We have signed up to ‘Customer First’

We have formally committed to achieving the national standard for customer service known as ‘Customer First’. After much consideration it was decided that the Customer First framework would support our vision in achieving our strategic aims. It will help us to focus more fully on our customer and the journey that they experience when using one, or a selection of our services. We are keen to build a strong customer orientated culture and help to put the University and Estates on the map as a provider of excellent customer service.

Our customers include students and visitors, as well as internal customers in other departments or in other sections of Estate Services.

Working with the standard will help to improve the way we communicate with schools and faculties as well as with each other, strengthening teams and developing relationships across the service.

We have already started on the first phase of the journey by conducting a self assessment in each area of the service and looking at how we measure against the 32 standard requirements which form ‘Customer First’. Together with your commitment and support we can achieve the ‘Customer First’ standard. We are also working in partnership with RCS who are going for the standard too.

Investors in People update

We have been very proud to hold Investors in People accreditation for the past three years. We are now due to be re-assessed so that we can continue to uphold the accreditation. Jeff Law, Investors in People Assessor, will be undertaking the review and he will be talking to a selection of staff, picked by him at random, from all sections and levels of Estate Services. This will take place from the 31st March until 3rd April, 2008. Office Services will be contacting you shortly if you have been chosen to take part in the review.

He is likely to ask you about what it is like to work in Estate Services, the communication processes and your training and development, so please tell him as much as possible because the more information he receives the easier it is for him to assess our position. It may be useful for you to take along your last staff review form, so that you can use it as your prompt and tell him what you have been working on over the past couple of years.

The standard is about investing in people for success and provides a structure for us to be able to measure whether we provide the right environment, support and training for staff so that they are able to fulfil their duties and responsibilities. You have supported and contributed to many challenging service initiatives since we were last reviewed by Jeff so do let him know how well you have done.

Welcome to the launch of our new Estate Services newsletter. We have several sources of communication across the University, but views from our staff in the last 12 months have suggested that we ought to try and improve communications across the service via a regular bulletin like this. As a result of your feedback we have developed our own newsletter to give you regular updates on what is happening specifically in different sections of Estate Services.

We want to tell people in other sections of Estate Services about what you are working on and let them know about your achievements and key service initiatives. We are hoping to issue the newsletter every term. Your input is vital to the success of the newsletter, so if you want to write an article or forward any information to be included in the newsletter please email or write to the Editor: Sophie Hodges, Service Manager (Business Support) Email: s.h.hodges@leeds.ac.uk Address: Office 1.09 - Estate Services building

Robert Sladdin, Director of Estates
Disability Discrimination Act (DDA) Audit

Maintenance and operations have been working on a stock condition audit. Running concurrently with this is a DDA access audit looking at the accessibility of our estate and access to teaching across the University. In advance of this audit there has been an extensive consultation process with the equality service, disability groups and the wider University community. Following open forum consultations and pilot surveys in Law and Electrical Engineering we are now rolling out this access audit across the academic estate with an anticipated completion date of June 2008.

Estates Finance is changing…

There will soon be a change in the way the University deals with its supplier invoices. From 1st May 2008 suppliers will be required to send all invoices addressed to Accounts Payable, EC Stoner Building, instead of individual schools and departments. All invoices received must quote a valid purchase order number. Invoices without will be returned to the supplier. For further information please contact Paula Lister, Finance Manager on Ext 37082 or email p.j.lister@leeds.ac.uk.

Cycle Crime

Cycle Crime on campus is on the increase but our security team have made some significant arrests in the last few weeks, catching different offenders caught in the act of attempting to remove cycles.

Staff and students can assist security by using the cycle racks situated around campus and the halls of residence. Cycles should be secured using a Sold Secure D. Lock. They should lock the frame to the cycling locking point and if possible secure the wheels. Do not leave your bike overnight unless in secure storage. Most importantly make a note of the make, model and serial number and any other unique identifying features.

Goodbye Maximo… Hello SAP…

We are shortly going to replace the current MAXIMO facilities management IT system and adopt the SAP IT system, which is in general use across the University. SAP will allow us to process the 5000 work requests that we receive each month and will form the basis for holding all information related to our extensive property portfolio. The SAP IT system will have a direct interface with our customer departments, which will allow them to generate their own requests and track the progress of work.

The new SAP system is scheduled to ‘go live’ at the end of April and the necessary training will be provided to Estates staff. Training will also include the ‘roll out’ of the SAP estates web notification application to departments in advance of the ‘go live’ date. After April 2008, Maximo will cease to exist.

The News

Our new website

The University has undergone a dramatic change in the redesign of the corporate website in line with the new visual identity. The business support team want to raise the profile and promote Estate Services more fully, informing everyone what we are all about and what services we offer to the University community. Having talked and listened to our customers, we hope to provide a more informed and better service. Our website has to be interesting and user friendly to ensure that our customers are able to get the most from it. The exercise to undertake the redesign of our website has

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been challenging, particularly for our IT team, who are not trained as full time web designers. There is still a lot of preparation work to complete and even though the website is in its early stages of development, we hope to launch the home pages of the website soon.

