

Managing key relationships to deliver a better result

OSBORNE

“We thought the building work would be really annoying through our GCSEs, but actually the Osborne team at our school have understood and made sure that the noise has been kept down and we have been able to concentrate on our exams”

Francesca, Year 11 Student

PROJECT	Lady Margaret School
CUSTOMER	Lady Margaret School
LOCATION	Parsons Green
CONTRACT	Two-stage traditional
COMPLETION	2014
VALUE	£8.8m

Issue

A range of extended complex project and key relationship considerations impacted on the core construction requirements for this project. As Osborne previously carried out a complex development phase for Lady Margaret School, we were instructed to complete the next phase of expansion to accommodate an increased demand for year 7 spaces.

Fundamental considerations for the project included:

- How to optimise existing space through extending the facilities whilst working within and around existing Grade II listed buildings
- Ensuring that existing studies were not halted to avoid timetable disruption, as part of the works needed to take place during term time & GCSE exams
- Completing the works to a strict timescale to accommodate the new intake of students at the start of term
- Ensuring that the project planning was mindful of students as well as considering the impact on nearby local residents when works were undertaken outside of school hours.

Solution

The multifaceted issues required a combination of technical and practical solutions to deliver the completed project:

- A creative design: new teaching facilities were created with space being optimised between and within existing buildings to accommodate additional classrooms, resulting in enhanced circulation and accessibility across the school.
- Flexible project management: a flexible, phased build plan was adopted to accommodate the headteacher's requirements to keep teaching throughout the works; quiet times were established throughout the project to accommodate the exam period. Key relationships between client and contractor were managed through daily briefings to balance the needs of the school and the project most efficiently. Heavy works were completed to tight deadlines during the school holidays, with site access being restricted to minimise noise and disruption to the local community.
- Effective communication: a strong relationship and liaison with the local Council was formed to provide the best possible solution for local residents with regular communication via newsletters.

Outcome

The project was delivered on time with the minimum of disruption to the school and throughout the duration of the build programme there were no complaints to the school from parents, surrounding home owners or businesses.

Osborne recognise that each project relates as much to people as property and managing the impact on everyone involved can deliver a better result, not just for the customer, but for their customers in turn. This was a case where exceptional project planning was supported by good communication to make the next phase of the school's development a success.

