



PEOPLE
ARCHITECTURE

Pre and Post Occupancy Service Overview





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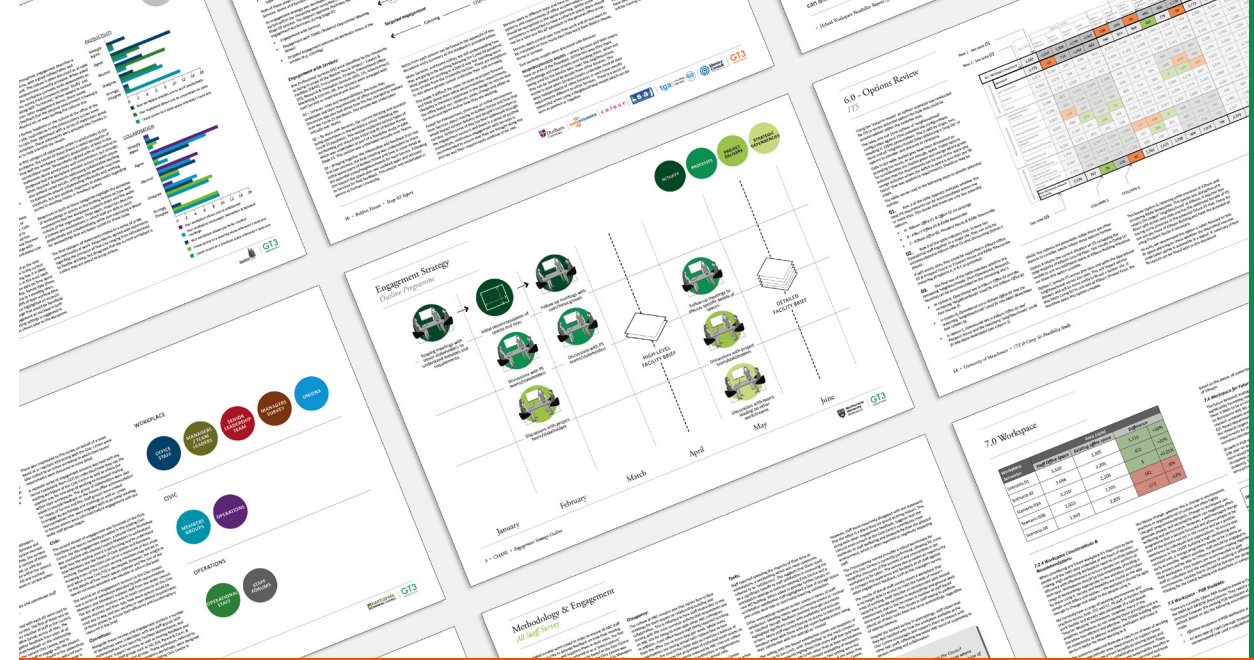
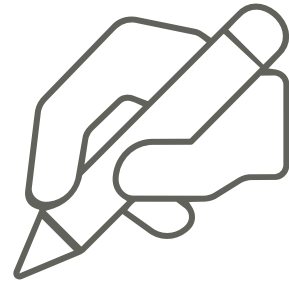
Driving commercial success; Empowering social impact.

We put people at the heart of everything we do. We know that when spaces are designed around the wellbeing and needs of the people who use and operate them, the results aren't just socially positive – they drive measurable commercial value.

Our collaborative and purpose-driven approach ensures the creative process is effective, enjoyable and a worthwhile investment for clients and project teams.

We listen, empathise and connect, shaping outcomes that inspire joy and confidence whilst delivering lasting social, economic and environmental impact.





Pre and Post Occupancy – Why Do It?

Pre and post occupancy helps guide decisions using evidence and lived-experience, learning from others before and after the life of a project.

We combine engagement, observation and evidence to help clients understand how people use and think about existing buildings or spaces. These findings are used to inform the brief and subsequent design proposals. Once complete, we test how well the project has met the brief and requirements. This approach makes for more informed decisions – reducing risk at handover, improving user experience, and providing clear evidence of what is working well and where improvements can be made.

“Designing and delivering a building is only part of the story. The real challenge lies before occupation – when assumptions are being made – and after occupation, when those assumptions are rarely tested.”



