THE UNIVERSITY OF LEEDS
Facilities Directorate Senior Management Team

Report of the meeting held on 23 September 2015

1. **Director of Facilities Management’s report**

1.1 **University Executive Group discussions**: The group were updated on various issues, including:

   a) **Student Education**: Key performance indicators 2015 – including details of the University of Leeds’ results in the National Student Survey (NSS) which shows continuous improvement since 2011, and significant improvement in satisfaction with the overall quality of the course.

   b) **Southwest Jiaotong University update** – an update on preparations for the launch of the Joint School in Chengdu that will allow students to study for dual awards from Leeds and SWJTU from September 2016 onwards.

1.2 **Facilities Directorate Strategic Plan**: The group were updated on various FD related issues, including:

   a) The Masterplan and summary document are nearing completion, and will be finalised in time for the FD’s exhibition stand at the University’s Impact event on 18 November.

   b) The FD Strategic Plan is being developed with separate service headings, for clarity and flexibility. The ITS Strategic Plan format will be used as a template.

   c) The Estates and Facilities Strategy is currently in draft format; the final version will include monitoring and predicting performance.

   d) The FD has an opportunity to feed into the guidance for next year’s IPE process for faculties and services, in particular capturing estates and sustainability plans.

   e) The new style FDSMT scorecards will be updated on a quarterly basis, plus an annual report in September. In addition to the standard FDSMT reports produced for formal FDSMT meetings, each service area will also produce a quarterly scorecard report which reviews actual versus target performance and includes commentary on measures to close performance gaps.

2. **Director of Commercial and Campus Support Services’ report**

   a) Lynn Cubbon will attend an informal FDSMT meeting to discuss the new style scorecards which have been developed for each area of the FD. The scorecards include revised KPIs and graphical representation of data to show year on year and/or month by month comparisons.

   b) Gemma Smales has been shortlisted for a University Business Young Leaders award; the award ceremony will be held in November.

   c) A new Refresh Card app is available to download, and can be used at all University catering outlets to pay for goods.

   d) A Creative Brand Manager, a Digital Marketing Executive, and a Communications Manager have been recruited to the FD’s Marketing and Communications team. Sue Pimblett will attend an informal FDSMT meeting to discuss the recent communications audit.

   e) Stewart Ross noted that the low mystery shopper score on the 2014/15 scorecard (80.4% actual against 85% target) has been investigated and the team are focussing on improvements in the areas identified.
3. **Head of Sustainability’s report**
   a) The final verification audit for the EMS is due in the new year. Key elements to be completed include a full internal audit, training, and correction of potential non-conformance areas. A training video is currently being produced.
   b) Discussions are ongoing regarding the University’s ethical investment policy and fossil fuel divestment. LUU is holding a referendum in December on this issue, with open debates beginning on 14 October.
   c) Work on sustainable travel initiatives is ongoing; links to alternative options will be included in communications relating to the current car parking application/renewals process.
   d) The Sustainability Service is piloting a staff mentoring scheme for the benefit of local communities. Local not-for-profit community benefit organisations are being offered the opportunity to be mentored by a member of University staff which should help them to run their operations in a more effective and sustainable way. Further information and an application form is available online for members of staff who are interested in becoming a mentor: [http://sustainability.leeds.ac.uk/sustainability-service-mentoring/](http://sustainability.leeds.ac.uk/sustainability-service-mentoring/)

4. **Director of Estates’ report**
   a) Clarification workshops are taking place to evaluate the bid submissions for the GSC re-procurement of utility services. A risk management and mitigation plan has been prepared to ensure that critical path activity is achieved within the current programme.
   b) The fire assets across the University estate are being re-surveyed to ensure that asset management records are up to date. SOTER is being trialled as an interim asset management software for fire compliance, prior to the procurement of the new CAFM system. The FD Health and Safety team will oversee and audit this work.
   c) A new car parking permit management system has been procured to automate the application process. Work on delivering the system and associated communications has been a team effort, including staff from Finance, Estates, Commercial Services, Sustainability and IT working together to ensure the system will be ready in October.

5. **Head of Estates Planning and Information’s report**
   The second phase of the LTHT NHS leases review has begun, which includes Cancer Research, Robert Ogden and William Goldie buildings.

6. **FD Finance and Procurement Manager’s report**
   a) The FD data returns for the Cubane benchmarking project are complete, and the overall University return will be submitted to Cubane on 25 September.
   b) A revised draft is being prepared of the 5, 10 and 15 year horizons in the Capital Programme.
   c) A revised Investment Appraisal Process and guidance documents are being drafted.
   d) The shared services website is expected to be launched this autumn.

7. **Director of Residential Services’ report**
   a) A programme of events organised by LUU and Hall Execs to take place in the first month of the new term is intended to improve access to social activities for this year’s student intake.
   b) Residences achieved 18001 H&S ISO accreditation following the stage 2 audit which took place in January, however they will now be reassessed for the standard in October in order to align with the annual auditing cycle for the wider University.
   c) Landscape improvement works for Central Village are being considered by Leeds City Council planners.