



The University of
Nottingham

UNITED KINGDOM • CHINA • MALAYSIA

POST OCCUPANCY EVALUATION REPORT

INSTITUTE OF MENTAL HEALTH BUILDING



OCTOBER 2014

FINAL



1. Introduction

QTC Projects were appointed to carry out the Post Occupancy Evaluation following the submission of a tender for services dated 25 March 2014 to the Senior Capital Projects Officer, University Estate Office.

2. Scope of the Review

Evaluation Technique

The evaluation was conducted at Project Review stage (1 – 2 years after handover) and has been undertaken in line with the criteria and guidance contained in the HEFCE/AUDE publication, 'Guide to Post Occupancy Evaluation'.

Analysis

Analysis broadly followed the University's brief for undertaking the evaluation and consisted of reviewing all written information received concerning the building together with information collated from the questionnaires and workshop. Particular areas reviewed were:

- Purpose and scope of project (brief)
- Some aspects of the building procurement process
- Building user feedback
- Cost management and control
- Construction and project management
- Functional and technical performance
- Sustainability - Assessment against BREEAM criteria
 - Review of energy efficiency measures incorporated into the design

Questionnaires

Questionnaires were developed to obtain information and feedback from four specific groups:

- a) User (On-line survey)
 - a representative sample of 100 users of the building being evaluated consisting of Academic/Admin staff and PGR students
 - A sample of the user questionnaire is shown in Appendix 1

User Client – UNIP Operations Director

- b) Consultant Design Team
 - Architect
 - Quantity Surveyor
 - Services Consultant
 - Structural Engineer

c) Estate Office – Development/Operations & Facilities

d) Main Contractor

Interviews

Interviews were held with the following:

- a) UNIP Operations Director – Bob Scott
IMH Business Manager – Kathryn Bryan
- b) Estate Office
- Richard Wigginton – Senior Capital Projects Officer
- c) Gaskells Construction Consultants QS – Dean Williams
- d) G F Tomlinson Construction – Ian Dalby

Sand Project Management declined to be interviewed.

Workshop

A half day workshop was held on 22 October 2014 (a list of attendees is shown in Appendix 2).

The format for the workshop was a presentation by QTC Projects acting as facilitator which included feedback from the user satisfaction questionnaires. The workshop helped to highlight the key issues that had been raised in the questionnaires and interviews which were then discussed and debated.

The information from the workshop provided important comment which has been incorporated into this report.



3. Building Data

Name	Institute of Mental Health
Size	3074m ² (Gross Internal Area)
No of Storeys	4 storeys
Occupants	Institute of Mental Health (Tenant)
Types of space	Offices (cellular and open plan) Specialist Lab area Meeting/seminar rooms Staff Room Ancillary space
Construction Period	50 weeks
Start on site	16 May 2011
Contract Completion	30 April 2012
Practical Completion	30 April 2012

Net Construction Costs

At Start of Construction	£4,327,579
At Final Account stage	£4,636,633 (including additional works)

Funding University

Consultant Team

Project Manager	Sand Project Management, Birmingham
Architects	Benoy, Newark
Cost Managers/QS	Gaskells Construction Consultants, Nottingham
Services Engineer	D H Squire Consulting Engineers, Nottingham
Structural Engineers	Waldeck, Nottingham

Contractor G F Tomlinson Building, Derby

Building Contract JCT Design & Build 2005 (Rev 2009)

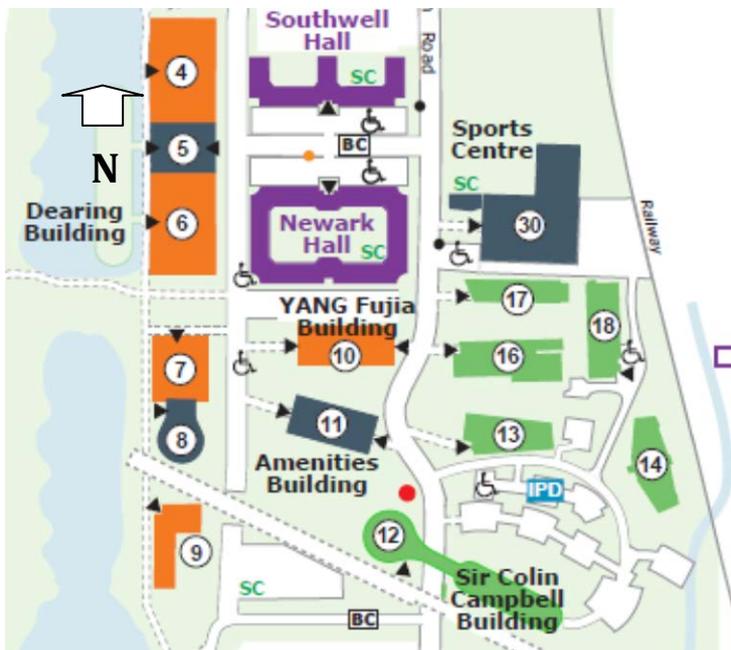


4. Project Background and Description

The building is located on the Jubilee campus and provides purpose-built accommodation for the Institute of Mental Health. The building is leased to the NHS, being owned by the University and managed through the University Innovation Park (UNIP).

The investment in a new building through a partnership between the University and Nottinghamshire Healthcare NHS Trust has enabled research teams and clinicians to come together in a single purpose-built facility thereby providing more opportunities for research, clinical innovation and collaborative working.

As part of the design competition the University issued a design brief in January 2010 which identified the site for development which had to be in line with the University Campus Development Plan formally adopted by Nottingham City Council in December 2004 and updated in the Development Framework issued in February 2006.



The proportions of the site have dictated a shallow plan design with two distinct volumes of accommodation linked by an eyebrow roof projection. The site (17) is bordered to the west by Triumph Road, to the north by the existing Sports Centre, to the south by the Energy Technologies Building (16) and to the east by the Aerospace Technology Centre (18).

The final design and finished building sits well within a mix of contemporary architecture which makes up the University Campus and it respects the original master planning principles. The four storey building houses a mix of office accommodation, seminar rooms and laboratories.

There are subtle references to the earlier buildings constructed on Triumph Road in the selection of type and colour of the cladding to the building. This cladding has been deliberately made more solid on the north façade due to its close proximity to the Sports Centre, while the south and west elevations encourage more daylight penetration through increased fenestration and the use of a projecting eyebrow roof which provides additional shading.

Due to the nature of the site, ground pollution was identified and was ameliorated as part of an environmental impact assessment. The main contract works commenced on site in May 2011 and were completed in April the following year. The project was completed on time and within the overall approved budget.

The building has achieved an 'Excellent' rating in line with the Building Research Establishment's environmental assessment methodology (BREEAM).

A full list of project milestones is shown in Table 1.