Questions That Matter

Are we making the right decisions?

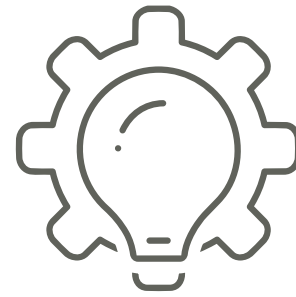
- Are design and investment decisions based on assumptions rather than evidence?
- Is there insight into user behaviour, workflows and space demand?
- Can we predict how layouts, capacity and operational needs will work in practice?

Is the building working?

- Are spaces used in the ways anticipated?
- Does the layout, comfort, acoustics or functionality meet user needs?
- Do building systems or environments perform as intended?

How do we evidence it all?

- Is there a structured way to evaluate whether the building is working?
- Can we provide evidence to demonstrate social value or return on investment?
- Are feedback and lessons learned consistently captured for future projects?



How We Work

Our pre and post occupancy services are bespoke to each project, tailored to its scale, complexity and use.

In pre-occupancy, we work with clients, design teams and future users to test assumptions, layouts, and operational strategies to identify potential issues before they become problems. We use a range of tools including workshops, scenario testing and targeted engagement to understand how spaces are expected to function in practice.

In post-occupancy, we return once buildings are in use to understand how they are performing for the users and for operational and organisational teams. Through engagement, observation and analysis we gather evidence on what is working well and what could be improved.

These findings are clearly documented and used to develop practical recommendations which, when shared, provide a clear audit trail that supports continuous improvement.



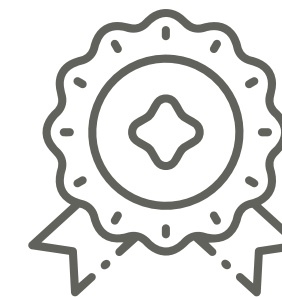
“This approach creates clarity, alignment and confidence at the outset of a project – reducing risk and supporting informed, effective delivery.”



Post occupancy is a continuous cycle of learning and improvement and is the cornerstone of being able to measure the social value impact of interventions into the built environment.

“Construction projects don’t finish at handover. When in-use, buildings and places are an opportunity to learn and understand how people interact with spaces.”





