

He's behind you!!

Derrick Richmond
page 6



The BUCS stops here

Moving up the table
page 6



Showing support

Charity Fund
Raiser

Back page



fd matters

December 2012

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

CAMPUS SUPPORT SERVICES

RESIDENTIAL SERVICES

ESTATES

COMMERCIAL SERVICES

SUSTAINABILITY

A SUSTAINABLE FUTURE

From October this year, a new Sustainability service has become part of the Facilities Directorate portfolio. Previously part of Estates, along with their new head the Sustainability team forms a new service, working across the whole of the Directorate, and the University more widely.

Sustainability is about addressing the social, environmental and economic considerations of all we do. For example, the whole University needs to consider issues such as energy efficiency, fair trade, providing knowledge of sustainability through our teaching, our impact on our local community, who we buy from (and what we buy) and the impact of our research.

In the coming months a key area of work will be the development of a new integrated sustainability strategy which encompasses all University activity; this includes research and teaching activity as well as operations and will aim to help the different parts of the University community to work more closely together. Once this development process begins we will involve as many people as possible, so we can reflect the diverse activity that takes place across the University.

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Try asking yourself – Can we use less energy? Can we buy less and re-use what we already have? Can we join Green Impact teams or become Environment Coordinators? Can we support each other more; sharing experience and ideas?
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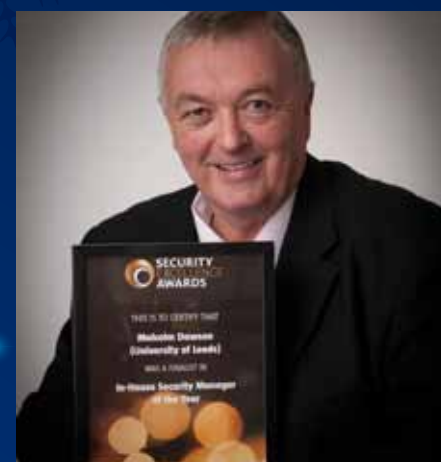
The next few months will also see the next instalment of the It All Adds Up energy campaign, working with Green Impact teams, updating the University's travel plan and a review of the current status of the Environmental Management System. Leeds already has a proud record in sustainability but the team is here to drive forward further change and to support others in making what they do at the University even more sustainable. If you have any questions or feel the team can help you, please do get in touch.

What does this all mean for the Facilities Directorate? The team's work across the University will help connect the work we do in the FD more broadly with academics and students. But there is also a role for us all to play in the everyday activity of the FD: Try asking yourself – Can we use less energy? Can we buy less and re-use what we already have? Can we join Green Impact teams or become Environment Coordinators? Can we support each other more; sharing experience and ideas? Do we know what our impacts on the environment and society are? Are we disposing of chemicals in the right way? Can we have more species of plants on campus? What do we do with our waste?

The Sustainability team would really like to hear from you; how do you think we could improve our performance in this area? You may have ideas which make small changes but doing these across the University can have a big impact.

Please email: sustainability@leeds.ac.uk with any ideas that you have or if you want more information or want to get involved.

SAFETY FIRST RECOGNITION FOR MALCOLM



Malcolm Dawson, the University's Security Operations Manager, achieved an impressive place amongst the finalists in this year's Security Excellence Awards, held at London's Hilton Hotel.

The annual Security Excellence Awards programme is designed to raise the profile of the security industry, whilst recognising and honouring the achievements of individuals who have made a significant contribution to the security market through excellence and outstanding service.

“
I am delighted that his contribution to the security of both staff and students at the University has been recognised.
”

Highly prestigious, the awards are greatly sought after in the profession for promoting the very highest of standards. This year there were no fewer than 266 entries, and to be selected as one of the nine finalists in the 'In-House Security Manager of the Year' category is in itself a huge achievement.

Head of Security, Alan Cain commented "This is an excellent achievement by Malcolm, against strong opposition. I am delighted that his contribution to the security of both staff and students at the University has been recognised."



