

fd matters

CAMPUS SUPPORT SERVICES

RESIDENTIAL SERVICES

ESTATES

COMMERCIAL SERVICES

May 2012

News & Views from the Facilities Directorate at the University of Leeds.

World Class Facilities



World class. Two words that describe the Chinese Olympic team. And given that the Chinese have chosen the facilities at Leeds for a significant part of their preparation, these two words could also apply to you. In fact, the project is bringing various areas of the Facilities Directorate together in planning for the visit this summer.

Some 300 athletes and coaches - representing hockey, fencing, swimming, boxing, tae kwon do, table tennis and athletics - will descend on campus in July, prior to leaving for London for the Games themselves. The visit will be all about teamwork - on both sides. Not only will there be close cooperation between catering, sports and residences, but we are also working in partnership with Leeds City Council and Leeds Metropolitan University as well as the obvious liaison with the Chinese Olympic Committee and its representatives.

The decision to come to Leeds is a ringing endorsement to The Edge's state of the art facilities and the quality of what has become the University's flagship residence building, Storm Jameson. And with responsibility for aspects as diverse as menu selection, volunteer coordination and an Olympic garden, the Directorate is working hard to make sure the visit is a complete success.

Security for the Games has been widely reported in the national news and we will be playing our part. When this includes not only physical safety but also sourcing traceable ingredients for meals prepared by Catering staff, you know it's being taken seriously.

Of course much of the work will be going on quietly but effectively in the background, while other aspects will be much more visible. In addition to the obvious sporting activities, Estates staff plan to construct an Olympic garden in the space near the Roger Stevens Building, and if all goes to plan this should be in bloom by July. Meanwhile countdown clocks designed by Product Design Masters students have been installed in prominent spots in The Edge & Student Union as a reminder in the run up to the Games.

Preparations for the Games have actually been going on a little longer than you might imagine. Since the summer of 2008, the University's Olympics Project Officer, Matt Davison has been working to help pull things together. This year there is a particular twist as Matt notes,

"The decision to come to Leeds is a ringing endorsement to The Edge's state of the art facilities and the quality of what has become the University's flagship residence building, Storm Jameson"

"Our annual Healthy Week starts on 30 April and coincides with Universities UK week which has an Olympic theme. In addition to the usual high profile work from Catering and Sports and Physical Activity, this year our best student athletes will actually be competing in the

new Olympic stadium as part of the London Prepares test-event series".

So with staff and students alike getting involved, things are definitely building up to this summer's Games - and whether you are involved in a prominent or a lower profile role, there are opportunities to be involved. The City Council has been coordinating the recruitment of officially recognised volunteers needed for local events. The initial recruitment phase has been completed and volunteers will receive training over the next couple of months.

However, if you have some specific skills and would like to be more involved - for example you may be a Mandarin speaker - please register your interest with Matt Davison on 0113 343 4881 or at M.Davison@leeds.ac.uk. Similarly if you have a particular connection with the Games (perhaps you are running with the torch, volunteering or even know someone who is competing), let Matt know.

Meanwhile you can keep up to date with what's going on in the University's build up to the Games - including the progress of University athletes competing - by visiting www.leeds.ac.uk/olympics or following @leedsolympics on twitter.

OLYMPICS IN LEEDS What, When, Where?

> 7th July

First Chinese Olympic athletes arrive in Leeds

> 25th July

Chefs prepare to cater for around 250 Chinese athletes & officials as the pre-Games training camps hit peak numbers.

> 4th August

Last Chinese athletes say their goodbyes to Leeds

> 22nd August

Canadian Wheelchair Rugby team arrive on campus to stay in Storm Jameson Court & train at The Edge.

> 28th August

Canadian athletes depart for London 2012 Paralympic Games

REUSE SITE LEADS THE WAY IN SAVINGS



It's a very simple idea, which has simply paid off. The Reuse web site was set up in 2009 to help find homes for unwanted office furniture, fixtures and fittings across campus. In the three years since it started, the site has been used to save over 5,700 individual items or to put it another way, to save around £475,000. And that's not all - the environmental impact is a saving of 135 tonnes of CO2, so it's hardly surprising that a number of other universities are now adopting a similar system.

So what happens to items that are not reused through the web site? Well they are collected by the Handy gang but rather than going to the skip, they are now collected by a local company 'over2hills', who give them to charity. Failing this, they are either remanufactured or recycled, regardless of quality or whether items are broken. Any profit made by Over2Hills is donated to a charity of our choosing - last year we gave £1,500 to St. George's Crypt in Leeds.

See for yourself: <http://reuse.leeds.ac.uk>





WHY FACILITIES? AND WHO DO WE WORK FOR, ANYWAY?

