Reception Area case study

Stockport Council, Stockport

Contractor	|	Innova Design Solutions
Timescale	|	8 weeks on site
Architect	|	Carillion

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Innova Design Solutions has completed a refurbishment to deliver a brand new, interactive reception as part of a project to modernise Stockport Council's Fred Perry House in the heart of the borough.

Brief

In a job spanning all aspects from concept and design to installation, Innova worked closely with Stockport Council and Carillion's architects to create a contemporary, technologically advanced reception for Fred Perry House.

With the reception at Fred Perry House acting as both the public face and heart of the building, Stockport Council wanted to create a space that improved the customer experience and retained a feeling of friendliness while freeing up staff to complete vital tasks.

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>
> Laureen Donnan, Deputy Chief Executive at Stockport Council "

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Solution

The result is a high tech, interactive and architecturally pleasing space that enables the Council to deliver its digital ambitions in an inclusive way, providing assistance where necessary.

The old fashioned reception desk and ticket queuing system have been replaced with a contemporary solid oak self service check-in desk with stainless steel plinths. A large glass panel information wall was installed to provide directions to visitors.

A modern waiting area with curved upholstered seating provides a division between the glass screens and individual meeting spaces.

Standing desks with access to iPads, a perch podium and an information desk to house computers has been designed with customers in mind - making it quicker and easier to access information about the council services.

Laureen Donnan, Deputy Chief Executive at Stockport Council said: "The whole reception area has now been transformed into a more welcoming space that supports and encourages people to go online."