

CASE STUDY

ACTIVE WORKPLACE GROUP

ROYAL
ACADEMY
OF
MUSIC



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Active Workplace Group works in harmony with the Royal Academy of Music. Active supports the Royal Academy of Music by keeping their historic spaces performing at their best — from moving and refreshing rooms to ensuring day-to-day operations run seamlessly.

ACTIVE WORKPLACE GROUP

“We have an ambition for the Royal Academy of Music to be the best conservatoire in the world. With that in mind I want to do my projects once, do them right first time, and do them properly.. Active does fantastic work in supporting me to do this.”

– Di Thorpe

Head of Estates, Royal Academy of Music



CASE STUDY

ROYAL ACADEMY OF MUSIC

TIMESCALE

5+ Years

YEAR

2021 - 2025+

PROJECT TYPE

Design, Build, Furnish, Move, Manage,
Maintian

LOCATION

London

ACTIVE WORKPLACE GROUP



CLIENT PROFILE

The Royal Academy of Music is one of the world's oldest and most well-respected conservatoires. The estate comprises of 4 buildings with the main building being an imposing listed property, built in 1911, with 5 floors and more than 125 rooms. Di Thorpe, Head of Estates at the Royal Academy of Music (RAM) first encountered Active at her previous commercial role with the Hearst Group, where Active had very successfully managed a major inner London relocation and refurbishment project for the media company. When she joined the Academy in 2019 and started to plan the streamlining and refurbishment of the Academy's estate, she knew that she wanted to include Active on her procurement list. Di's due diligence policy is always to get three quotes for every job she undertakes for the Academy, and it wasn't long before Angela Love and the team at Active were getting involved in her ambitious projects.

CLIENT CHALLENGE

“The Academy has constraints that are peculiar to a teaching environment, particularly in terms of when works can happen without disruption,” explains Di, **“The windows of opportunity are reduced and even out of term-time the Academy remains open for holiday projects, public events and hire. We also have a broad range of stakeholders that have particular perspectives and considerations around change, including staff, students, professional musicians, patrons and the public. Add in the complexity of acoustics, historic and often ageing infrastructure the Academy becomes a very unique campus to work within. Since its foundation in 1822 and first Royal Charter of 1830, we have also built up a priceless collection of musical instruments and artifacts that have their own needs in terms of estates, both for access, display, light and humidity.”**

CASE STUDY

THE ACTIVE SOLUTION.

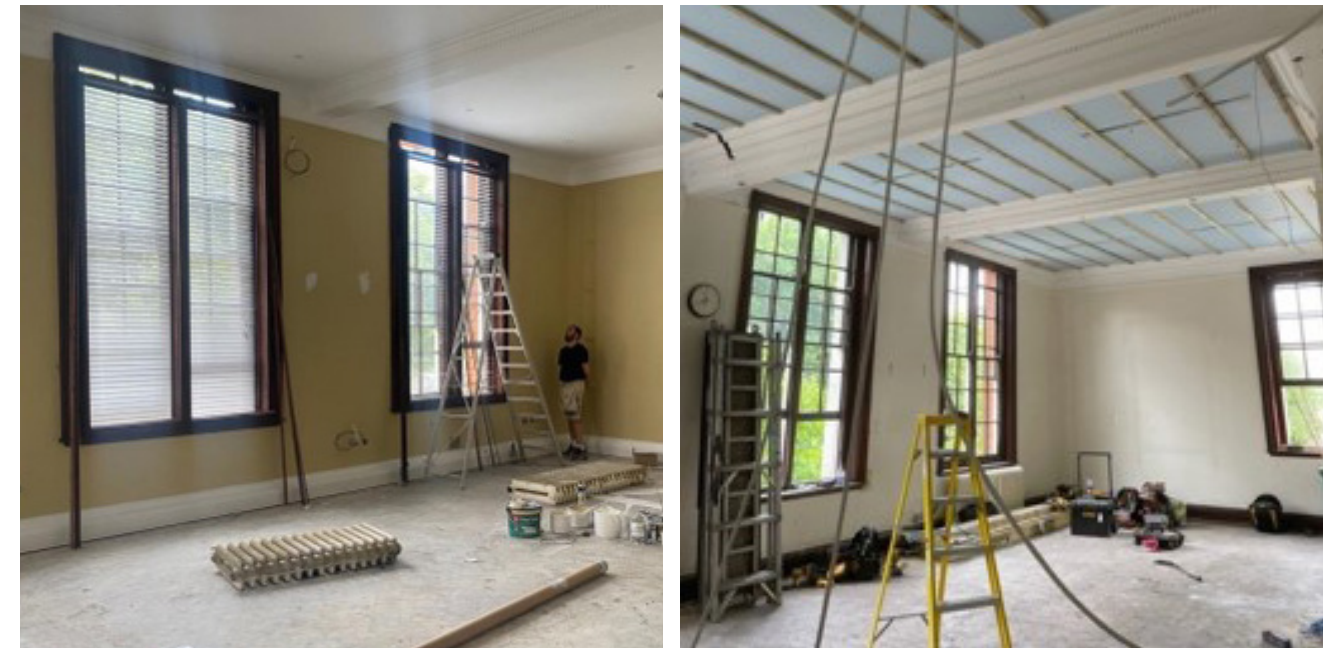
Active has worked with the Royal Academy of Music for the past 5 years, and during that time its portfolio of services is as diverse as it is broad. We work in partnership and our team is very much seen as part of the Academy's support infrastructure. No task is too big nor too small. **We are reactive and proactive.**

