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 is 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.

Contents

1. A Foreword from Andrew Burgess ................................................................. 1

2. The Communication Process ........................................................................... 4

   Facilities Marketing & Communications .......................................................... 4

   Communication Channels: ................................................................................ 4

3. Roles and Responsibilities of the Key Contact .............................................. 6

   Quite simply, we need your help! .................................................................... 6

   Know anybody that could help? ....................................................................... 7

   Compliments, Comments and Complaints ...................................................... 7
4. Key Considerations ...........................................................................................................................................8

Key University Dates ...........................................................................................................................................8

5. Minor Works Programme ..................................................................................................................................11

5.1 Minor Works Programme ...............................................................................................................................11

5.2 Site and Compounds Maps .............................................................................................................................13

6. Major Construction Projects ............................................................................................................................13

6.1 Margaret Fell Lecture Theatre .......................................................................................................................15

6.2 Library Extension .............................................................................................................................................17

6.3 LUMS Space Programme (West Pavilion) ......................................................................................................19

6.4 Architecture and Beyond Imagination ...........................................................................................................21

6.5 Retained Residencies .....................................................................................................................................22

6.6 District Heating Upgrade ................................................................................................................................23
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 are 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 2019-20

- Michaelmas Term: 2020
- 02nd October – 11th December – Term
- 26th September – 27th September New Students arrive (TBC as this may be over a week instead of a weekend)
- 28th September – Welcome Week
- 09th – 10th December – Postgraduate ceremonies (TBC)
- 14th -17th December – Graduation (TBC)
- 24th December – 04th January – University Closure

- Lent Term: 2021
- 08th January – 19th March – Term
• Summer Term: 2021
• 31\textsuperscript{st} March - 08\textsuperscript{th} April - University Closure
• 16\textsuperscript{th} April – 25\textsuperscript{th} June 2020 - term
• April – June 2020 – Exam Quiet Period
• June - June - Extra v week (TBC)
• Undergraduate Graduation (TBC)

• Exam resits 2020 - 17\textsuperscript{th} August 2020

• Clearing 2020:
• Friday 14\textsuperscript{th} August to Monday 17\textsuperscript{th} August from the Chaplaincy

• Visit Days
• Saturday Campus Tours
• From 22\textsuperscript{nd} August for a minimum of 1 month trial (TBC)

• Summer Schools 23\textsuperscript{rd} July to 31\textsuperscript{st} July – On line.

• Undergraduate Open Days 2020:
• 05\textsuperscript{th} September – Awaiting confirmation of on line or on campus
• 12\textsuperscript{th} September – Awaiting confirmation of on line or on campus
• 17\textsuperscript{th} October – Awaiting confirmation if on line or on campus
5. Minor Works Programme

A high volume of works are co-ordinated by both the maintenance team and estate development 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

- Bigforth Drive will be closed for one week between Monday 24th and Monday 31st August to allow for major resurfacing works to be carried out. More information is available online via the Facilities Newsfeed: Lancaster.ac.uk/facilities/estates/news
- Plans to improve the Spine Duct system are progressing well through the tender process. The emergency works will be carried out throughout August and into early September with a view to completing them prior to Welcome Week. The Project Manager will be liaising with stakeholders across campus to discuss timings as plans are finalised.
- A new single storey Architecture studio is under construction to the North of the LICA building on the existing car park, ready for the first
cohort of students joining in October 2020. The Electric Vehicle charge points and existing bin store will be relocated as part of the scheme. Contractors are now on site and making the initial phase of alterations to the existing LICA building.

- Snagging works to Edward Roberts Court are underway until the 21st August. The works will see the upper level of the court close during this time whilst contractors replace defective paving slabs and make other important improvements to the area. More information is available via the Facilities Newsfeed: Lancaster.ac.uk/facilities/estates/news
5.2 Site and Compounds Maps

Please note: The site and compounds map is available on request and has been emailed to building managers, Departmental Officers and Heads of Departments. This is a temporary measure and we hope to include month by month plans as normal in the next edition.

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)
4. Architecture & Beyond Imagination
5. Retained Residencies
6. District Heating Upgrade
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 – September 2020

Latest Update

Due to the impact of COVID-19 on the construction industry, completion of the Margaret Fell Lecture Theatre is slightly delayed and will look to complete by the end of September.

The development is set back from the Spine between FASS and the Chemistry Building. Despite the set-back, progress has continued at a steady rate following the erection of the steel frame. Partition walls are up, drainage is in and the bulk of the Mechanical and Electrical installation is completed.

The roof and windows have been installed and the building is weather-tight. Cladding to the external facade is underway.

Key Dates & Milestones

August Look Ahead:

- **Steel Frame** – The steel frame was installed as planned and since then, works to insulate the frame to Passivhaus standards have been underway.

- **Roofing** – The roof is installed and the two large air handling units are in position. Much of the roof is completed with minor finishing works to the parapet wall outstanding.
• **Partition Walls** – The partition walls have been installed throughout the facility with first fix mechanical and electrical installations ready to receive fixtures and fittings. Skimming works are ongoing.

