



fd matters

RESIDENTIAL SERVICES

ESTATES

COMMERCIAL AND CAMPUS SUPPORT SERVICES

SUSTAINABILITY

Spring 2019

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

CUSTOMER SERVICE EXCELLENCE®



#2023 PLASTIC FREE

UNIVERSITY OF LEEDS

In February the Facilities Directorate building took part in a 'plastics audit' conducted by the Sustainability Service. The audit involved recording and analysing the plastic waste that was generated in order to gain a better understanding of single-use plastics within the office.

Within the week long audit a total number of 782 plastic items were recorded, with 59% of these being associated with food. Full results were released in March, with the office's five biggest single-use plastic challenges identified. The Sustainability Service is currently looking for suggestions on how to solve these challenges and help the FD to become single-use plastic-free.

“The Service is also offering funding for offices and workspaces who need assistance to help them on their journey towards becoming single-use plastic-free”

CCSS RECEIVE CUSTOMER EXCELLENCE ACCREDITATION!

We're absolutely thrilled for our colleagues in Commercial and Campus Support Services (CCSS), who achieved Customer Service Excellence accreditation, last month. Customer Service Excellence®, is a government standard that recognises an organisation's commitment to putting customers first.

Stewart Ross, Director of CCSS said: "I am delighted that we have achieved this important accreditation for six of the large professional services that comprise CCSS and particularly proud of the way the teams have worked together to share best practice and integrate a customer led set of processes and systems. Thanks to all those staff involved in undertaking the preparatory work for the assessment which was considerable and all in CCSS for their ongoing commitment to making a difference to the experience of our University community on a daily basis."

CCSS, which comprises of Security, Sport and Physical Activity, Cleaning, Catering, Conferencing and Events, Print & Copy Bureau and Mailroom, and Facilities Support Services, is vital to supporting our institution and students, and was particularly praised by the accreditation assessor for achieving "eight Compliance Plus awards – an amazing achievement for a first assessment!"

As a group of Services, CCSS, has an absolute commitment and aspiration that anyone who comes into contact with the services it delivers will receive an excellent and memorable customer experience. This accreditation was chosen as it offered an opportunity to further

enhance a structured approach to customer service and to independently test the quality of service delivery.

The Customer Service Excellence® standard challenges organisations to examine their service in relation to 57 criteria that have been shown to influence customer satisfaction.

“Thanks to all those staff involved in undertaking the preparatory work for the assessment which was considerable and all in CCSS for their ongoing commitment to making a difference to the experience of our University community on a daily basis”

CCSS achieved a significantly positive result, receiving 'Compliance plus' for eight standard criteria, the most criteria that any first time participating organisation, for this accreditation, has ever received.

The Service was praised for:

- In-depth understanding of its current and potential customers
- Customer insight about customer groups to better understand their needs and preferences
- Particular efforts to identify hard-to-reach and disadvantaged groups and individuals
- Reliable and accurate methods to measure customer satisfaction

- Analysing and publicising satisfaction levels of its customers
- Policies and procedures that support the right of all customers to expect excellence levels of service
- Arrangements with other providers and partners to offer and supply coordinated services
- Developed coordinated working arrangements with our partners that ensure customers have clear lines of accountability for quality of service.

Richard Hamilton, Customer Service Excellence Manager from the Centre for Assessment commented: "Following well-coordinated preparations, CCSS at the University of Leeds was completely ready to complete its assessment against the national quality mark for excellence in customer service. This was a large project, requiring consistency across several diverse services. The outcome has provided a great opportunity for CCSS to celebrate its excellent practice and respond positively to the areas identified for development. Working with CCSS has been a pleasure for Centre for Assessment – many congratulations on your impressive achievement."

For more information about this accreditation visit: commercialcampussupport.leeds.ac.uk You'll also be able to download a copy of the accreditation brochure, which provides comprehensive examples of CCSS's work, and highlights the significant customer excellence that takes place.

Over the coming months the Service will continue to further embed this accreditation across all its areas of work.

The Service is also offering funding for offices and workspaces who need assistance to help them on their journey towards becoming single-use plastic-free. Departments and teams can apply for funding of up to £200 until August 2019. The funding will be allocated on a first come first served basis and will require justification and evidence of the cost.

We have already had teams report back to us about the positive changes they have been making. In the FD Building, the Office Support team recently took the initiative to re-stock the downstairs kitchen with metal cutlery, after an increasing amount of disposable cutlery was being used. "We were getting tired of seeing the disposable cutlery in the kitchen and knew that we could reduce the unnecessary plastic use by spending just £10" said Gursharon Dogra who organised the purchase. In addition to this, the Alumni team who, with the support of the Print & Copy Bureau, managed to divert the University from using almost one tonne of plastic packaging (920kg to be exact). They achieved this by wrapping the latest issue of their Alumni magazine in recyclable paper envelopes.

