



Work Sector Office/Retail  
Client The Department of Work and Pensions  
Location Nationwide  
Cost £700m+  
Date completed 2005

In 2001, The Department for Work and Pensions (DWP) embarked on a ground-breaking journey by launching the Jobcentre Plus roll out. Regrouping both ex-jobcentres and ex-Social Security branches, these revamped offices would embrace a new business process supported by a new environment. With a concept situated between 'Retail' and 'Civic', the design for Jobcentre Plus aims to provide a safe and comfortable environment for staff and customers alike.

#### The Challenge

The duration of this ambitious Jobcentre Plus programme is approximately 4 years, with a total roll out across more than 1,100 sites. These sit within 90 designated 'districts', which are controlled by 11 regions. The management of the field team has been resourced on a District-by-District basis, with each district being designated to roll-out as a complete unit in a specific year of the programme.

#### The Solution

Lewis & Hickey were appointed as the Concept Architect for the roll-out of the Jobcentre Plus offices, their remit being to take the leading role in the briefing process and define how the design concept was communicated to the implementation teams (Design & Build). This was achieved with the help of workshops, a detailed design manual, field bulletins and a dedicated support team directed by L&H Solutions. By providing standard tools such as a detailed accommodation schedule, which reflects the organisation structure of each office, architects can obtain a consistent brief from the local client wherever they work in the UK.

## Jobcentre Plus

