

SFT CORPORATE PRIORITIES



NET ZERO





SUSTAINABLE PLACE





INCLUSIVE GROWTH

SFT Outcomes

Demonstrating progress with impact

PRIMARY OUTCOME

08



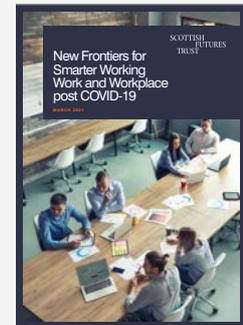
EFFECTIVE PUBLIC ASSETS DRIVING TRANSFORMATION OR ARE RE-DEPLOYED

SECONDARY OUTCOMES

02

10

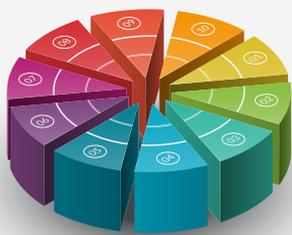
SFT's response to COVID-19 for office-based workplace and the journey towards Home, Hub and HQ



The outbreak of COVID-19 in March 2020 and the overnight move to homeworking for many workers resulted in one of the biggest opportunities for change in office-based working to be seen for many decades.

As the days turned into weeks many people quickly realised they could work just as effectively from home, and businesses, organisations and individuals started to question how work and the workplace could be organised in the future.

Since 2012, SFT's Asset Strategy team has been working with the public sector to help guide them look differently at the way they work and the office space they occupy for the services they need to deliver.



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In response to the COVID-19 pandemic, the Asset Strategy team undertook a leadership role from the start to understand the potential impact of the emerging situation and as a result established a Smarter Working Group, encouraging 65 organisations from across the UK and from across the public, private and the third sectors to join and share their thinking.

A series of working groups explored the new working themes and the Asset Strategy team facilitated more than 20 sessions throughout the year. The positives, the negatives and what future opportunities lay ahead were gathered and SFT led an exercise to analyse a sample of data from 15,000 respondents - 88% of whom want to work from home at least one day a week going forward.

To gain further and deeper insight, the Asset Strategy team commissioned a series of studies around how both work and the workplace might evolve in the future. The common themes through the studies were a focus on wellbeing, choice, activity-based working and a change to the balance of work settings.

In bringing the research data and insight into one place, the team published its [*New Frontiers for Smarter Working Report*](#) in March 2021, and is being referenced as one of the 'go to guides' for public sector organisations.

Shona Adam, a member of the Asset Strategy team and who co-authored the report, said: "Collectively, across both public and private sectors, we need to use the experience we've had during the pandemic in a positive way, to dispel presenteeism and consign it to the past. Workers can be located anywhere provided they undertake the activities they are paid to do. This is a tremendous opportunity to explore a more dispersed network for delivering both work activities and improving outcomes."

James McKinstry, Head of Asset & Procurement Solutions from North Lanarkshire Council said: "We have done more in the last seven months than we could have done in five years. Our long-term approach focuses on a 'one campus' approach where agile workers can work from any of our buildings, improving flexibility and resilience for the future."

The future will likely move towards a people-focussed, task-based approach delivered across a more dispersed network. The solution for each organisation will be different but will include opportunities for staff to work from home, a nearby hub or other facility close to where they live or from their main office buildings.

Understanding how the physical workspace will evolve is still a key part of the overall story but the potential to completely change how we use office space post COVID-19 is now a tangible reality.