

# fd matters *extra*

## Commercial and Campus Support Services News from June 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.



**Stewart Ross**  
Director of Commercial and  
Campus Support Services

### Welcome

This month's newsletter includes the great news that Cleaning Services will be joining as part of our team (resulting in our new Service name) - I am personally looking forward to working closely with Janet and her staff - although I know many of you already do on a daily basis!

I hope that in widening our team we will keep in mind our commitment in our culture statements found here <http://commercialservices.leeds.ac.uk/about-us/> particularly that we want to make sure we have a positive and friendly environment and get to know staff from different services.

We will be working hard to provide opportunities for this over the coming months following up from the excellent away day at the beginning of the year.

### Welcome to Cleaning Services

#### People

We are delighted to welcome Cleaning Services to our team! Many of you will be familiar with Janet Willis who leads the team of over 300 staff who work for Cleaning Services across the University campus.

You will have noticed that our service

name has changed slightly to reflect this and we will now be formally referred to as Commercial and Campus Support Services. (CCSS). Changes to digital documents, emails, business cards etc will start to adopt this new name over the coming months. Please make Janet and all of her team feel very welcome.

### Recognition for our Staff

#### Operations Customer People

Staff from CCSS have once again enjoyed the limelight at awards ceremonies in the city.

The annual Sustainability Awards took place at the University of Leeds on the 10th June. Facilities Support Services received a Gold Award and Great Food at Leeds and Sport & Physical Activity both took home Platinum Awards for their approach to sustainability.

Congratulations also to other winners from CCSS on the night: Ian Addy, Catering Operations Manager, won a **Building Knowledge and Capacity** award for his support to the Sustainability Service; Donella Fernyhough, Retail Café Bars Manager, won a **Making the Most of Resources** award for her work on promoting campus biodiversity; and the Hockey and Swimming teams (led by Carl Smith and Nat McGuire respectively) won an award for **Being a Positive Partner in Society** due to their work in the community.

The Deli(very) team and Geoff Tooley, Food Safety and Training Manager, also attended the **Leeds Hotel and Venues Association (LHVA) Annual Awards** ceremony at the Queens Hotel for **Top Team** and **Unsung Hero** awards.

This is the first time that we've entered into these awards and it's important that our teams who are doing such excellent work day in and day out get recognised this way. Congratulations to everybody involved.



### Customer First

#### Customer Operations

We are pleased to report that CCSS has successfully received Customer First accreditation again!



Our service demonstrated that they deliver an "exceedingly high level of customer service to students, internal and external customers."

Commercial Services initially achieved the award in 2011 and it is fantastic to maintain the prestigious accreditation with the additions of Print and Copy Bureau and Facilities Support Services in the recent assessment. The report stated that "Throughout the CCSS teams there is strong evidence that the customer is firmly at the heart of all strategic and operational discussions" Please visit our CCSS website <http://commercialservices.leeds.ac.uk/customer-first-accreditation/> to read the full report. Congratulations everyone!

### Charities Update

#### Operations People

To date we have raised (Martin House) £1,067.21 & (MacMillan) £834.72 from Valentine Day and Mother's Day biscuit sales, collection from the Fairtrade Fair held in February, collecting tins and merchandise sales located at Catering outlets, The Edge and Sports Park Weetwood. Please keep an eye out for future fund raising events and any ideas or suggestions please let us know.

TARGET  
£15,000



£1901

## New Hoardings around Campus

### Customer

You might have noticed the new hoardings on the side of some of the current University build projects at Parkinson Court and the new Car Park. Our FD Marketing and Communications team, part of CCSS has developed these as part of a campaign to promote all of the

£500M capital investment the University is making over the next few years to improve facilities in line with the new strategy.

Watch out for the next new hoardings when work starts at LUU and Edward Boyle Library.



## Events Team Create App for ESEE Delegates

### Operations Customer

The European Society for Ecological Economics (ESEE) recently asked the Events team at MEETinLEEDS to develop a mobile app that their delegates could use when attending their international conference on campus in June.

The team jumped to the challenge and, in consultation with their academic colleagues, created an app that displays information about the event, the agenda, a programme of events, a map of the campus and biographies of the keynote speakers. The app also allows delegates to create their own schedule of sessions

they'd like to attend and a user profile.

Corin Nanton is pleased how the app has turned out, "We're being asked more and more if we are able to create apps for specific events. Seeing how successful this app has been we're confident we can offer this support to future events which gives us an exciting new product to offer to event organisers".



## Customer Service Training

### Operations Customer People

Impact Customer Service Training has now concluded with 56 staff across Facilities Support Services, Print & Copy Bureau and Sport & Physical Activity attending the training modules and 32 staff completing the full programme - well done to all.



Feedback was very positive and we hope to continue the training on an annual basis. Many thanks to Kim Whitaker, Geoff Tooley and Tom Exeter who provided the training and organisation.

## MEETinLEEDS on the Map

### Customer

MEETinLEEDS have been working with Conference Leeds on an exciting feature in their Leeds Conferencing City Brochure.

The University's conference profile is highlighted on a double page spread in the magazine that will be distributed across the globe at major events including IMEX (North America), IBTM World (Barcelona), Destination Britain (Mexico) as well as in Brussels, Prague and Las Vegas.

By working with teams on the global stage for this and other high profile bids, we will put our events facilities on the map!

## Financial Update

### Finance

A final 'flash forecast' was submitted to the University at the end of June to notify them of any significant expected variances from our planned year end figures. We were able to confirm all was on plan with FSS being on target and SPA, Catering, Conferencing and PCB all looking like they will be almost spot on their forecast.

Our minds are now in part thinking about next year's targets as well as how July's financial figures will look. We will learn the final year outturn in early to mid-august and as soon as we can share this we will.

## Customers Investment Vote

### Customer Operations

Early this month The Edge displayed 7, top-of-the-range, group cycle bikes in its café area. Members were asked to take the bikes for a spin and rate which was their favourite model. The answers will help the team make an informed decision based on our customers' preferences as to which model we install later this year.

## New Safety Standard

### Operations

OHSAS 18001 is our new target standard for occupational, health and safety management systems and a framework for best health and safety practice. To achieve certification to OHSAS 18001 Commercial Services must have appropriate health and safety policies, procedures and protocols in place. It doesn't mean that the organisation is perfect just that we have sensible arrangements in place, a "Plan - DO - Check - Act" health and safety system, and that we are an ever growing and improving organisation.

We have most of our arrangements in place, we are now just ensuring our training programmes and review meetings are in place and sufficient evidence of close-out for actions is available. Our internal audit was successful and we are hoping to have part one of the external audit in September 2015. As a one stop shop for all health & safety and sustainability documentation we have invested in a new piece of software called EQMS, which will support us obtaining OHSAS 18001.

## 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