Finally, the campaign badge at the top of this story, has been finalised. The University can use the badge to help to promote relevant activities associated with the campaign. If you would like guidance on how to use the badge, or for more information on any of the topics discussed above, see the campaign web page:

<http://sustainability.leeds.ac.uk/plasticfree/> or email: plasticfree@leeds.ac.uk





I'd like to start by congratulating everyone in CCSS for attaining the Customer Service Excellence ® standard. This impressive achievement is a result of a continued focussed and dedicated approach to putting the customer first throughout all their services, and receiving one of the best initial audit scores ever received was the icing on the cake. Thank you to all the staff for their part

in helping showcase the service and setting a fantastic foundation for other parts of the FD to follow.

Exciting progress is being made with the capital programme. It has been agreed that the FD will take over full responsibility for managing operations at the University's farms. The University now owns five farms,

totalling 810 acres and the latest development at Spen Farm means that the University will be one of the leading livestock research environments in Europe. In addition, the Technology and Research Facility has received outline planning permission which will provide a research facility initially for infrastructure materials and high-speed rail but with many other large scale research activities under consideration, and Nexus, our latest flagship building, is now open, housing exciting companies such as Thought Beanie and Ver-Al. Pop in and take a look, it really is impressive.

Thank you to all the staff for their part in helping showcase CCSS and setting a fantastic foundation for other parts of the FD to follow.

One of our most important neighbours, Leeds General Infirmary, has received outline planning permission to develop their site. This development will be an important addition to the new Innovation District for Leeds, which has Nexus at its centre. Over the coming years we are likely to see many new and exciting commercial developments next to and around Nexus, on the south side of campus.

Finally, I am pleased to see momentum gathering behind the #plasticsfree2023 campaign. This is an important pledge for the University and I am proud that the FD are at the heart of the announcement and leading the changes needed.



PEREGRINES IN THE TOWER

We have once again welcomed Peregrines back to Leeds, they have again taken an interest in the nest box in the Parkinson Tower this year. At the time of writing, there has been a lot of activity, there are now four eggs on the nest, which means we should see Easter hatching. To that end, we have now got the camera back online: <http://sustainability.leeds.ac.uk/peregrines>

Environmental Management System

Following an intensive 8-day audit in February this year, the University successfully achieved re-certification of our ISO14001 accreditation. ISO14001 is the international standard that specifies the requirements for an effective Environmental Management System (EMS). This audit included a thorough examination of all of our policies, standards, procedures, guidance and compliance and aspects registers as well as a number of tours of the University facilities.

REDUCE, REUSE, RECYCLE, RESTORE



As a University we are committed to working within a circular economy model wherever possible, which means that we will maximise the value of all of our resources by adopting the 'reduce, reuse, recycle, restore' concept. We have recycling bins all over the campus to support this, but are still getting very high levels of 'contamination' in the wrong bins on campus. This might be coffee cups in the paper bins or tetra-pak cartons in the plastics, but whenever this happens, the whole bag of waste is sent into the general waste stream and will be sent for energy recovery, which takes useful materials out of the commodity stream forever.

With this in mind, over the last year, the Sustainability Service have been working with Cleaning Services to deliver an update to all cleaning services so all of our staff understand what we are trying to achieve. More recently, the Sustainability Service and the FD Marketing and Communications team have been working with our waste provider, AWM to produce a short video that

explains why we need to be using the campus bins correctly. Mike Howroyd in the Sustainability Service explains "most people want to recycle correctly, but they're not sure what to do when they're stood at the bin. The new video and messaging will help people to make sense of it and why it's so important that we get it right".

Look out for the video on plasma screens across the University. We will also have key contamination hotspots on campus that will be monitored to determine their effectiveness. This can then be used to drive future performance with our waste contract and to improve our effectiveness as an organisation.



In the last edition, we told you about Blueprint, a new framework that allows any school or service to develop tailored action plans to address sustainability challenges that are important to them. It highlights opportunities for improvements and encourages collaboration between teams. It is developed and delivered by the school or service with the support of the Sustainability Service.

Since the launch of Blueprint in October 2018, we have seen a surge in interest from schools and services across the University and now have over 34 teams who have either expressed interest or are well on their way through the Blueprint process.

Here in the FD, we have had initial discussions with all services. Many have already developed their Blueprints and are starting to work through the action plans. This includes Residences, Catering, FSS and Cleaning who were all part of the piloting phase and are progressing well. Blueprint is now being rolled out across all FD services and we want as many people involved as possible to help the University achieve its sustainability ambitions.

