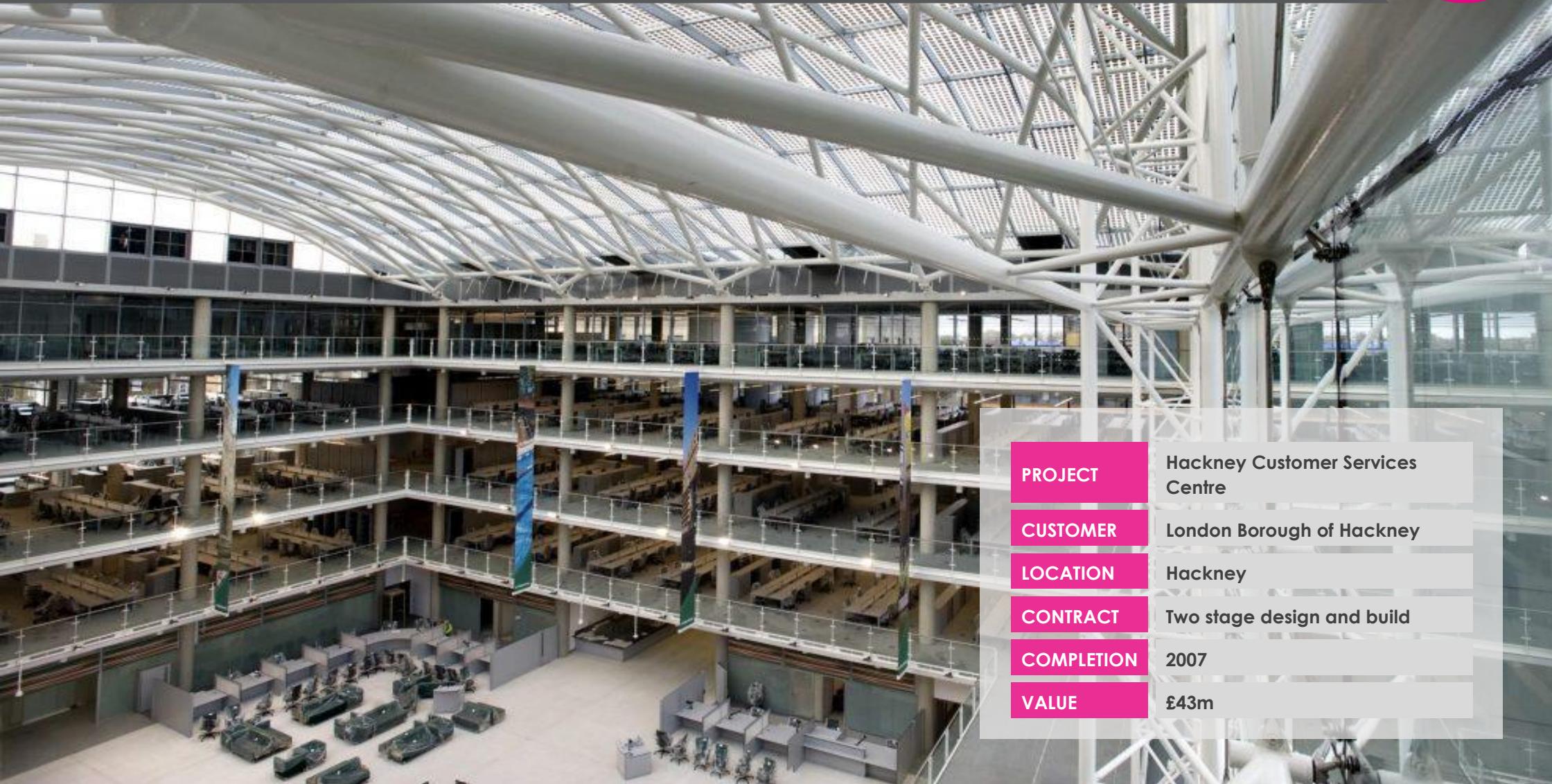


Delivering both direct and indirect benefits from one project

OSBORNE



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|------------|----------------------------------|
| PROJECT | Hackney Customer Services Centre |
| CUSTOMER | London Borough of Hackney |
| LOCATION | Hackney |
| CONTRACT | Two stage design and build |
| COMPLETION | 2007 |
| VALUE | £43m |

Issue

London Borough of Hackney required a multi-functional, new build Customer Services Centre to deliver a one-stop shop for council services. The Council were very keen to not only build long term sustainability into the new facility being created, but long-term investment in the local community as a consequence of the development project.

Osborne were selected for their ability to deliver on both objectives. The technical credentials had been proven with the completion of the adjacent council office at Hillman Street.

The ability to incorporate the wider objectives were demonstrated with the project plan that identified 3 key elements to be considered within the design and build programme:

- **Project Value** – the build programme needed to incorporate value engineering without compromising the design
- **Environmental Value** - both in terms of the build programme to meet the Council's target for 20% renewables, as well as the design of the building for long-term building control and costs

- **Social value** - ensuring that the project would result in creating employment opportunities for the local community

Solution

Technical design solutions were developed to secure cost savings and ensure sustainability:

- Offsite construction methods were used for the roof to better monitor quality and reduce costs
- A revised internal layout for the building reduced the number of glazed partitions to the superstructure

Innovative sustainability features were fully integrated into the building's design from the outset to maximise performance and minimise running costs:

- These included photovoltaic array; a biomass boiler; solar hot water heating; green roofs and passive ventilation

Social Value was created through direct employment opportunities as well as enhanced facilities for the local community:

- Osborne actively promoted the council's employment opportunities throughout the duration of the project to drive interest to the council's employment scheme

- Bicycle storage and good transport links made it easier for people to access

Outcome

In terms of value engineering the project achieved a £250k saving through a combination of clever modular design and use of materials. Continuous liaison with Network Rail to take account of the adjacent railway embankment contributed significantly to the safety of the passengers and passers-by. The site was considered so outstanding that the Considerate Constructors Scheme used it as part of a promotional video.

The building was awarded a BREEAM Excellent accreditation for the building's sustainability features as well as meeting the 20% renewables target. In terms of the local community, Osborne promoted local employment opportunities, achieving 0% local employment, and providing direct employment for two local trainees.

This project is a testament to the benefits of looking at what can be achieved beyond the physical build with the right approach and with a customer who has confidence in the ideas and processes of their contractor partner.