Report of the meeting held on 20 September 2012

1. Director’s Report
   1.1 Vice-Chancellor’s Executive Group discussions:
   a) The following papers were circulated to FDSMT for information:
      - National student survey results 2012 - update on initial headline figures. A detailed
        sector-level comparison will be produced following the publication of KIS data at the
        end of September;
      - Communications support (timetable and budget) for the delivery of the Strategy
        refresh;
      - Update on 2012/13 student recruitment;
   b) Funding agreement for 2012-13 – terms and conditions associated with the HEFCE
      grant;
   c) RSP/KRISTAL – The IT based research support process (which allows academics to
      collaborate on grant applications) will go live in November;
   d) Managing the strategy 2012-13 – process of strategic theme management and project
      monitoring.

   1.2 Integrated Planning Exercise for Services 2012/13: A series of meetings, with input from FD
      Senior Management Team and Finance, will be scheduled in the lead up to the FD IPE
      submission in early December.

   1.3 FD Management Group meeting: The group agreed the following agenda items for the
      meeting on 17 October:
      - The Partnership - LUU/UoL (Lead - Stewart Ross);
      - Integrated Planning Exercise (Lead – Dennis Hopper);
      - Estates and Facilities Strategy (Lead – Dennis Hopper).

2. Commercial Services Report
   a) Sports membership sales are slightly lower than expected, possibly due to the reduction
      in numbers of first year undergraduates;
   b) Requests for Refresh cards have more than doubled in comparison to last year;
   c) A long term strategy for café outlets on campus is being developed in response to
      increased competition;
   d) Short and long term plans are being developed for boat house facilities for LUU Boat
      Club;
   e) A computerised system for spin classes is being launched at The Edge.

3. Estate Services Report
   a) The Roger Stevens/Worsley upgrade has been handed over, and snagging/additional
      works are being undertaken;
   b) The GSC replacement project strategic briefing workshop has been delayed at the
      request of the NHS;
   c) Paul Fenwick is working on a temporary basis in the FD Health and Safety Team for a
      period of approximately 3 months;
   d) A paper on the management and control of water hygiene within Schools and Faculties
      is awaited from Lee Dewhurst;
   e) HR consultants (the HR Lounge) are carrying out a series of meetings with Estates staff
      to address a number of issues raised in the FD Staff Survey.
4. **Campus Support Services Report**
   a) Consultation with learning and teaching is ongoing regarding CTS refurbishment. A 5-year refurbishment plan is in place but does not include new technology that the University may decide to roll out i.e. lecture capture in large lecture theatres;
   b) The relocation of the Security Office to 175 Woodhouse Lane (currently used by Access and Community Engagement) has been confirmed;
   c) Regular management ‘open door’ sessions (one hour per week) are being planned for all areas of Campus Support Services;
   d) A paper on car parking enforcement (including contractors) is being developed for the University’s Health and Safety Committee;
   e) Majid Khan is attending individual FD services management group meetings to discuss ideas for the Customer Services Hub. Key findings from these discussions and wider consultation with staff and key customers will be included in a report (target date mid-November).

5. **Residential Services Report**
   a) The shortfall in forecast student numbers has resulted in voids at some residential sites. The impact on income is being calculated but it is expected that costs will be managed within budget, and that a surplus will be maintained in line with plan;
   b) The Accreditation Network UK 3-year accreditation visit is due in November, dates to be agreed;
   c) The Residential Services Strategy to provide accommodation in the medium and long term is under review. The University Housing Strategy (last updated 2007) is also being reviewed, along with the University Community Strategy.

6. **Planning and Information Report**
   a) The draft Capital Programme will be discussed with the Deans at the Capital Group meeting on 15 October. A final version is to be submitted to Council for approval in November 2012, with supporting financial information.
   b) A review of the Estate Strategy is to be undertaken in 2012/13, aligned to the refreshed University Strategy.

7. **Finance Report**
   a) Mike Ferraby, from Management Accounts, takes up his role as FD Finance Manager on 19 November;
   b) A new template for the FD Risk Register has been produced, including ‘Impact’ definitions, and is currently being reviewed by FDSMT;
   c) Year-end tasks were completed across all FD services.

8. **HR/Training and Development/Equality and Diversity/Well Being Report**
   a) Louise Ellis starts her new role as Head of Sustainability on 1 October 2012. The Sustainability team are now based in 31 Cromer Terrace;
   b) The majority of SRDS meetings have now taken place across the FD for 2011/12 which is an excellent result overall. A few outstanding meetings are being followed up with managers.

9. **FD Matters**
   The group noted that an editorial board will be set up within the FD to produce the next edition of FD Matters. David Pickering will be asked to review the draft.