Jo Hynes, Deputy Director of Campus Support, has championed Blueprint from the start: "Blueprint has provided the Cleaning and Facilities Support Services an opportunity to identify sustainability challenges that are relevant to our services and important to our staff. It will create opportunities for improvement and give us a clear direction to ultimately help us meet our sustainability vision."

To find out more, please visit: <http://sustainability.leeds.ac.uk/blueprint/> or email: sustainability@leeds.ac.uk and we can put you in contact with the lead Blueprint coordinator from your service.

10 YEARS OF THE BIKE HUB



This year we are celebrating 10 years of the University Bike Hub. It started with humble beginnings back in 2009 as we obtained just 100 hire bikes using Lottery Funding. It has now expanded to being a successful collaboration with Leeds Beckett, having over 1600 visitors annually, an extensive volunteer programme and over 400 hire bikes that include Bromptons and Electric bikes.

Look out for a schedule of events and celebrations throughout the year, and join us in celebrating the progress we have made for promoting cycling on campus and across the city.



BIG TURNOUT FOR THE BROWNLEE FESTIVAL OF RUNNING

The inaugural Brownlee Centre Festival of Running, in March, saw over 250 runners compete across a multitude of distances on the University's cycle circuit. Ranging from one mile right up to 20, we welcomed a wide variety of ages and abilities; some hunting PB's or racking up long training miles for marathons, others competing for the very first time!

Sunny conditions in the morning made for PB's aplenty in the 1 mile, 5k and 10k races. 14 staff and students from the University's Couch to 5k group completed their 5k graduation run on the day, with Anna Thompson finishing as first lady in a time of 24.54! Despite rain in the afternoon, runners spirits were not dampened, neither did it stop our marshals with plenty of dancing, singing and cheering going on until the last competitor crossed the line.

Andrew Lockwood, from Sport and Physical Activity and race organiser said; "The cycle circuit lends itself perfectly to safe, off-road multi-lap racing. We are really encouraged by the success of our first event and will be looking to build on this for our next one!"

All money raised from the event goes towards our international sport development project, Gryphons Abroad; which aims to change the lives of children and young people in South Africa through sport and physical activity. If staff from the FD are interested in getting involved in some volunteering, our next opportunity is at the Brownlee Foundation Schools Mini-Triathlon day, taking place on Wednesday 22 May at the John Charles Centre for Sport. If anyone is interested, please contact Patrick Craig (p.m.craig@leeds.ac.uk).

OUR TEAMS PERFORM WELL AT BUCS NATIONALS

BUCS Nationals is the biggest indoor sporting event of the University calendar. The event took place in Sheffield in February, and saw over 5000 students take part. Leeds was well represented, with Athletics, judo, karate, swimming, Climbing, Badminton and Fencing teams all taking part. We had highlights across indoor athletics, where sports scholar Christina Nick finished 5th in the women's shot put, whilst on the track, two of our students were semi-finalists in the 60m and 400m. In Judo and karate and swimming our students won bronze medals. The women's Climbing team finished in third place overall, and along with some good results for the University Badminton team, it was a success!



Healthy Week 2019

This year's Healthy Week will begin on 17 June. We are looking forward to building on the success and popularity of last year's event. The week will be jam-packed full of activities and will provide staff with the opportunity to experience ways to improve their health and wellbeing.

COUCH TO 5K TRAINING SUCCESS!

Colleagues put through their paces on a recent training programme are celebrating success after they all crossed the finish line in their first 5k run.

In advance of the inaugural Brownlee Centre Festival of Running, Suzzi Garnett, Sports Volunteering Officer from Sport and Physical Activity, (SPA) set up an eight-week Couch to 5k (C25K) training programme.

Several colleagues signed up, walking, jogging, running and building up their stamina during their lunch breaks around Woodhouse Moor, situated right next to campus.

And the group was soon celebrating success after all the members completed the 5k run, with one of their number – Anna Thompson – winning the event in a time of 24 minutes and 54 seconds.

She said: "Crossing the finish line, the sense of achievement was incredible.

"Having a group to run with every week made getting into running so much easier. We got to know each other and supported each other during the eight-week programme, so even braving the freezing cold on a Wednesday lunchtime didn't feel like a chore! The convenience of having access to changing facilities and a park on campus made it lots easier. Suzzi did an amazing job of encouraging us and gradually training us up to run 5K – something which, in the beginning, felt near impossible, but we did it!"

Colleague Victoria Hesketh said: "When I saw the course I literally filled in and exited the form about five times. I was really nervous. I felt I wouldn't be able to do it. But then I just went for it and it was the best decision I made.

"I am starting to fall back in love with exercise and definitely am now more motivated to go out for a run or a swim."

Suzanne Glavin, Head of Sport, is thrilled the programme has been such a success and is keen to encourage more colleagues to get active as part of their working day.

