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

Although only a few weeks in, it’s been a busy start to the autumn term for my team. I now look after the finances for the whole of CCSS, supported by Louise Larkins and Ryan McDermott. We are working hard to understand the different pressures and challenges that impact the non-commercial sections of the portfolio – Security, Cleaning and Teaching Space, where we cannot generate additional income to cover any increased costs.

We are currently reviewing the plans for this financial year, which involves revising the predicted income numbers four times throughout the year. We are working closely with teams to ensure we understand all our commitments, and phase how this will be spent over the next ten months. We then have to consolidate these plans with the rest of the FD to ensure that, as a whole, we will meet the figures that have been submitted to the University. Next month, we start all over again, and begin work on the next five-year forecast, and so the cycle continues! While writing this, I was enjoying a Winter Spice drink available from all Great Food at Leeds outlets – it’s a great product, and a really good reminder of how our Service continues to remain competitive and innovative in order to drive forward income.

Our first ever Varsity Victory!

History was made earlier this month when the University beat local rivals Leeds Beckett University to win our first ever Leeds Varsity! Leeds Varsity is an iconic event in the city’s sporting calendar, consisting of fixtures across the year and culminating in one final day of competition, where more than 50 fixtures are played and the winner is crowned. Leeds Beckett have walked away with the trophy for the past 13 years, but this year it was finally the turn of the Leeds Gryphons.

Suzanne Glavin, Head of Sport and Physical Activity, said: “We are so proud of how all our students performed across the various sports competitions – they gave it their all, demonstrating skill, fitness and expertise. Our joint University of Leeds and LUU staff teams have been exceptional in providing fantastic support to our students to enable this to happen - a true partnership in action. We so hope all University and Union staff can share in this success, and wish our Leeds Gryphons well for the academic year on and off the field.” This landmark victory further strengthens the University’s reputation and profile as an outstanding sporting University.

Famous Alumnus sponsors Sports Scholar

We are excited to announce that the University Sports Scholar Scheme has been boosted, following a £10,000 donation from Johnny Mowlem, one of Great Britain’s most successful racing drivers, and a University alumnus. Johnny, a former Geography and Spanish graduate, was inducted into the University’s Hall of Fame at this year’s Sports Scholarship evening. Following the event, he recognised the importance of supporting young talent and committed a £10,000 investment to sponsoring a sports scholar over the next three years. This scholarship will help support a student in a number of ways, including financing competition entries, purchasing sports equipment and covering travel expenses for events.

Work progresses towards CSE accreditation

We continue to make great progress towards Customer Service Excellence accreditation. A big thank you goes to our CSE Champions, who have worked hard with their teams to complete the initial self-assessments. Last week, we were visited by the external CSE assessor who met with members of the CCSS senior management team and CSE Champions from across the service, to discuss and review our progress to date. This was an important opportunity to receive feedback and guidance, all of which will help to shape our improvement plans as part of our continued commitment to customer service.
Central Teaching Space refurb complete

A refurbishment programme, led by Facilities Support Services is now complete. Over the summer, a £1.5m investment was made to 45 central teaching space rooms, including the Clothworkers Speakman Lecture Theatre, and teaching rooms in the Parkinson Building and Michael Sadler Building. The work undertaken included new room furnishings, improved décor and upgraded AV equipment. This annual facilities refurbishment is critical to ensuring the Service provides an excellent teaching experience for our students.

Shown here, a ‘before and after’ photo of the refurbishment of teaching spaces in the Michael Sadler Building.

Financial Performance update

Total income for CCSS is predicted to be £16.1m at the first quarter of the financial year. This is £20k behind the original predicted forecast. For the Commercial area, we are forecasting a surplus of £73.8k, before investing £282k into Student Access to Sport. In Campus Support Services, we are managing a cost budget of £8m. Plans are next reviewed in February, where we will begin to see the impact Nexus has on the Service, with a new Café added to Catering’s portfolio and additional service provision delivered by Cleaning Services and Security Services teams. Overall, the FD is submitting a Quarter one position the same as the original budget.

Exceptional work from Security Services

The start of term is an incredibly busy time of year for CCSS, in particular for colleagues in Security Services, who continue to demonstrate exceptional customer experience throughout this busy period. The Crime Prevention team have delivered talks to nearly 4,000 students, and have been busy marking up student belongings such as phones, tablets and laptops. Alongside this, they have delivered initiatives including Operation Walk Safe and Safe Cycling, which provide vital advice to students and make a big difference to their experience, especially during these early weeks of the new academic year. Furthermore, a new incident reporting system is working well, and enables on-call managers to keep in touch with the number and types of occurrences which take place overnight and at weekends. All of this contributes to effectively managing crime on campus. Well done to all colleagues who consistently undertake their roles with complete dedication and commitment to providing the best student experience!

Spotlight shines on our staff

This month, we celebrated all colleagues nominated for a Spotlight Award. The Service awards recognise staff who exceptionally demonstrate our service values in their work.

The awards were presented by Dr Tim Peakman, Chief Operating Officer for the University. Congratulations go to all the winners and nominees, in total we had 33 people nominated for this round. Round award winners:

- **Helpful and Supportive**: Violetta Marzycka, Catering Services.
- **Fun Friendly and Positive Attitude**: Clare Shepherd, Sport and Physical Activity.
- **Innovative and Creative**: Suzzi Garnett, Sport and Physical Activity (pictured).
- **Trust and Respect**: Bev Lawrence, Harry Making, Travis Welsh, Ian Crawshaw, Security Services (pictured).

MEETinLEEDS shortlisted for prestigious award

MEETinLEEDS and the International Medieval Congress have been shortlisted for the ‘Best Academic Team’ category at the Meeting Industry Association Awards 2018. The awards celebrate outstanding people in the business meetings and events industry. Now in its’ 25th year, the Medieval Congress attracted just under 3,000 attendees earlier this year. The success of the event is testament to a unique working partnership which extends across the University, with Leeds University Union, Leeds University Library Galleries, faculties and services, plus organisations including Leeds Museums and Galleries, the Royal Armouries, English Heritage and The National Archives. Beverley Kenny, Deputy Director Commercial Services, said: “During the IMC, the campus is alive with the passion of the team’s vision. It is the combination of the IMC and MEETinLEEDS teams’ strengths that consistently delivers this event on the University’s campus, celebrating and harnessing its global impact and international reach. It is this collaboration, and commitment to the event, that drives the team desire for ever higher standards in delivery and innovation.” Award winners will be announced in November in London.

Our Strategy

- **People**: Valuing & developing our staff
- **Operations**: A sustainable, effective and efficient organisation
- **Customer**: Delivering an excellent customer experience
- **Finance**: Financial sustainability

Our Values

- **Show You Care**: We know we’re getting it wrong when we:
  - Say “it’s not my job”
- **Know Your Stuff**: Openly criticise colleagues
- **Share a Smile**: Sap energy from others
- **Go the Extra Mile**: Ignore issues and problems