

Facilities 2010/11 Annual Statement



Manchester
Metropolitan
University

Welcome to the Facilities Annual Statement

Our vision in Facilities is to work together to provide excellent value for money facilities and services which enhance the MMU experience.

We do this by ensuring the following services are delivered as efficiently and effectively as possible:

- Building Maintenance
- Environmental Sustainability
- Small Capital Projects
- Mail, Reception, Portering and Cleaning Services
- Catering
- Conferencing & Event Management
- Management of Student Accommodation
- Transport Services
- Sport Services
- Installation & Maintenance of Specialist Equipment



8 Key Goals

Throughout 2010/11 everything we have delivered has been dedicated towards achieving the following goals:

- Develop Our Teams – [Page 2](#)
- Deliver Creative Solutions to Achieve Value for Money – [Page 2](#)
- Leading Change Management – [Page 2](#)
- Enhance Environmental Sustainability Best Practice – [Page 3](#)
- Create Single Facilities Team – [Page 3](#)
- Improve and Maintain the Estate – [Page 4](#)
- Support Delivery of Sustainable Capital Programme – [Page 4](#)
- Safe & Secure Environment – [Page 4](#)

Director of Services Summary

Mary Heaney BA Dip Lib MCLIP
FHEA FRSA
Director of Services



I am delighted to see that 2010/11 has been another year of high achievement across Facilities!

In addition to Heather's highlights, I can see there has been tremendous investment going into service enhancement through an excellent level of participation in staff development programmes. We are growing our own new generation of managers from within MMU as well as recruiting externally. Added to that, our new Facilities management structure is getting us into shape for taking responsibility for the new buildings that are coming onstream.

Our student halls have a great friendly image on Facebook. The recycling facilities introduced over the year are enabling every individual member of staff and all students to make their own tangible contribution to our "sustainable planet" aspirations.

Thank you to each and every member of staff who has made all this possible. Congratulations!

Director of Facilities Summary

Heather Wilson BSc (Hons)
MRICS MAPM
Director of Facilities



This year's annual statement shows the key achievements Facilities has made during 2010/11 which are in addition to all the different operations we deliver on a daily basis across the University.

Our focus is very much one of delivering excellent services to our customers as cost effectively as possible. We have come a long way in the last 4 years, since Facilities was created, and continue to achieve significant improvements such as:

- Saving £500,000pa from our reactive maintenance service by creating an in house team,
- Implementing a student accommodation strategy which provides better quality accommodation at better rentals to our students,
- Achieving 17th (1st class) position in the People & Planet Green League Table
- Launching new on line systems designed to improve accessibility to our services.

I hope you enjoy reading this document and gain a real insight into the improvements we are making on behalf of the University.



Key Priority 1

Develop Our Teams

- Completed 32 recruitments within department following completion of 2009/10 restructuring to include the promotion of four internal members of staff into management positions.
- Developed and delivered in house training to over 300 staff on Value for Money, Waste Recycling, Food Hygiene and Working at Heights.
- Created new in house reactive maintenance team to replace external provider at saving of £500,000 pa

Key Priority 2

Deliver Creative Solutions to Achieve Value for Money

- Exceeded budget savings target by £1.7m
- Continued to reduce catering budget from £546,699 in 2009/10 to £386,210 in 2010/11
- Introduced new eFIN70 online catering hospitality ordering and payment system to improve customer service and income accounting
- Improved Cheshire bar sales performance from £89,918 deficit position in 2009/10 to a surplus of £21,303 in 2010/11
- Developed new Conference Policy and launched on-line Conference Management guidance to staff on how to manage conference/events.

Key Priority 3

Leading Change Management

- Completed business process re engineering exercise on front line Facilities operations and identified significant service improvements/efficiencies
- Implemented new Facilities Manager structure to deliver improved service standards
- Completed Phase 1 of Accommodation Strategy, replacing two remotely located Halls of Residence with a new hall located next to All Saints campus which offers better standards and rentals to our students
- Launched new Student Accommodation website and reduced size of Accommodation Brochure from 39 pages to 8 to save paper
- Launched Manchester Met Halls Facebook page which has generated over 2,100 followers
- Opened new Crewe Sports Facility with improved Booking Policy
- Launched new on-line sports membership and booking system

- Installed new sports fitness equipment at the Sugden Centre
- Implemented new Sports staffing structure at Didsbury to reduce reliance on overtime and casual staff

Key Priority 4

Enhance Environmental Sustainability Best Practice

- Achieved 17th position in the People & Planet Green League Table
- Increased number of departments taking part in Green Impact from 15 to 30 teams
- Launched new sustainability identity – “Lets Make A Sustainable Planet”
- Saved over 250,000 kwh of electricity from Big Student Switch Off campaign saving £20,000 pa
- Increased volume of waste generated through Halls Zero Waste Project from 10.8 tonnes to 16.1 tonnes
- Delivered 40 Salix energy improvement projects.
- Procured new Pay by Weight Waste Contract and implemented recycling facilities across the University
- Developed and implemented on-line car park permit application system
- Installed the largest area of green roof in Manchester whilst upgrading insulation/reducing surface water run off from buildings
- Worked with HEFCE consultants to deliver scope 3 emissions methodology for roll out across the HE sector
- Secured £750,000 of external funding to install renewable energies across the University
- Procured Active Energy Data Management System for MMU Estate to better manage energy usage
- Reinvested car park revenue in provision of enhanced cycle facilities across the Estate
- Won EAUC Award for “Best Environmental Communication”

Key Priority 5

Create Single Facilities Team

- Established strategy for development 3 year business process improvement plan to harmonise our existing procedures and processes
- Established single database to track purchase orders/invoices to replace separate internal systems within Facilities



Key Priority 6

Improve And Maintain The Estate

- Established improved management information on space utilisation
- Developed Masterplan for All Saints Campus which will significantly improve utilisation of space

Key Priority 7

Support Delivery of Sustainable Capital Programme

- Provided professional support to Capital Programme by developing specification/facilities services across MMUBS, Art & Design and Birley Fields developments
- Devised Decant Strategy to ensure all occupants of Aytoun Campus can be relocated back onto the All Saints Campus

Key Priority 8

Safe & Secure Environment

- Established Health & Safety compliancy tool to track all statutory inspections



Facilities Resources

Facilities main asset are our teams of dedicated staff who work quietly behind the scenes anticipating customer needs and providing essential services which are vital to the smooth running of the University. Without their hard work and dedication we would not have been able to have succeeded in our ambitions for 2010/11.

The Facilities Senior Management Team would like to personally thank everyone for their tremendous contribution.



Heather Wilson
Director of Facilities



Claire Twaites
Head of Campus & Residential Services



Mike Price
Head of Property Management



John Hindley
Head of Environmental Strategy



Tracey Ganly
Interim Head of Business Administration