

BCORP POSITIVE IMPACT REPORT 2025



BCORP AT LSI

This is LSI Architects' first BCorp annual impact report, in which we share some of the highlights and achievements from our first year as a BCorp, and look ahead to next year with renewed goals and ambition.

There is no doubt that this has been a challenging year for our business, as it has for so many others. This report highlights that, against a difficult backdrop, there remains much for us to be proud of. We have advanced our just cause, stuck to our core values, continued to develop and grow our team and have had a positive impact through our work.

The report focuses on the achievements of our business in each of the BCorp impact areas. We know that there is still much more work to be done but we see BCorp accreditation as a journey which will continue to help us to identify opportunities to improve.

We hope that in the report readers might find inspiration, and if anybody reading would like to reach out to us we'd be delighted to hear from you, both to share our experiences but also as an opportunity to learn from others.



WHAT IT MEANS TO US

At LSI Architects, we always aim to do the right thing. This approach has benefited us as a business, however, it is not just the benefits that drive our responsible business approach.

We do it because it is so important to us to have a business that we can be proud of, that achieves things that we can be proud of, and because we believe that it is the right thing to do. The benefits achieved mean that not only can we sustain what we do in the community and for our employees, but we are also able to achieve more to the benefit of others.

HOW WE'RE USING IT

We have always sought to measure our impact on the people and communities we serve through engagement with bodies such as Business In The Community since the mid 2000's. BCorp seemed a natural fit for us to collate all of the work that we are doing that we are extremely proud of, and to identify opportunities to improve as part of a wider community of businesses who choose to do the right thing.



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We are extremely proud to be able to call ourselves a BCorp.

We wanted to become a BCorp because the principles that lie behind the BCorp movement were closely aligned with our own focus on long term benefits over short term profit, and our understanding that we have a responsibility to leave a positive legacy.

As a Practice we have always been proud of what we describe as our ‘healthy unrest’ and our constant search for excellence in design and the way we run our business.

So, whilst we are pleased to have achieved a score that has led to our certification as a BCorp, for us this is about understanding where we are as a business in terms of the BCorp impact areas and where there might be opportunities to improve. In our first annual impact report we have shared our achievements in the last 12 months but have begun to set out clear ambitions to improve and to begin more conversations about how business can be a force for good.

Ultimately, we are delighted to be part of a community of businesses that share this belief.

Chief Executive Officer Ben Goode

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WHERE WE WANT TO HEAD

Our first year as a BCorp has coincided with what has been a challenging year for business.

This is why we are so proud of the fact that we have maintained our commitment to being a good employer, to engaging with young people seeking careers in construction, to continuing our journey to net zero by 2050 and to delivering architectural projects that improve lives, build communities and enhance society.

Our focus next year will be in these same key areas, but we have outlined key targets in each of those areas:

OUR IMPACT SCORE



■ LSI Architects overall B Impact score
■ Minimum B Impact score for Bcorp
■ Median score for typical business

TARGETS FOR NEXT YEAR

01 GOVERNANCE

Embedding our 1-3-5 Action Plan structure into the business, so that all of our business planning and our progress in meeting our business plan is shared in a transparent and open forum.

02 PEOPLE

Planning the succession of our business for the next 15 years, so that we have a sustainable business for the future and can 'Grow our Own', putting in place a leadership team who have developed at LSI and continuing to invest heavily in training and development for all employees.

03 COMMUNITY

We will undertake a minimum of 3No. Pro-Bono community projects, to allow us to give back to the local communities where we live and operate.

04 ENVIRONMENT

Making premises upgrades and promoting sustainable travel so that we can reduce our carbon footprint and continue on our journey to Net-Zero, by targeting two of the most significant areas of carbon emissions identified in our last reporting periods.

05 CUSTOMERS

Robust process for measuring client satisfaction, so that we know what our clients want from us and can provide a product that meets our customer's needs.

And we've already made a start



We have already published our 25/26 Technical Strategy and Design Strategy on Reclaro.



We have recently provided all our team with EDI and Sexual Harassment Training, and next year we are looking to continue this focus on inclusive training, also incorporating training around men's mental health.



We have committed to working on the Clare School Library Pro-Bono project in Norwich over the next few months.



We have begun talking to our suppliers about upgrading the boiler in our Norwich office to a newer and more efficient model.



We have drafted a new client satisfaction survey to begin using in the coming year.

GOVERNANCE

Governance evaluates a company's overall mission, engagement around its social/environmental impact, ethics, and transparency.

This section also evaluates the ability of a company to protect their mission and formally consider stakeholders in decision making through their corporate structure (e.g. benefit corporation) or corporate governing documents.

B CORP IMPACT SCORE:
17.9

Mission & Engagement:	1.0
Ethics & Transparency	6.9
Mission Locked	10.0

HEADLINES FROM THE LAST YEAR

LSI Architects is committed to maintaining the company's existing mission, ethics, accountability and transparency.

We have a well-established mission, as set out in our Just Cause, and we believe that we can contribute to benefiting both society and our stakeholders through our day-to-day work. We have been committed to sharing our mission with our employees and over the last year we have focused on being more open and visible about how we intended to do that.

- Over the last year we have continued to hold regular Director's Updates, setting out our financial position and progress against our business strategy to all employees.
- We have also trialled and implemented a new open business planning system, using Reclaro software, so that all of our employees can view and track the progress of our annual strategies, not just for our main Business Plan, but also individual plans for each of our key strategy areas.

- We have reviewed our values with our employees, holding a series of workshops to ensure our mission is aligned to the values and behaviours of our most important stakeholders – our employees.
- We maintain an integrated office management system for quality and environmental management, which are accredited by BSI to the ISO 9001 and ISO 14001 British Standards.
- We held an event to bring our team together at the end of our financial year to celebrate our achievements as a business, taking the opportunity to recognise well deserved promotions within the team and to reflect on the things our teams achieved in the year that we can be rightly proud of.