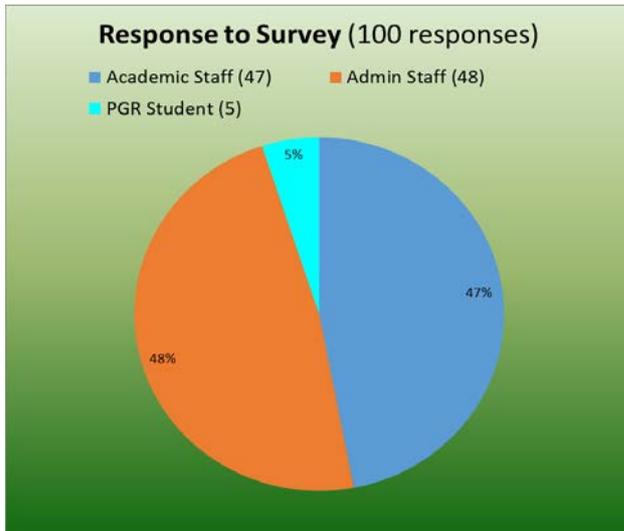
Table 1 Project Milestones

Design Brief issued	January 2010
Design competition submission	15 February 2010
Planning application submitted	23 November 2010
Planning Approval	28 January 2011
Main contract tenders invited	21 December 2010
Main contract tenders returned	15 February 2011
Tender report	4 April 2011
Contract start date	16 May 2011
Contract completion date	30 April 2012
Actual completion date	30 April 2012
Official opening	May 2012
Final account agreed	19 December 2012

5. User Satisfaction

Building user satisfaction has been assessed from the responses to the on-line questionnaires received and analysis of the comments made. The results are shown in a series of bar charts covering the following areas:

- Satisfaction with specific room types, ie shared and single offices, seminar/meeting rooms, specialist laboratories, staff relax area, ancillary space and overall impression of the building
- Security
- Accessibility
- Cleanliness
- Internal room temperature
- Distraction from noise
- Lighting conditions, natural and artificial
- Data connectivity at the workspace/Wi-Fi
- AV equipment in teaching/meeting rooms

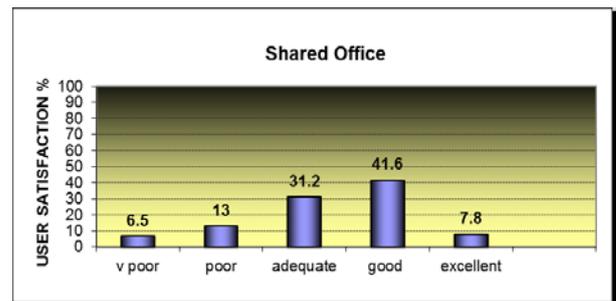
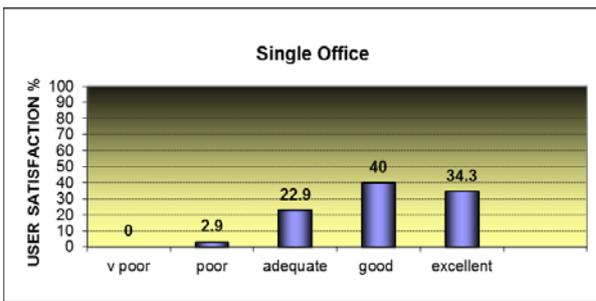


Overall, 100 responses were received from a representative group comprising Academic/Admin staff and PGR students. This is approximately 50% of occupants of the building which is a good response.

Users were asked to give a response on their overall impression of the building and this has shown a reasonable level of satisfaction.

67% of respondents rated the building good to excellent.

Single and shared offices are generally located on the upper floors with most single offices accessed via the open plan office areas. The number of single offices has increased from the original design intent which has had an impact on the open plan space. Most respondents occupying single offices were satisfied, with 74% rating them good to excellent. In the shared/open plan areas the level of satisfaction is reduced to 49% (good to excellent rating).



The building provides very good seminar rooms on the ground floor with adjacent breakout space. The rooms vary in capacity but are made flexible through the use of folding partitions. The booking of these rooms is managed by IMH. Overall, 72% of respondents rated these facilities good to excellent.

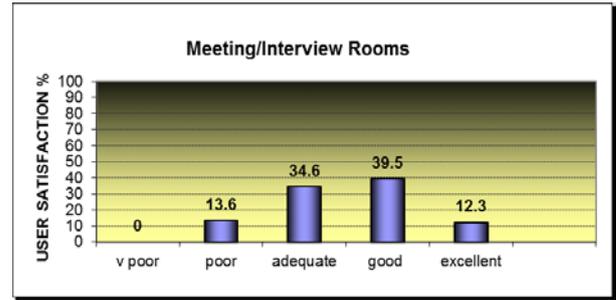
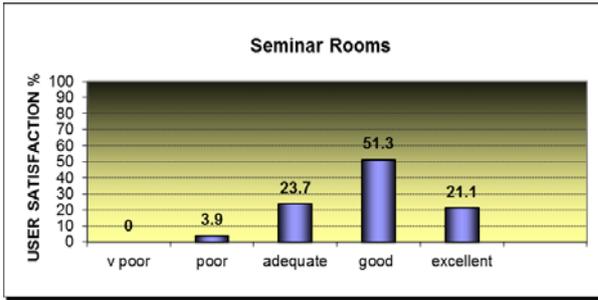


One of the seminar rooms

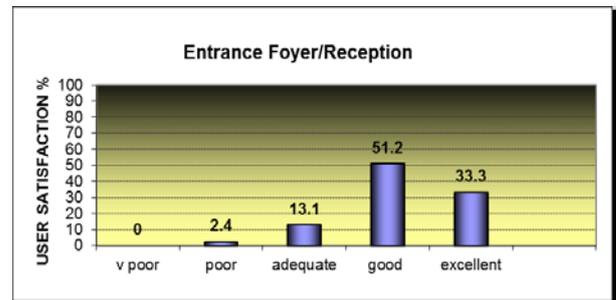


Small meeting room

On the meeting rooms there was less satisfaction. Room B27 is considered a reasonable size and has natural light. However the other six meeting rooms are quite small and are internal which is reflected in the level of satisfaction with these rooms (52% good to excellent)



A staff relax area is provided on C Floor which comprises a good sized, well lit room with lounge furniture and tables and chairs. Kitchen facilities are provided down one wall with a range of units, worktop and sink. Users of the building rate this space very highly with 80% of respondents rating it good to excellent.