Dennis Hopper, director of facilities, answers two important questions that staff have been asking.

I'm often asked why we formed the Facilities Directorate (FD), bringing together the old Estates and Residential and Commercial Services functions into one large group. Staff from within each of the four areas that make up the Directorate also ask me whether they still work for a particular Service (such as Estates) or whether they now work for the Facilities Directorate.

I'll try to answer both questions here. Firstly, there is a very straightforward reason for forming the Facilities Directorate – it's about efficiency. In short, about being better at doing what we do. Since the Directorate was formed, we can point to a number of examples where we have already made progress in this.

One obvious example is in that we have already established new, single teams for Human Resources and Finance & Procurement, where previously we had three (supporting Estates/Campus Support Services, RCS and SPA). This means that we can now work towards a single way of doing things rather than three different ways.

Over time closer working between services will not only help us become more effective,

(as we can share what works best and avoid unnecessary duplication), but it will also help staff development. This is because the new team structure will provide more opportunities for advancement and career development, and mean that staff can be involved in a wider range of activities. We will also be able to identify other ways of being more efficient – perhaps by sharing space, sharing staff or just by learning from each other.

“
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We already bring our management teams together regularly and are finding that this is helpful in learning from one another and sharing the best way of doing things for the benefit of our customers – students, staff and visitors. There are also four specific areas that we're working on together with teams from across the services - staff development, customer service, systems & processes, and

communications. If you are already part of one of these teams I'd like to thank you for the work that you are doing. If not, you might like to consider asking your manager how you could get involved.

We're making progress – and in some cases the Directorate is at the leading edge. For example, Estates have developed the 'SOTER system' as a tool to manage our many contractors. We are now looking to see whether this can be adopted in Residences and possibly throughout the University. At the other end of the scale, desktop computer support is currently provided differently in Residences from Estates and Campus Support Services. We are looking at how we can bring this support into line.

So – the second question. Who do you work for? Estates? Residences? Commercial Services? Or Campus Support Services? Or do you work for the Facilities Directorate? Or perhaps for the University of Leeds?

Actually it's all three. I think it is appropriate that you feel a sense of belonging to your service – and to the wider University. I also think it is fitting that you feel you can belong to the Facilities Directorate – which is, in effect, an umbrella helping to bring the four Services closer together to operate more efficiently. Working together we will be stronger and more effective.



Staff had the opportunity to try out new activities, show off some of their skills, or just improve their general well-being, at this year's Healthy Week, which ran from Monday 30 April to Saturday 5 May.

Healthy Week has been running for several years and adopts a holistic approach to wellbeing, with activities to help your physical, emotional and spiritual health. With a whole host of activities on offer, you can try your hand at indoor tennis or beach volleyball, try out yoga, pilates or zumba or attend sessions on sleep or relaxation on stress busting.

Catering ran healthy menus with a distinctly Olympic theme and hosted cookery demonstrations in the Refectory. Meanwhile budding cyclists could book training above the Cycle Hub, while there was also another opportunity to try out some weird and very wacky bikes.



Tell us what you think...

We hope you enjoy reading this first issue of FD Matters, the newsletter for staff across the Facilities Directorate. However, we'd love to know your comments – including suggestions for how we could improve it, and topics that you'd like to see covered.

If you have any comments, please email them to d.pickering@leeds.ac.uk, or post them to David Pickering, Estates Services Building, University of Leeds, Leeds LS2 9JT

....and thank you...

Thanks to everyone who has contributed to this issue – to Ian Addy, Steve Ainsworth, Jess Cordy, Matt Davison, Garth Dickson, Lynn Dyson, Donella Fernyhough, Richard Handscombe, Sophie Hodges, Mike Howroyd, Joanna Hynes, Bev Kenny, Dick Killington, Mike Leonard, Elly Owrap, Sue Pimblett, Peter Rous, Fiona Rushworth, Heather Sugden, Lisa Tyler and Janet Willis

Thanks also to Matt Hamnett and Alex Santos for the design and artwork and to Tony Glossop for much of the photography.





MOTIVATION IN RESIDENCE

Shut Up, Move On. That was the message from international motivational speaker Paul McGee as he addressed the first “Year Beginning Event” for over 50 Residential Services colleagues at Devonshire Hall earlier this year. Not that he was being rude – SUMO (Shut Up, Move On) is the title of his book, described as a ‘straight-talking guide to creating and enjoying a brilliant life’

The aim of the two day event was to give the team an opportunity to further understand and participate in the service’s future aims, objectives and targets, celebrate success and focus on the year ahead.