Rising to the challenges



It's that time of year again. As autumn makes way for winter, Year 13 students throughout the UK are directing attention to their UCAS applications and the whole process of applying for university. Last year the applicants knew that they would be the first to pay the increased tuition fees and many universities – including ours – saw reductions in student numbers as a result. It remains to be seen how the coming year's recruitment will be affected by the new fees regime.

What is already clear, however, is that resources across the University will continue to be under pressure. A fall in student numbers has inevitably meant a drop in income. And although the University remains in a strong financial position, costs will need to be controlled. Services need to be flexible and adaptable – and taking action now will help ensure our continued future success. As one of the University's largest services, the Facilities Directorate has a very significant part to play in contributing to its objectives.

So how can you help? Well let's start by gathering ideas. Many people have ideas of how things can be improved, or done differently, in their own workplaces. It may be possible to save money, use fewer resources or just free time up to focus on bigger priorities. Do you see examples where you work, of things that could be done differently? Perhaps we're still using an

out of date technology? Are there things we could stop doing? If so, we'd like to hear them.

In recognising that services need to be agile, it's worth mentioning that here in the Directorate we already have flexibility built in to our workforce. By supplementing full time and part time staff with external providers and agency staff, we can adapt quickly to changes in workload, and help protect the jobs of our employees. So we remain in good shape to make a positive contribution to the University's objectives. With that in mind, you may be aware that the University's strategy is being refreshed –and the Estates and Facilities strategy is also undergoing a review. I would really like as many staff as possible to contribute to this process for both pieces of strategy work so either provide your ideas through your normal team meetings or direct to Majid Khan, Support Services Manager.

On a more operational level, we are in the middle of the University's Integrated Planning Exercise (IPE), which sets out many of the University's objectives for the coming year, and I'd like to express my thanks for the hard work done by many to put together our submission. Indications to date are that we will have some considerable cost pressures to address such as the rising energy and utility bills. All services will need to contribute and will also need to look at ways to ensure that services are focused

on the right priorities now and in the future. A key challenge for the Directorate will be to balance the need for efficient services alongside the requirement to develop and still invest in our services and move forward.

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As one of the University's largest services, the Facilities Directorate has a very significant part to play
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As the Partnership with students continues to develop, it's pleasing to note the positive impact being made by a number of student interns in the Directorate. We are benefiting from their contributions, while the experience they gain with us will improve their employability after graduation.

Finally, it only remains for me to thank you for all your hard work during 2012 and to wish you a very happy Christmas and a successful 2013. As I said at the start – it's that time of year again!

Big Campus Bird Watch

Are you interested in finding out more about the birdlife we have on campus? Why not sign up to our third annual BIG campus Bird Watch on 25th January 2013. The event is open to all staff and students and the RSPB will be on campus with an information point and leading guided walks around campus.

The Big Campus Bird Watch is organised by the Sustainability team who collate the results and monitor any changes on campus.

If you would like to know more, visit the sustainability website biodiversity pages: <http://www.leeds.ac.uk/sustainable/development/biodiversity.html> or email: sustainability@leeds.ac.uk



IT ALL ADDS UP

Have you spotted any giant red balls and 'Hotspot?' stickers across the University? If you have been left a bit confused this is 'Hotspots', part two of the 'italladdsup' campaign. Last year's (award winning) campaign was a great success, with research showing an increase from 54% to 90% of staff and students willing to take action to reduce energy.

The hotspots campaign is about converting this willingness into action by identifying areas where energy can be saved. The first part of the campaign aims to get people to pledge and work together to save energy. Michael Arthur and other senior University staff have already pledged and you can do so yourself by visiting hotspots.leeds.ac.uk. To make the pledging more interesting you can also view how different areas of the University are performing by visiting the website. It would be great to see the Facilities Directorate pushing corporate services to the top of the table!

The second part of the campaign is about engaging staff and students in different buildings to find ways to save energy. James

Dixon-Gough, Sustainable Development Officer says "Our research following the last campaign highlighted that people were increasingly willing to take action, but wanted practical examples of how to do so. Rather than try and come up with examples for the whole University we thought it made sense to work with users of individual buildings to identify hotspots and come up with practical solutions to reduce their impact". This part of the campaign will be launched in the New Year, but in the meantime if you have any suggestions for buildings you work in please get in touch at sustainability@leeds.ac.uk.

