

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"> ○ Work to develop our customer processes with a view to achieving Customer Service Excellence. ○ Enhance our provision to the University Community through specific initiatives e.g. cycle initiative. 	<ul style="list-style-type: none"> ● ●
Finance	
<ul style="list-style-type: none"> ○ Undertake a review of the rota processing and backfilling arrangements. 	<ul style="list-style-type: none"> ●

KEY PROJECTS	PROGRESS UPDATE
Operations	
<ul style="list-style-type: none"> ○ Implement a new software system to improve the escalation and reporting of crimes. ○ Review the Service Level Agreement in place with Residential Services. ○ Develop a strategy for the Control Room. ○ Develop a plan for the Security Service in conjunction with key stakeholders. ○ Develop a Security Service handbook. ○ Implement cycle patrols. 	<ul style="list-style-type: none"> ● ● ● ● ● ●
People	
<ul style="list-style-type: none"> ○ Develop the Leaders and Managers within the Service. ○ Develop training in the Service, starting with a 6 month Training Project. ○ To improve the participation in the staff survey and respond to all results. 	<ul style="list-style-type: none"> ● ● ●

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 2017 to January 2018

Customer

Delivering an excellent customer experience

Total Number of Customer Comments



Positive

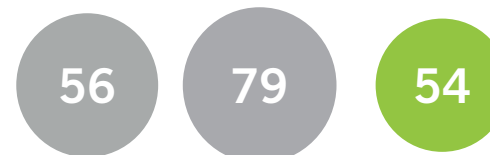
Negative

We continue to monitor comments and complaints, ensuring we act on all feedback, respond in a timely manner.

Operations

A sustainable, effective and efficient organisation

Cycle Crime



Aug-Jan 2015/16

Aug-Jan 2016/17

Aug-Jan 2017/18

Cycle Crime continues to be a key focus for the Security Team and we will continue to work with our customers, partners and key stakeholders, by promoting cycle security and we will continue to work with the police to detect and prevent crime taking place including the use of cycle patrols.

Finance

Financial sustainability

Total Costs

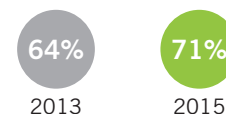


We will work to manage our costs within this financial year and keep within budget to remain financially sustainable.

People

Valuing and developing our staff

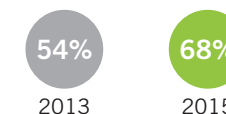
I feel valued by my manager



2013

2015

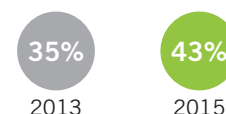
I'm able to access training when required



2013

2015

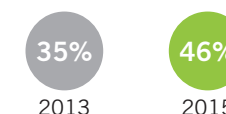
Poor performance dealt with effectively



2013

2015

I'd recommend my service to a friend



2013

2015

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