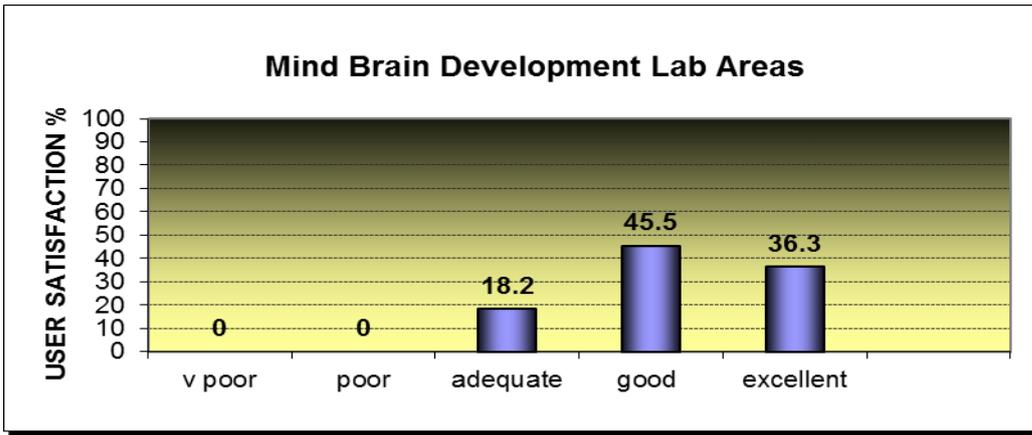


Staff Relax Area



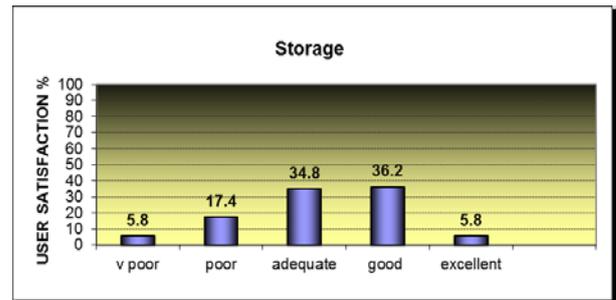
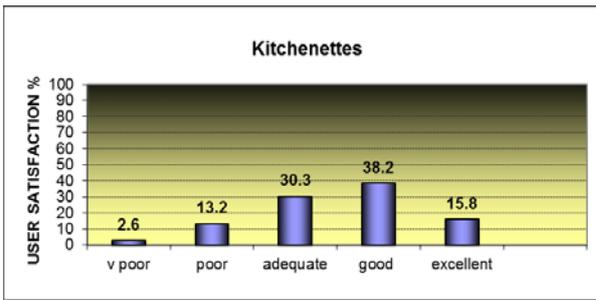
Main Entrance/Reception

The building layout incorporates a main entrance area and reception desk and office to the rear. The open aspect of the staircase extends to the first floor with ample landing space for breakout purposes or for other social activity. The building has a well-defined entrance and the presence of a reception is considered an asset in welcoming visitors and other users. 84% of respondents rate this space either good or excellent.

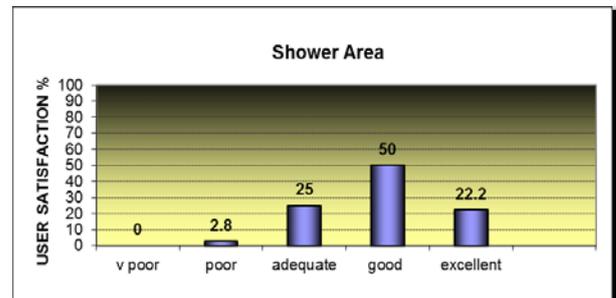
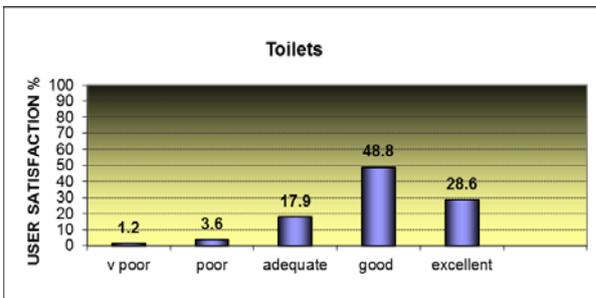


Only eleven staff responded to the assessment question relating to the Mind Brain Development Labs but of these a very high level of satisfaction was recorded. The rating of good to excellent was 82% with no negative responses.

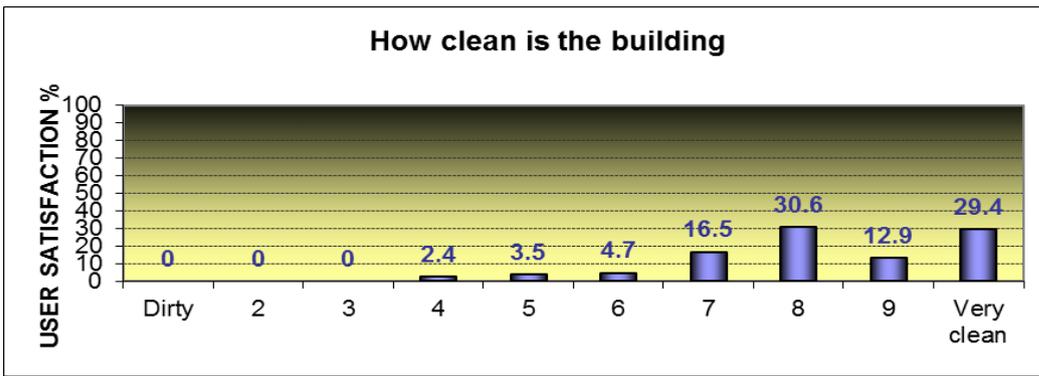
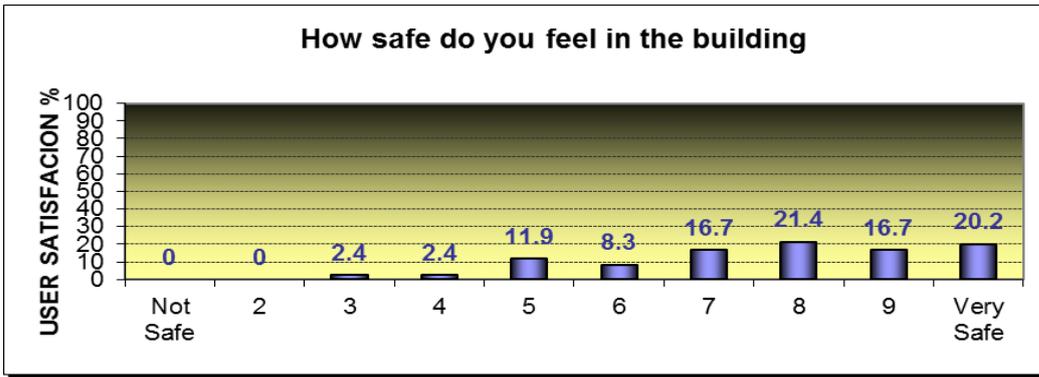
Kitchenettes are provided on B and D Floors and were a later change as these spaces were originally designed as storage areas. Hence the comments from respondents that these rooms are too small and could have been better located. This has also reduced the amount of storage space available although respondents were still fairly positive (80%).



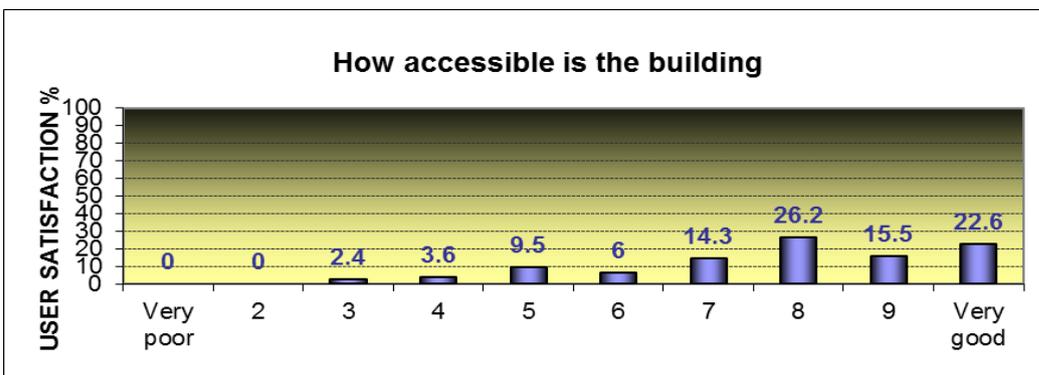
The toilets and shower areas are regarded as good facilities with over 70% of respondents regarding these facilities good or excellent. The only negative comments related to smells from the ground floor toilets.