What is a hotspot?

An area of energy use that can be reduced by simple action.

Examples:

Unused equipment being left on

Procedure or practice that is leading to energy wastage

Use of personal ICT equipment

SEEN A
HOTSPOT
YET?

Making an IMPACT....

Putting customers at the heart



Support & Physical Activity (SPA) has committed to making the delivery of an 'inspirational customer experience' the department's number one priority. It's clear that our staff are one of our greatest assets in delivering an 'inspirational customer experience' although this resource was not being used to its full potential.

To address this, recruitment and training of our staff was reviewed and a customer service training programme was adopted. This programme was delivered by members of our own team who were trained to deliver modules across the whole staff team. From its launch in September 2011 and following a full

year the programme has been reviewed, using feedback from the staff, and re-launched this year as a tailor-made product for SPA called 'Impact'.

“It's clear that our staff are one of our greatest assets in delivering an 'inspirational customer experience'”

The department values are woven through the programme, which also incorporates SPA customer comments

and feedback, whilst also referencing initiatives such as Spotlight (Commercial Services reward and recognition scheme) and mystery shopping.

The programme is delivered by our own frontline staff in short sharp sessions that have become more interactive to encourage discussion - and use staff ideas on how we can continuously improve the customer experience.

We are confident that this continued investment in our staff will have a direct positive impact on our customers' experience - and ultimately the success of the department.

Events Masterclass

In 2009 the Conference Sales Team started a tour of the campus, visiting various departments to promote their services with a set of very clear objectives;

- To raise the profile of the University's conference service and highlight the skills of the conference office
- To bring events which have been outsourced in the past, back in-house
- To generate further enquiries into the portfolio of venues, and keep the phones ringing, with the ultimate aim of increasing revenue and occupancy to the benefit of the University.
- To ultimately support the University community

As with anything of any worth it is now evolving and taking new and exciting turns with these very objectives still at the heart.

The Conference Sales team, along with an army of support from our operational experts in catering, conference and residences, will be organising and delivering a number of event Masterclasses for members of the University community.

Their first Masterclass on Summer Schools has already taken place. It covered areas such as understanding which venues work for events, what support services are offered, how Summer Schools have been run in the past - and what was successful - as well as offering recommendations. It also provided a network for event organisers to share stories of their successes, and a learning environment for those new to the game!

The University Conference service offers a wealth of expertise on a variety of event types and through these Masterclasses, hopes to share this knowledge with colleagues across the University to help us all to be successful in our ultimate aim towards great service, great experiences and great value.

GREEN IMPACT LAUNCH 2012

Green Impact is an environmental accreditation scheme that empowers staff to take an active role in reducing their environmental impact. Now into its third year at the University of Leeds, last year saw the participation of 33 teams involving 243 staff across the University. Backed by the National Union of Students and the Environmental Association of Universities and Colleges (EAUC), nationally, the scheme impacted on 20,107 staff.

Green Impact is essentially managed through an online workbook, with three achievement levels, Bronze, Silver or Bonus. Each level has specific criteria that teams aim to complete.

Sam McCarthy, from the Sustainability Team says “we are hoping that this year we can reach over 40 teams, and have more of a presence in research labs. In order to provide momentum for Green

Impact, we have taken steps to ensure staff are engaged and supported in their Green Impact actions throughout the year as well as linking Green Impact to plans and policies such as the Carbon Management Plan, or the Travel Plan. One such example of this was the Big Crocus plant at the beginning of this academic year which was part of the Silver workbook criteria. This had a fantastic turnout, with over 70 people attending despite the poor weather”.

The FD saw a distinct increase in the number of new teams last year, with some 'veteran' teams being able to support the newer teams. Ian Addy signed up three years ago and successfully secured a Silver award last year for the whole of Catering Services. He said: “Some things are just admin, but others are more strategic. This means there are some things which are quite simple to implement, but

personally, it's made me realise how important these issues really are.”

“Backed by the National Union of Students and the Environmental Association of Universities and Colleges (EAUC), nationally, the scheme impacted on 20,107 staff”

There is still time to get involved, or to join your local team. For more information contact Sam on s.mccarthy@leeds.ac.uk who can talk you through starting up a team or put you in touch with an existing Green Impact team in your department.

