

# What can we do with the office?

## Appendix B

### Developing space standards



# Appendix B

## B1 Introduction

### Introduction

There is a great deal of conversation around a recommended space standard of 8 square metres and what this means. There is a confusion as to what should be included within the standard and what in fact you get for this. What does 8 square metres look like?

### Some clarifications

The space standard per desk occupant should include the following:

- The desk areas which are termed the workspace (part B1.1)
- Associated personal storage
- Any local and frequently accessed storage and filing (minimal in the 8 sq m allocation)
- Local ancillary and break out space (part B1.2)
- Local support (part B1.3)
- Central ancillary space which supports the workfloor such as shared formal meeting rooms (part B1.4)

Any special central ancillary space such as councillors' accommodation or public accessible reception points and public waiting areas is not included within the 8 square

metres per desk occupant. The space standard relates to area per workstation. To establish the area per person, any desk share ratio should be factored in. The 8 sq m per workstation can support reasonable levels of desk sharing as the "what if" study in section 5 illustrates.

The 8 square metres is net internal area and not net usable area.

It should be noted that this standard is a reasonable starting point - a target - and should not be the 'be all and end all'. Other factors, as discussed in this document, influence the actual space standard that will work for the individual. Context is important and a workplace strategy along with the associated corporate space standards should be developed to suit the specific aims goals and business objectives of the individual public sector body.



Figure (B1.1) Local ancillary and break out space

## Appendix B

### B1 Introduction

#### Understanding the space standard

In this section a variety of work settings are illustrated and expressed as a space standard per person (based on desk occupancy) to illustrate the impact on the accumulation of space.

The space standards do not include primary circulation, nor do they include a fit factor. They are net usable area.

The 8 sq m space standard is expressed as net internal area however the worksetting space standards are expressed as net usable area to avoid confusion with building efficiency factors. The uplift to net internal area is based on building design and should follow best practice at 15% plus a 5% fit factor in new build projects, as discussed earlier. The 15% is based on primary circulation routes being a minimum of 1500mm wide.

Activity space and secondary circulation is included in the space standard and this is based on a secondary circulation routes being a minimum of 900mm wide (excluding necessary activity space for the work setting).

#### Explanatory note on the calculation of the space standard

The diagrams which illustrate space standards in the following pages show a bounding box with a dotted line which includes the work setting plus an allowance of secondary circulation.

With secondary circulation being 900 mm the bounding box extends for a distance of 450 mm beyond the furniture in each setting to create this secondary circulation zone when settings are located next to each other (see figure B2).

There are highlighted settings which are assumed to be directly off a primary circulation route and do not have secondary circulation included.

The space standard is per person in all cases thus if a diagram shows 8 people the full setting will be divided by 8 to get to the space standard.

Please note that 'activity space' is space required to allow the activity to happen such as room to manoeuvre a chair in and out of a setting.

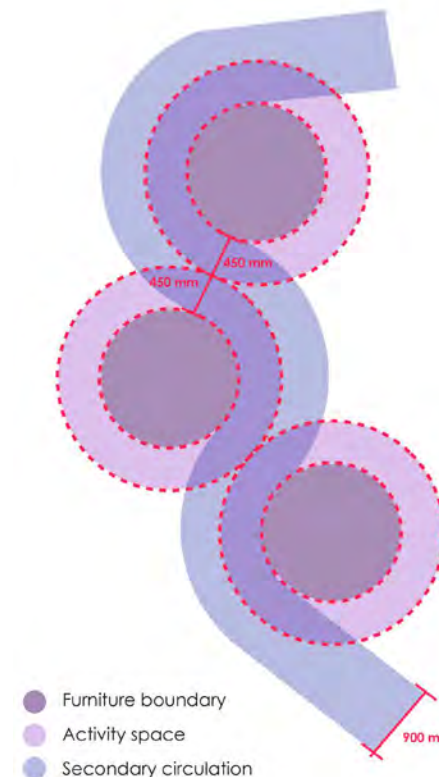


Figure (B1.2) Calculating the space standard

# Appendix B

## B2 The workspace

### Introduction

#### Desk systems

There are a wide range of options for the desk solution and early consideration of the most appropriate selection will help optimal efficiencies to be established. The size, design principles and configuration of the desks will affect both the space standard, the effectiveness of the workplace and the flexibility moving forward.

Four desk options are illustrated: benching, modular, organic and touchdown. The space standard per person for each option is given in the diagrams on the following pages to illustrate spatial impact. A bench solution is the most space efficient choice.

Outlined are the various pros and cons beyond space efficiency which might influence the selection.

These decisions can assist in the development of key criteria for the furniture solutions allowing realistic budgets to be factored in at an early date and in advance of the detail space planning if need be.

#### Flexibility and choice

Highlighted frequently in this document is the spatial impact of greater mobility. The more mobile staff become in the workplace the greater the need for choice and variety in where and how staff work.

One of the key advantages of new more flexible workspaces is the enablement of choice and the inclusion of a variety of desk solutions can aid this.



