1. A Foreword from Andrew Burgess

“Over the course of the past year, since this Project Information Pack was introduced, we’ve delivered many important projects that will provide key infrastructure to campus, both in terms of research and study but also the behind the scenes infrastructure that will prove vital as ‘normality’ resumes.

There is no doubt that the Coronavirus pandemic has caused some serious setbacks; the deferral of phase 2 of the LUMS Space Programme and the new Engineering building being just two of them. Despite these exceptional circumstances, our dynamic efforts as a University have meant that we were able to deliver key development projects like Health Innovation One and the new Sports Hall. We’ve also been able to make good progress with the Library extension, and recently
completed the construction of Margaret Fell Lecture Theatre and the LUMS West Pavilion.

It’s also important that we take the time to acknowledge the work that goes on behind the scenes across the University. Whilst campus is quiet, many operations continue simply to maintain our buildings and essential services – these have been carried out by our key workers. Our staff have worked around the clock, in most cases with a reduced team, to deliver these vital services and whilst disruption may not be as prevalent now, they have done a fantastic job in maintaining the high standards that we have come to expect.

The aim of the Project Information Pack has always been to mitigate disruption, by giving staff and students the opportunity to become informed of the works on campus. Considering the current situation with many still furloughed or working from home, it is perhaps more important now, than ever before, that we communicate regularly, keeping people in the loop as much as possible.

The future is uncertain, though student numbers for next year are looking strong. The work we continue to do now is as important to us as ever in being at an operational readiness.

Though our investment in capital development may have been reduced to help with the University’s financial savings, there are maintenance schedules and projects that must go ahead regardless.
Please take the time to read through this, we hope you find it useful and please remember that if you have any questions about any of the work we do, you can contact the Facilities Helpdesk and we are here to help.” – Andrew Burgess, Director of Estates, Facilities & Commercial Services.
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2. The Communication Process

Facilities Marketing & Communications

Project related communications are produced and co-ordinated by the Facilities Marketing and Communications team based on B floor of University House. Working closely with the Project Development and Maintenance teams they communicate on a number of different levels to a wide variety of people including staff and students and visitors, using a range of channels and working with the central Communications team when required.
Communication Channels:

- Construction hoardings & signage
- Project newsletters
- Facilities communications – direct emails
- Facilities work updates webpages
- Lancaster Campus Life social media & LinkedIn Updates
- Student Portal
- My Lancaster (student eNewsletter)
- eCampus screens
- Staff Intranet
- LU Text (staff eNewsletter)
- Departmental newsletters
- University Open Days
- Operational communications

The project communications process starts with a Project Manager submitting a communications brief, regardless of the size of the project.
This details the impact of a project and is used to assess and determine the right method of communication to adopt.

This is in the form of a written strategy and accompanying activity planner for approval at the Project Executive Group (PEX), the brief delivers all the detail needed to deliver a one-off communication or campaign.

Depending on the message, projects are communicated in two different ways – promotional and operational communications.

Promotional communications tend to be published on campus-wide channels such as the University website, staff and student newsletters, social media, eCampus digital screens and other materials such as posters and flyers. These communications typically focus on the promotion of a project, the investment in a building or facility and the completion of a building. All positive aspects of any given project.
Operational communications are more specific. These are typically in writing to key stakeholders who pass the information on to colleagues across departments. Communications are often verbally communicated by key stakeholders via regular team meetings or emailed round departments. The focus of this communication tends to be operational, often detailing upcoming works, noise disruption, diversion routes or any other important information that aims to help people avoid disruption.

3. Roles and Responsibilities of the Key Contact

Quite simply, we need your help!

Please help us to spread the word and help mitigate the disruption caused by construction.

Regardless of the type of communication we send, we rely heavily on key contacts across the University to help us raise awareness. These contacts
tend to be Departmental Officers, Heads of Department, Building Managers, College Managers & Representatives, Lab Technicians, staff and students that play a key role in communicating to other networks such as the Students’ Union. We have a strong network across each department, more than 400 contacts in total.

The stakeholder network differs from project to project as we try to target specific contacts with relevant information about any given project. This can be a fine art and we appreciate any help you can give in helping us spread the word.

We tailor our communications to channels that are designed to ensure our messages are as relevant as possible to the reader. We try hard not to spam!

Most of the contacts we communicate with are staff for written communications, particularly operational communications, this network...
plays a fundamental part in getting the message across to students. We use other channels such as the Student Portal too but for a direct approach, we find using this network works best.

Know anybody that could help?

If you know somebody who would benefit from being a part of our network, they can contact us by email and request to be added – please specify the project you would like to receive updates for and we will do the rest.

Equally, if you are getting the information and don’t think it is relevant, let us know and we will remove you.

- Email – facilitiescommunication@lancaster.ac.uk
- Email – facilities.helpdesk@lancaster.ac.uk

Thank you for your help with this.
Compliments, Comments and Complaints

If you would like to feed back to us about a particular project, the process differs slightly between staff and students.