Looking at the charts for building amenity and comfort, most users felt safe in the building. However there were concerns regarding security of personal possessions (there have been some thefts) and that staff do not feel safe in accessing the rear car park after dark. It was noted at the workshop that there is no CCTV covering this area.

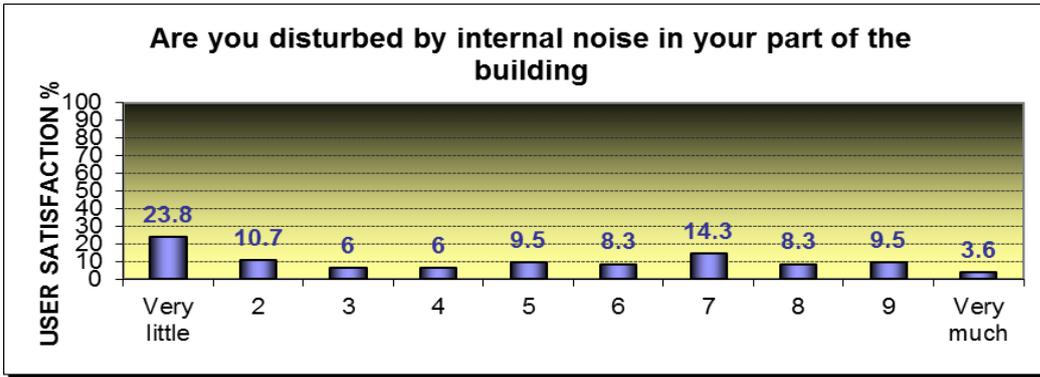


Overall, users are content with the cleanliness of the building.



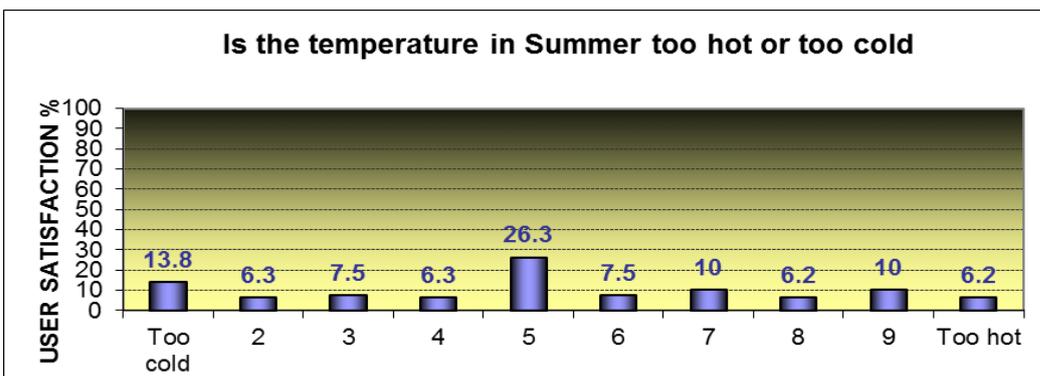
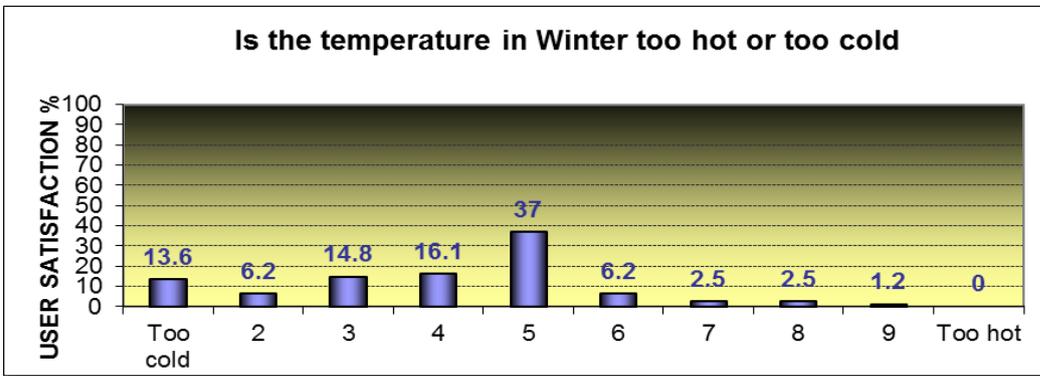
There were fairly positive responses on accessibility.

The response to the disturbance from noise question presented scores across the full range. Scores were influenced by those working in the open plan office space who experience noise disturbance emanating from others working in this space and from the ingress and egress to the adjacent cellular offices.

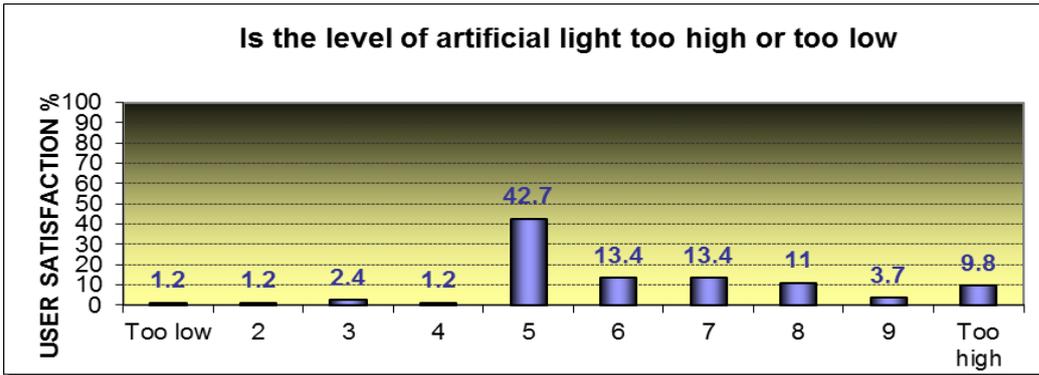
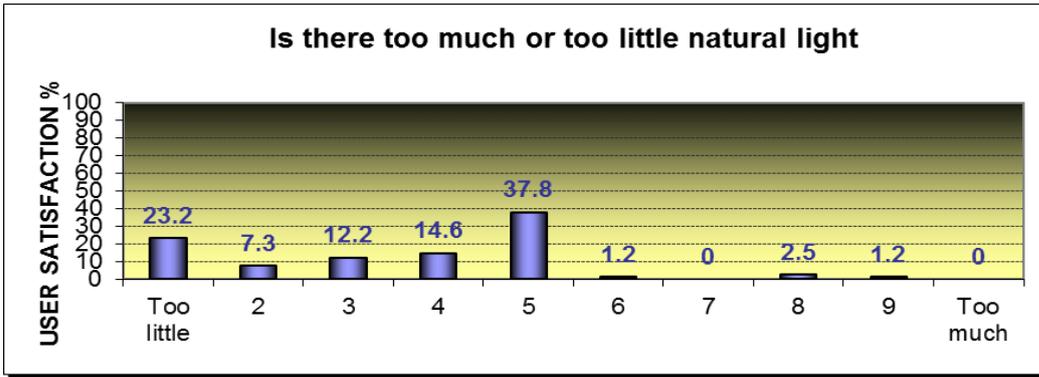


Regarding temperatures in the building, the charts show some interesting results both for winter and summer. In winter respondents are indicating that 50% are too cold whilst in summer 35% are still feeling cold.