BEFORE: The Henry Wood Room



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DURING TRANSFORMATION



AFTER: The Forsyth Room



CASE STUDY

BEFORE: Dukes Hall



AFTER: Dukes Hall



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BEFORE: Staff Welfare



AFTER: Staff Welfare



BENEFITS & RESULTS

Everything from refurbishment of Master Classrooms, to space planning and utilisation, to feasibility studies to turn 3 Academy concert halls into future-proofed tech laden spaces where recording and streaming of performances can take place. To crafting sash secondary glazing in keeping with its Grade II listing to minimise the noise bleed from the Marylebone Road, and most recently a £100k refurbishment of a 2-bed Flat on their York Gate footprint.

Other projects include minor works such as moves and changes, supplying new furniture and sourcing all manner of product to support the business. In addition, we have carried out full M&E and Structural surveys across the Estate to create an up-to-date CAD library which will assist as build projects move forward.

Active forges long lasting working relationships through mutual understanding and trust. Spend with the Academy is upwards of £2.5m+ with potential projects in the pipeline totalling in excess of circa £2m.

BEFORE: Principals Office



AFTER: Principals Office



ROYAL ACADEMY OF MUSIC

MAJOR RELOCATION

As part of the plan for spending money in the best way possible, the Royal Academy of Music identified a potential £400K per annum cost saving that could come with closing one of their leased buildings on Aybrook St; surrendering the lease, and relocating the disparate resources it housed.

On procurement, Angela and her team at Active won the business. “Space planning for the move, was key to this project’s success.” states Di, “and despite being unable to find an initial condition survey for Aybrook, the space had to be surrendered in top condition.

Active worked with us very successfully to make sure spaces were identified and mapped, and even helped our Space Review Committee to survey the staff and students to identify their particular needs and wants.

With the move fully planned, complex structures were disassembled, and others reassembled in their new homes and the building returned to the lease holder in a great condition.

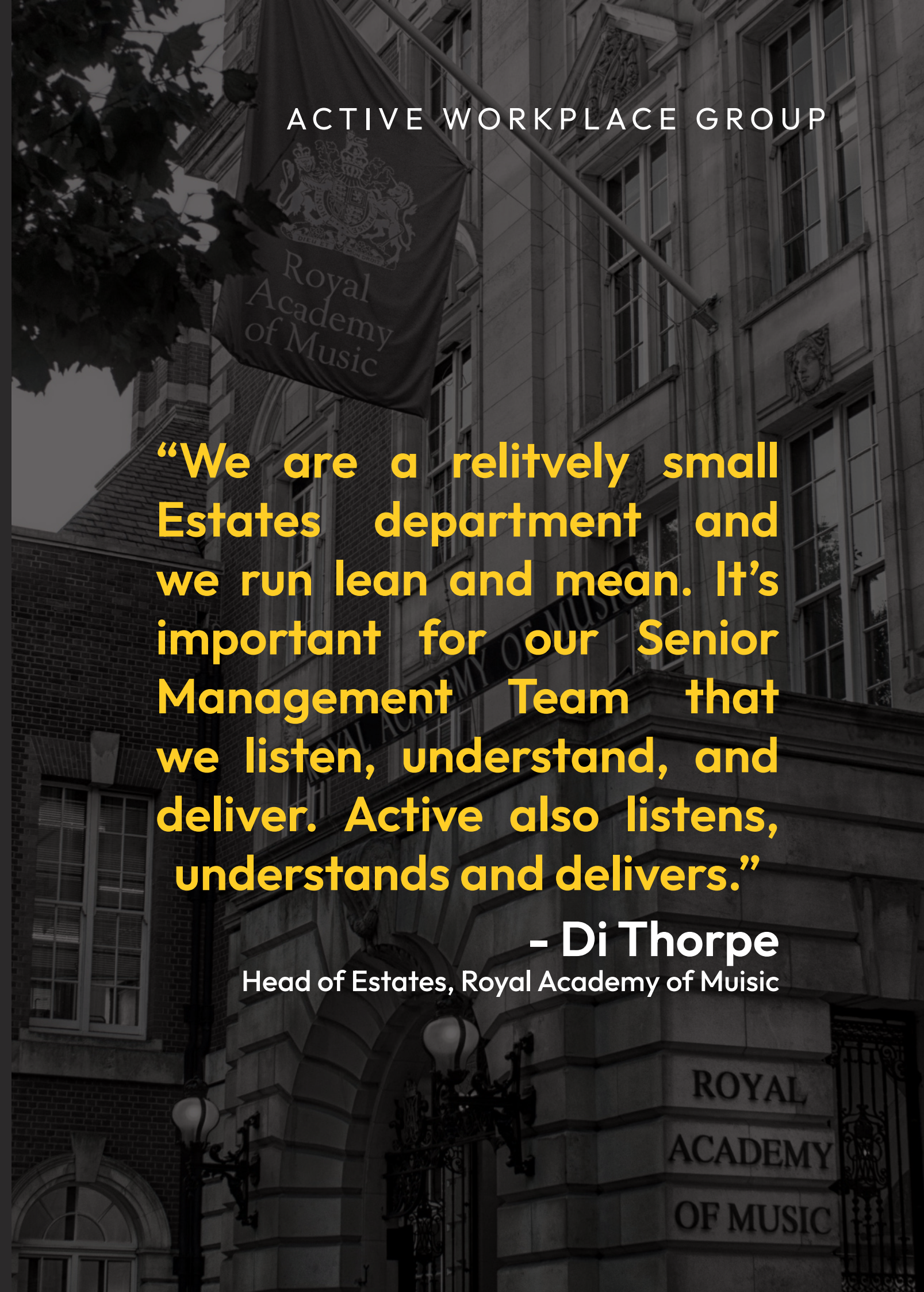
The project, despite its complexity, ran smoothly to both time and budget.”

