

Llanwern High School Post Occupancy Review Report





Executive Summary

The aim of this report is to review the functionality and technical performance of Llanwern High School building after 2 years of continued use and to consider whether any action is required to improve asset performance. It will also provide useful user feedback which can be transferred to future projects within Newport City Council.

This report includes both positive and negative findings. This enables the positive aspects of the facility to be repeated and the negative aspects to be addressed in future project delivery.

The overall journey from inception to completion has been captured in the questionnaire the statistics show that overall the student/staff satisfaction is very good and the Student experience is generally very good.

The report shows that the building is performing well and the staff are very satisfied with the building in use. However, there are some areas where some students are concerned these being Toilet door locks and size of Lockers, improvement may be reached by some minor repairs and maintenance.

The main lesson received from staff is to never relocate a school in a short end of term break as it potentially has a negative impact on attainment. Experience has shown the summer break is the best time to decant a large secondary school and that the construction work programme should reflect this where possible.

The following report provides detailed analysis of the user consultation and makes conclusions and recommendations where necessary.

Introduction

Newport City Council has commissioned this Post Occupancy Review to gain valuable feedback on the capital investment made in Llanwern High School and take forward any lessons learnt into future projects.

The main purpose was to give all parties the opportunity to respond with their thoughts on the past 2 years of occupation.

Staff and students were involved in the whole design and construction process and were also involved in meetings, workshops and site visits throughout the design and construction period.

Project information

As part of Newport City Council's (NCC) Strategic Capital Investment Programme (CIP) for the redevelopment of the City's secondary schools, Hartridge High School has been replaced with a new high quality contemporary educational facility, which was renamed Llanwern High School.

Designed for 1,450 students, the school has extensive community use and supports the Authority's vision defined within the Single Education Plan 'All our children all our business'



The school design provides a variety of flexible educational spaces whilst promoting the core objectives of sustainability and creating solutions that are exemplars of environmental design. The school is a symbol of civic investment engendering ownership and pride within the community. NCC has demonstrated a commitment to deliver quality educational facilities through structuring and implementing innovative development initiatives.

Llanwern High School opened in April 2012, there have been a number of meetings since the opening to eliminate minor issues with the building. The current building condition is excellent, due to a combination of design, material selection, the use of life cycle costing and to the Staff, Students and User respect of the facility. It is acknowledged that in conjunction with the delivery team the appointment of a site specific facilities management department was a key driver in achieving this.

Project Team

The project team consisted of the following members:-

| | |
|---------------------------|---|
| Newport City Council – | Client and CDM-C |
| Hartridge High School- | Senior Leadership Team |
| Leadbitter Construction - | Contractor |
| HLM Architects – | Project Architects |
| Davis Langdon LLP – | Project Managers and Cost Managers |
| Arup – | Mechanical and Electrical Engineering Design and BREEAM Assessor. |
| Clarkebond – | Civil & Structural Engineering Design. |

Programme of Works

| | |
|------------------------------|----------------------------|
| Construction Commencement at | 28 th May 2010 |
| Phase 1 School Completion | 5 th March 2012 |
| Phase 2 Contract Completion | 1 st June 2014 |

METHODOLOGY USED FOR EVALUATION

In order to capture the information required for producing the post occupancy review AECOM created a web based survey. This is the most commonly used method for such surveys and provides the evaluation team with the ability to sample large bodies of users/stakeholders, to provide



statistical reliability develop clear and concise questions and provide statistical analysis on completion. The questions posed were aimed at the following stakeholders, each with a separate list of questions relevant to their involvement in the project and use of the building;

Staff
Pupils

Both groups had access to their respective questionnaire and had the option to complete this survey anonymously or to provide a name and email address.

The results of the survey are shown graphically on the following pages together with a narrative based on the findings.



STUDENT DATA COLLECTION & ANALYSIS

Quantitative Data Collection

The following details the individual questions and information recorded, the questionnaire was circulated to 850 students with a 31% response rate.

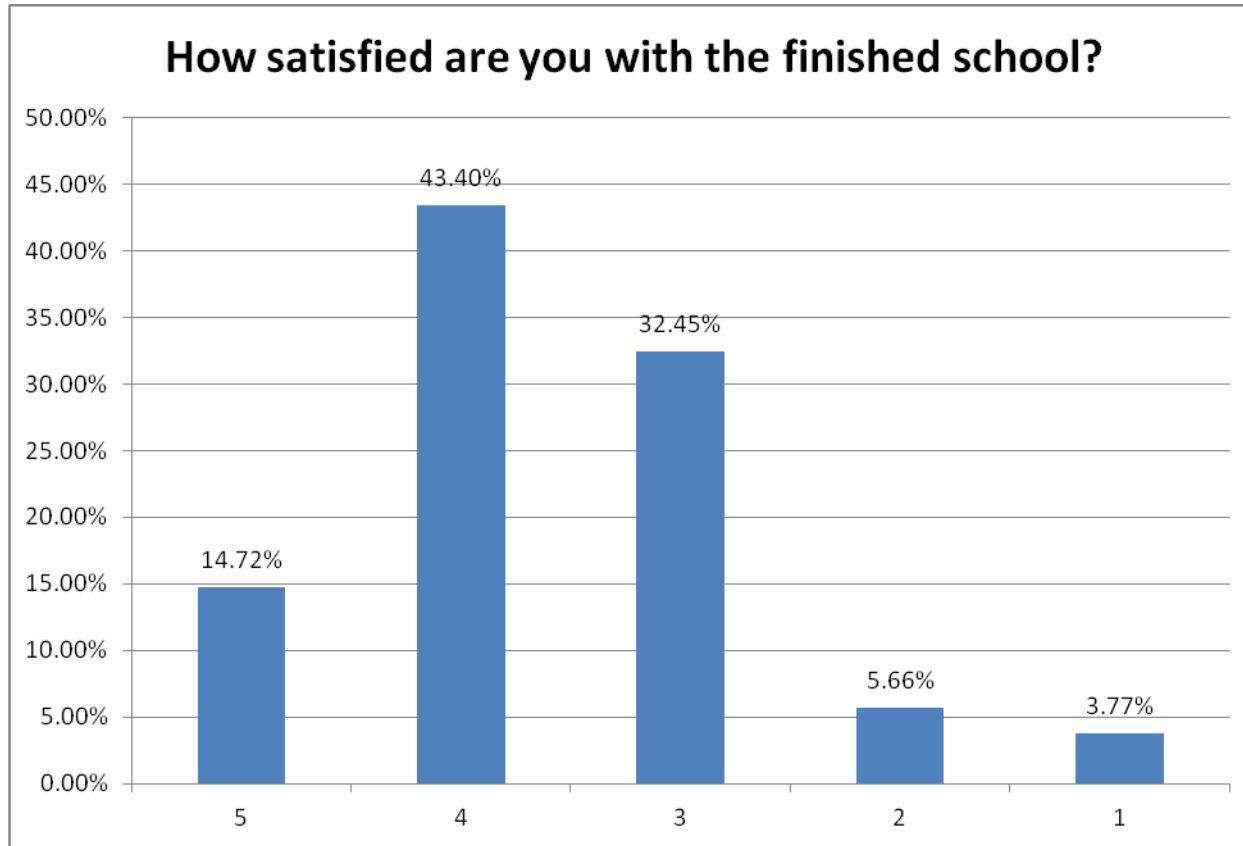
Student Questionnaire

Building in Use

Q1. How satisfied are you with the finished School?

Response:

This question returned just over 90% of respondents were more than satisfied with the facilities.

