

# *Roadshow – Welcome*

Facilities: Campus & Residential  
Services

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Head of Campus and Residential  
Services - Facilities

## *Today's Roadshow*

- What we have achieved in 2008
- The role of CaReS?
- What is our mission and vision?
- How are we going to achieve this?
- What are our priorities?
- Update on the Change Agenda.
- Valuing our teams.
- ? Ask Claire ?

# Our achievements in 2008



New Facilities website launched & on-line repairs system

*Combined Facilities team Customer First Awards*

*Best EVER halls arrivals weekend !*

*Accommodation - new on-line accommodation allocation system & improving rent collection by £1m*

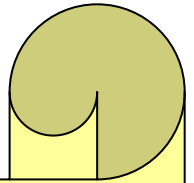
*Sport:* Staff membership via payroll & back to Netball

Over 550 conferences & events held, bookings up 22%

CaReS staff have attended over 1000 training sessions

PDRs rolled out

# Our achievements in 2008



**Flexible services** – extended library opening  
**Successful Arts degree shows**

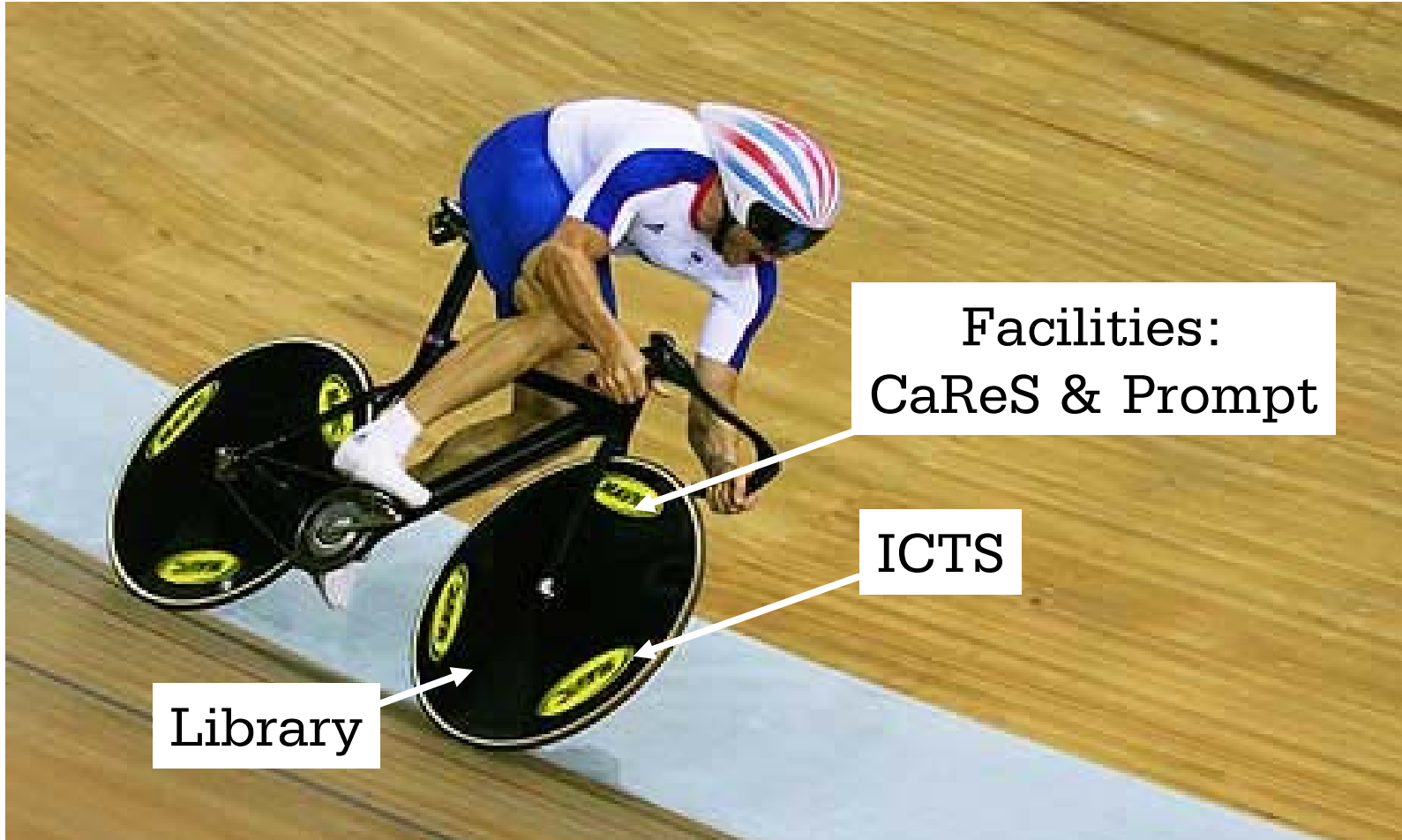
## **Moves...**

- Academic office relocations
- Reprographics move
- IRM move from Alsager
- 2 new floors opening in JD

