



PEOPLE
ARCHITECTURE

Workplace Consultancy

Service Overview





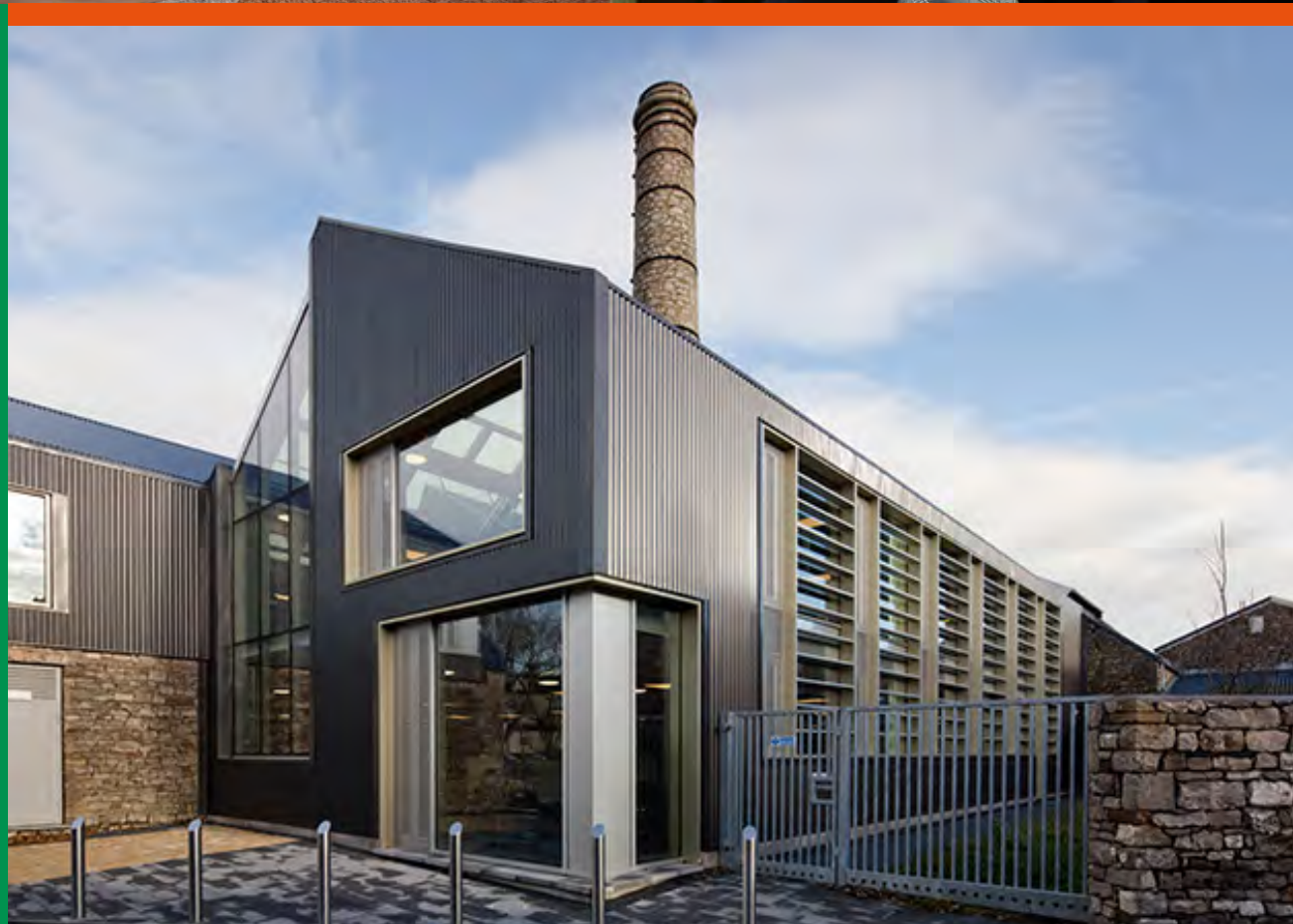
PEOPLE ARCHITECTURE

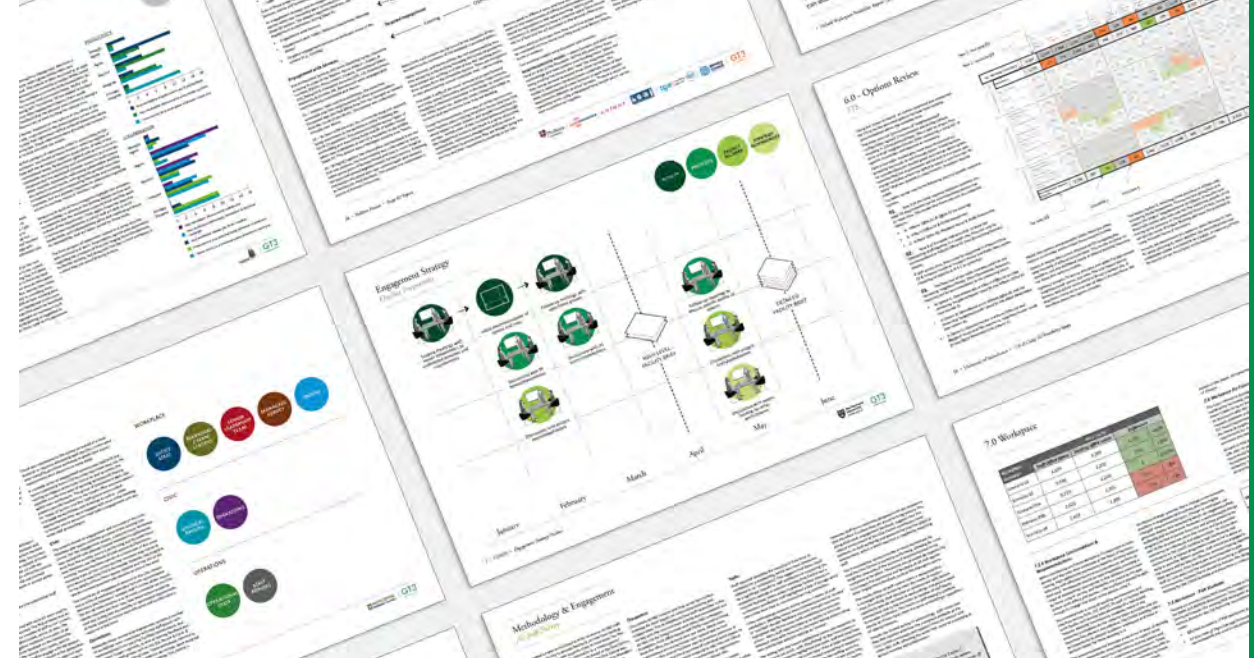
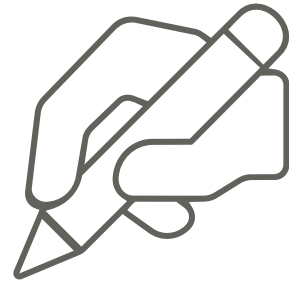
Driving commercial success; Empowering social impact.

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.





What is Workplace Consultancy?

Workplace Consultancy is a strategic service that aligns the requirements of your people and processes to get the most out of your property.

Rooted in our People Architecture approach, we analyse and understand the structure and requirements of an organisation to craft a brief for how to optimise space. Periods of workplace change can be stressful for individuals and organisations alike. Organisations face pressure to optimise space and control cost; staff face uncertainty about how change will affect them. Our role is to bridge that gap by combining empathy with data, engagement with strategy, and practical solutions with cultural understanding.

