

fd matters *extra*

Commercial and Campus Support Services News from August 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



Stewart Ross
Director of Commercial and Campus Support Services

The summer seems to have passed quickly and we are nearly into an exciting new academic year! This newsletter contains some short updates looking forward on refurb plans for Great Food at Leeds and PCB, our new brand and website for sport, as well as some work being done to prepare for the new year, including for example new equipment for Cleaning Services. It also has a summary of our staff survey and some of the initiatives planned to make sure we continue to **improve our service and how we work together**. A similar separate document is to be circulated shortly to provide an update on our financial performance, which was good and certainly taking us toward our aspiration of **excellent financially sustainable services**. Thank you all for your work over the summer. Looking forward to a busy start to the new academic year!

Finance update

Finance

Our Year-End accounts have now been produced summarising the performance for all parts of Commercial and Campus Support Services between August 2014 and July 2015. We have decided to pull together an overview of the financial outturn for all our areas to share with staff in a separate additional supplement.

While we are waiting for this, we are delighted to report that for all areas that receive a budget to operate their activities (Facilities Support Services and Cleaning) we have kept our spending within those budgets. In those areas where no budget is received and we are expected to cover our costs and generate some surplus for reinvestment (Great Food at Leeds, SPA and PCB, MEETinLEEDS) – we managed to do this too - fantastic!

It really has been an excellent year and look forward to sharing you the detail in the coming weeks – thank you.

Phil Swims the Channel

People

Congratulations to Phil Yorke, who took a break from The Edge to swim the Channel (England to France) in a time of 18 hours and 2 minutes.

Having completed the Channel swim as part of a relay with a team from The Edge back in 2013, Phil made the booking to swim it solo to raise money for the charity Aspire, which helps those with spinal cord injuries.

Phil became only the 12th person to have ever completed the Channel swim doing the breaststroke. So far, he has raised £550 for the charity Aspire. A Fantastic achievement, well done Phil!

Teams Work Together

Operations Finance

The Facilities Support Services (FSS) teams have been working with MEETinLEEDS to provide dedicated support to several key conferences and open days during the height of the busy conference and events season.

Here is a selection of the stats:

11 Key events to which the teams have provided support

500+ Dedicated hours covered by FSS Teams.

Events from **1-31** days in length

Following the excellent services our teams have provided to customers, the teams have had some amazing feedback: *“The FSS support was excellent”, “We would not be able to do this without all the support we receive from across campus, and we look forward to working with you again for International Medieval Congress 2016”.*

Elite Athletes Accepted Following A Levels

Customer People

13 of the 20 elite athletes being tracked by Sport & Physical Activity (SPA) have been accepted into the University, including the current British Junior Triathlon Champion Sam Dickinson, following A Level results day. David Bond (Sports Performance Manager) has developed strong relationships with the admissions departments and has been able to influence decisions when possible.

Work Shadowing

Operations

The conference team MEETinLEEDS welcomed Michael Hern from Facilities Support Services (FSS) into their team for work shadowing half day. Having planned inter-team project work, there was a real professional and personal gain across the conference team, as well as for Michael, in getting to know each other and also starting to understand the ways in which the daily work can provide opportunities and challenge for the respective departments!

If you would like to find out more about Work Shadowing talk to your line manager or visit; commercialservices.leeds.ac.uk/work-shadowing/

Cleaning Services Invest in New Road Sweeper

Operations

Cleaning Services have recently invested in a second road sweeper.

The sweeper will be used to clean up roadsides, pavements and footpaths across the campus and will ensure that we are able to maintain a safe and effective service at the University.



PCB Refurbishment Plans

Finance

Exciting new plans for the refurbishment of the Print & Copy Bureau public areas have now been submitted to Estates for costing and checking. We hope to schedule the work for early 2016 and will share plans with staff as soon as possible.

