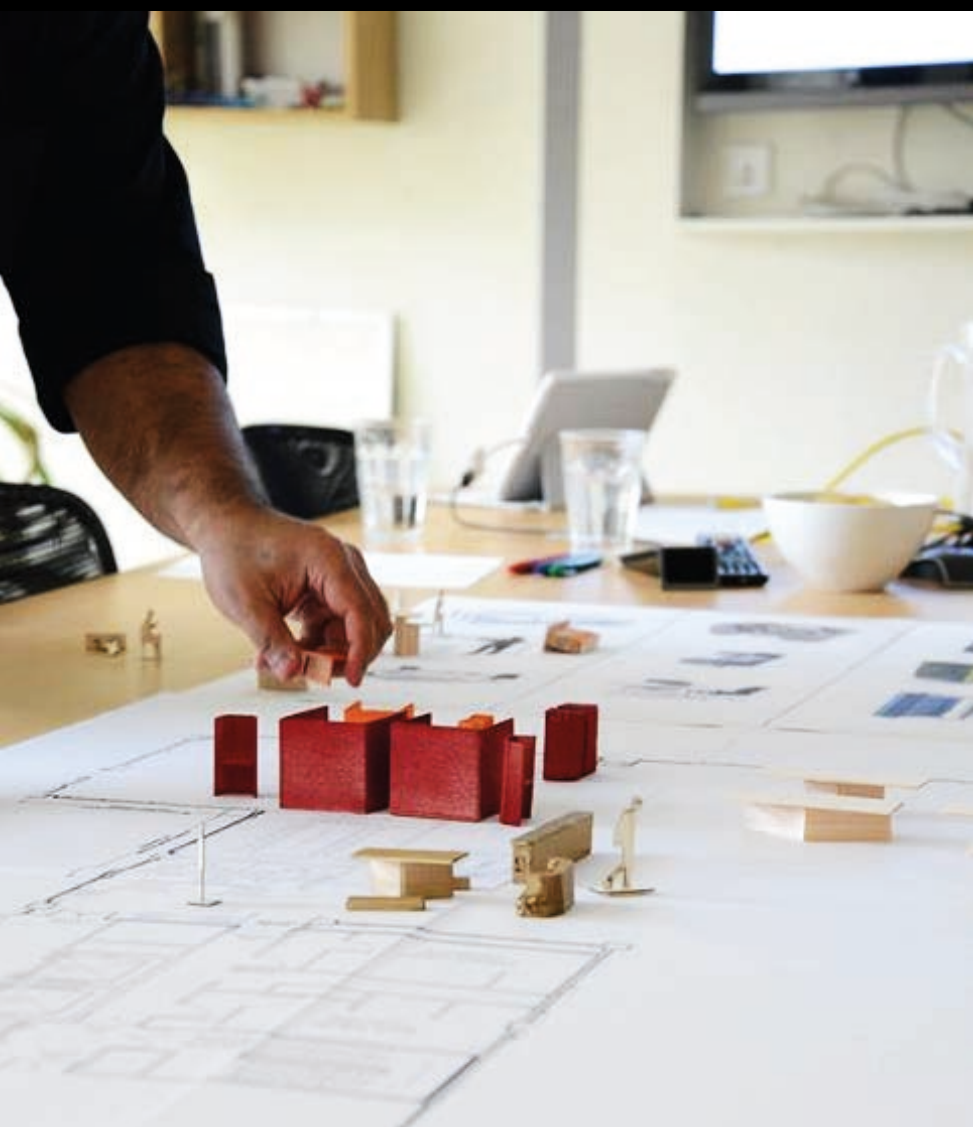














CREATIVE TASK





# INVESTIGATE YOUR WORKPLACE AND REPORT BACK WITH HEADLINES





## Global Witness Workplace Survey

Please aim to complete the survey with concise answers and drop into the box for collection.  
Aim to complete in around 20 minutes.  
This can be submitted anonymously.





Nobody but NOBODY likes hearing the noises or smelling the smells :)



## Global Witness Workplace - CAMERA INSTRUCTIONS

- Please keep to a maximum of 3 images per person (please remember you have other avenues of giving us feedback too).
  - If in doubt about how to use the camera or reloading the film - please ask Martha G.
- Please keep in mind that this is public and certain things could annoy or upset others.





Coming Soon to new... where you already are

Jan Feb

### Consulation

16<sup>th</sup> Jan Briefing All Staff Meeting  
17<sup>th</sup> Jan Team Interviews  
23<sup>rd</sup> Jan Reporting back ASM

### Project Group

4th Feb The Plan

MARCH  
CONTRACTOR SELECTION  
MAY JUNE  
CONSTRUCTION  
AND MOVE



DISLIKES

Mixed  
Mixed

LIKES

## Reports

Extinction

Drinking

Two Polaroid photos of a car accident scene. The left photo shows a car with a large front-end impact. The right photo shows a car with a large side-impact. Both photos have handwritten captions below them.

