Welcome

It’s the first newsletter update of 2016 so I must say happy new year to you all! It was fantastic to start the year off so positively with our staff away day. Inspirational speakers, the celebration our people and our achievements in 2015 and a focus on improving our performance through positive attitude! We are all focused on our vision of delivering excellent service and financial sustainability through the work we do - bringing teams together building relationships between our departments and having time to chat outside work are important ingredients to us being able to deliver that and so it was a very worthwhile exercise. Thanks to all those who put time into its organisation. Much of the remainder of the news this month is about how we are changing our services to meet the needs of students and staff. Some really exciting capital projects are planned and two recently finished in the gym and the refectory. Every one of these improvements alongside our focus on working better together and focusing on service is genuinely making a real difference to our great University. Thank you.

Finance update

Finance

In our commercial areas performance in December and year to date (we are now 6 months into the financial year) are very positive. Catering are still ahead of their sales targets, by £100k up on last year. A big shout to the cafe teams who are having a fantastic financial year particularly.

In SPA we are ahead in sales but some of this is a timing variance and in PCB we are on track with sales in line with forecast. In our funded services I am pleased to say we are in line with plan and have no major variances to report.

An interesting challenge has been to cope with the sheer volume of usage of Laidlaw Libray especially for the cleaning team where usage creates requirements for additional cleaning materials as well as time! Of course this is a good problem to have and it has also meant increased profitability for our cafe in that building!

Our Away Day

People

Staff from across Commercial & Campus Support Services came together in January for the second annual staff Away Day. The event was developed by our own staff from across all of our services and started with an update and a celebration of the achievements across CCSS in 2015. Details of these can be viewed on the attached document.

The morning concluded with a refresh of our values, inspirational speaker, Alex McPhail, and the Spotlight Finals celebrated the achievements of our staff, before a fun afternoon as teams fought it out to win the Big Fat Quiz of the Year!

Spotlight Awards

People

Commercial & Campus Support Services is full of exceptional people and we acknowledge their work in our Spotlight Awards that are held four times a year. At the end of each year the winners of each round are entered into an annual awards ceremony for further recognition and the winners are presented with an award by the Vice-Chancellor.

The winners of each category, who were:

- Claire Copley - Helpful & Supportive
- Nat McGuire, Rachel Wilson, Jake Harrison and Tom Lund - Innovative & Creative
- Fred Wilkinson - Friendly, Fun & Positive Attitude
- Steve Jackson, Vic Vasylenko, Michael Hern, Paul Swann and John Kelly - Trust & Respect

Congratulations to the winners and all who were nominated for an award. These are the people who are role models for us all and live to the CCSS values.

We’ve had some amazing feedback following the event so thanks to all the staff that attended and to all our colleagues who were involved in making the day such a huge success. Make sure you see the attached supplement with photos of the day.

86% agreed Away Day promotes better working with colleagues.

96% would recommend Away Day to colleagues.
The annual customer satisfaction surveys for GFAL, SPA and PCB will take place at the start of February. The data collected from these surveys provides critical information for one of the main KPI’s against which we are measured – customer satisfaction rates. Over the past four years, scores have consistently improved and customer suggestions and feedback has been considered in business changes; such as the gym extension, change of meal plan hours and the implementation of the new online system at the Print & Copy Bureau.

Over the past few months, the Print & Copy Bureau (PCB) have been working hard to develop a fantastic new online software function to enable customers to send printing from the comfort of their sofas! The team are in the final stages of testing the system, called PrintCloud, and are developing the marketing, ready to launch early February to coincide with students returning from their exams.

It’s hoped the new system will make it even easier for customers to send their printing and binding requirements to PCB and collect these at a convenient time, helping reduce the queues in PCB and enhance the overall customer experience.

The £3M plans for a redesign of three lecture theatres on campus are continuing after receiving positive feedback at the Capital Group last month. If the plans are approved, then it is hoped that the work will be carried out this summer along with the regular refurbishment of a further 15 Central Teaching Space rooms in the Roger Stevens and Worsley Building.

Following months of work by the Great Food at Leeds team, The Refectory has now opened its doors showing off the new design whilst introducing some fantastic new food counters and over six new meal deals. Thanks to all the teams involved for all of their hard work which enabled the refurbishment to be such a success. To find out more about the changes visit: gfal.leeds.ac.uk/where-to-eat/refectory
Celebrate Our Achievements

Our Awards
- Green Impact Awards
- UK Employee Experience Award
- Customer First Quality Standard
- Awarded the Gold Standard Catering Mark
- Maintained Fairtrade Status
- Voted Top 5 for Sport Times Higher Education
- Young Leaders Award Nomination
- 100% Scored in Life Saving Inspection
- Gluten Free Accreditation

Our Successes
- New Sport Website Launched
- 1.7m Catering Transactions
- 25 Central Teaching Spaces Refreshed
- 17k Sport Members
- Informal Leadership Network
- Raised over £10k for Charity
- Work Shadowing Scheme Launched
- New Caffe Nero in Laidlaw
- Over 4k Online Print Orders
- New Hockey Pitch

Commercial and Campus Support Services

Celebrate Our Staff

Spotlight
Putting our stars Centre stage

Round 1
- Helpful & Supportive: Lisa Hall
- Innovative & Creative: Tom Exeter, Tilly Hall, Natalie McGuire, Sue Tattersall and Tasha Rahau
- Friendly, Fun & Positive Attitude: Fran Popele and Alison Whelan
- Trust and Respect: Steve Jackson, Vic Vasylenko, Michael Hird, Paul Swann, John Kelly
- New Hockey Pitch

Round 2
- Helpful & Supportive: Claire Copley
- Innovative & Creative: Natalie McCre, Rachel Wilson, Jake Harrison and Tom Lund
- Friendly, Fun & Positive Attitude: Francesca Price, Andy Lincoln
- Trust and Respect: Gillian Bellon, Molly Robinson
- The Uni Girls Can Launch Team

Round 3
- Helpful & Supportive: Sophie Dewhurst
- Innovative & Creative: Richard Thompson
- Friendly, Fun & Positive Attitude: Paul Stone
- Trust & Respect: Charlie Burnings and Chris Harvey
- Clare Shepherd, Donella Furrykough

Round 4
- Helpful & Supportive: Rachel Wilson
- Innovative & Creative: Louise Hall
- Friendly, Fun & Positive Attitude: The Uni Girls Can launch team
- Trust & Respect: Fiona Ruskworth
- Fiona Ruskworth, Jon Frits
COMMERCIAL SERVICES AWAY DAY

Breakfast at The Refectory

Sales and Marketing Team

Guest speaker: Alex McPhail

Welcome & updates from Stewart

Charities update and vote

Lunch in the Refectory

Stewart & Bev draw the raffle

Ninja, Andrew Brown

Values update with Rob & Harriet

Winner & updates from Stewart

Sima!

Donella & Zoe!

Victor!

Fiona shows off the first prize!

Refreshments

The 'Blue' team

Logik Centre update by Jo

Sir Alan Langlands & the Spotlight finalists

Spotlight award

CCSS presenting the cheque to Martin House

Winners of the Away Day Quiz!