

fd matters *extra*

Commercial and Campus Support Services

News from Mar. to Apr.16

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

In this month's edition we have news of another exciting new café on campus, PURE (and one to follow in EBL) as well as our exciting plans for triathlon - both are a chance to show how we are **innovating, being dynamic and driving positive change** in the University and beyond! We celebrate great performance by our catering staff at national awards, the cleaning team exceed their quality targets and some fantastic food safety scores by staff – proving we can be **the best in what we do**. There is news of how we are being **open and transparent** in the way in which we procure all our paper and print supplies and of our fantastic supplier's exhibition running now for 15 years – both of which are ways in which we are engaging with external organisations to achieve our aim of **valuing efficiency**.

Finance update

Finance

March/April brings with it a requirement from the finance department that we provide them with a Quarter 3 forecast. This 'forecast' asks of us to predict a final year end position for all our budgets so that they can be consolidated with all the other parts of the Facilities Directorate and then the FD with all the faculties and services to give an expected year end position for the University's Executive.

Producing this is a mammoth task and requires lots of time and effort from our Accounts and Finance team colleagues. We managed to hit our submission deadlines, as we always do, thanks to their efforts and the work of budget holders – thanks to all involved for your efforts.

Our forecasted position which we will say more about in our next edition was very positive. No significant variances to report – we are looking like we are going to have a very positive year in sales (as reported last month) and in managing our expenditure to budget. We will see in just a few months how accurate our forecasts have been....but we're confident that this year will be our best year yet thanks to all your hard work!

New concept cafés

Customer Operations

Following the successful relaunch of the Refectory, the Great Food at Leeds (GFAL) team have been busy preparing to open a further two new outlets.

Work has been carried out by teams within GFAL to create a new concept for a café in the Worsley Building. The new café, called PURE, will open in June and focuses on providing a

great choice of healthier food offers, including many locally sourced, organic ingredients and freshly made products.



TASTE SOMETHING GOOD

The team are also working on a new café for the Edward Boyle Library. The library is currently in the process of a large refurbishment project and the department has

asked that GFAL provide the facility with a new café. The team have met with key stakeholders to discuss their requirements for the café. The team are now working on the overall concept of a Mediterranean Italian inspired café and bringing this to life through the interior fixtures, fitting, décor and ambience, the menus and products, the visual branding and the service style and prominence.

It is expected that the new café will open in December.



TUCO Awards success

People

Commercial and Campus Support Services beat off competition from other UK universities to win two awards and pick up a silver medal at The University Catering Organisation (TUCO) Awards this month. Great Food at Leeds (GFAL) won the TUCO Best Marketing Award for the relaunch of the Refresh Card campaign. GFAL also performed exceptionally well in the Chef's Challenge competition. Representing Leeds were our top chefs Simon Wood and Lisa Hall who were given only 30 minutes to provide an innovative menu from a set ingredients list, and then had to produce the food in front of the judges.

The team rose to the challenge and during the competition impressed the judges with their hygiene standards, picking up the TUCO Hygiene Award. During the tasting the judges were hugely impressed with the quality of the cooking and the innovative flavours, and awarded Leeds the silver medal.

Head of Catering and Conferencing Bev Kenny said: "These awards are a reflection of the extremely hard work and commitment that the team have in producing the highest possible quality catering offer to students, staff and visitors on campus. I am very proud of the team!"



Chocoholics Unite... and detox after the Easter feast!

Customer **Operations**

The FD Marketing and Communications Team have once again created a hugely impactful Healthy Week campaign for 2016. The campaign was visible across campus with large banners and a new more engaging website created specifically. This work resulted in an increase in the number of people engaging with the event throughout the week with Occupational Health alone attracting nearly double the attendance based on last year! We hope that everyone had an opportunity to get involved, enjoyed the week and you're all feeling that little bit more healthy!



PCB tender process

People **Operations**

The Print & Copy Bureau is responsible for the sourcing and managing of external print suppliers, referred to as the Print Framework. External print suppliers are essential for the purchase of print requirements that cannot be produced in-house.

The University is obliged under EU law to carry out a tender process which enables a number of suppliers, the opportunity to bid for the printing contract. The Tender for the Print Framework 2016 – 2018 is currently underway, with the team selecting up to nine suppliers. The new contract will commence in July 2016.

Food safety qualifications

Operations

Colleagues recently attended an eight-week course in the Chartered Institute of Environmental Health Level 3 Certificate in Supervising Food Safety in Catering. The course encompassed 21 hours of teaching, the same amount of personal study, and was concluded with a two-hour written examination.

The certificate is a nationally recognised qualification in Food Safety, and targets the application and monitoring of good hygiene practice, as well as how to implement food safety management procedures. All candidates passed the examination, four with Merit. Attending the course were Andrew Brown, Daniel Ingle, Sam Jackson, Jane Walton and Michael Longstaff.

Triathlon at the University of Leeds

Customer **People**

Leeds welcomes the ITU World Triathlon Series to the city on 12th June and to celebrate this event, Leeds Sport is launching an exciting programme of triathlon-inspired activity for you to get involved in. There's something for everyone from taking part in a Go-Tri event for the very first time, to a rousing talk from world famous athletes.

Find out more here:
www.leeds.ac.uk/triathlon.

There has been significant investment into triathlon from Sport & Physical Activity including employing a full time Triathlon Development Officer, launching the University of Leeds Brownlee Brothers Partnership and encouraging participation in triathlon through the Get Out, Get Active programme, all of which has helped place us at the forefront of world triathlon.

The University is also a key partner, together with British Triathlon and Leeds Beckett University, in the world-renowned Leeds Triathlon Centre which already has 4 athletes who have pre-qualified for the forthcoming Olympic Games in Rio including alumni Alistair and Jonny Brownlee.

A further 4.7M will be invested this year with new closed loop cycle track planned to be built at Sports Park Weetwood as well as refurbishment of the existing pavilion. This will become the home of British Triathlon with the Leeds elite training squad being based there. The new facilities will be open for use by staff, students and the public. The project is currently awaiting planning permission and it is hoped to be completed by January 2017.

Suppliers Exhibition

Customer **Operations**

The annual Suppliers Easter Fair took place in March in the Exhibition Centre at The Edge, with staff and visitors to the University taking the opportunity to speak to over 50 exhibitors, including MEETinLEEDS, Great Food at Leeds, The Edge and the IT Service Desk.

The Suppliers Fair has been a successful, well-attended event in the University's calendar for the last 15 years, and is one of the largest events of its kind within the UK. Organised by MEETinLEEDS, the University of Leeds' conference service, and in collaboration with the Finance and Procurement Department, the event provides a unique opportunity for staff to speak to suppliers directly, enabling them to highlight, explain and showcase their products and services in a tailor made forum.

Local suppliers generously offered gifts, flowers and delicious sweet delicacies. A number of the exhibitors got into the Easter mood with competitions, quizzes and treats to entice visitors.

A rebrand of the exhibition guide and associated marketing material, combined with a focus on promoting the event through Commercial and Campus Support Services social media channels resulted in the event proving a resounding success once again, with over 600 visitors on the day.



Cleaning Services quality checks

People **Operations**

In the first quarter of 2016, 220 quality monitoring checks were carried out by the Cleaning Services Supervisors. Our target pass rate is 84%, and over the period cleaning staff achieved an average of 88.2%. Well done to all!

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

We know we're getting it wrong when we:



Say "it's not my job"



Openly criticise colleagues



Sap energy from others



Ignore issues and problems