

**TO: EXECUTIVE
23 SEPTEMBER 2014**

**OFFICE ACCOMMODATION STRATEGY PROGRESS REPORT
Director of Corporate Services**

1 PURPOSE OF REPORT

- 1.1** In order to support the Council's medium term objective "To build a vibrant Town Centre that residents are proud of", the Council carried out considerable analysis of the requirements for its customer access points and office accommodation. The result of this work was the Office Accommodation Strategy, agreed by the Executive in July 2011 which outlined a number of actions to be completed to improve the use of the council estate and support regeneration.

2 RECOMMENDATIONS

- 2.1 That the Executive notes the progress made on the first phase of the Office Accommodation Strategy**
- 2.2 That the Executive endorses the work being undertaken on Phase 2**

3 REASONS FOR RECOMMENDATIONS

- 3.1** To allow the rationalisation of the Council's property portfolio to progress and achieve the changes agreed in the Office Accommodation Strategy.

4 ALTERNATIVE OPTIONS CONSIDERED

- 4.1** There were a range of options for the phase 2 Easthampstead House works schedule including moving the minority groups room to 2nd floor but there was insufficient free space available. Other options were to move the mayoral suite and use the fourth floor as the space for the Construction and Maintenance team.

5 SUPPORTING INFORMATION

- 5.1** The Office Accommodation Strategy, July 2011 was underpinned by a number of key principles:
- Rationalising the amount of accommodation that the Council occupies;
 - Locating customer facing staff in the town centre;
 - Accommodation to be accessible and within the outer town centre ring-road;
 - Modernising customer service delivery and provide one point of contact for the public;
 - Locating the democratic function (Council Chamber and associated meeting/office space) in the town centre to enable public access;
 - Staff working within their service teams;
 - Staff working space allocation of approximately 1:8-9m²;
 - The adoption of flexible working practices for staff;
 - Shared meeting spaces to reduce the Council's overall requirements.

5.2 The last year has seen significant progress with the complete refurbishment of Time Square as a cornerstone to achieving many of the agreed principles and actions identified in the Office Accommodation Strategy.

5.3 Use of town centre accommodation

The strategy set out a number of objectives for the use of the Council's office accommodation:

- Decommissioning of Seymour House
- Space principles for office accommodation
- Customer improvements
- Efficiency improvements
- Maintenance

5.3.1 Decommissioning Seymour House/ Ocean House

Seymour House was required for the redevelopment of the town centre. BRP provided the opportunity to relocate staff temporarily from Seymour House to Ocean House for the duration of the works programme in Time Square. Seymour House was demolished in the first phase of the preparation for the Northern Retail Quarter. CYPL moved to floors 1 and 2 of Ocean House in March 2013 while work progressed in Time Square. Ocean House was vacated in May 2014 and the Property Team are currently in negotiations with the landlord and management team to agree the next stages in the handover.

5.3.2 Space principles for Office Accommodation

Space planning in line with flexible working principles was defined in the Office Accommodation Strategy. These have been complied with to provide a greater capacity in Time Square. As a result of the construction programme and the new offices layouts the number of occupants of the building has risen from 550 to 720.

The desk ratio for flexible staff had been set at 5:4 to provide approximately 8-9m² per person. There has not been a wholesale replacement of furniture but where there was a need for replacements, the desks purchased are as described in the Strategy. All the departments in Time Square are now compliant with the desk ratio and have reduced their overall desk numbers to ensure that the building is able to accommodate the rise in occupancy comfortably.

The switch to shared desks is supported by providing personal storage lockers for staff who no longer have sole access to a desk. Better floor layouts in the open plan office have allowed space for breakout areas on the floors so that staff can conduct informal meetings.

Flexible working is further supported by changes to telephony provided to maintain contactability at all times. The desktop phone estate of Cisco IP phones means users have full extension mobility and are able to log into any handset on a shared desk. Flexible staff have been provided with mobile phones so that when they are working away from the office their calls can be forwarded directly to their mobile phone.