Suzanne Glavin, Head of Sport, is thrilled the programme has been such a success and is keen to encourage more colleagues to get active as part of their working day.

She said: "We are really keen to provide as many opportunities as we can, directly or indirectly, for staff to think about their wellbeing and if they can be active whilst on campus, so that they feel positive about their work, their colleagues and themselves. "Getting a daily active break in the fresh air away from the office or lecture theatre we believe is good for your wellbeing and provides a boost to your productivity post-exercise."

Email sport@leeds.ac.uk for further information about the C25K programme.

Alternatively, if you want to get into running or reignite your motivation to start again, why not get involved with the Get Out, Get Active Programme. There are two wellbeing run sessions each week, on Tuesday and Thursday lunchtimes. All runs are in groups of similar ability. If running isn't your thing, read more about the social sport programme below, which is full of opportunities for staff and students alike.

SOCIAL SPORTS OPPORTUNITIES FOR STAFF



Did you know that the University has a long standing social sports programme that is open to staff? We offer a varied social sport programme, with the chance to participate in both social leagues or the more relaxed "turn up and play" sessions. Currently, over 700 students and staff take part in social sport and it is a wonderful way to be involved in non-competitive sports both on campus at The Edge, or at one of our other sports facilities including Sports Park Weetwood and Bodington Playing Fields.

Currently, we have a partnership with the FA (Football Association) and BUCS (British Universities and Colleges Sport) which provides support and funding for our social sports programme. Leagues are run on a semester-to-semester basis, culminating in play-off games at the end of each semester to decide the overall winner. At the end of the year, the final winner of the play-offs get the opportunity to represent

the University of Leeds against rivals Leeds Beckett in the Social Varsity tournament in May.

There are five social league programmes available to take part in;
5-a-side football (un-officiated, male and female)
5-a-side football (officiated, male)
7-a-side football (officiated, male)
11-a-side football (male)
7-a-side netball (male and female)

If you don't want to join a team you can just turn up and play, there's no weekly commitment and players can partake as often as they like, fitting sessions around work and home. They are aimed at everyone, no matter your age, gender or ability and are a great chance to have fun and blow off some steam. For more information visit: <https://sport.leeds.ac.uk/leeds-sport/social-sport-at-the-university-of-leeds/>

Balancing Life Survey

Each year Sport & Physical Activity conduct a survey to learn more about the activity and wellbeing levels of staff and students at the University of Leeds. These results help us to work with faculties and individuals to create opportunities for people to be more regularly active.

This year's survey runs from 29 April - 19 May and we'd like to encourage all staff to take part in it. To complete the survey visit sport.leeds.ac.uk/health-wellbeing/balancing-life-survey

Leeds Sport Awards

In February sport at all levels across Leeds was celebrated at a glittering ceremony at the First Direct Arena in Leeds. The 16th Leeds Sports Awards saw 22 awards handed out in front of more than 800 people, including the likes of Boxing World Champion, Josh Warrington, and Olympic and Commonwealth medallist, Nile Wilson. The awards celebrate sporting achievements and recognise the contribution of coaches and volunteers from elite performance to grass roots sport. The University Netball Club were crowned winners of the Student Sport, Special Contribution Category, The University of Leeds Boat Club were Highly Commended for the Student Sport and Special Contribution Category. Sports Scholar and triathlete, Sam Dickinson, was a finalist in the Senior Achievers, Sportsman Category. A huge congratulations to everyone involved. Your achievements over the past year have been outstanding!

The awards celebrate the achievements and contributions across the city, including grass roots, professional clubs and athletes, right through to coaches, administrators and volunteers, and it's fantastic that the University is part of this.



CHARITY UPDATE

As the financial year draws to an end for this year's FD Charities, Candlelighters and Bambisanani Partnership, we'd like to say a huge thank to all staff who have supported and contributed to fundraising events and activities over the last few months. We have raised a phenomenal £13,000 to date.

Our charity for 2019/2020, starting in June will be MIND, and of course we will be continuing to support the Bambisanani Partnership too.



Project Online



Estates are currently developing a new project management system called 'Project Online'. Project Online is a web-based management system that will be used to support the management of projects and record project information for the purpose of tracking progress and communicating to the people who need the information. The benefits of using an online-based project management system include making information more readily available to those who need it, reducing the need for manual data entry, strengthening collaboration between teams and streamlining reporting.

“Online is a web-based management system that will be used to support the management of projects and record project information for the purpose of tracking progress and communicating to the people who need the information.”