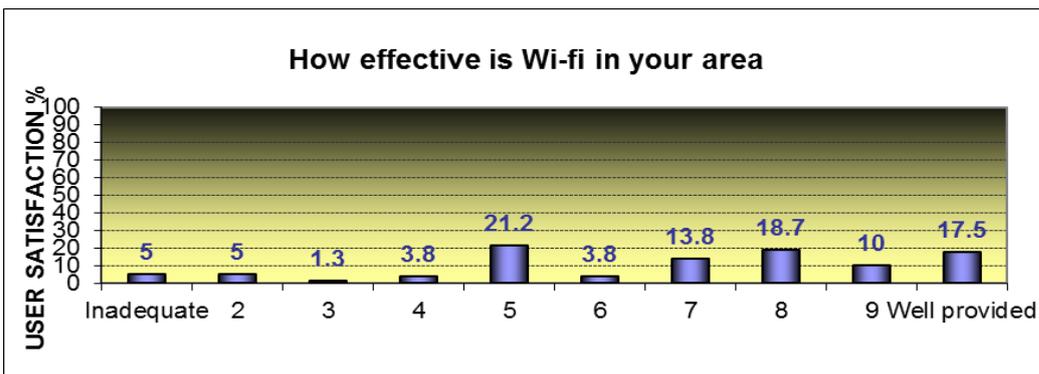
The temperature control is an ongoing issue on C and D Floors and this is reflected in the responses despite adjustments and further work being carried out post contract to the heating and cooling systems.



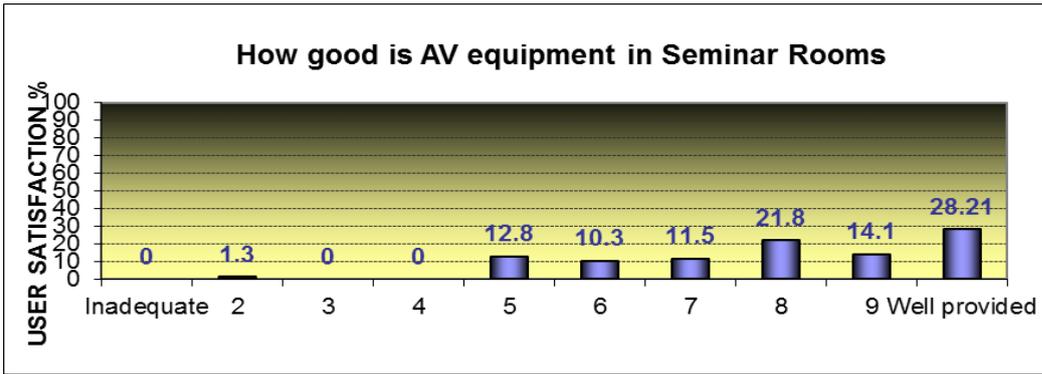
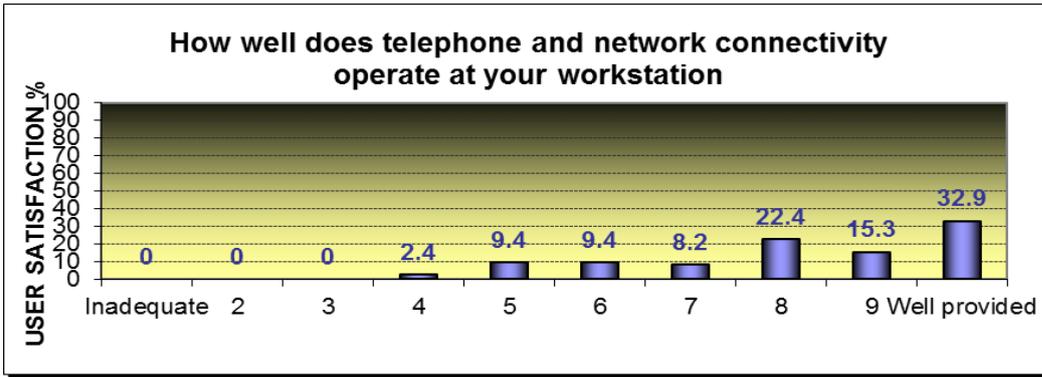
Regarding light both natural and artificial, respondents to the survey were concerned at the lack of natural light to the open plan areas and the consequent reliance on artificial light. The D Floor open plan area has the benefit of top lighting although this is very often blacked out to reduce solar gain. The other open plan areas on B and C Floors rely heavily on borrowed light made worse by the inclusion of additional perimeter single offices.



Examples of offices with varying degrees of natural light



The scores on how good the ICT is at the workplace were fairly positive (Wi-Fi on this campus has now been improved). Respondents also felt that telephone and network connectivity was good along with the level of AV equipment in the seminar rooms.



Resulting from the questionnaire responses, interviews and various discussions, a number of issues have been highlighted and were presented at the POE workshop for further discussion/debate. The issues have been grouped under the following headings and considered in more detail in this report:

- User Issues
- Design Issues
- Construction Issues
- Facilities and Operations
- Project Management
- Procurement and Cost Management
- Sustainability

6. User Issues

A number of user issues and comments were raised during the interviews and from the questionnaire returns which were discussed at the workshop. These are listed below and commentary given.

Heating and Cooling

Since completion of the building, a number of modifications have been made to improve comfort conditions:

- Chiller fitted to D Floor to provide additional cooling
- Further mechanical ventilation to the atrium
- Further attenuation of air flow on C Floor

Despite these changes, the level of negative comments from C Floor occupants indicates that there is still a problem and further investigation is needed.

Toilets

Comments relating to unpleasant smells emanating from the toilet areas require further investigation.

Also tap pressure is very high and needs regulating. The WC's are connected to the rainwater harvesting system via a gravity-fed water tank. The difficulty experienced by some users in flushing the WC's may be due to a restriction in the ball valve flow and this should be checked.

Security

It was agreed at the workshop that the theft incidents would be investigated. Also the lack of CCTV cameras at the rear of the building was discussed and it was agreed this would be referred to the University's Crime Prevention Officer for review.

Recommendations

- i) Carry out further assessment of the heating and cooling in the building and make adjustments/modifications where necessary*
- ii) Investigate unpleasant smells on ground floor around toilet areas*
- iii) Reduce tap pressure and check ball valve flow to WC gravity fed water tank*
- iv) Refer issues relating to theft and CCTV to rear of building to the University's Crime Prevention Officer*

7. Design Issues

A number of comments relating to design were raised during the interviews and from the questionnaire returns which were discussed at the workshop. These are listed as follows and commentary given:

Design Brief

The University issued a design brief at the competition stage. This was adequately detailed and provided sufficient information on which to prepare preliminary designs. The Design Team considered there was good communication through the University's Estate Office via the Senior Capital Projects Officer.

Design Co-ordination

Design co-ordination worked well on this project. The Architects selected the Building Services and Structural Engineers as part of their team having worked together on previous schemes. Information provided by the Architects was considered excellent.

Planning Stage

It was noted at the workshop that there were no issues with obtaining the necessary planning approvals.

