

# PEOPLE WORKING GROUP

## YOUR VOICE IN CCSS



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.”

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



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



**SPOTLIGHT** ESTABLISHED BACK IN 2012  
STAFF AWARDS

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



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 CRITICISING 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 **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





## WORK, TRAINING AND DEVELOPMENT

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 it's quest to continuously improve what we do for our customers and colleagues.



## OUR WELLBEING HIGHLIGHTS SO FAR...



Successful Healthy Week organised and orchestrated across campus by the SPA team, with 17 healthy week heroes from across the Facilities Directorate!

The Logik Centre offers courses from Zumba, to Yoga to NCFE accredited courses, with the centre's purpose to encourage staff to embrace and enjoy learning - available for free to all CCSS Staff.



Launched in 2015, the FD Charities initiative has raised £10,680.23 for Yorkshire Air Ambulance, £10,506.66 for Cancer Research UK and £2500 for Gryphons Abroad. This has been achieved through sponsored runs, and team-run events such as the Big CCSS Bake-Off & Rock the Refectory.

...Our 2016/17 charities are Alzheimer's Society and the Children's Heart Surgery Fund. We're hoping to raise even more this time round, so please get involved so we can make this happen!

## OTHER CCSS HIGHLIGHTS

### EQUALITY AND INCLUSION

260 colleagues completed Equality and Inclusion training across CCSS.

*"Great acting and a more interesting style of training"*



Communication Matters

80 colleagues from across customer facing parts of the service have now had Augmentative and Alternative communication (AAC) training. More is to be planned for the future.

### HEALTH AND SAFETY

As a colleague in our service there are mandatory training sessions that we do to

keep us safe Managed via BRITSAFE: DSE, Fire Safety. There are also role specific training life guards, food safety, first aid & Manual Handling, IT security.

### SUSTAINABILITY

#### New waste management contract

The focus of the new Waste Management Contract is to reduce the amount of waste produced and to increase the rates of recycling at source.

#### Bike Hub

Our Bike Hub, located next to the EC Stoner building, has all the resources you need to get into cycling to work, including bike accessories for sale and cycling training available.



**WE GOT THIS!**

In 2015 only 29% of our total staff completed the survey - This year we want to really smash this number, so we can get the most out of the results!



**COME JOIN US**

Want to be a part of the People Working Group? We're looking for more representatives from CCSS departments - Get in touch for more details!



**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

## Commercial & Campus Support Services

SPORT & PHYSICAL ACTIVITY | CATERING, CONFERENCING & EVENTS | PRINT & COPY BUREAU | FACILITIES SUPPORT SERVICES | SECURITY | MARKETING AND COMMUNICATIONS | CLEANING SERVICES

**SAVE THE DATE - CCSS AWAY DAY 2018**  
Wednesday 3 January - 9AM - 4PM

*"Best Away Day yet!"*  
*"Brilliant for meeting other staff from different services"*  
*"Educational and fun"*