Benefits

Commercial benefits

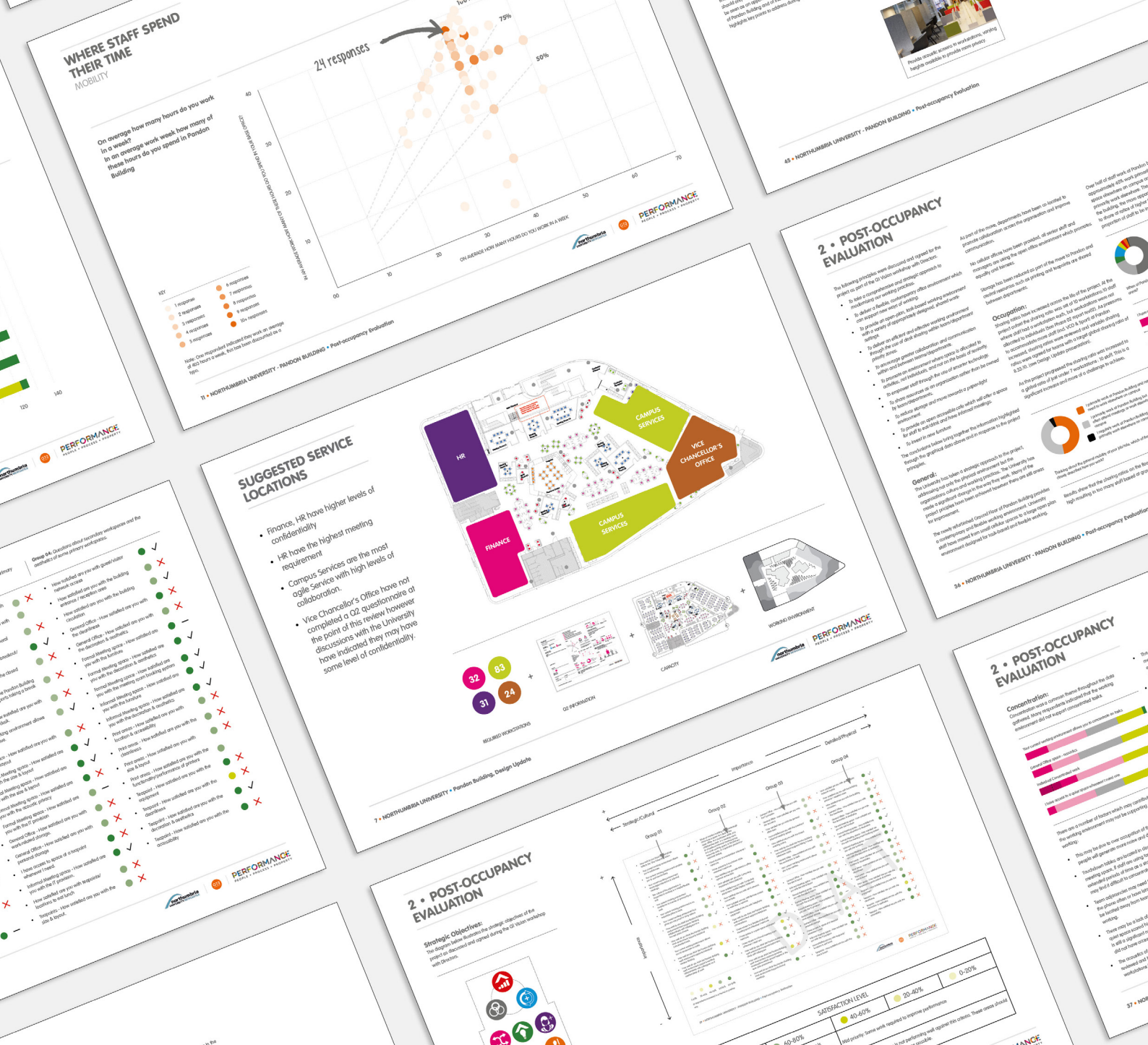
- Reduced financial and programme risk throughout design stages and during early operation.
- Clear evidence of performance to support operations, funding and future investment.
- Insights that inform smarter decision-making on future projects.

Social benefits

- Better user experience through spaces that support real patterns of use.
- Improved satisfaction, wellbeing and productivity.
- Stronger trust between clients, users and delivery teams.

Performance benefits

- Early identification of issues before they impact long-term performance.
- Clear feedback loops between design intent and lived experience.
- Practical lessons that improve future briefs, designs, tenders and outcomes.



“Understanding how spaces really work helps clients realise the full value of their investment.”

Our Experience

We have extensive experience delivering pre and post occupancy across a wide range of sectors, including Workplace, Sport & Leisure and Higher Education.

