



# Community + Residential

PROJECTS

# Introduction

Within this brochure we will lay out our approach to the Community + Residential sector. We appreciate each client has different requirements so our collaborative and experienced team will work closely with you to deliver your desired outcome, whilst achieving a sustainable built environment and creating a desirable place to live.

Working across numerous specialisms, we are a passionate multi-disciplinary design and property consultancy. All of our lead design services are under one roof, removing complexities and providing a coordinated approach. Our team engage with you from the early stages of your project to fully understand all requirements and regular client engagement meetings and internal design crits continue throughout the project's journey. We specialise in the delivery of innovative and value-focused projects that bring your visions to life. Being considerate and client-focused, our team of property specialists and designers explore the benefits above and beyond your original requirements, delivering your projects to an exceptional standard.

In 2019 we became the sole provider of professional services for Central Bedfordshire Council by securing a single partnership position on their Consultant Framework. The projects under this Framework include care homes, housing

developments, and leisure facilities. Our team are currently delivering Marigold House and Steppingley Road Care Home which have a combined project value of approximately £60m. We have worked closely with our Client to understand their project portfolio, what their aspirations are and how innovative solutions can meet these within set budgets. Our designs for Marigold House and Steppingley Road Care Home have been very well received and adopted as templates for future Central Bedfordshire Council projects.

By following the BIM (Building Information Modelling) protocol we are able to successfully co-ordinate designs to mitigate known co-ordination issues, and work in a collaborative approach to benefit the delivery of projects. Using the full functionality of our 3D modelling software, we can model the proposed architectural, structural, and building services designs to enable successful design co-ordination.

The BIM process to produce external and internal visuals and fly-throughs of the models provide our clients with a better sense of the space than drawings alone. During the design process, the 3D visuals are presented to our clients, helping to influence key design decisions and allowing the project to progress smoothly.



CONTENTS

Creating a Fit-for-Purpose Facility  
04

Passivhaus  
06

Making Spaces Feel Homely  
10

Green Spaces  
12

# Creating a Fit-for-Purpose Facility

Based on our experience, we have created a template for future projects to ensure care sector requirements are met and high-quality projects are delivered. Principles from this template are used to guarantee successful solutions. Our solutions will cover the immediate requirements and longer-term aspirations of our clients.

Regular client engagement sessions are held to provide our clients with an update on design progression. Our designs are presented and discussed in an open forum, giving clients the opportunity to provide feedback and make sure the final designs achieve their expectations.

All of our designs comply with legislation, regulations and standards, whilst still being bespoke and creative.

We have developed a dedicated working group to ensure we are at the forefront of the Community + Residential sector. Our team engage with relevant specialists to ensure we are aware of any challenges from the early stages and understand the best approaches to address them.

## Bury St Edmunds Children's Home, Bury St Edmunds, Suffolk

This new children's home replaced the existing 1960s building and provided a welcoming and secure space in line with Ofsted guidance.