The team were joined by guest speakers from across the Facilities Directorate, as well as the Staff and Departmental Development Unit (SDDU) to cover strategic challenges across the services, consider values and behaviour and improve the quality of staff review and development meetings. Some of

the feedback gives an insight into what colleagues thought of the event

“
We all found the Sumo man fantastic and an inspired choice of speaker

What fun we had and what a brilliant impression it left on me

A brilliant couple of days”

Jo Hynes and Ian Robertson would like to thank everyone that attended, participated and helped to make the event a success and hope to continue to deliver the event again next year.



There will be food and drink, music and performances, plenty of activities for adults and children, a relaxation zone, a green zone and so much more. There are lots of ways to get involved – you could sing in the Staff Festival Choir, run a stall, entertain or just pop along and join in.

Find out more at
www.leeds.ac.uk/staff_festival

Question Time comes to LEEDS



It wasn’t just the food that got a grilling in the Refectory as we played host to BBC’s popular ‘Question Time’ programme on 19th April. With a panel featuring Conservative Party chair Baroness Warsi, Liberal Democrat President Tim Farron, Shadow Home Secretary Yvette Cooper, Respect MP George Galloway and Times columnist David Aaronovitch responding to David Dimbleby’s probing questions, there was plenty of lively debate. Our thanks go to the Security, Catering and Conferencing teams for helping make sure that such a high profile event went so smoothly.

WHAT’S THE STORY?

Over the next few months, we’d like to feature people from across the different services of the Facilities Directorate. So if you know someone who’s done something interesting, we’d like to know. Perhaps they’ve jumped out of a plane for charity or have an unusual hobby or skill. Maybe they’re about to get married or swim the length of Lake Windermere.

Whatever the story, please tell us about it. You don’t even need to write it – you just need to come up with the idea. Please email d.pickering@leeds.ac.uk or put something in the internal mail to David Pickering, Estates Services Building

UNIVERSITY RESIDENCES GIVEN NATIONAL SECURITY AWARD



For the second time since 2009, the standards of security and safety management in residences operated by Residential Services have been accredited with the Secured Environments Risk Management Award.

The scheme is sponsored by the Association of Chief Police Officers (ACPO) for England & Wales and is supported by the University's Security Service and local partners in Leeds.

To qualify for the award, Residential Services had to submit an evidence pack with a Crime & Disorder Statement and this was then followed up by a day-long audit visit, during which staff from all levels - site operational staff, up to Heads of Service - were selected and interviewed.

The audit looked at key criteria for organisational security management and checked staff feedback to make sure that appropriate security management principles were not just part of strategic planning but were also embedded throughout the Service's activity, and put into practice at the 'front line' on residential sites.



Flexible friends

Close cooperation is the name of the game for these people in the Helpdesk and Office Support Teams within Campus Support Services (right) as they learn one another's jobs. Cath Sheldrake, Helen Mangan and Dawn Germaine from the Helpdesk and Dot Vickers and Sally Scott from the Office Support team have been spending time learning each other's roles in order to provide a more flexible service to colleagues and customers. Not only is it bringing the two areas closer together, it is giving staff a greater appreciation of how the teams fit together in supporting colleagues. It means that they can cover for one another – and has already made it possible for Helpdesk staff to have monthly team meetings away from their work stations.



GRAVE CONCERNS SORTED!

When the grave of the University's first Vice Chancellor was found to be in less than ideal condition, two of the Estates Services gardeners stepped up to make sure it was given some care and attention. Nathan Bodington was responsible for obtaining the University's charter back in 1904 and was Vice Chancellor until his death in May 1911.

A century on, the grave at St Chad's Church, Far Headingley was becoming overgrown, so Ed Hicken and Jerry Hartley (left) made sure it was given some TLC to make it more presentable. They will continue to look after it with a quarterly visit to make sure it remains in good condition.



PRINT & COPY BUREAU ROLLS OUT ONLINE ORDERING TO STUDENTS

Following the successful launch of online ordering for University staff, the Print & Copy Bureau is shortly to extend this facility to make it available to students. Under the old system students needed to visit the Print & Copy Bureau, located in the Roger Stevens Building, in person to place their orders. Payment was taken 'over the counter' and on many occasions students would have to return to collect their printed items which proved inconvenient for many of them.

The new service enables students to place their orders and make payment on-line from any location and savings can be made with online discounts. To help them further, we will soon be offering a delivery service to outlying areas off campus to make the whole process even more convenient.

The Print & Copy Bureau provides a comprehensive printing service for the University of Leeds staff and students,

including a print management service for complex printing orders. In the first three months of 2012 we processed over 3,750 staff orders and enquiries and for the same period we processed over 4,100 student orders, generating over 110,000 pieces of printed material.

