

Our Service Plan and Progress

2016/2017

Catering, Conferencing and Events

CLEANING SERVICES

Security

Facilities Support Services

Marketing & Communications

Print & Copy Bureau

Sport & Physical Activity

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	PROGRESS UPDATE
Customer	
<ul style="list-style-type: none"> ○ To improve awareness of standards ○ To review sanitary area cleaning ○ To review recycling provision 	<ul style="list-style-type: none"> ● ● ●
Finance	
<ul style="list-style-type: none"> ○ Consider the service implications of refurbishments and consider the implications on staffing ○ To understand the increased cost pressures in new tenders to maintain or lift quality 	<ul style="list-style-type: none"> ● ●

KEY PROJECTS	PROGRESS UPDATE
Operations	
<ul style="list-style-type: none"> ○ To review litter removal & bin emptying ○ To increase the amount of waste recycling at source to be addressed by: <ul style="list-style-type: none"> - Review of bin locations - Marketing (think about messaging) – A new waste tender ○ Introduction of a mystery shopping programme ○ Use of EQMS and iPads for monitoring and improved reporting ○ Consider the service implications of refurbishments and consider the implications on staffing 	<ul style="list-style-type: none"> ● ● ● ● ●
People	
<ul style="list-style-type: none"> ○ Our plan, Our progress initiative ○ Poor performance next steps: - Away day etc ○ Value our staff – Spotlight refresh, culture & saying thank you ○ Business as usual: - Staff Suggestions -Work Shadowing - Leadership Course - Away Day - Staff Inductions 	<ul style="list-style-type: none"> ● ● ● ●

KEY: ● Completed ● Ongoing ● Not Started



Show You Care



Know Your Stuff



Share a Smile



Go the Extra Mile



Say "it's not my job"



Openly criticise colleagues



Sap energy from others



Ignore issues and problems

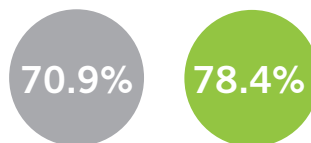
Performance Update Snapshot – Cleaning Services

August 2016 to July 2017

Customer

Delivering an excellent customer experience

Overall satisfaction with cleaning



2015/16 2016/17

Total number of customer comments



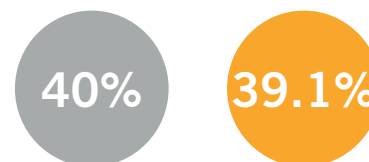
Positives Suggestions Negatives Requests

Overall satisfaction has increased and our target for 2017/18 is 80%, we continue to receive more compliments than complaints.

Operations

A sustainable, effective and efficient organisation

Waste recycled at source



Target Actual

Slightly lower than target but it is hoped to further improve now that the new waste contract with AWM has started. The contract will focus on reducing the total waste generated and improving the segregation of waste at source to increase recycling rates.

Finance

Financial sustainability

Total Costs



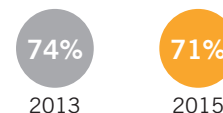
Forecast Actual

Overall Cleaning Services were slightly under spent for the year.

People

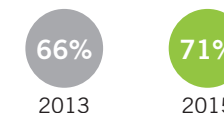
Valuing and developing our staff

I feel valued by my manager



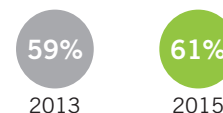
2013 2015

I'm able to access training when required



2013 2015

Poor performance dealt with effectively



2013 2015

I'd recommend my service to a friend



2015