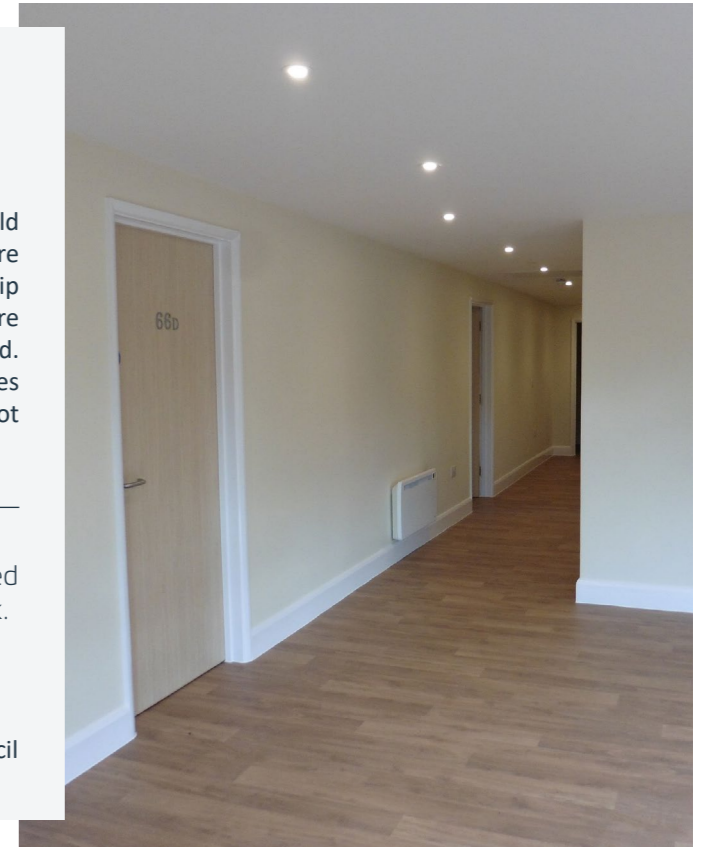


## 66 St Edmunds Road, Stowmarket, Suffolk

Our team were asked to create a facility which would provide independent living for people leaving long-term care environments. We maintained a close working relationship between all stakeholders, the client, and contractor to ensure we could develop the client's vision as the project evolved. Through this close liaison, we were able to adapt to changes quickly and ensure the tight project programme was not compromised.

"Concertus responded to an urgent development need for some of our most vulnerable customers in Suffolk. The team's work ethic, commitment and quality of work exceeded all expectations."

Shirley Mutumburi, Contracts and Service Development Manager, Adult & Community Services, Suffolk County Council



## Old Kent Road, Southwark, London

As part of a regeneration plan for the local area, we were asked to develop a complex of accessible homes in a car-free environment.

The development includes 21 residential units, made up of 4 three-bed mews houses and 17 flats. Our Architecture team made sure the site was designed to adhere to the Lifetime Homes Standards as well as being adaptable in the future to provide improved accessibility, for example installing internal lifts. This project will act as a springboard project to encourage others to carry out similar developments in the area.



## Coram Green, Brentwood, Essex

Our multi-disciplined team were commissioned to design and project manage the build of three new town houses to provide accessible homes for individuals with physical disabilities.

The provision of the new houses is in line with required housing needs and contributes positively to the area by utilising a previously unused secluded site. These properties were delivered under the National House Building Council (NHBC) Warranty Provision, excelling not only in design quality but also build quality.



Steppingley Road Care Home

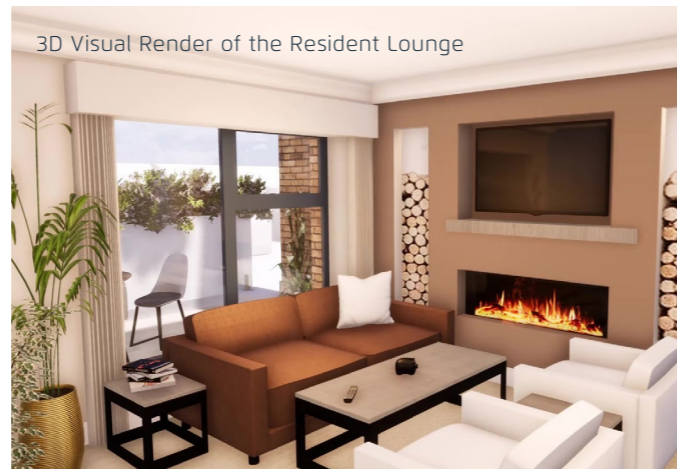
# Passivhaus

Adopting the Passivhaus approach (commonly referred to as 'Fabric First'), we recommend environmentally friendly and sustainable materials to our clients, which help to create low energy buildings with optimum levels of comfort. Selecting the most efficient fabrics from the start leads to a robust building which prevents the loss of energy. The high levels of comfort, with a stable temperature all year round and filtered air, have significant health benefits for the residents.

