

# fd matters *extra*

## Commercial and Campus Support Services

News from June to July 2016

**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

This month's newsletter provides colleagues with an update on further changes to Commercial and Campus Support Services, as Security Services join our team.

Whilst reporting lines and departmental boundaries in one sense don't matter (we are all working for the University of Leeds), we are working hard in the Facilities Directorate and CCSS to create a **team** that has a shared commitment to a common goal, with collective values (delivering excellent service - share a smile, go the extra mile, know your stuff and show you care). So it's important to acknowledge this change and to ask you all to do your bit to welcome all of our Security colleagues into CCSS when you get the chance! We look forward to them playing a role in our projects and programmes, and over the coming months hearing more about how they are working to deliver on our vision and in doing so making the University a safer place for students, staff and the community to be in.

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

## Welcome to Security Services

### Operations

Commercial and Campus Support Services (CCSS) are pleased to be joined by Security Services.

The service, led by Malcolm Dawson, currently comprises of four shift managers and their respective teams, a dog team, residences team, Car Park Officers, administration team, a specialist Crime Prevention Adviser, and a mix of contract security officers. Security also have the support of a Police Higher Education Liaison Officer (PHELO) who is based in the Security office.



*Malcolm Dawson, Acting Head of Security Services*

The team is committed to ensuring the safety and security of students, staff and visitors both on the campus in which they work and study, and in the halls of residence in which they live.

The four main priority aims of the Security Service are, the protection of people (students, staff and visitors); the protection of property (buildings,

contents, equipment and sensitive materials); the protection of information (electronic and paper data) and the protection of the academic process (research-led learning).

Malcolm and the security team work in close partnership with a number of other services across the Facilities Directorate, and of course CCSS. Malcolm will now join the CCSS Senior Management Team, and we look forward to welcoming all security colleagues into our team.

## Green Impact Awards

### People

Commercial and Campus Support Services were awarded three Green Impact awards across our services this year.

The annual awards, held by the Sustainability team, are an opportunity for us all to celebrate the work that teams across the University do to promote sustainable projects and create positive change.

It also allows teams to get together to share stories and experiences from the past year and to hear about the huge range of projects that have taken place at the University.

The Green Impact awards for Commercial and Campus Support Services this year went to:

<u>Facilities Support Services</u>	<u>Gold Award</u>
<u>Great Food at Leeds</u>	<u>Platinum</u>
<u>Cleaning Services</u>	<u>Bronze Award</u>

Helen Loftus, Operations Manager for Campus Sport, also won a Sustainability Award for her work in making significant reductions to heating sports halls following an analysis of the key times they were being used.

Congratulations to these teams and to the staff that work so hard to gain this recognition for CCSS.

## New Facilities Directorate Building opens

### Operations



The new Facilities Directorate Building is officially open, bringing together a host of services that form the Facilities Directorate, including some members of staff from Commercial and Campus Support Services.

The new building is based on Cloberry Street (opposite Bright Beginnings Nursery) and the following teams are now located there:

- Estate Services - Capital Projects / Engineering and Energy / Operations / Planned Works / Design
- Facilities Directorate Support and Helpdesk

- Estate Planning and Information
- Sustainability
- FD Marketing and Communications
- FD Finance, Performance and Business Development
- Commercial and Campus Support Services
- Residential Services
- FD Health and Safety
- FD HR and People Development

## CCSS win national award

**People** **Operations**

Congratulations to the FD Marketing and Communications team for their winning achievement at the annual CUBO (College & University Business Officers) awards, held at Sussex University in June.

Leeds were recognised for the Best Marketing Campaign for the Refresh card loyalty campaign, and were also joint winners of the Innovation Award for Excellence in Student Experience.

Aimed at keeping customers on campus and business within the University of Leeds, the multi-channel promotional campaign for the Refresh card was a fantastic success and significantly improved loyalty to Great Food at Leeds cafes across campus.



“Very proud that the FD Marketing and Communications team have received recognition from our peers across the sector for all of their hard work on the Refresh campaign and the fantastic impact this has had on customer loyalty”

Sue Pimblett, FD Marketing and Communications Manager.

## £350k secured for student sport

**Customer**

We are pleased to announce that students who participate in the University’s sports programme will now benefit from various

reductions in prices, meaning it will cost them less to take part in sport.

£350,000 of funding, which has been granted by University Council, will now be used to pay for a range of sports club expenses, such as travel, coaching, affiliation fees and referee’s costs, which our clubs currently have to pass on to their members to pay.

As part of this funding, students who have traditionally had to purchase our Sports Pass product to access our facilities for training and competitions (e.g. BUCS clubs and social sport participants) will no longer be required to hold this membership.

This is all part of our wider vision to become the number one university in the country for student sporting experience.

## Examiners give thumbs up

**Customer** **Operations**

Sport & Physical Activity deliver over 15 academic modules to almost 200 students across all years and degree programmes each year.

Led by a fantastic team of academic, practioner and administrative staff, the 2015/16 year has been a great success. Our recent external examiners visit was incredibly positive quoting “...it is clear that the LEED modules are going from strength to strength. The three new modules launched in May, for September 2016, are already heavily subscribed which reflects the success of the modules and is a credit to the team”.

With support from our colleagues in the FD Marketing and Communications Team and the Faculty of Biological Sciences, we have developed a new look and feel to our LEED modules for 16/17, which has had an almost immediate impact. The three new programmes introduced are already at capacity!

## We make Open Days a success

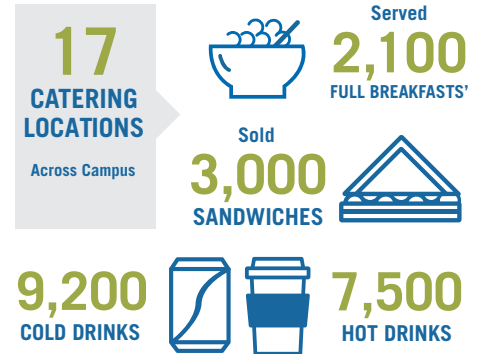
**Operations**

In June, the University held three of its annual five Open Days and, once again, staff from all areas of Commercial and Campus Support Services made a big impact as potential students and their families visited campus.

Open Days are increasingly important events for the University as an opportunity to show off the incredible services and facilities we can offer. There were more than 11,400 registrations from students who wanted to attend the event, many of whom bring with them their families.

All of our teams were on hand to help each day go by smoothly, showcase our facilities and attract future students to the University.

## Stats



**£30,000 INVESTED**  
IN SHOWCASING CAMPUS DEVELOPMENTS

1/2 KM OF HOARDINGS ON KEY PROJECTS

6 LEEDS SPORT DROP-IN SESSIONS  
Covering Performance, Leadership, Social and Membership

161 HIGH LEVEL ATHLETES  
Signed up for more information

## Increasing recycling across campus

**Operations**

A key strategic initiative for Cleaning Services over the next year will be to increase the amount of waste recycling at source. As well as promoting sustainability across campus this will also reduce waste disposal costs for the University.

In order to further increase the amount of waste being recycled on campus, an additional 10 external recycling bins have been purchased by Cleaning Services. The bins will be sited across campus over the summer.

## 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 (Heart icon)
  - Know Your Stuff (Owl icon)
  - Share a Smile (Smiley face icon)
  - Go the Extra Mile (Runner icon)
- We know we're getting it wrong when we:
- Say "it's not my job" (Red X icon)
  - Openly criticise colleagues (Red X icon)
  - Sap energy from others (Red X icon)
  - Ignore issues and problems (Red X icon)