Only Directors and Chief Officers have offices in Time Square. All other staff are situated on the open plan office. There are some duty desks for managers who need to be available in a known location on the floors.

Unrestricted

All meeting rooms across the town centre offices are now able to be booked by any department and are looked after by the Facilities team rather than the departments. This has reduced the need for staff to hold meetings in public rooms and in turn increased availability of rooms for private discussions with customers.

Further changes in the town centre buildings will follow the principles to make best use of the available space. Work to rationalise the office space in Easthampstead House will create two rooms on floor 4. One will accommodate the Minority Groups in a well proportioned office and the other will provide a much needed large meeting room. Floor 1 is to be redesigned to an open plan area able to accommodate the Construction and Maintenance team from the Commercial Centre. Resulting changes in occupancy to Building C in the Commercial Centre will be set out based on the same standards.

Space for storage in the basement of EH was reviewed. Two rooms were freed for ICT to store equipment. Ample shelving in the loading bay has been made available as non secure storage for other teams in EH. This is being managed through Corporate Facilities.

5.4 Improvements for customers to civic buildings

The consolidation of customer facing services in Time Square was achieved by May 2014 through the moves to Time Square of the majority of frontline services including:

- Revenue Services
- Registration Services
- CYPL education services
- Community Team for People with Learning Disability
- Community Team for People with Autism Spectrum Disorders
- All remaining customer service staff from Easthampstead House

By moving all Customer Services staff to one area rather than a split operation over Easthampstead House and Time Square, there is improved response to customer demand and ability to quickly move staff to where they are needed.

The majority of the transactions take place in Ground North Reception which is supported by staff at Main reception in the entrance hall of the building. Only the ground floor reception areas are available for staff to meet customers, using improved meeting rooms space. All other areas are accessible only to staff.

5.4.1 Time Square Main Reception lobby

Although not initially part of the construction programme specification it became clear that the entrance lobby, if left in its original state would have been shabby and in sharp contrast to the upgraded North Reception. It was therefore agreed by the Office Accommodation Board to proceed with work to the main entrance of the building.

There was an existing budget to replace the reception desk held by Customer Services. The replacement desk complies with DDA requirements and is large enough to accommodate 2 members of staff at peak times so reducing waiting time for customers. The funding to redecorate was provided from the planned maintenance budget.

A new touch screen self serve "booking in" and ticket system is installed in main reception. This will improve the queue management for customers allowing them to access the correct advisors quickly.

Unrestricted

The improvements for customers entering the building are significant with better lighting and signage, a disabled compliant desk for all customers and a professional, modern, well lit area where customers can make first contact with the council.

5.4.2 Time Square Reception North

This is now the main customer contact point for the Council and provides a bright, clean, well laid out area for all visitors to the council offices. A total of six public meeting rooms are now available to customers who attend reception and require a confidential meeting with a Council officer; three are in North and three in South reception. The number and quality of rooms available for staff on other floors in the building has relieved pressure on the need for staff using meeting rooms. This in turn has allowed the ground floor rooms to be made available for customer confidential discussions

Customer Services moved all remaining staff from Easthampstead House to join their colleagues in Time Square during April 2014. A sixth pod was added to the existing bank of five in the reception area to help manage queues better and accommodate the extra services being delivered.

In March 2012 CYPL (Education) moved into Ocean House and all face to face customer contact for these services transferred seamlessly to North Reception

The amalgamation of Easthampstead House, Ocean House and Time Square face to face services now means that since June 2014 Time Square reception provides support for the following additional services:

- Registrars (See section 2.2.4 for more detail)
- Revenue Services
- CYPL (Education teams)
- Community Team for People with Learning Disabilities (CTPLD)

5.4.3 Use of the ground floor meeting rooms at Time Square South

There were a number of improvements made to the suite of meeting rooms in Ground South Reception. The large meeting room (7) used for Child Protection Hearings, family conferences is also registered as the back up marriage room for the Registration Service in the case of an emergency. A wall of glass panelling was removed and it is now fully soundproofed. Improving the insulation has enhanced the quality of the adjacent room 8 which is available as a large public meeting room. There are a further two rooms in South reception for other service provision to customers.

