All departments within Commercial and Campus Support Services have representative(s) on the People Working Group, and we're here to ensure that our people are at the heart of what we do in CCSS. With the upcoming FD staff survey we think it is prime time to revisit how we have responded to calls for change and continuous improvement!

**UNIVERSITY OF THE YEAR 2017 - YOU HELPED MAKE IT HAPPEN!**

Here’s what the Vice Chancellor says about us....

“I recognise that these achievements are the result of a great deal of dedication, commitment and sheer hard work by all staff across the University. It is your appetite for continuous improvement of student education, research and innovation and the wide range of support services that make institution tick on a day to day basis that make this a great University.”

Our CCSS VISION aims to provide excellent, financially sustainable services and facilities for the University.

By working towards this vision, we are contributing to what makes the University of Leeds such a world-leading institution. How do we do this? We aim to:

• Deliver an excellent customer experience
• Be financially sustainable
• Be a sustainable, efficient and effective organisation
• Value and Develop our People

We launched the **OUR PLAN, OUR PROGRESS** document. This comes out on a quarterly basis with FD Matters Extra. Each of the seven services share their own plan, and the projects contained within, and provide an update on their progress. This document is designed to:

• Help us to understand how our work objectives contribute to the plan
• Provide regular updates from senior management
• Encourage our feedback on the plan

**VALUES AND ENGAGEMENT**

**FD MATTERS EXTRA - OUR NEWSLETTER ALL ABOUT THE LATEST CCSS NEWS**

**SPOTLIGHT STAFF AWARDS ESTABLISHED BACK IN 2012**

**OVER 438 PEOPLE HAVE BEEN PUT FORWARD FOR SPOTLIGHT NOMINATIONS SINCE IT STARTED.**

**SERVICE WIDE TEAM AWAY DAY - 95% OF STAFF WOULD RECOMMEND IT TO A COLLEAGUE**

**LEADERSHIP, PERFORMANCE AND CHANGE**

We’ve worked together to identify and **AGREE ON BEHAVIOURS FOR WHEN WE ARE GETTING IT WRONG.**

Here are some examples of behaviours that we as a service would like to avoid as much as possible:

- **SAYING “ITS NOT MY JOB”**
- **OPENLY CRITISING OTHERS**
- **SAPPING ENERGY FROM OTHERS**
- **IGNORING ISSUES AND PROBLEMS**

We asked a theatre training company to run sessions on **MANAGING CHALLENGING BEHAVIOUR.** 100% of the 86 leaders attending felt more confident having difficult conversations and promoting the CCSS Values and behaviours in the workplace as a result.

We are also now in our 5th cohort for the CCSS Leadership Course, run in conjunction with SDDU – 58 colleagues have already attended the course, with 16 undertaking the course in October. 100% of attendees told us they thought their time was well spent attending.
Our service training plan is derived from our individual staff reviews. Training and development undertaken is to help improve our performance, and to develop our potential, as both an individual and as a service. 8050 hours were used for training in 2016/17 (on over 91 different courses).

INFORMAL LEADERSHIP NETWORK
The network is designed to bring together colleagues from across the service who wish to share and discuss leadership theories and ideas. Upcoming sessions include a reflection on leadership at the University from the ODPL team, and a Q&A with Tom Ward, Deputy Vice-Chancellor for Student Education.

WORK SHADOWING
We are actively promoting work shadowing throughout the service. Here's a quote from Michael Hern in Facilities Support Services, who spent some time work shadowing the Conference Sales and Marketing Team:

"I would definitely recommend work-shadowing to everyone. It gave me the opportunity to gain a better understanding of the different services in CCSS and there was real value in being able to take this back and share with colleagues. The sharing of knowledge and having someone to turn to for advice were real perks of the process."

STAFF SUGGESTION SCHEME
Provides a process through which we are encouraged to support the service in its quest to continuously improve what we do for our customers and colleagues.

STAFF REVIEW AND INDUCTION
Welcome Inductions are undertaken within CCSS by the senior management team around 4 times a year. This is a fantastic opportunity for new staff to hear all about our great service. STAFF REVIEWER REFRESHER TRAINING has run for two years – updating reviewers on service initiatives and tips on having a successful review.