

Issue 2

November 2013



LONDON SCHOOL OF ECONOMICS AND POLITICAL SCIENCE

32 Lincoln's Inn Fields Newsletter

Dear Colleagues,

This newsletter serves as a post-occupancy update on 32 Lincoln's Inn Fields.

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Estates Division 32 Lincoln's Inn Fields

Brief history of the site

32 Lincoln's Inn Fields was built in two stages between 1905 and 1912, after being commissioned by Sir Charles Fortescue Brickdale, Chief Land Registrar.



The building which previously occupied half of the site of 32LIF (nearest Royal College of Surgeons)

The Land Registry building was purchased by the School in 2010 and the £17m refurbishment was completed in December 2012. The Economics Department and its affiliated research centres began to move in during January 2013.

Official opening

The official opening on 29th April 2013 by HRH Princess Anne was a successful occasion, befitting this fine building.



Princess Anne meets LSE Director Prof Craig Calhoun outside 32LIF

During a tour of the building Princess Anne witnessed an economics lecture and met building users.

Yours sincerely

Director of Capital Development
Estates Division

K Kinsella

Open House 2013



The building was showcased on 22nd September 2013 as part of the Open House event. 200 members of the public visited and were given guided tours of the building, from basement to roof scape, with highlights being the Land Registrar's office, original entrance hall and the great views from the roof.



Original entrance foyer restored

Findings of the Post Occupancy Survey

In line with good practice, the design and operation of the building has been subject to a formal Post Occupancy Evaluation (POE) and occupants and users have been asked to feedback to an independent company, appointed to produce an unbiased report. A summary of the POE, together with Estates follow-up actions, are detailed overleaf.



Estates Division
Capital Development

Post Occupancy Evaluation

Judging success: structured user feedback

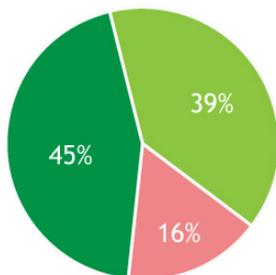
Whatever Estates achieves in improvements to the School's buildings, the way they are experienced by those who use them is key. So in line with good practice, the School commissioned an independent Post Occupancy Evaluation (POE) in the Summer term, to establish what is working well for users, and what might work better. The evaluation, by ZZA Responsive User Environments, was based on structured research with people based at 32 LIF – academics, administrators and PhDs, and with students using its teaching venues and informal spaces.

The scope involved all aspects of building use, from access and circulation, through spatial and environmental comfort, functionality for working and teaching, image and management. And the evaluation was searching – over 130 questions in individual interviews with 30 building occupants, and over 50 with the sample of students using 32 LIF's teaching and / or informal spaces.

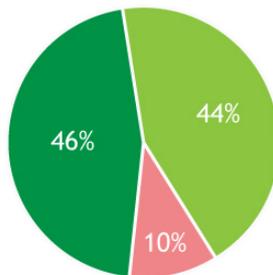
Verdict: strong user endorsement

The evaluation identifies 32 LIF's extensive achievements in meeting users' requirements and expectations. Most aspects are identified as Major Successes or Successes.

Resident sample



Student sample



Bean Counter café

What accommodation success means to the LSE

These results indicated a high level of user satisfaction. Aggregate findings were derived as follows:

- **Major Successes: evaluated as 'Positive' by at least 80% of the sample**
- **Successes: evaluated as 'Positive' or 'OK' by at least 80%**
- **Issues: evaluated as Negative by more than 20%**

These results have real meaning for individuals:

87% of the occupant sample positively like working at 32 LIF and 83% are pleased with their working environment.

I love the staircase and corridors, and the general grandeur of the corridor space – I liked the building from the first time we walked through. And it has an ongoing positive benefit – you walk through it every day and feel it's a nice building. I've just come back from the US, visiting a building that's like a cheap motel. This is much nicer. (Academic)

Air quality – a notable achievement

32 LIF's atypically positive user evaluation includes their validation of air quality. This is especially notable. Whereas user research on thermal experience in buildings all too often reflects considerable dissatisfaction, at 32 LIF, over 80% of occupants evaluate temperature, humidity, and air freshness positively, defining the topic of air overall as a Major Success. Underpinning this are 32 LIF's openable windows. These are popular, and being able to have fresh air without it being mechanically delivered is welcomed.

I think it's better for a lot more people. Here, everyone has access to daylight and a window. Not everyone has great views, but they all have windows that they can open. (Admin staff)

The window's great – it's the best thing about the whole office, having the window options. (Academic)

And windows offer more than light – 32 LIF has some wonderful views:

We have the best view in the building! It's pure luck. I suppose it might be even better higher up, but I'm not complaining. (Admin staff – Lincoln's Inn Fields elevation)

Other significant highlights

For most topic headings, the overall resident sample identified no component aspect as an Issue.