5.4.4 Easthampstead House Reception

During March, the floor space to the west of the lifts and stairwell was incorporated into the office area for ICT who moved to Easthampstead House at the end of April. The remainder of the reception area is now a more appropriate size for the number of visitors to the building who are attending for democratic meetings or meetings with officers or members.

Since there are no front facing services in Easthampstead House, reception is now managed by members of the Facilities Team who moved from fifth floor to the ground floor improving their visibility and responsiveness.

5.4.5 Registration service

Registrars relocated during April to a purpose built office area in Time Square North Reception. The space has been designed to provide fit for purpose accommodation. The licensing audit by the General Register Office was very positive.

For staff the new area has provided a secure solution to all their accommodation and storage issues including:

- Secure offices with access audit trail
- Purpose built strong room for storage of registers
- Close to other staff who can provide support if needed
- Panic alarms fitted reducing the risk of lone working
- Ability to deliver the registers direct into the office without the need to go through the general waiting area

Feedback from users of the service has also been very positive. Key improvements for customers include:

- Ground floor wide access route to the offices for wheelchairs or pushchairs
- Push button door opener to assist customers with mobility issues
- Spacious, quiet, dedicated waiting area for customers
- Electronic display of marriages
- More room to accommodate larger groups for Nationality Checking
- Children's play corner for accompanying children

5.4.6 Democratic function

The Council Chamber presents particular challenges as both the size and shape of the room do not lend themselves to any other layout than that currently in use. The room does not have a public gallery with the result that, at Council meetings, Members have their backs to visitors, who sit around the back of the room. More space has been provided by moving refreshment furniture into a side room.

It was recognised that improvements were required in order to improve the use of the Council Chamber, in particular, enabling the Council to move closer to its aspirations regarding quality of contact with customers. As a result the audio/visual equipment has been replaced, which means that members of the public are able to hear what is being discussed more clearly and to view presentations more easily. The Mayor can also manage Council meetings more effectively. Presentations/seminars/training sessions held in the Chamber have also been improved as a consequence.

5.5 Service Improvements

As described in the Strategy, the refurbishment of Time Square provides a standardised working environment. This will help defray additional costs in the longer term when future moves will have minimal impact. It is likely that only specialised storage and the contents will be moving. Desks and, in most cases, ICT equipment are likely to remain in place while people move from one floor to another.

All moves to co locate departments were completed as planned and the services are now realising the expected benefits. Comments from floor champions indicate the departments feel more joined up. The relocation possibly had the largest impact on CYPL who were moving into the building to join their colleagues in Social Care. Feedback from CYPL staff describes the benefits they have found to date:

Unrestricted

- Easier to communicate with other teams including HR and Finance
- A walk across the corridor is better than missed calls or waiting for email response
- Having related teams together has improved outcomes
- Time saved in not having to walk between buildings

ICT moving to Easthampstead House has brought most of the Corporate Support Services together in one building. There are further phases of work being carried out between July and November 2014 to reconfigure Easthampstead House. This will enable the Construction and Maintenance team, currently in the Commercial Centre, to relocate to Easthampstead House. This brings them closer to other teams in the Corporate Property service. The Democratic Services office is being expanded to make room for Electoral Services to join them in one space.

5.6 Operational Efficiency Improvements

Work on rationalisation and streamlining of support functions continues and the following changes have been delivered.

