

**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.



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

### Management Viewpoint

We discovered last week that the University of Leeds had improved its UK ranking from 4th to 3rd in the prestigious Times Higher Education Student Experience Survey 2018. This is a fantastic achievement for the University of Leeds, but also for all of the staff across CCSS, who work hard every day to enable a fantastic student experience here on campus. It's wonderful to see that teams from across CCSS are part of the campaign promoting the 3rd place achievement, and we should feel proud of the valued contribution we make day in, day out to the student experience.

This commitment to service was recently evident with the huge efforts staff across CCSS made in keeping the University open during the extreme weather. I heard so many stories of staff who epitomised our values of going the extra mile to ensure we could continue to provide our services on campus, with many staff coming in to work despite the absence of public transport and through treacherous roads and paths. From Cleaning and Facilities staff in the early and late hours, through to Security teams who were here 24 hours a day throughout, our Catering staff who continued to deliver food for meetings across campus to Sports staff maintaining gym access... a huge... thank you to you all!

### Junior Parkrun launched at Brownlee Centre

Operations Customer



The Sport and Physical Activity (SPA) team helped to establish the first parkrun outside of London, on Woodhouse Moor, over 10 years ago, and has teamed up once again, this time to launch a junior parkrun at The Brownlee Centre and Cycle Circuit.

The Bodington Junior Parkrun launched earlier this month, with over 80 young people taking part! The Bodington Cycle Circuit is the perfect location for parkrun, with the tarmac circuit used for the run and The Brownlee Centre providing an indoor space for a drink and place to talk after the event.

Suzanne Glavin, Head of SPA said; "We are committed to

providing facilities where we can, for encouraging the local community to be as active as they can be. So we are delighted to be able to support and host this event."

SPA have provided £3k funding to launch this parkrun, which has enabled the purchase of the equipment needed to run the event. The facilities have been provided for free, all of which endorses our commitment to provide opportunities for children to be active. Working with external partners in this way also strengthens the University's profile and ambition to improve and invest in local communities, as well as inspiring future generations to study here at Leeds.

### City vision for MeetinLeeds

Operations Finance

MEETinLEEDS attended a City of Leeds partner meeting in March which outlined the city's significant growth ambitions, including the HS2 Growth Strategy, the Leeds Station Masterplan and Leeds Culture Strategy, all of which help to inform our Conference Strategy.

The partner work we do on attracting national and international conferences is a

key deliverable for the city, having recently being shortlisted to host the Association for Learning Technology Conference, along with many other great confirmations in the pipeline. Easter conferences will be well under way soon, and these will be bringing visitors internationally and nationally to our campus and the city, showcasing the strength of the Leeds proposition.

### Print & Copy Bureau join Conferencing

Customer

## BritSpine 2018

LEEDS UNIVERSITY UKSSB

This month, PCB provided print and copy support to the external organiser of the Britspine conference. The conference was organised through our Conference and Events team and was hosted on campus. The Britspine conference organisers would have usually used an external

supplier for print, but the team were able to offer PCB's services to help improve their event logistics. This is a great example of cross-departmental working, and demonstrates our Service aim to identify new and efficient ways of working and continuously improving our customer offer.



## Spotlight winners!

### People



Congratulations to the winners from the 1st round of Spotlight 2018 who are featured here. The awards recognise an individual or a team for their exceptional work, great ideas or an outstanding attitude. Well done everyone!



Helpful and Supportive – David Wilford

Innovative and Creative – Dawn Abel, Harinder Matharu & Kamla Kaur



Friendly, Fun and Positive Attitude – Peter Crossley

Trust and Respect – The Lifeguard Team: Dan Vincent, Kieron Brissett-Grant, Euan Cowan, Chloe Byne, Colleen Walton, Jacob Ramsden-Stone, Natalia Peterson, Chris Mee, Megan Taylor, Clare Verduyn, Jess Woollard, Lucy Alderman and Lucy Crowley



## Transforming training for Security Services

### People

Security Services are investing in a six-month project with the aim of transforming the training of new and existing staff. The development and continuous improvement of staff is a key priority in CCSS and this project is a great example of our commitment to this. Ian Crawshaw, Security Shift Manager has been seconded to work on the project which will involve the development of an in-house training programme and the creation of a staff handbook, which will include best

practice and give staff added knowledge about the Service.

The training will also involve close working with the Health and Safety Team, to increase knowledge around the more complex areas of campus in relation to the critical incident plan. Security have also teamed up with the Association of University Chief Security Officers, to ensure best practice across the sector is covered within this training.

## GFAL pledge to reduce plastic

### Operations

### Customer



Great Food at Leeds (GFAL) have recently made a pledge to reduce plastic as part of their commitment to embed sustainability across everything they do. Not only will their actions reduce plastic across the entire supply chain, and have a positive impact on society and the environment, it will also contribute to our Service's strategic aim of becoming a more sustainable, effective and efficient organisation.

The pledge covers a range of areas, including removing all plastic disposable items such as straws and cutlery from all outlets on campus, and promoting and increasing the sales and use of Keep Cups,

and reusable water bottles at all retail outlets. A further discount on all hot drinks bought with a keep cup to 20p from 10p will be introduced to encourage their use. The team are also working with Sustainability and Estates services to investigate putting in water fountains across campus. There is also a pick and mix option in Meal Deals, so customers can swap a plastic bottle drink for another item; the introduction of compostable cups; and improved signage for customers on how to separate cafe waste at bin points.

We will keep you updated on this fantastic initiative.

## Standardising technology provision in Central Teaching Spaces

### Operations

### Customer

Facilities Support Services have been busily working on standardising 'Bring your own Device' (BYOD) connectivity across 150+ central teaching rooms over the last 12 months. BYOD connectivity enables users to connect their own devices, such as phones, tablets and laptops to allow them to display content onto the main projected display. This provision is a great example of sustained effort to deliver excellent customer service to our users, and forms a key area of the Service strategy.

The project involved making changes to the audio-visual provision in each room, reconfiguration of the control panel, to make it more intuitive for users to select the connections they need, and the installation of additional cabling to allow use of different devices. This will mean users will be able to confidently connect their own devices to the University networks, allowing teaching to take place without disruption or delay, and ensuring we deliver excellent student experience.

## 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