

Facilities

The Newsletter of the Facilities Department

Issue 9 October 2011



Manchester
Metropolitan
University



Meet the new
Property Services Team

Welcome back to the start of a brand new academic year.

This year our focus is going to be very much on taking over responsibility for the new MMU Business School, on All Saints campus, which is scheduled for completion in October 2011. This is a massive undertaking which includes formal acceptance of the accommodation from the Capital Projects Office, assuming responsibility for maintenance/facilities management of the accommodation, relocating staff and their belongings across campus. As you will appreciate, this is a complicated programme of activities.

We are also project managing changes to the Sir Kenneth Green library to provide sufficient space to accommodate the Aytoun library and are preparing to assume responsibility for the new Art & Design building which is scheduled for completion in September 2012, both of which have to be delivered in extremely tight timescales.

All these projects are going to require a lot of careful planning and implementation and I know we have the experts within the various Facilities teams who can pull this off and show the University just how good we are.

I also thought I would update you on what is happening with the Staff Survey Action Plan which I mentioned in our last newsletter. A draft version of the action plan has now been developed and I am meeting with Heads of Departments in Property Services, Campus Services, Environment and Business Administration Teams to take soundings on the content. Once this is complete I will be seeking your views on the proposed ideas.

Keep up the good work.

Heather Wilson
Director of Facilities



Cover story:

Meet the new Property Services Team

Property Services have recently recruited 11 new staff to further expand the existing in-house Building Maintenance and Building Services teams. This move was in response to Hayvern Construction being placed into administration in May 2011, resulting in job losses for all their employees.

The company had provided MMU with a variety of maintenance services since 2005 and all 11 new recruits have been taken from that group of employees placed in a redundancy situation as a result of its collapse.

This positive move not only minimises the impact of these redundancies, but also provides the University with a level of continuity, as the new employees are familiar with MMU's buildings and systems having worked for Hayvern for a number of years.

Mike Price, Head of Property Services would like thank everyone who pulled together to maintain the service during this difficult period.

The new Building Maintenance Team are responsible for maintaining the fabric of the buildings e.g. bricks and mortar, walls and roofs, plumbing and joinery while the new Building Services Team maintain and repair mechanical and electrical services within the buildings e.g. heating, ventilation, power and lighting systems.

The first point of contact for all Property Services requests is the Helpdesk on 2882.

For more information about the Property Services team please check the Organisation charts and Telephone lists which are located on your local shared drive, and look out for a more detailed introduction on the Facilities website.

Conference update

It's been a busy summer season with the return of both regular summer schools to our Halls of Residence as well as some exciting newcomers such as The Greater Manchester Youth Network and Action for Children, a national children's charity.

The Conference Office would like to say a big thank you to all the staff in Halls who made everyone feel so welcome and to Tina Delves, Simon Graham and Donna Wood in particular for their flexibility and cooperation with these bookings. Many of these clients have already indicated they would like to return again next year which is great news.

Once again, the Geoffrey Manton building was immensely popular and housed four internal conferences including the IVASD symposium 2011.

A major international event for Manchester and two years in the planning, it was extremely well attended and the feedback from the organiser was excellent. Congratulations to Liz Black and her team for ensuring that all the hospitality for these events went to plan and well done to the Facilities team in Geoffrey Manton who successfully coordinated all the changes necessary for these large events.

August also saw a visit to the Council Chamber from the Secretary of State for Culture, Media and Sport, Jeremy Hunt. An important event where the Minister set out his vision for local television to an audience of one hundred of the North West's key players in media. The Minister commented on the smooth running of the event and the helpful, friendly Facilities team in the Ormond Building.



During the next few months the Conference Office will be working on promoting the Ormond Council Chamber as a key venue for training events and meetings as well as securing new business for 2012/2013. We will be looking at a future strategy for delivering conferences and events in the new buildings and raising awareness of the new staff intranet for internal conference and events www.mmu.ac.uk/venues/intranet.

Catering update

The start of term sees exciting new offers in catering outlets including beverage loyalty cards and meal deals for students. For the first time this year, the Catering team have joined forces with colleagues in IT and Library Services to run promotional events with prizes such as USB sticks up for grabs.

Representatives from PEROS Coffee who supply all our hot beverages and One Water were handing out samples of freshly made coffee, cakes and salads in All Saints and at Crewe to promote our Catering facilities during Freshers Week.

Check out your local catering unit as there will be a range of taster sessions to try out the new range of food and snacks on the menu for this term.