Figure B2.1 Tomorrow's office at Glasgow City Council

Figure B2.2 Tomorrow's office at Glasgow City Council





## Appendix B

### B2 The workspace



## Appendix B

### B2 The workspace

#### Workspace and desk options

##### Bench solutions

In the case studies reviewed bench solutions are the most common solution. The reasons for this are they are the most space efficient option and the most flexible in terms of workspace planning.

Typically organised in groups of 6 occupants, benches provide the most space efficient option. Diagrams on the opposite page illustrate the most common standard bench lengths (3600 mm, 4200 mm, 4800 mm and 5400 mm) and the most common depths (700 mm and 800 mm).

The space standard expressed rates to the bench area available per person, plus the activity space required for the chair plus secondary circulation. To allow reasonable circulation, a space of 1800 mm minimum should be provided between benching.

Benching systems work well along the window wall of the building. They provide a seamless bench length. Some systems come with a cross divider accessory to delineate the personal work bench length.

These systems allow different numbers of people to be flexibly accommodated along their length. In the case of a 3600 mm bench length this could accommodate three 1200 mm long workspaces or two 1800 mm workspaces. A 4800 mm long bench could accommodate four 1200 mm long

workspaces or three 1600 mm long workspaces. This offers good short term flexibility to easily vary team sizes etc.

A seamless bench is often a good alternative in refurbishment where the ideal fit might be a non standard desk length because of existing space constraints.

We have space planned the “what if” study with a 1400 mm bench length as the primary desk style and length option. A number of organisations we have spoken to are trialling 1200 mm long desks however the most common length in the case studies is 1600 mm.

The tasks to be undertaken along with the duration of stay at the desk should inform the decision on desk length. Short stay workstyles, who generally only touch down in the office, will find a 1200mm length adequate whilst an anchor type workstyle who spends most of their time, every day at the desk may benefit from a longer desk length.



Figure B2.1 Examples of seamless bench desking  
Elite Furniture



Figure B2.2 Examples of seamless bench desking  
Gresham.com

## Appendix B

### B2 The workspace



Figure B2.3 space standards for benching



# Appendix B

## B2 The workspace

### Workspace and desk options

#### Modular desk systems

Modular desk systems typically come in lengths of 1200 mm, 1400 mm, 1600 mm and 1800 mm and as such can offer the same space planning configurations illustrated in the benching options.

The joint between desks as opposed to the seamless nature of benching fixes the number of occupants along a length so the day to day agile response to changing team dynamics is not as great.

A modular desk system does offer a good range of possibilities to suit longer term adaptability. A few of these are illustrated in the diagrams opposite however there are many more. Realistically infrastructure arrangements to provide power and data means in the short term reconfiguration is unlikely to happen frequently.

If reconfigurable modular systems are selected it is important that the desks can be moved with reasonable ease.

There are systems which require the manufacturers to use bespoke tools to move the furniture about (or warranties are invalidated). Tool-less systems or systems which require the minimum of tools which in house personnel can move are recommended and it is important this is specified within the key criteria for the procurement process.

### Explanatory note regarding the diagrams on the following pages

Figure B1.2 and the accompanying text in the introductory section to appendix B illustrate the inclusion of activity space within the space standard

In the following diagrams please note the information below:

- A triangle indicates that the space standard includes a zone of 450mm beyond the line of furniture to account for secondary circulation which should be a minimum of 900mm in line with diagram B2
- A circle indicates the setting should be located off primary circulation and thus only the furniture and activity space are included in the space standard