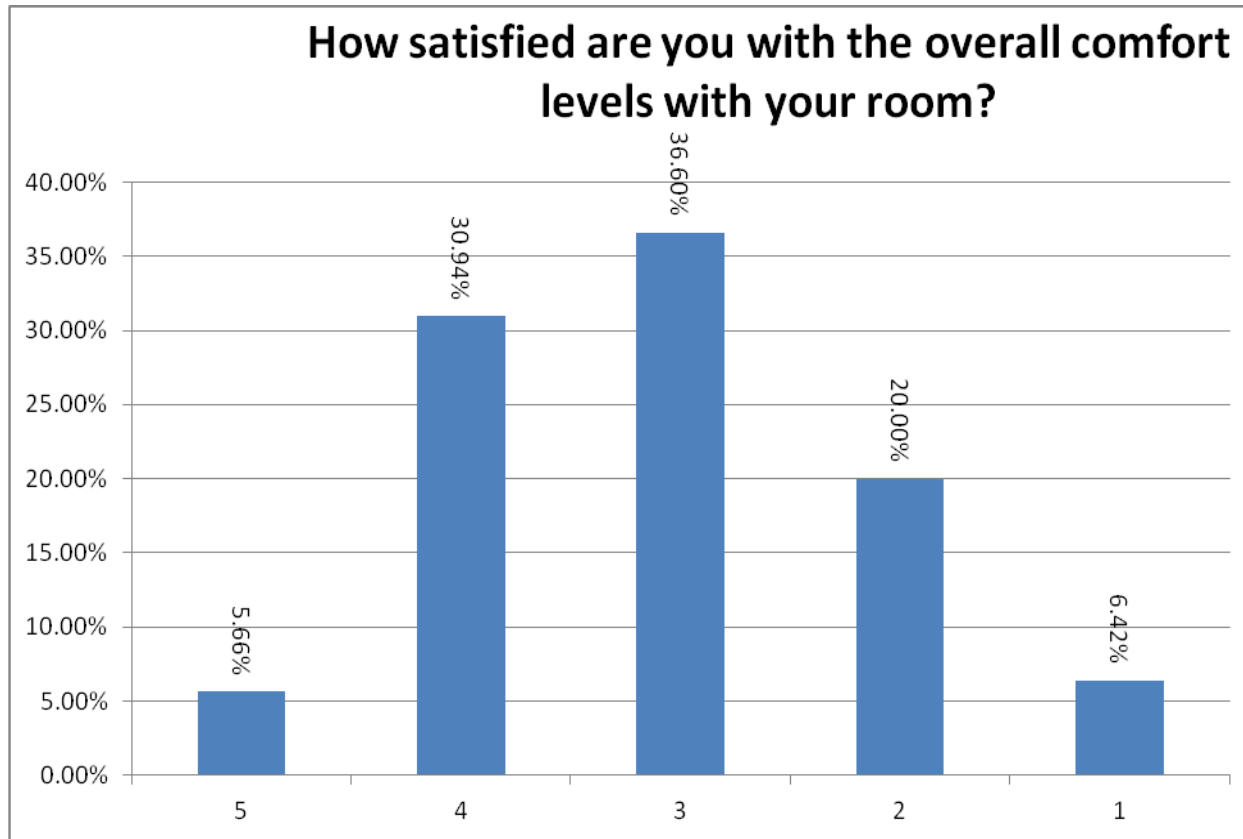


The only issues identified were the quality of toilet door locks and size of locker compartments. There were general comment about the safe school environment and perceived high catering prices!

Q2, How satisfied are you with the comfort levels in your room?

Response:

72% felt the rooms were comfortable 28% felt it could be improved.



Action proposed

Further training may be required for staff on how to get the best out of the natural ventilation system and heating operation within the classrooms. Perhaps an explanation the pupils on the kind of heating provided and the regulative temperature within the school.

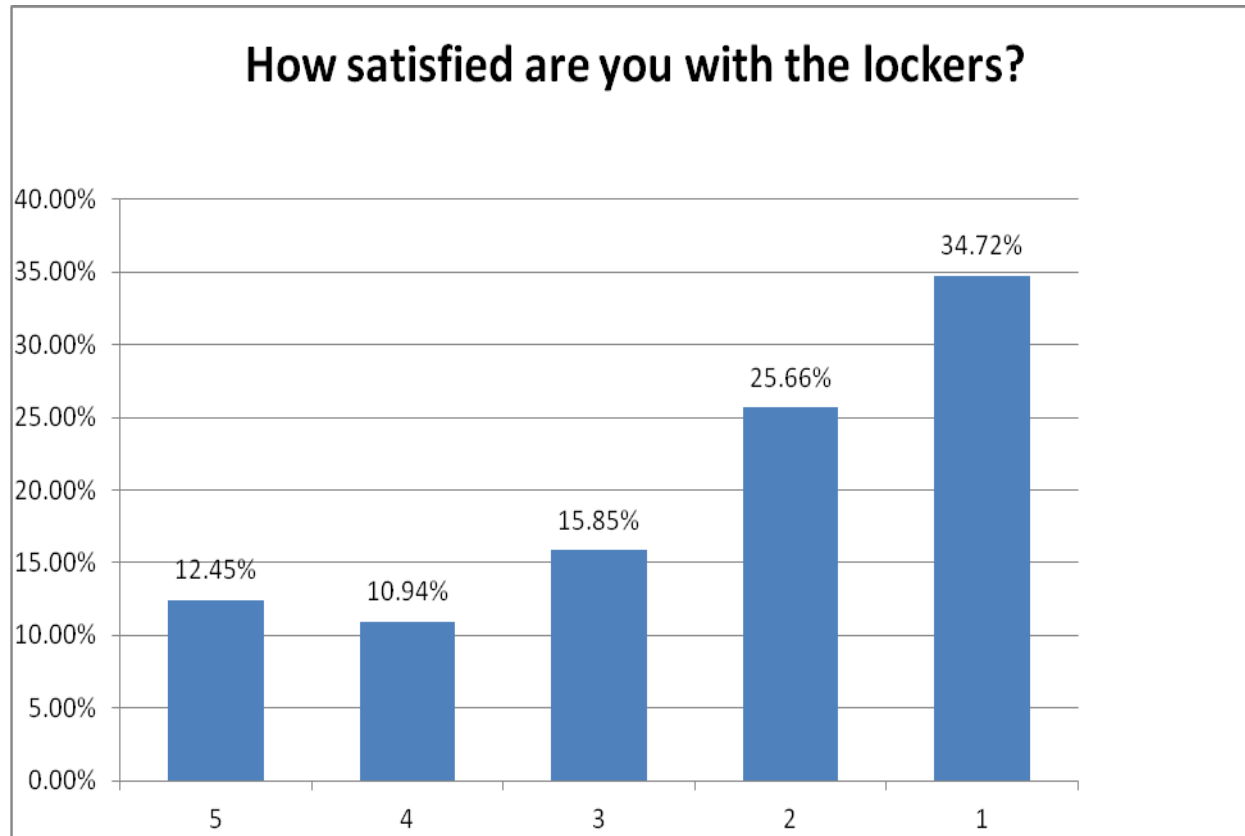


Further training to be provided at future inset days.

Q3. How satisfied are you with the lockers?

Response:

The average score for this question was 48% or an average score of 2.4 overall a below average score only 104 or 39% were satisfied with the lockers.

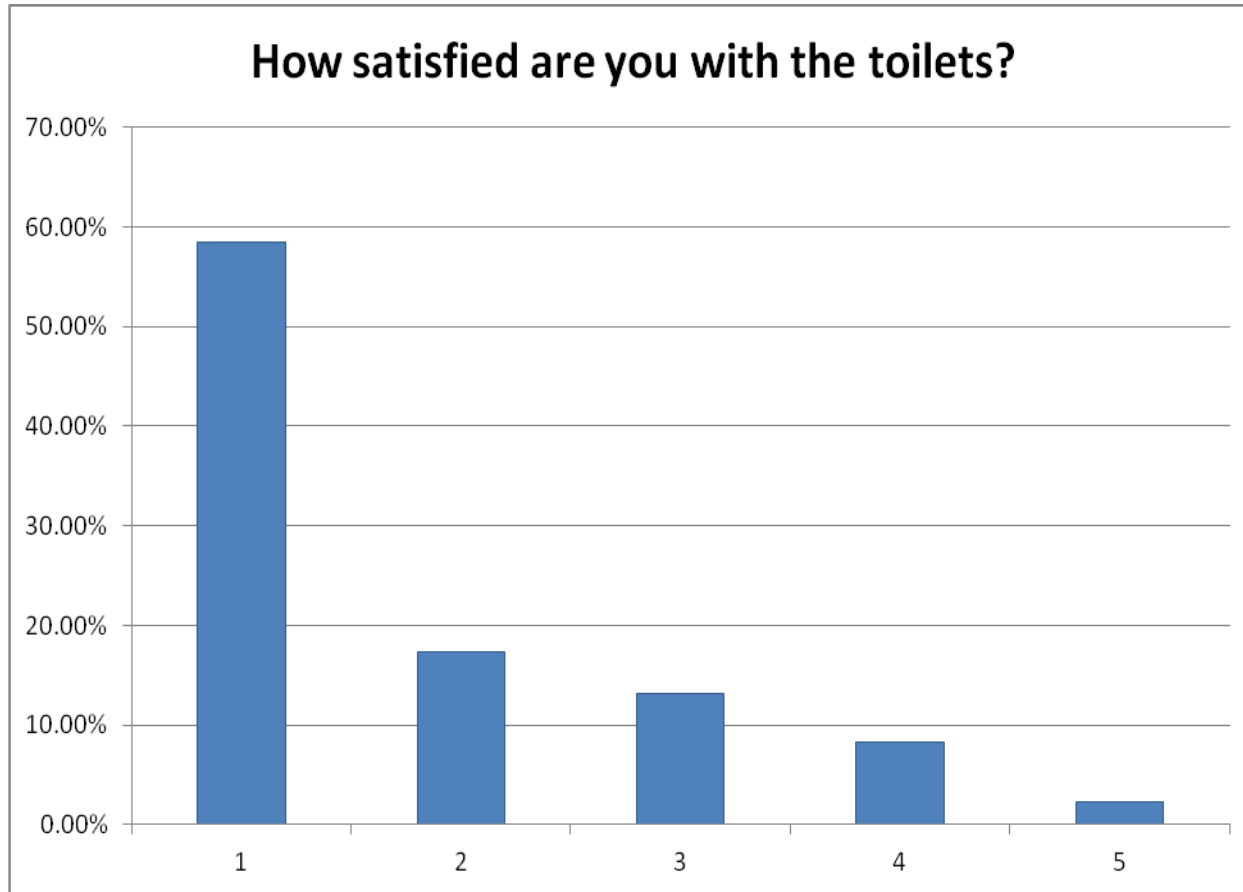


Actions Proposed

Main area of concern was locker storage space. Action to discuss with pupils the need to accommodate 1450 lockers within designated locations.

