

Estates Facilities Management Newsletter

February / March 2016

Estates Staff Forum

In February Estates Division Staff Forums were held. During 2015 there were 43 Meet the Customer meetings comprising of 14 Services and Divisions, 19 Departments and Institutes and 10 Research Centres. Overall 94% of customers gave a Good/Very Good rating with only 1% giving poor.

Andrew Young, the new Chief Operating Officer, introduced himself and was looking forward to working at the LSE. Andrew comes from Newcastle and has a background in academia and research. So far he is very impressed with the Campus as a whole.

We had an opportunity to experience a Meet the Customer meeting first hand when Julian interviewed Peter Campbell, Departmental Manager with International Development. Peter gave positive feedback and said the Estates processes and function were favourable and people do genuinely want to help. Estates would be even better if If you make a promise you have to keep to it. Overall Peter had a very good impression of Estates. He did say we were very good on keeping people informed of big developments but needed to keep people informed about the small things.

Richard Jenden gave an informative talk on the "Need for Property Acquisition, Space Supply and Demand Pre and Post 2022". Assuming the expansion of 12,000 full time students by 2025 there will be an increase of 20% student expansion, 10% academics, 1.6% admin dept., and 1.6% admin support staff. To ensure sufficient space supply the School needs to assess and understand the need for additional teaching space for different types of study. There needs to be a review of space utilisation of teaching space and to evaluate opportunities for efficiency. There would need to be consideration of the burden on ancillary services and how additional demand can be accommodated. Meanwhile ensuring that the reputation, status and studying at the School is maintained throughout its accommodation strategy.

Sarah Beck gave an insight into a future major project—44 Lincoln's Inn Fields. This will provide additional teaching space, staff offices, sports facilities and an energy centre. The current programme is demolition March 2017, start of construction May 2018, construction due to finish September 2020 with occupation planned for January 2021.

Phil Newsham gave an update on the Centre Buildings and the current state of works and the issues encountered.

With regards to sustainability, 85% of staff have completed the online training module. By the end of March all staff should have attended a team specific workshop.

The meetings ended with staff enjoying pizza and drinks provided by management.



LSE

Estates Facilities Management

Estates Division - Green Impact and Earth Hour 2016



The Estates Division participated in World Wide Fund's Earth Hour event for their Green Impact Project. The event took place on Saturday 19th March between 8:30 – 9:30pm. Cowdray House was chosen as the building to take part in this worthwhile event.

Earth Hour is a worldwide movement uniting people to protect the planet is organised by WWF. The WWF protects endangered wildlife and environments, tackles climate change and promotes sustainable use of resources. Earth Hour was famously started as a lights-off event in Sydney, Australia in 2007. Since then it has grown to engage more than 7000 cities and towns worldwide. Earth Hour is to help spread awareness on saving energy with over 5,000 schools taking part last year.



Leading up to this event Estates ran a bin training session which features new starters from Room Bookings and Maintenance. The Green Team also sent out and displayed a Green Impact newsletter for 2016 which features information on joining the team, cycle scheme, sustainability online training and more! The Green Impact audit took place on Wednesday 16th March and leads on to the Celebration of Sustainability in May.

PLANON Update



Planon was recently updated to version R14.

The main reason for the upgrade to R14 was that it contained improvements in Planon mobile field services that would be required when the helpdesk and maintenance move onto this

platform. This is currently scheduled for August.

In terms of functionality there is only one significant improvement in the areas that we currently use. Planon now warns the Purchase Order approver if a purchase order to be approved will take the amount spent in the year over the budget. Previously you only got the warning if the budget was already overspent by the already approved purchase order. This functionality give better financial control.

Also by moving to R14 we are now in the most up to date Planon group of customers and the level of support will be the best available. This move has been combined with a big improvement in the infrastructure that is running on at the LSE, therefore the system is more secure.

Easter Closure Notice

STAFF & STUDENT NOTICE

School Closure – Main Campus Site 25/03/16 to 31/03/16 inclusive

We would like to inform all staff and students of the access arrangements during the Easter period

The School is due to close at the end of the working day on Thursday 24th March and open again for business on Friday 1st April 2016.

There will be **NO** access to School buildings on **Friday 25th and Monday 28th March 2016**.

