

THE UNIVERSITY OF LEEDS

Facilities Directorate Senior Management Team

Minutes of the meeting held on 25 January 2016

Present: Dennis Hopper, Louise Ellis, Mike Ferraby, Steve Gilley, Josie Ormston, Ian Robertson, Stewart Ross, and Michele Troughton

In Attendance: Maggie Cooper, Nicky Salmon, and Matthew Tidmarsh

1. Minutes of the previous meeting

1.1 **RECEIVED:** the minutes of the meeting held on 30 November 2015 (Agendum 1)

1.2 The group approved the minutes of the meeting held on 30 November 2015.

2. Introductions

Matthew Tidmarsh, the new Deputy Director (Operations) was introduced to the Group; he joined Estate Services at the beginning of January.

3. Director's Report

3.1 **RECEIVED:** Director of Facilities Management's report (FDSMT/15/21)

3.2 University Executive Group discussions: The group received copies of the UEG agendas from 17 December to 14 January, and were updated on the following issues:

- a) 5-Year Student Number Plans;
- b) Digital Learning Update;
- c) Update on Research Income.

3.3 Integrated Planning Exercise for services: The FD's IPE for Services paperwork was submitted within the deadlines in early January. The FD's IPE review meeting will take place on 29 January.

3.4 FDSMT away day: The agenda for the FDSMT away day on 15 February is being finalised, and will include a facilitated feedback session to review the results of the Team Accelerator Questionnaire run by the CoCompany, plus a separate session to review performance gap analysis and interventions across the FD.

4. UPDATES FROM THE SENIOR TEAM

4.1 **RECEIVED:** Commercial and Campus Support Services (FDSMT/15/22), Estate Services (FDSMT/15/23), Residential and Security Services (FDSMT/15/24), Sustainability (FDSMT/15/25), Estates Planning and Information (FDSMT/15/26), HR (FDSMT/14/27), and Finance and Procurement (FDSMT/15/28)

4.2 Commercial and Campus Support Services

- a) The PCB on-line ordering facility 'Print Cloud' is being launched in January 2016. A marketing campaign is accompanying the launch. Stewart Ross agreed to contact Craig Richardson from LTH NHS Trust regarding opportunities relating to their print services provision.
- b) The Commercial Services staff away day was held at the beginning of January and feedback has been very positive.
- c) The refurbishment in the refectory servery area is now completed. Feedback has been very good on the look and feel of the area, and on the "fresh, healthier" food offer;
- d) The cycle track and pavilion refurbishment business case will be submitted for final approval to University Council at the end of January.

4.3 Estate Services

- a) The multi-storey car park is now operational and feedback regarding the building and landscaping has been very positive. Problems relating to the clarity and positioning of the parking signage on campus are being addressed.
- b) Car parking permit applications for 2016 have been processed and permits issued. The online day parking and visitor module went live on 21 January; this allows staff to purchase and book day parking using the ParkIT system. Members of the public can pay to park on campus after 5.00 pm and all day at weekends, and University staff who have registered can park for free at these times.
- c) The Generating Station Complex contract was awarded to Engie (formerly Cofely) in December, and technical work has commenced. Site cabins will be located in the Edge Car Park from February/March.
- d) Two significant H&S issues will be reported to the University Health and Safety Committee in January - Students on the Great Hall Roof, and spotlight failure at one of the degree ceremonies in December.
- e) A workshop to review end to end processes for fire management across the University is being scheduled.
- f) Leeds City Council planners were given a tour of campus and a presentation of the masterplan which were well received, in advance of major planning applications including UIEC and NEQ.

4.4 Residential and Security

- a) Work has started with EQUAS management consultancy to achieve ISO 9001:2015 certification within the next 18 months.
- b) Research is ongoing to better understand satisfaction levels and service expectations for students with dependent family members, and pre-sessional language course students.
- c) Plans for the sale of Oxley Residence are ongoing; Cushman & Wakefield will assist in marketing the site. Dennis Hopper noted that Capital Group need to be updated on the strategy for Oxley.

4.5 Sustainability

- a) The Sustainability team are organising a community event with the aim of consulting and engaging with local stakeholders, and showcasing the work of the Facilities Directorate. Amanda Jackson will contact FDSMT members with further details in due course.
- b) The Environmental Management System continues to be rolled out with the final verification audit scheduled for the end of February. An all staff e-mail will be sent next week to raise awareness of the system and its documentation, and to ask staff to complete a 30-minute online staff training module. There is a requirement that all staff have a basic understanding of the system in order for the University to achieve certification to ISO 14001.
- c) The UTA partnership comes to an end in March. Legacy planning is currently underway and staffing implications and the link with Leeds Beckett are being considered.
- d) The Facilities Directorate has the following active Green Impact teams: Estates Building, Residences, Catering, Cleaning, Print & Copy Bureau, and HR/Sustainability. FDSMT were asked to actively encourage staff in unrepresented areas to participate.

4.6 Estates Planning and Information

A review of the future location of the Mail Room and PCB warehouse is being undertaken. Alternative locations have been identified and plans to relocate in summer 2016 are being

considered. The move is a potential enabler for the Bragg Cluster move which will release space for the Environment on Level 10.

4.7 HR

- a) A holiday/overtime tribunal will take place in May 2016 to consider 14 claims from individuals in Estates and Facilities Support which will be heard together.
- b) The FD contribution pay committee is on 8 February.
- c) Approval has been given to use the training module of EQMS; a plan to implement the system will be developed with support from ISS.
- d) Two theatre-based equality and inclusion training sessions will take place on 28 January 2016 as a further pilot for FD staff.
- e) FD HR are meeting with the Head of Occupational Health to review the support required by the Facilities Directorate going forward.

4.8 Finance and Procurement

- a) Discussions are ongoing with the Leeds Teaching Hospitals NHS Trust regarding the definition of a fair and equitable cost sharing mechanism for the operation of the GSC.
- b) Scorecards are being reviewed by FDSMT for their areas; any amendments will be included in the informal FDSMT reports which will be considered at the meeting on 7 March.
- c) A Leeds Working Together website is being launched in early February, featuring case studies of collaborative working between partners in Leeds, plus a separate area for members to share and comment on projects which are under development.

5. FD FINANCIAL PERFORMANCE REPORT

5.1 **RECEIVED:** a paper on the financial performance of the FD to the end of December 2015 (FDSMT/15/29)

5.2 The Facilities Directorate has a positive variance of £1.7m overall. The most significant movements are due to the timing of major project related maintenance costs and savings on utility costs.

6. FD STAFF SURVEY 2015

6.1 **RECEIVED:** a summary paper of the FD Staff Survey results (FDSMT/15/30a), and a paper on the University's People Management Framework RAG results for September 2014 to July 2015 (FDSMT/15/30b)

6.2 The group reviewed the summary paper of the FD Staff Survey results. Three key areas for improvement have been identified by staff: management of change; SRDS effectiveness; and performance management. The proposed draft staff communication regarding the results will be discussed further at the FDSMT away day on 15 March, and once finalised will be circulated to all FD staff. Josie Ormston noted that FD HR can support staff survey discussion sessions across the FD (similar to one previously held for Commercial Services) if required.

7. DATE OF NEXT FORMAL MEETING

12.00-2.00 pm on Monday 21 March 2016 in the Board Room, Level 13, Ziff Building

MINUTE	ACTION	RAISED	OWNER
4.5 d	FDSMT encourage staff to participate in Green Impact in areas which currently don't participate e.g. Finance & Procurement, and Security	25/1/16	FDSMT
6.2	Staff Survey communication to staff to be finalised and circulated to FD staff	25/1/16	JO