For more information visit:

www.leeds.ac.uk/pcb

Quality counts

Love it or hate it, mystery shopping is a powerful way of checking how we are doing in all kinds of areas – and the latest survey results show just how well staff in Commercial Services are delivering excellent service. Under the scheme, people experience the University's facilities as any typical customer would; the only difference is that they give scores on a number of aspects such as the customer service they receive and the experience that they have.

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With ratings of 91% in Sport and Physical Activity and 95% in Catering it's clear that we're getting a lot right

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With ratings of 91% in Sport and Physical Activity and 95% in Catering it's clear that we're getting a lot right and we'd like to thank all those staff who are working very hard to make sure that we stay at the top of our game. The Conference Sales Team have also scored 96% in a recent externally commissioned Mystery Shopping evaluation for enquiry handling and show-round skills. Your hard work is very much appreciated.



LEEDS GRYPHONS HAVE TO SETTLE FOR SECOND BEST

Following the success on home soil last year (pictured above), the Leeds Gryphons were aiming to finish the 2011/2012 season on a high by retaining the historic trophy in Liverpool, but had to settle for second place as Manchester emerged as the winners.

The Christie Championships mark

the closing sports event of the season. After the Oxford and Cambridge rivalry, the Championships, a triangular tournament between the University of Leeds, University of Manchester and University of Liverpool, are the oldest Inter-University competition on the sporting calendar and this year is the 126th year!

As ever, competition was fierce and the standard of sport very high.

Leeds put forward strong teams to match their competitive University rivals and while disappointed at not retaining the trophy, are determined to reclaim it next year.

FROM STRENGTH TO STRENGTH

THE 12TH ANNUAL ADAMSON BEQUEST

On 4th May The Edge hosted the 12th Annual Adamson Bequest – a competition to find the fittest students at the University.

Organised by the Health and Fitness team, the Adamson Bequest is a very popular event, and attracts over 100 students, who are measured for speed, stamina and strength. The overall male and female winners of the event take away £300 each, as well as gaining a place at the Red Bull High flyers event and a total of £1000 in prize money is available.

The Graham Adamson Bequest was made possible as a result of the generosity of Graham Thomas Adamson, former Director of Physical Education at the University of Leeds, who, in 1952, developed the system of fitness training known as Circuit Training.

For more information visit:

www.leeds.ac.uk/sport

DESTINATION: CHELSEA FLOWER SHOW



Visitors to this year's Chelsea Flower Show will be able to see a see how a University designed garden can help make a positive impact on the environment. The exhibit, 'Gardening for Champions' incorporates various features that any of us with a garden could use – including a miniature 'insect hotel' and habitat pile to provide a home for pollinating insects, a water management section to collect and retain rain water and a compost bin for home composting, with the intention of communicating the need for carbon capture.

Under the guidance of award-winning designer Martin S Walker, it provided an unusual project for the Design & Project Team's Danai Vrouvliani, who produced the detailed impression (pictured right) "I had recently

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I had recently completed my City & Guilds in 3D Computer Aided Design, so the timing was great
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completed my City & Guilds in 3D Computer Aided Design, so the timing was great”, she said. The exhibit will compete with other garden designs at the Royal Horticultural Society event, which is open to the public from 22 to 26 May



ACCESS AWARD GOES DOWN A STORM

Storm Jameson Court has been named as a finalist in the Access for All Tourism Award category of the prestigious VisitEngland Awards for Excellence 2012.

The awards celebrate the best of English tourism, promoting high standards and healthy industry competition, in order to help ensure England's place as a world-class destination.

The results will be announced at the awards ceremony on Tuesday 22 May 2012 in Leicester. We will have to wait until then to find out which award we will receive, but all finalists are guaranteed to receive a Gold, Silver, Bronze or Highly Commended Award

Speaking on behalf of the University, Head of Residential Accommodation, Ian Robertson said, “We are obviously delighted to have achieved a place as a finalist in this year's Awards for Excellence, as over the years we have been working hard to constantly improve the accessibility of buildings across campus. Our nomination for this award is testimony to careful planning for the construction of Storm Jameson Court and the determination we have to ensure that services we provide will help everyone using the building to feel welcome”.



VisitEngland®
Awards for
Excellence
— 2012 —

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There have been for me over the years many very bizarre, amusing and serious incidents that would make for a great soap opera – I only wish I had kept notes of them all.

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NOT THE RETIRING TYPE

PROF DICK Killington

For 31 years, Dick Killington was a warden at Henry Price, before retiring in January this year. He reflects on his experience over the past three decades:

I'm not really sure why, but in the 1980s all Hall Wardens and Flat Advisers were academics. Many of them took on the job for a short time to help their promotion to senior lecturer. I was never that cynical (although I confess it did cross my mind) and following a very formal interview, I was appointed as Flat Adviser to Henry Price Flats in 1981. However, I did secure a senior lectureship shortly afterwards!