Q4. How satisfied are you with the Toilets?

Just over 23% scored 3 or over this low score reflects the concern of pupils regarding the toilet door lock specification.



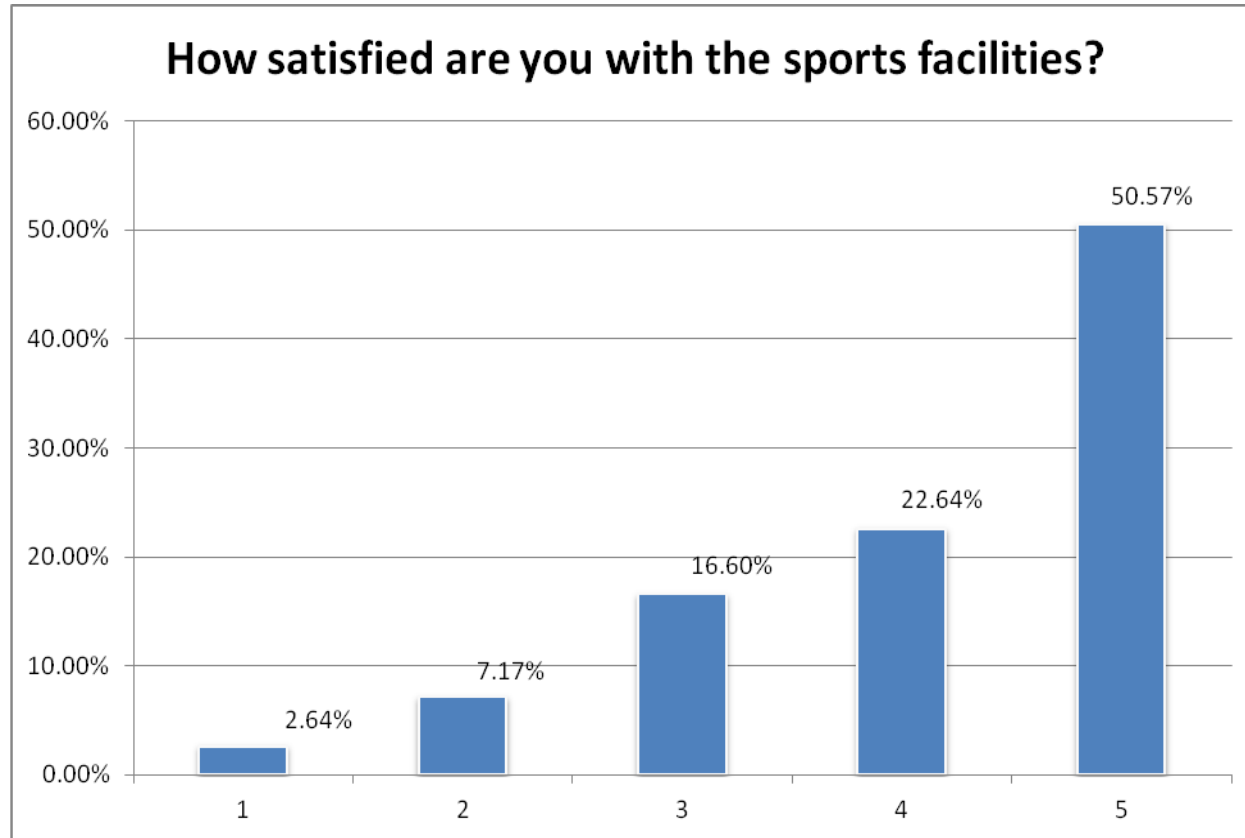
Action Proposed

Further to the many comments relating to the toilets there have been numerous instances of toilet door locks failing and not being fit for purpose. Discussions ongoing with manufacturers and possible change of lock being considered.



Q5. How satisfied are you with the sports facilities?

89% of participants scored 3 or above relating to the sports facilities

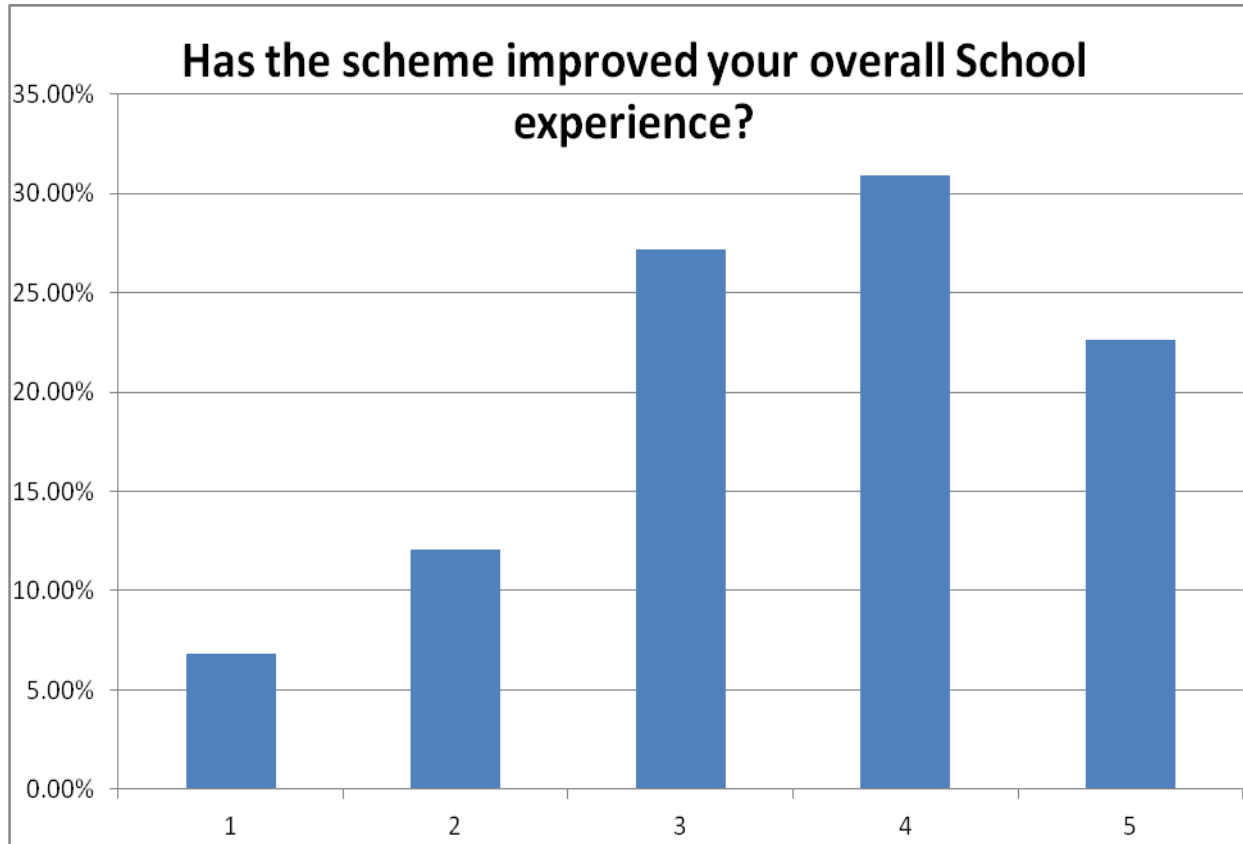


Actions Proposed

There is a high amount of satisfaction with the sports facilities provided.

Q6. Has the scheme improved your overall school experience?