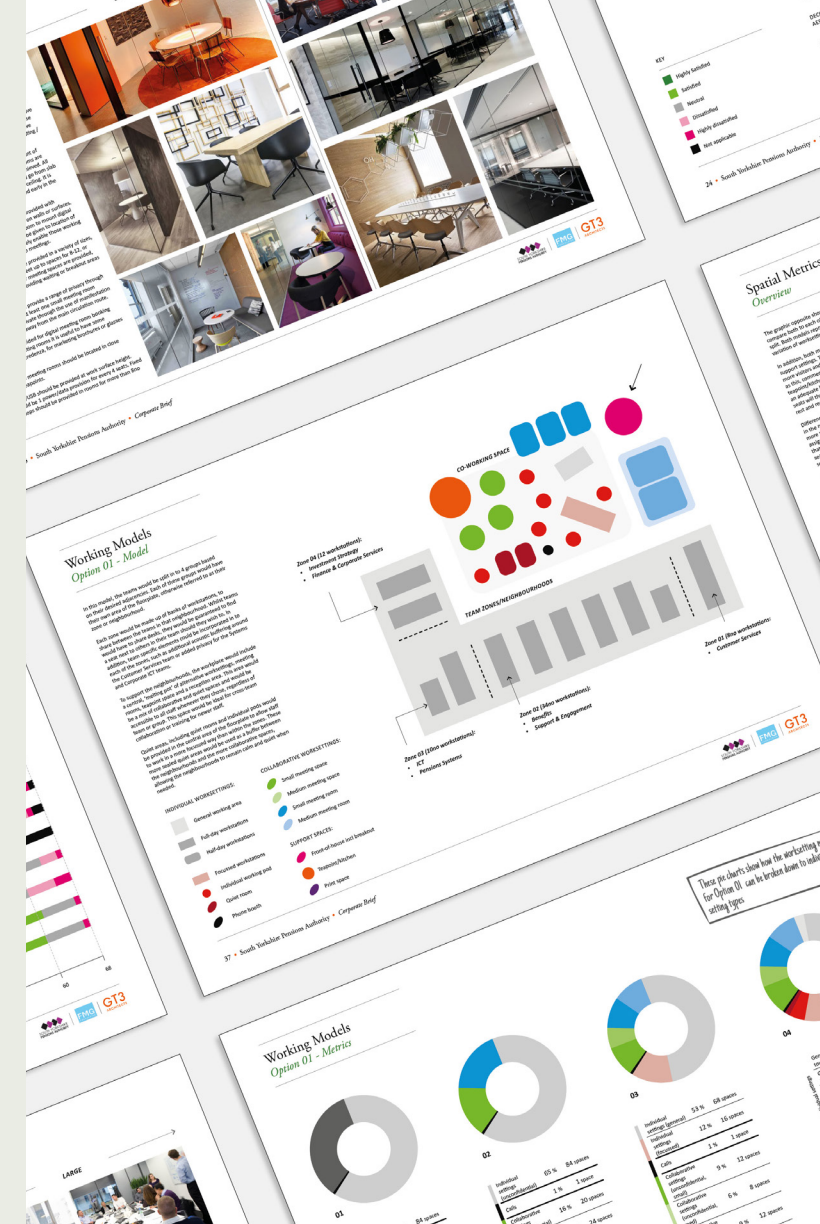
Our projects range from individual spaces to large, complex developments. We have helped our clients understand how stakeholders think about and interact with the existing built environment to inform future decision-making and demonstrate how investment has made a positive impact on people, communities and organisations.

The following case studies illustrate how our approach has supported clarity, alignment and successful outcomes across a range of contexts.

01: Pandon Building

We worked with Northumbria University to bring together Professional Services teams, who were spread across campus in multiple buildings, into a single hub site. Pre and post occupancy evaluations played a critical role in the success of the project, engaging staff, bringing them on the change journey and enabling us to craft a space suited for their needs and new ways of working.

The post occupancy evaluation showed significant improvements in collaboration, wellbeing and pride in the workplace. It also highlighted areas for improvement with 'quick wins' that were implemented to stop some unforeseen pressure points from building and undermining successful elements.