We are... GREAT

Catering services has recently undergone a re-branding process to help convey key brand values and brand personality that are integral to the service. Together with a new visual identity, one of the outcomes has been the introduction of a new name....GREAT FOOD AT LEEDS. You will hopefully have already seen some of the branding being rolled out across the outlets such as meal deals, Refresh card and Facebook site.

In addition, we are trying to bring Great Food at Leeds to life by telling customers about the many fantastic stories we have such as work with local farmers, supporting wells in Africa and Fairtrade. This has helped to raise the profile of the new name but also give the new brand a personality by shouting about the good work we do over and above providing food and drink.

 facebook.com/greatfoodatleeds



Weekend Tilly
Captain fantastic

Interview with Tilly Hall

One of the people helping to bring the brand to life is Sales and Marketing Assistant Tilly Hall. We sent out a reporter to track her down....

> Tell us about your role

My role is relatively new within Catering this year which makes it both exciting and dynamic. My main aim is to increase awareness of Great Food at Leeds (formerly Catering Services) so customers understand who we are, what we do and ultimately encourage them to use our outlets.

We run 13 cafes and the Refectory so it can take a while to make any big changes but with the help of the new Great Food at Leeds brand we are now starting to see new labels, menu templates and signage being rolled out which is all helping to improve the consistency across the outlets and help customers understand a little more about us.

Traditional Christmas Dinner at the Refectory



Choose from the options below for each course:

- Starter- Seasonal Soup
- Main- Traditional Christmas dinner with all the trimmings or mushroom and chestnut suet (V)
- Dessert-Christmas pudding with rum sauce

PRICES
Christmas dinner £6.50
2 Course Christmas Dinner £7.60
3 Course Christmas Dinner £8.70

All Refresh card holders get 10% off Christmas dinners in The Refectory.

From the 1st December you can enjoy our delicious traditional Christmas dinner in the Refectory.

If you don't yet have a Refresh card apply for FREE at: www.leeds.ac.uk/refreshcard
Available until 19th December

SALES TEAM ATTEND VENUEMASTERS CONFERENCE



The Conference Sales Team were represented by Richard Handscombe and Harriet Boatwright at the Annual Venuemasters Conference which took place on 30 October – 1 November at the University of Warwick.

The theme for this year's Conference was "how to achieve more from your sales and marketing". Three keynote speakers delivered presentations on customer service, personal branding & overcoming challenging times. This last subject saw England Rugby and Dancing-on-Ice star Kyran Bracken speak about the similarities between business and sport - successes on the field are often mirrored by successes in the dressing room - preparation and commitment are key to success in both worlds. More similarities between rugby and the 'real world' than the sales team would ever care to admit!

It wasn't all workshops and seminars though - a Pirates of the Caribbean evening was put on for the first night and there was nearly a University of Leeds medal for best dressed - nearly but not quite - thanks to a 5 foot parrot! All finished off nicely with a dance

off and a limbo competition. Whoever said that Yorkshire people don't know how to party?

“
This last subject saw England Rugby and Dancing-on-Ice star Kyran Bracken speak about the similarities between business and sport
”

Venuemasters is a marketing consortium for Universities around the UK (currently going international) and it provides a platform for universities to promote their facilities and services as a united body. It is not just about the financial payback, it is also about the network and relationships you build with like-minded people and organisations. It creates a community with other university colleagues and we share experiences and challenges and learn from each other to help develop our individual teams and institutions.

CHRISTMAS IS COMING...



With Christmas only a few weeks away Great Food at Leeds (formerly Catering Services) have some festive treats to get you in the mood for the holiday season. You can find scrumptious mince pies in all of our cafes on campus and you can pick one up for just £1 when you buy any hot drink! Why not treat yourself?

Starbucks and Costa have also launched their exciting range of festive drinks. These include Eggnog Latte, Gingerbread Latte, Toffee Nut Latte and Praline Mocha (Starbucks) and Cinnamon Latte, Praline and Cream Latte and Honeycomb Hot Chocolate (Costa).