Major Success - 'Technology in the teaching venues'

32 LIF has been delivered in an era of ubiquitous technology. The research on student experience of the teaching venues covered wifi and multiple aspects of AV from both the delivery and audience perspectives, including visual display, sound projection, ease of connection. Students evaluate technology in the teaching venues as a Major Success overall.

100% of student interviewees who have used the AV facilities endorse them for display and sound projection.

Space for individual work

Across the numerous aspects of individual workspace, involving space, furniture, technology and storage, 32 LIF's resident sample identified no Issues. Academics especially welcome provision for meetings in their offices, with 92% rating this as positive.

I didn't have a table and chairs in my previous office, and now I can sit and talk in an incredibly informal way, with plenty of space for papers. (Academic)

There's loads of space at my desk, much more than I had before. (PhD)

Meeting space

The options for interactive work are extensive, including meeting rooms, space for meetings in individual offices and informal spaces. All component aspects are endorsed.

I run four departmental committees, and I can always find a room. (Admin staff)

Normally I can be in my room for meetings. From time to time I'll use the breakout spaces and the café as well. (Academic)



Break out space

Image / look and feel and WCs

Bringing a building with extensive heritage elements into active contemporary use is a challenge. The POE shows the realisation at 32 LIF as a real achievement, with interviewees appreciative of the building's considerate restoration, and enjoying the period detailing like 'grand' look and feel of the stairs and corridors.

Varied users, varied experience of building use

Given variation in the roles and activity of people based at 32 LIF, workspace provision varies accordingly. To reflect this, the evaluation enlisted feedback from academics, administrators and PhDs with space in the building. Of these, the academics are the most satisfied with 32 LIF, followed by the resident PhDs, with more Issues identified for administrators – fully listed in the report. This is not to suggest an unduly negative view; some users report effective working in the open plan as a positive feature of 32 LIF, a change in working environment mainly experienced by administrative staff.

I very much enjoy working here. I've become more motivated from being in an open plan office. You can't put too much emphasis on the communication – it's really brilliant. (Admin staff)

Read more

The full results of the 32 LIF evaluation are available on the [Estates web page](#). This presents the full quantitative data, a comprehensive listing of reasons underlying negative evaluations, and illustrative narrative quotations giving voice to users' experience.

Follow-up action at 32 LIF

Estates are delighted by the user evaluation of 32 LIF, but far from being complacent, propose the following actions in response to aspects the POE identified as issues, to meet their agenda to maximise effective use of the School's accommodation:

- ◆ **Outstanding issues:** Address / complete all outstanding points that users have already logged with Facilities Management.
- ◆ **Building entrance:** Poll building users on which building entrance to promote for opening out of core School hours.
- ◆ **Administrators' space:** Convene forums with administrators on a departmental basis, to identify feasible action to improve satisfaction with the accommodation.
- ◆ **Breakout spaces / kitchens on the upper floors:** Subject to consultation with the departments and centres, introduce softer furnishings, and discuss with users how to optimise their use on a floor-by-floor basis, and in particular, whether or not to use them for teaching.
- ◆ **Signage:** Clarify directions for use of stairs to reach the building exit, and for circulation between the Ground and Lower Ground Floors, to take pressure off the lift closest to the entrance. Also, make signage to identify Administrators and facilities such as WCs more prominently, to avoid undue disturbance to staff.
- ◆ **Heating:** Undertake a technical audit to ensure spaces and zones are not over-heating.
- ◆ **Lighting:** Undertake a technical audit to check on reported flickering.
- ◆ **Building information:** Make this available online.
- ◆ **Noticeboards:** provide in PhD and breakout spaces, and/or close to the offices of Administrators who would like more space for departmental announcements.

Ongoing improvements

Information plaques are being installed at key points around the building where original features have been retained and restored, such as the original front entrance and the Chief Land Registrar's Office.



Former Chief Land Registrar's office —now converted to a School Committee Room

The Royal Warrant awarded to Nobel Laureate Prof Sir Christopher Pissarides will be displayed prominently to celebrate this great achievement.



Planters at Portugal Street entrance

Additional planters have been installed on the Portugal Street side of the building.

Student Study spaces

With break out and study spaces always in demand across the campus, students are encouraged to make use of the great study facilities within the building. Labelled as "seminar rooms" there are 21 study areas available on a first come-first served basis, as are the 3 PC study rooms, providing 69 PCs. There are a number of break out spaces with laptop charging points and wireless connection.

The Bean Counter café located in the basement, is now open Monday to Friday 8:30am to 4pm.

Bicycle parking is also available on the forecourt (Lincoln's Inn Fields side).



Bean Counter café

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