1. **CUSTOMER FIRST STANDARD (CFS)**
   Commercial Services has agreed to commit to assessment for the CFS, and Residential Services will apply to renew their existing CFS.

2. **IPE FOR SERVICES**
   The Facilities Directorate’s IPE review meeting will take place on 19 January. The group discussed and agreed the principles for the FD presentations, and agreed they should be concise, constructive, and consistent, and that solutions should be offered if possible where problems have been identified. An FDSMT IPE ‘wash up’ meeting will be arranged to take place as soon as possible following the IPE presentation on 19 January.

3. **DIRECTOR’S REPORT**
   3.1 The group received information/updates on the following issues raised at recent Vice-Chancellor’s Executive Group meetings:
   a) Pricing and Bursaries Review Group
   b) Staff communications
   c) Corporate Services initial budget review
   d) HEFCE funding for 2011-12
   e) RAM review
   f) IPE Services financial submission summary

   3.2 The following were brought to the attention of the group:
   a) Communications: a network of key opinion-formers will be invited to VC/VCEG open meetings;
   b) Key Information Set (KIS): a working group is being established for KIS for prospective students which will include two Heads of Service from across the University.

4. **COMMERCIAL SERVICES REPORT**
   a) A new customer services strategy is being established for Commercial Services, including a customer survey and mystery shopping, with a view to developing a FD-wide process for information capture and sharing;
   b) The Function Floor refurbishment in University House is due for completion on 14 March;
   c) An 8-week programme of Olympic lectures at the University has now been finalised for February and March 2011, including lectures from the Olympics 2012 Head of Security; Head of Ceremonies, and Head of Sport and Culture; a Paralympics 5-times gold medal winner, and the triathlon athletes based in Leeds.

5. **ESTATES REPORT**
   a) The landscaping works are now due for completion in early February;
   b) The Carbon Management Plan is to be submitted this month for approval by VCEG;
   c) A sustainable travel event for staff, students, and visitors, is being held outside the Students’ Union building on 31 January;
   d) The utility budgets are under pressure due to the significant year on year increases of 40% and 46% respectively for steam consumption for November and December.

6. **Campus Services**
   a) A ‘Gritting and Snow Clearing Policy’ is being compiled, which will include clarification on managerial responsibilities and primary and secondary level resources;
b) The Mail/Portering/Central Teaching Space project is ongoing. A draft structure will be discussed with key customers regarding changes in service provision;
c) Work to review the Security service is ongoing, but the complexity and inconsistency of current arrangements is making progress slow;
d) The recruitment process for the Head of Security is ongoing.

7. **Residential Accommodation**
   a) Two Senior Residence Manager posts are currently being recruited;
   b) A meeting is being set up with DTZ to review proposals from Evans of Leeds in respect of options to re-lease the Leodis site and set affordable rent levels.

8. **Planning and Information**
   a) Discussions regarding the review of leases are ongoing with the NHS Trust, including the potential withdrawal from Clarendon Wing;
   b) The use of Level 14, Ziff Building, has been agreed for Communications and the Press Office;
   c) Capital Group has requested Faculty Estate Strategies for the 1 February 2011 meeting. Prioritisation of the Capital Programme will then take place at the Capital Group meeting with the Deans in April 2011.

9. **Finance**
   a) A draft Risk Register for the Facilities Directorate has been prepared, and Heads of Service have been asked to list the key risks facing their services, which will then be incorporated and the register will be circulated for comment;
   b) An initial draft of the proposed structure of the Finance and Procurement team has been commented on and further changes are being discussed;
   c) New initiatives for SAP in terms of stock and contractor management are being worked on with ISS;
   d) The use of purchasing cards across the FD is being reviewed;
   e) A new energy database is being trialled.

10. **HR/ training & development/Equality and Diversity/Well Being**
    a) The activity analysis for the FD HR structure is complete, and initial proposals are being discussed with Dennis Hopper and relevant Heads of Service;
    b) Regular meetings (one per term) are being arranged with each of the three campus trade unions to provide updates relating to ongoing work to realign activities within the FD, and appropriate change projects;
    c) E-recruitment will be launched from 7 February 2011, and training for key staff is being arranged.
    d) The external Investors in People assessor assigned to the FD will be invited to meet with the FD Senior Management Team in February 2011 to agree next steps for the re-accreditation process.

11. **HEALTH AND SAFETY**
    11.1 Following a meeting on 7 January with Lee Dewhurst, Head of Health and Safety, the Health and Safety Executive are returning on 14/15 February to review general transport safety on campus.
    11.2 Ian Robertson reported that a member of the Residential Services’ Health and Safety Committee had raised the problem of the slippery surface, particularly in icy conditions, in University Square.