It is currently in the development stage and will go live in summer 2019. An early preview of the system is planned in May to allow users to feedback on the system, and training will be provided to users before we go live. Should you have any questions regarding Project Online, please contact James Robson. J.Robson2@leeds.ac.uk

New cafés open on Campus



The Great Food at Leeds (GFAL) portfolio continues to expand with the addition of two new cafés, Affine (pictured above) and LOMA Express, on campus this spring. Great Food at Leeds' latest café, Affine, welcomed customers through its doors early in March. The new contemporary space, based at Nexus, is a boost to the portfolio of campus cafés, and is more than just a place to grab a bite. Affine will offer a breakfast and brunch menu as well as hand-crafted grab and go products made fresh each day. Coffee lovers will also appreciate the selection of single estate coffees from local roasters Darkwoods.



LOMA Express at the School of Dentistry is the little brother of LOMA. Located on level six of the Worsley building, the café will provide a range of grab and go food and drinks. Working collaboratively with the School of Dentistry, the café has been designed to meet the needs of the students with ample seating areas that can be used outside of opening hours. With a focus on healthy, field-to-fork food options, LOMA Express will stock unique salad and sandwich combinations, and fresh herbal infusion teas and other delicious LOMA Express products made fresh each day.



deli(very) TASTE TESTING

In March customers across the university were invited to sample some of the new dishes from our Deli(very) refreshed menu. Over 30 people, including past and present Deli(very) customers, attended the food tasting session and had the opportunity to sample some of the new dishes from the refreshed menu, together with some exciting new menus. Customers commented on the vibrancy of the new menus, and were impressed with the range of food available to

order. Simon Wood, Head of Food Development said: “This year we focussed on increasing the volume of our vegan and vegetarian options, with exciting new additions such as the Tofu popcorn and Jackfruit Bon Bons. Customers will also see a larger selection of choice in our international savoury selection options too.”

The new menu will be available to order online from 29 April 2019.

“This year we focussed on increasing the volume of our vegan and vegetarian options, with exciting new additions such as the Tofu popcorn and Jackfruit Bon Bons.”

MEET THE TEAMS

In this edition we will be introducing you to two key teams in the FD

Meet the Facilities Directorate & Professional Services Health and Safety Hub



Who is in the team?

The team members supporting the Facilities Directorate are Matthew Bostridge Health and Safety Officer, offering health and safety support and advice to Maintenance and Operations. Louise Newsam, Health and Safety Officer, offering support and advice to Residential Services. Rik Hutchins, Health and Safety Manager leads on construction advice across the University, but will sadly be leaving us at the end of April. Paul Duggleby, Health and Safety Manager has just joined us and will be leading on contractor management and maintenance and operations issues.

Claire Copley Senior Health and Safety

Manager supports Commercial and Campus Support Services and oversees the Health and Safety Hub. Claire is the link with the wider University Health and Safety team. The team work very closely with the excellent Asbestos team Vicki Grimshaw and Graham Fahy (Asbestos Officers) and Tracy Senior (Team Administrator) who work directly to Len Wilson.

What work is your team responsible for?

The safety team's role is to support areas in keeping their staff and students coming into their areas, safe and healthy. Support teams to comply with health and safety legislation and University protocols. Help teams develop safety systems of work and support in health and safety training. We support the contractor management process and complete contractor inductions. We undertake inspections and accident investigation. We are the people who sometimes tell you to stop doing something if we are concerned for your or others safety.

Do you have any quirky health and safety facts to share with us?

Health and Safety is really interesting, honest! We try and myth bust and make health and safety simple for people to understand, as often health and safety is blamed for no reason. Here's a good example of this, a fish and chip shop once told a customer he could not have 'batter scraps' for health and safety reasons. There was no reason for this, it was just a casual excuse.

Meet the Energy Team



Who is in the team?

The team members are, Lisa Bowler, Energy Analyst, she uses her key analytical skills for project analysis and to ensure the University's energy bills are accurate, validated and are then approved for payment. Sarah Lodge, Energy Officer, assists in planning and delivering the Carbon Management Plan, analyses energy data to steer project focus, estimate and prove energy savings and inputs into the carbon management strategy pinpointing potential areas of waste. Jason Jutha, Senior Energy Analyst analyses, interprets and reports on the University's utility costs and consumption assisting with the University's financial forecasting, he also assists with the departments contract management, data management and Project support management. Robert Bradley, Energy Technical Officer, identifies opportunities for investment for the University Carbon Management Plan to help reduce the University's carbon emissions and water use.

Rob project manages these investments with Sarah and liaises from inception to completion but also manages the University's Automatic Meter Reading equipment, adding or removal of meters where necessary. Luke Gallagher, Energy Manager has overall responsibility for setting strategies and direction of the Energy Team and uses his key skills in energy management to track and forecast the University's energy expenditure, manage the energy budget and ensure continuous improvement.

What's the purpose of the team?