The role of the Flat Adviser (now 'Warden') was more extensive in the 80s and 90s. With no sub-wardens, I was responsible for all room allocations and moves and was constantly called out at night and during the early hours of the morning. The student mix was different with 40% of residents being finalists, which helped first year undergraduates learn 'the ropes' very quickly.

The building had its own telephone switchboard run by the students who received and forwarded incoming calls to flat units, and its own army of university employed cleaners who kept the building in pristine condition. The cleaning staff provided extensive 'maternal help' to residents, many of whom kept in touch after they graduated.

Whilst there were differences in the 80s the offences that keep wardens busy nowadays were very much the same then. Noise, alcohol abuse, drugs and vandalism are the major problems with a minority of students. Likewise health problems, problems with student interactions and academic issues need listening skills and help from

wardens. There have been for me over the years many very bizarre, amusing and serious incidents that would make for a great soap opera – I only wish I had kept notes of them all.

The residents of Henry Price, unfortunately, gained a bad reputation amongst hoteliers and were banned from pretty well everywhere. They were accused of collecting 'trophies' including assorted silver cutlery and a chandelier as well as waking hotel residents by banging on doors in the early hours. Finding a venue for the May Ball became difficult. During Euro 96 we secured a place at a hotel in Lawnswood where on that evening hotel residents included the French football team who were playing at Elland Rd the next day. Several members of their squad gate-crashed the Ball and a subsequent accusation of alleged sexual harassment was made against a very famous mid-fielder by a student. I was up until 6.00 am with the police and the team representative. The young lady subsequently withdrew her allegation saying that she was so drunk she could remember nothing about it. It was all quite unsavoury and there were many lessons to be learnt.

On another occasion I was called out at 2.00 am by Security Staff (I have a huge admiration for personnel in Security most of whom are incredibly patient and supportive of students) and asked to come quickly to the building. When I arrived Clarendon Rd had been closed, with police cars blocking entry at both ends and a fire engine standing close by. The road was covered in debris—bottles, cartons and assorted rubbish bags. It appeared that a handful of Devonshire residents returning from the Union had started hurling verbal abuse at the building. Virtually all the residents in Henry Price responded by

bombarding them with rubbish. The students cleared up the mess and we all got back to bed.

One final anecdote. I was called out by Security one Sunday afternoon to investigate an incident in St George's field. Several male and female students had been told that part of the 'inauguration ceremony' was to streak across the field and back to their flats. It certainly brightened up an otherwise dull Sunday afternoon for me!

Many universities no longer have Wardens but it is refreshing that Leeds still sees the value that these appointments have in enhancing the overall student experience.

The job was incredibly rewarding and in many respects also shaped a big part of the administrative side of my career. I became very interested in student housing and welfare, in Residential and Commercial Services and in Estates issues. Working with colleagues in these areas was a breath of fresh air. They were all very professional, had their feet on the ground and were dedicated to getting the job done, providing an exceptional service to staff and students alike.

In January 2012 after 31 years I retired as Warden in Henry Price and am missing it already. It was a large chunk of my life. I would like to thank all those colleagues in Estates and Residential and Commercial Services for their help over the years and for making my job so enjoyable. Good luck to you all for the future.

Best wishes,

Dick Killington



CYCLE OF LIFE

By Mike Howroyd, Sustainable Development Assistant

A rise in the popularity of cycling over recent years has been partly due to its twin benefits of improved health and care for the environment. So it's not surprising that the University has been supporting initiatives to get more people on their bikes.

'An Evening of Inspiration'

Earlier this year UTravelActive welcomed three excellent speakers to talk about their personal cycling achievements.

Jim Bird told the funny and heart warming story of how he persuaded his blind fun loving mate Billy to ride the Coast to Coast on a tandem (pictured).

Gael Impiazzi amused the audience with her literary inspiration after learning to ride as an adult, relating how a whole new world opened up to her and her "Baacycle". Finally Phil Wheilden showed breathtaking views of Scotland taken whilst his Border terriers slept in a range of luxury trailers. All of which goes to show that normal cycling is simple in comparison!



UTravelActive CASE STUDY



Krystel clear on cycle training

Krystel Shelmerdine, pictured above, is a postgraduate Clinical Psychology student, who signed up for cycle training lessons with UTravelActive.

"I'd heard about the bike hire before, but not the cycle training lessons. They sounded ideal. So far I've had three lessons and we've focused on controlling the bike - cycling in circles, lifting

hands off the handlebars and looking behind me, manoeuvring and using gears.