• **Security** – Intruder and safety alarm systems are currently being installed. Door access is also underway.

• **FASS Window Replacement** – Works to finish the windows of the FASS façade are almost completed.

**Impact Report**

• **Please note:** Weekly updates are being issued by the Project Team to building managers to mitigate disruption to staff, students and any events or activities.

• Disruption to FASS/County South, Bowland North and the Chemistry building is anticipated.

• During works to the entrance of FASS a short diversion has been implemented to an alternative entrance. This will be clearly signposted.

**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 Library Extension

October 2019 – March 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 March 2021.

Since the project commenced on site in October last year, the foundations, steel frame and roof of the building have all been installed. The plant room is being fitted and the first and second fix mechanical and electrical installations are underway.

Due to changes in the programme, the contractors took advantage of the University down time to knock through to the existing Library, mitigating the impact of noise in doing so. In the coming weeks, the glazing will be installed and cladding will be fitted thereafter.

Key Dates & Milestones

August Look Ahead:

- **Glazing works** – Delivery of the glazing arrived at the end of July and installation will be underway throughout August.

- **Mechanical and Electrical** – First fix is underway with pipework, ventilation and electrical wiring being installed in walls and floors.

- **Roofing** – The roof has been installed and clad. Drainage is installed and works continue to form the plant room.
• **Partitioning** – Internal walls are being installed on all floors and will be back boarded following the completion of the M&E installation.

• **Cladding** – External cladding works will commence following the completion of the glazing works.

• **Completion date** - March 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.

• Prior to the construction phase, a floor to ceiling partition wall has been erected inside the Library to mitigate noise disruption to the building.

• 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.

• No works will be undertaken on Open Days. All compounds will be fitted with University branded PVC banners and work areas will be left tidy.
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 – October 2020

Latest Update

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

August Look Ahead:

- **External Works** – The external walls, glazing and cladding have been installed with some minor finishing works outstanding.
- **West Entrance** – Works to integrate the West Pavilion are underway with the construction of a ramp and removal of steps.
- **Internal walls** - finishing works to internal spaces are underway ready to receive fixtures and fittings.
- **Electrical connections** – The West Pavilion is now fully connected to the University’s network of electrical substations.

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.

6.4 Architecture and Beyond Imagination

June 2020 – September 2020

Latest Update

A series of alteration works to a number of rooms within the existing LICA building are underway.

The project will also deliver a brand new, purpose built, pre-fabricated architecture studio that will accommodate teaching and research activities for the new cohort of Architecture students. The studio will be built off-site to minimise disruption and will connect to the LICA building.

Key Dates & Milestones

August Look Ahead:

- **Site Set-up** – The site was set-up at the end of June, earlier this year. A number of parking spaces are occupied by the contractor along the North Drive on the perimeter road.

- **EV Parking** – The Electric Vehicle charging points have been removed from the area adjacent to LICA to make way for the new building. These charge points will be relocated before the project completes.
• **Modular Building Delivery** – The pre-fabricated building will be delivered to site Mid-August. In order to lift the building in to place, the perimeter road will temporarily close. Communications will be put out across internal channels as details emerge.

**Impact Report**

• Fortnightly meetings are taking place with members of LICA 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.

6.5 Retained Residencies

July 2020 – 18th September 2020

**Latest Update**
The annual programme has resumed with works being carried out to replace en-suite pods to Slaidburn House D and E Floors. The works are largely self-contained and should not be disruptive.

**Key Dates & Milestones**

**August Look Ahead:**

- **Edward Roberts Court Snagging** – Project representatives from both the snagging works, and the retained residences programme are liaising closely to manage disruption locally.

**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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6.6 District Heating Upgrade

21st August 2020 – 11th September 2021

**Latest Update**
Planned improvements to the district heating system will take place on localised sections of the North and South Spine sub ducts. The emergency works will replace aging gas infrastructure as well as adding additional valves to allow for less disruptive maintenance works in future.

The majority of the works is located in a designated confined space, with some external ground level excavations required. There is disruption expected to the following buildings:

- Physics – Engineering Workshop
- Physics – QTC lab – gas fired summer boiler
- County South Launderette – Dryer Machines
- County South Diner – Retail Unit Cooking Facilities
- UPP County South Residences – Domestic boilers – heating / hot water
- UPP County Main Residences – Domestic Boilers – domestic hot water and heating
- County Main Launderette – Dryer Machines – Drying machines
- UPP County Field Town Houses – Domestic Boilers – Heating / hot water
- Bowland Hall Residences – Domestic Boilers – heating and hot water
- Bowland Annex residences – Domestic Hot Water.

Key Dates & Milestones

Impact Report
• The gas supply will be temporarily shut down affecting the above listed buildings.
• Some external, ground level works will be carried out in localised areas.
• The Project Team have contacted stakeholders and made alternative arrangements for gas supply where necessary. If you have not been contacted and have concerns around this work, please contact the Facilities Helpdesk at the earliest opportunity: 01524 593333.

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.