The siting of the project was in line with the approved Masterplan and Development Framework and sympathetic to adjacent buildings. There were no particular constraints from a planning point of view except environmental conditions relating to remediation and site contamination works.

Strategy for Heating Cooling and Ventilation

The original design intention for the heating, cooling and ventilation was based on a plan form with predominantly open plan office areas. The additional requirement for more single offices around the perimeter of the open plan office space has affected the final design and if this had been known at the outset, then an alternative strategy, certainly for D Floor would have been considered. The current issues raised by staff working on C and D Floors which are causing concerns need to be investigated further.

Recommendations

i) On future projects ensure that the design philosophy for heating and cooling provides some flexibility which allows for future change as the scheme develops

8. Construction Issues

Contractor Performance

The general view both from the design team and the Estate Office is that the contractor performed well on this project with good liaison with the novated design team. The contractor felt that the Estate Office was available throughout the contract thus ensuring that decisions were made in a timely manner.

Site Conditions

The site was logistically challenging in that there were three other building projects under construction adjacent to the IMH site. Interdependency of services and access into the sites added to the challenge for which the IMH main contractor took the lead. Overall, the main contractor took a positive approach to the contract and showed a willingness to resolve issues as they arose.

Programme

The main contractor felt that the programme was comfortable and there were no major issues in completing the project by the contract completion date even with additional works added.

Quality

The quality of the finishes both internally and externally are good and to a standard expected by the University. One exception is the column and Delta beam junctions which have necessitated the fitting of timber strips to cover the joints. Having exposed concrete slab soffits with no suspended ceiling requires careful detailing at column and beam junctions to avoid having to conceal unsightly gaps.

This is an example where design co-ordination needs to be improved and detailed drawings need to be carefully reviewed prior to construction on site.



View of column junction with ceiling

There were issues with the Termodeck system which affected overall quality of the heating and cooling at handover. It proved very difficult to get Termodeck back on site to carry out investigations.

Prefabricated Structural Insulated Panels (SIPS) were used to form the internal leaf of the external walls on the basis that this would speed up the process of construction. Unfortunately this led to co-ordination problems with the cladding subcontractor and put additional pressure on the programme as the cladding had to be fully designed before the SIPS could be prefabricated. (6-8 weeks lead-in). The contractor would have preferred to use an alternative system (Metsec or equivalent).

Commissioning/Handover

Problems with incoming services (gas and electricity supplies) meant that some elements of commissioning had to be carried out twice. This resulted in the period being rushed towards the end. The interconnectivity of some services with the adjacent ETB Building also hindered the completion of the commissioning period.

However handover was managed well with users commencing their moving-in period from 8 May 2012 which continued over the next three weeks.

Aftercare Service

The main contractor's response to issues that arose following practical completion was good, made easier by the fact that the contractor was also working on an adjacent site. However the response from subcontractors was less satisfactory.

Facilities & Operations advocate a separate maintenance service contract for the duration of the defects liability period which would avoid any confusion in responsibilities between contractor and University maintenance teams. However this comes at a cost and budgets may not always be able to accommodate this.

Outstanding Defects

There were very few post-completion snags and the contractor worked through the heating and cooling defects early on in the process. All defects have now been signed off.

Health and Safety

There were no health and safety issues raised, the contractor conducting site operations in a satisfactory manner.

Recommendations

- i) Ensure detailed drawings are adequately reviewed and critical junctions fully detailed prior to construction on site*
- ii) Ensure adequate time is given to the commissioning period particularly when shared services are delivered by other building contracts*

9. Operations and Facilities Issues

Involvement of Maintenance Team

On this project, maintenance staff were involved in the project to some extent and this could be improved. It is noted that on later projects a more structured approach has been applied and this should continue on all future projects. Reference to a standalone maintenance contract has already been made earlier in this report and merits further discussion.

Building Materials/Services Specification

There were no major issues concerning the specification of building materials and mechanical and electrical services. Comments were made regarding the daylight and movement sensors controlling the artificial lighting which may need some adjustment. It is noted that there is no override facility on the automatic lighting controls.

Fault Reporting

There were no issues regarding fault reporting through the Estate Office helpdesk. Building users understood the process and were satisfied with the arrangements.

Operations & Maintenance Manuals

The Operations and Maintenance manuals were produced by consultants who have produced sets of documents for a number of University capital projects and there is now a consistency in their production and content. However there were comments made at the workshop regarding the process of reviewing the manuals and it was suggested this could be improved. The inclusion of a drawings register would also be useful.

Cleaning

Cleanliness in the building was considered to be a good standard. There were some comments made regarding the reduction of storage for cleaning equipment due to early design changes which meant that some of these rooms were re-designated as kitchenettes. The issue of pigeons entering the Staff Relax Area via open windows was to be addressed.

Security

Issues relating to the lack of CCTV to the rear of the building and incidence of theft are to be reviewed by the University's Crime Prevention Officer.

Recommendations

- i) Continue to improve the communication with the Operations and Facilities Team*

ii) Consider introducing a separate maintenance contract during the defects period if revenue budgets allow

iii) Assess how Operations and Maintenance manuals are reviewed and make improvements where applicable

iv) Adjust the daylight and movement sensors to the artificial lighting where necessary

10. Project Management

The consultant Project Manager declined to participate in the project evaluation thus no information has been obtained from the Consultants who also did not attend the workshop or complete the satisfaction questionnaire.

Communication was considered to be very good on this project. The consultant design team, Quantity Surveyor and main contractor all had positive comments to make regarding the Estate Office and the accessibility of the University's Project Officer.

As with all University capital projects, this project was overseen and monitored by a Project Management Group (PMG) which included representation from the building user client. Once the final scheme was selected by the University, the project was delivered successfully through the normal PMG process.

There were very few client changes on this project with changes being dealt with through a well-structured change control process. The main change was the Triumph Road safety improvement works.

11. Procurement and Cost Management

Procurement

The Architects on this project acted as lead design consultant, being appointed following the outcome of a design competition. This has proved to be a worthwhile and beneficial process as it enables the client to consider a range of design initiatives and different approaches to interpretation of the brief. The Architect also selected the Structural and Building Services Engineers to make up the overall design team. The consultant Project Manager and Quantity Surveyor were separate appointments.

The Architects and Structural Engineers were novated to the contractor at stage D+ with the Building Services Engineers being retained on the client side to provide a monitoring role and quality control service. It is considered that stage D+ or stage E is the most appropriate point in the design process at which to novate as more design certainty has been achieved by this stage.

The main contractor appointment followed standard University procedures. Following a pre-qualification exercise, five contractors were invited to tender for the proposed works and submitted compliant tenders.

All tenders submitted were based on a vibro-compaction foundation design. Further investigation and review by the Structural Engineer during the tender period confirmed that a piled foundation was the preferred method of building. Consequently the two lowest tenderers were asked to submit a revised tender based on a piled foundation.

The appointment of the preferred contractor took place following a detailed assessment of tenders together with the revised tenders submitted resulting from the change in the foundation design. The process and recommendations were set out in a detailed tender report approved by PMG.

The form of contract used was the JCT Design and Build contract 2005 (revised 2009). This form of contract works well particularly since the contract clauses remain unamended and thus requiring less negotiation. In this form it is considered to provide good value in balancing cost and quality.

