



“Innovation and the experimental use of space are very much live issues for PPP. We like to involve our staff in creating new work environments which enable them to be more productive. By working with a professional space planning consultancy we have made better use of existing buildings and managed change more effectively.”

(John de Lucy, Property Services Manager, PPP healthcare group)

Shaping up for success

Space is a valuable and expensive commodity. Used correctly it can assist workflow and provide a comfortable and motivating environment, as PPP healthcare discovered when it challenged the culture of the organisation head on, and introduced new and exciting space management disciplines.

As a leading healthcare provider, PPP is one of the first to recognise that people are the key drivers of an organisation and must be allowed to develop working environments that physically support their own working methods. To help improve working practices, the company enlisted the specialist expertise of Richard K Watts Associates. Working closely with user groups the space planning and management consultancy has fulfilled a variety of projects leading to more flexible ways of working, higher staff morale and controlled occupancy costs.

Recent projects include:

- introducing flexible working concepts, including pilot home working at the company's Tunbridge Wells headquarters
- implementing shared desk zones for field sales staff based at Stratford-upon-Avon
- re-designing the Systems Development Department by increasing workstation density by 20% and introducing interactive workspaces
- improving the layout and increasing the number of workplaces at the company's Leeds and Southampton offices.

PPP healthcare views professional space planning as a key business tool in retaining skilled and valuable staff. Post occupancy evaluations, therefore, are a critical factor in judging the success of such projects. Results consistently indicate the investment is worthwhile as staff satisfaction levels continue to rise along with productivity.