

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

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

**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 January 2018

### Customer

Delivering an excellent customer experience

#### Total number of customer comments

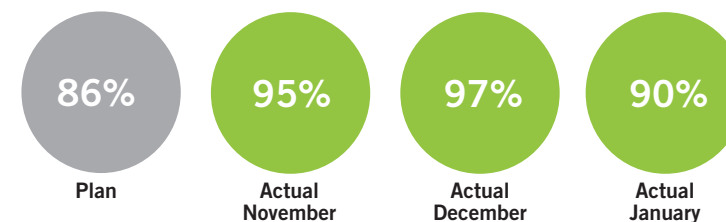


We will continue to act on all comments and complaints, although YTD we have received less comments than previous, therefore it is important to ensure we are capturing and following up on all feedback. Staff have worked hard to take care of the backlog in waste paper and confidential waste as a result of the data protection exercise that took place across the campus.

### Operations

A sustainable, effective and efficient organisation

#### Internal audit scores



It is positive that internal audit scores remain high.

### Finance

Financial sustainability

#### Total Costs

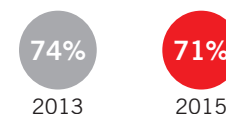


Cleaning costs are higher than last year and forecast, mainly due to a rise in waste collection costs and staff costs.

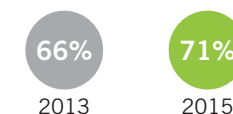
### People

Valuing and developing our staff

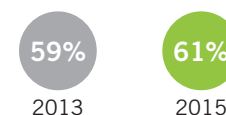
I feel valued by my manager



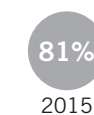
I'm able to access training when required



Poor performance dealt with effectively



I'd recommend my service to a friend



Staff are encouraged to log on and complete on line Equality and Inclusion Training and attend one of the theatre training sessions