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“We are a relatively small Estates department and we run lean and mean. It’s important for our Senior Management Team that we listen, understand, and deliver. Active also listens, understands and delivers.”

– Di Thorpe

Head of Estates, Royal Academy of Music



REFURBISHING TO EXACTING STANDARDS.

The Academy has a glittering array of renown alumni including **Sir Elton John, Dame Evelyn Glennie, Katherine Jenkins OBE, and Sir Simon Rattle**. The Academy is very fortunate to also have significant private supporters who fund vital scholarships and bursaries, support programmes to widen access and contribute to refurbishing parts of the Academy to a very high standard.

“Our donors are very generous,” enthuses Di, “but it is essential that they are satisfied with the way their donations are spent. Our Philanthropy team work hard with Estates to ensure this. Active won the business to refurbish a room through the generosity of one of these wonderful philanthropists. The project started with an oil painting that the donor had specially commissioned for the room. Active were able to use this painting to create the colour palette for the rest of the room. They also installed a camera so that progress of the works could be shared with the donor on a regular basis. Active also sourced attractive fixtures and fittings, including specially woven carpeting, to complete the project.”

CASE STUDY

CREATING MODERN, EFFICIENT WORKSPACES.

Active and the Academy also worked in harmony to consolidate the disparate workspaces and introduced efficiencies that shared resources and spaces can bring.

Active were able to create a modern, tech-equipped space with energy saving measures within the listed Main building. The space allows staff to work together in a bright and airy space to deliver their important work in supporting the Academy.

Another Active project involved creating an efficient, hygienic kitchen and restaurant facility to be enjoyed by staff and students. With modern fittings and lighting, the completed project brings the space bang up to date with the needs of its discerning customers.

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“Active’s professionalism enabled the completion of the donors refurbishment project to their delight which will pave the way for more funded projects in the future. This is brilliant news for the Academy”

– Di Thorpe
Head of Estates, Royal Academy of Music

FM SUPPORT SERVICES & INTERIM MANAGEMENT

Active has played an important role in supporting the Academy with its FM responsibilities in several other areas. Active managed a significant feasibility study on the refurbishment of one of the Academy's principal event areas - the Concert Room. The plans included bronze, silver and gold levels of investment and the results that could be achieved for those amounts including mechanical services, design, acoustics, and technology. **"The Senior Management Team were delighted with the level and quality of detail that they were provided."** Explains Di, **"Ultimately they decided that it wasn't going to generate the right result for the level of investment required. But essentially this meant that the Academy didn't throw thousands of pounds into a project that would be less than the best. It gave us the ability to explore alternatives to best reach our goals."**

Of course, not every project Active does is big and bold and worthy of a picture. They have also supplied emergency FM support when the drains have been blocked. **"Active is well-respected throughout the Academy,"** concludes Di, **"and to put it simply, I trust them, they are competitive, and I can rely on them to do exactly what they say they will do, each and every time."**

"The Royal Academy of Music is awe inspiring. We feel privileged to be working in this prestigious institution and I am very proud of the Active Team in delivering the high quality of service that delights our clients."

- ANGELA LOVE
Director, Active Workplace Group

THANKYOU!

GET IN TOUCH

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