

# fd matters *extra*

## Commercial and Campus Support Services

News from July 2015

**Our Vision:** We will provide excellent, financially sustainable services and facilities to our customers, which will make a significant contribution to the University's world class aspiration.



### Welcome

July is a month which gives us a chance to really test whether we are living up to one of our cultural statements in our strategy – ‘to value teamwork and participation by all staff, whatever the level’. At a time when we have graduation ceremonies and many conferences all demanding a huge amount from us after a long academic year, without team work and all pulling together it would be impossible for us to achieve what we have- without doubt we have passed the test! Every service has been involved in delivering as a team an excellent customer journey. I want to say thank you all for the efforts and commitment and making such a difference and impact.

**Stewart Ross**

Director of Commercial and Campus Support Services

### Finance & Procurement... Thank you

#### Finance

As the newsletter is published we await our July Accounts and the culmination of our efforts to hit the financial targets. Next months newsletter will include an overview of our performance and some detailed explanations for colleagues to review. In the interim we wanted to use this space to say thank you for the support that all the purchasing and finance teams led by Mark Agar, Shelley Todd and Dionne Walker have provided us over the past 12 months. Since last August we have raised many 1000s of purchase orders and invoices, processed millions of transactions and it is often the sort of thing that is really vital but goes unnoticed. Thank you.

### Gluten-Free Accreditation

#### Customer

#### Operations



Last month the Refectory was awarded Gluten-Free accreditation from Coeliac UK becoming the first UK University to receive the award.

The Refectory was praised for the range of gluten-free options including; Handmade Pizza, Cottage Pie, African Beef Curry and Rice Pudding and safe processes in the kitchen when preparing and serving gluten-free food.

Ian Addy, Catering Operations Manager, said that: “Through their Gluten-Free accreditation scheme Coeliac UK have helped us understand all the relevant processes needed to cater gluten-free and we're delighted to be able to give our students that added reassurance.”

### Weetwood Team Visit MCFC

#### People

Last month a team from Sports Park Weetwood (Caroline Race, James Wright & Robbie Thackray) attended a site visit to the newly constructed Etihad Campus – the home of Manchester City's training facilities.

Visiting the facility enabled the team to look at different pitch constructions, maintenance practices discuss Booking Processes and pitch usage. These areas are very relevant given the potential new developments on the horizon at Sports Park Weetwood. The team found it interesting and useful to learn that other facilities at such a high level encounter the same issues and demands that we have on our facilities, with regards to maintenance programmes, bringing in income from external sources and making sure the pitches are to an acceptable standard.

### Conferences by Numbers

#### Customer

#### Operations

The Events Team at MEETinLEEDS are once again in the middle of the busy conference season as they work with teams across the FD to welcome a number of high profile events to campus. Here's a selection of the staggering stats:

- Over 288 events over 100 day period
- Events from 1-31 days in length
- More than 3,000 delegates attending some events
- Over 35,000 bednights at the University.

3000  
Delegates at  
Largest Event

More Than  
35,000  
Bed Nights

### Farewell to Longstanding Staff

#### People

A number of long standing members of staff from across CCSS are leaving us over the coming months. CCSS would like to thank them all for their hard work and wish them all the success for the future.

- Steve Jackson, Senior Teaching Technologist, is leaving in September after 4 years working in Facilities Support Services.
- Andy Ball, Duty Manger, is moving to Australia after 7 years of working for The Edge.
- David Lloyd, Operations Manager, is taking up a Facility Management role with Loughborough University after working for SPA for over 5 years.
- Caroline Race, Senior Bookings Administrator at SPA, has been with us for over 5 years and is moving abroad to France.
- Edna Scarlett, Supervisor in Cleaning Services, is retiring after 41 years' service. The team would like to thank Edna for all her hard work and dedication and wish Edna a very long and happy retirement.