Post room: Operational efficiencies had already been achieved through consolidating the operation to one location Time Square. Further efficiencies have now been realised with the move to a purpose built ground floor location in 2014. Deliveries are now securely completed through the back entrance directly into the back office. This has eliminated the need to take large scale deliveries through the public area. This also applies to other services like Revenues (Cash pick ups) and ICT (back up tape pick ups) which are all conducted away from the public.

Meeting rooms: During 2012 the Council moved to a central booking system for all meeting rooms which is managed by Democratic Services. There are Flavia machines located in the kitchens of Time Square to provide refreshments for meetings. The changes to the layout in Time Square has created approximately 40% increase in the number of rooms available from 18 to 32 (of which 5 are public). ICT has been provided in all the large rooms in Time Square. There are fully soundproof rooms available on each floor and the soundproofing of all standard rooms has been improved to provide protection up to 45 decibels which is a normal conversation level. Staff have reported that the sound leakage is minimal under most circumstances. As a result of changes in Easthampstead House there is a new large meeting room available on the ground floor. A second large room will be available on floor 4 by the end of August in the area vacated by the Registrars. This will be available for use for public meetings as well as for staff meetings.

Back Up Generator: The installation of a generator capable of providing back up power for the whole building was funded through a separate bid to the capital programme but was incorporated into the Time Square construction programme. This was managed by the main contractor Brymor. Advantages in incorporating the installation into the existing programme included:

- Prevented delays in installation by using the design consultants already engaged on the refurbishment
- Eliminated any issues of having more than one contractor on site at the same time

Unrestricted

- Generators are heavy and there were already strengthening props in place for the main contractors site and vehicles, so was cheaper than doing as a stand alone project from a construction perspective
- No timing issues since one contractor was managing both the building work and the installation process

The generator is now fully operational and handed over to Corporate Facilities to manage. There is a monthly testing regime which includes a complete power down to check the generator is able to supply power in the case of an unplanned total loss of power to the building. This facility provides considerable confidence and building resilience for the future.

5.7 Estate Efficiencies

5.7.1 Eastern Road

Eastern Road was declared surplus to the requirements of ASCHH and handed to Corporate Property in January 2013. It is now in the process of being transferred to Garth Hill School to be used as an SEN facility. This transition is planned to be complete by spring 2015.

5.7.2 Service needs for Commercial Centre space

To provide accommodation to fit with the requirements of the new public realm contracts, accommodation changes are being planned. Phase 1 of these will be in place by October 2014 and will further the principle of co-locating services to be situated closer to their main contractors. The Construction and Maintenance team will be relocating to Easthampstead House in November leaving space for the services which require a depot site including Highways and Landscape. The intention ultimately is to release all or part of the current site for housing and consolidate the Council's depot requirements. This will require further investigations.

5.8 ICT Efficiencies

5.8.1 The Electronic Document Records Management System (EDRMS)

This project is ongoing and has been introduced within ECC, Regulatory Services and is being developed within the Confirm system and within CYP&L Education to provide secure electronic storage of documents and reduce the need for physical storage

5.8.2 Printers and photocopiers

With the exception of a small number of specialist local printers, all Multi Functional Devices (MFD) throughout the Council now have secure printing. All Council staff have the ability to print to any network printer via a Web Interface desktop shortcut available on all PCs and laptops. Council staff have been encouraged to send large volume prints to the new shared services print room at Wokingham Council. Over the next 36 months, the Council will be refreshing its printer estate to change from Ricoh/Dell/Lexmark to Konica Minolta. This will provide savings on toner and click rates compared to the current hardware.