Toilets



A photograph of a public toilet stall. It features a red door on the left and a white door on the right. The stall is set against a light-colored wall.

Unusual Plants



PLANT PHOTO



## Indoleless Acids

Light Airy  
Rooming



Relaxing

People

VARIOUS FACILITIES

Plants

## Comments And Sugestions

1. Change the  
 2. Change the  
 3. Change the  
 4. Change the  
 5. Change the  
 6. Change the  
 7. Change the  
 8. Change the  
 9. Change the  
 10. Change the

When  
open to  
last in

We really,  
really need  
**PROPER**  
recycling!

If you're a  
company owner  
you should feel  
like an artist  
creative space

sofa is new  
lots of head  
space in it  
library is

Pink's place - as fitting name...

GREEN WALLS! PLEASE!

The place is...

bulky  
ineffective  
need filing  
extensively in  
counsel office

1. The first part of the paper is a review of the literature on the topic.

Not that  
because I  
we're an  
environmental  
NGO!

TT table  
used for

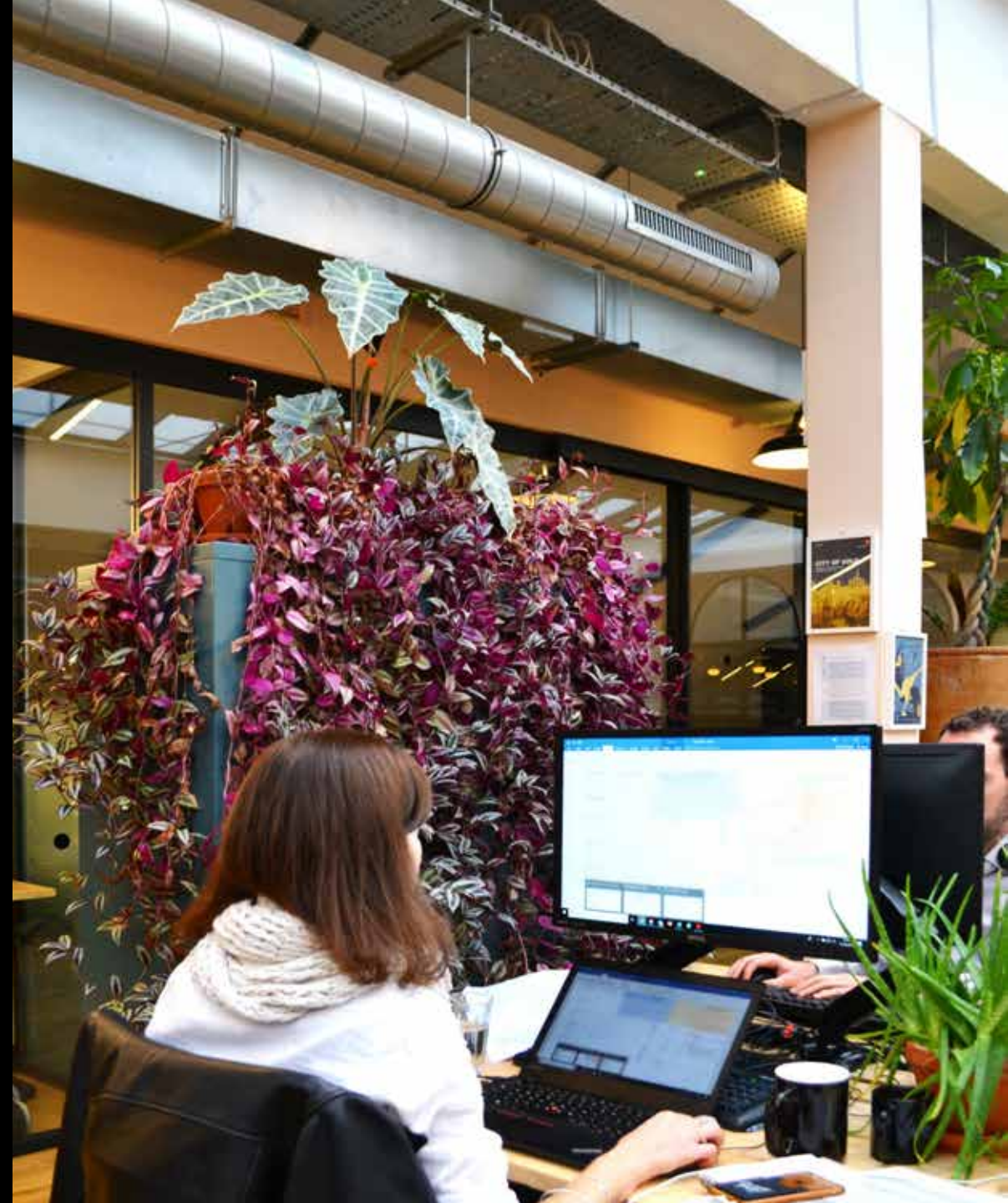
W. 11/11/11  
cold - not  
bound proof  
P. 11/11/11  
not bound proof