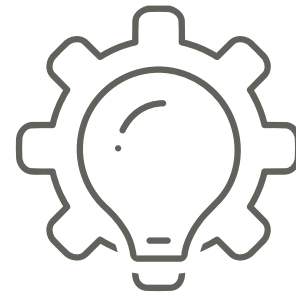
“Too often, projects start before the brief is ready. Rushed briefing leads to poor definition, limited buy-in, and costly redesign later.”



Common Challenges

Starting a project well is often harder than it looks. Many projects face the same early challenges, regardless of sector or scale.

- Assumptions are used to estimate required area, often with little evidence to support it.
- Worksettings are limited by efficiency and familiarity, rather than what staff need.
- Options and requirements are not fully explored before key decisions are made.
- Stakeholders are not meaningfully involved early, leading to limited buy-in.
- Decision-making becomes driven by programme and design momentum, rather than operational or business need.
- Changes emerge later in the process, impacting cost, time, confidence and team morale.
- Plans and changes are not communicated clearly, often resulting in stress and mistrust.



“We don’t impose; we interpret, articulate, and align.”

Our Approach

We combine listening, evidence, and insight to help create workplaces that work for both staff and the organisation

We begin by listening, using interviews, workshops, and observation to explore how people actually work – separating the tasks they perform from the spaces they think they need. We ensure stakeholders are involved and listened to, showing how and where they can influence the outcome, mitigating potential stress that change can bring.

We align our findings with organisational policy; estate strategies, sustainability commitments, and space standards, ensuring every recommendation supports the organisation and the staff. We benchmark against peers to bring insight into trends, emerging practices, and lessons learned from across the sector. We combine data with our experience and own research to understand how much space you need, of what type, and how to provide it.

Finally, we articulate this into our key deliverable: a Workplace Brief. The brief forms a robust, actionable document that defines the spatial, functional, and cultural requirements of the project. The brief can provide a foundation for feasibility or be handed directly to design teams, whether in-house or external, to ensure clarity and alignment on project objectives.



Our consultancy team works closely with you to define strategies that respond to your goals, capturing them in clear and engaging briefs that can be used as a reference point throughout later stages of the project.

“With an emphasis on listening and learning, we support clients in shaping environments that improve wellbeing and deliver long-term value.”





Benefits

Investing time early in the change process brings major benefits:

- Defining requirements and expectations early in the project reduces the risk of costly rework in later stages.
- The brief provides clearer direction for design and decision-making, translating complex workplace and strategic requirements into clear and concise language that's easier to understand.
- Stakeholder engagement creates stronger cultural alignment between staff and leadership. Allowing stakeholders to be engaged and involved in the design process increases clarity around expectations and reduces friction.
- Ultimately, investing in the right brief leads to better outcomes for both the organisation and its people.

A well-crafted brief doesn't just describe space – it defines purpose, captures culture, and gives the project personality and life.



“Every organisation has different rhythms, culture and needs. Our role is to help you understand that complexity and turn it into clarity.”

Our Experience

We have extensive experience writing briefs across a wide range of organisations. We have experience delivering strategic workplace projects for higher education, local authority, and private sector clients, large and small.

