



UK Registered Social Landlord - PORTFOLIO OPTIMISATION



Outcome
Delivery
Consulting

Description of Client – UK’s second largest Housing and Social Landlord with £300 million annual turnover

Strategic Objective - Rationalise offices to reduce operating costs

Operational Objectives - Cost reduction, enable flexible and home working

1. CONTEXT

As part of their organisational transformation programme Home Group planned significant cost reduction through more efficient use of their property holdings.

2. CHALLENGE

HG had 109 buildings across the UK, consisting of 25,600 sq m of floor space, and a running cost of £ 10.4m per annum. HG wanted to rationalise into an HQ and regional centres. They asked ODC to procure Outcome Delivery Network (ODN) resources as interims to assess the portfolio and develop a business case and plan for rationalisation and office modernisation.

3. INSIGHT

Shared best practice in office modernisation and flexible working practices – members of ODN on the project wrote ‘Reimagining the Office’ and contributed as lead authors to ‘Working Without Walls’ and ‘Working Beyond Walls’ published by the OGC.

4. ACTIONS

Undertook surveys of all 109 properties, benchmarked property space usage and running costs against comparative organisations. Prepared options appraisal and business case office rationalisation for a hub and spoke operation – with two main facilities and regional centres to support operations across the country. We prepared a plan to dispose of property and implement a modernisation programme for the remaining properties to improve the facilities and support the agile working programme for staff.

5. RESULTS

Developed an implementation strategy to **reduce the organisations floor space utilisation by 59%** and an annual running **cost reduction of £5 million per annum** (48%, after funding modernisation).

CLIENT TESTIMONY:

“The Outcome Delivery Network’s ability to mobilise highly skilled members to undertake a property review was hugely impressive. The recommendations presented were prepared and costed thoroughly, in a relatively short timescale, and the deliverables – implementation plan and business case – were comprehensive and met our brief fully. Inclusion of recognised experts and authors on agile working and creating flexible modernised workplaces in their team only added to the impression of a thoroughly professional networked organisation”.

Nigel Lambie, Director of Programme Management

