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.

Management Team Viewpoint

After a hugely busy summer period for the whole of CCSS we are now right back into the excitement of the new academic year. There’s a real buzz around campus, and all the teams throughout the Service are working really hard to ensure the experience of our new students at Leeds exceeds expectations.

Great Food at Leeds has seen a number of changes ahead of the new intake including a revised offer in the Business School, continuing our work on expanding our international offer, to reflect the diverse nature of our customer base. The Refectory has reduced our environmental impact by replacing the single-use plastic containers previously used for the tossed salads, whilst also keeping on-trend with the launch of our loaded naans and flatbreads on the deli counter, which can be fully customised and baked fresh for each customer. Ongoing work on the Food to Go retail offer and the wider Café strategy will ensure variety and new products for our students and staff throughout the year.

It’s a great time to recognise the commitment of all our staff throughout CCSS to ensure our students and staff receive the best experience from every aspect of University life – keep up the good work!

Julie Tong
Head of Retail Catering

Ready for the new academic year!

The commitment to delivering an excellent experience for our new and current students, in preparation for the start of the new academic year, remains outstanding from all colleagues across the Service. It’s a busy time for CCSS, as all our teams put the plans into action to provide a great experience for everyone on campus. As always, there are exciting new campaigns to encourage students and staff to engage with and use our wide range of products and services for Sport and Physical Activity, Great Food at Leeds and Print & Copy Bureau. Well done teams!

Our journey to Customer Service Excellence

Work is underway among all teams within CCSS to complete customer service assessments as part of the Customer Service Excellence standard. Once we have this information we will be able to assess how well we are doing as a Service, and key areas where we need to do more, ahead of a pre-assessment in the next few months. Thank you to all our Customer Service Excellence Champions, who have now completed their training, and are working within their teams to lead on completing the assessments. Achieving this accreditation will highlight our Service commitment to delivering excellent customer service across all areas of our work.

New cut-vinyl service from PCB

The latest in-house service from Print & Copy Bureau (PCB), is a bespoke service of cut-vinyl sticker options, now available following an investment in a new plotter and cutting machine. This means PCB will now be able to offer its customers a range of products including floor stickers, cut out letters and round shaped labels. Bringing this service in-house improves PCB’s effectiveness and efficiency, as well as continuing to build on the delivery of innovative solutions to its customers.

Sport education courses grow student skill set

A range of coach education courses offered by Sport and Physical Activity each year provide students and staff with opportunities to enhance their skills-set; through taking up a variety of sport-related training courses. The courses give participants the opportunity to gain Diploma, Level 1 and Level 2 qualifications, and cover areas such as coaching, teaching, officiating and performance support.

Students benefit greatly from such opportunities and see this development of their skill set as a positive addition to their time at University. Enhancing student skills is a strategic principle within SPA, as well the wider Service, where we commit to valuing and developing our staff through such opportunities, and provide further learning opportunities for colleagues.
Autumn arrivals at Deli(very)

Inspired by a vision to remain ahead of the competition with innovative food offers, Deli(very) have launched an exciting new Winter menu and Yorkshire deluxe menu. The team have worked hard to bring customers the best winter-inspired menus, full of colourful seasonal ingredients with autumnal twists and hearty flavours. The new menus have been expertly designed by Simon Wood, Head of Food Development for Great Food at Leeds, to reflect customer’s ever-changing eating habits, including more vegetarian and vegan food options. Simon explained, “The inspiration behind all menus, including our new winter range, is to promote the best of seasonal Yorkshire ingredients with interesting innovative dishes, which will inspire our customers to try them.”

Autumn Cycle Awareness Campaign

Security Services, in partnership with Sustainability, West Yorkshire Police and Leeds City Council, will launch this year’s cycle awareness campaign on 8 and 9 October. Aimed at students and staff, the campaign aims to raise awareness of cycle security on campus and offer advice to cyclists on staying safe on their cycles during the year. Malcolm Dawson, Security Services Manager, said: “Year on year, we find the advice we offer to students and staff is really appreciated, especially with the arrival of autumn and shorter daylight hours, bringing increased criminal opportunity to steal a less secure cycle. We offer high specification cycle D-Locks and lights for £20 – an affordable, discounted offer. The partnership with the Sustainability Service and the Police also allows us to cover a range of questions on crime reduction and cycle safety. Interventions such as these enable our Service to be as effective and efficient as possible.”

Doing it for Charity

Fundraising for our FD Charities, Bambisanani Partnership and Candlelighters, is gathering pace, with some sizeable amounts of money being raised. Over the summer, £3000 was raised across a number of activities organised by teams in CCSS. Congratulations to Tania Monaghan from Cleaning Services, pictured here with the team, and Harriet Boatwright from MEETinLEEDS, who raised £1000 each. Harriet completed a 10K run and Tanya shaved her hair off. Additional events, including wellbeing football, bonus ball, breakfasts and collection tins have all contributed to the fundraising totals. For ideas on future fundraising activities contact Sue Tattersall, S.Tattersall@adm.leeds.ac.uk

Our Plan, Our Progress updates

Over the next few months the Senior Management Team and colleagues will be undertaking a review of the objectives and performance measures for each of the Services. They will also be looking at the initiatives and projects required in the next 12 months, to drive the services forward, and to address our customer needs. In light of this, there are no ‘Our Plan, Our Progress’ reports this month, but we will look to share the revised information with you as soon as it becomes available.

Security Services welcome new members

Our Security Service is the only one in the UK Higher Education sector to have its own dog section, and we are excited to announce that they will be welcoming some very special new members at the end of September. Two new puppies, Reggie and Ruby, pictured here with their handlers Dave Wilford and Wayne Robson, will join the team – one as a new recruit and one as a replacement for Wesley, who sadly passed away recently. They will be training with their new handlers over the coming months. Malcolm Dawson, Security Services Manager, said: “The dog section provides an invaluable 24-hour patrol service across campus. We’re delighted to have new puppies join the team, and they will begin training later this month. This strengthens our Service and allows us to deliver an excellent and safe experience for students and staff.”

Our Strategy

People
- Valuing & developing our staff
- Show You Care: We know we’re getting it wrong when we:
  - Say “it’s not my job”
  - Openly criticise colleagues
  - Ignore issues and problems

Operations
- A sustainable, effective and efficient organisation
- Go the Extra Mile

Customer
- Delivering an excellent customer experience
- Share a Smile

Finance
- Financial sustainability
- Sap energy from others

Our Values

- Know Your Stuff
- Happy customers