Management Viewpoint

As another summer comes to an end we owe a huge thanks to all the staff who have made this season such a huge success. We were really proud to see the team doing what they do best, specifically during the biggest International Medieval Congress we have ever hosted, and the fantastic efforts and attention to detail the teams put into the installation of our new Chancellor.

But the hard work doesn’t stop, as we get ready for a new intake with signs of high student numbers and a tightly packed timetable, we must prepare for all our facilities to be ready for optimum performance. This year will bring NEXUS into our portfolio and I am really looking forward to working with the teams across all of Commercial and Campus Support Services to make 2018/19 even better.

Positive impact of physical activity

Two aspects of the Sport and Physical Activity strategy, Healthy Week and the Balancing Life Survey, have recently seen significant positive outcomes. They address the physical activity and wellbeing of staff and students, and the great outcomes are a testament to the hard work of staff within the service who work effectively to make a difference. Healthy Week saw a 60% increase in organised activity and double the attendance figures from last year. Nearly 200 members of staff joined up to be a Healthy Week Hero. The inspiring campaign was delivered by Sport & Physical Activity colleagues, who worked with various departments across the University to build awareness and interest. Overall, 160 hours of activity were organised during seven days with 1,036 people taking part. This year’s Balancing Life Survey highlighted that 74% of our student and staff population are active which means they are doing at least 2.5 hours of physical activity each week, great news! Suzanne Glavin, Head of Sport and Physical Activity, said: “It’s great to see the steady progress and an increasing awareness across the University of the role physical activity can and does play in the health and wellbeing of all staff and students.” The results also highlighted that over half of the activity people take part in either takes place on campus or is organised by the University. This supports the importance of programmes and activities for staff and students to take part in, and the role they play in supporting campus wellbeing. This ranges from the onsite fitness facilities at The Edge to the Get Out, Get Active programmes, social leagues and much more.

Collaborative win for Conferencing

Congratulations to MeetinLeeds who recently won an award from the International Conference Awards for Best Partnership or Collaboration for their work alongside Communication Matters. This award win is a testament to MeetinLeeds’ strategy to deliver excellent customer experience in an effective and efficient manner. They triumphed over fellow shortlisted parties including a Global Summit in New Zealand as well as an event in Abu Dhabi. This was a truly International win! MEETinLEEDS and Communication Matters, who have developed a unique and beneficial partnership during the past five years, were honoured for their collaborative work on the Communication Matters Augmentative and Alternative Communication Annual Conference. The partnership has been running since 2013 and now attracts many international delegates, with additional events now organised throughout the year. Award judges commented: “This is an outstanding example of long-term collaboration at its best. A true example of an excellent partnership and an event that delivers a real positive impact, and the ambition from both parties to support and drive for inclusive change is admirable.” Congratulations go to all the teams who come together each year to deliver the event, they include colleagues in Residential Services, Catering and Print Copy Bureau.
**Taking sport to South Africa**

Our students and staff have been positively changing the lives of young South African students as part of the annual Gryphons Abroad project. This is a longstanding project which offers enrichment opportunities to our students through sport based initiatives. Last month, ten University students from a range of degree programmes, and three staff members from Sport and Physical Activity, travelled to South Africa to volunteer in primary and secondary schools. Over two weeks, the team made an impact on nearly 200 South African students’ lives while delivering two projects. The first being Cycle to Success, where students are taught to ride and maintain bikes. This new skill liberates African students by providing them with a faster and safer way to travel to and from school each day. The team worked with Security Services and the Sustainability Bike Hub team to ship over eighteen recycled bikes, which were refurbished after being abandoned on campus last year, as well as the tools and spare parts needed to fix the bikes when needed. Our students also taught 160 South African primary school children a range of skills based around leadership, sport and education. The classroom and outdoor teaching sessions provided practical experience for our University students, a unique opportunity for them to develop skills which they can use in their future careers. For the first time, a small team of students from Trinity University joined the trip to explore the possibility of teaming up with the Gryphons Abroad for future visits. This project is also connected to the Bambisanani Partnership, one of the FD charities for this year! It’s a charitable partnership in South Africa which uses sport as a catalyst to develop international understanding, education, health and leadership.

**Fundraising fun continues**

We’ve made a very colourful and tasty start to fundraising activities for our 2018/2019 charities, the Bambisanani Trust and Candlelighters. There’s been Wear it Pink Day, the monthly and extremely delicious FD cake bakes hosted by Patrick Dooley and World Cup football themed sweeps hosted by Patrick Dooley which have all contributed to a current running total of £2,132.43. Well done also to Nicola Salter, Facilities Support Services and Mark Luffman, Head of Rugby who jointly raised an impressive £2028 in a sponsored sky dive for last year’s charity Alzheimer’s.

**Measuring cafe footfall through Wifi points**

Finding innovative ways through which we can learn more about our customers is something that our Catering service is currently exploring. In collaboration with the IT Network team, the team are looking at ways to count customer footfall by measuring the number of connections made between customers’ devices and the University’s wifi points. The project will focus on key locations around campus such as Red Route, in the first instance, to understand how our customers navigate and interact with GFAL cafe spaces and the surrounding area. This will help improve efficiencies as the cafes will track customer footfall during peak and off-peak periods, identifying new opportunities for the business and allowing for more targeted promotional activity.

**Our journey to Customer Service Excellence**

Work continues to progress the Service along the Customer Excellence accreditation journey. Teams have been working to complete initial self assessments. We are now in the process of finalising the key members of staff to be CSE Champions for the programme. They will receive an introduction to the standard on 14th August 2018 and will work with your teams to deliver improvement opportunities.

**Let The Edge graphics move you**

The FD Marketing and Communications team have been working with Sport and Physical Activity colleagues and an external agency Digitronix, to come up with an innovative solution for a promotional activity. Finding innovative ways through which we can learn more about our customers is something that our Catering service is currently exploring. In collaboration with the IT Network team, the team are looking at ways to count customer footfall by measuring the number of connections made between customers’ devices and the University’s wifi points. The project will focus on key locations around campus such as Red Route, in the first instance, to understand how our customers navigate and interact with GFAL cafe spaces and the surrounding area. This will help improve efficiencies as the cafes will track customer footfall during peak and off-peak periods, identifying new opportunities for the business and allowing for more targeted promotional activity.

**Our Strategy**

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<td>A sustainable, effective and efficient organisation</td>
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<tr>
<td>Customer</td>
<td>Delivering an excellent customer experience</td>
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**Our Values**

- **Show You Care**
  We know we’re getting it wrong when we:
- **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**