Cost Management

Costs were managed well on this project. Regular cost plans and cost checks were prepared prior to construction and as the pre-tender estimate was above the accepted tender sum, no value engineering/cost saving exercises were needed following receipt of tenders.

Once construction commenced, regular cost reports were produced. PMG was kept regularly informed through the monthly cost reports and was able to monitor expenditure effectively and direct as required.

The final account has been agreed and issued and figures confirm that the final total cost comes within the overall approved budget.

12. Sustainability

The design brief for this project stipulated a BREEAM target of 'Excellent' which conforms to the requirement of the University's Carbon Management Plan and this has been achieved.

It is a requirement of the Nottingham City Council Planning Guidelines that 10% of all energy used (interpreted through CO₂ emissions) in new developments over 1000m² be obtained from low carbon emission or renewable energy sources. The design intent was that following an appraisal of possible options this would be achieved through the provision of air source heat pumps together with heating provided through a biofuel CHP plant located in the adjacent ETB Building and linked to the IMH Building by a district heating main.

Operational difficulties with the CHP plant have meant that the CHP has not been functioning although it is understood these difficulties have now been overcome. During this period the building has had to resort to the alternative gas boiler provision in the IMH.

Energy Consumption figures have been obtained from the University's Estate Office for the period 1 August 2013 to 31 July 2014. The lack of a meter installed for the air source heat pumps and problems with the operation of the Biofuel CHP have meant that comparisons of actual energy consumption/CO₂ emissions compared to design targets could not be compared and the 10% from renewable sources could not be verified.

A number of energy efficiency and sustainability measures have been incorporated into the building, namely:

- Air Source Heat Pumps
- Heating via biofuel CHP from the Energy Technologies Building heating main
- Rainwater harvesting
- Passive ventilation and night time cooling

- Sensor controlled lighting including daylight sensors
- Solar shading/high spec glazing
- High efficiency gas fired boilers (includes standby boiler provision for the ETB)

Recommendations

- i) Install heat meter to air source heat pumps*
- ii) Continue to record energy consumption and compare with design targets for the building*

13. Conclusion

This building has successfully delivered on the design brief and produced a quality building. There are some issues that need addressing but overall, the building's fitness for purpose is good, demonstrated by the level of user satisfaction and the comments made by users:

The provision at IMH is excellent, it has a good location, with amenities and parking

It's smart and modern, I think the entrance and stairs and openness to the site all give a great impression

This is a great building, I think we're very lucky

I love its style and colour and the vibrant atmosphere established at Jubilee

Overall, it's a nice place to work

Pleasure to work here and we are lucky compared to many people working elsewhere

I feel quite lucky to work in such a nice building on such a nice campus

14. Summary of Recommendations

Action

User Issues

- | | |
|-------------------------------------------------------------------------------------------------------------------------------|---------------------------|
| i) Carry out further assessment of the heating and cooling in the building and make adjustments/modifications where necessary | Operations and Facilities |
| ii) Investigate unpleasant smells on ground floor around toilet areas | Operations and Facilities |
| iii) Reduce tap pressure and check ball valve flow to WC gravity fed water tank | Operations and Facilities |
| iv) Refer issues relating to theft and CCTV to rear of building to the University's Crime Prevention Officer | Operations and Facilities |

Design Issues

- i) On future projects ensure that the design philosophy for heating and cooling provides some flexibility which allows for future change as the scheme develops Development

Construction Issues

- i) Ensure detailed drawings are adequately reviewed and critical junctions fully detailed prior to construction on site Development
- ii) Ensure adequate time is given to the commissioning period particularly when shared services are delivered by other building contracts Development

Operations and Facilities Issues

- i) Continue to improve the communication with the Facilities and Operations Team Development
Operations and Facilities
- ii) Consider introducing a separate maintenance contract during the defects period if revenue budgets allow Development
Operations and Facilities
- iii) Assess how Operations and Maintenance manuals are reviewed and make improvements where applicable Development
Operations and Facilities
- iv) Adjust the daylight and movement sensors to the artificial lighting where necessary Operations and Facilities

Sustainability

- i) Install heat meter to air source heat pumps Sustainability
- ii) Continue to record energy consumption and compare with design targets for the building Sustainability

APPENDIX 1

Sample Questionnaire

POST OCCUPANCY EVALUATION

BUILDING USER SATISFACTION QUESTIONNAIRE (On-line survey method used)

BUILDING: INSTITUTE OF MENTAL HEALTH

Occupation (Please tick most relevant or state in 'other')

Academic staff

Admin staff

PG Student

An evaluation of your building is being conducted to assess how well it performs for those who occupy it. This information will be used to assess areas that might need improvement and provide feedback that can be used for the benefit of similar future buildings.

Please complete the following questions relating to the above project by ticking the appropriate boxes and adding comments where requested.

1 – Satisfaction with types of space in building

Please rate the overall quality of the following areas:

(Please tick)

A: Single Office	1 V Poor	2	3	4	5 Excellent	N/A
B: Shared Office	1 V Poor	2	3	4	5 Excellent	N/A
C: Seminar Rooms	1 V Poor	2	3	4	5 Excellent	N/A
D: Meeting/Interview Rooms	1 V Poor	2	3	4	5 Excellent	N/A
E: Mind/Brain Development Lab	1 V Poor	2	3	4	5 Excellent	N/A
F: Entrance Foyer/Reception	1 V Poor	2	3	4	5 Excellent	N/A
G: Staff Relax Area	1 V Poor	2	3	4	5 Excellent	N/A
H: Kitchenettes	1 V Poor	2	3	4	5 Excellent	N/A
I: Toilets	1 V Poor	2	3	4	5 Excellent	N/A
J: Shower Area	1 V Poor	2	3	4	5 Excellent	N/A
K: Storage	1 V Poor	2	3	4	5 Excellent	N/A
L: Overall Impression	1 V Poor	2	3	4	5 Excellent	N/A

2 - Security

2.1 How safe do you feel in the building? (*Please tick*)

Unsafe										Very safe
1	2	3	4	5	6	7	8	9	10	

3 - Cleanliness

3.1 How clean is the building?

Dirty										Clean
1	2	3	4	5	6	7	8	9	10	

4 - Temperature

4.1 Is the temperature in winter too cold or too hot?

Too cold										Too hot
1	2	3	4	5	6	7	8	9	10	

4.2 Is the temperature in summer too cold or too hot?

Too cold										Too hot
1	2	3	4	5	6	7	8	9	10	

5 - Noise

5.1 Do you suffer distraction caused by noise in your part of the building?

Very significant										Not significant
1	2	3	4	5	6	7	8	9	10	

6 - Light

6.1 Is there too much or too little natural light?

Too little										Too much
1	2	3	4	5	6	7	8	9	10	

6.2 Is the level of artificial light too high or too low?

Too low										Too high
1	2	3	4	5	6	7	8	9	10	

7 – Telephone/Network Connectivity/Av Equipment

7.1 How well does telephone and network connectivity operate at your workstation?

Inadequate

Well provided

1	2	3	4	5	6	7	8	9	10
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7.2 Is the AV equipment in the teaching/meeting rooms adequate?

Inadequate

Well provided

1	2	3	4	5	6	7	8	9	10
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8 - Comments

If you have any additional comments that you would like to make about any aspect of the building and your working environment please note them here.

Thank you for completing the questionnaire.