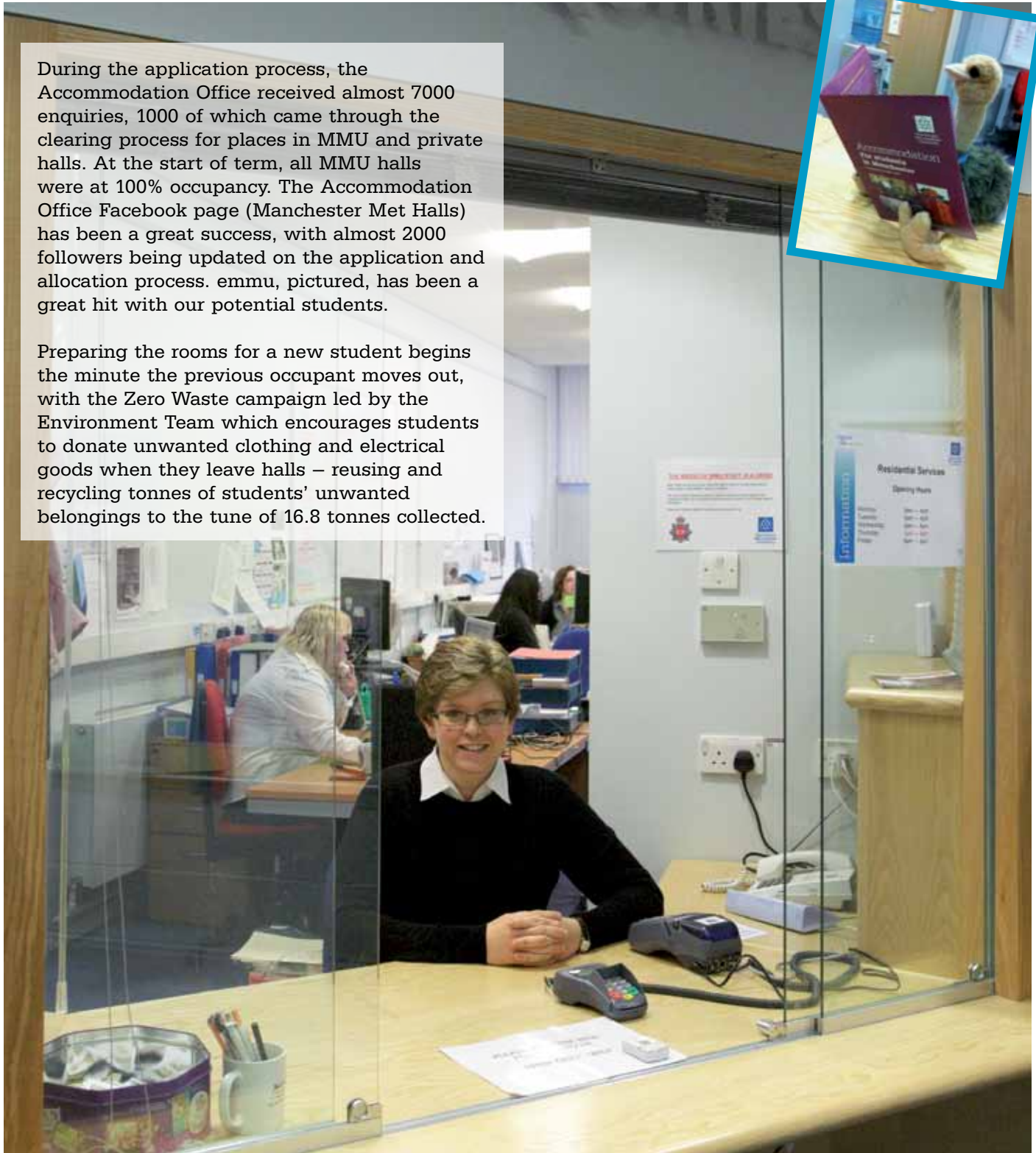


The Facilities team prepares to welcome new students

For many of the Facilities teams, the summer vacation has been a busy time as they worked together to prepare the MMU halls of residence for the arrival of over 2100 students on the weekend of September 17th and 18th 2011 across the Manchester, Crewe and Didsbury campuses.

During the application process, the Accommodation Office received almost 7000 enquiries, 1000 of which came through the clearing process for places in MMU and private halls. At the start of term, all MMU halls were at 100% occupancy. The Accommodation Office Facebook page (Manchester Met Halls) has been a great success, with almost 2000 followers being updated on the application and allocation process. emmu, pictured, has been a great hit with our potential students.

Preparing the rooms for a new student begins the minute the previous occupant moves out, with the Zero Waste campaign led by the Environment Team which encourages students to donate unwanted clothing and electrical goods when they leave halls – reusing and recycling tonnes of students' unwanted belongings to the tune of 16.8 tonnes collected.





