

## Willmott Dixon Interiors to improve visitor experience at Brent Civic Centre

2 years ago



Willmott Dixon Interiors has been appointed by the London Borough of Brent to make some important interior changes to Brent Civic Centre in Wembley Park.

This will see Willmott Dixon's fit-out specialist refurbish 22,600 square foot of the space to the library, ground floor customer services and mezzanine floor to improve access and provide a better experience for the local community. Prior to this, their in-house designers delivered a plan for a reconfigured interior layout to meet new space demands.

Accessibility is at the heart of the project, with the building being reconfigured to accommodate wheelchair users, pushchairs and people with complex needs. Visitors will also be greeted by an enhanced arrival experience, including a new main entrance and welcome desk facility, while the mezzanine level will see a flexible, multi-use library, with more study spaces.

Benefits of Willmott Dixon Interiors work include:

- A new welcoming main entrance to the building on Exhibition Way by Sainsbury's and new customer waiting area.
- A new dedicated customer area on the ground floor, where customers can meet with Hubs and Customer Service staff. This will include more meeting rooms so that customers can have private and confidential conversations with staff
- A new purpose-built and enclosed Children's Library
- A repurposed mezzanine floor with a flexible and multi-use Library space and an increased number of study spaces

- A private Family Room for confidential meetings
- The building will be more accessible for visitors with wheelchairs, pushchairs, and complex needs
- A dedicated digital area to support residents and visitors

## Office renewal

Opened in 2013, Brent Civic Centre attracts thousands of visitors each year who come to speak to customer services, get married, register births and deaths, study, and socialise.

The project to refurbish the centre has been shaped by a wide-ranging review into how visitors and residents access its services. It included a consultation with more than 500 residents, staff focus groups and surveys.

Willmott Dixon Interiors was awarded via the Procurement Hub framework. To support community engagement, it will also team up with West London Careers Hub to support local schools and colleges through careers events, work experience and industry insights.

Neil Adams, senior operations manager at Willmott Dixon Interiors: “Brent Council recognises the importance of responding to the changing needs of those using its facilities. The Civic Centre is an important community resource and this project has been purposely designed to ensure it continues to deliver a positive experience for everyone. We’ll be repurposing the space to provide better public access, with open spaces that are not only more welcoming, but are easier to find and navigate too.”

Councillor Fleur Donnelly-Jackson, cabinet member for customers, communities & culture at Brent Council: “Our award-winning Civic Centre has served residents and the council well over the past decade. However, a lot has changed, particularly since the pandemic and it’s important for us to adapt to meet the evolving needs of our residents. This exciting transformation will enable us to better serve our community, prioritising those with the most complex needs, creating a more accessible space and providing enhanced facilities for all to enjoy.” Andy Peck, senior client relationship manager at Procurement Hub: “This is another project that represents a great example of how working with Willmott Dixon Interiors through the Major Projects Framework provides great benefits for the public sector. In this challenging environment, the flexibility of the framework enables Willmott Dixon Interiors to move forward with Brent Council and deliver value in the right areas.”

Willmott Dixon Interiors has a long track record for delivering public sector refurbishment projects. The contractor recently worked with Enfield Council to complete the CAT B fit of flexible office and meeting space at Edmonton Library and handed over a new children and family hub at Thomas Hardy House in Enfield, which opened last year.