5.8.3 Meeting Room presentation and IT conferencing facilities

Following the refurbishment of Time Square the following changes have been made:

- All Meeting rooms have a Cisco digital phone with conference call functionality

Unrestricted

- Four large meeting rooms have display screens that are connected to a local PC and also data cables to allow BFC and non-BFC laptops for presentations. Wi-Fi access is available for visitors
- All display screens have access to Freeview TV and Radio channels.
- Three large meeting rooms have ceiling mounted projectors connected to a local PC and also data cables to allow BFC and non-BFC laptops for presentations. Audio is also available via the projectors.
- All meeting rooms with ICT equipment have a wireless keyboard and mouse to allow presentations to take place from anywhere within the room.
- One meeting room has an interactive SMARTBOARD on a trolley that can be moved between rooms on the first floor.
- On the fourth floor in Time Square, the Council now has an Emergency planning room which will be the control centre in the event of a local/national issue or disaster. This room has TV access, up to 8 lines in and out for handling emergency calls and a projector to display information as and when required.
- Although not currently available, rooms have been future proofed for web-conferencing.

5.9 Maintenance/Access Improvements

5.9.1 Time Square

Work to complete essential repairs and maintenance in Time Square was complete as specified previously. The improvements have extended the lifespan of the building and enabled the council to increase the density of occupation. During the construction programme a number of other elements were incorporated which were not part of the original contract but were more cost effective to deal with as part of the larger project while there were support structures in place. These included

- Painting of the emergency stairwells
- Repairs and paint to main stairwell
- Upgrade main staircases to be DDA compliant
- Replacement of lighting flooring and ceilings in the staircases, lobbies and atriums on the upper floors and entrance
- Removal of damaged flower beds
- Tarmacing and relining of the car park

5.9.2 Easthampstead House

Essential repairs were identified and prioritised as part of the condition survey. These were recognised as essential to keeping the building operational over the next 7 years and were reported in the previous update. Since then there has been some further work identified to keep the building operational which will be dealt with during Phase 2 of the Accommodation works.

5.10 Phase 2 Works

The Accommodation Strategy provided a blueprint for managing the Council's town centre accommodation portfolio in the medium term. It is anticipated this is for the next three years. Phase 2 work includes the further rationalisation of Easthampstead House and consequent changes to the use of office space in the commercial centre Building C. The programme has now started and will be on-going for the remainder of 2014.

5.10.1 Easthampstead House

The main focus of the work in Easthampstead House will ensure the building can remain operational for the immediate future while making best use of all the floor space available. Work began as planned in July. The aim is to carry out the refurbishment during office hours and is mainly focussed on floors 4 and 1. It includes:

- Stage 1 - Remodelling of the vacated registrars offices to provide 2 large meeting rooms in the same location as the Mayoral Suite. One is to accommodate the Minority Groups and the other provides a large meeting room which will be available for public and staff meetings. This will be complete by 4th August.
- Although not originally part of the specification, the old lighting in this area has been upgraded to LED lights as part of the phase. It is more cost effective to incorporate the replacement during the refurbishment than to have contractors return at a later date and have to paint the ceiling again. It has been funded jointly by the Energy Manager and Planned Maintenance.
- Stage 2 – this started on 4th August to First floor. The current meeting room 1 in Democratic Services office will be removed to make a larger L shaped room which will house both Democratic and Electoral Services.
- Stage 3 – will create an open plan office over the remainder of floor 1 and this work will be completed during November.
- The works will all be completed during office hours. Where necessary, teams will be relocated to the Easthampstead House Annex to operate from during times of disruption in their office.
- Paint the ground floor entrance reception area to the building. This will be carried out during office hours and arrangements for access will be put in place closer to the time

At the same time, there are other work packages being carried out to Easthampstead House site which have been assessed as essential to keeping the building habitable and to address outstanding repair work.

- Upgrade some of the kitchens which are of poor quality. This will be completed over the next three months. Again, work will be kept to a minimum as the future intention is to vacate this building when it is appropriate
- Essential work to the toilets on the 5th floor
- Repairs to the staff shower room on the basement floor
- Lift cars and architrave being replaced
- Windows on floor 5 being replaced with aluminium framed windows
- Conversion of the old Print Room to a business continuity and meeting room complex now named the Easthampstead House Annex.
- Conversion of the Facilities office on floor 5 to a meeting room

5.10.2 Commercial Centre

The main focus of work is the office accommodation in Building C. This is currently occupied by the highways contractor (Ringway), the landscape team and their contractor (Continental) the main contractor for maintenance (Grahams), and finally the Construction and Maintenance team.