There's an area on campus where we take the bikes for the lessons. There are people around but no traffic, so it's great for building confidence. Once my skills and confidence have developed I'll be able to cycle it a lot of the time instead. I'm really busy, so I want to do something active that isn't an extra time commitment.

“*My aim is to be able to commute by bike to my work placement.*”

It appeals to me mostly because it means I'll be fitting exercise naturally into my day. I also live on a bit of hill, which is daunting, but once I've been cycling regularly I should be fit enough to tackle it".

If you would like to learn to ride or to have training to boost your confidence on busy roads, contact transport@leeds.ac.uk or call into the Velocampus Hub.



What a load of rubbish!

The Waste Management Contract is currently being tendered in conjunction with Residential and Commercial Services. The new contract, which will take effect from 1 August 2012, will also include all the recycling initiatives as part of the University's commitment to sustainable operations.

Did you Know?

Just in case you ever wondered about the scale of Catering across campus, in the period from 1 September 2011 to 30 March 2012, the Catering team's Central Production Unit produced:

- 41,109 Hand Made Sandwiches
- 11,395 Hand Made Paninis
- 7,063 Hand Made Toasties
- 6,308 Hand Made Boxed Salads

In the same period, there were over 18,000 litres of milk consumed in the campus cafes

CLIMATE WEEK 2012



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Students and staff also participated enthusiastically in the “Biodiversity” day, helping to build over 50 new bird and bat boxes which will be distributed throughout the university site to enhance the wildlife on campus.
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This year's Climate Week, which ran from 12-16th March, saw the University's Sustainable Development Team work with LUU to organise a series of activities which focussed on the benefits of sustainability at the University and beyond. Daily themes over the five days helped to highlight the different ways the University community can contribute to making the University more sustainable, from buying local produce to getting on their bike or taking advantage of recycle schemes such as Reuse@Leeds.

Staff and students were invited to contribute ideas for a positive sustainable future at the University and share their own creative visions of what could be achieved in a sustainable University.

The week also included an exhibition showcasing current research at the University of Leeds, highlighting the high quality range of ongoing academic contributions to sustainability across faculties. Environmentally friendly entertainment was provided throughout the week from a cycle-powered sound system from “Chain reaction”. Enthusiastic students and staff were able to generate enough pedal powered energy to power several amps for live musicians to perform with, which included a 9 piece reggae band! The University's Environmental Co-ordinators and Green Impact teams attended on Wednesday to contribute their ideas and share their experiences of promoting sustainable practice in their departments.

Students and staff also participated enthusiastically in the “Biodiversity” day, helping to build over 50 new bird and bat boxes which will be distributed throughout the university site to enhance the wildlife on campus.



NEW LOOK FOR ROGER STEVENS

Estates, Campus Support Services and Commercial Services staff will be busy this summer as the interior of the Roger Stevens Building is to be given a significant makeover, following consultation with students.

The Roger Stevens Café is to be reconfigured, twelve lecture theatres are to be refurbished, new seating areas will be created and some of the toilet facilities will be renovated. In addition, the building's

original colour coding will be reinstated, and supplemented by the use of student artwork. Signage and wayfinding will be overhauled as the University addresses the concerns expressed on confusing signage, drab colours and unpleasant toilets. Built in 1970 at the height of a period of expansion for the University, the Roger Stevens Building is a Grade II listed building housing twenty-five lecture theatres and named after the University's Vice-Chancellor between 1963 and 1970.



DONELLA'S A NATURAL ENTERTAINER!

She carries responsibility for the twelve coffee bars and cafes on campus – and all the food and drink they sell – and even a brief conversation with her will convince you that Donella Fernyhough is a natural to be in catering and hospitality.

A Highland girl from several generations of farmers, Donella's childhood passion was for horses and she originally had ambitions to be a vet. However her career took a different turn and following a BA in Home Economics and Food Science from Edinburgh she went from a holiday job baking cakes at a castle on the Island of Mull, through running a restaurant to working as a chef on a private yacht, holding down the job for its full six month spell despite being seasick every day!

In addition to running the outlets, she and her staff also have responsibility for the Central Production Unit that produces many of the sandwiches sold in the cafes. "We make sandwiches today, to be consumed today", she explains, "and with food and drink throughout campus we use locally sourced and Fairtrade ingredients wherever possible"

"We make sandwiches today, to be consumed today and with food and drink throughout campus we use locally sourced and Fairtrade ingredients wherever possible"

However, it's perhaps for her ducks that she is best known. At one point she had four of them, and she and her husband would take them on holiday – something that saw her asked to appear on GMTV and in various national and local papers. Nowadays only Eilean Donan (pictured) survives, and Donella doesn't deny she's a pampered duck. Away from the workplace, Donella is a warden at Montague Burton and lists her passions as her garden, the outdoors, food and drink (especially shellfish), family and friends. Oh, and one more thing – her Christmas Day meal is normally cooked on the barbecue!



