

# Estates Facilities Management Newsletter

Volume 3, Issue 21

January 2014

# LSE

## Estates Division Facilities Management

London School of Economics and Political Science

# Estates Facilities Management Newsletter



## Estates matters

Happy New Year!  
Let's hope it is a peaceful and successful one.

We said goodbye to 2013, a successful year for Estates. We had a lot to celebrate, including the Customer First re-accreditation in 2013 which reflected our commitment to providing quality service. The assessment for Customer First focused on the full range of the Estates teams' work and covered a wide range of improvements such as upgrading the physical environment through refurbishments and new builds (e.g. 32LIF and Saw Swee Hock); sustained commitment to improving the relationship with our internal and external customers; providing a wider range and better services.

At the Estates Staff Forum before Christmas, Allan Blair, Director of Facilities, updated us on progress with the Action Plan that was put together following analysis of the Estates Staff Survey and the staff

feedback from the Customer Service Excellence training. He highlighted that to improve the internal customer relationship and working environment the following actions will be taken:

- there will be a clear link under the new HR Career Development Review process with pay and contribution;
- we will continue to benchmark salaries;
- we will have a bespoke training programme with certification courses as well as general training covering customer service, fair treatment, equality and inclusion, bullying and harassment etc.;
- we will feed into the two School wide groups working on dealing with stress and wellbeing, and HERA process;
- there will be more social and team building events organised for Estates Staff.

Allan Blair is also reviewing the outcome of the consultation on the FM Review—all proposals from staff on their views of how the FM

section can work better will be analysed. The outcome will be presented in a report later on in the Spring. Just a reminder that the FM Review was triggered by the inclusion of Halls of Residence FM Services as part of the Estates Function. However, the review will go beyond this and will be an opportunity to review how the current FM teams work and where we can do better.

The recent Director of Estates newsletter highlighted our priorities for 2014, these are:

- Pedestrianisation of Sheffield Street and further public realm improvements
- Commencement of design for the Centre for Social Sciences
- Completion of Residences FM re-organization
- New Schoolwide 2020 Accommodation Plan
- Design competition for 44 Lincolns Inn Field
- Completion of Women's Library Project and commencement of the Library Master Plan.

Read more about Estates long term plans on p.2.



On 20th December, the Security Operations Manager, Richard Mulcahy, sustained serious injuries in a bus crash on his way to work. He is currently off work and we are pleased to report that he is doing well and we would like to wish him a speedy and full recovery.

This newsletter is distributed by email and available on the internet to subscribers and regular users of Help Desk. We very much hope you like reading it, however should you like to unsubscribe from this newsletter please reply to the original email with 'unsubscribe' in the headline.

## First annual environmental sustainability report due soon



The LSE Sustainability Team is happy to announce that the first ever annual Sustainability Report is near completion. It will highlight the School's 2012-13 progress against its [Environmental Sustainability Policy](#), and document LSE's leadership in, and commitment to, environmental sustainability.

There are many successes to report from the last academic year, so make sure you get a copy, which should be available online and in print in February 2014.

## Julian Robinson, Director of Estates update at the School Secretary's Briefing

At the recent School Secretary's Briefing Julian Robinson, Director of Estates, updated staff on the future plans for the LSE Estate. He announced that there will be a revision of the LSE Estates Strategy and a creation of a Long Term Accommodation Plan for the School (2020). To facilitate this, in early 2014, the Campus Development Committee will meet under the leadership of Craig Calhoun. The Committee will engage all staff and departments in a School wide consultation to provide a blue print for the future Accommodation Plan and the revised Estate Strategy. The idea is to re-map the space requirements across the School to reflect current and future teaching and faculty space needs and better collaboration between departments. We are planning for future growth (extent to be determined) and as a result there will be a lot of moves and changes that will affect the LSE community.