Over 80% or 214 participants scored 3 or above



Actions Proposed

Over 80% scored 3 or above confirming the value of capital investment.

Student survey conclusions and recommendations

Conclusions



The student survey returned an average score of 62% this shows the majority feel they are totally satisfied with the school, although it has been indicated there are concerns mostly relating to toilets and lockers. These will be addressed either by direct action and/or through consultation with students.

STAFF DATA COLLECTION & ANALYSIS

The following details the individual questions and information recorded, the questionnaire was circulated to 55 staff with a 45% response rate.

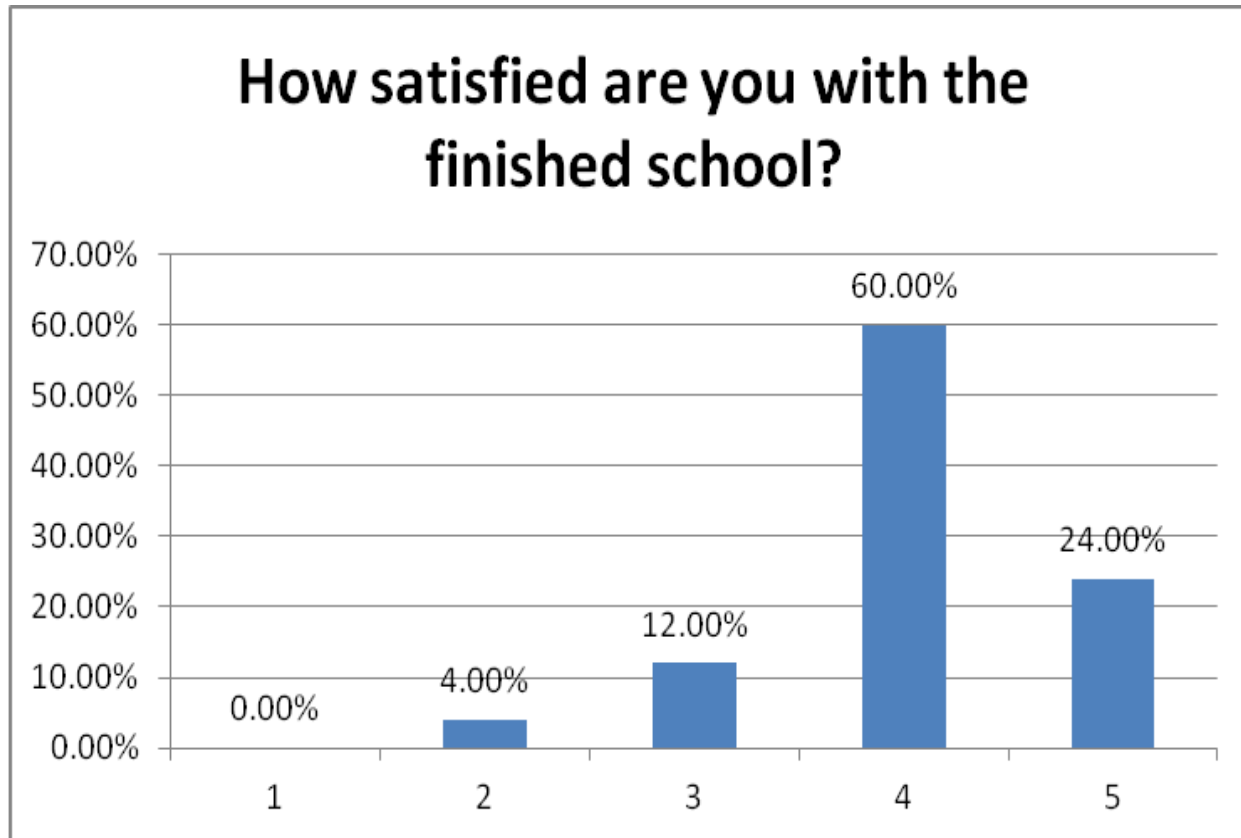
Staff Questionnaire

Building in Use

Q1. How satisfied are you with the finished school?

Response

A total of 96% scored 3 or above.



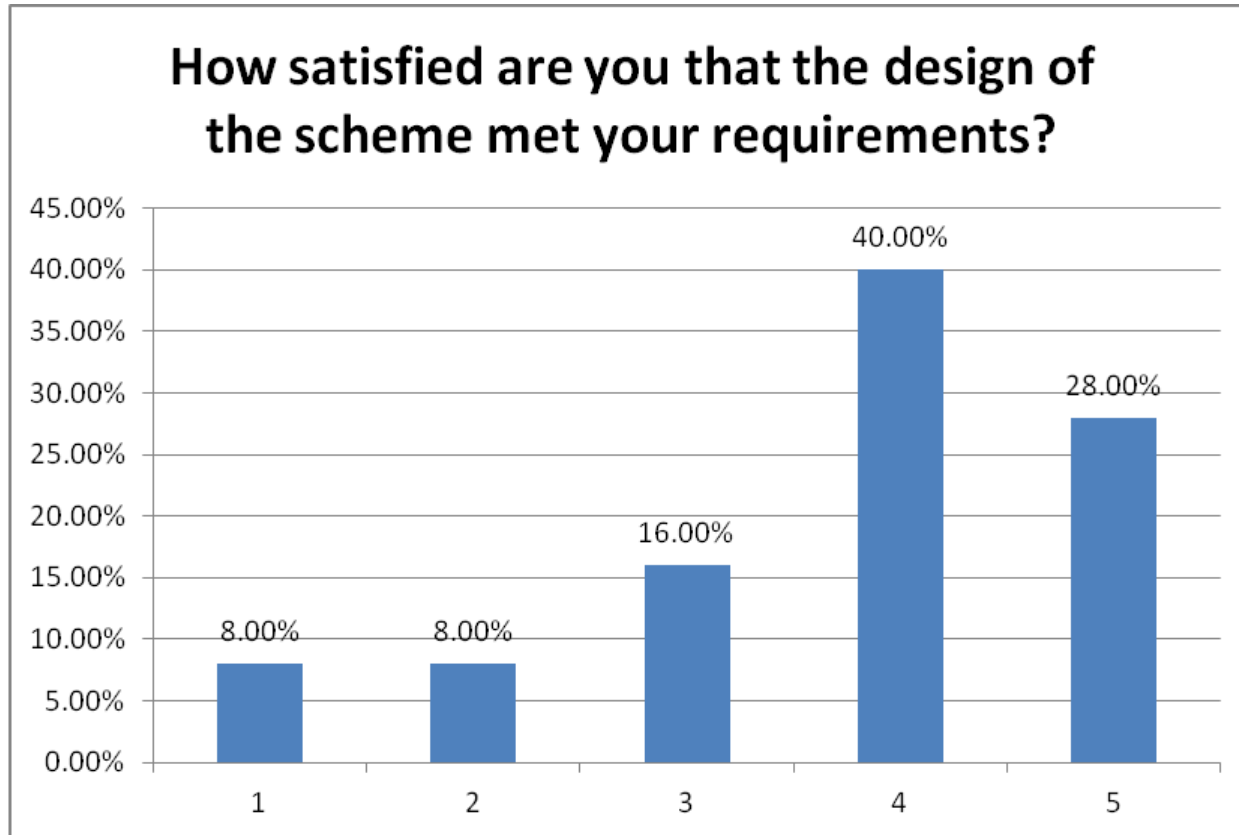
Actions Proposed

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Q2. How satisfied are you that the design of the scheme met your requirements?