Scaffolding keeps Parkinson in suspense!

What do you do when you need to put up 70 tonnes of scaffolding to renovate the Parkinson Tower, when you know that the surrounding roof wasn't designed to support that kind of weight? Answer – you design a totally unique cantilever scaffolding system that incorporates the tower's original load bearing capacity and allows a 'birdcage' scaffold to be suspended from the belfry.

That was the problem – and the creative solution – facing the Estates Services Maintenance and Operations team, and it has created a bespoke platform for the first serious renovation in 60 years on the stone work and pointing of the 187 feet high, Grade II listed building.

What's more, you can see some of the work – and the view from the Tower – for yourself in a short video by typing 'Yorkshire Evening Post – reviving an icon' into your favourite search engine.

Things can only get better...?

Do you ever get frustrated in your work from having to follow particular processes or procedures, and think there may be a better, more effective way of doing things? If so, now is your chance to have your say. A team from across the Directorate are looking at how some processes work and already have ideas on how a number of these could be improved. From recording holiday and sickness on SAP to logging accidents, authorising overtime or using purchasing cards, the team is looking at streamlining processes to make them easier and more effective.

If you have suggestions for any processes that could be improved, please contact:

Lynn Dyson on l.dyson@leeds.ac.uk or extension 35931

+ Benefits for staff

You may already know that as a member of University staff, there are various benefits available to you – but did you know just how wide the range of benefits is? From driving lessons to dry cleaning, child care to Chinese massage, travelling around to eating out, there are literally thousands of ways you could save money.

The Benefits + booklet for 2012 was sent out to all staff recently, giving more details of various offers available. If for any reason you have not received a copy, or if you would like to more, contact the staff benefits office (Level 11, EC Stoner Building), ask your line manager or visit:

www.leeds.ac.uk/hr/benefits

LETTERS TO THE EDITOR

LETTER

Give staff a sporting chance

Dear Sirs
I'm beginning to question my membership of The Edge as the system seems to be loaded in favour of undergraduate students – certainly for the classes I am interested in.

In particular the early Tuesday morning spin class inevitably seems to be fully booked – even when I try and make my reservation from home on a Sunday morning. The only way I can get a place is to stay up until midnight when the time slots are released and with two young children that's hardly an option for me.

It might not be so bad if there were some classes starting shortly after 5 pm as I could at least attend a short session before making the journey home. Couldn't something be done to provide more classes, or at the very least to improve the booking system?

Yours
A dissatisfied member of staff

RESPONSE

I completely understand your frustrations but unfortunately our systems do not allow us to change the time at which classes become live to book. 12pm midnight, 2 days in advance is the default setting and at the moment there isn't anything we can do to change that.

However, our software suppliers are working on an upgrade which should allow this 'time in advance' setting to be changed although as yet we are unable to confirm when this will be in place.

Until the system changes, I can only advise you to book as early as possible in order to secure a place although it is probably worth pointing out that it is not unusual for people not to turn up on the day, or to cancel at very short notice. If you don't mind taking a chance it can be worth coming anyway, as the instructor will let you in if there is space.

Also, there are in fact some classes that may be of interest to you – Mondays and Thursdays at 5:30 pm, and Wednesdays at 5:15 pm.

As I say, I do understand your concerns – the demand for classes remains strong. So much so, that we already run 135 classes per week which is more than any other higher education facility in the country. We also run regular customer forums to discuss classes – and you would be welcome to attend these

Gareth Dickson
Health& Fitness Manager

LETTER

Recycled paper is a weighty problem

Dear FD Matters
I'm all in favour of recycling and always try to do my bit for the environment but when will someone on campus do

something about the disposal of recycled paper?

Bags for recycled paper are easy enough to identify, but by putting them in drums that are about 2 feet high, aren't we asking for trouble? As cleaning staff, we empty the drums regularly but it only needs one person to put a large quantity of paper out for recycling and the bag will be too heavy to move and not strong enough to hold the paper in.

This then means we have to spend time moving the paper into more bags, to spread the load. It's creating extra work for cleaning staff at a time when we're already pushed for time.

RESPONSE

I share your frustration on this one. Over recent years we have made significant progress, for example by replacing individual waste bins with communal areas, where waste can be separated into different categories. This includes the drums for collecting waste paper, which are perfectly adequate where people are disposing of small quantities of paper. However, people don't generally appreciate the weight problem caused by disposing of significant volumes of paper.