OUTCOMES

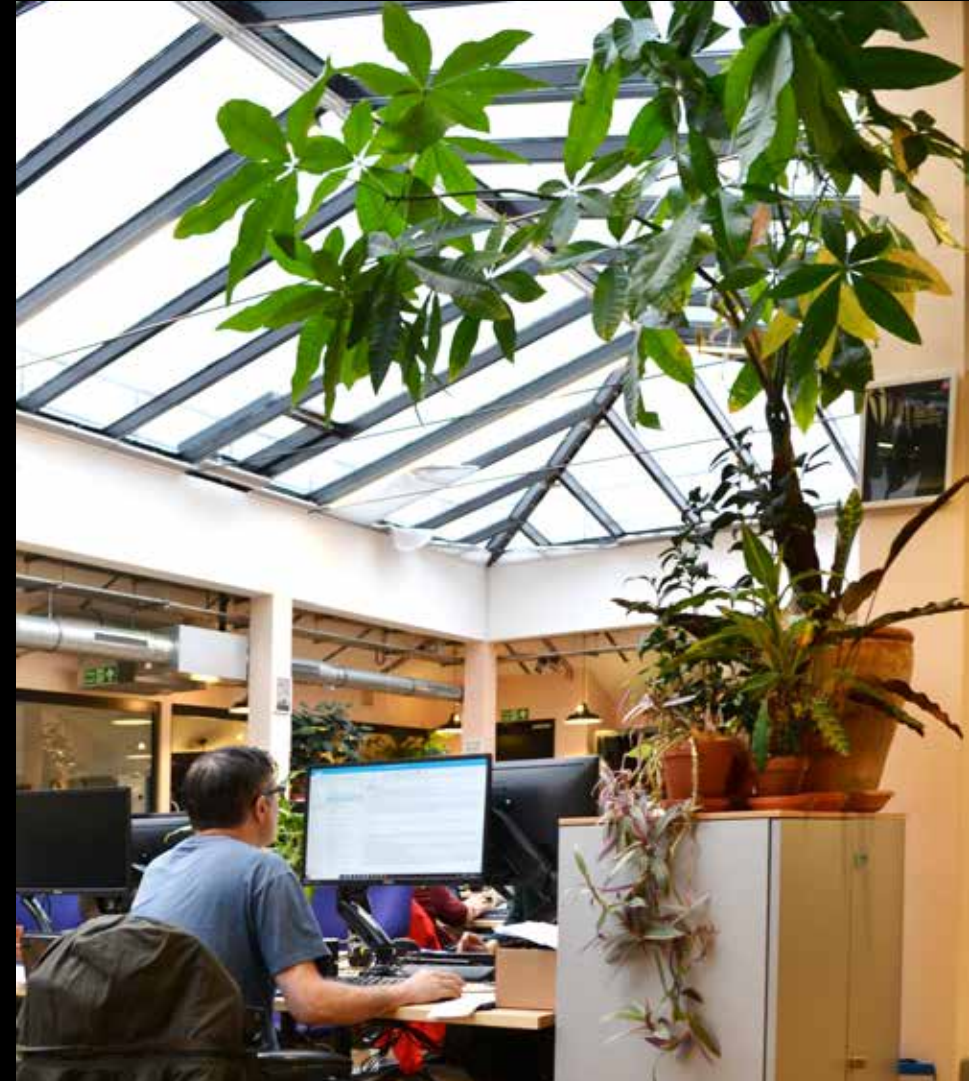






















“I have heard so much positive feedback on the first month. The positive energy in this office hits when you walk into the room. Great stuff!”

“Staff were generally skeptical (to put it politely) about the prospects of introducing agile working and reducing the size of our office by over 30%. The change has been transformational from great people putting up with a mundane office and library atmosphere to great people enjoying a great office with a great atmosphere. I still smile every time I step into the office”



# KEY LESSONS

- BOTH QUALITATIVE AND QUANTITATIVE METHODS REQUIRED TO FULLY UNDERSTAND THE CONTEXT
- BUILDING AN EVIDENCE BASE WHICH FACILITATES BESPOKE SOLUTIONS
- CONSULTING PEOPLE IN A WAY THAT THEY FEEL COMFORTABLE WILL HELP THEM ENGAGE WITH THE PROCESS – GIVE THEM A VOICE
- DETAILED EARLY ENGAGEMENT ALLOWS YOU TO BETTER REPRESENT THOSE YOU ARE WORKING WITH AND BUILD TRUST
- THE EVIDENCE COLLECTED ALLOWS DESIGNERS TO CONFIDENTLY DELIVER WHAT IS REQUIRED.

# THANKS

[aditya.aachi@cullinanstudio.com](mailto:aditya.aachi@cullinanstudio.com)