According to research led by the LSE Estates Division and the Higher Education Design Quality Forum (HEDQF), over a third of students have rejected a university due to the quality of its buildings and lack of facilities. The research, commissioned by HEDQF, asked 1,000 students from UK universities for their views on the quality of their university campus and sheds new light on how students make decisions as they go through the application process. Link to the survey can be found at: <http://www.lse.ac.uk/intranet/LSEServices/estatesDivision/pdf/HEDQF-Booklet2.pdf>

Equipped with the knowledge from this research and the long term ambition of the LSE to create a world class estate and a university quarter in Aldwych, the School is to embark on the next stage of estates development. We have already laid the foundations with the New Academic Building, which was a watershed moment showing that good accommodation can be provided in this central London location. The 32LIF building is a benchmark for how departmental needs can be met. And the recently opened Saw Swee Hock building addressed issues raised in the international student barometer. Further works include the pedestrianisation of Sheffield Street scheduled to finish by early summer 2014, followed by the pedestrianisation of Portugal Street, subject to obtaining an approval from Westminster Council. There will also be a public square created as part of the Centre Buildings redevelopment.

Two opportunity areas that are currently being planned are the redevelopment of the Central Building to create a Global Centre for the Social Sciences and the newly purchased 44 Lincoln's Inn Fields. The completion of the consultation period will be used to revise the LSE Accommodation Plan and will inform the brief for the redevelopment of 44LIF. This is a very exciting acquisition as it is a link between the expanding campus with frontages to LIF, LRB and SAW. Our ambition and challenge with the future redevelopments are to ensure that we deliver our most environmentally friendly building to date within a working campus.

For more information, please visit our web page. You can also find more detail on our priorities in the Director of Estates Newsletter: [http://www.lse.ac.uk/intranet/LSEServices/estatesDivision/pdf/directors\\_newsletter/NewsletterIssue5.pdf](http://www.lse.ac.uk/intranet/LSEServices/estatesDivision/pdf/directors_newsletter/NewsletterIssue5.pdf)

## PEACOCK THEATRE FLOOD (15 December 2013)

Dear Colleagues,

I am e-mailing to confirm that, thanks to strenuous efforts by LSE and Sadlers' Wells staff over the past 24 hours, the Peacock Theatre will be available for the LSE degree ceremonies this week, as planned.

I would like to thank everyone who dealt with what was a very serious flood both by coming on site yesterday and last night, and by making a contribution remotely, all of whose hard work ensured that what was potentially a crisis for a major School event did not become so; and in particular Sam and his team and everyone from Estates who went far over and beyond the call of duty at a time of year when such an event is probably least welcome. It was a splendid example of team work in an adverse situation. Our sympathy of course goes to the disappointed audiences for the Snowman yesterday.

Let us hope that the remaining week up to the break passes uneventfully and that the degree ceremonies go smoothly.

Best wishes, Andrew Webb. Director of GLPD and Deputy Secretary

## ESTATES CHRISTMAS LUNCH



The Estates Division celebrated Christmas with a team lunch in the Strand Palace Hotel on 20th December. As you will see from the pictures, everyone had a good time and the silly hats are evidence of the free spirit and good humour that was had.

Everyone who remained on duty, (members of the Security team, Maintenance and Help Desk) during the main event, were able to have a late Christmas dinner on 17th January.

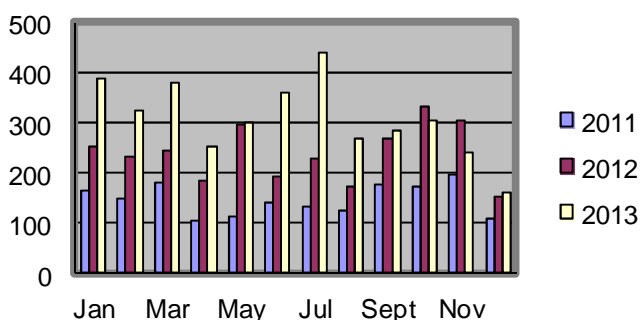
There was a lot to celebrate in 2013 and having the opportunity to have all teams in Estates together was an excellent way to close the year.