Response:

84% scored 3 or above



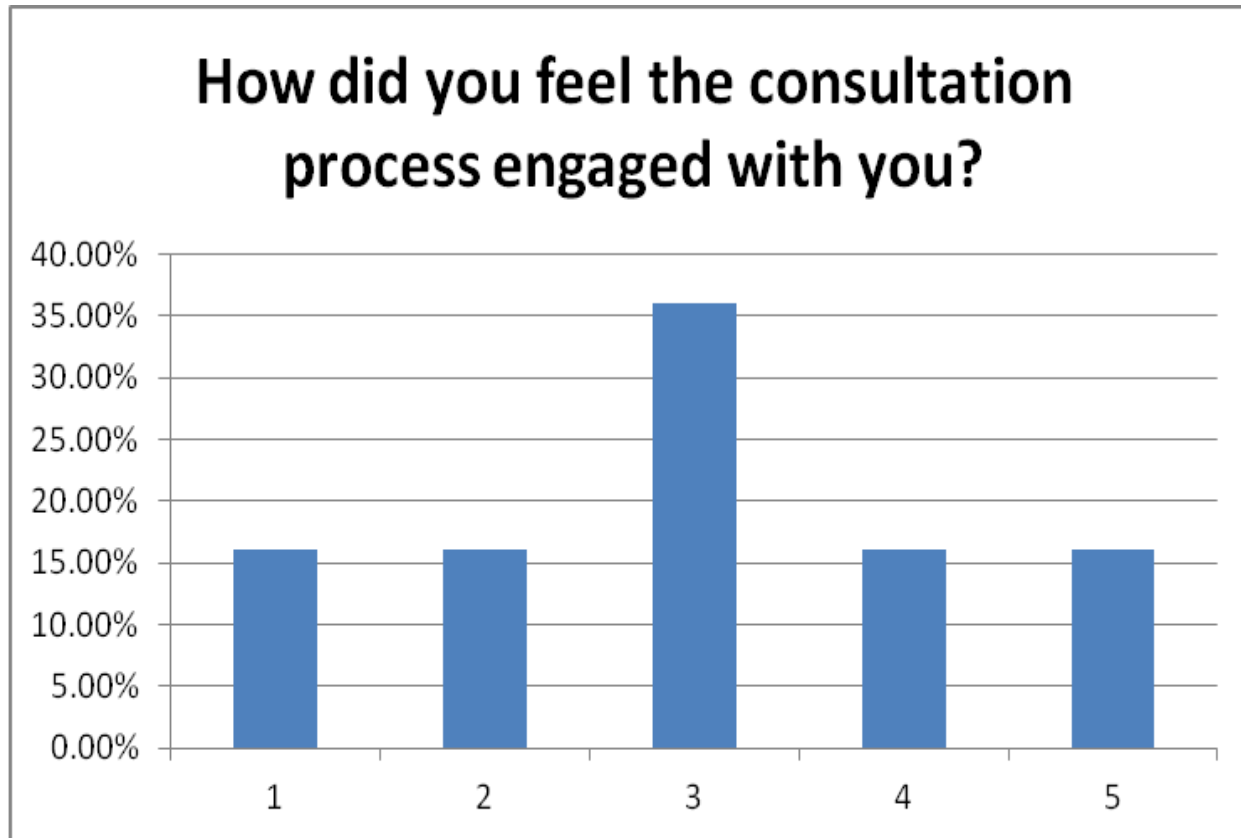
Actions Proposed



Q3. How did you feel the consultation process engaged with you?

Response:

68% scored this 3 and above



Action Proposed

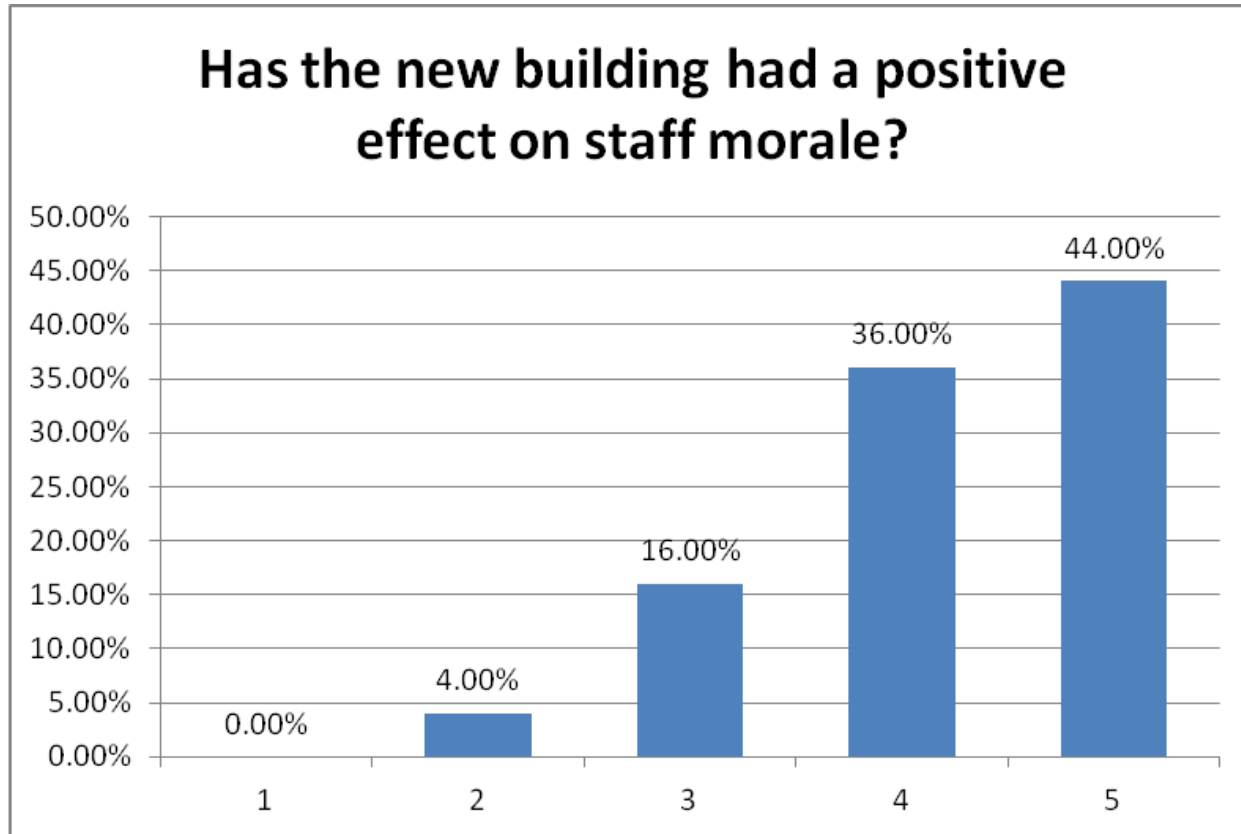
The consultation process is a prolonged process with many different stakeholders involved some to a greater extent than others and not all users of the facility are involved, we rely on bidirectional relaying of information and sometimes this gets diluted and/or not passed on for various reasons. The action for this is mainly for lessons learnt and perhaps a meeting with the members of staff who feel excluded from this process to find the reasons why?



Q4. Has the new building had a positive effect on staff morale?

Response:

96% scored 3 or above showing almost total satisfaction on the positive effect the building has had on staff morale.



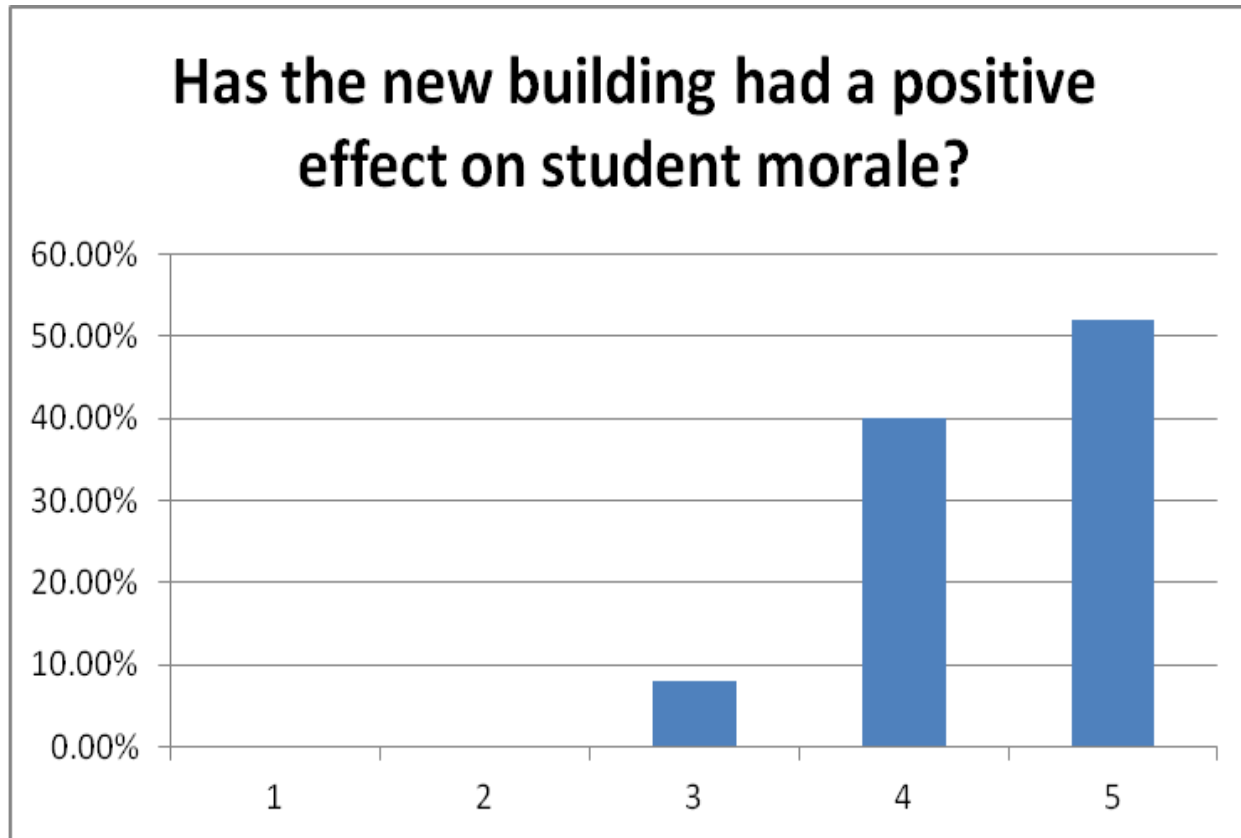
Action Proposed



Q5. Has the new building had a positive effect on student morale?