Once the rooms are empty, the Campus Services team then moves in to start the mammoth task of cleaning the study bedrooms, kitchens and communal areas. In some cases, the Domestic Assistants only have a few days to turn the room around from a student bedroom to a guest room for a conference delegate. This summer has seen residential conferences as diverse as Sunshine Studios Summer Dance School and British Education Studies Association Conference in Manchester to Action for Children Weekend Summer School at Crewe.

Maintaining the accommodation has been a challenge this summer with the loss of the Hayvern maintenance contract. The Property Services team have pulled out all the stops to ensure essential work has been completed for the start of term, concentrating on replacing carpets, re-lining showers and carrying out painting in priority areas.



In order to ensure the students receive the best possible experience, the Sports and Catering teams have been looking at their start of term offers in order to deliver a quality service that provides value for money. The Sports Service are offering a range of gym memberships to suit all students plus a wide range of activities for both staff and students.

Catering and Information Technology Services have developed a start of term promotion to encourage students to visit the various catering outlets, with incentives such as free usb sticks.

The Environment Team are also busy at the start of term to involve students in the Student Switch Off campaign, building on the success of last year's results which saw electricity usage reduced by an average of 10.7%. This saved a total of 250,644 kWhs which amounts to more than £20,000 in electricity savings. Furthermore, the Student Switch Off campaign has saved over 135 tonnes of CO₂ which is approximately 10% of the shrinkage in the University's carbon footprint from last year.

The team are keen to build on those savings and held a number of welcome events for students across the University during Freshers week. Over the course of the week more than 300 students have pledged to use less energy in their hall of residence and over 100 people have liked the 'MMU Student Switch Off' Facebook page. The first month of the competition starts in October with loads of prizes to be won such as: Gym memberships, bike rentals, drinks vouchers, Ben and Jerry's ice cream and tickets to club nights.

Switch Off, Save Energy, Win Prizes contact Lauren Christopher for more information c.christopher@mmu.ac.uk

All this work has been supported by the Business Administration Team who co-ordinate business processes, financial information, staff development and health & safety.

The start of term was a great success and received excellent feedback from parents about the quality of welcome and services. To find out more, please visit the 'Wall of Fame' on the Facilities website at www.mmu.ac.uk/facilities/news/index.php#news36

Environment team update

Living green roof at MMU



MMU Environment Team have worked with a number of project partners to build two green roofs on the University's

All Saints building It's part of a wider scheme throughout Manchester to create the highest concentration of green roofs in a city centre area of this size in the UK. The roofs have some significant benefits including increased building lifespan due to protection against the elements, reduced heating bills in winter, cooling properties in hot weather – all reducing our carbon footprint.

Latest Salix projects

Carbon Reduction Manager, Sam Pickles, and the Facilities Property Services Team have successfully completed two projects to improve our buildings' energy efficiency; draft proofing at Ormond, Righton, Grosvenor and Mabel Tylecote buildings in Manchester and installing new and more efficient lighting systems at the Laurence building in Crewe.

These projects, made possible by the 'Salix Revolving Green Fund' and Frazer Wylie and Scott Gregory in the Facilities Property Services Team, will save around £12,000, equivalent to 75 tonnes of carbon a year... that represents 12% of the shrinkage achieved in MMU's carbon footprint from last year.

If you think we can improve the efficiency of any of our buildings, please contact Sam Pickles on ext 4660 or email s.pickles@mmu.ac.uk.

Recycling facilities for staff and students

MMU have invested in new recycling facilities for staff and students in a bid to dramatically decrease the amount of waste sent to landfill by the University. Waste provisions have been consolidated and all bins throughout MMU have been replaced with recycling hubs, where paper, card, cans, glass, plastics and domestic batteries can be recycled.

Aspirations are to hit a 60% recycling rate by 2016 on MMU's journey to become a zero waste to landfill university by 2020.

Many thanks for the hard work from all Facilities Staff to ensure that the new Recycling Hubs were in place for the start of term.

If you'd like to find out more about MMU's Recycling initiative or our environmental targets, go to www.mmu.ac.uk/environment.

iCYCLE: Cycle hire comes to MMU!

iCYCLE project has been set up by the Students' Union with the support of MMU Environment Team as a bike rental business available to anyone who wishes to go green and cycle in Manchester.

Hire charges start from £5 per week for students, £15 per week for staff and offer reduced monthly hire charges. All bikes come complete with lights, lock, and a full year long maintenance package.

If you are interested in swapping your car, bus or train journey for a bicycle, visit the MMUnion web pages www.mmunion.co.uk/icycle or phone 07800 867 815.

