CASE STUDY / STEVE NASH

Lloyds Banking Group

London Location Programme

Following the Lloyds TSB and HBOS merger, the programme brought together London teams and workplaces, relocating approximately 13,000 colleagues and consolidating the office estate.

£36m	13,000	10	7
Approximate project value	Colleagues relocated (approx.)	Offices exited	Buildings refurbished

The challenge

The merger required teams to be integrated across a consolidated London estate. Office exits, refurbishments and colleague moves needed coordinated planning across property, technology and business teams, while managing colleague impacts and maintaining critical banking operations.

Steve's role

As Deputy to the Senior Change/Programme Manager, Steve Nash supported programme delivery and managed defined change activities across the London Location Programme.

- Providing Programme Management Office support, managing risks, issues and dependencies, and supporting the Chiswell Street Digital Banking development.
- Undertaking change management for Group IT's retained head office refurbishment (Red Lion Court) and two floors at 33 Old Broad Street.
- Supporting colleague relocations, stakeholder coordination and business continuity, including a time-critical office exit.
- Supporting workplace agility and smarter working, and managing key performance indicators to inform service improvement.

Let's discuss your project

Get in touch to arrange an initial conversation with Steve.
steve@sarasofficeservices.co.uk | 07929 007486
www.sarasofficeservices.co.uk

Project outcomes

The London Location Programme combined property consolidation with organisational change, supporting the integration of the combined banking group and more flexible use of its workplaces.

Large-scale colleague relocation

Approximately 13,000 colleagues were relocated across London as teams and business functions were brought together. Steve supported relocation coordination, helping manage dependencies, colleague impacts and business continuity requirements within the wider programme.

A time-critical business continuity move

The programme delivered an accelerated office exit and relocation of approximately 850 colleagues within five calendar days. Steve contributed to this demanding activity through relocation support and the coordination of change and operational dependencies.

A consolidated and modernised estate

Ten offices were exited, seven buildings refurbished and one new central London office opened. Steve undertook defined refurbishment change management responsibilities and provided programme coordination support, including involvement in the Chiswell Street Digital Banking development.

Smarter working and service improvement

Workplace agility strategies supported more flexible working arrangements across the retained estate. Steve helped implement these changes and managed key performance indicators to maintain visibility of operational performance and support continued service improvement.

The wider value

Steve’s experience demonstrates how programme governance, workplace change and relocation planning can support a major corporate integration. Working alongside senior programme leadership, he helped align interconnected workstreams within an environment encompassing approximately £30 million in programme budgets and £36 million in business budgets.

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