Response:

100% scored 3 or above indicating the positive effect the new building has had on student morale.



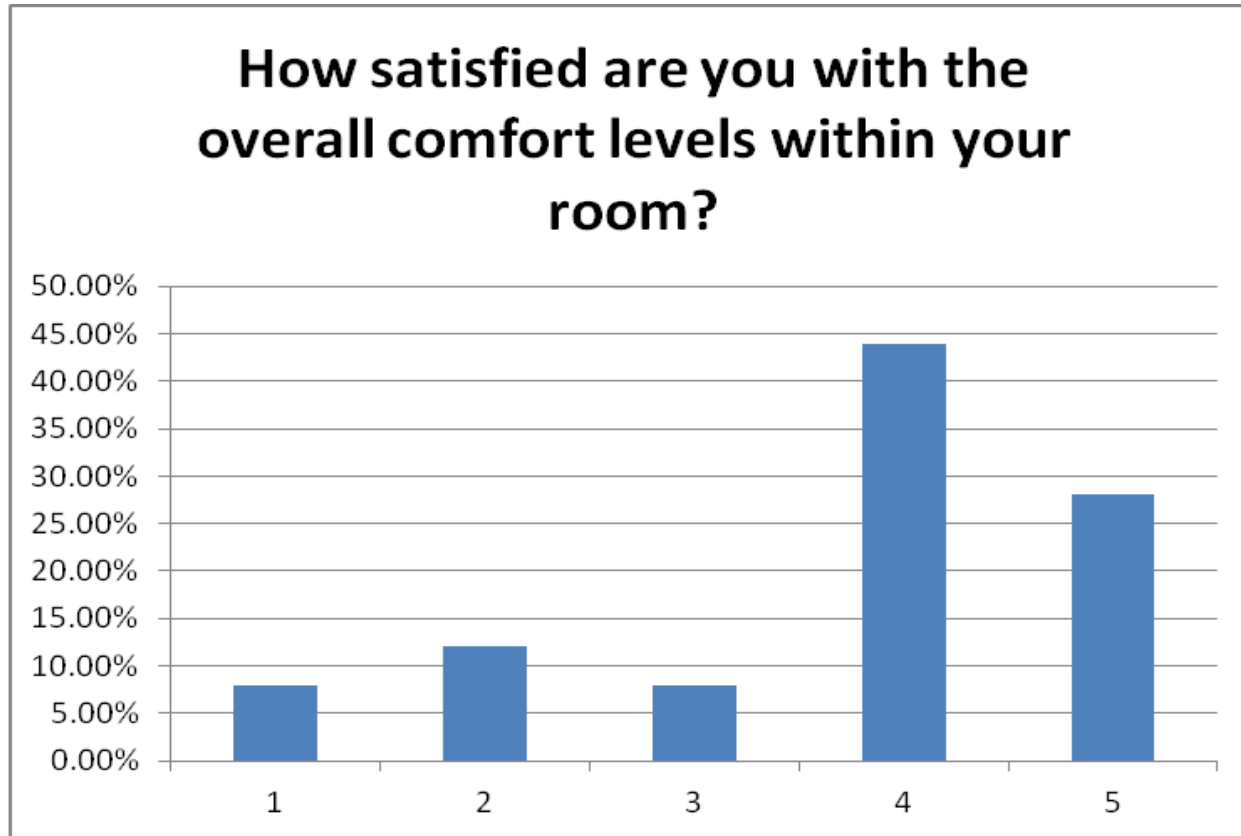
Actions Proposed

No action required

Q6. How satisfied are you with the overall comfort levels within your room?

Response:

80% scored 3 or above which indicates general satisfaction with overall comfort levels.



Actions Proposed

Organised further training session on systems operation for all staff.



Q7. How satisfied are with the furniture in your room?

Response:

84% scored 3 or above indicating satisfaction.



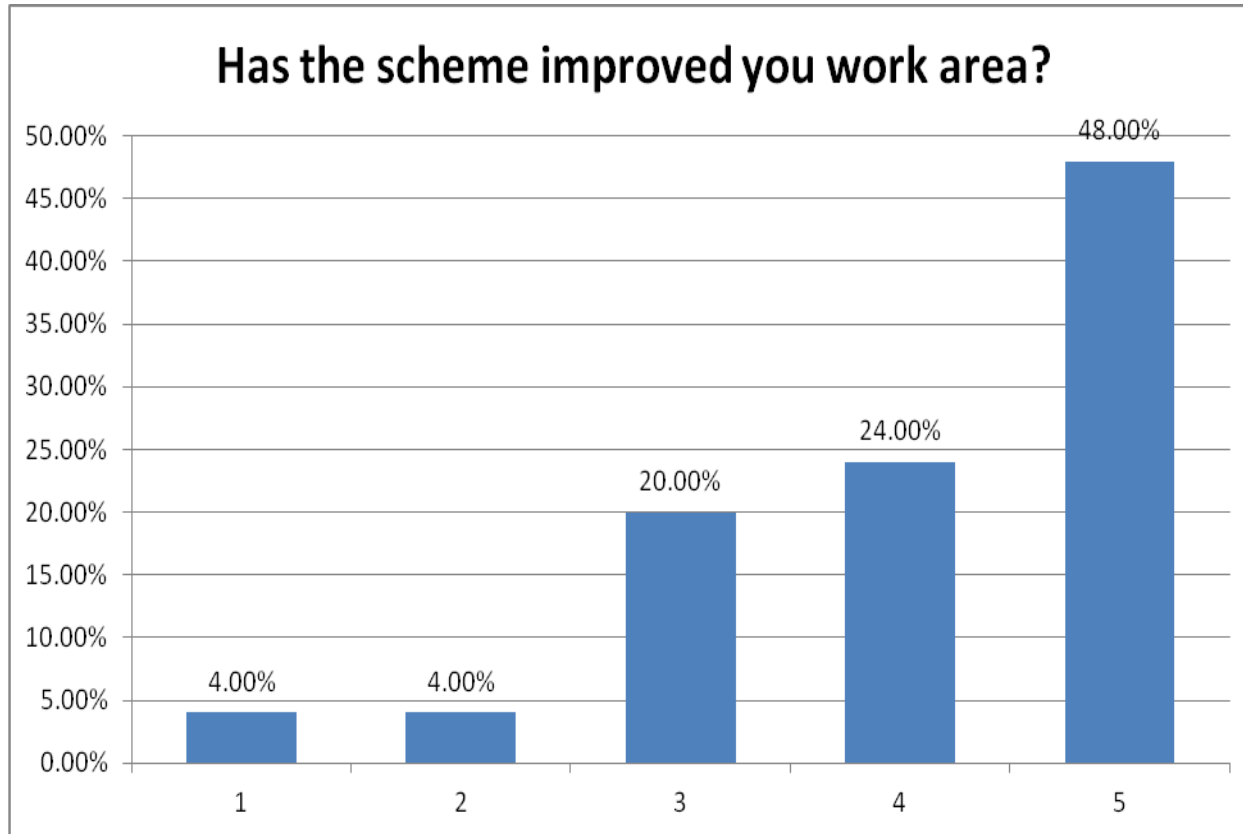
Actions Proposed



Q8. Has the scheme improved your work area?