We are mission locked!
Our Articles of Incorporation have been updated to adopt the B Corp Legal Amendment



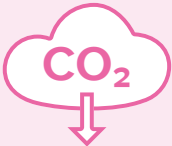
Our CEO presented 7 Directors Finance Updates to the team



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Strategies for 2024/2025 converted to 1-3-5 plans and shared with the team

We published our first Carbon Reduction Plan on our website; sharing our mission to reach Net Zero by 2050 with the world.



PEOPLE

Workers evaluates a company’s contributions to its employees’ financial security, health & safety, wellness, career development, and engagement & satisfaction. In addition, this section recognises business models designed to benefit workers, such as companies that are at least 40% owned by non-executive employees and those that have workforce development programs to support individuals with barriers to employment.

B CORP IMPACT SCORE: 32.9	
Financial Security:	8.3
Health, Wellness, & Safety	9.3
Career Development	6.5
Engagement & Satisfaction	6.0

INVESTORS IN PEOPLE

We retained our Investors In People Gold level accreditation.

The Practice has held an accreditation with Investors in People since 2006, first achieving the Gold level in 2015.

As part of the reaccreditation process, the Practice was assessed in a number of areas including ‘empowering and involving people’ and ‘creating sustainable success’.

The report produced by Investors in People stated that initiatives implemented at LSI have “enabled leaders to create an infectious culture where people thrive” - something we’re really quite proud of.



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We are delighted to have retained our Gold accreditation, but more importantly, that we have shown clear improvement in a number of areas since our last assessment, some of which have even scored as Platinum.

Moving forward, we have plans in place to continue improving to provide our teams all the support they need so that they can be at their best, both individually and as a collective, and have set a clear target to achieve Platinum accreditation when we are next assessed in 2027.

Katrina Parsons, Associate and HR Manager

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WORKPLACE WELLBEING INDEX

We were ranked the second-best UK Employer for Workplace Wellbeing in Mind’s Workplace Wellbeing Index 2023-24

The Practice was ranked second in Mind’s eighth annual Workplace Wellbeing Index this year, out of all of the organisations to take part nationally. The Practice also received a Gold level reaccreditation, meaning it has successfully embedded mental health into its policies and practices and demonstrated a long-term, in-depth commitment to staff mental health.

We are especially pleased that the Practice has also placed as second-best in the Staff Survey section, and scored 98% in the Employer Assessment.

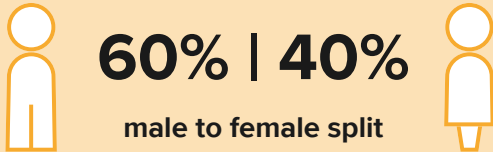
Mind’s Workplace Wellbeing Index is a benchmark of best policy and practice, celebrating the good work employers are doing to promote and support positive mental health, and providing key recommendations on the specific areas where there is room to improve.



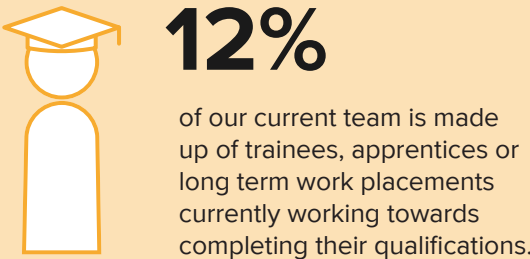
INVESTORS IN PEOPLE | WORKPLACE WELLBEING

4.31/5 | 86.2%

Our average overall employee engagement score from our four employee engagement surveys this year



though we know there is more work to do, we are proud of this statistic in a traditionally male dominated industry.



TRAINING TIME



This demonstrates a clear commitment to the training and development of our team to support them to be happy, healthy, highly trained and highly motivated to deliver the quality design and committed service our clients expect from us.

APPRENTICESHIPS

Our approach to recruitment and developing our people is to 'grow our own'. With that philosophy in mind, we work hard to develop people in all areas of our business, with our current apprentices studying:

- Level 6 and 7 in Architecture
- Level 6 in Architectural Technology
- Level 3 in Marketing



JAMES COOPER

James joined LSI in 2019 as a Trainee Architectural Technologist, having finished his A-levels at Paston College.

James completed his HND in Construction and the Built Environment in 2022 whilst working at the Practice, and is now attending London South Bank University where he is completing his apprenticeship in Architectural Technology.



EMILIA BLYSKAL

Emilia joined LSI Architects' London Studio as an Architectural Assistant in May 2021 after graduating from the University of the West of England. Emilia attends London Metropolitan University on day release, where she is completing the third year of her Level 7 Architecture Apprenticeship.



HENRY DOBSON

Henry initially joined LSI for work experience in 2018 for his college course. He then joined LSI as a full-time employee in July 2019. Henry completed his HND in Construction and the Built Environment in 2022 whilst working at the Practice, and is now attending London South Bank University where he is completing his apprenticeship in Architectural Technology.



HOLLY WHITING

Holly joined LSI in the summer of 2021 having completed her BA at Norwich University of the Arts. Holly currently attends London Metropolitan University on day release where she is completing her Level 7 Architecture Apprenticeship.



NIAH SHEPHERD

Niah joined LSI in August 2023 having just completed her A-levels and following several periods of work experience at the Practice. Niah is currently in her second year at London South Bank University, where she is studying as LSI's first Level 6 Architectural Assistant Apprentice.



YOANNA KOSTADINOVA

Yoanna joined LSI in September 2023 having recently completed her RIBA Part 1 at the University of Kent. Yoanna is now attending London Metropolitan University where she is completing the first year of her Level 7 Architecture Apprenticeship on a day-release programme.



CHLOE JESSETT

Chloe joined LSI Architects in 2017 as a Business Administration Apprentice. Since then, she has progressed to play an integral role within our Marketing Team and is now currently working towards her Level 3 Marketing Apprenticeship with Cambridge Marketing College.

