

# CASE STUDY – 8<sup>th</sup> Floor Kitchen Improvements

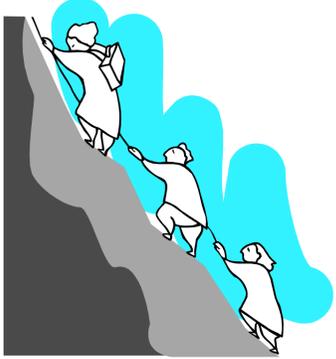
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## The Challenge!

We were approached by the Head of Service Excellence who wanted to do some research into how the working environment can affect staff morale and productivity. It was suggested that we spent a minimal amount of money in order to make simple improvements to the kitchen space on the 8<sup>th</sup> floor.

It was hoped that this small scale project may yield benefits to the team and individuals including –

- Increasing staff morale;
- Increasing staff communication and interaction within the kitchen area;
- Reducing expenditure on external coffee shops and time out of the office to go to these places;
- Being able to offer externals tea and coffee in a nice environment;
- Trialling providing communal tea and coffee items.



We surveyed 20 staff (result highlights below) on the 8<sup>th</sup> floor and carried out 121 interviews looking to gauge thoughts on the kitchen space and its use.

*“The working environment is important and can impact morale and quality of work – especially over the longer term. Having a good kitchen facility makes a difference to people in work for 2 primary reasons: 1 - it makes daily life more comfortable and enjoyable; 2 - it helps make people feel appreciated”. Respondent 4*

- 90% of staff use the kitchen
- 75% of staff feel that an improved kitchen facility would improve communication
- 75% of staff feel that an improved kitchen facility would improve morale
- 75% of staff feel that an improved kitchen facility would improve the working environment



Research

## What was done?

Approximately £200 was spent. This included –

- Deep clean of area carried out by Interserve
- New appliances & new kitchen accessories and crockery
- Tea, coffee, milk and biscuits
- Cleaning products

The work was carried out on a Friday afternoon with a view to “open” the new kitchen on the following Monday.

“Monday Surprise” started where staff are invited to bring in treats for the team every week on a rota basis.

## Before Pictures



## After Pictures



## Feedback & Results

Post kitchen work, another survey was completed with 15 responses (highlights below).

*“I think having a good working environment helps deliver improved service over time through good morale”. Respondent 9*

- 100% of staff used the kitchen
- Nearly 80% of staff feel that it has encouraged/improved communication
- Nearly 80% of staff feel that it has improved morale
- Nearly 90% of staff feel that it has improved the working environment



## Recommendations & Learning

### Recommendations

- It is suggested that a certain amount of communal products should be provided within each department. Small things can make a big difference within the team offices to morale.
- Small initiatives within departments such as the “Monday Surprise” keeps costs down and improves morale.
- Keeping the environment clean and tidy should be a priority but it is recognised that staff need to take ownership of their areas too.
- Provide the right equipment within the kitchen. Small investment in these items can improve the working environment for staff.

### Our Learning

- Small scale project - so hard to draw concrete conclusions
- Also consult staff to gauge their ideas so solve a problem. Therefore you get an honest opinion on the situation and engage staff in the overall objective and they can be a part of the solution.
- Invite staff regularly to offer ideas for continuous improvements
- Don't be afraid to ask staff on their ideas for solutions to a problem/task.
- Do expect some unrealistic suggestions/ideas to be given.

