Welcome

This month’s newsletter finishes with a supplement on the staff survey – please take a look! The survey was conducted across the whole of the FD, a significant part of which is of course CCSS and gave us feedback on areas where we need to work harder together to improve our service and areas where we have shown real improvement. The details of the survey and the draft actions we have identified are to be taken forward by the people working group – not by ‘management’ or ‘HR’ but by us all through a working group of staff. This group is to be re-launched shortly, led by a new team - Harriet Boatwright from Conference Sales and Marketing and Patrick Craig from SPA, and we will be inviting anyone who has an interest to get involved to come and hear more about the working group and its aims. When you see the information, please consider getting involved – we want and value your input into how we do things.

Our culture statements (available at commercialservices.leeds.ac.uk/about-us/) include ‘that we value teamwork and participation by all staff whatever the level’ and we mean it.

Finance update

As promised this month we wanted to give you an update on the performance on income against forecast for the services. We are pleased to report that total income for the service is £9.976m compared to a forecast of £9.868m and a budget of £9.401m and last year’s £9.375m an improvement of 6.4% year on year! Great job team!

In more detail:
- SPA are slightly better than plan. Edge memberships income are on target.
- Catering is £36k better reflecting stronger cash sales (Refectory and Cafes) £14k and function sales (Deli(very) and Functions floor events) £22k.
- PCB has a favourable income variance of £28.7k. The Mailroom is £19.6k better than plan, although it should be noted there is a timing difference for this income.
- FSS are £10k better than plan and £12k better than last year.
- Cleaning are £2k better than plan, being a timing variance of income from Leeds Innovation.

Gryphons abroad bikes

Eight bikes are now making their way to South Africa as part of the Gryphons Abroad Programme. In June a team of Leeds Sport staff and 9 students will travel to the Kwa-Zulu Natal region of South Africa and deliver a fantastic sport development programme, which includes supplying local students with bikes and the training they need to maintain them.

The bikes have been donated by staff and students at the University and will be given to children, allowing them to make the journey to and from school. The students will have training on how to maintain their bikes, ensuring continued use once the team has left. The £1200 to set up this training and purchase the equipment needed has been donated by the Commercial Services Sustainability Steering Group, as well as a further £800, which will be used for educational and sporting resources at the local Orphanage.

New Deli(very) menu

Great Food at Leeds have launched their latest delivered catering menu and seasonal choices. Each year the team behind Deli(very) refresh the menu by sourcing new food options, looking at the competition and asking for feedback from our customers.

This year our chefs have focused on value for money choices, and more options for vegetarian and gluten free customers. New product categories have been created online that highlight our bestsellers, and the design of the printed menu has been refreshed to help customers easily find what they’re looking for.

There are also two tantalising seasonal menus for customers to enjoy this summer, devised and created by our award-winning chefs.

Find out more at: http://gfal.leeds.ac.uk/delivered-food/
Welcome to James Buckley, who has been appointed as new Assistant Operations Manager (Health and Fitness) at Sport & Physical Activity. James joins from DW Sports where he was General Manager and his responsibilities in his new role include managing the Health and Fitness team and working with the Operations team to build a ‘One Team’ culture across the department.

Our Values

- Show You Care
- Know Your Stuff
- Share a Smile
- Go the Extra Mile
- Say “it’s not my job”
- Openly criticise colleagues
- Sap energy from others
- Ignore issues and problems

Our Strategy

- People
  - Valuing & developing our staff
- Operations
  - A sustainable, effective and efficient organisation
- Customer
  - Delivering an excellent customer experience
- Finance
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Be part of a world class event!

On 12 June the ITU World Triathlon Series comes to Leeds, and you could be a part of this world-class event. A host of volunteers are needed in a variety of roles to ensure race day runs as smoothly as possible. All volunteers will receive a t-shirt, refreshments and a huge thank you!

If you’re interested in this great opportunity you can register your interest online: http://leeds.triathlon.org/volunteer/

Health & Safety standard BS 18001

Last year we achieved the health and safety standard BS 18001, thanks to key areas of improvement in housekeeping and equipment management. Good housekeeping helps prevent slips and trips and manual handling injuries. Please support improving health and safety in Commercial and Campus Support Services by looking after your workplace and reporting issues to your manager.

Cleaning out old coins

Cleaning Services staff have raised a whopping £252.80 for the FD Charities by donating their loose change 1p, 2p and 5p coins over a four-week period. Congratulations to the team for coming up with such a creative way of raising money for our chosen charities!

Find out more about the charities at http://commercialsservices.leeds.ac.uk/our-charities/

Conference team rock the Arena

MEETinLEEDS headed to the FD Arena in April to exhibit at the Corporate Hospitality Show. This is the leading event in the North for event organisers, venue finders and PAs. Exhibiting our facilities to a local and national audience, the show proved a great success, with a number of follow ups and show rounds to organise.

The team also headed to London on 11 May for the Academic Venue Show. This unique exhibition was held at the Royal Horticultural Halls in Westminster, London and showcased over 40 academic venues from around the UK.

Lisa Wood and Emma Broadhurst show off the new stand at the Academic Venue Show.

University of Leeds nestle at the top

Following close work with University of Leeds lecturer Anwesha Sarkar, in the Department of Food Science, MEETinLEEDS has secured the Food Colloids Conference in April 2018. Competition was tough, the other bid was from NESTLE, but MEETinLEEDS went on to be the winner!

This success means the team will work with the Department of Food Science on a conference website, their abstract management and our usual venue and accommodation offer. The conference isn’t until 2018, but the hard work starts now!

People

- Lisa Wood and Emma Broadhurst show off the new stand at the Academic Venue Show.
Thank you to all staff who completed the Facilities Directorate Staff Survey sent out in October 2015. 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.

448 staff from across the Facilities Directorate responded to the survey. This represents 46% of the total staff. 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.

Survey results show that staff from Commercial and Campus Support Services (CCSS) are proud to work at the University and would recommend CCSS as a great place to work. Staff are treated with respect by others and report a sense of personal accomplishment from their work.
Facilities Directorate

Initiatives planned for 2016/17 to address the issues raised by staff. Updates on these will be given in the Newsletter and staff briefings.

• We will plan to focus time and energy on ensuring staff development and training remains a priority including working with providers such as the Logik Centre for personal development opportunities for all colleagues.

• We will support staff delivering annual staff reviews and have responsibility for performance management to improve the quality of this.

• We will seek to continue to lift the profile and importance of our Spotlight scheme, our staff recognition programme.

• We will continue to seek to communicate service wide about our progress in implementing our plans and the performance of commercial and campus support. This will be through our leadership briefings and staff newsletter. In addition we will be encouraging leaders and managers to spend time with staff on the front line to explore any operational challenges and further support efforts to improve communication.

• Our people working group is to be relaunched with intention of engaging staff in change and particularly owning specific staff related projects such as the annual away day, values and behaviours work. The working group will also be tasked with considering what further priorities we should adopt given the results of the survey.

• Work towards developing Facilities Directorate wide values.

• Work towards the 2017 reassessment of Investors in People against the revised standard that focuses on leading, supporting and improving organisational performance.

• Managers will continue to be provided with support in the management of change as appropriate. This may include training and / or tailored support.

• Bespoke performance management training will be delivered and rolled out to middle managers / supervisors across CCSS. The focus will be on developing confidence to managing performance based on our culture and values.

• Continue to embed sustainability across the Facilities Directorate.

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