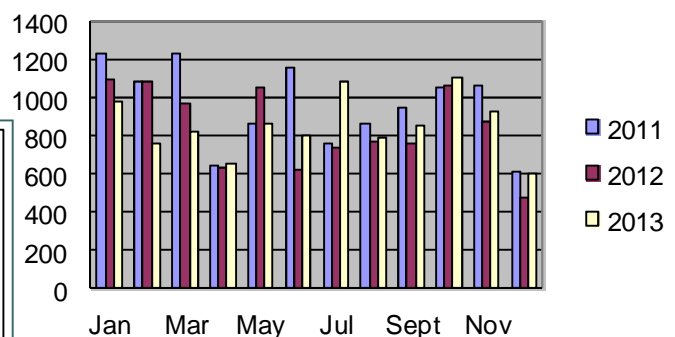
### 2013 End of year Estates Help Desk statistics

In 2013 Estates Help Desk received 3704 phone enquiries (in addition to enquiries received via the service request forms), representing an increase of 29% on 2012. We assign this to two main factors: the opening of 32LIF which resulted in increased volume of calls at the start of the year and the "Do not walk past—report it" initiatives which encourages staff to report faults on campus.

**Calls to Help Desk Year on Year comparison**



**Job Instructions Year on Year comparison**



Estates Help Desk also raised 10772 jobs, and counting, for the Maintenance team alone in 2013.

We processed 394 requests for furniture of which 184 were fulfilled by ReUse. This saved £22764.24 and 13046.66kg CO2e.





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](mailto:estates-help-desk@lse.ac.uk)

**www:** [www.lse.ac.uk/EstatesDivision/HelpdeskAndServices/Helpdesk](http://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.

**LSE** Estates Division  
Facilities Management

#### Emergencies / Urgent

##### Contact Help Desk

- Ext. 2444

##### Out of hours contact - Security

- Ext. 2000

##### Contingency procedure

- Visit the Estates Help Desk web page for forms and user notes

#### Submit a service request

##### Contact Help Desk

- Web Service Request Forms

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

- Ext. 7956  
- [Estates-help-desk@lse.ac.uk](mailto:Estates-help-desk@lse.ac.uk)

#### Queries / Feedback / General Information

##### Contact Help Desk

- Ext. 7956  
- [Estates.follow-up-jobs@lse.ac.uk](mailto:Estates.follow-up-jobs@lse.ac.uk)

##### Contact the Customer Services Manager

- Ext. 7778  
- [A.Ahjem@lse.ac.uk](mailto:A.Ahjem@lse.ac.uk)  
- Feedback Form

##### Visit our web page

- Response Times  
- Quick Reference  
- News

**LSE** Estates Division

For more information please visit our web page at:

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

## Estates staff news

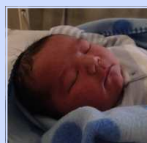


Jon Emmett from the Sustainability Team has recently been elected onto the Member Advisory Council (MAC) of

the national [Environmental Association of Universities and Colleges](http://www.eauc.ac.uk) (EAUC).

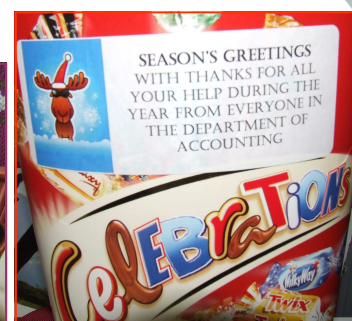
The EAUC promotes sustainability in tertiary education by sharing expertise among its member institutions and representing the sector in national policy-making circles.

Congratulations to Terri Townsend who had a baby boy on 23.01.2014 weighing a healthy 8.9 pounds. Terri and baby Tommy James are doing well.



Thank you for all the Christmas treats and greetings!

We enjoyed them very much.



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

For any related queries please contact Beni Ahjem on ext 7778 or by email [a.ahjem@lse.ac.uk](mailto:a.ahjem@lse.ac.uk)

