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 1 and the new Sports Hall. We’ve also been able to make good progress with the Library extension, 400 seat Lecture Theatre and 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

<table>
<thead>
<tr>
<th>Academic Year 2020-21</th>
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</thead>
<tbody>
<tr>
<td><strong>Michaelmas Term: 2020</strong></td>
</tr>
<tr>
<td>02&lt;sup&gt;nd&lt;/sup&gt; October – 11&lt;sup&gt;th&lt;/sup&gt; December – Term</td>
</tr>
<tr>
<td>18&lt;sup&gt;th&lt;/sup&gt; December – 04&lt;sup&gt;th&lt;/sup&gt; January – University Closure</td>
</tr>
<tr>
<td><strong>Lent Term: 2021</strong></td>
</tr>
<tr>
<td>08&lt;sup&gt;th&lt;/sup&gt; January – 19&lt;sup&gt;th&lt;/sup&gt; March – Term</td>
</tr>
<tr>
<td><strong>Summer Term: 2021</strong></td>
</tr>
<tr>
<td>31&lt;sup&gt;st&lt;/sup&gt; March - 08&lt;sup&gt;th&lt;/sup&gt; April – University Closure</td>
</tr>
<tr>
<td>16&lt;sup&gt;th&lt;/sup&gt; April – 25&lt;sup&gt;th&lt;/sup&gt; June 2021 - term</td>
</tr>
<tr>
<td>April – June 2020 – Exam Quiet Period</td>
</tr>
</tbody>
</table>
• June - June - Extrav week

• 13th – 28th July - Undergraduate Graduation
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

- Flood reinstatement works are ongoing around the area of Lecture Theatre 4 in LUMS. The area has undergone a period of drying and refurbishment works are underway and should be completed by the end of December.
- Works are in planning to improve accessibility across campus as part of the ongoing Accessible Campus project.
- A number of external bin stores are to be constructed around Bowland Hall and County Main Kitchens in the coming weeks. 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 over the Christmas Vacation period.

• Around 300 new cycle parking spaces are to be installed in key, high-traffic areas of campus. The project is prioritised as part of the University's response to COVID-19, in anticipation of an increase in cycle commuters. Any disruption will be communicated in the local area of the works, and in advance.

• Snagging works to Edward Roberts Court are largely complete with some very minor snagging still to be carried out.

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. Margaret Fell Lecture Theatre
2. Library Extension
3. LUMS Space Programme (West Pavilion)

Please be aware that this is a working document. For the latest version visit:

www.lancaster.ac.uk/facilities
6.1 Margaret Fell Lecture Theatre

11th November 2019 – 27th November 2020

Latest Update

Construction of the Margaret Fell Lecture Theatre has been completed and the site has been handed back to the University.

Currently, due to COVID-19, there is no scheduled teaching taking place for the remainder of 2020, though smaller events and activities may take place.

There are some minor landscaping works still to be undertaken but this will not disrupt the functioning of the building.

Internally, partition walls are in and plastered. Furnishing are being installed and the final fix is underway.

Key Dates & Milestones

December Look Ahead:

- **Minor Landscaping works** – Some elements of the external landscaping works are still underway and will be carried out throughout December. The works will be completed before Christmas vacation period.

- **Snagging** – As with any construction project, snagging will be undertaken over the course of the coming months. This will be managed locally in consultation with building stakeholders.

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

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

6.2 Library Extension

October 2019 – February 2021

Latest Update

Due to the impact of COVID-19 on the construction industry, completion of the Library extension is delayed with a revised completion of February 2021.

Key Dates & Milestones

December Look Ahead:

- **External Façade** – The glazing has been installed to all floors with some minor finishing details to be installed.
- **Flooring and ceilings** – The floors and ceilings have been installed. Contractors are working from the top floor down to the LG Floor.
- **Painting** – Painting of the internal walls has commenced.
- **Completion date** – February 2021.

Impact Report
• During the construction phase, regular stakeholder meetings are being held between departmental staff, CEH representatives and the project team to ensure all disruption is managed and mitigated as necessary throughout the project.

• The nature of the project may be disruptive and despite our best efforts, some disruption may still occur. The project team are aware of the University ‘quiet period’ and are taking steps to mitigate disruption where possible.

• The compound for this project is situated on Library Avenue. This will require the closure of the Avenue to all parking. No specific provision for parking has been made to mitigate this but parking is available nearby.

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.
6.3 LUMS Space Programme (West Pavilion)

21\textsuperscript{st} January 2019 – December 2020

Latest Update

Due to the impact of COVID-19 – the second phase of the LUMS Space Programme, to refurbish the East Estate remains under review. The West Pavilion is continuing with a revised programme that we see completion in December 2020.

The five-story new-build west pavilion will feature two new 200 seat Lecture Theatres and a 125 seat Lecture Theatre as well as a new executive teaching suite and extensive office and collaboration space.

Key Dates & Milestones

December Look Ahead:

- **External Works** – The external drainage works are still ongoing adjacent to the Perimeter Road.
- **West Entrance** – Works to integrate the West Pavilion are complete and the building is now successfully connected to the main Management School building.
- **Internal walls** - Painting is ongoing and will continue until the end of the project.
• **Furniture** – Furniture has started to arrive and is being installed throughout the building.

**Impact Report**

• Fortnightly meetings are taking place with LUMS to ensure the operational impact of construction works is minimised.

**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.