1. **Staff survey**: Due to the continuing delay with Wellbeing Safety and Health providing FD specific feedback on last year’s University-wide staff survey, the FD would focus on the forthcoming FD internal staff survey which is being organised to take place in late November 2011.

2. **Student/public art**: Potential locations have been identified on campus to display student and public art.

3. **Visits to FD services/staff groups**: Arrangements are being made for DH to meet with groups of staff across the FD.

4. **Partnership agreement**: Services are being asked to for feedback on ways to implement the Partnership agreement between Leeds University Union and the University, which seeks to move away from a customer/provider relationship to one of working in partnership with students. The text of the refreshed Partnership, background, and case studies are available online at [http://partnership.leeds.ac.uk](http://partnership.leeds.ac.uk)

5. **SEEO theme**: Dennis Hopper is Chair of the Sustainable, Effective, and Efficient Organisation Theme Team, and is currently reviewing the membership and the way the team operates. The theme includes 4 key University objectives, and it is likely that separate teams will be established for each objective:
   1. Provide a sustainable environment with first class facilities;
   2. Secure a safe and healthy workplace and promote organisational wellbeing;
   3. Deliver effective, efficient and standardised processes;
   4. Deliver strategic academic development.

6. **Commercial Services update**
   1) The BEE programme has been launched in SPA, and customer service champions in various teams will focus on raising standards in front line services. The group noted that the initiative links in to the FD Management Working Group on Customer Services;
   2) The ‘refresh’ card (10% discount on ‘one water’ products, all hot drinks, and premium UoL sandwiches) was launched in early September, and circa 350 cards have been issued to staff and students so far. A promotional plan is being finalised, and includes features in the Reporter and on Campusweb. Cards for departmental use will be available in due course.

7. **Estate Services update**
   1) The University’s 2010/11 Carbon Reduction Commitment submission exceeded the 90% target, and has achieved a rebate on the bill. The group noted the need for consistency when measuring carbon, so a decision needs to be made between EMS and CMP;
   2) The behavioural change campaign (which relates to reducing carbon) is going live in October, and involves publicity materials and the development of a new website.
8. **Campus Support Services update**
   1) The new pest control contract has been awarded to Mitie who are addressing the current problem of rats on campus, and are undertaking investigations in the sewers;
   2) Jayne Maitland is in post as the new Facilities Team Leader for Mail/Portering/CTS;
   3) The central teaching space 5-year plan needs to be formally tested with academics;
   4) Alan Cain is in post as the new Head of Security Services;
   5) The IPE for Services 2011/12 would include the benefits of reinvesting some of the savings achieved within CSS.

9. **Residential Services update**
   1) Quality standard assessors for Visit Britain have awarded Clarence Dock a 3-star campus accommodation award, and are expected to award a 4-star for Storm Jameson Court;
   2) A new online inventory is available for students, alongside the e-induction, and will enable Residential Services to capture data and feedback which will be used to improve service standards;
   3) The University’s Council will consider proposals to close the Bodington site in January 2013, and to lease rooms in the City Campus Development and the Tannery.

10. **Planning and Information update**
    The revised draft Capital Programme will be considered by the Deans at the extended Capital Group meeting in October.

11. **Finance**
    1) Shelley Todd is now responsible for management accounting for SPA;
    2) The use of agencies is being assessed to aid the recruitment of a Grade 6 Deputy Procurement Officer, following a disappointing response to the advertisement;
    3) Revised energy forecasting is currently being undertaken;
    4) An internal review is being carried out by Alan Vaughan regarding payment of rents.

12. **HR/Training and Development/Equality and Diversity/Well Being**
    1) A summary of the Agency Worker Regulations which come in on 1 October 2011 will be circulated to FDSMT. Further information will issued by central HR;
    2) Dennis Hopper raised concern that the score for SRDS completion across the FD was low. The group agreed that current SRDS mechanism is not effective for some groups of FD staff, and a more flexible system would be beneficial.

13. **FD risk register**
    The FD has been finalised, and a method of monitoring the actions will be agreed.

14. **Health and Safety**
    The FD H&S structure has finally been agreed with HR and Health and Safety Services, and now provides a clear line management structure.

15. **FD communications update**
    The job description for a new Communications and Support Services Manager is being finalised, and will be circulated to FDSMT and David Wardle for comments.

16. **FD IT audit update**
    Madeleine Aziz-Brook is working with Rhys Davies and Mansoor Butt to produce an internal audit report on FD IT.