Response:

92% scored 3 or above indication



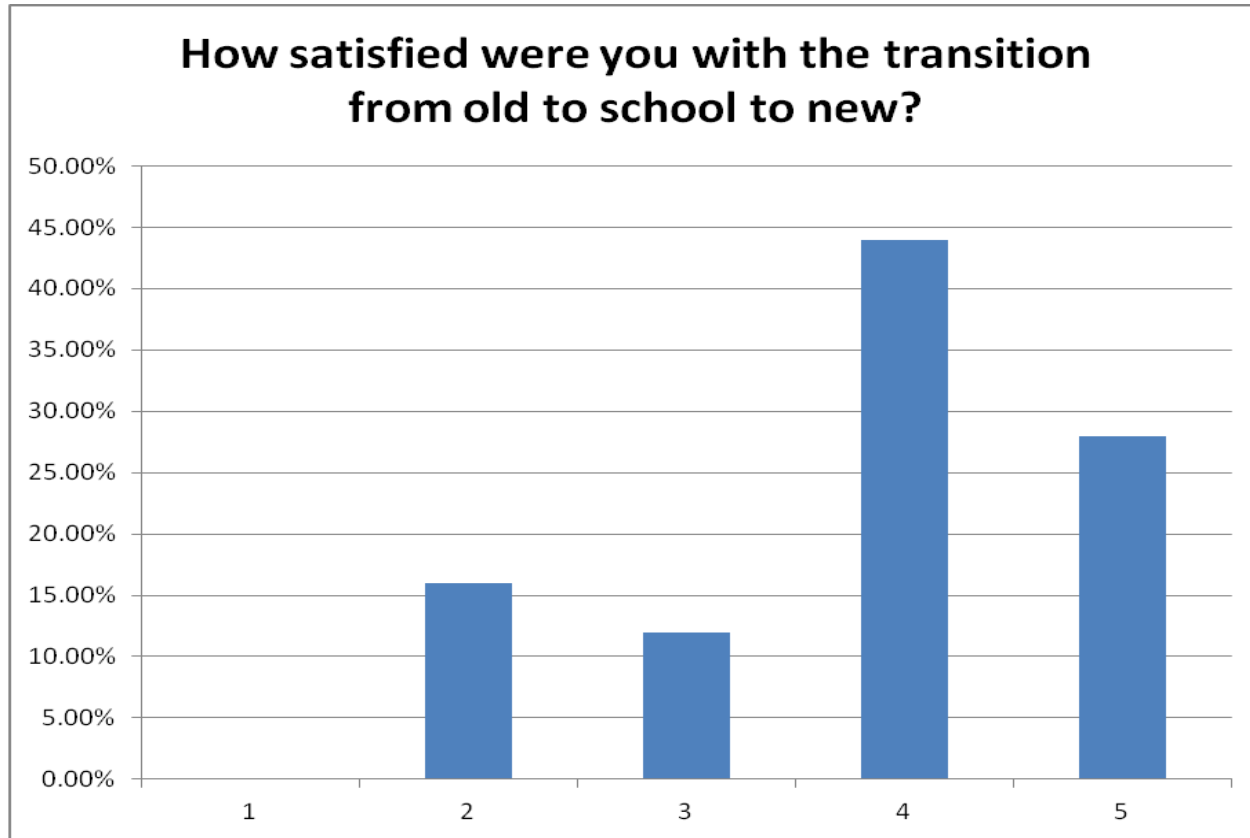
Actions Proposed

Suggest some feedback sessions with the participants that scored 3 or below to establish if there is a common issue that can be addressed.

Q9. How satisfied were you with the transition between old and new school?

Response:

84% scored 3 or over. One area of concern is the timing of the move into the new school, which took place during the Easter holiday period. Following further consultation it is apparent that the decant process should take place during the summer holiday period for maximum efficiency and least disruption to the overall school operation.

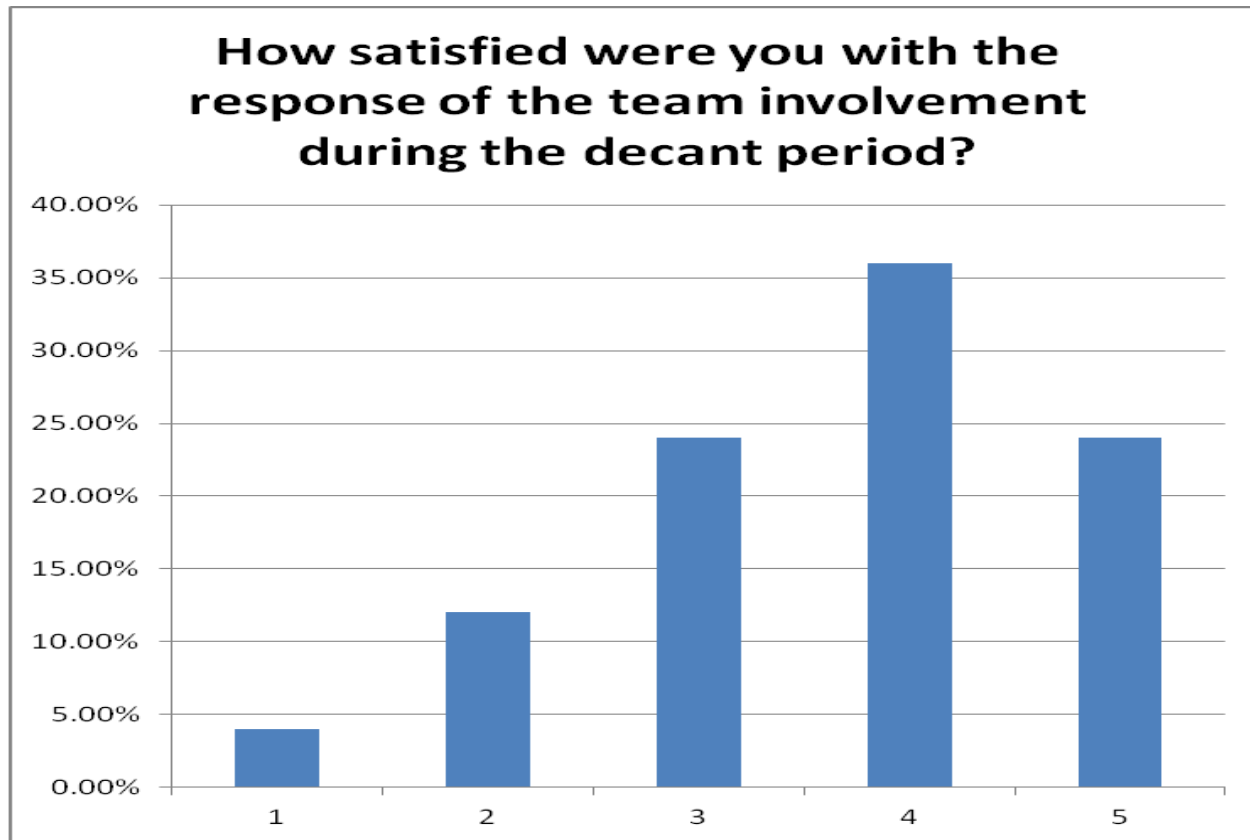


Actions Proposed

Q10. How satisfied were you with the response of the team involvement during the decant period?

Response:

84% scored 3 or above which suggests the move team responded well during the process.





