Project and Works Communications – Check List - Mandatory

Please use this check list for all projects – this also applies to any planned maintenance works. It refers to communication with staff outside of estates.

Please note advanced communication with the building contact(s) should be made as soon as possible and a minimum of 5 working days before the planned works.

I have:

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<tbody>
<tr>
<td>1.</td>
<td>Spoken face-to-face with the building/departmental contact?</td>
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<td>2.</td>
<td>Given the departmental contact my mobile number?</td>
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<td>3.</td>
<td>Emailed <a href="mailto:estates@le.ac.uk">estates@le.ac.uk</a> with details, including loss of parking or other external space?</td>
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<td>4.</td>
<td>Worked with Karen to formulate a Communications Plan?</td>
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<td>5.</td>
<td>Worked with Karen to discuss posters/notices/promotional material to cover site hoardings?</td>
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<td>6.</td>
<td>Worked with Karen to create a web page for the project?</td>
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<td>7.</td>
<td>Contacted IT Services?</td>
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<td>8.</td>
<td>Contacted room bookings?</td>
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<td>9.</td>
<td>Contacted student recruitment?</td>
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<td>10.</td>
<td>Made a contact email distribution list for the project?</td>
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<td>11.</td>
<td>Given building users an opportunity to discuss the works at an open forum session?</td>
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<tr>
<td>12.</td>
<td>Discussed project milestones and other opportunities for publicity with the Press Officer?</td>
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Project and Works Communications – Guide for Project Managers

Why should you do it?
1. It saves time.
2. It will enhance your reputation and the reputation of estates.
3. It’s professional and polite.

Communication simple rules
1. Be clear and confident in your message – be consistent don’t change it.
2. Be enthusiastic and upbeat but also realistic i.e. don’t promise what you might not be able to deliver.
3. Identify all the people types who will be affected by the works - i.e. staff, students, local residents, prospective students and their parents, estates staff (maintenance, PACS, security) etc.
4. Think about how each of these people will learn about the works and when they are happening.

Communication Methods
1. **Face to face** – best method but time consuming. Talk to key contacts (those with authority and influence in the building) and give them your mobile number. **Find out if there is a ‘communications champion’** or somebody responsible for dissemination of information in the department (e.g. HODs PA) and if there is speak to them about how best to communicate information in the department.
2. **Forum/presentation** session(s) – these need to be planned and advertised in advance but are very useful for major works in a building where building users will be affected.
3. **Email** - beware these are often ignored, and some people will filter on who the email is from. Find out from your key contact whether or not email is the normal way of disseminating information in a department and if it is likely to be successful.
4. **Notices/Posters** on contained site areas or in building or department foyers – these are the best way of communicating to everybody who uses a building - although for some buildings e.g. (FJB,DWL) there will be political difficulties so always make sure senior staff are consulted before commissioning notices. NB professionally designed posters are now relatively cheap and Karen will do all the work for you – you need to provide images (check copyright but ensure providers know that there will be lots of free publicity).
5. **Web site** – this requires people to come to you, put the generic estates address www.le.ac.uk/estates on your notices but don’t rely on it as a means of communication – it is more for promotion and publicity – Send all photos, drawings and copy (explanatory text) to Karen kab14@le.ac.uk (or Tara tat3@le.ac.uk if Karen is away).
6. **Twitter** – the University and Students Union both have twitter accounts and they both follow estates – they retweet estates tweets if they think staff and students will be interested - so please send kab14@le.ac.uk snippets of information – including site/progress photos. You can also invite Karen to the site to take pictures.
Works Communication – Cascading Information

It is recognised that Emergency Works may at times have an impact on more than one department – these should always be emergency maintenance or works coming as the result of an incident – no planned maintenance or project works should ever be communicated as an emergency.

**Major Works Which Impact on More than One Department**

**Works Agreed With Departments Which Do Not Impact Outside the Department**

**Emergency Works**

Time-specific items which need to be highlighted and communicated quickly.

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**Newsletters, notice boards, screens, Web-Sites, site hoardings**

**Cascade within the Department**

Invite representatives from all Departmental Meetings and Forums (Research, Teaching, Operations, Student) to regular site/project meetings. Discuss with Operations Manager and make sure that HOD is informed.

**Departmental emails, signs in buildings**

**Head of Department Needs to be informed**

Operations manager, normally estates key contact, if not check that Ops Manager is also informed.