

Our Service Plan and Progress

2017/2018

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"> ○ Continue to work with Estates to improve toilets condition in libraries during exams. ● ○ Investigate increased service in libraries. ● ○ Investigate the option to ensure enough cleaning resource is available to deliver the agreed standard. ● ○ Work to develop our customer processes with a view to achieving Customer Service Excellence. ● | |
| Finance | |
| <ul style="list-style-type: none"> ○ Ensure adequate resource available to cope with increased cleaning areas through refurbishments and new builds. ● ○ Manage the waste management contract to ensure costs are delivered in line with agreed budgets. ● | |

| KEY PROJECTS | PROGRESS UPDATE |
|---|-----------------|
| Operations | |
| <ul style="list-style-type: none"> ○ Launch the Inspections module of EQMS to streamline the process of internal audits and provide greater management information. ● ○ Deliver the new waste contract to improve recycling at source. ● ○ Improve computer access for all supervisory staff. ● ○ Investigate the replacement of food waste bins. ● ○ Review the provision of cleaning equipment. ● | |
| People | |
| <ul style="list-style-type: none"> ○ Appoint an administrator to undertake administration duties for the Service. ● ○ Continue to monitor sickness levels and resolve issues quickly as they arise. ● ○ To improve the participation in the staff survey and respond to all results. ● | |

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 2017 to October 2017

Customer

Delivering an excellent customer experience

Total number of customer comments

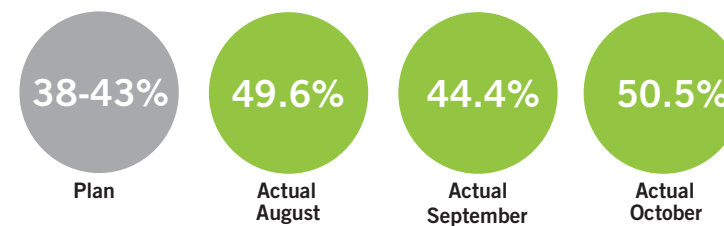


We will continue to act upon all comments and complaints in a timely manner, as well as using our internal audit process to identify areas of improvement.

Operations

A sustainable, effective and efficient organisation

Recycling at Source



We are meeting our target for recycling, but will continue to work with our contract AWM to make further improvements by improving the segregation of waste at source.

Finance

Financial sustainability

Total Costs

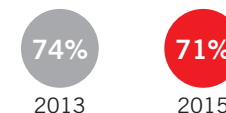


Cleaning costs are higher than last year and forecast, mainly due to a rise in waste collection costs and staff costs.

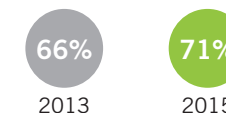
People

Valuing and developing our staff

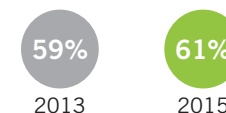
I feel valued by my manager



I'm able to access training when required



Poor performance dealt with effectively



I'd recommend my service to a friend

