

## *About us*

*Pre-tender information*

# **Nicholas Hawksworth Wayfinding Consultants Ltd**

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*We help companies and organisations simplify and rethink the way they communicate with people, devising ways to enrich the understanding of buildings, landscapes and information.*



## about us

Formed in 1999, Nicholas Hawksworth, Wayfinding Consultants Ltd is an independent Cambridge based consultancy specializing in the analysis of problems and design of solutions that enhance the way in which people navigate and 'use' buildings.

We develop strategies throughout the UK, that are devised, designed in detail, and project managed to provide solutions which bind organisations with a visual language and a sense of usability which relates to the whole user experience including;

- pre visit information and interpretation
- the sense of arrival and place making
- the signs that enhance and deliver information
- onward directions to and back from destinations.

Our solutions include consideration for :

- wayfinding information points, lighting and furniture to establish a sense of place
- thought out and considered responses to DDA/EA recommendations and legislations
- direction and destination sign legibility and construction detail
- route maps and distance plans ranging from permanent structures to web / printed media
- software applications that enable individuals within an organisation to produce consistent content for temporary paper signs and information
- collaborative working with Architects, project managers and other related disciplines.

We research, devise, design, project manage and deliver wayfinding solutions to a diverse client list including; National Express, Network Rail, The Port of Dover, NHS Trusts, Cambridge University, The Royal Blind School, The Imperial War Museum Duxford, and City Councils throughout the UK.

## the team

*Research and lead wayfinding designer*

Nicholas Hawksworth

*Designer*

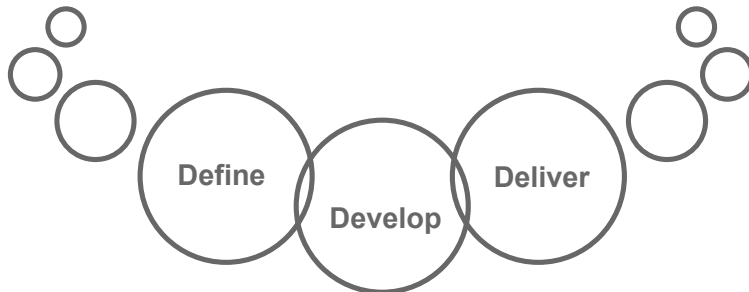
David Ashby

*Web / technical*

Arvind Shah

Although we are a small company, we have a proven record of delivering large scale projects through collaborative working with manufacturers and project design teams.

## Project stages overview - a general approach



### Define

We analyse and predict the problems visitors encounter when making their way to and around an organisation. We analyse the uses of buildings and the spaces that connect them, their external and internal routes, directions, pinch-points and problem areas.

Through observation, discussion and experience we can define wayfinding and usability problems. We then set about designing solutions to enhance the experience of visitors, to encourage them to understand what is available to see/do, to help visitors with special needs, ease the flow at problem areas and help reduce the number of lost and perplexed visitors.

### Develop

The solutions are varied and are different for all projects - however, the common themes are -  
Provide a variety of information types; sign systems, map systems, verbal directions, land marks, labels, online systems.  
To provide this information at locations where people have the time to take it in.  
Develop projects in line with relevant building regs, best practice and DDA provision.  
Items are designed in a consistent theme that runs through the whole journey and relates to the building / organisation use.  
Comprehensive maps that use the architecture and landscape features as landmarks for location.  
Not relying on signs, but where necessary that they are integrated and consistent with the building and landscape.  
Working and liaison with architects, project managers, planners, listed authorities and other parties.

### Deliver

Once specifications and designs have been finalised then manufacturers can be sought to prepare quotes. The manufacture, supply, fitting and snagging is then managed to completion by us. We do not manufacture items, but there are many companies who provide quality products. We choose the most suited products and processes on the market, and project manage the programme of works.

### Future

Projects do not end post installation, but are analysed for their effectiveness with working relationships continuing with new changes and developments.

## Some relevant clients wayfinding and information design

### Colleges

Kings College Cambridge  
Downing  
Howard Theatre  
Churchill  
Girton  
New Hall  
Wolfson Court  
Magdalene  
Cripps Court  
Hills Road VI Form College  
Easton Agricultural College  
Trinity Hall  
Marlborough College  
Christ's College  
Claire College  
Gonville & Causi  
Marlborough College

### County Councils

South Cambridgeshire  
Headquarters, Cambourne  
West Oxfordshire County Council  
East Sussex County Council  
Southampton City Council

### City Councils

Cambridge Guildhall  
Hobson House  
Edinburgh City Chambers  
Oxford Town Hall  
Glasgow City Chambers  
East Sussex County Council

### consultation work for-

*Network Rail*  
*London Stansted*  
*The Fitzwilliam Museum,*  
*NHS Trusts,*  
*Addenbrooke's Hospital*  
*Hinchingbrooke Hospital -*  
*Prospect Healthcare*  
*Centre for accessible environments.*  
*Leicester Cathedral*  
*Bedfordshire University*

### Other buildings

Castle Howard, grounds woods  
and gardens, Yorkshire  
Royal Blind School  
Edinburgh  
Spring Common Special  
Needs School  
Bidwells  
Childerley Hall  
Museum of Oxford  
London School of Economics  
Harlow Crematorium  
Cambridge Crematorium  
Port of Dover Eastern Docks  
Hull Cardiovascular Support Centre  
RHS Chelsea Flower Show  
National Express  
Birmingham Coach Station  
The King's Fund London  
Hull Cardiovascular Hospital (NHS Trust)  
Peterborough City Wayfinding project  
Imperial War Museum Duxford  
Pipers Corner independent School  
Network Rail  
NHS - Broomfield Hospital  
Grand Arcade  
Senate House and Combination Room  
(Cambridge University)  
Judge Institute

### Building Schools for the future (BSF)

Bovis Lend Lease  
Stockland Green  
Holte Mayfield and Lozells

### Information design

AA travel guide proposals  
Downing Accounts

### Publications;

*Architects Journal*  
*Design Week*  
*Estates Manager*  
*FX Magazine*