

## Case Study

<b>Client</b>	<b>Project Scope</b>			<b>Time Scale</b>
Sue Ryder	Office Design	Space Planning	Hot Desking	12 months (6 weeks delivery on site)
<b>Sector</b>	Meeting Rooms	Office Furniture	Office Fit Out	<b>Project Value</b>
Charity	Relocation Services			£200,000

### Brief

Sue Ryder is a national charity delivering health and social care services in local communities across the country, providing compassionate care to people with end-of-life and long-term needs. The UK head office is based in Euston, London, and like all non-profits, the charity was looking to reduce costs and adapt to changing work practices.

As such, they appointed us as interior design consultants as they looked to downsize to a nearby office space following the expiry of an existing lease. Having already located a new property, the challenge was to design the office space to cater for an environment of up to 60% hot-desking and to establish breakout spaces and meeting areas for collaborative working, all-the-while ensuring staff buy-in.

### The Project

Working with the facilities team, we started with any potential issues, using landlords plans and on-site walk-throughs with the client. After establishing the requirements, we then created visuals, specifying relevant design enhancements and furniture products. This included lockable storage for 'hot deskers', flexible meeting spaces and appropriate furniture and storage to accommodate the transient working nature of the staff.

### Office Design

To enable the client to 'feel' how the project would look, we created 3D renders, including a video walk-through. This was also used for internal communications so that staff were kept up-to-date and could see the end result.



### Technical Specifications

On agreeing the design, we created a project specification document which outlined the requirements of office interior building work, furniture and remedial work; including lighting, electrics and air conditioning. We also provided a comprehensive furniture analysis which included showroom visits and on-site samples.

This document was used to tender the building works to five companies, including ourselves, which we won. The client also went on to award the office furniture and relaxation services contracts to us as well.

### **Office Fit Out and Refurbishment**

The existing state of the new premises was not fit for purpose and had many issues. Liaising with the landlord during the refurbishment, we ensured lighting and air conditioning placement fitted the office interior design.

The office interior itself had extensive work, including:

- New kitchen installation and plumbing works.
- Partitioned offices, including a scalable meeting room with folding doors and acoustic glass for privacy.
- Power and data cabling including a server room.
- Air conditioning installation throughout.

### **Furniture and Storage Walls**

The furniture was co-ordinated to the corporate colours, enhancing the brand experience throughout the office. This included:

- 40 workstations, including two sit-stand workstations.
- 50 storage lockers for hot-decking staff.
- Biodynamic desking solutions.
- Verco seating, Abox breakout area furniture, Storgewall systems and lockers.

### **Relocation**

The final part of the project was office relocation, which was carried out over a weekend to minimise disruption.

### **Client Feedback**

***“Just wanted to say thanks so much for everything during the entire project. The office looks amazing and everyone loves it!”***

Office Manager, Sue Ryder

