Commercial and Campus Support Services Away Day on 4 January was a great success and a fantastic way to kick start the New Year! Colleagues from across the service presented ‘A Day in the Life of CCSS’ and we welcomed our speaker Liggy Webb, to discuss the ten strategies to help us be more resilient, cope well with change and make a positive difference. We celebrated our people in the Spotlight Finals Award Ceremony, where the Vice Chancellor awarded the overall winners. This year we presented the awards using video, which can be seen online at https://goo.gl/j28P6I

The afternoon saw much fun and games, with everyone competing for a coveted medal in table football, Neuron Racer, bar skittles, giant Connect 4, Jenga and darts. Making new friends over tea and cake was a real pleasure and we look forward to the next one!

For those who were not able to join us we extend our thanks for keeping our services running. Many thanks also to the People Working Group for expertly organising the day.

Copies of all the literature from the day, including a book on Resilience, can be collected from Harriet Boatwright (x36103). There is also further reading on resilience at www.thelearningarchitect.com

SMT Viewpoint

I am delighted to be contributing to the first FD Matters Extra of 2017 and welcome everyone back after the Christmas break. We have had a great start to the New Year with the Away Day which was a very successful event and it was pleasing to see so many staff enjoying themselves.

In Cleaning Services we aim to provide a high standard of cleaning in University buildings, and create a working environment that looks and feels comfortable for our students, staff, and visitors. We have a vast and varied remit and no doubt you will see at least one member of the cleansing staff on a daily basis, whether it’s keeping campus clean and clear of litter, leaves and on occasions snow, right through to collecting all the recyclables e.g paper, plastic, waste electronic and electrical equipment or computers from across campus.

Our team of 360 staff work between 6am and 11pm across all buildings on campus, except the Refectory, Students Union and Halls of Residence. We also provide a weekend service to the libraries, The Edge and 24–hour computer clusters. We also manage the contracts for waste and recycling, healthcare waste, pest control and window cleaning.

We have recently been working with our supervisory staff to help them continually monitor the cleaning standards achieved across campus, and will shortly be rolling out a new poster campaign to customers to raise awareness of our standards and requesting feedback from them – watch out for them!

Janet Willis
Head of Cleaning Services

People

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Reducing the cost of Sport

Customer

Last year, University Council approved an investment of £350k into reducing the cost to students participating in sport at the University of Leeds. This was the result of a significant period of consultation and research from teams, including members of CCSS.

The resulting Benefit of Sport project was led by staff from the University and Leeds University Union, and has seen almost £300,000 distributed across 65 sports, martial arts and outdoor activity clubs.

On average these clubs have reduced the joining costs to their members by 35% and clubs have all seen a positive increase in membership.

A further outcome of this project was the introduction of a Gryphon Pass to all students who have either registered for an LUU sports club or a social sport team. This Gryphon Pass provides free access to our sports facilities for respective training and competition sessions.

Feedback from our students has been overwhelmingly positive, with groups citing the positive impact, the reduced facility charges and additional investment has had on the experience of our students.

£300,000 DISTRIBUTED ACROSS 65 CLUBS

35% REDUCTION IN JOINING FEES
New choices for Refectory customers

In response to customer feedback, Great Food at Leeds has recently opened two new offers in the Refectory. Due to the popularity of the Tossed Salad Bar, which opened last year, along with a desire from customers for more meat-free options, the Refectory team has been working on new vegetarian and vegan counter options.

The ‘Green & Go’ counter provides customers with the choice of a vegetarian and vegan option each day, many of these choices also tend to be gluten free. The dishes have already proved popular with customers.

By opening up the new counter it has allowed the team to make changes to another area of the Refectory, which now offers customers ‘daily specials’ including ‘pie day’, ‘roast day’ and ‘chip shop day’.

2016 Spotlight Final winners announced

Commercial and Campus Support Services is full of exceptional people and we acknowledge their work in our Spotlight Awards, held four times a year. As further recognition, the winners of all four rounds are entered for the annual awards, where the winners are presented with an award by the Vice Chancellor.

This year’s ceremony took place at the CCSS Away Day on 4 January 2017. You can find out more about the winners, some of who are pictured below with the Vice Chancellor, and all those nominated by viewing the Spotlight Final videos at https://goo.gl/j28P6I

Facilities Support Services Away Day

The management team from FSS recently visited the University of Liverpool to meet with their support teams. After discussing the provision of facilities support to their university buildings and customers, the team went on a campus tour, viewing Liverpool’s teaching spaces and libraries, and learning about their plans for refurbishment and innovation using digital technology.

Liverpool already use remote management software extensively to help support users of teaching spaces, and the FSS team plan to keep in touch and discuss this technology further as we progress with our project here at Leeds.

