



# Project Information Pack

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January 2022 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](mailto: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](mailto:facilitiescommunication@lancaster.ac.uk)
- Email – [facilities.helpdesk@lancaster.ac.uk](mailto: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](mailto: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 2021 - 22

Term Dates 2021/22:

Lent Term

14 January – 25 March 2022

Summer Term

22 April – 1 July 2022

Degree Ceremonies:

19<sup>th</sup> – 22<sup>nd</sup> 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](mailto:facilities.helpdesk@lancaster.ac.uk)

### *4.1 Minor Works Programme*

- Porters Lodges at County Main, Bowland Main and Cartmel will undergo a refurbishment over the Christmas vacation period and into the new year. The works may disrupt nearby offices in the local area and porters will be temporarily relocated during the works. Mail services are also affected and

more information will be posted on the [Parcel Collection](#) pages online shortly.

- Minor resurfacing works are planned to take place to reinstate paving between Security and the HR Building. The works will address the temporary surface that was put down as a result of the District Heating pipe replacement works. A start date is pending confirmation from the contractor.
- Works to the roof and external façade of the Ruskin Library are completed and the scaffolding is set to be removed early in the new year.
- Flood lighting is set to being installed to George Fox and John Creed carparks to improve security and visibility in the area. Works will be minor and are not expected to cause disruption.
- Minor snagging works as part of the West Pavilion development at LUMS will be taking place in the new year to address snags around the entrance and stairwells. The Project Manager is liaising with staff at LUMS to coordinate the works and mitigate disruption.
- Lighting is to be installed along the multi-use pathway between HIC and the barn on Bigforth Drive to improve safety for cyclists and pedestrians. Planning permission has been received and the works should take place between January and February.
- A project to upgrade access control to buildings on campus has commenced. Works will be communicated directly to Departmental Offices

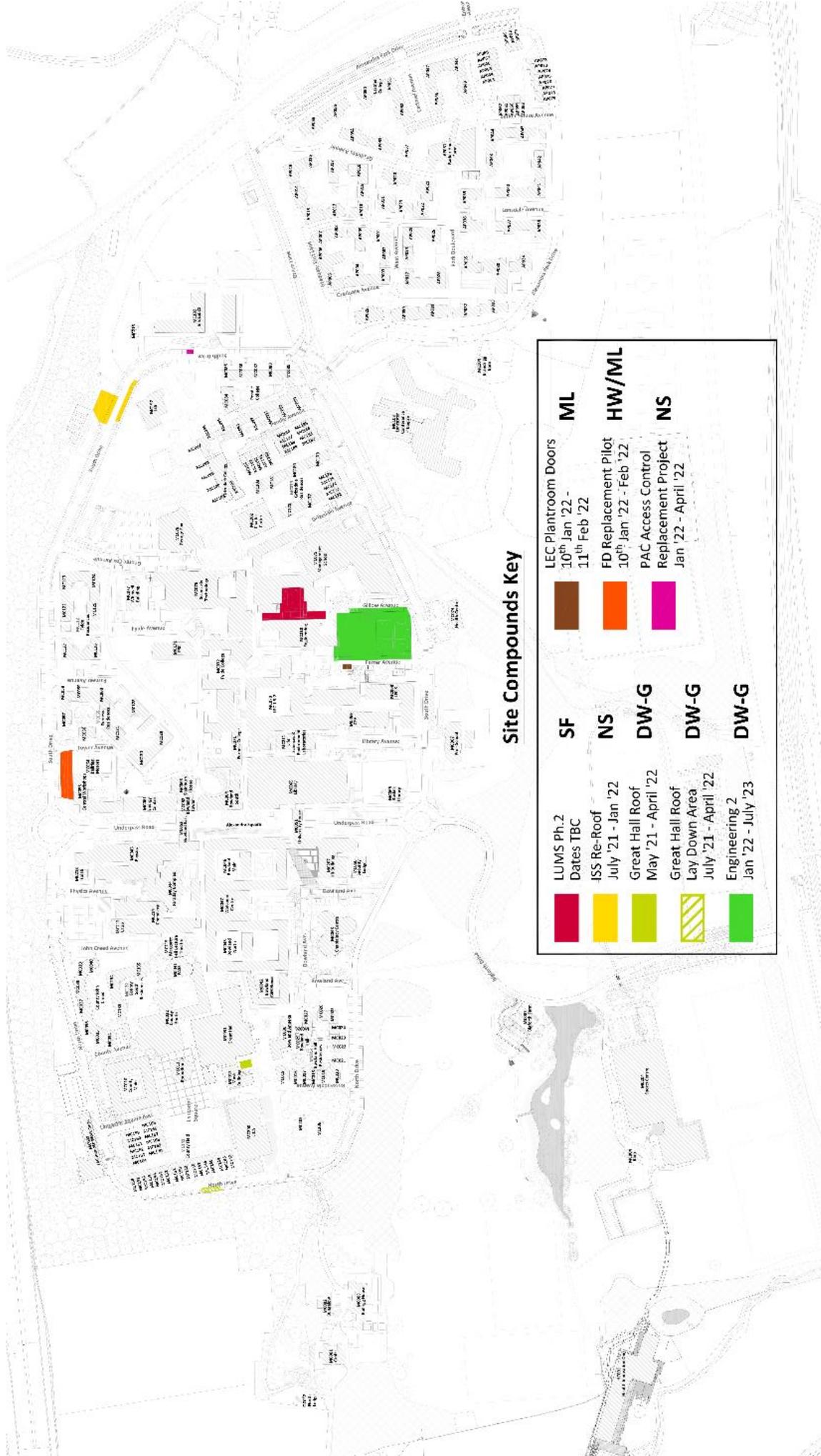
and other key building users by direct email for security reasons. If you have concerns about this, you could contact the Facilities Helpdesk for further information.