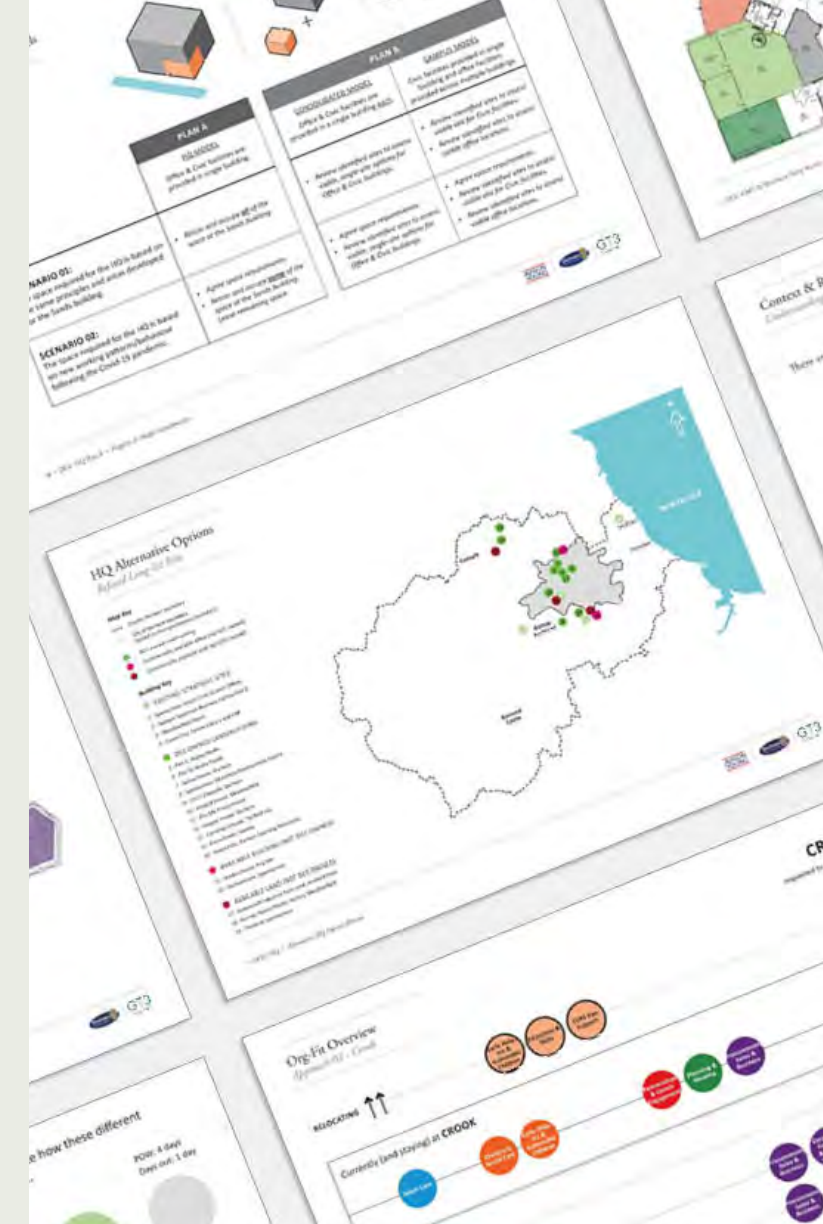
Successful change depends on understanding people, their work patterns, their culture, and their sense of belonging. Workplace Consultancy provides a foundation for change that is shared across the project to ensure clarity, alignment, and efficiency.

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

01: DCC

We have a long-standing relationship with Durham County Council, assisting them with their workplace strategy and office portfolio. Over the last 10 years we have successfully established an estate strategy analysing their office accommodation and reducing it from 36 buildings to 4 strategic sites and a new HQ building.

We have undertaken extensive engagement with circa 2,500 members of staff as part of a wider change programme within the Council. This has resulted in the brief for a new HQ, which is now under construction, a corporate workplace fitout guide for the 4 strategic sites and an organisation fit exercise which explores how office-based staff can be best distributed across sites to meet operational requirements.



02: SYPA

As part of an office relocation, South Yorkshire Pensions Authority wanted to review how they work and how they could get the most out of their new workspace. We were commissioned to undertake the review including engagement with senior managers, a pre-occupancy evaluation with all staff and an options appraisal to show how differences in working models impact the size and type of space provided.

This resulted in a Workplace Brief used to evaluate potential properties and form the brief for a fitout of the preferred site.



03: Salford CC

In response to a period of significant change, Salford City Council commissioned us to support them through a transition to a new workspace, with a goal of delivering increased organisational and individual performance, flexibility, and wellbeing.

Through engagement and a co-design approach, we utilised surveys, group and individual workshops, and concept designs to guide the diverse group of staff along the journey of new ways of working, allowing a smooth transition into the newly delivered council workspace.

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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