### Summer Refurbishment for Central Teaching Space

#### Customer

#### Operations

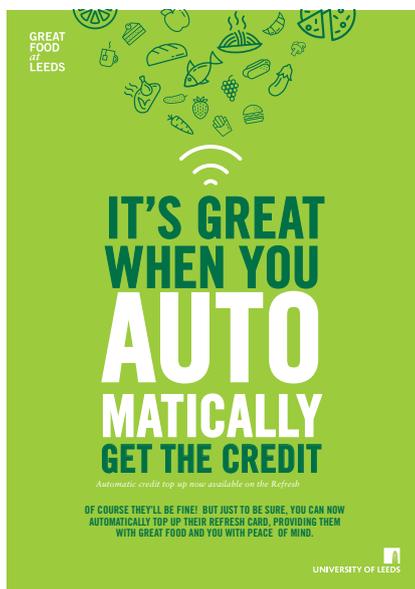
FFS have started their refurbishment of Central Teaching Space (CTS) with approximately 35 rooms in this years' plan including rooms in Emmanuel Church & Hilary Place. A £1.3m contract has been placed to refurbish the rooms which will dramatically improve the space and student experience. This year additional work is being incorporated to relocate CTS rooms from the Worsley Building to the Physics Deck along with the transfer of rooms within the Baines Wing.



## Campaigns for the New Academic Year

**Customer** **Operations**

With some challenging targets to hit in SPA Edge sales and Catering Refresh card top ups for 2015/2016, the marketing and communications team have been busy planning innovative and impactful campaigns to make sure we achieve our goals. We have an exciting sneak preview for you here:



Both campaigns launch digitally on 1st August to target the returning students registering online and as Freshers Week approaches, you'll see more of them around campus. The targets for the

Edge sales and Refresh top ups can be seen below for the years 2014/2015 and 2015/16.

### Refresh Card Top Ups

2014/2015 Targets: **£202, 704**

2015/2016 Targets: **£243, 244**

### Edge Membership Sales

2014/2015 Targets: **£2,665,838**

2015/2016 Targets: **£2,887,691**

We will update on the actual sales results for this year in the next edition.

## Introduction to Cleaning Services

**People**

Working from 6 in the morning to 8 at night are Cleaning Services who, as we mentioned in the last issue, have joined the CCSS team.

Responsible for keeping the University spic and span are a dedicated team headed up by Janet Willis, who oversee the cleaning of every academic building, as well as keeping the campus grounds neat and tidy.

Apart from the maintenance and cleaning of 90 buildings, they are also responsible for managing the contracts for; window cleaning, pest control, healthcare waste, waste management and recycling.

Based in the Education Building on Hilary Place, the cleaning team is made up of over 350 hardworking staff and we are delighted to have them join our CCSS team.



Jacquie Beaumont, Janet Willis, Peter Bolger, Ruth Hindmarsh and Kevin Banks (left to right).

## Opening of Laidlaw

**Customer** **Operations**

The Laidlaw Library was opened by Lord Melvyn Bragg on the 9th of July, but while all the ceremony was going on in front of the cameras, behind the scenes our services were making sure everything ran like clockwork.

Setting out the podiums and lecterns for the big speeches, playing host for visiting alumnus, and taking over Café Nero to cater for the event; the GFAL team pulled the evening off without a hitch.

Alongside the catering team, Cleaning Services were busy at work; being responsible for stocking the building out with cleaning supplies and the environmentally friendly recycling bins. Before the grand opening, the cleaning team also cleaned, vacuumed and polished the entire building so it sparkled for the ribbon cutting, as well as sweeping up all the foliage and debris that would have ruined the picturesque building on Woodhouse Lane. So a massive thank you to all our teams for making the event go so smoothly.

## Equality Training

**People**

Human Resources recently trialled a new method of training by using a drama based company, Theatre&, to provide learning and development for staff.

Theatre& worked with the Facilities Directorate to provide an Equality & Diversity training session where the company acted out realistic workplace scenarios with the audience invited to choose how the actors responded to recognisable situations. Due to the positive feedback from staff participants CCSS have already made plans to use Theatre& for upcoming training plans.

## Addendum:

**People**

Unfortunately a few mentions were missed out of last month's newsletter: Sustainability Awards: Joanne Jordan from Finance & Procurement won a Highly Commended award for Embedding Sustainability Through Collaboration. Joanne won the award for her active work in sourcing a new Fairtrade certified uniform for the Estates team. Congratulations Joanne!

Charities Update: To find out more about the FD Charities and how you can get involved visit our website at [commercialservices.leeds.ac.uk/our-charities/](http://commercialservices.leeds.ac.uk/our-charities/)

## Our Strategy

**People**

Valuing & developing our staff

**Operations**

A sustainable, effective and efficient organisation

**Finance**

Financial sustainability

**Customer**

Delivering an excellent customer experience

## Our Values



Show You Care



Know Your Stuff



Share a Smile



Go the Extra Mile