- Resurfacing and drainage works will commence in two areas of campus from late January to address faulty paving between LICA and the Great Hall, and to install drainage pipework to the Barn at ECOHub. Works will impact road users in places and will take approximately 6 weeks to complete.
- A project to replace internal doors and improve insulation across all buildings on campus is underway, including accommodation. The Project Team are liaising with building and accommodation managers directly ahead of works, which are to be coordinated locally. The project is part of a rolling maintenance scheme that will continue throughout the year.
- Snagging works are to take place in Margaret Fell Lecture Theatre shortly. The schedule of these works is still being developed but will be carried out in the new year. Disruption will be mitigated by out of hours working and working with timetabling to ensure lectures are not affected.
- A project to upgrade charging points for Electric Vehicles will commence in January. The first phase of the project will address existing charge points and will require a small compound to be formed on the grasscrete parking areas adjacent to the Waste Compound. Disruption should be minimal and will be completed in February.

#### *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.



### Site Compounds Key

	LUMS Ph.2 Dates TBC		LEC Plantroom Doors 10 <sup>th</sup> Jan '22 - 11 <sup>th</sup> Feb '22	<b>ML</b>
	ISS Re-Roof July '21 - Jan '22		FD Replacement Pilot 10 <sup>th</sup> Jan '22 - Feb '22	<b>HW/ML</b>
	Great Hall Roof May '21 - April '22		PAC Access Control Replacement Project Jan '22 - April '22	<b>NS</b>
	Great Hall Roof Lay Down Area July '21 - April '22			
	Engineering 2 Jan '22 - July '23			
	<b>SF</b>			
	<b>NS</b>			
	<b>DW-G</b>			
	<b>DW-G</b>			
	<b>DW-G</b>			

## *5. Major Construction Projects*

Index:

Projects are listed from North to South Campus as follows:

- Great Hall Roof
- Engineering Phase 2
- ISS Roof Replacement

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)

## *5.1 Great Hall Roof Replacement*

June 2021 – April 2022

### Latest Update

The works being carried out to the Great Hall Roof have been rescoped from that of the original plans. In order to mitigate disruption to Graduation, the main roof has been replaced and works here are completed where necessary. A further schedule of works, accounting for further sections of roof has been approved by the University that will take place from Christmas vacation in to April 2022.

### Key Dates:

- Completion of main roof (prior to December Graduation)
- Commence smaller sections of roof (January 2022)
- Construction ends April 2022.

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](mailto:facilitiescommunication@lancaster.ac.uk)
- Phone – 01524 593333

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

## *5.2 Engineering Phase 2*

January 2022 – Summer 2023

### Latest Update

The construction of a new, purpose-built Engineering Building will commence at the end of January. The major construction project will create specialist teaching and research space and includes the refurbishment and alteration of areas of the existing Science and Technology Building in order to accommodate areas of the Engineering Department.

Site set-up is to commence from the end of January with construction planned to commence in the weeks following. A full and detailed announcement from the University is expected in the new year.

Parking on Gillow Avenue will be closed for the duration of the project.

#### Key Dates:

- Construction commences – 31<sup>st</sup> January 2022
- Car park closures expected (details TBC)
- Construction ends Summer 2023

#### 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](mailto:facilitiescommunication@lancaster.ac.uk)
- Phone – 01524 593333

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

### *5.3 ISS Roof Replacement*

July 2021 – January 2022

#### Latest Update

The project is drawing to a close with works to the roof now completed and some minor works to make the area good to be completed in the new year. Scaffolding has been removed and the site area has been reduced to a minimum for the remaining works which should be completed early in the new year.

#### 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](mailto:facilitiescommunication@lancaster.ac.uk)
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