New Project Request: Space Request Process

Introduction

This document sets out the process that we operate for assessing and implementing space requests. We hope that it helps you (our customers) to understand what we can do for you and what you need to provide for us.

Of course, it is a generic process and we know that one small office change compared to a departmental relocation will vary in complexity, but the stages are similar.

Most space requests arise following a team's approval for growth from a review, such as APRC and Annual Monitoring or a successful bid for funds and consequently staff arriving at an anticipated date.

1. Space requests are raised by whichever requesting Department, Centre or Division via the Estates Portal system, which can be accessed [here]. Alternatively, an email can be sent at Estates.Space.Requests@lse.ac.uk; this initiates the commencement of the process, we can track it and keep you advised of progress.

2. An automatic email will be sent via the Portal to acknowledge your Space Request with a reference number. The request will be assessed and will be allocated to a Space Planner in the Property and Space Management team or to a Project Manager in the Capital Development team, depending on the requirements.

3. If the request is in the remit of the Property and Space Management team, the Space Planner will make contact directly with you to understand the needs. At this early stage we will need to validate the existing and proposed headcount data of the requestor. This is to assist with appropriate space allocation within the Space Norm guidance and forms part of a separate process assisting our Finance Division colleagues with space charging.

4. The PSM Space Planning and Analysis Manager will send the current headcount information received from the Financial Planning and Analysis team to you for verification. The prompt turn-around of this information assists the speed of the next steps. It is worth noting that strong liaison at this point makes for swifter agreement of space needs. It is now part of our mandate to challenge occupiers regarding under-utilised space.

5. With validated headcount data, we apply the Space Norms and assess existing and future accommodation capacity. We will liaise directly with you regarding space needs and identify changes to existing space within which to better accommodate new requirements.

6. The Space Planner will contact the requestor to take a detailed brief for the space request and discuss alternatives and restrictions. Changes in footprint are communicated to Financial Planning and Analysis team to advise on affordability.

7. Experience has shown that in achieving the best fit for space there are compromises and costs. A seemingly innocuous change may have costly development items; however, once a proposal is ready it will be presented (together with costs estimates) to the Estates Management Board (EMB) for consideration and approval. The EMB meets monthly and

matters that require significant investment are referred to Finance and Estates Committee for funding approval.

8. Proposals that are approved are passed to the Estates Capital Development team to deliver the physical changes (suitable timescales are agreed for implementation).

9. The PSM Moves and Logistics Manager will engage directly regarding moves co-ordination and implementation.

10. Our colleagues in DTS are automatically aware of the larger projects but for the smaller changes do require a minimum of 2 weeks' notice so as to allocate resource in the right place.

11. Please be aware that with most alteration work needed to be undertaken outside of term time, there is a concentration of projects around the Christmas and Easter breaks as well as throughout the summer. With all the engagement, verification and funding processes requestors should be aware of the time constraints under which such changes can be made.

12. Should you have any general enquiries regarding space matters please also post them to the Estates.space.requests@lse.ac.uk mailbox in the first instance.