We try to educate people as and when the situation you describe, happens. We leave notes and where possible speak face to face.

Janet Willis
Cleaning Services Manager

LETTER

Dear FD Matters
I am a regular daily user of the University coffee bars, and I would like to express my concerns over the prices of the sandwiches that you sell in these areas. Are these fair prices to pay by staff and students during the credit crunch? Most places are decreasing their costs!

Interested to read your comments

RESPONSE

I am sorry that you are dissatisfied with the prices of the sandwiches we sell in the coffee bars. We do however try to balance value for money along with attempting to offer a quality service, using local suppliers supplying well sourced and safe ingredients.

The challenge is to have products that offer value and choice in a very difficult financial climate, whilst maintaining our food quality principles. These include considering the provenance of the products, food miles and the environment and using locally sourced products wherever possible. We are determined to continue to offer value to our customers, whilst maintaining the quality of the food we provide to the University of Leeds.

Kind Regards
Ian Addy
Catering Operations Manager

DONT GET ME STARTED

In each issue of FD Matters, we'd like to give you the opportunity to have your say and get something off your chest.

In this first issue Heather Sugden from Accommodation Services notes some of the problems caused by less than considerate motorists on campus:

...on Orange Zone car park. After a stressful drive in, and the potential of a stressful day ahead, the last thing you need is a stressful parking experience.

No, it's not the trees – I quite like the trees; pretty in the spring, shady in the summer. No, it's other people's parking.

“

No, it's not the trees – I quite like the trees; pretty in the spring, shady in the summer. No, it's other people's parking.

”

Why, when they arrive early do they have to take the middle bay forcing later arrivals into tricky manoeuvres? And why, when they arrive later, do they ignore all the empty bays and park in the road? And if they've got a big car, do they pull as far forward as possible so that someone can use the space behind? Oh no, they just line themselves up with the front of the mini in the next bay.

As Sartre said, “*l'enfer, c'est les autres*” (hell is other people). Because of course, it's not me, I always park perfectly ;-)

Heather Sugden

Is there an issue you feel strongly about?
Let us know by emailing d.pickering@leeds.ac.uk



Providing a push for charity pedal power!

**leeds
rag**
raise and give

Students cycling from Leeds to Paris or Berlin as part of this year's RAG activities were given a boost by some of Catering Services' suppliers, who supported the initiative by generously providing

fresh fruit and vegetables, high energy bars and drinks, chocolate and dried provisions at no cost.

There were 41 students who made the 400 mile, 6 day journey from the

Parkinson Building to Paris and 44 who cycled to Berlin. Between them, the two teams raised over £40,000 – a fantastic achievement!

Welcome to the Facilities Directorate...

We'd like to give a warm welcome to the following people who have started work with us:

Campus support

Victoria Brown and Theresa Fahy, joining as cleaning supervisors, Kwabena Agyekum, Sheryl Brammer and James Foley who have joined as cleaners

Commercial Services

Richard Delaney and Trevor Hallas, new kitchen porters in Catering, Kevin Lowther, senior recreation assistant and Michael Walker, sales and marketing assistant in Sport and Physical Activity

Residential Accommodation

Paul Johnstone, who has taken up a role as residence service supervisor



Dorota's happy bunnies

An army of helpers was enlisted to help knit Easter bunnies to raise funds for Eckersley House, a charity which provides vital support for families of sick children.

Following on from a successful initiative knitting Christmas stockings for the same charity, Dorota Gromolska sourced a pattern, and members of catering staff, their grannies, aunts, families and friends set about

producing around 60 bunnies. Most of these have now been sold but at the time of going to press, some are still available.

Eckersley House has 22 family bedrooms which provide accommodation for relatives to spend time with their seriously ill children. For more details search 'Eckersley House' or visit: www.sickchildrenstrust.org/our_houses/Eckersley_House



Staff News

Congratulations to Emma Cascarino, who has had a baby boy Bobby.

Meanwhile Gerhard Ziebol (above) has joined on a temporary basis as maternity cover for Emma in tracking the progress of jobs

Complex award for Jamie

Leeds University Union presented the Landlord Awards on the 17th of April.

The Landlord Awards were started this year to recognise and reward great landlords who make life easier for students and ensure that they have a great experience living in Leeds.



The nominations are put forward by The University of Leeds students and the categories are as follows:

- Best Deal
- Most Socially Responsible
- Safest House
- Most Responsive
- Best Complex
- Best House
- Best Large Landlord (Agency)
- Best Small Landlord (Agency)

Jamie Steel, the Residence Manager of Ellerslie Hall picked up an award for Best Complex. We are extremely proud to receive this and thank him for the effort he has put into winning this award.