Properties built to Passivhaus standard incorporate thick insulated walls, triple-glazed windows and doors, and a specialist ventilation system. This system allows clean air into



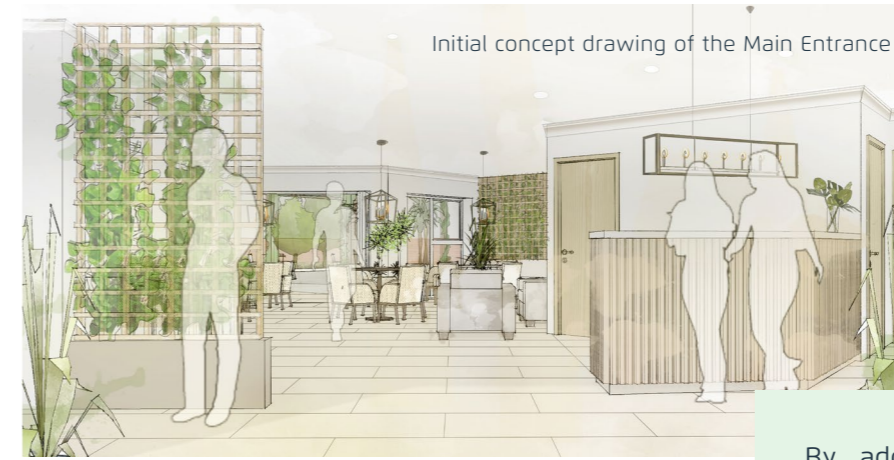
3D Visual Render of the Resident Bedroom



3D Visual Render of the Resident Lounge

buildings whilst ensuring heat generated does not escape. Services are allowed to run unimpeded and are not visible to residents. Our designs ensure buildings face an ideal orientation, enabling as much sunlight in as possible during the winter months to help with heat gain.

In addition to enhanced comfort and cleaner air quality, benefits include lower energy bills and lower carbon emissions. By reducing the energy demand, this approach is kinder to the environment and costs less to run. Teams continuously strive to decarbonise design solutions and we are actively working with Suffolk County Council, Central Bedfordshire Council, and Derbyshire County Council to achieve their commitment to become Net Zero by 2030. Our Net Zero steering group have been aligning our professional services to develop conversations with clients around their aspirations and working towards delivering these.



Initial concept drawing of the Main Entrance

## Marigold House, Leighton Buzzard, Bedfordshire

Marigold House is set to become Passivhaus certified, one of only a few care homes in the UK to be certified, and the first for Central Bedfordshire. Passive design focuses on the use of an air tight building envelope and other techniques to reduce heat demand.

Our design provides a 3 storey, 63 bed care home facility incorporating a community hub for use by residents and the wider community. To improve efficiency, a combination of air source heat pumps, photo voltaic panels, and solar thermal systems for the heating and hot water requirements have been selected.

All of the spaces within the care home have been designed so they can be accessed by wheelchair and each room has an accessible ensuite bathroom provided. The design looks to create a feeling of home whilst balancing the needs of the residents.

"Working with Concertus has been a pleasure. We had a definite ethos for our project which was a bit out of the ordinary. Concertus listened and delivered a design that took our ideas and made them a reality. The Architects, Designers, and others in the team pushed forward despite the challenges of the pandemic, ensuring our planning application was successful, and they have maintained momentum as we move into the construction phase. We are seeing the benefits of working with Concertus."

Tobin Stephenson, Head of Managing Accommodation Needs of Older People, Central Bedfordshire Council

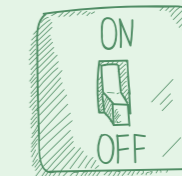
By adopting the Passivhaus approach at Marigold House, the following benefits will be delivered.



**Lower energy consumption**  
The heating and cooling energy required will be four times less (as a minimum) than the energy required for a traditional build.



**Lower carbon emissions**  
125 tonnes of CO2 are saved per year, when compared with a traditional building using gas central heating.



**Lower energy bills**  
The saving in the total running cost (gas and electricity) per annum, compared to a traditional build using gas boilers (excluding Renewable Heat Incentive (RHI)) will save around 10-15% per annum. If RHI is taken into consideration, then more than 30% will be saved per annum.



3D Visual Render of the Main Entrance

Steppingley Road's 'Core' dining space; located in between the Care Home and Independent Living, joins the two separate areas of the building.



3D Visual Render of the Corridor



3D Visual Render of the Reception



### Steppingley Road Care Home and Independent Living, Bedford, Bedfordshire

Steppingley Road is the largest registered Passivhaus care provision in the UK, helping to reduce the building's energy demands now and in the future.

The brief was for a 72-bed residential care home, an 8-bed short break facility for adults with learning or physical disabilities, and an independent living scheme along with community facilities. Our BIM process provided an opportunity to improve performance

significantly and generate innovative ways of delivery.