Still time to raise funds for our charities

With April just a few months away it’s time to pick up some pace on our fundraising activities. To date we have raised £13.5k and still have a way to go to meet the £12k target for each of our chosen charities, Cancer Research UK and Yorkshire Air Ambulance. So please consider organising an event or activity to raise more funds for these most deserving causes.

In the run up to Christmas we contacted you all asking for your nominations for our 2017 charities. These have now been counted and our new chosen charities, from April 2017, will be The Children’s Heart Surgery Fund and Alzheimers Society.

Staff Suggestions

Thank you for all your suggestions during Staff Suggestions week – we received a grand total of 64 ideas and recommendations. If you made a suggestion, you should by now have received a response from a manager. Some of the suggestions applied to more than one service area, so these have been discussed further by the leadership group. Some will need more consideration and time to implement, so the CCSS Senior Management Team will be reviewing them again at Easter to check on their progress.

If you have any queries please contact Lynne Cubbon or Hannah Cullen on the Business Development Team or visit http://commercialcampussupport.leeds.ac.uk/staffsuggestions/

Our Strategy

<table>
<thead>
<tr>
<th>People</th>
<th>Operations</th>
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</thead>
<tbody>
<tr>
<td>Valuing &amp; developing our staff</td>
<td>A sustainable, effective and efficient organisation</td>
</tr>
<tr>
<td>Financial sustainability</td>
<td>Delivering an excellent customer experience</td>
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Our Values

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<tr>
<td>Show You Care</td>
<td>Know Your Stuff</td>
</tr>
<tr>
<td>We know we’re getting it wrong when we:</td>
<td>Share a Smile</td>
</tr>
<tr>
<td>Say “it’s not my job”</td>
<td>Go the Extra Mile</td>
</tr>
<tr>
<td>Openly criticise colleagues</td>
<td>Sap energy from others</td>
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<td>Ignore issues and problems</td>
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# Celebrating Our Staff in 2016

