

# THE UNIVERSITY OF LEEDS

Facilities Directorate Senior Management Team

## Report of the meeting held on 27 November 2017

### **Director's Report**

1. University Executive Group discussions:  
The group received the UEG agendas for the meetings from 12 October to 23 November, and were updated on the following issues:
  - Student education programme business case;
  - IPE guidance;
  - Office for Students regulatory framework
  
2. FD Management Group Agenda  
The following potential items for the agenda were suggested:
  - Student number planning (Strategy and Planning)
  - Feedback on liP
  - Headline feedback on FD Staff Survey
  - New leadership programme "Learning to Lead" (Sarah Gray - ODPL)
  - Digital update from FD Marketing and Comms
  - Service alignment update
  
3. Campus Capacity Issues  
An initial meeting is taking place to discuss a structured approach to assessing the impact of student number growth on campus capacity. The wider review will involve input from the FD and other University services.
  
4. Performance reports  
The group agreed that it would be helpful for the purpose of this meeting if the performance reports clearly present trend analysis of key performance indicators as a one-page glance analysis. The format of the reports will be reviewed with Lynne Cubbon at an informal FDSMT meeting.
  
5. **Commercial and Campus Support Services Report**
  - a) Marketing campaigns are targetting additional sales for student memberships at the Edge;
  - b) The new PCB printing devices are now fully operational, and are proving to be quicker yet maintain excellent quality, and all jobs are transferring to 100% pure white recycled paper with very little cost difference.
  - c) A draft of the Sport and Physical Activity facilities masterplan was presented to University Council at their away day on 21 November, which received positive and supportive feedback;
  - d) Security are working with Health and Safety and Estates Services maintenance teams to ensure the system is working for responding to critical alarms in the Faculty of Medicine. An overall review of the management of alarms across campus will take place in the longer term.

### Estate Services

- a) The procurement process for CAFM has stalled due to issues relating to commitment to resources from IT, who are now developing an improvement plan to show how they will accommodate the requirements for delivery of the preferred product;
- b) The Data Protection Act (DPA) will be superseded in May by a new version which enacts the requirements of the EU General Data Protection Regulation (GDPR). The

new DPA involves a significant shift in the way personal data is protected, which will impact on car parking records, and other areas of the FD.

#### Residential Services

- a) Two new posts have been recruited: a Quality and Systems Manager (to maintain the ISO9001:2015 standard and to support the ongoing maintenance of Rivo, Salto, StarRez, and EQMS), and a Residence Refurbishment and Development Manager;
- b) Ian Robertson will liaise with Estates regarding Clerk of Works involvement from the University in the Harrison Developments student accommodation building which is being constructed on Blenheim Walk, which will be leased by the University for an initial 10-year period from September 2018;
- c) Work is ongoing with Robert Dewar to present a new Residential Services capital investment strategy;
- d) The trial of QLess, a virtual queue management system, by the Student Services Centre will end on 8 December following problems with the calculation of waiting times and messaging on some devices. An alternative digital system is being sought.

#### Sustainability

The Director of Sustainability Services report was circulated for information, and FDSMT were asked to feedback any comments to Louise Ellis.

#### HR, Training & Development, Equality & Diversity, and Wellbeing

- a) Results indicate that 66% of FD staff completed the annual Staff Survey, which was a significant improvement on 43% last year. The in-depth analysis will be available in the next few weeks, and headline feedback will be presented at the next FD Management Group meeting;
- b) FDSMT agreed that the booking of Priority 1 staff training identified for the 2017/18 financial year can proceed. In addition, Priority 1 training where the costs are unknown, and low cost or urgent training which has not been identified as Priority 1 can be authorised to proceed at the discretion of the relevant Head of Service;
- c) The Facilities Directorate achieved accreditation against the new Investors in People standard; the first area within the University to do so. The liP assessor will meet with FDSMT in December to review the report and recommended actions;

#### Finance, Procurement, and IT

- a) The IPE process and timings for 2018 remain subject to final confirmation, but currently indicates envelope definition in January/February; submission in April; and IPE for services meetings in May/June. The emphasis on value for money and providing evidence to test the current levels of resource allocation have been signalled as important themes;
- b) The review of the investment appraisal process is ongoing. Feedback is being gathered from stakeholders which will be consolidated into a final set of templates to submit to Capital Group for endorsement, following which training on the new process and document templates will be delivered.
- c) Refresher training for relevant FD staff on the process for blocked and parked invoices will be completed by the end of November, and an issues log will be generated and addressed.

#### **FD financial performance report**

The Quarter 1 forecast was in line with the total FD plan, with key movements relating to lower student membership income in SPA, and higher utilities costs in Residences.