You can visit Starbucks at the Mezz bar (above the Refectory) and at The Edge cafe. Costa is now available at the new Waterside cafe and at Parkinson Court cafe. Remember to use your Refresh card at the cafes and get 10% off all your hot drinks

T FOOD AT LEEDS

GREAT FOOD at LEEDS

ll - Sales and Marketing Assistant at Great Food at Leeds

Another big part of my job is to encourage loyalty from our customers. The main way we try to achieve this is through the Refresh card and giving our customers great benefits. The Refresh card gives customers a convenient way to pay as well as 10% off selected items and regular promotions.

“

All of my friends assume that I get free food all the time because I work in catering. What they don't realise is I spend a lot of my day looking at images of delicious food, but not getting to eat it!

”

> What does a typical day involve?

I don't really have a 'typical' day in catering! We have so many different projects happening that each day I get to do something interesting and different. To name a few, since September I have helped promote the new Meal Deal across campus, launch the new Loyalli App so customers can collect hot drink stamps on their phone, ran a free lunch for a year competition for Refresh customers, and improved the promotion of food and drink at graduations.

> What's your favourite part of the job?

Getting to taste the products!! Seriously...., apart from sampling the occasional new products my favourite part of the job without a doubt is seeing a finished project I've been working on. Anything we do takes time to agree the concept, create the artwork, get

everything printed and then put it all up in the cafés. I love it when everything is done and I can go into a café and see the impact it has.

> What is your most frequently asked question

Do you get lots of free food?? All of my friends assume that I get free food all the time because I work in catering. What they don't realise is I spend a lot of my day looking at images of delicious food, but not getting to eat it!

> Main interests outside of work

When I'm not at work I love going to see live music and playing sport. I spend my weekends playing Hockey and I'm currently captain of Harrogate Hockey Club Ladies 1st team. We're having a great season winning lots of games and celebrating



The crocus planting was done in support of the University-wide 'BIG Crocus Plant' which took place around campus in October. Its aim is to increase the number of early flowering plants in order to provide some lovely colour on campus and a welcome snack for our campus bees when they come out of hibernation in early spring.

GREEN GOWN AWARDS 2012



The University of Leeds carbon reduction campaign 'It All Adds Up' received a Green Gown Award at the Environmental Association for Universities and Colleges (EAUC) Ceremony. The project was shortlisted against five other Universities in the 'promoting positive behaviour' category earlier this year and winning the award is a tremendous achievement.

We were also shortlisted in the construction and refurbishment category for our work on the Charles Morris Hall, which again, came up against five other institutions.

James Dixon-Gough, project leader on the It All Adds Up

campaign said "It All Adds Up involved a wide cross-section of University staff. Winning gives us the final seal of approval for the campaign, external recognition from the sector and helps re-invigorate everyone involved for next year's work!"

Organised by the EAUC, this year sees the 8th year of the awards that were hosted by the University of Birmingham. They are considered to be the most prestigious sustainability awards in further and higher education and mark a real achievement for sustainability at the University of Leeds.

PASSING THE BUCS



Sport is a major part of University life for many students and over recent years there have been some significant changes at Leeds. We catch up with Sports Development Manager Paddy Craig for an update.

With the recent changes in the fees regime, the removal of the cap on student numbers at AAB and above and the subsequent focus on universities becoming more customer-centric, various league tables are becoming ever more prominent in helping potential students make a more informed choice about their Higher Education destination of choice. "Sport" is no different and the most established measure of University sport is the BUCS (British Universities and Colleges Sport) league table, which currently focuses on how a University performs, over the course of an academic year, against all the other institutions across the sector. League tables are populated by using the aggregate of points allocated to an institution depending on their finishing position in leagues, knock-outs and individual competitions.

Through our strategy for sport and physical activity, the University of Leeds has set itself the ambitious target of becoming one of the

leading 10 UK universities for sport, using BUCS league table as the barometer for this success.

