

# fd matters extra

Commercial and Campus Support Services

July 2017

**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.

## SMT Viewpoint



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

I am pleased to be writing this foreword, having just received the news of our success at the CUBO Awards – being awarded the UK Commercial University of the Year, as well the marketing campaign of the year for the second consecutive year (picture below). I am delighted that the hard work we have all invested in our services, is being acknowledged in this way. In almost every part of Commercial and Campus Support Services we have been recognised this year by external organisations for the work we are doing. We do spend a great deal of time carefully reviewing the performance of our services – and all the data tells us (as you will have seen from the performance reports yourselves) that the effort we are putting in to improve our services is making a difference – greater staff engagement, more customers, improved satisfaction and an improved bottom line.

It is particularly important to be getting this acknowledgement now, as we come to the end of a long hard academic year – with a busy conference season and graduation in full flow. Staff across all services have been working under a great deal of pressure to deliver and I am very grateful to you all and hope you will take this award as a sign of the impact you are making.

I am convinced that it is the result of our consistency, our commitment to a clear set of values and a persistence in seeking continuous improvement. Thank you to all staff for your ongoing commitment to delivering our vision of excellent financially sustainable services.

## Winning form at CUBO and TUCO Awards

Finance Operations Customer



Building on the success of winning awards, our colleagues in Catering recently picked up an award at The University Caterers

Organisation (TUCO) Awards. Leeds won the Innovation Award category for the success and innovation behind PURE Cafe in Worsley. Well done all!

## A campus fit for a Princess

Operations Customer

Malcolm Dawson, Security Services Manager, recently met with Japan's Imperial Guard, regarding the forthcoming arrival of Princess Kako of Akishino, who will begin her studies at the University of Leeds in September for 12

months. Malcolm is also on the University working group, which will oversee Princess Kako's time here at Leeds, and is the security lead working closely with Japan's Imperial Guard and the West Yorkshire Police Protection Unit.

## Changing lives through Sport

People

The Sport and Physical Activity Gryphons Abroad team are back from a two week trip delivering a life changing sport and education programme to primary school children in South Africa.

Three staff members and nine students from a variety of different degree programmes and years of study completed the project, teaching over 100 children a variety of different skills including; how to cycle, maintain bikes, sport, leadership and various educational lessons.

Plans are now underway for next year to extend the programme and teach an even greater number of children. Read more at [www.leeds.ac.uk/gryphonsabroad](http://www.leeds.ac.uk/gryphonsabroad)

**£26K**

£26,000 fundraised

**40 hours**

9 University of Leeds Students delivering over 40 hours of teaching

**120**

120 South African Students benefited from the teaching

**20 bikes**

20 bikes donated to primary schools

**£500**

£500 worth of sporting equipment donated to 4 primary schools

**28,000km**

Travelled 28,000km

## Oops...

We missed out Facility Support Services in the last edition, who won a Gold Green Impact award at the Sustainability Awards in June. Well done team!



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## Staff Survey 2017

### People

The next Facilities Directorate Staff Survey is due to take place in October 2017. This is an opportunity to express your views on what it's like to work for the Facilities Directorate. The survey should take around ten minutes to complete.

The results will be shared with you and these will help us to measure where we're doing well and in which areas you'd like to see changes.

We've asked an independent research organisation, James Curtis Associates, to undertake the survey for us. They will do

this in line with the Data Protection Act meaning that the survey is completely confidential. The results and reports they send back to the University will be completely anonymous.

You will receive an email early October 2017 with a direct and personalised link to the online survey. Staff without access to a computer will be given a paper copy.

We're really interested in how you feel about working for the Facilities Directorate and look forward to sharing the results with you in due course.

## A Yorkshire showcase

### Operations

### Customer



This month MeetinLeeds were exhibiting at the Meetings Show in London with Visit Leeds to showcase exhibition and conferencing facilities available in Yorkshire. Harriet Boatwright, Sales and Marketing Manager said: "Events such as these

demonstrate the collaboration between venues and strengthen our expert knowledge of not only the event industry but also the local venue portfolio. Large events, certainly large association events confirm up to three years out from their event start date, so in our industry you need to be patient! Our next exhibition is the Academic Venue Show, the only exhibition devoted to event facilities at academic venues, at the Emirates Stadium in October 2017".

## Sporting Success across Yorkshire

### Operations

### People

Sport and Physical Activity staff and students were highly rewarded at the inaugural Yorkshire University Sports Awards. Designed to celebrate the success of sporting departments across the region, the evening is made up of six award categories. Leeds had five teams shortlisted in four different categories; Leeds Varsity in Best Event, Gryphons

Abroad in Great Volunteering, Eamonn Laird and the Weetwood Ground staff team (pictured) in Great People and finally the women's hockey club up for Team of the Year.



## Climbing Higher

### People

### Operations

Over the past six months the Sport and Physical Activity team have been working hard to review their joint strategic service delivery plan with Leeds University Union, giving it a refreshed focus for the next 12 – 18 months and using it as a path finder for developing the next 4-year plan.

The review involved extensive stakeholder engagement amongst staff, students, external and internal partners. Looking forward the three aims of the refreshed plan are to:

- Develop Your Skills and Broaden Your Horizons
- Reach Your Potential
- Improve Your Health and Wellbeing.

The overall ambition is to reach higher, wider and increase the range of service provision to help more students and staff be active,

more often and reach their potential through sport, physical activity and volunteering.



Read the full strategy document online at [sport.leeds.ac.uk/climbinghigher](http://sport.leeds.ac.uk/climbinghigher)

## Scoring well on customer satisfaction

### Operations

### Customer

This year we conducted annual satisfaction surveys with our customers across all our service areas and have received back some fantastic scores of satisfaction. These annual surveys have run in Sport and Physical Activity and Catering, Conferencing and Events for a number of years, but for the first time we ran a combined Campus Support Services (Security, Cleaning, Facilities Support Services, and Mailroom) survey that went out to all staff and students within the University. The feedback will be used by each Service to inform decisions leading to improvements for customers for the following year. These may include changes to our offer, systems and procedures

or the building or refurbishment of facilities.

### Annual Data - Breakdown 2016/17

Catering Conferencing and Events	67.8%
Facilities Support Services (FA)	86.5%
Facilities Support Services (CTS)	77.5%
Print Copy Bureau	83.1%
Sport and Physical Activity	79.7%
Cleaning	78.4%
Mailroom	81.6%
Security	81.0%
<b>Average</b>	<b>79.5%</b>

## Our Strategy

### People

Valuing & developing our staff

### Finance

Financial sustainability

### Operations

A sustainable, effective and efficient organisation

### Customer

Delivering an excellent customer experience

## Our Values



Show You Care



Know Your Stuff



Share a Smile



Go the Extra Mile

We know we're getting it wrong when we:



Say "it's not my job"



Openly criticise colleagues



Sap energy from others



Ignore issues and problems