## Appendix B

### B2 The workspace

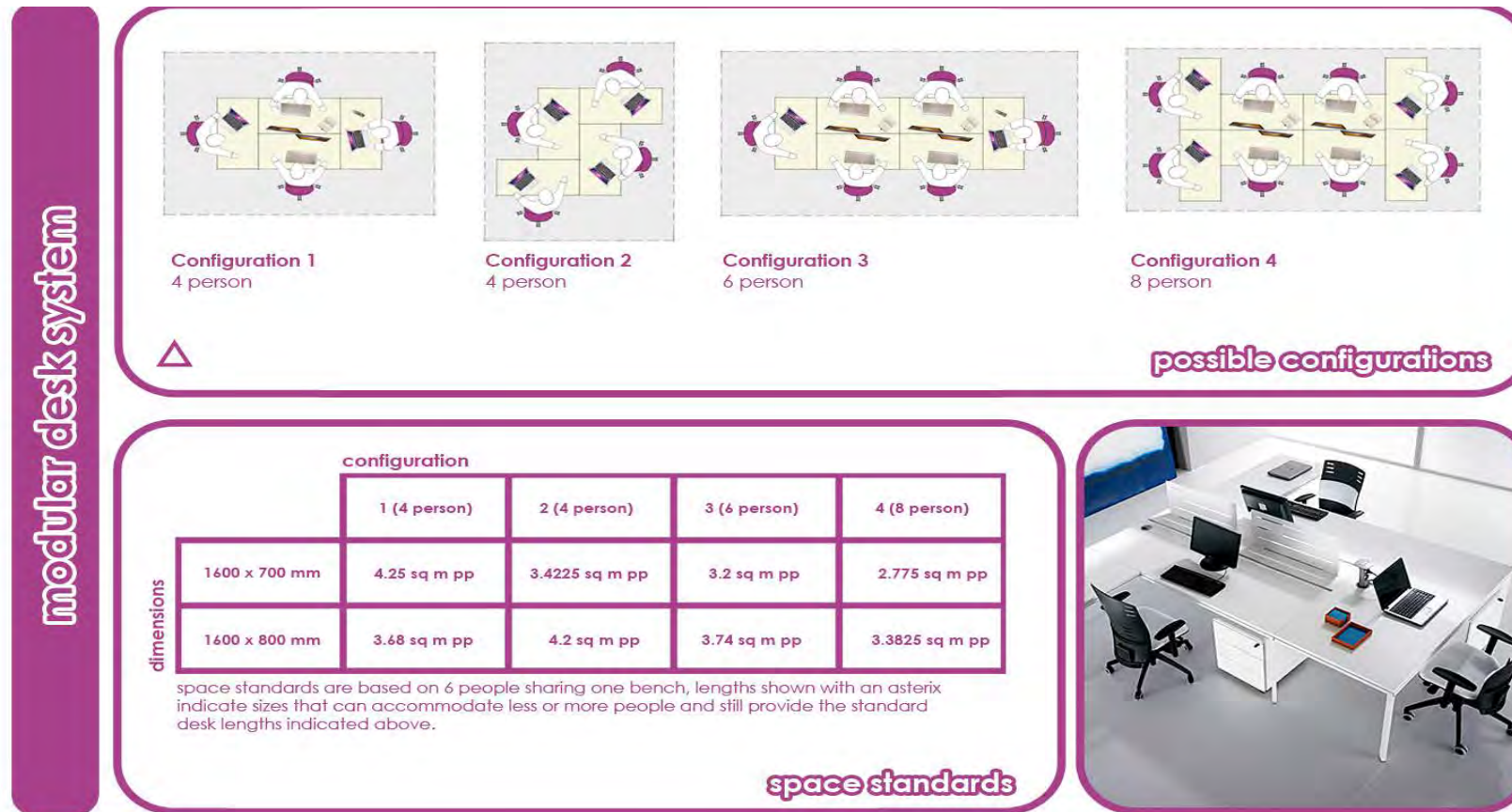


Figure B2.4 space standards for modular desking

## Appendix B

### B2 The workspace

#### Workspace and desk options

##### Organic desk systems

Having started with a bench system the Welsh government have moved to a more organic desk in the follow on phases.

This desk is similar to the 120 degree, eight person configuration illustrated (opposite). Staff feedback on the new workplace indicates a preference for this arrangement and it is seen as particularly appropriate for collaborative groups. This configuration is also used for technical staff who need access to larger drawings and plans in addition to a monitor.

Organic desks are however a space hungry option per person and if the recommended metric is to be achieved or bettered it will mean less space is available per person for ancillary spaces.

The flexible modern workplace demands variety and choice and both organic desks and modular arrangements are included in the “what if” study.

In the “what if” study these desks have been located in best fit locations within the existing plan to suit space planning efficiency but also to help break the space up and create access equitably.

Another method of dealing with the requirement for layout space is to create browsing tables, project tables and larger desks as part of the ancillary allowance.

A one size fits all solution is unlikely to suit all workstyles and the purpose of these illustrations is to support contextual solutions to fit the very different needs of organisations and groups.

## Appendix B

### B2 The workspace



Figure B2.5 Space standards for organic desking

## Appendix B

### B2 The workspace

#### Workspace and desk options

##### Touchdown working

Appropriate for quick catch ups in the office for mobile, flexible and home workers as well as visiting colleagues these settings can be considered as part of the workspace or part of the ancillary space allocation.

If there is a wide range of ancillary settings and a wireless network there should be a number of choices within the work floor landscape to offer this kind of working.

A range of technology options can also be provided including fixed monitors and ergonomic stands for laptop and tablet users (figure B1.6)

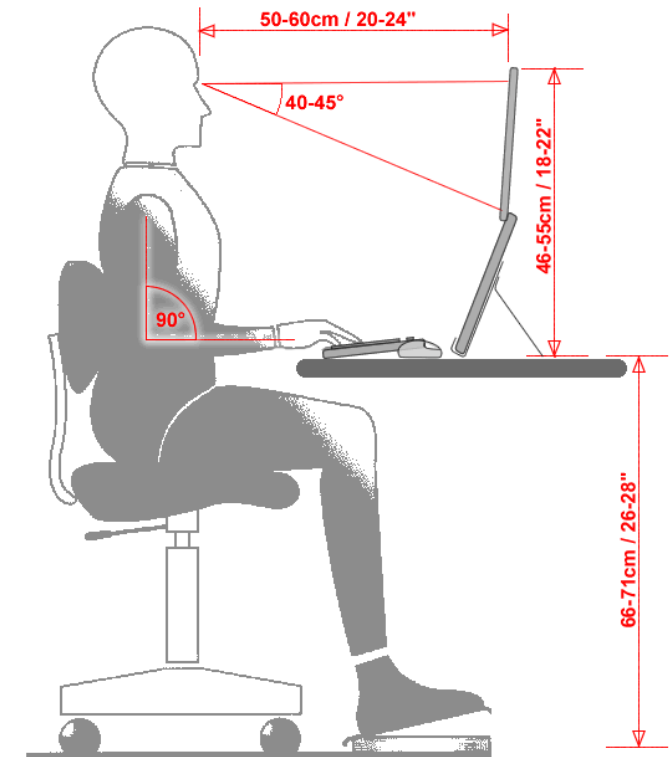


Figure B2.6 Ergonomic laptop use



## Appendix B

### B2 The workspace



Figure B2.7 space standards for touch down options

## Appendix B

### B2 The workspace

#### Workspace and desk options

##### Personal storage

As public sector bodies move to more flexible ways of working and desk sharing it is important to consider how personal storage is accommodated.

