

# fd matters extra

Commercial and Campus Support Services

August 2018

**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.



**Sue Pimblett**  
FD Marketing and  
Communications Manager

## SMT Viewpoint

What a summer! Not just the heatwave and the World Cup, but summer is always an extremely hectic period for everyone across CCSS from delivering the many conferences, managing refurbishments, recruitment of staff and of course planning for the new academic year!

My team have been busy developing a number of high impact marketing campaigns for CCSS, which support the commercial needs of the business and drive forward the take up of our services and programmes by students. This work collectively meets our overall objective, which is to ensure students have the very best experience that they possibly can during their time at Leeds.

We have also been working on exciting projects such as the new 'Food to Go' brand for the retail offer in Catering, delivering new training courses across the FD to help improve marketing and communications across CCSS, and creating new window graphics at The Edge, our first use of augmented reality which we are very interested to monitor the success of.

Thank you to everyone in CCSS who, through working together, has made summer such a success! As we approach the end of the August, all our attention focuses on welcoming students, new and returning, to the University and ensuring we are ready to deliver another successful academic year for all of our customers.

## Lifesaving role of Security Services

Operations



17 new lifesaving defibrillators have been installed across the University Campus. This is part of the University's on-going commitment to improve health and safety provision on campus

for staff, students and the wider local community. The Security Services Team have been undertaking training on how to use the defibrillators, as they will be the first point of contact during an emergency. Our colleagues in Security Services have a mixed portfolio of responsibilities, all of which contribute toward the University vision of providing a safe and secure environment for staff, students and visitors.

## PCB engineer further efficiencies

Finance

Operations



Print Copy Bureau has been driving improved efficiency and excellent customer experience through the installation of a new printing device in the Faculty of Engineering Print Room. This

investment will enable direct data communication between the devices in the Roger Stevens Building and the Faculty of Engineering Print Room, thus sharing work more efficiently.

## Investing in Sports Park Weetwood

Operations

Customer

Exciting developments have been underway at Sports Park Weetwood this summer with an investment close to £1 million being made. The first, part of the wider University accessibility improvement works, involves enhancements being made to Weetwood Sports Pavilion, View Bar and access areas, enabling an enhanced experience for all our students and customers visiting the site. The second project involves resurfacing works taking place on the small courts multi use games area (MUGA) pitches and one hockey

pitch. The work on the small courts will result in a complete transformation to this area and will provide a new 3G training surface and two newly surfaced tennis courts. These works will have a huge positive impact on many of our Leeds Sport clubs in need of additional training space. The work on the hockey pitch will bring about a transformation to our nationally recognised hockey offer, which will now see the University as a market leading hockey facility, with two internationally recognised water based pitches.

## GB Rowing START centre

Operations

People



**GBROWINGTEAM**  
The University has recently confirmed as a GB Rowing START centre and will be working with their coaching team to talent identify our students who have what it takes to become a GB rower. The START programme has been set up to find non-rowers who have the physical and mental attributes to be an Olympic athlete, and we

can all help to find this calibre of student and suggest they try out. Partnerships such as these help boost the University's reputation as a lead institute providing exceptional opportunities for our students. In September, the Head Coach from the START programme will be in The Edge to speak to our staff about how they can get involved and help find the next Olympian. We will keep you posted on the outcome!



UNIVERSITY OF LEEDS

## Thousands of visitors MEETinLEEDS

Customer

Between July and September MEETinLEEDS will have welcomed just over 7000 visitors to the University across eight different conferences. This year's schedule of conferences tightly packed into the summer months includes Teach First, Leeds International summer school, Communications Matters and ASEAS UK with the School of

Politics. Sustaining a comprehensive programme of events and conferences throughout the year ensures the University maintains a competitive edge while reaching its operational objectives.

**TeachFirst**

## Summer refurbishment of teaching spaces

Operations Customer

As student numbers continue to grow so does the demand for teaching spaces on campus. Facility Support Services are focused on delivering excellent customer experience, through modern, well equipped teaching facilities. A £640k refurbishment programme to 40 lecture theatres and seminar rooms in Parkinson, Roger Stevens,

Liberty Building, ClothWorkers, Michael Sadler and Worsley is well underway. The work undertaken has focused on upgrading AV equipment to improve user experience. Initial discussions are also underway to explore the investment of up to three more collaborative lecture theatres in 2019.

## It's a Fairtrade win

Operations Customer



Great Food at Leeds are delighted to have been awarded the brand new Fairtrade University and College Award. The status recognises the collaboration between Catering Services and Leeds University Union to support and promote Fairtrade business.

Julie Tong, Head of Retail Catering said: Leeds has been part of a pilot cohort of universities and colleges who have worked over the last year to evidence activity against a challenging set of criteria. The feedback to the NUS from our working group will help to shape the criteria for the award when it officially launches this year, ensuring they are achievable yet instigate continuous

improvement. The new award structure encourages partnership between sustainability, catering and academic staff in the institution with a focus on collaboration with the Union and student involvement is key to success. The award covers leadership and strategy, campaigning and influencing, procurement, research and innovation. As part of our work we also hosted a visit from Ketra Kyosiimire who was from a coffee cooperative in Uganda, she spoke from her personal experience of working with the Fairtrade Foundation. Hearing about the impact of the Foundation on the community, enabling employment opportunities, empowering women, and providing access to education for their children was inspirational and gave a new perspective to our work.

## Great Food at Leeds hits the street

Operations Customer



Great Food at Leeds (GFAL) hit the streets of campus this summer with the introduction of the Street Food Hut, which proved a big hit throughout a busy summer facilitating the Staff Festival, International Medieval Congress, Graduations and Teach First. Customers loved the theatre of the giant pans and the option to get a great bite to eat on the move. With Fresher's Week approaching fast, the GFAL team

are continuing to drive forward innovative opportunities, and the hut will partner with the Refresh promotional stand to ensure students engage with the loyalty scheme as well as enjoying great food! The Street Food Hut will contribute also to wider Service objectives, including growing brand loyalty, driving forward innovation and achieving financial goals.

## We're improving recycling at source

Operations People Finance

There have been marked improvements this year in the number of waste items being separated and recycled at source by staff and students. The improvements indicate that staff and students awareness of the importance of recycling when throwing waste into bins has increased. Unsorted waste requires more resource to process it, and sometimes it can be contaminated to the point it cannot be recycled any more. By encouraging more people to recycle at source will make our Service more effective and efficient, as well as contributing to the University-wide sustainability targets. In September, a new campaign will be launched by the Sustainability Service and Cleaning Services in collaboration with the FD Marketing and Communications Team, to reduce contamination of waste items in recycling bins.

Percentage of waste being recycled by the customer in bins:

June 2017 - 36.16 %

July 2017 - 60.85 %

August 2017 - 49.63 %

September 2017 - 44.38 %

October 2017 - 50.45 %

November 2017 - 50.1 %

December 2017 - 49.04 %

January 2018 - 48.05 %

February 2018 - 51.7 %

March 2018 - 47.8 %

April 2018 - 56.1 %

## 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