Our Vision
The vision for Commercial & Campus Support Services is that 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.

**Our Aims**
- **C** Deliver an Excellent Customer Experience
- **O** Be a Sustainable, Effective and Efficient Organisation
- **F** Be Financially Sustainable
- **P** Value and Develop all our Staff

**KEY PROJECTS**

### Customer
- Work to develop our customer processes with a view to achieving Customer Service Excellence.
- Enhance our provision to the University Community through specific initiatives e.g. cycle initiative.

### Finance
- Undertake a review of the rota processing and backfilling arrangements.

## PROGRESS UPDATE
- Completed
- Ongoing
- Not Started

**Operations**
- Implement a new software system to improve the escalation and reporting of crimes.
- Review the Service Level Agreement in place with Residential Services.
- Develop a strategy for the Control Room.
- Develop a plan for the Security Service in conjunction with key stakeholders.
- Develop a Security Service handbook.
- Implement cycle patrols.

**People**
- Develop the Leaders and Managers within the Service.
- Develop training in the Service, starting with a 6 month Training Project.
- To improve the participation in the staff survey and respond to all results.
Commercial and Campus Support Services

Performance Update Snapshot – Security Services

August 2017 to January 2018

Customer
Delivering an excellent customer experience

Total Number of Customer Comments

<table>
<thead>
<tr>
<th>Positive</th>
<th>Negative</th>
</tr>
</thead>
<tbody>
<tr>
<td>5</td>
<td>1</td>
</tr>
</tbody>
</table>

We continue to monitor comments and complaints, ensuring we act on all feedback, respond in a timely manner.

Finance
Financial sustainability

Total Costs

<table>
<thead>
<tr>
<th>Forecast</th>
<th>Actual</th>
</tr>
</thead>
</table>

We will work to manage our costs within this financial year and keep within budget to remain financially sustainable.

Operations
A sustainable, effective and efficient organisation

Cycle Crime

<table>
<thead>
<tr>
<th>Aug-Jan 2015/16</th>
<th>Aug-Jan 2016/17</th>
<th>Aug-Jan 2017/18</th>
</tr>
</thead>
<tbody>
<tr>
<td>56</td>
<td>79</td>
<td>54</td>
</tr>
</tbody>
</table>

Cycle Crime continues to be a key focus for the Security Team and we will continue to work with our customers, partners and key stakeholders, by promoting cycle security and we will continue to work with the police to detect and prevent crime taking place including the use of cycle patrols.

People
Valuing and developing our staff

<table>
<thead>
<tr>
<th>I feel valued by my manager</th>
<th>I'm able to access training when required</th>
<th>Poor performance dealt with effectively</th>
<th>I'd recommend my service to a friend</th>
</tr>
</thead>
<tbody>
<tr>
<td>64%</td>
<td>54%</td>
<td>35%</td>
<td>35%</td>
</tr>
<tr>
<td>2013</td>
<td>2013</td>
<td>2013</td>
<td>2013</td>
</tr>
<tr>
<td>71%</td>
<td>68%</td>
<td>43%</td>
<td>46%</td>
</tr>
<tr>
<td>2015</td>
<td>2015</td>
<td>2015</td>
<td>2015</td>
</tr>
</tbody>
</table>

Staff are encouraged to log on and complete online Equality and Inclusion Training and attend one of the theatre training sessions.