

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.



Peter Rous
Print & Copying Service
Manager

Management Viewpoint

The Print & Copy Bureau is currently in one of the busiest periods of the year. In fact about 70% of our turnover is enjoyed between April and September, a period when most students and academic staff have departed from the University either after completing their studies or they are taking a well-earned break.

Over the next few months, for example, in addition to our normal work, we will be printing over 8,000 acceptance letters to potential students, sending NHS material to over 250 hospitals throughout the UK, printing over 1,000 different exam papers, and 6,000 Graduation certificates, binding over 800 dissertations, and processing orders for the forthcoming University Open Days. As the conference season hots up we will also be working very closely with the Conferencing and Events Team, to design and produce all manner of materials, ranging from large displays to menus and promotional products, etc. These events play an extremely important part in raising revenue and the profile of the University, so have to be executed perfectly.

To complete all these tasks we need a great team spirit and dedicated staff to ensure we meet all our customer expectations. I thank all my team for their continued support during this very busy period.

Future focus for Cleaning Services

Operations

Over the next 12-18 months Cleaning Services will be exploring ways of working and thinking about how we provide an effective service. We have been working with Venture Management Solutions (VMS), a consultancy with over 60 years' experience in the cleaning services industry, to look at the current Service Level Agreements in place and consider if the current 'one

size fits all' approach is still effective across all its campus customers. This is also an opportunity for the Service to look for new innovations, including reviewing its equipment and materials. Starting in April, VMS will be talking with all staff and Faculty Facilities Management Managers about what's important in their areas, and what's needed for the service/faculty that they operate in.

External orders hot off the press

Operations Finance

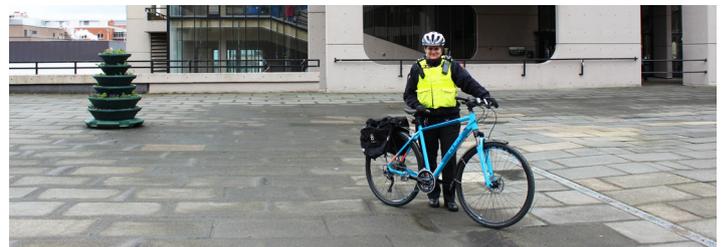
The Print & Copy Bureau have received two large orders from outside organisations in March contributing to the efficient running and income generation objectives of the service. The first was from Hat Trick International with nearly £4,500 of programme catalogues, posters and sales flyers, launching their 2018/2019 range of TV programmes. The second was

a NHS I Am Research Campaign. A £20,000 order to print, manage and distribute materials to over 250 hospitals throughout the UK. The material is used primarily to encourage people to take part in clinical research. Hospitals and medical practitioners use a PCB dedicated on-line service, thus enabling a large increase in orders with very little extra staff resource.

Security Services - better ways of working

Operations

Customer



Don't be surprised if you see security cycle patrols on campus over the coming weeks and months. This is all part of a new six-month pilot scheme launched by Security Services, to further combat cycle crime on campus. The cycle patrols will be an addition to the efforts already in place to reduce cycle crime on campus, and in particular to deter and detect the offenders. Six security officers have volunteered to be Security cycle patrol officers. Malcolm Dawson, Security Services Manager said: "This scheme nicely balances mobility and public contact with our customers, and increases the area patrolled, whilst providing both environmental and health benefits. Our security cycle

patrol officers will also be cycle security ambassadors, advocating safe cycling across campus, engaging with other cyclists and giving one-to-one advice, particularly on locking and securing cycles." This scheme depicts the service's commitment to ongoing development and continuous improvement. Alongside this, further work to improve effectiveness and efficiency of the service has also been taking place, through staff workshops. Security staff have come together to share ideas in making improvements and contributing to a continuous service improvements plan. Over 34 hours of consultations have taken place so far, and future plans will be shared once complete.

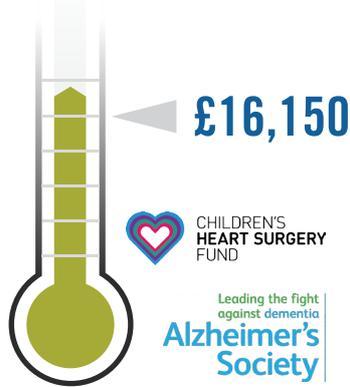


We raised over £16,000 for charity

People

Congratulations and a big thank you to everyone who has helped organise or contribute towards raising funds for our chosen charities for 2017/2018. Over the last year we have raised an amazing £8,537.75 for Alzheimer's Society and £7612.88 for Children's Heart Surgery Fund. This year's finale activities and events have included a bake sale which raised £129. Thanks go to Patrick Dooley, Amanda Brow, Lisa Hall, Gracie Hall, Richard Thompson, Vicki Parker and Ryan Johnson for all their time and treats! Well done also to Ian Addy and Emma Broadhurst who organised the

Charity Wobble and raised an outstanding £492. Next month we will officially begin to raise funds for our 2018/2019 charities, which are the Bambisanani Partnership and Candlelighters.



GFAL cook up new website

Operations Customer



Great Food at Leeds (GFAL) have launched a new website to showcase their 16 cafés, Refectory, delivered catering options and various offers for students and staff on campus. The website forms part of GFAL's continued efforts to improve their offer and deliver excellent experience to its customers. The GFAL team have worked closely with the FD Marketing and Communications team on the website with a particular focus on making it mobile friendly, modernising the look and feel

and making it faster and more secure.

Matt Hamnett, Digital Marketing Manager, said: "The new website better represents the quality and values of Great Food at Leeds with big, bold images and better functionality. Locating cafés on campus is easier than ever. We've also been able to move the website to a new platform that will enable us to add new features much quicker in the future." Take a look at the new website at gfal.leeds.ac.uk

Working together hatches Easter success

Operations

Welcoming over 3,500 delegates to campus over the Easter holiday is one of the many success stories coming out of the Easter conference season. A number of the larger conferences were the result of collaboration with other organisations from across the city, the UK and indeed internationally. The Britspine conference was three years in the making and required partnerships with the City Destination Bureau, a venue finding agency and surgeons and academics from across LGI and St James' Hospital. The Association of Hispanists of Great Britain and Ireland and 17th Food Colloids Conference were conferences fully managed

by the team and in collaboration with the University's Spanish Studies and the School of Food and Nutrition respectively. The consistent positive feedback the team receives from its customers highlights the ongoing excellent customer experience being delivered. "MEETinLEEDS have shared the same passion, drive and determination on building not only a high profile event that our delegates will speak about for years, but also in driving our School strategy to raise our research profile internationally where we are networking, collaborating and making a real voice." Sameera Rafiq, School of Food and Nutrition.

Tour de Yorkshire Trophies visit University

Customer

The University of Leeds was chosen as one of the key locations in Yorkshire to host Welcome to Yorkshire's trophy tour, which saw over 50 school children welcomed to the Bodington Cycle Circuit to have a go at cycling and see the famous Tour de Yorkshire Trophies up close. Pupils from Yeaden Westfield Junior School and Meanwood Church of England Primary

School enjoyed a cycling session coached by two UK and international cyclists Jacob Regan and Chris Young, followed by the chance to see the trophies up close and ask questions. This was a great publicity opportunity to showcase our fantastic cycling facilities and further enhance our relationships with local schools in the area.



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