1. **Estate Services Report**
   a) Len Wilson, currently Head of Capital Development at Newcastle University, has been appointed as Deputy Director (Development) in Estate Services and will begin the new role in September. The recruitment process for the Deputy Director (Operations) post is ongoing.
   b) The FD accommodation project is progressing and final draft layouts are being reviewed. FDSMT and managers need to sense check the seating allocations in the plans. The current programme indicates an early November completion date for the building.
   c) A paper on the Estates Masterplan and the Capital Programme is being prepared for the Capital Group meeting in June. A strategic outline case for asbestos removal in the service ducts and plant rooms will also be considered at this meeting.

2. **Commercial Services Report**
   a) The annual customer satisfaction reports for Catering, SPA, and PCB show improvements in all areas. Tailored actions plans are being developed to close the gaps between actual results and performance targets. Identifying initiatives to address performance gaps will be one of the key elements of the CS Senior Management Team awayday which is taking place at the University of Liverpool in June.
   b) Initial discussions have taken place with Catherine Lorigan regarding the review of timetabling and participation in a teaching space strategy meeting.

3. **Residential Services Report**
   a) Negotiations have been taking place with the owners of Liberty Living, as it may be possible to shorten the term of the agreement that requires us to allocate bedspaces at Liberty Dock for the next 13 years. A change in the ownership of the operating company has made these negotiations possible. Any reduction in the term of the agreement will benefit students, because Liberty Dock has recently become a lot less popular and fewer students than ever are choosing to live there. Students now have a much stronger desire to live even closer to campus.
   b) A new accommodation management system is being sought to replace Banner for September 2016, and a new accommodation website is being developed. Both activities will need to complement the University’s new Customer Relationship Management (CRM) software. The costs quoted by central IT to interface the systems seem excessive and are under review.
   c) Ian Robertson is setting up a Facilities Directorate Equality and Inclusion Forum (Action Group) which he will chair. A paper including proposed membership and the terms of reference was circulated to the group. Meetings will take place 3 times a year and will focus on a number of achievable key objectives. The first meeting will take place in June.

4. **FM Integration Report**
   a) Discussions are ongoing with Robert Partridge about the provision of prayer facilities, including communication of facilities to staff and students, and improved signage.
   b) A series of meetings has been held with Faculty Education Service Managers about improving student communications, and a presentation was made to a meeting of the FESMs and the Student Education Services Directors about FD priorities and
improving communications.
c) The FD Marketing and Communications Team has now finalised the design of
generic hoardings for use on major capital projects. The new design will be used on
the Treasures Gallery and the multi-storey car park projects.

5. **Finance and Procurement Report**
a) Discussions are ongoing to develop the scope and strategy to take Computer Aided
Facilities Management (CAFM) forward to tender stage.
b) FD IT and the suppliers of the Enterprise Quality Management Software (EQMS) are
working on its configuration and implementation.
c) A shared services website is being developed to include examples of working with

6. **Estates Planning and Information Report**
The LTHT NHS leases review has been agreed in principle for Gledhow, Worsley, and
CSB space, plus the Clarendon Wing lecture theatre, and the legal process is now
underway.

7. **Sustainability Report**
a) The Sustainability Strategy and associated action plan has been finalised, and
Louise Ellis will arrange for the strategy to be submitted to University Council for
endorsement in due course. Both documents are available online to download:
http://sustainability.leeds.ac.uk/sustainability-strategy/
b) Monthly sustainability drop in sessions take place in the Bike Hub (or Sustainability
Garden - weather permitting) which focus on different themes each month. Further
details are available at: http://sustainability.leeds.ac.uk/event/sustainability-coffee-
break/