The zoning principles outlined in part 5.5 of the main document offer opportunity to incorporate security and access systems into the private workspace.

Inclusion of private, personal storage for coats, valuables and paperwork does not use a lot of space

The model space budget illustrated in figure (5.2.3) within part (5.2) of the main document includes provision of 1 linear metre per person (0.6 sq m).

There are many options to consider from drawer units to lockers. Coat hanging can be provided in lockers, wardrobes or coat stands.

In the case of mobile storage units (the least space efficient option) these are most space efficient when the space above them is used for counter top or storage and we recommend limited use of these. There are a host of other solutions.

Personal storage should be calculated on the basis of full time equivalent headcount rather than occupant / desk spaces if all staff are to have a place to store belongings when they are not in the workplace. This is factored into the model space budget in part 5.0 of the main document.

At the space planning stage consideration should be given to whether personal storage is best located centrally on the work floor (lockers work well) or locally in adjacency to the neighbourhood desk area (wardrobes, personal storage units and mobile pedestals).

The personal storage allocation is accounted for under local support in the model space budget however this can as easily sit under workspace particularly if the desire is to have it adjacent to the desk areas.

## Appendix B

### B3 Local ancillary space

#### Introduction

##### The value of Local ancillary Space

The value of ancillary space should not be underestimated, as already emphasised.

A more flexible way of working demands a variety of choice and options for space according to the type of task being undertaken and this becomes even more important as you increase the density and utilisation of the office space.

The need to collaborate with colleagues when in the office tends to become increasingly important, as workstyles become more mobile.

As the workflow becomes more intensively utilised the need to find quiet, sheltered and more private settings increases.

A range of ancillary settings and alternatives should be developed to suit the needs of the particular workforce and in this section a number of popular settings are explored.

##### The inclusion of formal meeting rooms

It is worth measuring the current utilisation of the formal meeting rooms both in terms of usage and how many occupants are in it at any time at an early stage.

Two of the case study participants are reporting the provision of meeting rooms has been high but use of these is not as intensive as was anticipated. Often people use formal rooms when there is no local break out or collaboration space on the workflow and often the provision of these can reduce the need for a formal room. Less formal meetings are anecdotally reported as being more effective in less formal spaces: quicker, sharper and to the point.

##### Clarification on the space standards

Please note the space standards within cellular space are based on a 1.5 metre space planning grid being adopted.

As per the previous section diagrams, the diagrams that follow are coded to be clear if secondary circulation is included in the space standard or not, as follows:

- In the diagrams where the space analysis includes a triangle these include an activity zone plus an allocation of secondary circulation based on secondary circulation being 900mm in width
- In the diagrams where a circle is included the setting is assumed to be directly adjacent to primary circulation