When the Construction and Maintenance team move to Easthampstead House at the end of 2014, Grahams will be provided with an equivalent space on the Easthampstead House site to maintain their good communications.

Unrestricted

The vacated space in Building C will provide the opportunity for the BF Highways Management teams to relocate closer to their main contractor, and for the landscape and Environmental Services team to consolidate their office space. These moves will be complete by December 2014.

This in turn will enable the Parks and Countryside team to move out of the ASCHH Housing and Benefits area to join their colleagues on floor 4 in Time Square.

There are no plans for any major refurbishment of Building C other than to construct a wall to divide an office from a corridor on the grounds of health and safety

5.11 Conclusion

5.11.1 The Accommodation Strategy outlined the way forward for managing the Council's town centre property portfolio in the medium term and supporting the regeneration programme. A summary of the principles which the rationalisation programme aimed to achieve were to:

- Rationalise the amount of accommodation the council occupies
- Accommodate customer facing staff in the town centre in one location
- Modernise and upgrade customer service delivery
- Locate the democratic function in the town centre
- Improve the use of floor space in the town centre offices
- Locate service teams together

5.11.2 Significant progress has been made against the agreed recommendations. The successful completion of work to Time Square in June 2014 concluded Phase 1 of the action plan. The result was that the Council increased the level of occupation in Time Square and reduced the town centre offices occupied by the council. The anticipated revenue savings were achieved by the end of the programme. Benefits achieved include cost savings, efficiencies and improvements. These are summarised below.

Benefit Description	Target Value	Achieved value	Target Date	Achieved Date
Reduction in number of town centre buildings occupied by council	50% decrease	50% decrease	June 2014	May 2014
Reduction in revenue costs through release of Amber House	Release of Amber House running costs £ 69,870pa	£ 69,870pa Decreased revenue expenditure	March 2014	March 2014
Reduction in revenue costs through release of Seymour House /Ocean House Most of the running costs of Seymour house transferred to Ocean House	Release of Ocean House costs £100,000pa	78% achieved £78,000pa	August 2015 (Still liable for business rates until then)	
Increased capacity from 550 to 720 staff occupy the building through 5:4 desk ratios. All departments to deliver desk ratio reductions	30% increase 5:4 Ratio	30% increase 5:4 Ratio	June 2014	May 2014

Unrestricted

Improved meeting room facilities available to all staff. Range of sizes and type including Soundproofing, ICT capability and dimmer lighting	11 extra rooms	11 extra rooms	June 2014	June 2014
Updated records and service information on Time Square building as product of the works	Full O&M up to date manual	Handed over as product of works	June 2014	June 2014
More robust and stable ICT infrastructure through: <ul style="list-style-type: none"> ▪ Communication junction boxes for each floor ▪ Replacement cabling with 10 years lifespan ▪ Better understanding of network cable layout 	100% replacement	100% replacement	June 2014	May 2014
Easier access to concealed services through replacement of ceiling. Previously very difficult to access because of metal type tiles Better H&S standards Reduced times for repairs and servicing	80% replacement	99% replacement	June 2014	May 2014

5.11.3 Phase 2 of the Office Accommodation Strategy began on schedule in July 2014 with a planned completion date of December 2014. The main focus of the Phase 2 activity is in Easthampstead House on floors four and one. This has been to reform the vacated Registrar's area into office space for the Minority Groups and a large meeting room for public or staff use. The first floor will be modified to house Democratic and Electoral Services in one office. The remainder of the floor will be laid to open plan during October to accommodate the Construction and Maintenance Team alongside other Corporate Services colleagues.