Our purpose is to waste less, pay less and ensure compliance. We:

- Manage and deliver the University Carbon Management Plan which aims to reduce carbon emissions by 35% by 2020/2021
- Project manage energy saving interventions
- Encourage and inspire energy saving actions across the University
- Use hundreds of meters to track and analyse energy usage to pinpoint wastage and seize opportunities
- Ensure the University is not overcharged by its utility suppliers
- Monitor energy markets to assess its impact on utility costs
- Adhere to all relevant compliance schemes.



HELPING THE URBAN BUZZ ON CAMPUS

Buglife's Urban Buzz is a national project to create 840 'Buzzing Hotspots' in England and Wales, to help our declining pollinators. Residential Services has been working with the scheme in Leeds, both on and off campus since 2017, and has established a Buzzing Hotspot in the area of Charles Morris Hall, and Lyddon Hall. Students and staff recently provided their own time and effort to plant 500 bee-friendly native hedgerow plants, and 1,000 bulbs between the two halls of residence, and along a new hedge planted on Back Cromer Terrace.

The Urban Buzz Hotspot links in with the pollinator-friendly Sensory Garden, established at Charles Morris Hall in 2016-18. Both schemes will also be linked to the new planting scheme currently being established around both halls of residence, and which will extend to encompass the area between the School of Earth and Environment and Stage@Leeds. The Urban Buzz scheme has now run its full two year programme in Leeds, but hopefully leaves behind a lasting legacy to be enjoyed by both pollinators and humans alike. (Further details are available: <https://www.buglife.org.uk/urban-buzz>).

BHF POP UP SHOP AT ST MARK'S



Residences continue to fund lifesaving research through their links with British Heart Foundation. Year round donations can be made by residents at all sites, and St Mark's Residences hosted a pop up shop in February 2019 to further support this great cause.

For more information on how to support this cause, see bhf.org.uk

Campus Developments update

Nexus opens for business



Following almost two years of construction, the brand new building for Nexus, a new £40m innovation hub, is officially open for business.

The Nexus team, alongside the University's Research & Innovation Service, have moved into the state-of-the-art facility, with the first members set to move in this month, ahead of the official launch in May. Nexus Director, Dr Martin Stow, comments: "After many months of

preparations, we are delighted to be moving into the new building. It's an exciting time for Nexus, as we gear up to welcome our first members into the building. We have worked hard to create the right environment, facilities and support to encourage collaboration and innovation, to ensure our members have access to the very best opportunities to develop their ideas and grow their business.

"It marks a significant milestone in the creation of a vibrant community for entrepreneurs, businesses and innovators to

come together with university researchers, professional partners and emerging student and graduate talent. These valuable collaborations will deliver commercial impact and generate economic growth."

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Following a competitive tendering process, Cleaning Services had been appointed to provide a comprehensive cleaning and daily housekeeping for Nexus. Jill Roberts, Cleaning Services Manager said: "This is an exciting opportunity for us to showcase the cleaning service as a professional and innovative team. The team include Jacquie Beaumont, Dawn Abel, Dave the housekeeper, and new cleaners, Sonny, Paige, Lovern and Fatima.

Exciting development proposals for LGI

Leeds Teaching Hospital Trust has ambitious early plans for two state-of-the-art hospital buildings on the LGI site. The first will be for world-class adult services, with facilities for day-case procedures and added critical care. The second will be an amazing, new Leeds Children's Hospital, bringing health services for children and young people together in a building dedicated to their needs. The proposals are part of an ambitious, long-term vision for the LGI called Hospitals of the Future, which aims to revolutionise health services for patients in Leeds and the wider region.

The landmark development will see LGI become the cornerstone of the new Leeds Innovation District, strengthening links between the hospital, ourselves, Leeds Beckett University and Leeds City Council. Plans for the area around the new hospital include hubs for research, innovation and technologies, office accommodation, retail, residential developments, green spaces and landscaped pedestrian walkways.

Business School EXPANSION

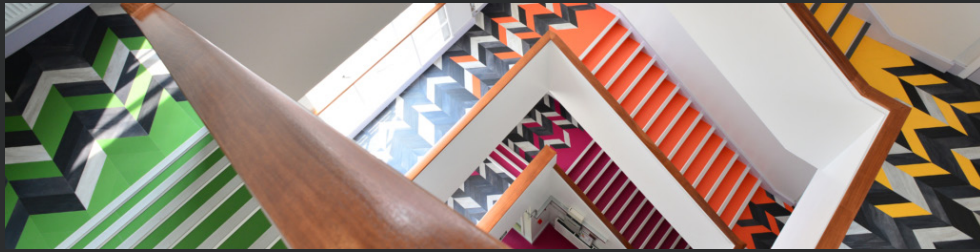


In the next few weeks we will see the completion of the Newlyn Building, phase 2 of the three-phase multimillion pound expansion of the Leeds University Business School. This new construction commenced early this year and includes the construction of a new building on Mount Preston Street, adjacent to Bright Beginnings Nursery. It will provide additional central teaching space, specifically four flat-floor teaching rooms with a capacity for 100 people and four teaching rooms each with a capacity for 36 people. To complete the expansion, construction of a second new building on the Purple Zone car park, on Cloberry Street, will commence later this year.