Leeds Sport - Sneak Peak

Operations

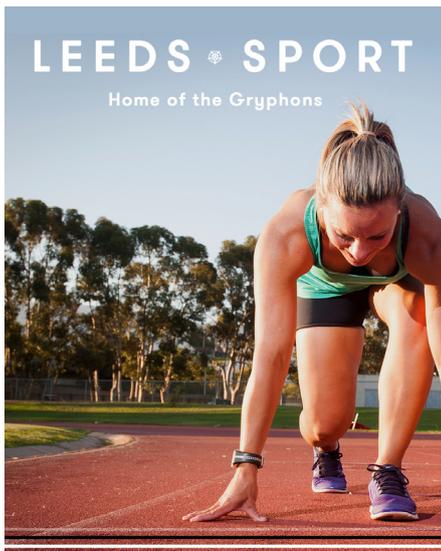
Customer

Over the past year a new brand for sport at the University of Leeds has been developed to raise the profile of sport across campus as well as locally and nationally.

This new brand will portray the heritage and tradition of the University in a unique and distinctive style and we're excited to announce that the new name will be: Leeds Sport. This will be used alongside the strapline, Home of the Gryphons which aims to create a sense of community across the sport portfolio and build on the links with the current LEEDS Gryphon student clubs.

This new brand will set the University apart from other institutions. It will provide a clear and consistent sport offer and directly influences the University Sport and Physical Activity vision: "To be the number one provider of higher education sport and physical activity experience in the UK".

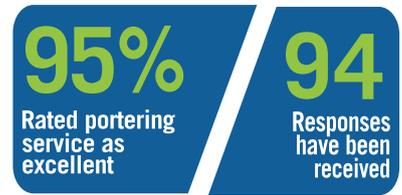
Leeds Sport will be officially launched in September, keep an eye out for our new mascot around campus!



FSS Survey

Customer

Facilities Support Services carried out a customer survey in the EC Stoner Building and received a great set of results. Well done!



New SPA Website

Operations

Customer

A new website for Sport & Physical Activity will launch in September. Packed with new features, simple navigation and a bold new look the site will also showcase the new sport branding. Customers will be able to check through the latest exercise classes, view profiles of all our personal trainers and quickly learn more about the 48 sports catered for at the University.

One of the key features of the site is its responsive design meaning that it responds to the device it's being used on and resizes accordingly. More people visit websites via mobile phones now so this was an important consideration for a site that regularly receives over 10,000 visits a week.

The new site will also allow teams in SPA to make edits much quicker and more easily direct visitors to the latest campaigns and initiatives giving them a powerful tool to promote the work they do across the University.

Refectory Refurbishment

Operations

Plans are being drawn together by the Great Food at Leeds team to revamp the Refectory in December 2015 to give it an innovative new look. The desire is to innovate the food offers, simplify the customer journey, and create a more student friendly image for the refectory space.

The rebranding of the Refectory along with an offer aimed to resonate with new and existing customers will help boost the Great Food at Leeds portfolio.

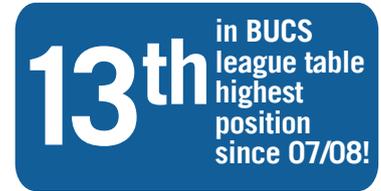
Work has already started on the Mezz Bar above the Refectory. The café will now be called The Balcony and is being managed by Leeds University Union who plan to open it for the start of term.

SPA Stats!