5.11.4 As was done with the Time Square programme, some maintenance and repairs required in Easthampstead House have been completed within, or run alongside the construction programme rather than carrying them out in isolation. These include:

- Replacement of damaged and old lights for new LED light fittings where possible
- Decorations to the entrance
- Extending the decoration and carpeting on the first floor
- Minor works to the staff kitchens on other floors
- Replacement of the lift carts
- Replacement of the windows in the fifth floor corridor

5.11.5 ECC Highways Asset Management will move into Building C to the space vacated by the Construction and Maintenance Team. This will improve communications between the Bracknell Forest Tams and their main contractors. Office moves in Building C to

Unrestricted

accommodate changes to the public domain contracts, are to take place during the latter part of 2014 .

- 5.11.6 Other actions agreed in the strategy have progressed, with most complete and timescales in place for all others which are supported by a business case. Delivery of all outstanding essential actions outlined in the 2011 strategy are planned to be complete within the next 12 - 18 months.

5.12 Financial Summary

The works contract for Time Square was complete as planned and within budget. The works in Easthampstead House included in this summary, only deal with changes to the ground floor to create the office space to accommodate Corporate ICT. All other changes to the building are being funded by the amalgamation of an approved capital bid in 2013 and the Planned Maintenance budget.

6 **ADVICE RECEIVED FROM STATUTORY AND OTHER OFFICERS**

Borough Solicitor

- 6.1 The contents of this report are noted.

Borough Treasurer

- 6.2 The works completed to date have been within budget and Phase 2 works are expected to be met within existing budgets. The accommodation moves and adaptations are an essential part to delivering the long-term savings built into the Council's revenue budget.

Equalities Impact Assessment

- 6.3 This was carried out as part of the development of the strategy and again when arranging the tender of the main works contract.

Strategic Risk Management Issues

- 6.4 N/A

Chief Officer Property

- 6.5 There are other minor works to be undertaken over the summer at Easthampstead House, being the lift mechanical refurbishment and car improvements as well as window replacements to the fifth floor and some minor repairs to the kitchen areas.

7 CONSULTATION

Principal Groups Consulted

7.1 N/A

Method of Consultation

7.2

Representations Received

7.3

Background Papers

Office Accommodation Strategy 2011
Executive report April 2013

Contact for further information

Joan Lindsay, Corporate Services - 01344 351924
Joan.lindsay@bracknell-forest.gov.uk

Time Square final locations of teams and services

	SOUTH	NORTH
Floor 4	ECC (Planning + Transport) Chief Officer: Planning	ECC (Environment + Public Protection) Chief Officer: EPP
Floor 3	CYPL (Ocean House) Director CYPL + Chief Officer: Learning and Achievement	ECC (Transport Development) ECC (Performance + Resources) Director ECC + Chief Officer Leisure
Floor 2	CYPL Chief Officer: Children's Social Care	CYPL Chief Officer: Strategy, Resources and Early Intervention
Floor 1	ASCH Includes CTPLD	ASCH Director ASCH&H Chief Officers ASCH&H Public Health
Ground	ECC (Leisure + Culture) Housing IT Duty Desks Chief Officer :Housing	Customer Services + Revenue Services Post and Facilities Web Team Registrars Chief Officer: Customer Services

Easthampstead House final locations of teams and services

Floor 5	Function room, Meeting room and Contractor's office
Floor 4	Borough Solicitor; Legal; Mayoral Suite; Minority Groups room; Council chamber and meeting room
Floor 3	Director Corporate Services; Chief Officer Finance; Finance section; Chief Officer Property; Property section
Floor 2	Chief Exec; Assistant Chief Exec; Leader and Majority Group Rooms; ACE office
Floor 1	Chief Officer HR; Corporate HR; Learning and Development; H&S; Democratic and Electoral Services Post November 2014, Construction and Maintenance
Ground	Chief Officer Information Services; Corporate ICT; Corporate Facilities