Project Information Pack

JUNE 2021 EDITION
1. A Foreword from Andrew Burgess

"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 open 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 has been quiet at times, 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 be informed of the works on campus. Considering the current situation with many still 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.

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 and 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. 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.
Compliments, Comments and Complaints

If you would like to feedback 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

- 16\textsuperscript{th} April – 25\textsuperscript{th} June 2021 – Summer Term
- 12\textsuperscript{th} April – 26\textsuperscript{th} June 2021 – Exam Quiet Period
- 3\textsuperscript{rd} May – 26\textsuperscript{th} June 2021 Exams
- Week of 28\textsuperscript{th} June - Extrav week
- 26\textsuperscript{th} July – 4\textsuperscript{th} August ISS Support freeze for clearing. ISS will not make system changes between these dates.
- 16\textsuperscript{th} August – 20\textsuperscript{th} August - Exam resits (provisional)
• August – Clearing and Clearing tours (TBC)

Visit days 2021:

• Summer Schools are currently not taking place – to be reviewed.
• UG Open Day Campus Tours - 8th of July to 6th August, 11am and 2pm
• UG Open Days 2021 – 18th September & 16th October on campus.

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.

30th August – North West Cycling Event.

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

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.
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 has experienced delays due to supply chain issues. We hope to have the works completed as soon as possible.
• Construction of new bin stores and cycle parking areas around the County Diner/County South area and at LICA are set to commence at the end of June. The works are not expected to cause disruption and the Project Manager is liaising with building contacts directly.

• Works to the District Heating pipework between University House and the Chaplaincy (including HR) are underway and on track to complete in July. Excavation works have taken place between University House and Bowland Avenue with the ground being backfilled following the replacement of pipework.

• 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.

• Roof repairs to the accommodation flats above the Marketplace at County South are scheduled to commence by the end of June. The
works are essential in addressing a failed roof covering and will be carried out over a 5 week period, completing in August. A small compound will be cordoned off on County Avenue with some parking spaces taken up to store materials. Access to buildings in the area will be maintained throughout.

- Accessibility improvements to the Underpass have now come to an end, allowing pedestrian access to the Underpass from the East.

- A refurbishment of B07 in University House is underway as part of a pilot scheme for Reimaging Work Practices (RWP). An area of People & Organisational Effectiveness (formerly HR) will also be part of the pilot. The Project Team are working closely with office staff to mitigate disruption.
• External waterproofing works are taking place to Bowland Tower and are expected to be completed by mid-August (subject to weather conditions).

• A Mass Spectrometer is being installed in the Science and Technology Building and will be completed in August.

• Resurfacing works to Library Avenue are now complete and the remaining contractor fencing has been removed. This concludes the Library Phase 3 project.
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. Click the link for the latest version of compounds map.
6. Major Construction Projects

Index:

Projects are listed from North to South Campus as follows:

- Slaidburn House Roof Replacement
- 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](http://www.lancaster.ac.uk/facilities)
6.1 Slaidburn House Roof Replacement

July 2021 – August 2021

Latest Update

Slaidburn House roof will be replaced this summer following recent surveys and remedial works to the building. A contractor has recently been appointed to carry out the works and has developed a programme.

The Project Team have liaised with the Accommodation Team and Commercial Services to mitigate disruption where possible. The project will require the installation of scaffolding for the duration of the project.

Key Dates:

• Scaffold installation commences 28th June 2021

• Start date for construction is 5th July 2021

• Planned completion (subject to progress updates from the contractor) August 21.
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.

6.2 ISS Roof Replacement

July 2021 – November 2021

Latest Update

A substantial section of the ISS roof is being replaced over summer. Staff on C-Floor have been asked to relocate to allow contractors to safely undertake the work. The staff presence within ISS is greatly reduce at the moment due to social distancing, and to allow for the project to be undertaken.
The project will require the use of a crane which will be located adjacent to the play park, meaning for safety reasons that the park must close.

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 aiming to start early July 2021.
- The project aims to be completed by November 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.
6.3 Great Hall Roof Replacement

June 2021 – February 2022

Latest Update

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

A contractor has been appointed to carry out the works which will take place over a 32 week period.

A compound will be set up adjacent to the Music building that will not affect access to nearby buildings. A separate area for the storage of materials will affect parking on the Perimeter Road adjacent to the architecture studio at LICA.

A scaffold will be erected at the start of the project on the west elevation of the building, opposite the fountains in Great Hall Square.

Key Dates:

- Construction starts in June 2021.
- Material laydown area at LICA in operation – approx. 20 days form start of construction.
- Erection of scaffold from 29th June for approximately 3 weeks.
• Construction ends February 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

• Phone – 01524 593333

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

6.4 Gas Infrastructure Phase 2

July 2021 – September 2021

Latest Update

Contractors will be working throughout August, in the Spine Duct, beneath ground level to replace parts of the Gas Main pipework which are at or approaching their end of life.
The replacement of pipework requires large sections of Gas Main pipework to be isolated in order to safely disconnect the old pipe and install the new pipework. The Project Team have already liaised with those who are directly affected by this and put measures in place to mitigate disruption where possible.

If you have concerns over the impact of this project or queries as to whether you will be affected, please contact the Facilities Helpdesk as soon as possible.

Please also note that during the works some excavation will be undertaken with heavy machinery to access the pipework. This work will likely cause noise disruption to the surrounding area. At times, this work may also 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 starts in August 2021.

• Construction ends September 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.

6.5 Retained Residencies

12th July - 24th September

Latest Update

As part of a rolling refurbishment plan, the Retained Residences programme is being carried out over the summer and will include Slaidburn House, Furness Accommodation, Bowland Annexe.

Slaidburn House – Construction to start 12th July – the building is vacant and as such disruption is expected to be minimal. Compound identified on the compounds map on page 13.

Furness Accommodation - Construction will start on 12th July – the building is vacant and as such disruption is expected to be minimal. Compound identified on the compounds map on page 13.
Bowland Annexe – Construction will start on 12\textsuperscript{th} July – The Project Manager has liaised with staff to represent the Art and Design students on A and B floor of the building and are aware of the works.

Key Dates:

- Construction starts on 12\textsuperscript{th} July and ends in September.

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.

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