

fd matters *extra*

Commercial and Campus Support Services

News from September 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

By the time you receive this newsletter, term will have well and truly started and campus will be buzzing. It is important to remember what an important contribution that all of you make to enabling the campus to be as vibrant as it is. This newsletter reminds us of the impact of our staff teams commitment – celebrating the cleaning staff who have consistently achieved high attendance record and high standards for example, or the sports staff who have once again improved on their performance in the lifeguarding audit.

We are also pleased to celebrate being recognised as a nationally leading facility in our gym and to report further improvements completed in Great Food at Leeds outlets and in lecture facilities. These are all examples of the culture we want to focus on - one where we **value team work and participation by all staff and show a commitment to excelling and being the best in what we do...** to make an impact on our university community!

Finance Update

Finance

The September accounts for all areas have made very positive reading. Sport and Physical Activity are in a better than expected position by £70,000 with membership sales and other income being a contributor, some savings across some budgets (which we expect are timing) and costs being kept in line with budget.

The Catering and Conferencing accounts are both showing sales above plan - fantastic -- a very strong and busy September with additional conference and catering activity has meant we have started the year better than we expected (catering alone has £36,000 sales better than forecasted).

PCB, Cleaning, and Facilities Support Services are all on budget with no significant variances to report. Our year end supplement is to be circulated shortly – we have decided to merge this with the performances scorecard update so colleagues can see not just financial performance but across all areas. Coming soon!

Edge Nominated for Gym of Year

Operations Customer

The Edge has been nominated for Northern Regional Gym of The Year at the National Fitness Awards!

The nomination has been made to centres who have demonstrated excellent progress in areas such as member recruitment and retention as well as improvements to facilities and staff training. The winners will be announced in early December.

China Coaches Conference

Operations Customer

Sport & Physical Activity brilliantly hosted elite sports coaches and specialists from China visited the campus during September as part of a two-week international development programme.

The conference, part of our Olympic legacy, included talks from elite coaches and sports science experts and feedback was that it was one of the best organised programmes to date.

Thanks to all staff who were involved in the visit and for making such a positive impact.



From left to right: Mr. Xia Lunhao, Jonny Brownlee and Alistair Brownlee.

Outstanding Cleaning Scores

Customer

Cleaning standards are regularly monitored by the LEEDS NHS Trust for medical areas across campus and the following results were recorded in August for the Dental Hospital:



Life Saving Award

Customer People

The Royal Life Saving Society completed their annual inspection of The Edge last month. In 2013 we scored an impressive 88% only to be topped by an improved 97% in 2014. This year the team, led by Gemma Smales, scored an amazing 100%! Congratulations to the Operations Team.

Attendance Awards for Cleaning Staff

People

Congratulations to the staff in Cleaning Services who recently received their 100% attendance certificate this year.

This is the 4th year that the certificates have been awarded to staff after a suggestion was posted in a Staff Suggestion Box asking for them to be introduced.

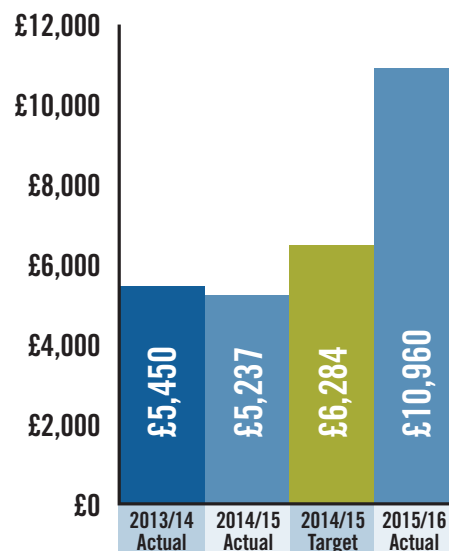
For more information on staff suggestions scheme visit <http://commercialservices.leeds.ac.uk/for-staff>

Catering Stats

Finance

Great Food at Leeds has already seen an impressive start to the year. Sales for September are £36k better than budget and Refresh card top ups are 75% higher than target (in August).

Refresh Card Top-Ups



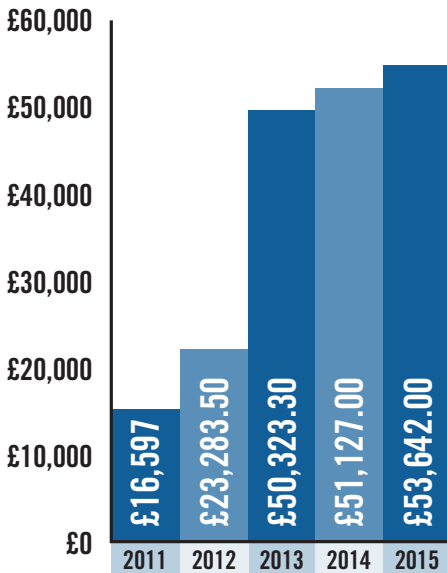
Growth in Accommodation Bookings

Finance

MEETinLEEDS have had the best year yet for bookings at Storm Jameson Court.

The constant growth can be attributed to increasing the awareness of availability to internal departments, marketing the rooms in conjunction with city-wide events and targeting visitors to Leeds via social media.

