

Heads of Service Needs Assessment – High Level Summary of Findings

Engagement:

In total, 43 Needs Assessments have been received to date, with some 2,986 staff included as the Establishment figure within the assessments received. The needs assessment captured information in relation to the number of staff within each service and the locations that the service operates from. The assessment also provided the opportunity to capture and reflect how services are now working, following the pandemic and the investment made in ICT to permit hybrid working on a scale not previously envisaged.

Role Types:

Staff roles were defined into 3 types, namely:

1. Fixed (primarily building based).
2. Hybrid (combination of home working and building based).
3. Mobile (primarily away from a council facility or home).

The breakdown of responses for these roles is as follows:

- Fixed **379** or **13%**
- Hybrid **1,921** or **64%**
- Mobile **686** or **23%**

These figures can be broken down (on request) to show the role types by Service, Directorate & Director.

Additional Information:

48% of services responding (26) have some form of face-to-face engagement with the residents and the public.

52% of services responding (28) have requirements falling with Equality, Diversity and Inclusion (EDI), ranging from accessibility to religious requirements.

Services such as Care4CE and Library services have not been broken down by location at this stage due to the large number in scope but are reflected within the assessments.

Most services require some bookable workspace (desks/pods) in their designated office locations and as drop in spaces in the four corporate offices. 16 of the services have provided good indication of their typical daily/weekly requirement this ranges from 3% to 100% in services with varying staff numbers. On average, of the 16 services responding, **19%** would appear to be a typical daily requirement for bookable workspaces. To further support the baselining of the demand, Facilities Management have undertaken a number of surveys, physically counting desks occupied in various locations for a week at a time. See the charts and graphs on the next page, for September 2022. Emerging results would seem to align to the average figure shown above.

Through engagement with Heads of Service in the drop-in sessions and on subsequent Teams calls with individuals, there is strong support for some Wyse Terminals (or similar) with 2 screens to be available at most locations, including some of the office space outside of the 4 corporate (i.e. Macclesfield, Westfields, Delamere & Municipal Buildings). Outlying workplaces, such as Care4CE,

Libraries, Tatton etc would benefit from a small number in these locations; especially where there are Casual staff working that would not necessarily require a laptop.

Services that have storage currently would look to retain this moving forward, very few have indicated that could feasibly reduce this at this time.

FM Desk Occupancy Data September 2022:

The table below shows the number of staff that prior to the pandemic that were in each of the 4 corporate offices and the number of desks available in each office.

Staff No.s	748	239	478	612	2,077
Available Desks	591	181	373	526	1,671
01/09/2022 (5th - 30th)	Delamere House	Municipal Buildings	Westfields	Macclesfield Town Hall	All 4 Combined
Overall Desk Occupancy Average	17.3%	31.4%	23.0%	20.3%	20.6%
Peak Rate	21.3%	51.4%	42.4%	30.8%	28.1%
Average of 20% +	21.3%	31.4%	26.4%	24.4%	22.7%
11am Average	17.4%	33.0%	23.0%	22.5%	21.1%
2pm Average	17.2%	29.7%	23.0%	18.2%	20.2%