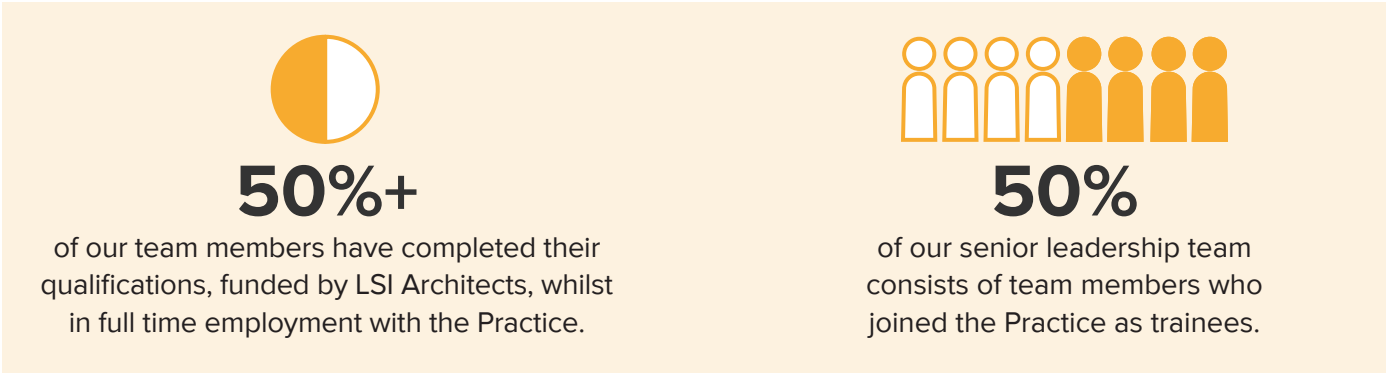
AT LSI ARCHITECTS, WE GROW OUR OWN.

That means we recruit, almost exclusively, people at the beginning of their careers. We then invest heavily in their training and development. This year there have been so many wonderful examples of this approach bearing fruit, not least that Louise Knights and Steven Cotton have become Directors at LSI Architects.

Daniel Pedley became the Practice’s latest Associate Director, joining Rob Ruffles and Dave Bannister who themselves became Associate Directors in the previous financial year.

What is particularly notable about this is that all five of Dan, Louise, Steve, Rob and Dave joined the Practice as trainees, before each completing their qualifications whilst in our employment, funded and supported by the business.

We have seven team members currently completing apprenticeships, either architectural apprenticeships or architectural technologist apprenticeships and a member of our business support team currently undertaking a marketing apprenticeship too.



That’s not all!

We’d also like to talk a little bit about Architectural Technologist Harriet Key, for whom it has been quite a year.

Harriet initially joined LSI in July 2019 as a trainee Architectural Technologist, after studying a national diploma in Construction and the Built Environment.

During her time with us Harriet has worked diligently as part of the project team on numerous projects in multiple different sectors, from Education to Healthcare and currently on a new Data Centre project.

Alongside her project work, Harriet has also been working towards completing her Architectural Technology degree at Anglia Ruskin University on a part time day release basis, funded by the Practice.

And this year, Harriet completed her degree. Not only did Harriet graduate with a First, she was also named as the Outstanding Graduating Student on her course and received the Award for Outstanding Performance.

Harriet’s collection of accolades did not end here, either, as at the 2024 CIAT Awards for Excellence in Architectural Technology, Harriet’s outstanding final year project, ‘Cranwood Residence’, saw her receive the CIAT Student Award for Excellence in Architectural Technology.

Harriet’s Cranwood Residences project, a design for a zero carbon, multi-generational housing development

in Muswell Hill, north London, was praised by the judges with the project highlighting Harriet’s “great eye for detailing” and “advanced understanding of the design process”.

Balancing study with work is often a challenge but alongside her studies Harriet has continued to deliver a fantastic service to our clients. She is a hardworking and talented young professional, who is very much a valued member of the LSI team and such a wonderful example of our approach to career development.



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LSI supported me not only through funding my studies, but by actively investing in my personal and professional growth, aligning with their strong set of values.

Balancing academic study with real-world experience has given me a deeper understanding of architectural technology, bridging theory with practice in a way that’s been incredibly fulfilling. The encouragement I’ve received from my mentors at LSI Architects and university lecturers has motivated me to push myself further.

I look forward to giving back by sharing the knowledge and experience I’ve gained to inspire and mentor the next generation of students on their own paths

Harriet Key

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“

I have had the pleasure of mentoring Harriet and I can only reiterate how well deserved this award is. We are so proud of what Harriet has achieved, both in her studies and her work here at LSI Architects. We are also now seeing her support our other trainees, proving that Harriet absolutely lives up to our values as a business. Congratulations Harriet, from all of your colleagues at LSI Architects.

Louise Knights, Associate Director, LSI Architects

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RETURN OF THE STUDY TRIP

Following a brief, pandemic- enforced hiatus, we were this year able to reinstate our study trip for our employees. Having packed our bags, we hopped over to Belfast, Northern Ireland, hometown of Director Peter Courtney.

Every trip, we take an opportunity to visit an industry colleague and this year we were delighted to be able to visit a longstanding client, McAvoy, with whom we have successfully worked in collaboration to deliver a number of excellent education projects that utilise offsite modular construction.



“

Our study trips provide everyone at LSI Architects with the opportunity to experience the architecture in another part of the world. These trips have always been hugely valuable for us, in terms of providing our team with an opportunity to learn and gain inspiration for their own work.

It also means we get to spend time together as a team outside of the working environment, a wonderful opportunity for our teams to connect and build stronger relationships that we can carry through to our own project work.

We’ve always received overwhelmingly positive feedback from our teams that they find the study trips inspirational and valuable to their work.

Director, Peter Courtney

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TRAINING HIGHLIGHTS IN THE LAST 12 MONTHS

- Continuing to run our Leadership Development Group for the future leaders of our business.
- Launching our Development Centre, a 2-year programme focusing on leadership, communication and self-development for those in middle-management positions within the business looking to take the next step in their careers.
- Running our well-established mental health and wellbeing training programme.
- Providing Neurodiversity Awareness Training workshops in February 2024, with the subsequent creation of a neurodiversity advisory team to help make our practises and processes as inclusive as possible.
- Providing all our team with EDI and Sexual Harassment Training.

