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
The Facilities Support Services Management Team have just returned from an away day at the University of Hull where we had a great tour of their recently-improved teaching and learning facilities. It was great to see an exact replica of our re-designed lecture theatres, proving that we are truly sector-leading in this area! We spent the afternoon reflecting on our many achievements over the last 12 months, and drafted our objectives for next year, which we will be discussing with the team during a series of workshops leading up to the Christmas break. Our exciting plans include the development of more innovative teaching spaces, a busy refurbishment programme and a focus on staff development. Following feedback from the team on ways to improve internal communications within our service, we recently began using the communications platform Yammer. It’s proved to be really successful, especially as many staff are widely distributed across campus and often work evenings and weekends, this has helped them to stay connected with others in the team. We’ve used it to update on activities, performance and customer feedback in a format that many staff are already familiar with. We also share good practice with colleagues and share posts with other Yammer groups across the University. Finally, well done all for surviving a rather rainy and gloomy November! I hope you enjoy the University Christmas tree, carol concert and a glass of mulled wine or two over the next few weeks!

Student volunteering with Leeds Rhinos
A new volunteering partnership between Sport and Physical Activity (SPA) and Leeds Rhinos Foundation (LRF) is set to create new volunteering opportunities for our students, through which they can further enhance their skills and learning. Two projects; Strength and Conditioning and Schools, are being piloted in 2018/19. Students will volunteer their time to assist with strength and conditioning (S&C) sessions for the Leeds Rhinos Physical Disability team, and assist in developing the squad during training sessions. Working with LRF schools programme, SPA will also be training and deploying 15 students to help assist in schools. The volunteers will come from our many clubs and societies and will work alongside a designated LRF schools cluster coach to develop their skills and also bring their own sport to local primary schools in Leeds. Suzanne Glavin, Head of Sport and Physical Activity commented: “We are hopeful that this pilot will be very successful and allow us to continually expand the programme. Our ambition is to have up to 300 students as part of this partnership! We would love to see students volunteering across Leeds on a range of different projects to benefit the wider community.”

Police commendations for Security staff
Congratulations go to Security Services colleagues Travis Welsh, Beverley Lawrence, Ian Crawshaw, Harry Makings, Izevbieghe Sylvester, George Afria, Khubail Rafiq, Wayne Robson, Andrew Hutton and Rachel Lancaster, who received Police Commendations at the Annual Police Gala Awards this month. Malcolm Dawson, Security Services Manager said, “This is unprecedented in numbers, and it is a truly fantastic recognition for some excellent security work by all officers concerned, who have excelled in reducing both motor cycle and cycle crime on campus.”

New partnership with Leeds Trust
Over the last six months, Sport and Physical Activity have developed a new partnership with the Leeds Teaching Hospitals NHS Trust (LTH). As a result, Trust staff can now enjoy using The Edge at a discounted rate. Following an innovative awareness campaign, designed by the FD Marketing and Communications Team, along with hosting a number of Open Day taster events and roadshows at the hospitals, an initial 47 memberships have been sold representing £20,000 income. Tom Exeter, Sales and Retention Manager said: “We hope, through this new partnership we can reach more staff at the LTH, enable more people to take advantage of the excellent facilities and services available at The Edge, and through this new market, contribute towards achieving our challenging sales targets.”
Customer Service Excellence update

Customer

Following positive feedback from an external Customer Service Excellence (CSE) assessor last month, we are on track to have everything ready for the formal assessment which will be taking place on 25-28 February 2019. Over the next two months, we will be working with the CSE ambassadors to gather case study examples of the great customer service we deliver across CCSS. Continued thanks go to everyone involved.

GFAL focus on brand values

A strong brand is essential to engaging with customers effectively. The Catering team have recently completed a piece of work to revisit the Great Food at Leeds (GFAL) brand values to explore how they are utilised throughout operations, training and communications. Linking to the Catering Strategy, they explored ways in which the unique brand story of each café flows from GFAL core values and then impacts upon every decision that is made within each of the areas. From the workshop, a new action plan has been developed which details improvements needed over the next six months, to bring the brand to life for our customers.

CCSS commits to plastic pledge

As part of the new University pledge to become single-use plastic-free by 2023, CCSS are leading the way by committing to making catering and office spaces single-use plastic free by 2020. Beverley Kenny, Deputy Director Commercial Services commented: “Great Food at Leeds has already saved more than 100,000 disposable cups being used in University cafes and restaurants by selling branded KeepCups, but the challenge to phase out single-use plastics requires innovation and commitment from everyone in CCSS and our suppliers, to enable us to remain as sustainable, effective and efficient as possible. If you have any ideas, we want to know! Please send them through to plasticfree@leeds.ac.uk.”

CCSS Away Day

SAVE THE DATE
Tuesday 8 January 2019

Events to support FD Charities

The Fairtrade Christmas Fair in Parkinson Court takes place on 4 December, from 11am – 3pm. On 10 December, the Christmas Farmers Market will be in the Precinct from 8am until late, and colleagues are invited to take part in the FD Advent calendar, with tickets now on sale. Look out for the posters on staff noticeboards which explain how to buy a ticket.

PROfiling MEETinLEEDS

Continuously aspiring to deliver exceptional customer service, MEETinLEEDS have forged a partnership with local PR agency Ilk, to successfully raise the profile and awareness of key conference news and academic messages, through trade and industry publications. Harriet Boatwright, MEETinLEEDS Sales and Marketing Manager said: “Working closely with our academic teams, we highlighted a number of key outcomes that conference activity can assist. There is a desire and a need to ensure conference activity carries key messages of the academic team and to acknowledge that more holistically, the physical conference provides a showcase for early career researchers and an opportunity to network. During the Easter and summer conference season, we worked alongside our academic team to understand and communicate their outcomes from conference, and to help create a legacy.”

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
We know we’re getting it right when we:

Share a Smile

Go the Extra Mile

Say “it’s not my job”

Openly criticise colleagues

Sap energy from others

Ignore issues and problems