## **Environment :**

- Fair Trade status
- Our first water well in Africa (One Water)
- Recycling: 'zero halls waste' & printer cartridges

# Where does CaReS fit into MMU ?





**MMU Mission**  
**'The University for  
World-Class Professionals'**

## **Services Group Vision:**

**'Working together to  
deliver excellent services  
that enhance the MMU experience'**

## **Our Values:**

**Service excellence**

**Equality & diversity**

**Respect & trust**

**Valuing and investing in people**

**Innovation & improvement**

**Co-operation & partnership  
working**

**Ensuring accessibility**

**Sustainability**

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How we are going to achieve  
this ?

# Working together...

Some lessons from  
Geese...

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# Working together – lessons from Geese...

- Flying in formation – goals and role clarity
- Staying with the flock – participation and taking responsibility
- Rotating the lead – using skills and working together
- Honking to encourage others – communication and feedback
- Standing by each other – mutual support and handling conflict

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## MMU Strategy – 5 Critical Success Factors

- Student Experience
- Securing & Diversifying Income
- Employee Engagement
- Capital Programme
- Brand Image & Reputation

## 9 Key Facilities Priorities ...

**Staff  
Development**

**Improve  
Customer Relations**

**Improve  
Commercial  
Services**

**Support  
Capital Programme**

**Promote Equality  
& Diversity**

**Improve  
Performance  
Monitoring**

**Improve Internal  
Systems  
& Processes**

**Repair & Improve  
the Estate**

**Environmental Sustainability**

## *Change Agenda: going forward*

- Two campus strategy:
  - All Saints
  - Crewe
- Transforming our services

# Two campus strategy: All Saints

- MMUBS & Hub: due for completion Summer 2011
- Aytoun operation moves to All Saints for 2011/12 academic year
- Strategic Framework for Birley Fields in Hulme campus being submitted to Manchester City Council April 2009
- Birley Fields development: 1<sup>st</sup> phase likely to be complete in 2011/12

## Birley Fields: relationship to All Saints

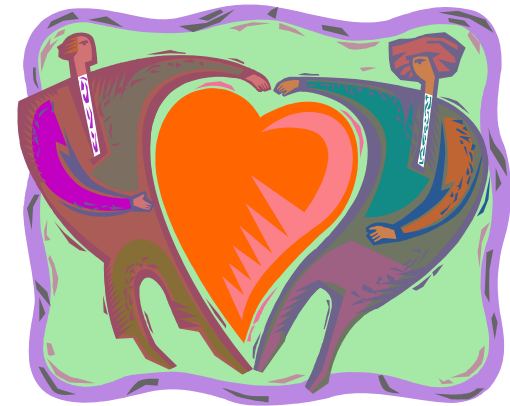


## Two campus strategy: Crewe

- Contemporary Arts move from Alsager summer 2009
- Exercise & Sports Science new building due for completion & opening at Crewe for 2010/11 session
- Some Sports facilities will continue to be needed at Alsager
- Timescale for restarting work on Crewe Hub should become clear early in 2009

# Transforming our services

- Facilities & Libraries working together to provide flexible opening hours
- Services Group unified service approach with Student & Academic Services (SAS)
- Hubs at All Saints & Crewe offer physical opportunities to make this a reality for our customers



# Valuing our teams

- Personal Development Reviews (PDRS)
- Learning & Development Plans
- Investors in People (IiP) – Spring 2009

# Improving engagement & communication

Meeting

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NEW  
'Bite-size'  
Staff Bulletin'

Suggestion  
Scheme

*News  
letter*

Roadshow

Facilities  
website

PDRs

Computer  
Access

- Executives 'back to the floor'
- Open staff meetings
- Focus groups & surgeries

Training &  
Development

# Customer First 2009

- **What is it?**
  - An annual awards event to recognise Facilities staff customer excellence
  - Award, vouchers, invitation to the ceremony and luncheon
- **How can I win?**
  - by nomination from customers, colleagues, visitors
  - top 3 finalists in each category invited to the lunch
- **When ?**
  - nominations close 30 April
  - judging May
- **Awards ceremony end of June**

# Roadshow - Recap

- Celebrating working together in 2008
- Where CaReS fits into MMU
- World Class
- Working Together
- HONK HONK
- Values
- Change Agenda
- Valuing People
- Communication
- Customer First

# Ask Claire ?