“Through our strategy for sport and physical activity, the University of Leeds has set itself the ambitious target of becoming one of the leading 10 UK universities for sport”

In order to make this target a reality, we established the LEEDS Gryphons Programme in 2009. The programme had several aims – to develop a stronger partnership between the University, LUU and our sports clubs; to develop an identity that was synonymous with performance sport at Leeds; professionalise services such as physiotherapy, sports massage and strength and conditioning, and change the culture of sport at Leeds. Since its inception, we have made progress across all three areas. We now have 17 different sports clubs who

have LEEDS Gryphons status and who are able to access the extra support that this brings. We are recognised both internally by our students and externally by our peers and now have a culture whereby our teams are able to access high level coaching, are attending training, are fulfilling fixtures and are in good physical condition.

The results speak for themselves. At the end of the 2011/12 season we achieved our highest ever number of BUCS points, narrowly missing out on 14th place. We also drew with Leeds Met in the annual Varsity competition 30-30, our most successful year ever (3 years ago we lost by nearly 30 fixtures!). We hope to use the momentum created by Varsity and see further improvement in our total BUCS points and ranking this year.

Further information can be found on the BUCS website: www.bucs.org.uk
Keep up-to-date with Leeds Gryphons online



facebook.com/leedsgryphons



[@leedsgryphon](https://twitter.com/leedsgryphon)

SHOW ME THE MONEY!

A warm welcome to Mike Ferraby who takes over as Head of Finance following the departure of Paula Lister. Mike has spent 17 years at the University in a number of finance roles ranging from Research Support Grants to Management Accounting in Central Finance. Having worked in a number of different roles at the university, he's well aware of what staff expectations are of the Facilities Directorate. Alongside his skills of putting people to sleep with a barrage of numbers and heavy artillery spreadsheets, Mike is ideally placed to take up the challenges in the current Higher Education environment.

With such varied services in the FD, he acknowledges the need to learn more about the departments he will be working with, "I have to understand the business and wide range of activities across the FD as it is a

real mix of traditional services and commercial activity. It isn't often you get an opportunity to work in a job cutting across a whole range of activities so I am excited to be joining the FD".

“It isn't often you get an opportunity to work in a job cutting across a whole range of activities so I am excited to be joining the FD”

Mike won't be needing any fitness advice from the Edge as he is a keen mountain biker who regularly spends time out in the Lake District, although he is happier coming downhill! A season ticket holder with Leeds United, there will surely be more things to cheer about at work!



DERRICK Director Extraordinaire!



Once upon a time... Derrick Richmond, a Building Technical Officer in Estates went to see a local amateur production. He and his friends didn't think much of it and thought they could do better, so Derrick started a drama group in his local Methodist Hall in Ossett. Since then he has clocked up no less than 40 years treading the boards. For the first 20 years he appeared and directed in situation comedies and has since been involved in musicals and pantomimes.

The first comedy they produced was called 'Man for the Job', picking the script from the local library and inviting people to join them. They then had to pack the group in when they 'ran out of women'! A few years later Derrick was invited to join a drama group producing pantomimes and within 2/3 years he found himself directing them. His own two daughters even became a part of the group!

“This year Derrick is producing and directing a 'Christmas Cabaret' and singing 'When Santa got stuck up the Chimney' with the cast of children”

Derrick was subsequently approached by a member of staff from York House, a Care Home in Ossett for his help to 'put on a show' for residents. Staff brought along their children and Derrick helped them produce 'Cinderella'. He had thought that would be the end of it, but the children demanded that they did it again the following year.

Today Derrick produces two shows a year to raise money for York House and his own grandchildren 'tread the boards' having taken over from his daughters!

This year Derrick is producing and directing a 'Christmas Cabaret' and singing 'When Santa got stuck up the Chimney' with the cast of children. As part of the ticket fee the audience will be fed with mulled wine, pie and peas, coffee and mince pies a little more than the average performance ticket!

LETTERS TO THE EDITOR

LETTER

I have heard a lot of people say they think the newsletter is too big and I saw it was previously a letter to the editor but why has nothing changed? Even if the size was maintained, could it not be printed on lighter paper so it feels like a newspaper?

RESPONSE

You are right that this has been a “Marmite” issue for the last 2 editions and we do listen to feedback. However, some people do like the larger size as it differentiates FD Matters from other University publications. We have looked into whether it can be printed on newspaper-type paper but unfortunately this would require a large printing press which the University does not have. We intend to do a ballot on the size issue and for the next edition will go with what the majority of readers want. I hope this clarifies the position.