Appendix 2

INSTITUTE OF MENTAL HEALTH BUILDING

Post Occupancy Evaluation Workshop

Held on Wednesday 22 October 2014

List of Attendees

User Representatives

Kathryn Bryan	IMH Business Manager
Lorna Viikna	IMH Admin Manager
Bob Scott	UNIP Operations Director

Estate Office

Alex Glen	Space Resource Manager
Chris Dickinson	General Manager Maintenance
Tim Wilson	Senior Building Surveyor
Cliff Hogan-George	Domestic Services Operations Manager
Gary Byard	Security Supervisor
Alison Morgan	Senior Security Officer

Design Team

Dan Asher	Benoy – Architects
Martin Hart	D H Squires – Building Services Engineers
Dean Williams	Gaskells Construction Consultants QS
Dick Eite	Gaskells Construction Consultants QS
Dan Wright (formerly Waldeck)	Collins Hall Green – Structural Engineers

Contractor

Ian Dalby	G F Tomlinson Building
Nick Banks	G F Tomlinson Building

Apologies

Richard Wigginton	Senior Capital Projects Officer
Mark Bonsall	Estate Office – Senior Engineer

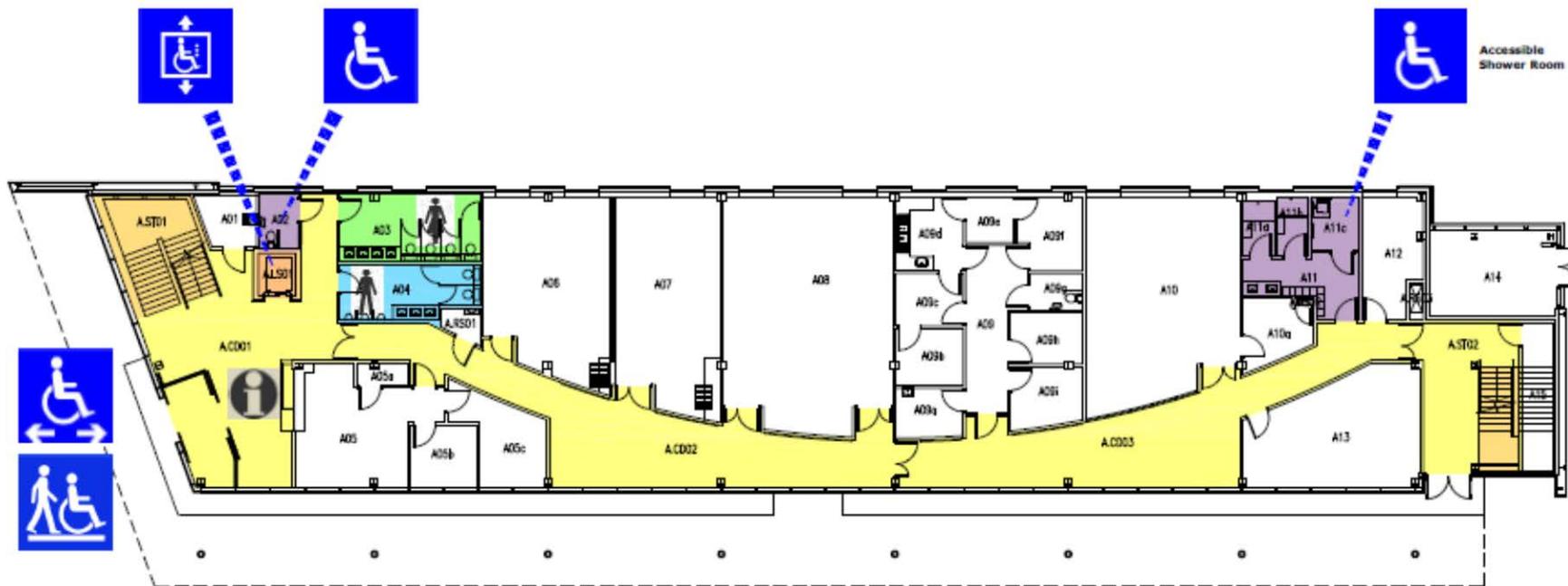
Note

Nick Bunford, Sand Project Management declined to participate in the POE process

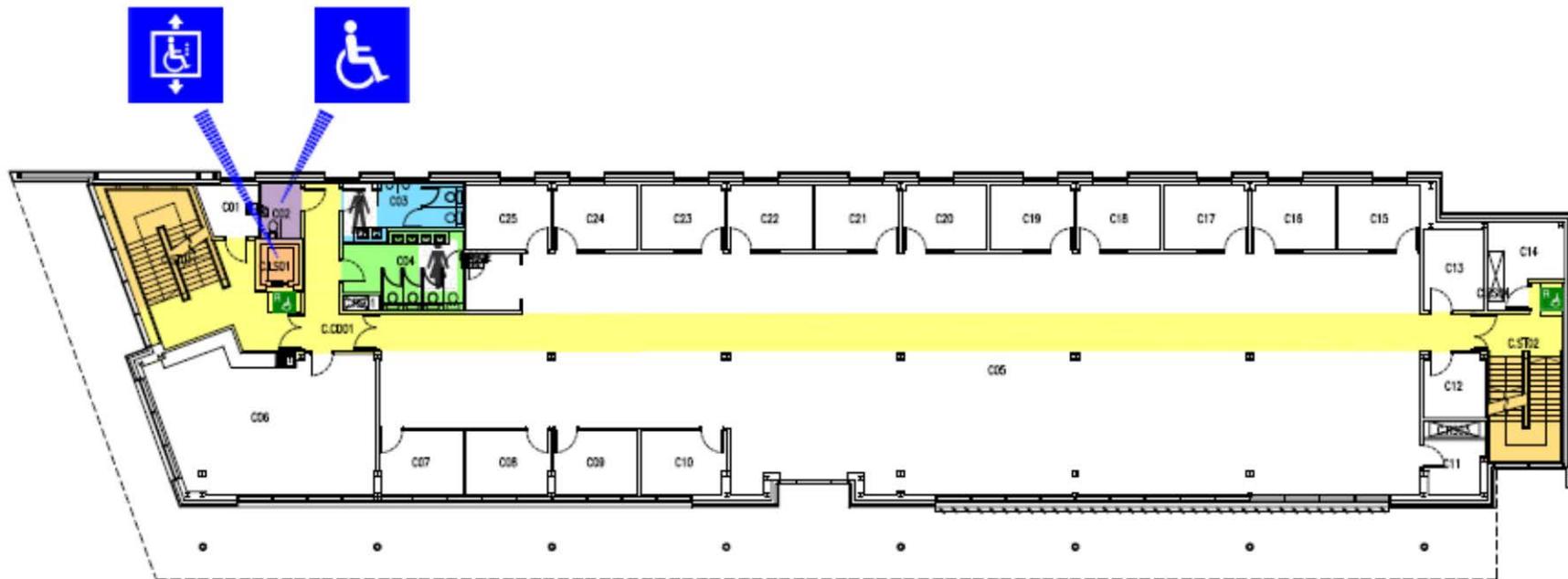
APPENDIX 3

Floor Plans

The Institute for Mental Health - A Floor Plan



The Institute for Mental Health - C Floor Plan



The Institute for Mental Health - D Floor Plan