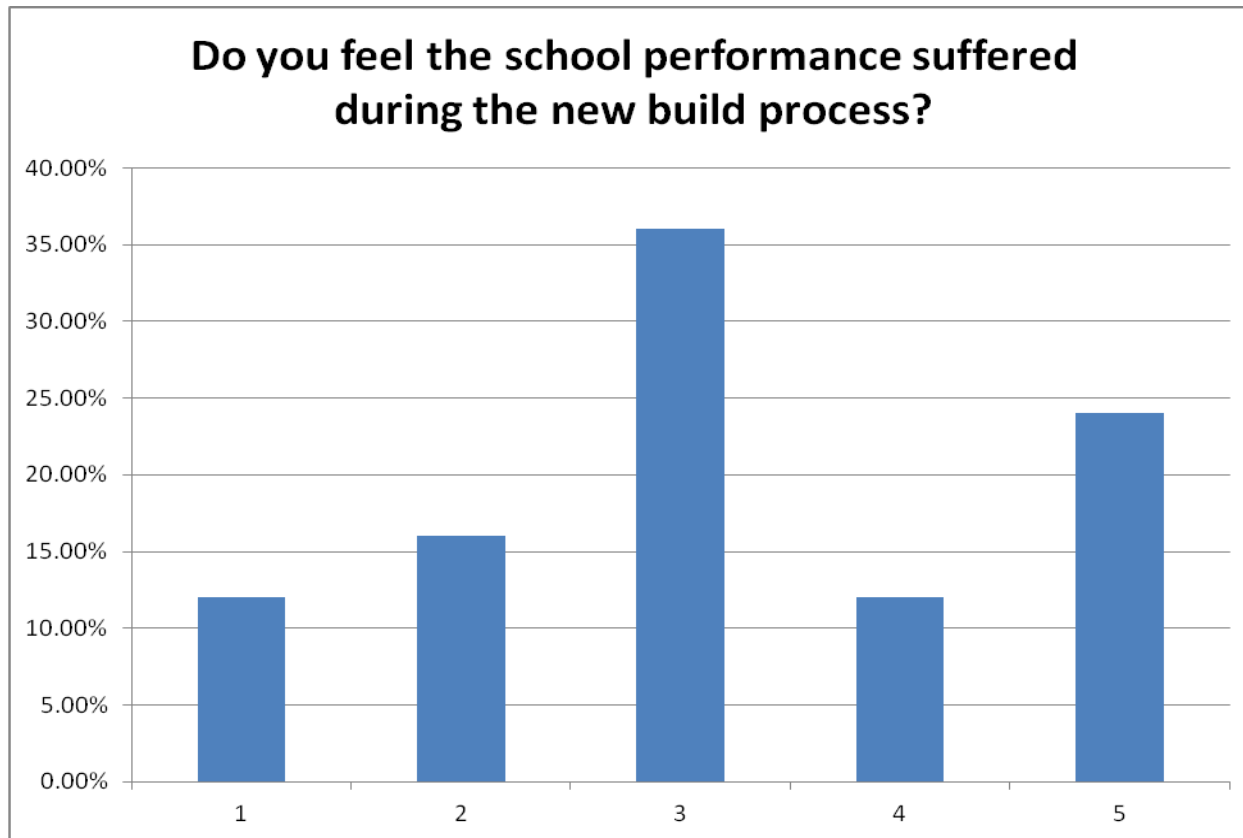
Actions Proposed

None

Q11. How do you feel the school performance suffered during the new build process?

Response:

72% felt the the performance did not suffer during the new build process no negative comments were recieved.



Actions Proposed

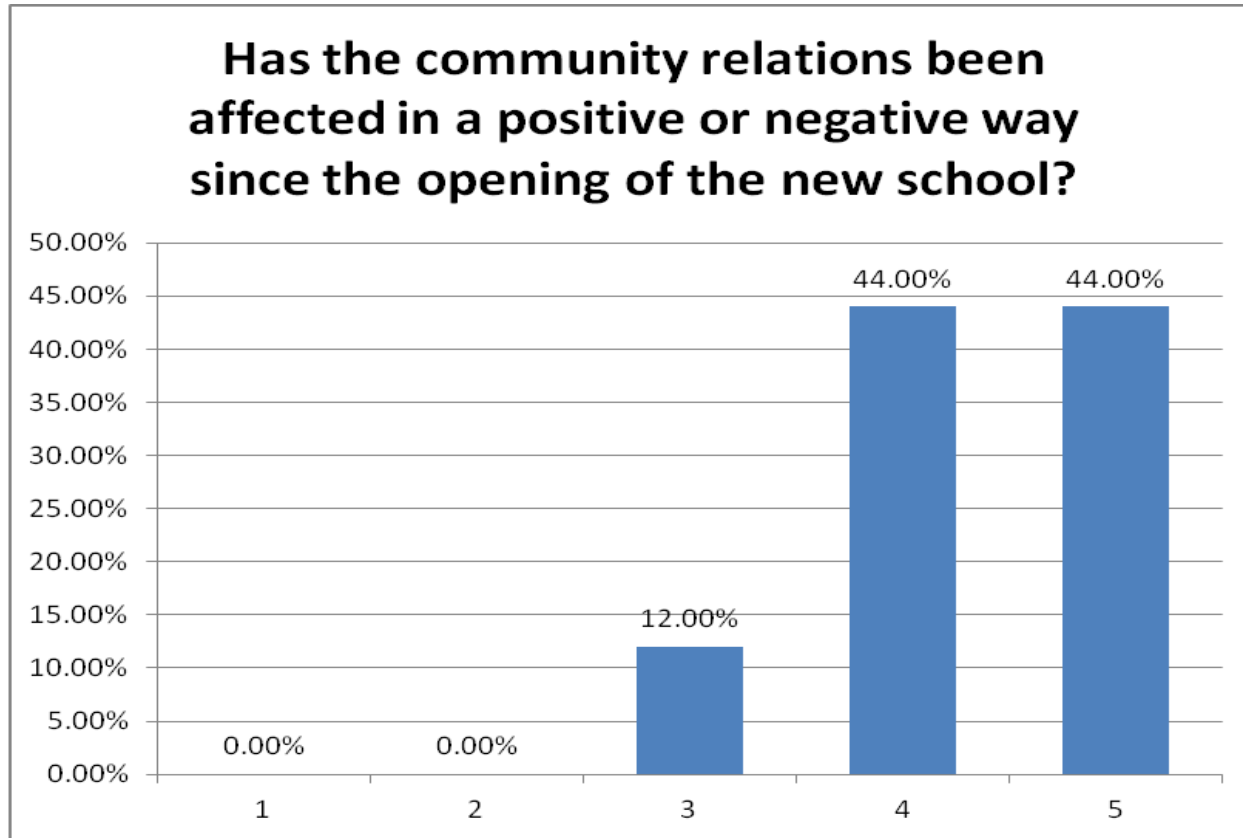
More detail could be sought from those who scored under 3 to establish areas of concern and if improvements can be taken forward to future projects.



Q12. Has the community relations been affected in a positive or negative way since the opening of the new school?

Response:

100% scored 3 or above



Actions Proposed

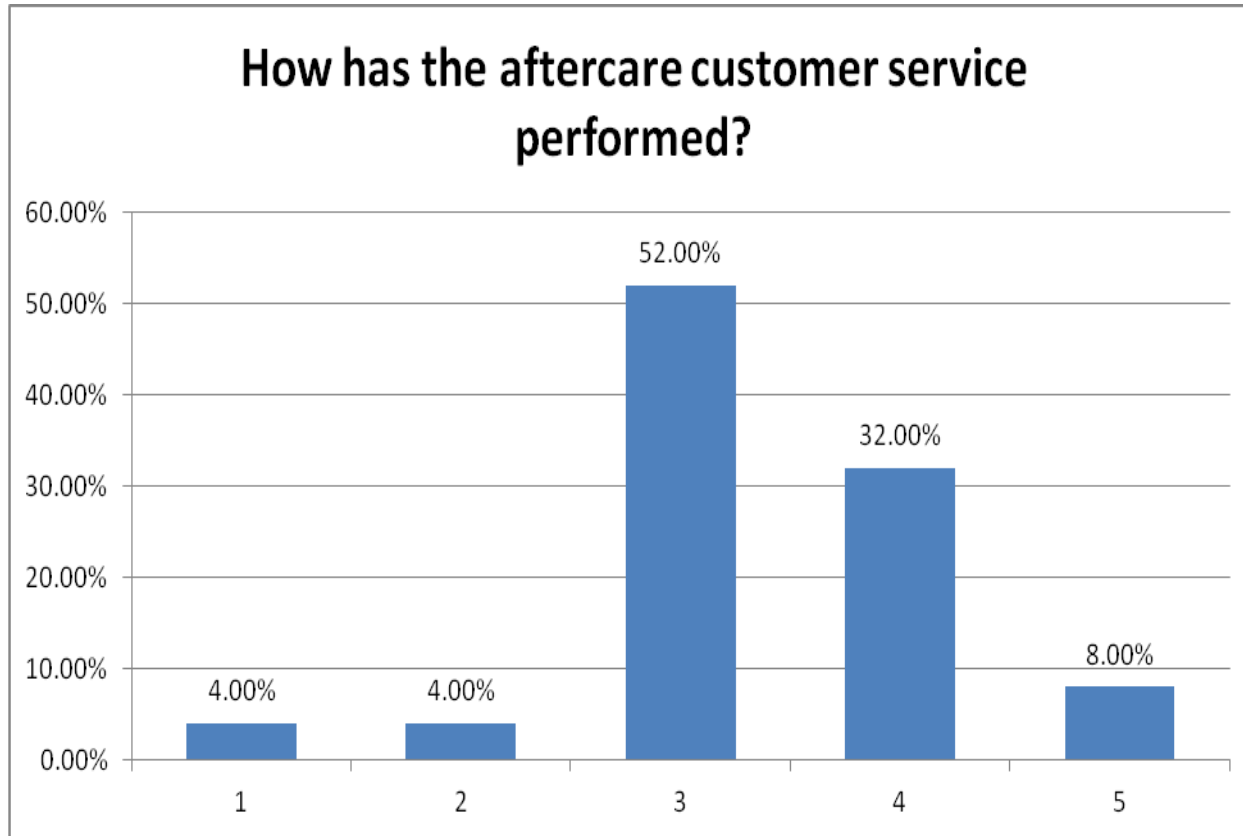
None



Q13. How has the aftercare customer service performed?

Response:

92% scored 3 and above.



Actions Proposed