PLANS FOR NEXT YEAR

- A second Development Centre cohort will launch in January 2026.
- Men’s Health Training.



COMMUNITY

Community evaluates a company’s engagement with and impact on the communities in which it operates, hires from, and sources from. Topics include diversity, equity & inclusion, economic impact, civic engagement, charitable giving, and supply chain management. In addition, this section recognises business models that are designed to address specific community-oriented problems, such as poverty alleviation through fair trade sourcing or distribution via microenterprises, producer cooperative models, locally focused economic development, and formal charitable giving commitments.

B CORP IMPACT SCORE:	
16.2	
Diversity, Equity, & Inclusion:	4.6
Economic Impact:	7.0
Civic Engagement & Giving:	2.2
Supply Chain Management:	0.9

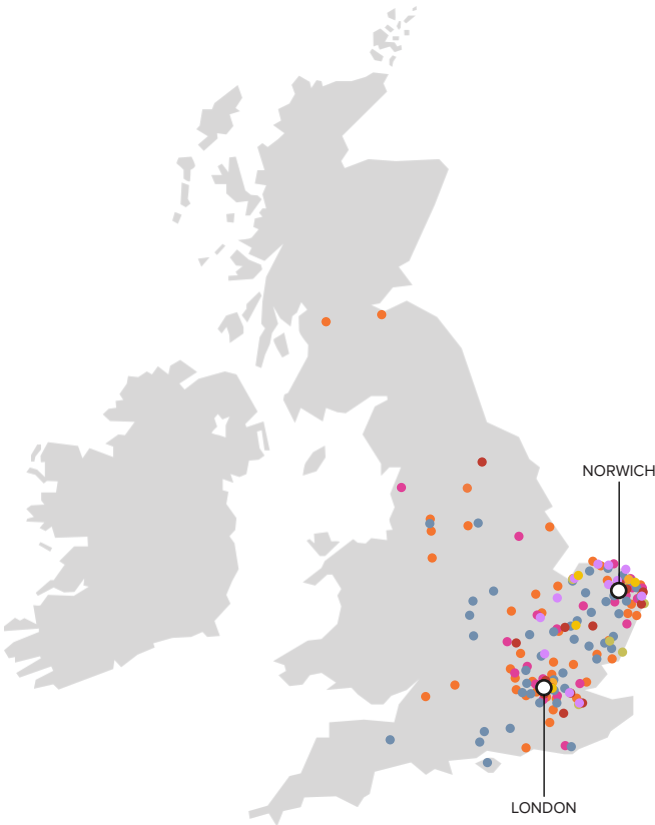
OUR IMPACT

As we have set out in our Just Cause, LSI Architects believe that our work should improve lives, build communities and enhance society. We have chosen the sectors we work in to ensure that we can have the biggest impact on the communities in which we operate.

We are also committed to working with the local communities in which our offices are based – in Norwich and London. We regularly host T-Level students and offer Work Experience placements to students at local schools and colleges; and have provided support to a number of community projects and charitable organisations. In the last year we are proud of having delivered social value within our projects and in other ways.



Brick making during Clerkenwell Design Week



CLERKENWELL DESIGN WEEK

In London, Clerkenwell Design Week represents an excellent opportunity for the team to engage with the local community, and in particular with existing and new suppliers to discover new products available in the supply chain. Here’s what Architect Amy Forrest had to say about Clerkenwell Design Week.

“

Our London office is located within the architectural and interiors show room district of Clerkenwell, which provides us with a fantastic resource and inspiration for our projects.

Clerkenwell Design Week happens once a year, where all the showrooms open their doors for talks, workshops and parties which provide a great opportunity for LSI to engage with new and old businesses within the area.

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3 T-Level Student Placements

5 Work experience Students

70+ Hours donated to Pro-Bono projects

PROJECTS

111 Healthcare Projects

27 Education Projects

24 Local Authority Clients

72.7%

of all project hours in the last year were spent delivering projects providing facilities for education and healthcare provision, or for other public sector facilities through local authority clients. These projects included sheltered housing and supported living spaces, business incubator units, and community parkland.

ENGAGEMENT WITH SCHOOLS AND COLLEGES (CCN)

Our strategy to ‘grow our own’ means it is so important to us to take any opportunity we get to be inspirational adults to inspire the next generation of architects and architectural technologists.

Over the course of the year we have continued to engage with a number of schools, colleges and universities in a variety of ways.

One such partnership is our work with City College Norwich. For 5 years now, we have worked closely with the T Level Design, Surveying and Planning course. This has included facilitating site visits, welcoming students into the office and have set the students a ‘real life’ construction project brief to respond to. We’ve engaged with the students throughout their project, before forming a judging panel for the students to present their work to. Our links with the construction department at City College Norwich have been in place for over a decade, having also supported the college with a BTEC course that preceded the establishment of the T Level.



Work experience students in our Norwich Office



City College students in our Norwich Office



Presentation to City College Students in our Norwich Office



Other education bodies we have worked with closely with this year, through activities like careers assemblies, crits and workshops, include:

- Norwich University of the Arts
- La Retraite Roman Catholic Girls School
- City of Westminster College
- London South Bank University, with ongoing engagement on the architectural apprenticeship route which we believe can make architectural education more accessible.

“

LSI has supported City College Norwich for many years, the LSI Employer Set Project is a fantastic example of employers supporting to shape and drive our curriculum. This enables learners to gain insight from industry experts and develop their soft skills such as problem solving, confidence and presenting skills. LSI remain one of our key employer links with industry and we hope to explore further ways we can work collaboratively, to enhance our curriculum and opportunities for our T Level DSP learners.

Liv Bradley, CCN

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Here’s what John Rowe (Industry and Work Placement Officer - Construction) had to say about our involvement throughout the year:

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LSI has been a long-term supporter of City College Norwich T Level students by providing industry placements and an employer-led project. This collaboration has greatly benefited the students, offering them valuable industry insights and experience. Through these placements, students have had the opportunity to work alongside experienced professionals, gaining hands-on experience in the industry. The employer-led project has allowed students to apply their classroom learning to a real-world scenario, enhancing their problem-solving skills and preparing them for their future career.

