



## Scottish Crime Campus Post-Occupancy Evaluation

Evaluation completed by



# Executive Summary

The Scottish Crime Campus (SCC) was commissioned by the Scottish Government to bring together five different agencies to tackle serious organised crime and terrorism through increased collaboration.

An independent post-occupancy evaluation was commissioned to evaluate the impact of the SCC, particularly in relation to its impact upon collaboration. A mixed method approach was taken including interviews, questionnaires, review meetings and observation studies. The key findings are:

People are generally happy with the workplace design, in particular the appearance of the building and the furniture provided. The landscaping is liked but people would prefer more outdoor seating, particularly on the terrace.

The consistency and control of the temperature, the air quality and the background noise levels were rated dissatisfactory overall. The issue with the noise level relates to the ETFE roof in the atrium when it rains and the noise levels in open plan work areas. In terms of service provision people on the whole reported being happy with the cleanliness, security and maintenance of the building.

Issues with parking and public transport were raised, as were issues with the toilet provision. However, occupants are happy with the provision of the gym, café and break areas in the SCC.

In terms of working alone, individual workstations are perceived to be suitable, particularly for tasks requiring lower levels of concentration. Other suitable spaces identified are meeting rooms within a person's own work area and the bookable, shared meetings rooms adjacent to reception.

When working with others remotely, e.g. telephone calls, again workstations and meeting rooms are identified as being the most suitable spaces. The least suitable identified are busy, communal areas such as the café.

Informal spaces in the building such as the atrium

and circular pods are considered more suitable for face to face meetings, particularly if they are less formal meetings with colleagues from either their own or another agency. However, meeting rooms in a person's own area and bookable, shared meeting rooms are still rated the most suitable spaces.

In terms of availability people feel that their own workstations are free to use and that often meeting rooms, including the bookable, shared meeting rooms, and circular pods are not available when needed. However, observation studies revealed a relatively low level of use of the bookable meeting rooms.

The SCC has made it easier and more efficient for people to meet colleagues from other agencies. Some have increased the amount of work they do with other agencies and have met and worked with new people. Not many people are having discussions as a result of chance meetings yet. Managers reported the greatest change to how collaboratively they work and senior leaders the least. This is in part due to senior leaders working with other agencies on a regular basis before moving to the SCC.

A positive impact of the SCC is reported in relation to collaboration, team work, efficiency and overall satisfaction at work. There are some concerns relating to privacy. However, overall occupants reported a positive impact of the SCC on them and their performance at work.

Overall the findings of the evaluation are very positive. There is a clear impact on collaborative working, particularly in relation to improved efficiency and effectiveness. There is an understanding that the building, and being co-located, cannot in isolation lead to an increase in collaborative working. Therefore working practices which promote collaboration, and are facilitated by the building, continue to be encouraged.

On the basis of the findings some recommendations to the SCC are made to promote collaborative working and encourage continued, effective use of the building.