## ROUND 1
### Spring/Summer 2016 Winners

**Innovative and Creative**
- Joe Peaker  
  Sport & Physical Activity

**Helpful and Supportive**
- Sarah Roe  
  Catering, Conferencing & Events

**Friendly, Fun and Positive Attitude**
- Kevin Banks  
  Cleaning Services

## ROUND 2
### Autumn 2016 Winners

**Innovative and Creative**
- Kristian Page  
  Facilities Support Services

**Helpful and Supportive**
- Dave Jackson  
  Facilities Support Services

**Friendly, Fun and Positive Attitude**
- Fabio Dias  
  Facilities Support Services

## ROUND 3
### Winter 2016 Winners

**Innovative and Creative**
- Kimat Rathmore  
  Catering, Conferencing & Events

**Helpful and Supportive**
- Matthew Crolla & Travis Welsh  
  Security Services

**Friendly, Fun and Positive Attitude**
- Elizabeth Chadwick  
  Marketing & Communications

## Spotlight Finals Winners 2016

**Innovative and Creative**
- Joe Peaker  
  Sport & Physical Activity

**Helpful and Supportive**
- Matthew Crolla & Travis Welsh  
  Security Services

**Friendly, Fun and Positive Attitude**
- Kevin Banks  
  Cleaning Services

**Trust and Respect**
- Andreea Dumitru  
  Catering, Conferencing & Events
2016

OUR AWARDS

WINNERS OF THE SUSTAINABILITY IN EDUCATION AWARD

COMMENDATIONS AT THE ANNUAL WEST YORKSHIRE POLICE AWARDS

3 GREEN IMPACT AWARDS

COLLEGE & UNIVERSITY BUSINESS OFFICERS AWARD WINNERS

OUR SUCCESSES

CELEBRATING OUR ACHIEVEMENTS

INCREASED STAFF SUGGESTIONS

REPORTED CRIMES ON CAMPUS DOWN BY 14%

3 LECTURE THEATRES INNOVATIVELY TRANSFORMED

HELPED 13,841 CUSTOMERS WITH PRINT

PROMOTED OUR SERVICE IN FRESHER’S WEEK TO 90,000 PEOPLE

90K

OPENED THE PURE CAFE & BOOK CLUB

90K

IMPROVED MYSTERY SHOPPER SCORES

£220K DEVONSHIRE RESIDENTIAL

40 TEACHING ROOMS REFURBISHED

NO.1 UNIVERSITY IN THE UK FOR TRIATHLON

GRYPHONS AT THE RIO OLYMPICS

HELPED MAKE 5 UNIVERSITY OPEN DAYS A SUCCESS

£13K RAISED FOR CHARITY

WASTE RECYCLING AT SOURCE HAS BEEN INCREASED

SECURITY SERVICES JOINED OUR TEAM

PERFORMANCE MANAGEMENT TRAINING FOR 72 LEADERS

4.2 TONNES OF RUBBISH MOVED PER DAY

NEW LOOK FOR THE PRINT & COPY BUREAU

UNIVERSITY IN THE UK FOR SECURITY SERVICES

CONFERENCE DELEGATES ON CAMPUS

COMMERCIAL & CAMPUS SUPPORT SERVICES

9 REFURBISHED

PERFORMED AT THE FOUNDATIONS SET FOR THE SPORTS PAVILION & CYCLE TRACK

UNIVERSITY OF THE YEAR

£9.8M RAISED FOR CHARITY

9 REPORTED CRIMES ON CAMPUS DOWN BY 14%

COMMUNITY IN THE UK FOR CRIME MANAGEMENT

UNIVERSITY IN THE UK FOR CRIME MANAGEMENT

COMMERCIAL & CAMPUS SUPPORT SERVICES

UNIVERSITY OF LEEDS
Employee Falls from Ladder

A Yorkshire Council employee fell 2.4 metres from a ladder and suffered two broken vertebrae. The task had not been risk assessed and decisions regarding safety and equipment were left to the workers (HSE Oct 2016).

**Lessons:** Supervisors and managers (with support from health and safety colleagues) should risk assess activities. It’s important that supervisors and managers are aware of the tasks their teams undertake.

Life Changing Injuries for Worker Involved in Pedestrian Vehicle Collision

A Buckinghamshire firm has been fined after a driver suffered life changing injuries when he was hit by a reversing fork-lift truck. The delivery driver who was working for an agency, was pushing a trolley containing parcels along the side of the building between the wall and a row of delivery vehicles. The company’s risk assessments for unloading/loading of vehicles and the use of other vehicles all failed to consider the use of physical barriers to segregate pedestrians from vehicles. The company was fined £120,000 and ordered to pay costs of £10,783.04 (HSE Sept 2016).

**Lessons:** On this busy campus, vehicle and pedestrian safety is a key concern if you are aware of any issues please contact the FD Health and Safety Team.

Management Failures Lead to Fines for School over Lifeguarding

A seven year old boy from Canterbury got into difficulties whilst swimming and struggled for over three minutes before becoming motionless in the water. He regained consciousness after CPR. The investigation, found that the lifeguards were not effectively managed and monitored to ensure that they were constantly vigilant. Two out of the three lifeguards did not hold a current, in date lifeguard qualification (HSE 2016).

**Lessons:** Supervisors and managers need to ensure that key controls in risk assessments are in place, ad hoc monitoring is useful as are the informal inspections.
Greased frightening at Leeds takeaway

A business on Harehills Road, Leeds was fined £1,500 after a routine inspection by EHOs in 2015 who found numerous issues with cleanliness and general conditions in all areas of the takeaway. Officers discovered kebab meat stored on newspapers in a freezer and a dirty mop and broom stored directly next to a dough mixer, risking contamination.

Lessons: On and off campus please get rid of your unused items in a responsible manner.

Food Safety Enforcement in Leeds from leeds.gov.uk

Poor hand washing arrangements lead to firm in dock

A business on Brudenell Road was fined £4,000 for dirty chopping boards and grills. Staff couldn’t get to the wash hand basins or to the towel provided due to obstructions. During the inspection, officers saw staff handle raw meat then prepare salad and bread without washing their hands in between.

Lessons: Are all our wash hand basins available to use? Are you challenging any poor practices seen?

Methley man fined for dumping mattress

A man has been fined having been spotted dumping a mattress on the estate he lives on. Leeds magistrates court fined him £200 and ordered to pay £300 costs.

Lessons: On and off campus please get rid of your unused items in a responsible manner.

Wetherby restaurant owner fined for food hygiene offences

A Wetherby restaurant owner has been fined over £14,000 after a string of food hygiene offences. The premises were not kept clean or in good repair and condition, no measures had been put in place to stop food being contaminated or steps taken to keep equipment clean in order to avoid a risk of food contamination.

Lessons: Are all our wash hand basins available to use? Are you challenging any poor practices seen?
The company that runs a local Leeds shop has been prosecuted for selling out-of-date food. The company was found guilty selling cooked meats and dairy products that had gone beyond their use by date and not having procedures in place to manage food safely. The company was fined a total of £2,200 for the two offences and ordered to pay costs of £1,515.78.

**Lessons:** Stock rotation is a key to ensuring food doesn’t go out of date

You can check ratings of food businesses at [http://ratings.food.gov.uk/](http://ratings.food.gov.uk/) before you eat

**Illness outbreak**

More than 30 people fell ill after a disease outbreak linked to a petting farm in Leeds! Twenty-nine cases of cryptosporidiosis and two cases of E.coli were confirmed, both of which can make you seriously ill. Visitors to farms have been urged to wash their hands with soap and water rather than relying on hand gels to remove germs.

**Lessons:** The importance of Washing Your Hands.