## Appendix B

### B3 Local ancillary space





## Appendix B

### B3 Local ancillary space

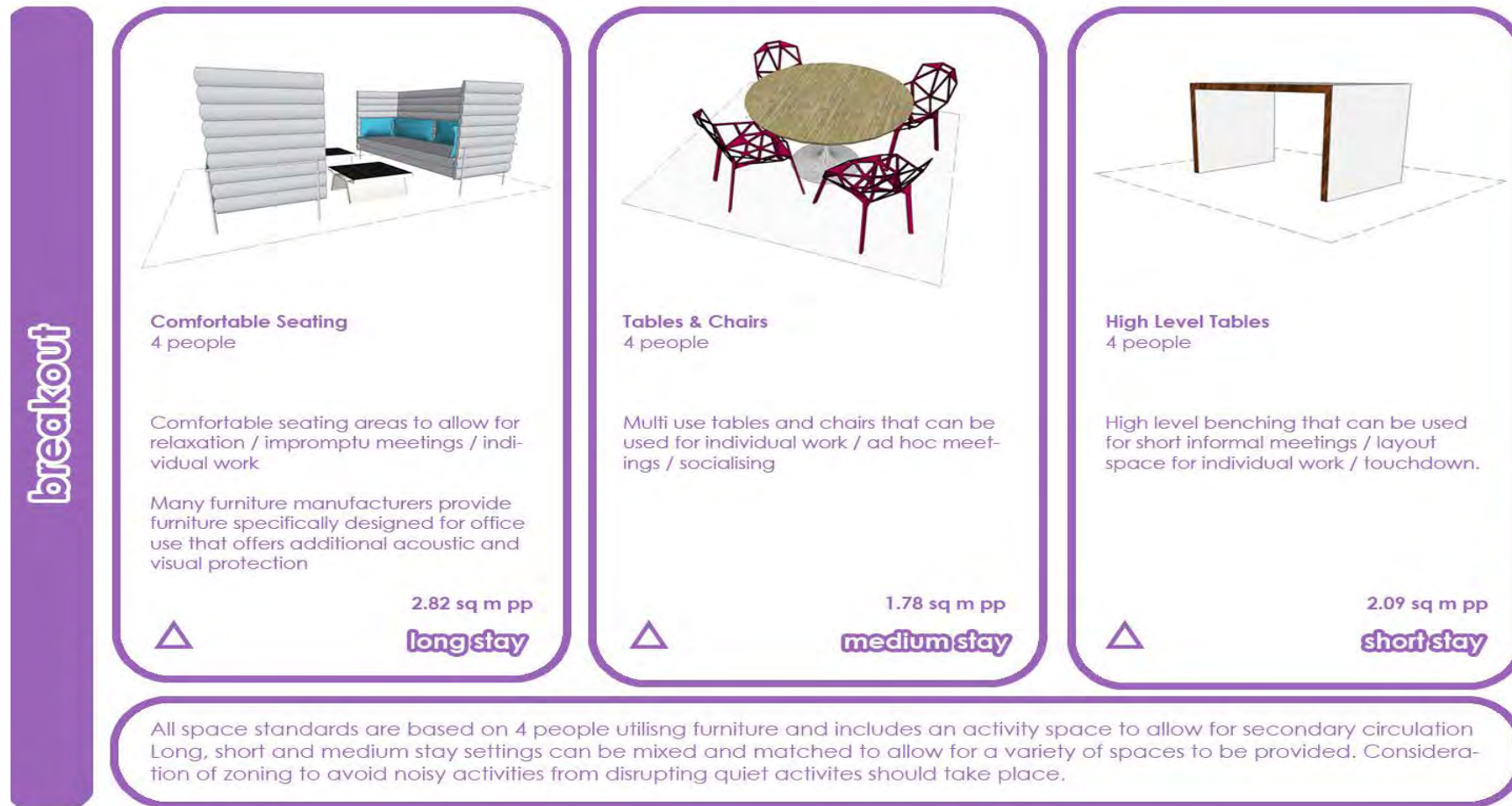


Figure B3.1 Space standards for breakout options

## Appendix B

### B3 Local ancillary space

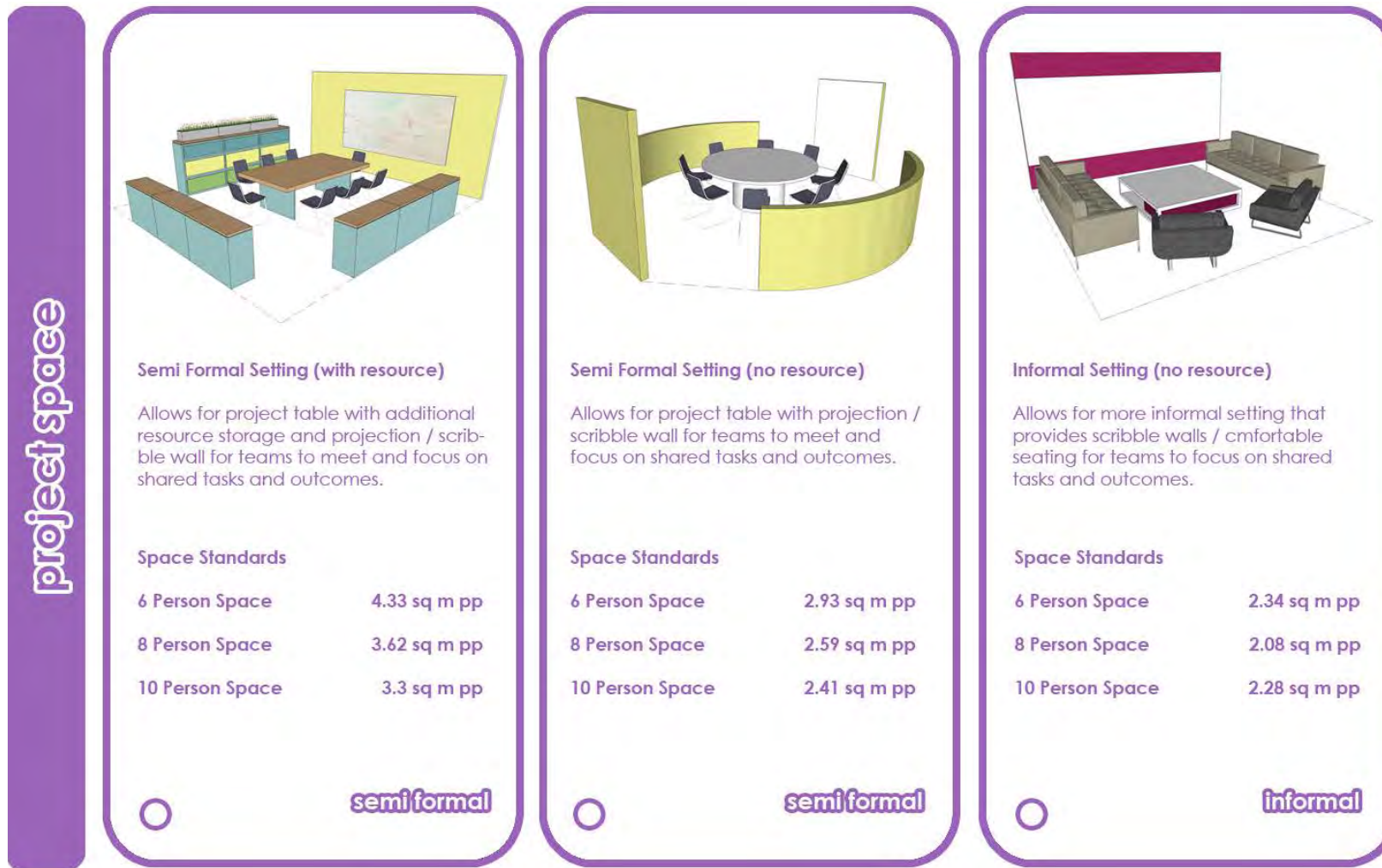


Figure B3.2 Space standards for project space options

## Appendix B

### B3 Local ancillary space



Figure B3.3 space standards for quiet space options



## Appendix B

### B3 Local ancillary space



Figure B3.4 Space standards for resource/library options



## Appendix B

### B3 Local ancillary space



Figure B3.5 Space standards for small meetings

## Appendix B

### B4 Local support space



## Appendix B

### B4 Local support space

#### Printing

Savings can be achieved from ensuring that printers are code or fob activated (on collection) i.e enabled in terms of reduced paper consumption. A series of managed dispersed facilities points for printing and resources storage (stationery etc) works well as part of the space planning strategy.

#### Tea points

There are many different approaches. Sometimes these are combined in a facilities area and sometimes they are kept separately. Tea points which have some ancillary collaboration settings nearby such as the Glasgow Tomorrow's Office are very popular.

If the strategy is to include a central cafe area this should be considered as part of the workplace and reconciled within the space allocation of the workflow (i.e. the 8 sq m).

#### Departmental filing

Inroads to ensuring less paper is used in the office are happening and mobility is fully enabled when all files are available electronically. In the short term however the space budget could include an allocation for departmental filing locally. This is different from medium and long term archive storage of records which have to be maintained in paper form and which should be centrally stored in more cost effective space.

#### Personal storage

This is discussed in part B.1 of this appendix under workspace.

Personal storage is included under local support in the space budget however this can as easily sit under workspace particularly if the desire is to have it adjacent to the desk areas.

## Appendix B

### B5 Central ancillary space

#### Introduction

##### Apportioning space to central ancillary category

The accommodation within central ancillary space which relates to shared accommodation to support the work floor such as more formal meeting rooms maybe considered as part of the allocated space standard if the building supports corporate back office functions.

Where the building supports the democratic support function and this includes council chambers or the like or where the building supports public counter support services the inclusion of central ancillary space will distort the space standard.

Some of the typical types of accommodation which might be housed in these zones and can be included as part of the workflow support are considered in the following pages.

##### Planning grids and impact on the space standard

In a new build the recommended the space planning grid should be considered from an early date.

A 1.5 metre space planning grid is an accepted good practice industry norm. If this is adopted it can impact on the cellular space as partitions should generally be located on the grid.

Please note we have based the space standards in cellular space on the basis of a 1.5 metre planning grid.