02: Liddon Court

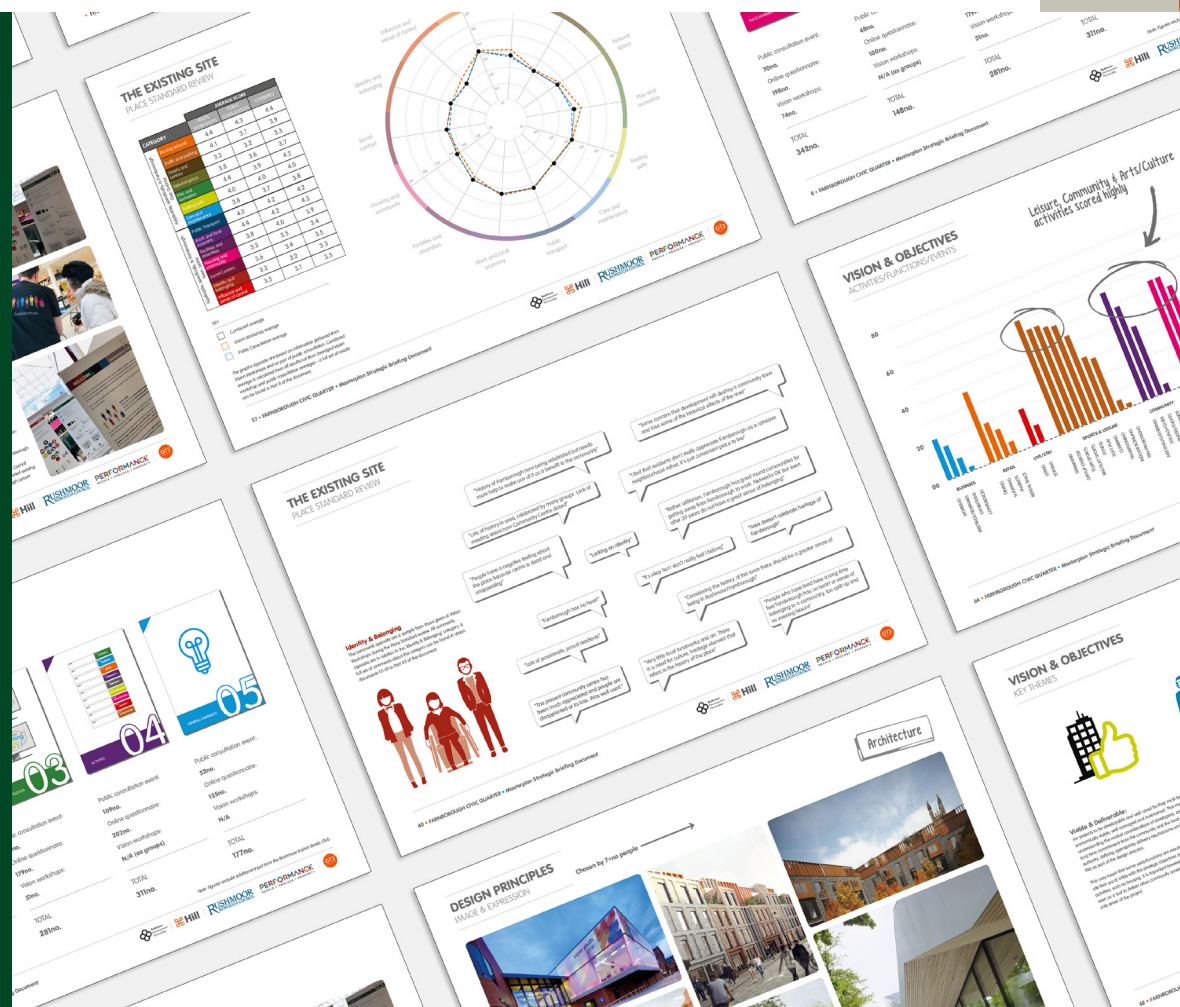
As part of a workplace relocation project, we worked with Waterstons to undertake pre and post occupancy evaluations. As an organisation who have worked hard to build a unique culture, it was important to engage their people throughout the change process.

Visioning exercises were undertaken with the senior leadership team prior to the project starting which were used to filter results from the post occupancy evaluation and show the significant improvement in aspects important to the organisation.

03: Oakwell House

We were commissioned to assist South Yorkshire Pensions Authority with an office relocation and design project. Pre and post occupancy evaluations were undertaken with all 140 staff to inform strategic decision-making on location and size and type of office space provided.

Detailed feedback informed design decisions, built trust and made for a better user experience in the new workspace. This was evidenced in the post occupancy results which showed improved satisfaction in all spaces and people feeling proud of where they work.



Our Specialists

Josh Wardle

Passivhaus Consultant & IBN Building Biology Consultant

Josh is one of a small number of Sport & Leisure Passivhaus and Sustainability specialists in the UK. He brings deep expertise in building performance, low-energy design and occupant health to deliver measurable, long-term outcomes.

James Milne

Consultant & Sustainability Specialist

With a background in architectural technology, James combines technical understanding with political, governance and environmental policy expertise. He supports robust, defensible project decisions that stand up to scrutiny and approval.

Carys Thomas-Osborne

Project Consultant & Environmental Psychologist

Carys applies environmental psychology to better understand how buildings impact everyday experiences, our feelings, and behaviours. Her work informs evidence-based design decisions that support wellbeing, productivity and positive user outcomes.

John Kemp

Principal Designer (CDM & BSA) Consultant

With over 20 years’ experience, John specialises in the Principal Designer role across complex projects. His expertise in managing risk, including challenging conditions such as live infrastructure and constrained sites, ensures clear, coordinated and deliverable outcomes.



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