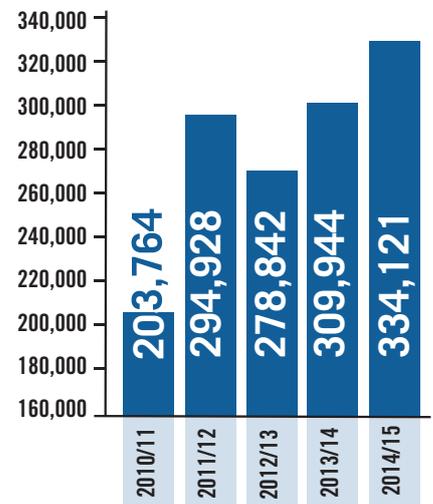
Operations

Finance

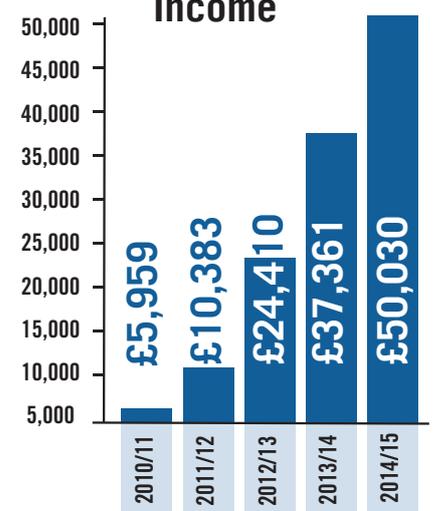
Here's a break down of some key stats:



GYM Visits



Personal Training Income



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

Commercial & Campus *Support Services*

Staff Survey Results



Thank you to all staff who completed the Commercial Services Staff Survey earlier this year. Your views are really important to us and help us to understand your issues and concerns so we can prioritise our plans for the next 12 months.

113 staff from across Commercial Services responded to the survey. This represents 29% of the total staff (excluding Cleaning Services who have only recently joined Commercial and Campus Support Services).

We hope that you find this summary useful. If you would like to discuss the results or the initiatives identified, please speak to your line manager. Further updates will be posted throughout the next 12 months.

WHAT YOU SAID

The things that could be changed to improve your experience

Staff Rewards



Performance management of staff



Improve the SRDS process



Managers to listen to what staff have to say



Better teamwork



Consider the use of zero hours contracts



Communicating better across all areas



The things you enjoy about working for Commercial Services



Variety of work/jobs

Flexibility with work and hours



Friendly staff / Enjoy working within my team



Department open to change



Good leadership / Management support



Good place to work / Good facilities



Opportunities for staff development



Get to work with a variety of customers



Staff benefits



73%

of staff strongly agree or agree that they have a good understanding of our vision and service plan.

71%

of staff strongly agree or agree that they understand how their job contributes to the vision and service plan.

61%

of staff strongly agree or agree that they are informed about what is happening in Commercial Services.

58%

of staff strongly agree or agree that there is good communication within their team.

54%

of staff strongly agree or agree that there are good opportunities to be involved in things that matter to them.

50%

of staff strongly agree or agree that Commercial Services is actively living to its values.

47%

of staff strongly agree or agree that their role is sufficiently supported and valued.

44%

of staff strongly agree or agree that there is appropriate opportunities to develop.



Initiatives planned to address the issues raised;

- Introduce interactive training sessions for leaders and managers to assist with the management of poor performance.
- Be more open and transparent about the work we are doing to improve performance.
- Continue to work on the negative behaviours that we all agree are unacceptable.
- Provide equality and inclusion training to all staff.
- Continue to do more of the following: - away days, staff socials, involvement of staff in project work, job shadowing, visiting external companies, celebrating our successes, acknowledging and thanking staff for great performance.
- Provide refresher training to all leaders and managers who hold SRDS meetings with their staff.
- Improve the visibility of training and development schemes including the Learning for Life scheme.
- Continue to develop our leaders through the Commercial & Campus Support Services Leadership Training Course.
- Continue to hold Commercial & Campus Support Services Induction Sessions to ensure all new staff have the opportunity to learn about our vision and values and to expand these sessions to include refresher sessions for existing staff.
- Celebrate our staff and their achievements through FD Matters Extra newsletter and through Spotlight.
- Review how training opportunities are identified, budgeted and agreed.
- Empower our leaders and managers to agree training and development opportunities to a certain budgetary and time agreed level.

Staff surveys are conducted in alternate years by the Facilities Directorate and Commercial and Campus Support Services and the scores from these are used to monitor our progress.