LETTER

Why was the University Christmas party cancelled?

RESPONSE

The low number of confirmed bookings meant we had to take the decision to cancel this year’s Christmas party. This was particularly disappointing as we had a band and disco lined up with a sparkly dance floor and what promised to be the best party yet. We have refunded all deposits and will see what next year brings.

Madeleine’s New Challenge

Head of Campus Support Services Madeleine Aziz-Brook will shortly be starting a secondment to join the senior team taking forward the University’s One IT initiative. Madeleine is no stranger to secondments – she joined Estates in 2002 on a secondment from her position in HR and following a period of delivering change management was successful in securing a leadership role in Facilities.

One IT is a university transformational and collaborative project which will bring together the central ISS and faculty and service IT and as Madeleine notes, “While I’m excited by the prospect of this new challenge, I will miss so many colleagues and I know that I’m leaving a

very skilful enthusiastic team and a service that will always have a special place in my heart”. We wish you well, Madeleine!

“
While I’m excited by the prospect of this new challenge, I will miss so many colleagues and I know that I’m leaving a very skilful enthusiastic team and a service that will always have a special place in my heart
”

PCB HELPING KEEP COSTS UNDER CONTROL



The Print & Copy Bureau works with departments, not only to provide them with printing materials, but also to help reduce costs by managing their stock and distribution. Two separate projects have been implemented for the National Institute for Health Research (NIHR), based in Fairbairn House.

The first project consisted of a range of 10 training publications that were, on an ongoing basis, to be sent to over 100 destinations, mainly hospitals, throughout the UK. PCB now holds stocks of these items which are called off throughout the year. The department acknowledges receipt of orders, packs and distributes, and emails delivery and corresponding tracking information. Stock levels are monitored and topped up as necessary, all of which has enabled the NIHR to reduce their costs considerably.

The second project is an on-line ordering system for NIHR and its affiliates to order printing material directly from PCB. Orders

are received, acknowledged, printed to order, packed and despatched. Customers are advised when their items are due to be delivered and tracking details are also provided. The aim is to reduce administration and storage costs for NIHR.

“
The Print & Copy Bureau works with departments, not only to provide them with printing materials, but also to help reduce costs by managing their stock and distribution.
”

These types of service are available to all departments. Our efficient systems enable us to improve customer service at very little extra cost with the obvious benefit to PCB of securing the printing work. Well done to Lisa Mitchell and the team.

The 12 days of FITNESS

Full access to The Edge facilities for 12 consecutive days in December. A perfect early Christmas present for friends and family!

Speak to the Sales & Marketing team for more information!

the EDGE
FITNESS | SPORT | WELLBEING

www.leeds.ac.uk/theedge
www.facebook.com/theedge.leeds

UNIVERSITY OF LEEDS

Urgent is Normal!

No delivery date is too short or too far away. An order for 2,000 A5 colour leaflets was received in at 8.50am on 8th November for delivery to St Ives in Cambridgeshire by midday 9th November. The order was raised and printing began at 10.10am. The high volume presses in PCB run at 4,000 sheets per hour, so by 12.00 noon the job had been printed and packed ready to be despatched overnight and be received in good time. Well done to John Grant and the team.

fdmatters Editorial Panel

An editorial panel has been brought together to collate stories and produce the quarterly FD Matters publication. If you have a story, event or achievement that you want to share, then please get in touch with the service contacts below

Estates - Jane Holmes
Campus Support Services - Eloise Oworm
Commercial Services - Matt Hamnett or Susan Pimblett
Residences - Sophie Shand
Sustainability - Mike Howroyd

HELPDESK HELP CHILDREN IN NEED



One daring member of the Helpdesk Team (right) decided to shave all her hair off to raise money for Children in Need. Helen Mangan made the brave decision to have her long hair shaved off in order to donate her locks to The Little Princess Trust charity, which makes wigs for children who have lost their hair through illness. So far Helen has raised £880 and is still accepting donations! Absolutely brilliant contribution – thank you Helen!