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ENVIRONMENT

Environment evaluates a company’s overall environmental management practices as well as its impact on the air, climate, water, land, and biodiversity. This includes the direct impact of a company’s operations and, when applicable its supply chain and distribution channels. This section also recognises companies with environmentally innovative production processes and those that sell products or services that have a positive environmental impact. Some examples might include products and services that create renewable energy, reduce consumption or waste, conserve land or wildlife, provide less toxic alternatives to the market, or educate people about environmental problems.

B CORP IMPACT SCORE:	
13.9	
Environmental Management:	0.7
Air & Climate:	4.3
Water:	0.2
Land & Life:	2.2
Training & Collaboration:	0.6
Community:	2
Certification:	0
Materials & Codes:	1.3

SUSTAINABLE THINKING

LSI Architects has embedded sustainable thinking into our design processes to reduce our indirect impact on the environment and have invested in training around sustainable design. We have also identified our direct impact on the environment and we are pursuing a reduction in our Scope 1, Scope 2 and Scope 3 emissions associated with our office and day-to-day activities.

Understanding our carbon footprint

- We have engaged a third-party consultant to assist in calculating our carbon emissions and committed to a Carbon Reduction Plan in accordance with PPN 06/21 that targets Net Zero emissions by 2050.
- In our last reporting period (1 September 2023 - 31 August 2024) we had produced 24.8 less tonnes CO₂e compared to the previous reporting period (2022/2023) - a reduction of 15% on that previous year.
- We have offset our existing emissions for the third year running - using certified international carbon credits. LSI is delighted to have been re-certified as a Carbon Neutral Business, although we recognise that this is not the end of our journey forwards as we continue to work towards our main target of achieving net zero emissions from our office activities by 2050.

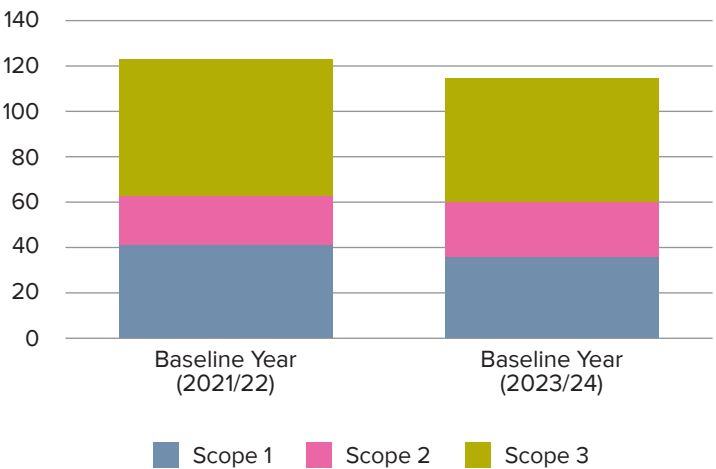
Supporting and promoting use of EVs

- In the 2023 - 2024 reporting year we reduced our emissions associated with staff commuting by 52% against the previous year, having provided a subsidised EV leasing scheme for staff.
- 17% of all employees (including c. 40% of staff who regularly drive to work) now travel by Electrical Vehicle.
- EV chargers have been installed in the office car park so that commuting with an Electrical Vehicle is a viable option.

Embedding sustainability in our design process

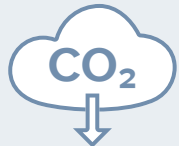
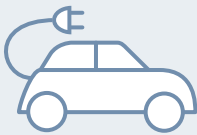
- Fundamental to our sustainability plan is ensuring we have the knowledge and skills to inform our early discussions with clients and project teams to set the ambitions of our projects.
- We have explored how we approach sustainable design as a Practice through a series of Sustainability Thinking Session’s with each of our studios.

Baseline Year (2021/22) Emissions vs Current Year (2023/24) Emissions) tCO₂e)



18,525

Miles travelled in electric vehicles on company business



Carbon emissions reduced by
15%

Offsetting credits purchased to cover
143.17 tonnes CO₂e emissions

16%

Of CPD programme delivered had a sustainability focus



DAYLE WHEELER

This year we supported Chartered Architectural Technologist Dayle Wheeler to qualify as both a Certified Passivhaus Designer and PAS 2035 Retrofit Coordinator which is the ‘dwelling’ equivalent standard to the relatively recently released PAS 2038.

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We are delighted to see Dayle successfully achieve these qualifications. We continue to encourage our teams to grow their knowledge and experience around sustainable design to support our commitment to supporting our clients in responding to targets relating to sustainability and net zero, by creating excellent buildings and spaces that are good for both people and the planet.

Director Mirja Mainwaring

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SUSTAINABLE DESIGN | CARBON REDUCTION

NET ZERO CARBON IN OPERATION (NZCiO) SCHOOLS

In 2024, the LSI Architects team completed two of the first ‘net zero carbon in operation’ schools for the Department for Education.

Funded under the Department for Education’s (DfE) Schools Rebuilding Programme, and delivered via the DfE Modern Methods of Construction framework, the two recently-completed major ‘net zero carbon in operation’ redevelopments provide state-of-the-art educational facilities at Kineton High School and Hartshill Academy, both located in Warwickshire.

Kineton High School is a mixed comprehensive six-form entry academy school providing secondary education to 1,100 pupils.

Hartshill Academy is seven-form of entry school located in Nuneaton, Warwickshire, and provides secondary education for 1,050 pupils as part of the Midlands Academies Trust.

The proposed accommodation for both buildings was developed through a highly structured stakeholder engagement process with the schools and the DfE to suit each of the schools teaching ethos and pedagogy.

The replacement buildings for the two schools have been designed to achieve Net Zero Carbon in Operation (NZCiO), and with the school estate representing a quarter of public sector carbon emissions, the successful decarbonisation of school buildings is essential to help the UK successfully deliver on its target for a 2050 net zero carbon economy.