Green light for large-scale research plans

Last month Leeds City Council's Plans Panel gave the green light to support our application to develop a site on the outskirts of Leeds that will host large-scale research and experimental facilities.

The facilities will provide space to collaborate with industry on major research initiatives, including large-scale experiments and testing in high speed rail and infrastructure materials. The site will include our new Institute for High Speed Rail and System Integration, providing Leeds City Region with a major hub for high speed rail innovation in track infrastructure and dynamics, rolling stock technology and system integration. Plans for the scheme will continue to be developed further over the coming months.



Our award winning projects

We're committed to delivering a campus for the future but when our buildings receive external recognition for construction and design, it's especially rewarding and satisfying.

Last month, the Edward Boyle Library and the Institute for Transport Studies, were recognised for the contribution they make to the building and landscape design of Leeds, at the 2019 Leeds Architecture Awards. In addition to this Farrell and Clark Architects and Amico won in the Flooring category at the Architects Journal Specification Awards in February. The flooring scheme was part of the School of Design

refurbishment project that was completed in April 2018.

Steve Gilley, Director of Estates said: "We are delighted with the outcome at this year's Leeds Architecture Awards. To win an award and be highly commended for our work, amongst such a competitive field of shortlisted candidates, is to be celebrated. I'd like to commend all the teams both internally and externally who were involved in these projects, the awards are testament to the University's commitment to creating a campus for the future and making a positive contribution to the needs of the city, our students, staff and visitors."

To find out more about this and other developments across campus please visit: leeds.ac.uk/campusdevelopment



University Staff Survey Results

During October/November 2018, the University ran a staff survey to gather views from colleagues on leadership, management, the development of staff and working at the University of Leeds. Staff were asked to provide honest and constructive feedback about their working experience, so that we can better understand what we're doing well and where we can improve.

WHAT YOU SAID

Things that we're doing well

- Staff are proud to work at the University and would recommend their Service as a great place to work
- Staff feel valued and supported by their managers
- Staff feel that their wellbeing is supported by their managers and colleagues and are aware of the services available to them within the University
- Staff feel they work in an inclusive and supportive environment and are treated with respect by others

39% of staff from the Facilities Directorate (FD) responded to the survey (compared to a 32% response rate for the University overall) and we hope you find this short summary of the FD's overall results useful.

- Individual work objectives are agreed annually and staff understand how their objectives contribute towards achieving local plans
- Staff understand how sustainability relates to their role

Things that we can improve

- Effective management of poor performance and recognition of good performance
- Management teams offering staff the opportunity to contribute towards the development of local service plans and providing regular updates about progress in achieving the plans

- Support from leaders and managers during times of change

As you will be aware, the Facilities Directorate ran its own survey in October 2017 and local management teams have been working on actions to address the issues and concerns that were raised by staff then. The results from the recent University-wide survey will be reviewed by management teams to see where things may be improving or whether there are any other areas that might need to be addressed and incorporated into their action plans. Further details will be shared with staff in due course.

NEW EDGE COURSES STARTING IN JUNE BOOK AT THE EDGE RECEPTION!

SELF DEFENCE COURSE

AIMED AT BEGINNERS

theEDGE

WOMENS STRENGTH TRAINING COURSE

AIMED AT BEGINNERS

theEDGE

Welcome to new members of staff

Mark Bownass has joined as the Deputy Security Manager. Having been appointed into the role of Deputy Security Manager, Mark is really excited and looking forward to working with the staff and students at the University. He said: "The University is an iconic institution and a community in itself, and I intend to work hard to keep the students and staff safe and feeling safe. I have 30 years' experience working in law enforcement and ensuring that the public receive an excellent service from the police and I bring this experience and expertise to my new role at the University. I will ensure the security staff are working to the best of their abilities to support and protect all the people who attend the University in whatever role. I have a lot of links with partner agencies, such as West Yorkshire Police and Leeds City Council, which I intend to work with closely to enable me to provide a greater capability to protecting you all within the confines of the University and also in the surrounding areas, such as Hyde Park and Leeds city centre to name a few places."

Jill Roberts joined us in February as Cleaning Services Manager. "I am really excited to have joined the CCSS team, although only a few months into the role I have been overwhelmed

by the welcome, warmth and friendliness of everyone I have met. My most recent roles, at the University of Huddersfield and Meadowhall Shopping Centre, have increased my knowledge in delivering services to provide an excellent customer and student experience. I am looking forward to developing the Cleaning Service in terms of delivering high quality services, by reviewing the current Service Level Agreement and ensuring that the 350 cleaning team members have the training, equipment, methods, information and empowerment to understand what is expected of them. This will lead to raising the profile and professionalism of the Cleaning Service to deliver a customer focused experience and increase their satisfaction."