Daytime Cleaning

Cleaning is adding a new dimension to its traditional morning and evening cleaning and is reaping excellent customer feedback. The service has become more flexible with regard to the number of hours and times that staff work. Coupled with this, and in order to provide the high quality service expected by our customers we have developed new shift patterns. For example, we now clean Baines Wing and Garstang Building from 3.30pm, instead of traditionally from 5pm each day. We have also developed a daytime cleaning shift – 10.30 am to 1.30pm in Social Sciences and Charles Thackrah Buildings, which has proved very successful with customers and staff and will be rolled out to other areas of campus where it is required and will work easily with customer and service resources.

ULTIMAT - University of Leeds Time for Active Travel

The University has been awarded Big Lottery funds, through the Estates environmental office, to run an Active Travel project called ULTIMAT (University of Leeds Time for Active Travel). We work with Sustrans, the UK’s leading sustainable transport charity, to develop a bike hire scheme and encourage more people to walk and cycle to the University and in Leeds. The City Council has committed to undertake audits of main routes and infrastructure, and to provide road safety training. Other Leeds organisations are keen to get involved and Lisa Brannan, the new project manager based in the Environmental Office will play the key role in ensuring the successful delivery of the programme.

Elsewhere on campus...

Work is progressing on the Student Services Building, a new £2m Sports Hall is being created on Western Campus, and the finishing touches are being applied to the £4m biosciences refurbishment in Garstang.

Planning permission has finally been obtained for the new Earth and Environment building and costs are being finalised to allow a start on site in July.

The Design Office are working on a host of projects ranging from library refurbishment and laboratory schemes, alongside many residential construction schemes, aiming to get these ready for our busy summer period.

Sign of the times

Estate Planning and Information Office and the Capital team have been working together on an exciting project to change the face of the University - by updating maps and signage. The first stage of the project has already been implemented, in the form of new campus maps on boards around the campus.

These replaced the former segmented mapboards last summer, and have proved a great success. Many people were initially stunned by the new maps, which have taken the novel step of not having north at the top - instead, the map faces in a westerly direction, to show the perspective of the campus as seen when arriving at the Parkinson Building, which is the main entrance for visitors. The map also offers a 3-D view of buildings, picking out unusual features, to help users identify the buildings around them by their shapes on the map. These maps will be updated annually, and this summer’s update will include some buildings being denoted as assisting in way-finding, to help visitors to select a route to their destination, by looking out for major buildings that will be picked out on signboards along that route. Other planned signage includes:

- **Gateway signs** - architectural features to distinguish the 7 major entrance points to the campus, to let visitors know they have arrived at the University of Leeds. One of these gateways will be an impressive new feature at the main entrance off Woodhouse Lane.
- **Finger posts** - placed around the periphery of the campus, and at route inter-sections, pointing the way to major buildings.
- **Monoliths** - large signboards that will contain names of nearby buildings, to signal to visitors that they are near to their destination.
- **Building signs** - beside the front door, all consistent in format, giving the buildings a University of Leeds ‘signature’.

Examples of the signage proposals will be on display in the Parkinson Court in the near future for staff comments, so please have a look.
HSE Visits

Pat Caunt, HM Inspector of Health and Safety from the Health and Safety Executive (HSE) visited the University in December 07 and March 08 to discuss general safety issues and Estates contractor management systems. She will return after the Easter period to speak to contractors on site and then to the Technical Officer to see if procedures have been adhered to.

Based on Pat’s visit on the 3rd of March, typical questions she asked contractors were:

- How do you receive a request to undertake work?
- Who issues it?
- Who did you report to when you came on site?
- How are you informed about University hazards?
- What permit to work systems are in place at the University?
- Who issues the permits?
- What are the procedures for access to roofs and ducts?

Behavioural Safety update

Ian Hutchins from Pivotal Performance completed a 3 day on site behaviour assessment. He completed one to one interviews, on site observations and group forums with a selection of people from across our services. The assessment is designed to evaluate the current safety performance of the organisation and to gain a meaningful appreciation of structure, culture and performance – the elements that underpin the marking of a safe organisation.

Summary of findings:

Whilst we have safety management systems in place it appears to be missing some of the core aspects, which mainly relate to behaviours in the following:

- Clear messages from the top about health and safety, followed by visible action
- An action plan for change, developed with input from supervisors and management
- Not learning from past events – no accountability

All staff interviewed agreed that safety was a critical success factor for the business and showed a willingness to get involved and make real improvements – the challenge for our service is “how?”

Next step:

A workshop led by Pivotal Performance has been held for the senior management team. To set a clear vision and strategy plan it will be translated into local teams, with all managers and directors having safety objectives that focus on pro-active behaviour.