In collaboration with the contractor, Wates Construction, and the project design team, LSI Architects developed and co-ordinated architectural solutions to effectively incorporate net zero sustainability measures.

The design process of the schools followed the hierarchy of net zero design principles, which focus on a fabric-first approach to key design decisions, including the massing of the buildings and placement on site to control solar gain, thermal comfort, and heat retention.

The teaching spaces are designed to prioritise high levels of natural light and to provide natural cross ventilation, with assisted attenuated airpath units discharging into corridor cross flow ventilation stacks.

Both buildings benefit from the provision of high-efficiency equipment and services such as Mechanical Ventilation and Heat Recovery (MVHR) systems to ensure a clean, fresh air supply and minimise heat loss in the winter. The remaining energy is delivered through renewable means with Air Source Heat Pumps (ASHP) offering high-performance, energy-efficient heating. And any residual energy demand is offset via renewable energy generation featuring a solar PV roof array and ground-level solar canopies.



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When discussing NZCiO, the focus is often on improving the sustainability credentials for a project and reducing carbon emissions but, as designers, we feel the principles are as much about the benefits that can be realised in terms of enhancing the quality of educational environments.

This target has the dual benefit of creating efficient and effective buildings while also creating a positive and welcoming environment that contributes to more-uplifting teaching spaces for both staff and students as well as supporting the needs of the local communities.

Nadia Kazakova, Architect

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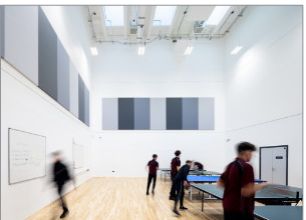
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Our vision for a transformative education experience for Hartshill Academy pupils is really coming to life before our eyes.

The new campus will enable us to deliver contemporary learning styles and provide better resources for future generations, as well as creating a hub for the local community and a beacon for raising aspirations across the local area. The new building will provide a secure and welcoming environment for pupils, enabling them to reach their potential.

Marion Plant, Chief Executive of Midland Academies Trust

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CUSTOMERS

Customers evaluates a company’s stewardship of its customers through the quality of its products and services, ethical marketing, data privacy and security, and feedback channels. In addition, this section recognises products or services that are designed to address a particular social problem for or through its customers, such as health or educational products, arts & media products, serving underserved customers/clients, and services that improve the social impact of other businesses or organisations.

B CORP IMPACT SCORE:
4.9

Customer Stewardship:4.9

This year we have been privileged to work on projects for a number of clients across the public and private sector. From our core sectors of education and healthcare, to our work in the residential, commercial, and leisure sectors, our projects have continued to have an impact for the communities they serve...

Clients we’ve worked with in the last 12 months

- Department for Education
 - Cambridge University Hospitals NHS Foundation Trust
 - Guy’s and St Thomas’ NHS Foundation Trust
 - Norfolk and Norwich University Hospital NHS Foundation Trust
 - James Paget University Hospitals NHS Foundation Trust
 - The Queen Elizabeth Hospital King’s Lynn NHS Foundation Trust
- Sevenoaks District Council
 - Hertfordshire County Council
 - City of London Corporation
 - Medway Council
 - West Suffolk Council
 - London Borough of Bexley
 - Great Yarmouth Borough Council
 - University of East Anglia
 - City College Norwich

Our clients tell us that they value our professional, collaborative, friendly and creative approach to projects and that our team is great to work with. Our people are happy, highly trained and motivated to deliver the quality design and committed service that we believe our clients should expect. The fact that the majority of our turnover comes from repeat business is a testament to the quality of our service.

BUILDING SAFETY ACT PRESENTATIONS

The Building Safety Act has been with us and in force for just over a year now. The Act, along with the updated secondary legislation, has created some confusion across the Construction industry.

Over the past few months, our CIAT registered Building Regulations Principal Designer, supported by experienced members of our technical team, has presented to over 20 companies to assist our industry colleagues in understanding the latest regulations and changes implemented by the Building Safety Act, with incredibly positive feedback to date.

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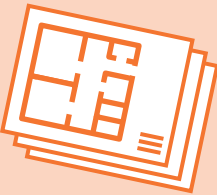
Every client has expressed how these sessions have provided them with greater clarity around the routes they need to follow to progress their projects.

These sessions have been equally beneficial to other colleagues in the industry, and we have been trying to share our knowledge to assist our colleagues and partners within the industry to navigate the regulations.

Jordan Armstrong, Associate and CIAT Principal Designer

”

PROJECTS | BUILDING SAFETY ACT



227

Projects worked on in the last year for clients

99 (43.6%)

of projects were for clients who were nonprofit organisations, social enterprises, or sustainable businesses

138 (60.7%)

of these projects, the ultimate employer was nonprofit organisations, social enterprises, or sustainable businesses



28,839.5 HOURS

spent working on projects for nonprofit organisations, social enterprises, or sustainable businesses!

SECTORS

- Healthcare
 - Education
 - Residential
 - Commercial & Industrial
- Workplace & Office
 - Community & Leisure
 - Sports & Recreation



52,112.25 HOURS

spent working on projects that deliver life touching design. (all project hours - last year)

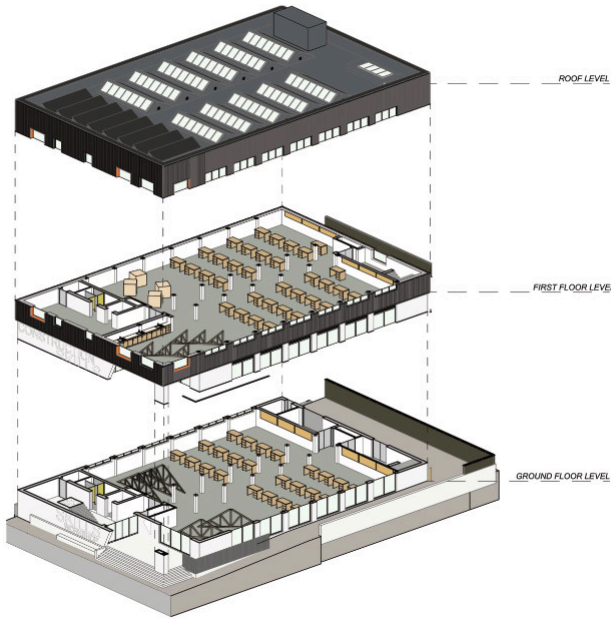
CITY COLLEGE NORWICH CONSTRUCTION SKILLS HUB

The new £4.4M Construction Skills Hub at City College Norwich provides much-needed specialist workshop space for teaching, with a specific focus on electrical engineering and plumbing.