Take part in Green Impact

Would you be shocked to know that Manchester Metropolitan University's paper usage is a whopping 61 million sheets per year? That's the equivalent height of 18 Eiffel towers!

Last year, MMU's commitment to environment behaviour change through programmes such as Green Impact saved 9 million sheets of paper!

That's just one reason why MMU has continually committed to Green Impact and this year is no exception.

Green Impact is an environmental accreditation scheme with an awards element designed for university departments. You can take part each academic year and depending on the number of environmental actions carried out, you can achieve either: a working towards accreditation, Bronze, Silver or Gold award for making your workplace greener through challenging your department to implement a number of easy practical actions that will help the environment.

Look out for Robert Croll and Laura Williams, MMU's new Green Impact Co-ordinators who'll be contacting you soon with more information.

Sport update

Get involved!

A number of opportunities are available for staff and students to participate in sport and physical activity in both, Manchester and Cheshire. This includes playing in a league structure at a recreational level or taking part in coached sessions. The following activities are available:

Football, Rugby Union, Softball, Basketball, Touch Rugby, Lacrosse, Netball, Badminton, Handball, Athletics and Squash.

For further details visit: www.mmu.ac.uk/sport/participation.

Sportivate

A successful bid to the Sportivate funding stream managed by Greater Sport was made. Coached sessions for students will be provided in BMX, tennis, squash & cycling as well as in swimming using the Swim Fit programme. This is tailored to the individual's needs covering health, shape & tone, general fitness and competitive swimming. The facilities at Sports City as well as the Aquatics Centre will be used. Running alongside this will be pay & play sessions for students.

London 2012 - How Manchester Metropolitan University has been involved so far

The Aquatics Centre is to be used as the 2012 training venue by the Australian, British Disability and British Water Polo teams. The Brazilian Paralympic squad are to use the Sugden Centre and Aquatics Centre.

Two Kiribati boxers are using MMU Cheshire East as their training base in preparation for the 2012 Olympic Games on a long stay basis. This starts in September to December, then again from January to February 2012.

The Amaechi Basketball Centre is the training base of the American men's and women's basketball teams.

The University was chosen as the training provider for the Selection Events Volunteer (SEV) programme. 60 places on the programme were allocated to MMU.

Bridging the Gap

MMU is working in partnership with New Bridge School, a 300-place generic special school for students from 11-19 based in Oldham on a scheme called *Bridging the Gap*.

This scheme is to provide work experience placements for seven students with the aim of preparing them for working life. This is really making an impact on the lives of these young people and providing them with fantastic opportunities within the University campus.

The students, aged 18 to 19, are in their last year of college and will undertake three different work placements within the following teams: Catering, IT Services, Building Maintenance, the library, Human Resources, Careers and the post-room. Two students, Sophie and Keeley, are working successfully with the catering teams in Mabel Tylecote and John Dalton, with Keeley commenting: *"It is great here at MMU, everyone is really friendly and we are treated like adults."*



Keeley Meah

The scheme was set up after Equality and Diversity Manager, Wendy Kenyon and Head of ODTD Josie Elson, visited a similar one at The Royal Oldham Hospital last year. This was highly successful with four of the New Bridge students securing either apprenticeships or jobs after completing their three placements.

"The Project Team have asked that special thanks go to the Facilities team who have provided excellent support to make the project happen and providing a lovely warm welcome to the students, as well as great placement opportunities."

Mary Heaney
Director of Services

Training Successes

Congratulations to Kate Robinson, House Assistant at Cambridge Halls who is the first person from Facilities to complete a Level 2 Apprenticeship in Customer Service with Trafford College.

The Apprenticeship is split into 3 parts - Customer Service theory, Key Skills, and a QCF section which covers on-the-job assessments and evidence gathering (previously NVO). There are online assessments and work-related assignments to complete such as designing posters and surveys for the workplace.

According to Kate, the qualification has helped her in her job role by giving her a greater understanding of customer needs.

Congratulations also to Jacqueline Mitchell and Beene Miyoba who have successfully completed the OCF Level 1 in Cleaning and Support Services.

Setting the Standard



Reception staff across Manchester and Crewe have taken part in workshops to look at the importance of their role as the face of the University – very often the first point of contact for students, staff and visitors. You may have noticed that the Reception area in your building has been tidied up for the start of term, and may even have received a lick of paint.

The focus of the day was to identify the key steps of the receptionist role and to develop a set of Facilities Services Standards to ensure a consistent and professional approach when dealing with customers. The workshops were very lively, and the staff enjoyed meeting colleagues from other buildings and campuses to share ideas.



The outcomes from the sessions are currently being collated in to one document which will be discussed with local reception teams for comment.

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