All units are linked to a central core with shared facilities including a café/bistro, hair and beauty salon, medical rooms, and multi-purpose space. These facilities help to build a sense of community between all residents and play a key role in combatting social isolation.

Our team held regular engagement sessions with the client and end user to ensure we fully understood the community and residents' needs. Using our experience and knowledge, we were able to guide our client in making key decisions for the creatively designed facilities.

3D Visual Render of the Bedroom



# Making Spaces Feel Homely



We understand the importance of providing a safe environment. The spaces also need to feel homely and enable flexibility for families to visit their loved ones in comfortable and welcoming surroundings.

Careful selection of internal elements are considered throughout the design process. Choosing the correct lighting,

furniture, fixtures, and equipment contributes to a warm and inviting environment. Decisions on materials, palettes, and textures will be made with the end user in mind. Our care home designs consider the needs of residents with dementia and focus on promoting wellbeing. Social value is at the heart of all our projects, and we are passionate about supporting the communities in which we operate.



## Hutton Care Home, Hutton, Essex

The Building Services team were called upon to help deliver a new care home with 77 en-suite bedrooms, and a 55-bed assisted living community.

Our team created a care home development which is sensitive to the local architecture and suits the needs of the residents.

## Henley Care Home, Henley-on-Thames, Oxfordshire

Our Engineers worked closely with the Architect to model a building which was more energy efficient and achieved the client's vision.

The client was impressed with our collaborative approach and high-quality result. This led to our team being appointed to a new care home development in Hutton (left).



## Glenwood School Student Residences, Benfleet, Essex

The brief required us to design and construct a new-build residential boarding facility to accommodate up to 20 pupils at any one time. Adding a boarding facility enabled the school to provide a 24-hour curriculum, Monday to Thursday, during term time. The accommodation had to be suitable for the pupils who have complex or profound learning difficulties, which may include autism, Profound and Multiple Learning Difficulties (PMLD), and Severe Learning Difficulties (SLD). It was important for the provision to have a domestic atmosphere and appearance to aid the transition for the pupils from home to the boarding facility.

"Concertus have provided a design that meets all of the requirements and have been proactive in resolving issues that have arisen. It was a pleasure to work with the Concertus team to deliver this much needed facility."

Steve Holt, Contracts Manager and Framework Manager, Morgan Sindall



## Homes for Older People (HOPs), Derbyshire

Working closely with Derbyshire County Council and the care home managers, we have delivered landscape designs which form part of a 'holistic treatment plan. This has provided scope for exercise to relieve tension alongside personal space for reflection.

Our landscape designs considered key design principles for dementia care from an early stage. The carefully planned environments encourage residents with dementia to live a more active and stimulating life, which can help combat the

effects of declining cognitive ability. Residents are involved in gardening experiences, offering them an opportunity to engage in familiar activities which provide enjoyment. Greenhouses encourage residents to get involved in growing their own vegetables and CCTV has been installed in bird nests.

These homes are wheelchair accessible both internally and externally, encouraging residents to travel around with no assistance. Circular routes have been created which are level, clearly sign-posted, and barrier free to promote confidence.

# Green Spaces

## Lavenham Road, Ipswich, Suffolk

A new respite and supported living care home to replace the existing building which was outdated and no longer suitable for the intended use.

A well-designed landscaped garden can help to enhance the quality of life for residents. Access and proximity to external space allows an active lifestyle to be maintained, which supports both physical and mental wellbeing.

Where possible we will develop an 'outside/inside' strategy where external spaces become an extension of the internal spaces, alongside bringing external features inside. Elements of the outside environment, for example planting, natural materials and textures, can be brought into the interior environment. This encourages residents to use the outdoor space and allows those who are unable to be outside to experience the external environment.



## CONTACT US



[careers@vertas.co.uk](mailto:careers@vertas.co.uk)



Ipswich Office  
2 Friars Bridge Road  
Ipswich  
Suffolk  
IP1 1RR

Matlock Office  
County Hall  
Matlock  
Derbyshire  
DE4 3AG



033 0175 8553



[www.concertus.co.uk](http://www.concertus.co.uk)