This 1,200 m² two-storey building will enable the college to meet the growing demand for places on its T-Level construction courses, and in turn help to bridge the significant skills gap currently facing the industry. The college currently provides 84% of the construction training for 16-19-year-olds in Norwich, and is also the primary provider of practical construction skills for the county.

The workshops have been designed for maximum flexibility, allowing them to be adapted in the future as industry demand for skilled workers in Norfolk evolves.

The project team also made considerable efforts to push the skills agenda and student engagement, including 16 lecture presentations to Further Education students, exploring the architecture, design and delivery of the new building.



“



This isn't just another building. It's a place that will give young people the opportunity to gain real, hands-on experience in construction - a sector that desperately needs fresh talent. The industry faces a major skills gap, with half a million workers set to retire in the next 10-15 years and too few young people considering it as a career. That needs to change.

Reflecting on my own education, I remember how heavily the system focused on exams rather than practical skills. For many, that's a barrier. Facilities like this Hub can be game-changers, providing a clear path into the industry for those who want to learn by doing.

At LSI Architects, we believe in 'growing our own' - bringing in young talent and giving them the support to thrive. Some of our team started their careers at City College Norwich and have gone on to become leaders in the practice. That's why projects like this matter to me. They create real opportunities for the next generation, ensuring construction remains an exciting and accessible career choice.

Matt Clarke, Director, LSI

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“

The new Construction Skills Hub building will support the college to meet the growing demand for places on its construction courses, in particular electrical engineering and plumbing skills. It is so important to bridge the significant skills gap currently facing the construction industry, particularly in East Anglia, by supporting more young people to find careers in construction.

The LSI Architects team have done a fantastic job of making our vision for the building into a reality and we are already seeing the impact that the new facilities are having for existing and new electrical engineering students now undertaking their practical training.

The LSI Team has delivered a high quality and extremely flexible space which means that we can adapt to changes in demand for education.

The new building is the result of a real collaborative effort from the entire design and delivery team, who were supportive throughout to ensure we successfully navigated any challenges along the way to ultimately deliver an outstanding new facility that will benefit young people in the regions.

Matt Poll, City College Norwich

”

EDENBRIDGE MEMORIAL HEALTH CENTRE

The new £13.5M facility has replaced existing provision which had become unfit for purpose and unable to support future service models. The new centre now has capacity for an NHS patient list of up to 15,000, allowing for a 20% increase in local population growth.

The provision of high-quality health infrastructure through a modern building in an accessible location will provide much-needed health and social care services to the local community. Providing more choice and better quality, responsive and innovative services will implement wider benefits such as community regeneration and improved social inclusion. The aim of the building is to empower people to have a more active role in their own health by putting the needs of people and their community at the centre of the design.

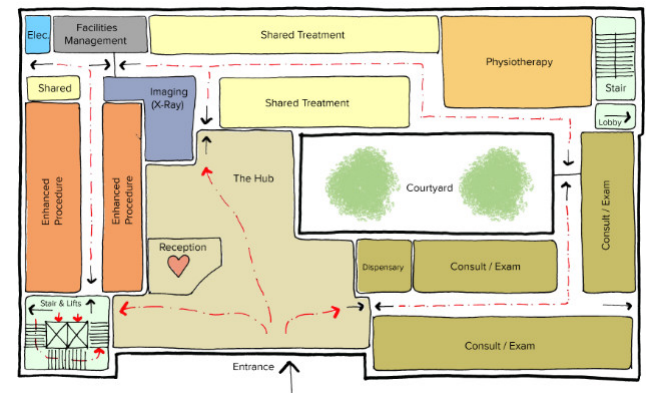
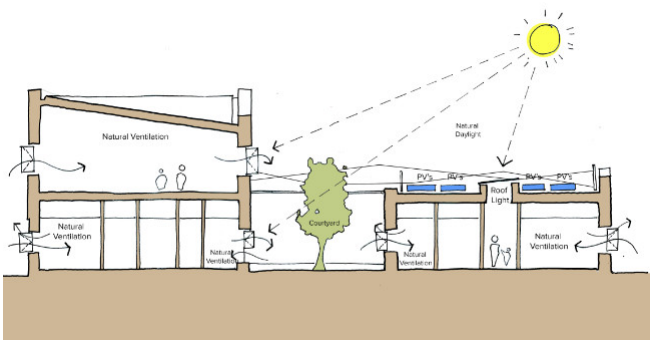
“ We have created a hub to bring people together, create opportunities and help people connect with their community. This is a great example of what we can achieve when health and care partners join together to provide truly integrated support for the people they serve.

Mairead McCormick, Chief Executive of the Kent Community Health NHS Foundation Trust ”



A patient visiting Edenbridge Memorial Health Centre on the morning it opened for a GP appointment had lived locally for more than 50 years, and was really pleased the new health centre had opened, and that they were able to come here on the first day, saying:

“ It’s great to see so many services in one place. I don’t visit the doctors very often but the new centre looks great and the car park is so big. I’m secretary of the Eden Active Retirement Association and we’ve been waiting in anticipation for the new building to open and we’re so pleased now it’s here.



PRISCILLA BACON LODGE, NORWICH

The new Priscilla Bacon Lodge, a £12.5 million charity-funded hospice in Norfolk, provides 24 inpatient beds and associated day care facilities. The building also houses office space for the charity’s head office and administrative functions.