Figure B5.1 Waverly Court cafe, City of Edinburgh Council



Figure (B5.2) Waverly Court cafe, City of Edinburgh Council



## Appendix B

### B5 Central ancillary space



Appendix B

B5 Central ancillary space

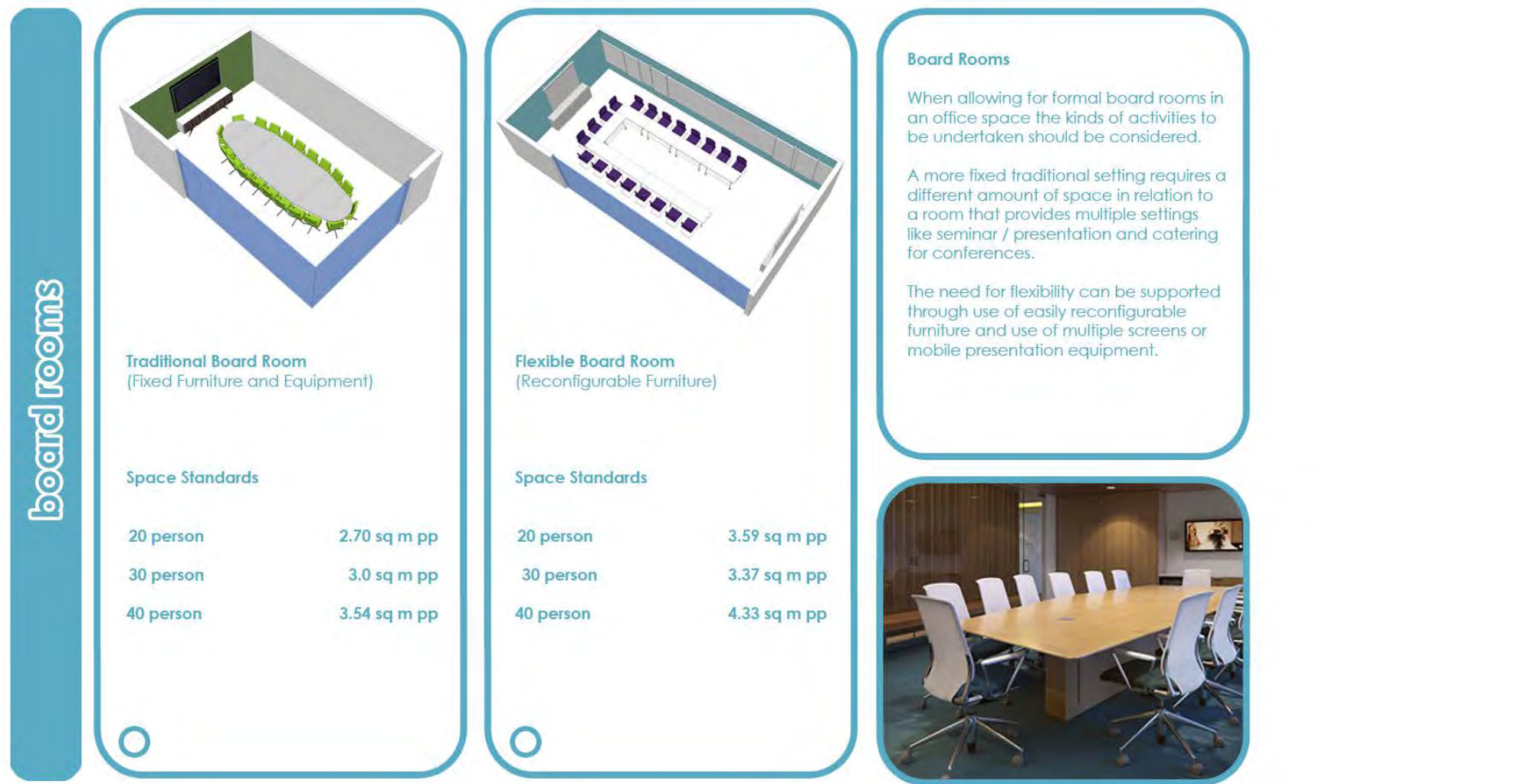


Figure B5.3 Space standards board room options