Accommodation Booking Sales



Please visit the sports website to find out more about our exciting Uni Girl Can Programme.

The Great Big CCSS Bake Off!

People

MEETinLEEDS are hooked on the Great British Bake Off, so held their own Showstopper Challenge last month!



From left to right: Bev Kenny, Harriet Boatwright, Vibha Firth, Emma Broadhurst, Lisa Wood, Aneta Rus and Simon Wood

CCSS staff took part in the close competition, which was judged by our very own experts, Mary Bevy (Bev Kenny – Head of Conference and Catering) and Simon HollyWood (Simon Wood – Head Chef at the Refectory).

The judges both scored Harriet Boatwright's "Out of the Allotment" and Vibha Firth's "Parkinson Building Cake" exactly the same number of points.

Congratulations to Vibha and Harriet and thank you to everyone involved in the Great Big CCSS Bake Off – see you next year!

FSS Project Work Completed

Operations Customer

The technical team in Facilities Support Services (FSS) can breathe a sigh of relief following the completion of summer project work to refurbish Central Teaching Space (CTS) for the new academic year.

Works undertaken included the refurbishment of 32 CTS rooms, the installation of lecture capture software updates, PAT testing of electrical equipment and the installation of lecture capture technology in an additional 9 rooms. Well done to all of the team for a fabulous effort!

Walk-Up Sales Increase in PCB

Operations Customer Finance

Total sales in the student walk-up printing facility at the Print & Copy Bureau (PCB) was up 30.4% in August compared to the same month last year. PCB had 1,307 visitors this August compared to just 1,000 in 2014.



Brand New Comms for Leeds Sport

Customer

Following the launch of the new Leeds Sport brand and its website last month the Marketing and Communications Team has been working hard to promote the change across campus. As well as banners and floor stickers the team also created a series of emails using the new look and feel.

The results have been impressive with a 52% open rate (compared to a benchmark figure of 26% for the sports industry). If you would like to sign up to hear more news about sport at the University enter your details at <http://sport.leeds.ac.uk/leeds-sport/performance/become-a-gryphon/>



Refurbishment of Cafes

Customer

Refurbishments of Dolche Vita and Baines Wing Cafés has been completed. The servery and seating area at Dolche Vita has been redecorated and the kitchen area updated. A salad bar has been added to the Baines Wing and a new breakfast offer introduced.

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

Health & Safety Update

September 2015

Welcome to the Commercial Services legal update from the Health & Safety Team. The aim of the newsletter is to inform you of enforcement cases with an interest to the Service

Roll Cage Safety

Sainsbury's Supermarkets Ltd and its distribution company, Wincanton Group Ltd, have been ordered to pay more than £24,000 after Environmental Health Officers (EHOs) investigated two serious accidents.

The first accident occurred when a shop assistant had been moving a roll cage from the back of a delivery **vehicle when it toppled over, knocking her to the ground and trapping her underneath it.** The cage was fully loaded (@340kg) and the employee was seriously injured. In the second incident a roll cage weighing 220kg was being moved from the tail lift of a delivery vehicle when, it toppled over this time only causing minor injuries.

In both case the cages were loaded incorrectly, lighter items underneath heavy, **affecting the centre of gravity of the load and the employee was positioned in the "danger zone" should the cage topple.** (Regulatory Liaison Newsletter Spring 2015)

LESSON:

Roll cage can cause serious injuries if they topple, safe loading and positioning when moving especially on and off vehicles is vital. Movement of roll cages needs to be undertaken with care especially when there are changes in ground level.

Vehicle Safety - Reversing

A County Durham firm was prosecuted after a delivery driver was seriously injured when he was struck by a reversing fork lift truck in a "good in yard". He saw a fork lift truck reversing towards him and instinctively moved in an attempt to avoid it, but the fork lift turned in the same direction, knocking him to the ground and ran him over.

LESSON:

This shows the importance of separating vehicles and pedestrians whenever possible, drivers must stop if they see a pedestrian in their path. (HSE legal newsletter Spring 2015)

Fixtures and Fitting

A 4 year old was seriously injured at Chessington World of Adventure when she fell from raised walkway. She fell through a wooden fence which had rotted. The company did had an inadequate system of checking to ensure that faults were identified and rectified. (Environmental Health News Feb 2015)

LESSON:

Do you/your teams check for disrepair and ensure action has been taken?

Health & Safety Update

September 2015

Machinery: Teenager Loses Hand In Mincing Machine

A butcher has been fined after a teenage apprentice's hand was chopped off in a mincing machine. The 16-year-old's right hand had to be amputated in the shop after it became trapped in the machine. EHOs found it was being used without a guard or restrictor plate and "would have exposed any user to risk of harm". "The accident could have been avoided had the necessary safety equipment been used." (BBC news 21 January 2015) Spring 2015)

LESSON:

Machine guarding is a vital part of keeping you safe, always ensure you are trained to use any machinery or equipment and check it before use. If guards are missing or there is any damage don't use it and inform your manager .

