

THE UNIVERSITY OF LEEDS

Facilities Directorate Senior Management Team

Report of the meeting held on 23 January 2017

1. **Director's Report**

1.1 **University Executive Group discussions:** The group received copies of the UEG agendas from 24 November to 12 January, and were updated on the following issues:

- Professionalising support services;
- Teaching Excellence Framework (TEF2) submission;
- Provisional student numbers for 2017/18;
- Online Distance Learning update;
- Statute update.

1.2 **Priorities for FD Marketing and Comms:** The group were asked to feedback any comments to Sue Pimblett regarding the proposed strategy:

- a) Short term improvements to websites across the FD, in particular the Estates website and homepage signposting for the FD website;
- b) End-to-end service project – assisting with customer journey mapping, to ensure that the new website responds to how customers want to access online services;
- c) Signage across campus – consistency of physical signage on buildings and improvements to digital wayfinding;
- d) Supporting Faculties/Services with internal communication to promote their capital projects;
- e) Consistency in internal communications – supporting managers and service teams in establishing processes to improve staff communications.

2. **Commercial and Campus Support Services Report**

- a) A new Head of Retail Catering has been appointed;
- b) The refresh of the Sport and Physical Activity Strategy is ongoing, and involves a comprehensive consultation with internal and external stakeholders and key conversations with internal staff teams and senior leadership. The focus of the refresh is on wellbeing and physical activity.
- c) The official opening of the new cycle circuit and refurbished pavilion at Bodington playing fields is being planned to take place in April;
- d) A cleaning specification for external grounds is being developed in consultation with colleagues in Estates;
- e) Critical incident management planning is being reviewed to establish a clear process to update CIMP information and record-keeping, and a clear system and responsibilities for managing and responding to critical incidents.

3. **Estate Services Report**

- a) The re-aligned Operations structure in Estates has been communicated to the team and is now being rolled out to key customer contacts. A recruitment exercise for the new senior positions in the re-aligned structure will begin in February;
- b) Progress remains slow with implementing the fire compliance audit's recommendations. The University has recently appointed a Senior Fire Safety Officer;
- c) The GSC project remains at risk as the progress of some activities is significantly behind the contract programme. Engie have been asked to provide a fully revised programme;
- d) An emergency response protocol in Estates is in the first stages of development. It is proposed that a nominated Estates Emergency Coordinator will be on call at all times for incidents which impact significantly on estates related issues;
- e) Three providers have been shortlisted for the CAFM project; demonstrations days will take place in February and March.

4. **Residential Services Report**

- a) Electricity costs are being closely reviewed and monitored as they have been significantly higher than forecast (particularly in November);
- b) A Quality and Systems Manager is being recruited to support and maintain the ISO9001:2015 standard for Residential Services. A Residence Refurbishment and Development Manager is also being recruited following Tony Hall's retirement in January;
- c) The development of the new Residential Services website is ongoing, and the inclusion of virtual viewing days and tours is currently being explored.

5. **Sustainability Report**

- a) Additional electric charging points are being installed on Level 1 of the multi-storey car park as current resources on campus have reached capacity. A fair use policy is currently being developed, and the use of an app which alerts users to move their vehicle once it is charged. The charging points for the fleet vehicles will also be relocated as a result of the ICEPS scheme;
- b) The Waste and Recycling tender has thrown up some anomalies in the reported amounts of waste currently being recycled and this is being investigated. Costs would likely to increase significantly in order to deliver the same specifications as the previous contract. It is hoped that the contract will be awarded in January/February;
- c) The Sustainability team's involvement in the delivery of curriculum work is progressing exceptionally well, with circa 7k students participating in the Creating Sustainable Future module last year. The curriculum for this academic year also includes a Community module and a project module for 2nd and 3rd year students in the School of Medicine;
- d) The first Student Sustainability Conference is being held at the University on 3 February, which involves over 40 UG and PGR students from across the Faculties presenting their work. NUS are attending with a view to replicating this at a national level next year;
- e) The Environmental Management System annual audit for accreditation begins w/c 22 February 2017, with a view to moving to the ISO14001:2015 standard.

6. **Estates Planning and Information Report**

- a) The group noted a number of space issues and ongoing projects, including consultation regarding potential off site accommodation for some areas of staff;
- b) The Estates Management Record (EMR) update is due for submission in February;
- c) Dennis Hopper requested an updated position statement regarding reciprocal leases with the LTHT NHS Trust.

7. **HR, Training & Development, Equality & Diversity, and Wellbeing Report**

- a) FD HR are working with the recruitment agency MRG for new senior roles;
- b) Josie Hastings Associates (a theatre based drama company) are developing a proposal to continue the equality and diversity and performance management training.

8. **Finance, Procurement, and IT Report**

- a) The Q2 forecast is due for central submission on 23 February, and will be discussed at the Informal FDSMT meeting on 13 February;
- b) Mark Agar will be working with key areas in the FD to address the critical issue of the increase of the failed invoice rate in excess of the set target. This will require support from all areas and stakeholders.
- c) A paper summarising the timelines for Services IPE has been circulated to FDSMT for information. The FD's financial submission is due at the end of February.

9. **FD Financial Performance Report**

The financial position of the Facilities Directorate to the end of December 2016 is a negative variance of £0.9m to the Q1 forecast surplus position.