Emergencies will be dealt with by a “skeleton” Security service on duty at the Old Building reception

There will be no access to Undergraduate students during the closure period

There will be limited swipe access to buildings for Staff and Postgraduate Students based on their current level of access as stated in table below:

DATE	8AM – 7PM
FRI 25 MAR	SCHOOL CLOSED
SAT 26 MAR	YES
SUN 27 MAR	YES
MON 28 MAR	SCHOOL CLOSED
TUE 29 MAR	YES
WED 30 MAR	YES
THU 31 MAR	YES

The Library will remain open 24 hours throughout the Easter school closure period.

WE RECOMMEND THAT STAFF ONLY ATTEND FOR WORK IF ABSOLUTELY NECESSARY DURING THE CLOSURE PERIOD

Halls of Residences are open throughout with staff cover as normal over the closure period.

Three halls, Carr Saunders, Passfield and Rosebery operate as bed and breakfast hotels - **single rooms** £47 per night including full English Breakfast, **double / twin rooms** from £76 per night - staff and students get a10% discount - book online at: <http://www.lsevacations.co.uk/Home.aspx>

Thank you for your co-operation and enjoy the holidays!



WORKING TOGETHER TO MAKE THE CAMPUS A BETTER PLACE

If you need a repair or notice a fault with our facilities, e.g. lights not working, dripping taps, leaks, blocked toilets/sinks, trip hazards, broken locks, lift out of service, unsafe practice etc.:

**PLEASE CONTACT ESTATES HELP DESK
OR REPORT IT TO ANY MEMBER OF THE ESTATES STAFF**

Estates Help Desk - Mon-Fri 8.30am-5.00pm

emergency: ext. 2444, communal phones dial #6244; DD: 020 7831 8713

Submit a request via the web link: Estates-Help Desk- **Service Request Forms**

general enquiries: ext. 7956 or ext.6415

email: estates-help-desk@lse.ac.uk

www.lse.ac.uk/EstatesDivision/HelpdeskAndServices/Helpdesk

Security: ☎ Weekends, Holidays and Out of hours: ext. 2000

Where possible we will assist you, if we cannot – we will tell you why.
All jobs are prioritised based on merit and SLAs are subject to emergencies, workload & staff availability.



Emergencies / Urgent

Contact Help Desk

Ext. 2444

Submit a service request

Contact Help Desk

**Web Service Request
Forms**

**Queries / Feedback
General Information**

Contact Help Desk

Ext 7956
Estates.follow-up-
jobs@lse.ac.uk

Out of Hours Contact

Security
Ext. 2000

**Contact Help Desk (if
the web page is down)**

Ext. 7956
Estates-help-

**Contact the Customer
Services Manager**

Ext 7778
J.Sidhu@lse.ac.uk
Feedback Form

Contingency Procedure

Please visit the Estates
Help Desk web page for
forms and user notes



Visit our web page

Response Times
Quick Reference
News

For more information please visit our web page at:

<http://www.lse.ac.uk/EstatesDivision/HelpdeskAndServices/Helpdesk/home.aspx>

Estates Staff News



Kim Goodayle has joined us to help fill Chris Root's rather large shoes!

Prior to joining LSE, Kim spent 2 years working in the M&E department of a consultancy, Focus FM where his main duties included, auditing contractor documentation and performance to ensure compliance with contract specification, site surveys and the production of asset registers, undertaking plant condition reports, providing client technical support and chairing meetings.

He is a member of the Chartered Institute of Building Services Engineers.

In his spare time he enjoys restoring vintage and classic motorcycles, he currently has a collection of 4 motorcycles dating back to 1949. When not tinkering in the garage he enjoys undertaking DIY and small building projects and socialising with friends and family.

Kim is based in 1 Kingsway, 3rd floor (next to Pete Fennelly) and can be contacted on 0207 955 **7611** or k.goodayle@lse.ac.uk



We say farewell to:

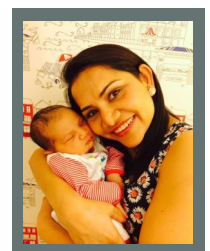
Dave Felstead has left the building! Dave managed to sneak out very quietly, after almost 10 years at the School - wishing you a happy retirement Dave.

Martin Bolton is also left us, his last day was Wednesday, 9th March. He didn't disappear so discreetly..... he celebrated in George IV Pub.

Tony Simpson has retired from the LSE after 20 years. He had a good send off in the Venue on Friday in preparation for his new life in sunny Lanzarote soon.



Amisha proudly presents Archie Varghese – Archie arrived on Valentine's Day and mummy and baby are doing well.



The Estates Facility Management Newsletter is compiled and edited by the Customer Service Manager and is published monthly.

For any related queries please contact: j.sidhu@lse.ac.uk