The new lodge will increase choice and access to palliative care services, ensuring that more people receive the best possible end-of-life care when they need it.

Located close to the Norfolk and Norwich Hospital, the new Priscilla Bacon Lodge is a state-of-the-art palliative care unit. In addition to inpatient beds, a day unit, and a well-being centre, the lodge will act as a hub for community-based services, enabling people to receive care in their own homes.

The layout and design are tailored to meet the specific needs of clinical and support teams, developed through our significant experience of delivering new build hospices and close collaboration with key stakeholders.

The hospice has been designed to be a home away from home, with a material palette of red brickwork, pantile roof and extensive use of timber. The result is a building that resembles a typical Norfolk Farmstead and sits comfortably in it’s rural setting.

Beautiful landscaped gardens at the eight-acre site will play a significant role in supporting the wellbeing of all

who visit the lodge. Each inpatient room has direct access to a private garden area, with doors wide enough for beds to be taken outside. Communal areas such as the café, lounges, and chapel lead onto and overlook a central courtyard, offering views of the surrounding landscape.

The hospice is an all-electric building meaning that the site is entirely fossil fuel free and produces zero carbon emissions in operation. Although very traditional in its appearance the building meets all the standards of a modern, energy efficient building and performs exceptionally well thermally.



PALLIATIVE CARE | COMMUNITY BENEFIT

Sandra Dinneen, Formerly Strategic Project Adviser, Priscilla Bacon Hospice Charity, explained how LSI were able to add value to the project:

“

The Priscilla Bacon Hospice Charity elected to draw on LSI’s established experience in the specialist area of hospice design. Their innate knowledge and understanding of the vital role of hospices, how hospices function, and the care which hospices provide helped to guide the architectural process.

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Emma, kindly shared with us how the holistic care at Priscilla Bacon Lodge made such a positive difference to her mum, Pauline, and to her whole family:

“

For us, moving to the Priscilla Bacon Lodge was the best thing that could have happened and it gave her comfort and dignity in her last few days, and dignity in her own death as well. To be able to be around people, and to have her own room where there was space to manoeuvre a wheelchair, or use a hoist, to go to the toilet or wash with dignity - it all made a huge difference in her feeling more like a person again and not a patient. That was really crucial in her feeling happier and more relaxed.

A special memory with my mum whilst she was at Priscilla Bacon Lodge is in her room, and every single room in fact, there were double doors that open out into individual gardens. She was always a really keen gardener, she loved to be in the garden and it was her favourite place to be, and the gardens here are so beautiful. When we arrived, she was in a bed and unable to walk, but we were able to wheel her bed outside so she could be amongst the garden whilst being cared for which was amazing.

As soon as we took her outside she was naming the plants and flowers around her, which was really special because she wasn’t able to spend any time in her own garden in the last couple of weeks at home. To be able to have that here was really special and not something that we’re going to forget.

Moving to a hospice gave us so much relief, and it gave us time to be a family instead of carers. Even if we wanted to stay the night with her at the hospice, there was space for a small sofa bed in her room

”



IN OTHER SECTORS

Outside of our work in the education and public healthcare sectors, we have also continued to undertake work for clients across other more commercially focused sectors.

We equally want to highlight the fantastic work our team has delivered for our clients in these sectors. These projects provide a positive impacts including improving health outcomes, developing vital infrastructure and supporting business and the creation of new employment opportunities.

PRIVATE HEALTHCARE

We see that our work with private healthcare clients is also taking pressure off the public healthcare system and raising the bar for care standards. This year we have completed projects that transform disused commercial spaces into high quality outpatient facilities for international private healthcare providers.



Private Healthcare Facility

COMMERCIAL AND LEISURE

Our commercial and leisure projects help other organisations to grow, creating the new employment opportunities that play a vital role in our economy.

Working for a private developer, a contemporary refurbishment and upgrade of **Northgate House**, an existing 1990's office block in Milton Keynes provides highly sustainable, revitalised office spaces, with the flexibility to suit both single and multi-tenant occupancies.

The redevelopment of part of a shopping centre in Chatham into **'Ascend' a new co-working and innovation hub** similarly provides generous co-working spaces, private offices, and meeting rooms for start-ups and growing businesses. Feedback from the first businesses to use the hub is that the new environment will help them to attract a diverse range of talent.

We have also been delighted to continue to support our client Norwich City Football Club. **The Recovery Hub**, our most recently completed project at the club's Avant Training Centre, has been specifically designed to support elite level player recovery by significantly reducing player injury time through hydrotherapy.



Norwich City Football Club Recovery Hub

Working for developer Churchmanor, we completed a state-of-the-art, multi-million-pound company headquarters for **Avant Tecno** at Suffolk Business Park in Bury St. Edmunds. The new building provides head office space alongside an agricultural machinery storage warehouse and display area, enabling pre-delivery inspection of machines on-site before distribution to their wider dealer network.

Raimo Ala-Korpi, Managing Director of AVANT Tecno UK Ltd, said:

“

Needless to say this is a huge milestone for our company – and especially our AVANT team in the UK. A few years ago, our team made concrete plans to support our growth in the British Isles, and one of the key goals was to improve our facilities to enable us to improve our services to our end-users and dealers in the UK I am pleased to say today that the new era in Bury St Edmunds begins now.

”



Avant Tecno UK Headquarters



Isleden House Infill Development

RESIDENTIAL

Within the residential sector, we've helped deliver much-needed new homes, and through a number of projects to re-clad existing residential buildings, we have delivered work to make those buildings safer.

A curved infill extension of Isleden House in Islington was a finalist in the Best Regeneration Project category at the Inside Housing Development Awards. The building provides much-needed, highly energy-efficient, and spacious affordable housing for both the London Borough of Islington and the City of London Corporation.

Feedback from residents has been extremely positive:

“

It's fantastic, we didn't expect such high standards. Our daughter is especially happy and we're looking forward to having breakfast and lunch on the balcony.

It's a lovely area and nice to sleep without hearing sirens.

It's provided a better life for my children.

”

NORWICH

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