Project Information Pack

SEPTEMBER 2021 EDITION
Please note the information provided in this document is updated every two months and it’s accuracy diminishes over time. For up to date information on any construction activity, please enquire via the Facilities Helpdesk;

facilities.helpdesk@lancaster.ac.uk
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1. The Communication Process

Facilities Marketing & Communications

Project related communications are produced and co-ordinated by the Facilities Marketing and Communications team. 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.

2. 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 activity.

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

3. 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

Visit days 2021:
• UG Open Days 2021 – 18th September & 16th October on campus.

Term Dates 2021/22:

2nd & 3rd October 2021 – Arrivals Weekend (18th September onwards overseas students start to arrive).

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

Degree Ceremonies:

15th – 17th December 2021 Degree Congregations (higher degrees)

19th – 22nd July 2022 Degree Congregations

While planning for degree congregations are on-going, all dates are under review subject to advice from Government and public health officials.
4. 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

4.1 Minor Works Programme

- Construction of a new bin store on Farrer Avenue at LUMS is ongoing. The project was delayed due to a supply chain issue, which has now been resolved. We hope to have the works completed shortly.
• Construction of new bin stores and cycle parking areas around the County Diner/County South have been put on hold as the project team review the location. We do not expect the works to cause disruption and the Project Manager is liaising with building contacts directly.

• Minor works to a sub-station are being carried out to the rear of the Music Building on North Campus. The works are self-contained and Facilities are liaising locally with building users.

• The refurbishment works to provide accommodation for a Mass Spectrometer (to be delivered in November) are in the final stage. Snagging is underway with Practical Completion due this month. Testing and Commissioning of the AMS is not within the project scope and will take place in October.
• Roof repairs to the accommodation flats above the Marketplace at County South are underway. The works are essential in addressing a failed roof covering and will be completed as soon as possible. A small compound has been cordoned-off on County Avenue with some parking spaces taken up to store materials. Access to buildings in the area will be maintained throughout. Works should be completed by the end of September.

• Bowland North Family Flats are undergoing a refurbishment. The first batch of accommodation will be completed by the start of October with further flats delivered between October and December. Building users have been notified and the Project Manager is liaising with stakeholders.
• Pendle Bar is being converted in to a café. The project has been scoped and construction is underway. Set to be completed by the end of September 2021.

• The retail unit in Alexandra Square (formerly Barclay’s Bank) is being transformed in to a new parcel collection point. The works are scheduled to be completed by the end of September.

4.2 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.
5. Major Construction Projects

Index:

Projects are listed from North to South Campus as follows:

• ISS Roof Replacement
• Great Hall Roof
• Gas Infrastructure Project
• Retained Residences

Please be aware that this is a working document. For the latest version visit: www.lancaster.ac.uk/facilities
5.1 ISS Roof Replacement

July 2021 – December 2021

Latest Update

The construction phase of the project has commenced. A temporary road has been created between John Creed car park and the ISS building, allowing vital crane lifts to be undertaken. The building was closed for safety reasons during these lifts and has now successfully reopened to ISS Staff. Substantial works are ongoing and so, staff are asked to avoid using the building where possible in order to minimise disruption where possible.

Essential building services will be maintained to ensure that the ISS Team can provide an unaffected service. The Project Team are liaising with key members of ISS to mitigate disruption.

Key Dates:

• Construction is underway and aims to be completed by December 2021.

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.
5.2 Great Hall Roof Replacement

June 2021 – February 2022

Latest Update

A project to replace a number of roof coverings on the Great Hall building is underway.

A compound has been set up in Great Hall Court and safety barriers have been installed on the roof, ready for contractors to commence the removal of roof sections.

The works are being carried out in sections to avoid disruption to building users however, some areas of the Great Hall will be disrupted and as such may need to close. The Project Manager is liaising with stakeholders/building users as necessary.

Key Dates:

- Construction is underway.
- Construction ends February 2022.

Contact Us
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- Email – facilitiescommunication@lancaster.ac.uk
- Phone – 01524 593333

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

5.3 Gas Infrastructure Phase 2

July 2021 – October 2021

Latest Update

Contractors are working within the Spine Duct, beneath ground level, to replace parts of the Gas Main pipework which are at or approaching their end of life.

Currently, parts of the gas main are being isolated, which will affect services to a number of buildings on campus. The Project Manager has been communicating with affected building users for some time. If you have any upcoming event or cause for concern, please check with the associated Departmental Officer or Facilities Helpdesk as to whether you may be affected.
Unfortunately, an area of pathway outside Marketplace has undergone some excavation works to undertake emergency repairs to damaged pipework. We will look to have this rectified as quickly as possible.

At times, this work may obstruct entrances and walkways, causing the need for diverted routes. Please be assured that we are working with stakeholders across the University to lessen the impact of this project as much as possible.

Key Dates:

- Construction ends October 2021.

Contact Us

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- Email – facilitiescommunication@lancaster.ac.uk
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Email us to be added to the communications list for this project.
5.4 Retained Residencies

July - September 2021

Latest Update

As part of a rolling refurbishment plan, the Retained Residences programme is underway at Slaidburn House, Furness Accommodation and Bowland Annexe.

Key Dates:

- Construction is scheduled to be completed before the start of term.

  Contractors compounds will be removed shortly after.

Contact Us

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- Email – facilitiescommunication@lancaster.ac.uk

- Phone – 01524 593333

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