Students can feedback to their accommodation or college manager who are on hand to direct your comments or concerns to the right place.

Staff are encouraged to direct their feedback to the Facilities Helpdesk.

- Email – facilities.helpdesk@lancaster.ac.uk
- Phone – 01524 593333

4. Key Considerations

“We try to keep large-scale construction away from key times and small or particularly disruptive projects are mostly scheduled for vacation periods, the most disruptive time being summer vacation.” - Andrew Burgess

The list of dates overleaf is shared with each project team and raised as Key University Dates with the respective contractor. Project Managers are mindful of the impact that construction can have during these times and always try to minimise disruption.
Key University Dates

Academic Year 2020 - 21

Summer Term: 2021

- 31st March - 08th April - University Closure
- 16th April – 25th June 2021 – Summer Term
- April – June 2020 – Exam Quiet Period
- June - Extrav week (TBC)
- 16th August – 20th August - Exam resits (provisional)
- August – Clearing and Clearing tours (TBC)

Visit days 2021:

- Campus tours are running daily from 29th March through to 18th April. Tours to cover external spaces only with the exception of Learning Zone and Library.
- Summer Schools are currently not taking place – to be reviewed.
Events:

July 2021 – UK challenge in Lancaster Square – approximately 750 guests attending campus, affecting Cartmel, County, John Creed and a potential Marquee

3rd - 5th September 2021 – Corporate Games is taking place with approximately 4,000 guests attending campus.

Term Dates 2021/22:

4th – 8th October 2021 - Welcome Week

8th October – 17th December 2021 - Michaelmas Term

14th January – 25th March 2022 – Lent Term

22nd April – 1st July 2022 – Summer Term
5. Minor Works Programme

A high volume of works are co-ordinated by both the Estate Operations and Estate Development teams during vacation periods. This is because the works are either minor, and therefore not time sensitive, or deemed too disruptive to be undertaken during term time.

The following pages give a helpful snapshot of the minor works with a brief description of each. These are not illustrated on the Site Map and Compounds pages so if you need further information about any of the projects below, please contact the Facilities Helpdesk:

- Email – facilities.helpdesk@lancaster.ac.uk

5.1 Minor Works Programme

- A new bin store and cycle parking area is being constructed on Farrer Avenue at LUMS. The project is ongoing and should be completed around the middle of April.
• Construction of a bin store and cycle parking area around the County Diner/County South area is set to commence in April. The works are not expected to cause disruption and the Project Manager will liaise with building contacts directly.

• Works to the District Heating pipework between University House and the Chaplaincy (including HR) are to be undertaken from Monday 12\textsuperscript{th} April for around six weeks. The project will affect University House, HR, Security and the Chaplaincy as pipework is replaced. The works will also disrupt traffic on Bowland Avenue due to necessary excavation works.

• Asbestos removal works will be undertaken around Nuffield, Physics and LEC from the 29\textsuperscript{th} March for around a 10 day duration. The removals will be carried out by specialist team in full PPE. A decontamination unit will be onsite during the works.
• Works to the guttering of John Creed are set to commence from 1st April with construction works planned throughout April. Minimal disruption is expected but anyone with planned events in area should contact the Facilities Helpdesk for further information.

• As the Library extension project comes to an end, some resurfacing to Library Avenue is expected to take place over the coming weeks. Plans are being finalised but the works will require the closure of the Avenue and associated parking.

• Works to the Engineering building are coming to an end with the compound on Gillow Avenue being removed and hoarding between LUMS and LUEB being reinstated over the next few weeks.

• Works are currently on site in Science & Technology room A71 to replace the windows during March. The room is being prepared
ahead of the delivery of the AMS (mass spectrometer) later this year.

Works will be carried out internally between May and August.
5.2 Site and Compounds Maps

The following series of maps identify the construction site boundaries and associated compounds on a month-by-month basis. Further details of these projects can be found in section 6.

Please be aware that this is a working document. For the latest version visit: www.lancaster.ac.uk/facilities.
6. Major Construction Projects

Index:

Projects are listed from North to South Campus as follows:

1. Library Extension

Please be aware that this is a working document. For the latest version visit: [www.lancaster.ac.uk/facilities](http://www.lancaster.ac.uk/facilities)
6.1 Library Extension

October 2019 – April 2021

Latest Update

The construction of the Library extension is completed with the handover of the facilities to the Library set to take place mid-April. Minor snagging works will continue beyond this point as is the normal process with any construction project.

Some landscaping works between the Library and LEC are ongoing but this will not stop the building being fully operational.

Contact Us

If you require further information in relation to this project, you can contact the Facilities Helpdesk, who will put you in touch with the relevant person in the project team,

• Email – facilitiescommunication@lancaster.ac.uk
• Phone – 01524 593333

Email us to be added to the communications list for this project.

End of document.