We also welcome Jo Sheen, who joins us as the new FD HR Manager. New colleagues in Residences are: Tedros George – Residence Service Supervisor at Montague Burton, Darren Gill – Kitchen Porter at Devonshire Hall, Mick Miller and Clive Milner – Night Porters at Devonshire Hall and Tara McShane – Accommodation Assistant.

Let us know if you have new team members, we'd love to welcome them to the FD in this newsletter. Email us at fdmatters@leeds.ac.uk



British Parking Awards 2019

Colleagues from the University Car Parking team attended the British Parking Awards in March. The awards recognise the leading examples of car park management, enforcement, design and team work, and are often noted as being the Oscars of the car parking world! Our Car Parking team came runners up in the Intelligent Parking

category. Support Services Manager, Majid Khan said: "For a Higher Education institution to be recognised in this category is a great achievement. I am proud of my team in delivering a fantastic service to our customers. Who knew that the University could reach the dizzying heights of the British Parking Awards!"

SRDS STAFF REVIEW AND DEVELOPMENT SCHEME UPDATE

The annual staff reviews are once again due to be completed by July 31 2019. All staff are eligible except staff on maternity leave, long term sick, probation and anyone leaving within 12 months. The University has a strategic aim that 100% of staff will have a staff review each year.

The SRDS (staff review and development scheme) is an opportunity for you to sit down away from your workspace with your manager / supervisor and talk about what you are doing well, any issues you might have, work objectives for the next year and how you can be helped to develop.

Before your review you may want to prepare by checking your training record which can be accessed by Employee Self-Serve, ESS (staff without access can request a summary from their line manager) <https://selfservice.mais.leeds.ac.uk:444/irj/portal>

Any questions about your staff review should be directed to your line manager and more information can be found at http://hr.leeds.ac.uk/info/28/performance_and_development/172/staff_review_and_personal_development

your views **matter!**

Email us your comments and feedback about FD Matters or send us your stories and suggestions to fdmatters@leeds.ac.uk

READ THE LATEST VERSION OF ACCESS NEWS

You can download the newsletter at www.leeds.ac.uk/estate_services/downloads



UNIVERSITY OF LEEDS

Access News

January 2019

Welcome to the latest edition of Access News.
It's been a busy time for the Facilities Directorate, in which we have successfully delivered a range of initiatives and improvements to campus projects. This edition provides an update of these projects, along with stories highlighting the University's continued good practice in Equality and Inclusion.

BEST PRACTICE IN EQUALITY AND INCLUSION

BSI ISO : 9001 2015 standard
Residential Services have successfully been certified and registered by the BSI for operating an ISO 9001:2015 Quality Management System that meets that standard.



The provision of service given to students with disabilities who are resident in University accommodation is included in the scope of our registration. Holding the BSI ISO 9001:2015 standard embeds good management practice in the Service and enables a process for continuous service improvement.



New British Standards
'Design for the Mind' research recommendations have assisted the BSI with the development of an update for the 2009 BS8300 standard on building access. The BSI's new standards BS 8300-1-2018 and BS8300-2-2018 have now been published. A wide range of inclusive design solution guidance already exists and this standard brings that diverse advice together to provide a definitive source of authoritative recommendations on inclusive and accessible design for the external built environment. The standards are available to view online using the following links BS 8300-1:2018, BS 8300-2:2018

Gender balance toolkit available and being used
The University's Conferences, Meetings and Events team are providing conference organisers with a toolkit/guide to encourage them to improve gender balance at conferences. The toolkit promotes sourcing speakers and panel members with a 50-50 gender balance. For a copy of the guide contact enquiries@meetinleeds.co.uk

Leodis residences Access win!
Access to steps into Leodis residences has been significantly improved following excellent collaboration between University students, the University Union and the University's Residential Services Team, who came together to lobby Leeds City Council to improve the entrance steps to access areas.

Enter the quiz!

#2023
PLASTIC
FREE

UNIVERSITY
OF LEEDS



Complete the plastics quiz, linked to the University Waste campaign and

#2023PlasticFree Pledge and be in with a chance of winning £100 Leeds Trinity gift voucher.

Question: Which four items go in general waste and CANNOT be processed through our University's recycling streams.

1. Coffee Cups
2. Paper towels
3. Tetrapak cartons
4. Crisp packets
5. Newspapers

Congratulations to the winner of the Winter quiz in the last edition, Malcolm Dawson. Email your answers to fdmatters@leeds.ac.uk by 31 May 2019.



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