Dermatitis Court Case

A NHS trust were recently prosecuted for failing to monitor cases of dermatitis in their workforce (HSE enforcement update 2015.) Staff are at an increased risk of developing skin issues like dermatitis if they need to wash their hands or regular contact certain such as such as some foods and chemicals. The good news is that dermatitis is easily controlled and avoided using the APC approach:

- **Avoid**
- **Protect**
- **Check**

LESSON:

*Are you Avoiding contact (using tongs or using the dishwasher where-ever possible etc.)
Protecting yourself by wearing gloves where necessary and checking your skin and making your manager aware of any skin issues?*

Fixtures and Fitting

Martin McColl Limited (McColl's Retail Group Plc), has been fined £150,000 and ordered to pay £78,000. The company suffered six armed robberies at four stores in an eight month period with employees enduring serious threats and injuries on several occasions. In several stores risk assessments for staff working alone and assessments for workplace violence were not undertaken. (Regulatory Liasion Newsletter Spring 2015)

LESSON:

This case sends a clear message that it is vital for US to seriously assess the risks in the workplace including lone working, verbal and physical abuse. At the University we take action when concerns are raised, working with our police liaison officer and crime prevention officer, but if you have concerns please raise them with your manager.

Health & Safety Update

September 2015

Health and Safety Myth Busters

Health and Safety gets the blame a lot of times for stopping activities which isn't the real reason, as part of a campaign to address this HSE have put together myth Busters panel the below is from <http://www.hse.gov.uk/myth/>

MYTH 1

A new fitness firm had taken over the running of the gym in a block of flats. The residents were sent a letter stating that it is a requirement under health and safety regulations that users have to complete a fee paying induction programme.

VERDICT

"Health and safety regulations" do not require users to undertake induction training on gym equipment. While it is useful for new users, insisting that existing customers pay for induction training on equipment they are already familiar with is excessive.

MYTH 2

A council would not supply their gardeners with sun screen during hot weather as it was a health and safety issue as someone may be allergic.

VERDICT

Councils are not obliged to provide sun screen to outdoor workers, but there is nothing under health and safety law to prevent it doing so. HSE encourages employers to provide advice on sun protection for those who work outside for most of the day including using sun screen to prevent long term health damage.

Food Safety: Food Poisoning Cases

OUTBREAK 1: The Railway Hotel Food Poisoning Case

In This Landmark Case

- The judge issued the largest ever fine for serving unsafe food (£1.5 million)
- The chef and his manager were given prison sentences for falsifying meat cooling records
- A young, healthy mother died
- More than 30 other diners became ill

Christmas 2012, The Railway Hotel had 128 people for Christmas lunch, cooking and cooling turkey joints a day in advance was part of their preparation. As part of Mitchells and Butler (M&B) one of the largest operators in the UK, M&B had clearly written policies and procedures to ensure food safety but by Boxing Day one guest from the Railway Hotel had died. If staff had followed the procedures this would not have happened, (from TiFSiP April 2015).

LESSON:

The organism that caused the illnesses was Clostridium perfringens and only a failure of cooling or re-heating could have caused the outbreak.

- Food must be cooled quickly held chilled then reheated adequately
- Food must be cooled to below 8°C within 90 minutes, chilled at below 8°C then reheated to above 80°C
- Follow your food safety procedures including checking temperatures and recording accurately

Health & Safety Update

September 2015

Outbreak 2: Wedding Guests Poisoned

A catering company that gave 93 wedding guests food poisoning in September last year was ordered to pay a £20,111.44. Investigators linked the food poisoning with the consumption of cooked rice.

The rice was tested and found to contain both E.coli and Bacillus bacteria and be “potentially injurious to health and/or unfit for human consumption”

E.coli bacteria is associated with faecal contamination and Bacillus bacteria are often associated with cooked rice that has not been cooled and stored at safe temperatures.

LESSON:

Rice is a high risk food and needs correct handling

Good personal hygiene is an essential element of safe food preparation

Food Safety Enforcement in Leeds

from www.leeds.gov.uk

April 2014 A Beeston Fish and chip shop was fined for string of food safety offences. A routine check by EHOs found the premises, equipment and fittings in a poor condition, food inadequately stored and no pest management. A return visit showed little improvement and rat droppings were found in various parts of the shop. The shop was temporarily closed and the owner fined.

July 2015 Rat problem lands food store owner in court. A shop on Harehills Roads was inspected by EHOs and evidence of rats found in the basement butchery area. The shop was temporarily closed. A follow-up inspection again found rat droppings throughout the shop and food items stored on shelves had been gnawed. Officers immediately served a Hygiene Emergency Prohibition Notice, closing the store.

Allergy News



Peanut Allergy death: A North Yorkshire restaurant owner has been charged with manslaughter after a customer with a peanut allergy died from anaphylactic shock (Environmental Health News March 2015)

Allergic teen died ‘after warning’ burger bar.: Early in Jan 2015 the Foods Standards Agency and Greater Manchester Police were investigating the death of a teenager after she collapsed after leaving a restaurant, she was allergic and had informed the staff. (Environmental Health News Jan 2015)

LESSON:

These cases demonstrate the important of understanding allergy information and giving correct food allergy advice.