

**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.



**Stewart Ross**  
Director, Commercial and Campus Support Services

### Management Team Viewpoint

I was recently asked what it is that connects the services of CCSS together given that we comprise a number of large and different types of activities. It was not difficult to answer... the absolute focus on our values and culture and our shared aim to deliver an excellent service, whatever 'service' it is we specifically provide. We have been collectively working at this goal for the past 5 years and a huge amount of effort goes into our big ambitious goal – EXCELLENCE – every single day. So it was with some trepidation we recently had an audit by an independent organisation that is responsible for the national framework Customer Service Excellence. We had nothing to be worried about. The feedback from this audit has been tremendous and as you will read in the article overleaf signals that we are delivering Excellent Service in a way that many others can only aspire too! This is a tremendous achievement – for all our staff who work hard day in and day out to go the extra mile for our customers. It is also a testament to the staff who undertook great deal of work under the leadership of Jo Hynes to prepare for the audit. Can I say a big thank you to you all - we have a lot to be proud about in CCSS thanks to you.

### CSE - we did it!

People Customer



Congratulations everyone, we did it, our Service has achieved Customer Service Excellence® accreditation! The accreditation assessor gave us exceptional praise, with eight Compliance Plus awards, in his words, "an amazing achievement for a first assessment."

We were particularly praised for:

- In-depth understanding of our current and potential customers
- Customer insight into customer groups to better understand their needs and preferences
- Particular efforts to identify hard-to-reach and disadvantaged groups and individuals
- Reliable and accurate methods to measure customer satisfaction

- Analysing and publicising satisfaction levels of our customers
- Policies and procedures that support the right of all customers to expect excellent levels of service
- Arrangements with other providers and partners to offer and supply coordinated services
- Coordinated working arrangements with our partners that ensure customers have clear lines of accountability for the quality of service.

Over the coming months we will continue to embed this accreditation across everything we do, so it becomes business as usual for us all. For further information on CSE please speak to your line manager.

### Innovative lecture theatre research

People Operations

Facilities Support Services are constantly striving to find the very best technical solutions for use in Central Teaching Space. As part of planning ahead for the 2019 cyclical refurbishment of teaching spaces, the team took the opportunity to carry out some exciting research. James Newton from the second-line technical team travelled to Amsterdam for three days for the annual Integrated Systems Europe (ISE) Conference, the world's largest exhibition for AV and systems

integration. The exhibition gave leading manufacturers the opportunity to showcase new products and solutions for higher education and the corporate industry. Whilst at the exhibition, James attended a number of talks on cutting-edge technology and attended demonstrations of technology, which we are hoping to install in our teaching spaces this summer. These include new data projectors, microphone systems and AV over IP solutions.

### Reducing plastics in Deli(very)

Operations Customer

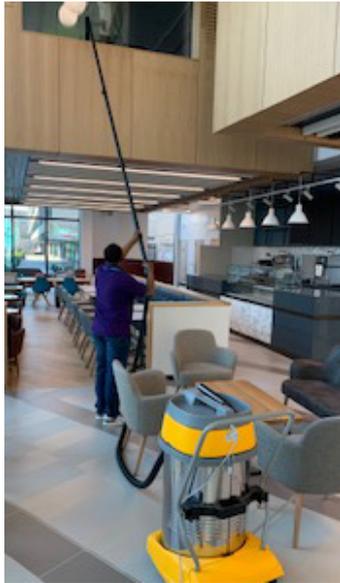
Our delivered catering service, Deli(very) are underway with an exciting but challenging project to eliminate single-use plastic and non-recyclable products, with the overall ambition to have removed all single-use plastic by 2020. The service is absolutely committed to working towards a smarter more sustainable solution that doesn't compromise the quality of food or the environment. The

project involves a collaboration between the Deli(very) team, the University's Sustainability Service, the FD Marketing and Communications team, and external packaging consultants, Chilli. In the upcoming months, the group will be developing and testing packaging prototypes, and hope to be delivering food in a plastic-free option by the start of the next academic year.



## Cleaning Services win Nexus contract

### Operations



Cleaning Services have recently won the tender to provide a comprehensive cleaning and daily housekeeping service for Nexus. Jill Roberts, Cleaning Services Manager said: "We are delighted to have been appointed to provide cleaning services to Nexus as we

went through an extremely competitive tending process. We're looking forward to starting the contract; it's an exciting time for us as we can showcase how professional and innovative the Cleaning Services team is. The supervisors, housekeeper and cleaning team have been instrumental in getting things moving, and are keen to get going. We have purchased a new Sky Vac, a lightweight, high-level vacuum which can reach a height of 16m, making it easier to clean the high sections of the building.

In keeping with the Service improving its professionalism, we have recently invested in a new uniform range for all cleaning staff. We're confident this will not only provide a strong identity for the Cleaning Service on campus, but it will make staff more recognisable and everyone on campus will see the good work the team carries out."

## Staff reviews 2019

### People

The annual staff reviews are once again due to be completed by 31 July 2019. The University has a strategic aim that 100% of staff will have a staff review each year. The SRDS (staff review and development scheme) is an opportunity for you to sit down away from your workspace with your manager / supervisor and talk about what you are doing well, any issues you might have, work objectives for the next year, and how you can develop your skills further. Before your review you may want to prepare by checking your training record which can be accessed by

Employee Self-Serve.

All staff are eligible for SRDS with the exception of staff on maternity leave, long term sick, probation and anyone leaving within 12 months.

Any questions about your staff review should be directed to your line manager and more information can be found at [http://hr.leeds.ac.uk/info/28/performance\\_and\\_development/172/staff\\_review\\_and\\_personal\\_development](http://hr.leeds.ac.uk/info/28/performance_and_development/172/staff_review_and_personal_development)  
Staff without access can request a summary from their line manager.

## Successful first Brownlee festival

### Customer



Earlier this month, staff from Sport and Physical Activity (SPA) delivered the inaugural "Brownlee Centre Festival of Running", a combination running event featuring five different events 1mile, 5km, 10km, half marathon and 20 miles. The Festival of Running had a number of different aims including to host an open and accessible community running event, be a fundraiser for the Gryphons Abroad programme in South Africa, and provide an opportunity for our staff and students to give back through volunteering. Over 250 members of the community, from four year-old children to experienced runners, took

part in one of the five different races, contending with varying weather conditions to finish their respective events. Sports Volunteering Officer, Suzzi Garnett, took a group of 20 University staff through a 12-week Couch to 5K programme, who were able to see the benefit of all their hard work as they completed their first 5km distances. Andrew Lockwood, Professional Development Manager, who organised the race on behalf of SPA said; "The Brownlee Centre lends itself perfectly to safe, off-road multi-lap racing. We are really encouraged by the success of our first event and will be looking to build on this for our next one!"

## Our staff in the Spotlight

### People



It's that time when we get to celebrate our people and recognise their hard work and commitment at the CCSS Spotlight Awards. Congratulations to everyone nominated and the winners. From left to right, the winners were:  
**Innovative and Creative** - Samantha Harvey  
**Friendly, fun and positive attitude** - Response and Deep Cleaning Team  
**Trust and Respect** - Stef Galek  
**Helpful and Supportive** - Tilly Hall, Helen Loftus and Lisa Naylor.

## Our Strategy

### People

Valuing & developing our staff

### Operations

A sustainable, effective and efficient organisation

### Finance

Financial sustainability

### 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