

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"> ○ Cycling operation to reduce crime, have further cycle display stands throughout the year raising security and safety awareness for cycling users 	●
Finance	
<ul style="list-style-type: none"> ○ Continue to operate within agreed budgets ○ 'Capture Bike' Purchased ○ Recruit new University staff to rebalance team ○ New shift manager appointed 	● ● ● ●

KEY PROJECTS	PROGRESS UPDATE
Operations	
<ul style="list-style-type: none"> ○ Darker night patrols ○ Mystery shopping ○ Review of IRIMS (Information Crime Recording System) ○ Summer and winter Degree ceremonies ○ Intro week ○ Summer Ball 	● ● ● ● ● ●
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 	● ● ● ●

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 – Security Services

August 2016 to July 2017

Customer

Delivering an excellent customer experience

Total Number of Customer Comments



Positive



Negative

The comments system has now been launched and we are now monitoring our compliments and complaints and responding to each and every one in a timely manner.

Operations

A sustainable, effective and efficient organisation

Cycle Crime



Aug-Jul
2015/16



Aug-Jul
2016/17

Despite ongoing efforts, and a number of successful arrests, cycle crime is on the rise. We continue to work with the increasing number of bike users to ensure the safety of their cycles, promoting strong locks and appropriate secure bike storage.

Finance

Financial sustainability

Total Costs

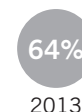


Throughout the year we have managed our costs within our budget and at the end of the year have achieved a slight underspend.

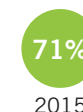
People

Valuing and developing our staff

I feel valued by my manager

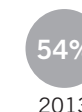


2013



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



2013



2015