“Helen Mangan made the brave decision to have her long hair shaved off in order to donate her locks to The Little Princess Trust charity”

Whilst Helen was having her hair shaved the rest of the Helpdesk Team have pulled out all the stops again and raised £316.50 with sales of home-made buns and savouries, a raffle and Count the Sweets competition. Can't wait for next year to see what this team will do!



PEDALLING FOR PUDSEY

The Edge Super Sprint Triathlon took place on Friday 16th and Saturday 17th November to raise money for Children in Need. Over 42 competitors took part in the event, from total beginner to the seasoned triathlete with each participant completing a 400m swim, 10k cycle and 3km run either as part of a team or as an individual.

Thanks to the generosity of our members £1452 was raised over the two days.

“What a fantastic opportunity for members to try something different. The atmosphere throughout the day was electric. A huge thank you must go to all the staff and volunteers who made it possible. Here's to the next event.”

LOCK IT OR LOSE IT



Bike security is a concern across and beyond campus and the 'Lock it or Lose it' campaign ran in October to improve bike security by providing discounted bicycle locks along with advice and bike security tagging for staff and students.

It was a highly successful collaboration between Sustainability and Security, alongside the UTravelActive programme, the Knowledge campaign and LUU. The teams came together to hold an all-day event promoting bike and personal security on and off campus. With the local Police Liaison Support Officer Matt Guy and Conor Walsh, the UTravelActive student placement based in Sustainability on hand (pictured), the event resulted in a hundred subsidised D-locks being distributed and the Police and the Knowledge campaign signing students up to personal security schemes.

Similar initiatives are planned for the future to continue to raise awareness and improve cycle and personal security, supporting staff and students to safely choose sustainable and healthy travel.

RUNNING ON TYNE



Bob Douglass, Energy Officer certainly needed lots of energy to complete the Great North Run which he undertook earlier this year.

He had not done any running previously, but over a few pints in the pub with three of his friends who had already signed up for the event, they convinced him to join them.

Having started to train, and encouraged by two Estates colleagues, Tony Peace and Angela Cochrane, all three of them ran together, pushing Bob to run further and faster as time passed. Bob was one of the 55,000 runners poised outside Newcastle University running 13 miles to the finish at South Shields on the coast road.

In the process he raised £300 for the Guillain Barre Syndrome Support Group. Guillain

Barre Syndrome is a rare post viral condition which attacks the nervous system. As his mother in law has the condition, Bob has seen it at close quarters and the effects it has on the person and their family.

Much of the money was pledged by his colleagues from Estates, although some contributors added a proviso, that he completed the 13 miles in less than 2 hours.....so no pressure! Bob in fact finished the 13 miles in 1 hour 49 minutes!

There has been some talk of Bob doing it again next year...yes, another conversation in the pub....watch this space!

SHOWING SUPPORT



Well, as the nights have begun to draw in, we have found that the staff and families of staff here at Great food at Leeds are very busy with their knitting needles, as once again we knit Christmas stockings and baby snowmen for our chosen Charity - The Sick Children's Trust. We support Eckersley House which is attached to the LGI, where families receive support when their very sick children have treatment at the hospital.

Everyone has been helping - The Chef's grandma, young knitters and even the Refectory manager (who has to have her handiwork 'titivated up' by a better knitter!!) Our help for our charities doesn't stop there, as the Coffee Shop staff once again are supporting Radio Aire with their 'presents for children campaign'. They kindly ask for donations of a toy which is gifted to children who may not otherwise receive a gift from Santa.

Finally - we have had a terrific response to our collection of luxury food items for our Christmas Hamper Raffle, so many of the staff have kindly donated to this, and this year the funds are being donated to Breast Cancer - a charity very close to our hearts this year, as a member of our staff has been receiving support.

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Raffle tickets will be on sale soon, and the hamper is looking fantastic! Here's hoping we have a fabulous response to the raffle and raise lots of money.

50 Cleaners get 100% Attendance Certificate

Following feedback from the Staff Survey, Cleaning Services have started to award a certificate to staff with 100% attendance within a 12 month period. Well done to the 50 cleaners who received their attendance certificates last month.



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