## Appendix B

### B5 Central ancillary space

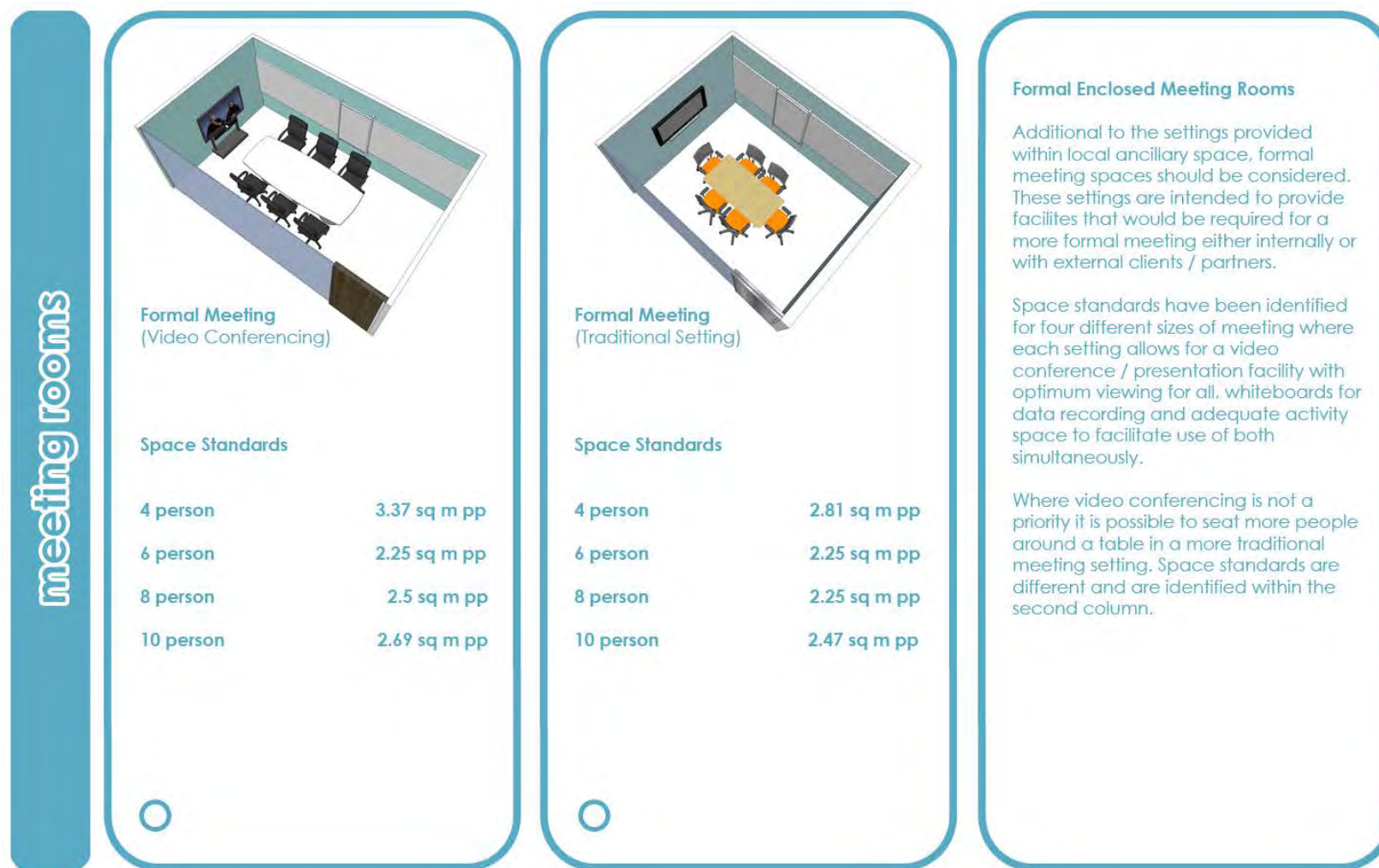


Figure B5.4 Space standards reception options



## Appendix B

### B5 Central ancillary space

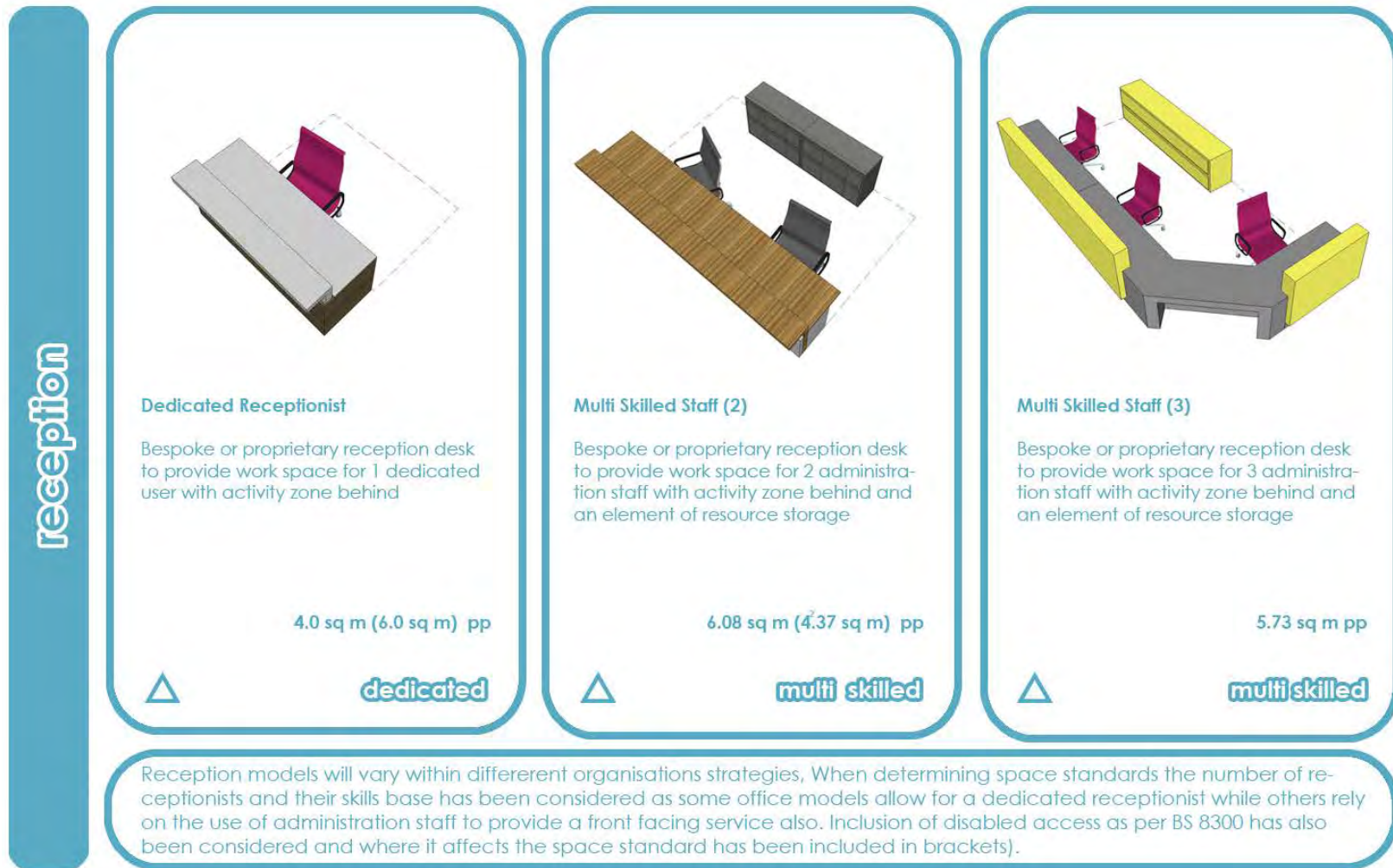


Figure B5.5 Space standards reception options



## Appendix B

### B5 Central ancillary space



Figure B5.6 Space standards centralised resource options





