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LSE

Estates Division  
Facilities Management

LONDON SCHOOL OF ECONOMICS AND POLITICAL SCIENCE

# Estates Facility Management Newsletter

## Editor's blog

It has been a busy news month but one of the topics that dominated the news is the collapse of the News of the World due to the corruption and telephone hacking scandal. Politicians and celebrities launched an all-out attack on News International accusing it of using "disgusting" methods to gain access to personal information, with Gordon Brown also alleging the newspaper giant having links to the "criminal underworld". None of this was a surprise to anyone, of course, there aren't many other ways of obtaining sensitive information in this heavily data protected world. Corruption is not a new phenomenon, people sell their bodies and body parts for money let alone a bit of information. What is worrying, from my perspective, is that the police was so heavily implicated in the scandal and admitted that the accusations were likely to be true. These are the people who are meant to stop illegal activities taking place! Also greed, driven by lack of consideration for the individuals, combined with bullying are tactics as old as the world. What was different this time is that the collective power of the people's outrage finally brought down what the invincible news moguls and the authorities were hoping to get away with. Hail the people's power! There is a lesson to be learnt here by all layers of political and business life—the collective mass of people is a powerful tool and a way of bringing down authorities that have lost touch with reality.

**Our thoughts are with the people of Norway** who are dealing with the grief of the recent deadly attack. Not only it is one of the highest loss of lives gunman attacks in recent time but what is even more shocking for the nation is that it is carried out by a Norwegian.

Norway is a peaceful nation, very forward and tolerant and therefore, no one could understand how extreme ideology can be associated with it.

Norway is a strong nation and no doubt will find ways to deal with the situation without affecting its deeply routed democratic values.

**Help Desk Update—** A Help Desk Technicians has moved to a 4 day a week working pattern and we are currently recruiting for one day a week member of staff to start asap. We have temporary cover arrangements in the meantime. We are trying to make sure that the new arrangement will not affect our service delivery, but the change will inevitably require some adjusting and I hope you can bear with us until we are settled. Thank you in advance.

## Product Recall - Beko Fridge Freezers.

As a service to you, Estates Maintenance would like to draw your attention to a recent product recall of Beko Fridge Freezers manufactured between 2000 and 2006. The recall only affects certain models, so if you have a Beko Fridge Freezer, please check the Trading Standards website ([www.tradingstandards.gov.uk/advice/advice-recall-item.cfm?id=273199](http://www.tradingstandards.gov.uk/advice/advice-recall-item.cfm?id=273199)) for a list of models affected. If your fridge freezer is one of these models, you need to get in touch with Beko on free phone 0800 009 4837 or by visiting [www.beko.co.uk](http://www.beko.co.uk). An engineer will have to visit to make an adjustment to your fridge freezer, to make it safe.

Departments at the School and in the Halls of Residence have already been asked to check for these models, but we would urge you to check on your fridge freezers at home.

If you come across one of these fridge freezers on LSE premises, and you are not sure whether it has already been reported to Beko, please contact Health and Safety ([health.and.safety@lse.ac.uk](mailto:health.and.safety@lse.ac.uk), ext. 3677 or 3638).

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## Room for Thought:

"The challenge of being a manager is to get the best out of everybody, not just the few who are clones of yourself."

Workplace bullying - in any form - is bad for business. It destroys teamwork, commitment and morale." Tony Morgan

"Most organisations have a serial bully. It never ceases to amaze me how one person's divisive dysfunctional behaviour can permeate the entire organisation like a cancer."

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.

## Standard Salto locks times schedules

### The standard Salto lock time schedules to Landing/Departmental Doors (not office doors!): -

Unlock at 09:30 and lockdown at 17:00 Monday to Friday

#### **Fob Access Levels: -**

Staff (Level 30): 7am – 12 Midnight Mon-Fri & 8am – 10pm Sat/Sun

Researchers (Level 30): 7am – 12 Midnight Mon-Fri & 8am – 10pm Sat/Sun

Students (Level 10 – access to department only – no offices): 8am – 9.30pm Monday to Friday

Any requests for the application of time schedules outside of the times stipulated above, must be made to the LSE Security office. Please note: 8<sup>th</sup> Floor Tower 2 – Landing Doors – request to have these doors permanently locked-down authorised by LSE Security upon request from the department concerned.

When requesting a fob please stipulate the name of the user, the required access level (Staff, Researcher, Student), area of required access (office room number) and the Valid Until Date on the users LSE ID Card. Fobs for multi-room access must be authorised by LSE Security.

## Staff briefing update from the perspective of Estates

In the Staff Briefing of 28th & 29th June there were a number of issues that were raised that covered topics that affected the Estates Division and our service provision. Here is a quick summary of the key issues from the perspective of Estates:

- The Estates Division was praised by Adrian Hall for the efforts in improving the LSE facilities and as a result enhance the student experience. Adrian Hall also endorsed the newly installed recycling stations and emphasised that using them is part of our social responsibility.
- IT are creating a central hub for Policies and Procedures on the Intranet that will create a one-stop reference to all important documents in LSE. Departments will be asked to amend their web pages in order to facilitate the completion of this project. As a result all of the Estates Policies and Procedures would be found via the following link:<http://www2.lse.ac.uk/intranet/LSEServices/policies/home.aspx>. This is a work in progress and will be fully developed over the next few months.

Dear Beni,

A quick note to say many thanks for yesterday morning. The locksmith was here and opened my cabinet within about 10 minutes of my first call to you, so I'm very impressed and very appreciative. It meant I got to my meeting on time, and with the right papers!

Thanks again,

Jane Hindle

Communications and Publishing  
Adviser

- There were four service improvement working groups this year involving 56 Service Staff and 4 academic staff. They looked at Printing & Copying Service; Support for major academic initiatives; Conflicting Service Requirements and Data Quality. Those groups came up with recommendations for improvements that will be implemented in due course.
- Although we are into the third year of the current Service Delivery Plan (SDP), working groups are being set up to start work on the next SDP and to update the current one. The main aim of the SDP is to improve the services at the LSE through more collaboration between the departments and long term planning. This will include areas of service provision, business continuity, environmental issues, obtaining user feedback on quality of our services and benchmarking our services with others to compare quality.
- The priorities for 2011 / 2012 from the point of view of Estates are to improve the service engagement with the academic departments and to provide more strategic approach to effective and integrated management of the student experience.

## warp-it pilot

Members of the Estates Division have been carefully selected by Allan Blair, the FM Director and the Sustainability Team to take part in the warp-it pilot. This new software is designed to facilitate furniture, stationery and equipment exchange within the LSE. Chantal Beaudoin went over the software functionalities with the working group and got their feedback and ideas on how to maximise internal reuse within the School. All this forms part of our social responsibility and sustainable living.

Both Salma and myself have been very pleased with estates recently. All of the request that have run over schedule, which wasn't many, have been dealt with by the Help Desk extremely quickly. They've also helped me get in touch with certain members of the team that do not have extensions listed on the directory – which was extremely helpful.

No criticisms or improvements whatsoever.

Department of Management, NAB

Hi All,

Just a very quick thank you to you all, particularly Malcolm and Felix for sorting out the problems in the the Anchorage and George IV flats over the last couple of days, whilst Samantha was away. It is very much appreciated, and the service that you offered was exceptional!

Take Care,

Christopher Hunt

Sales Manager - Vacation  
Residences

# LSE Campus—Summer Works—Long Term Maintenance

LOCATION	DESCRIPTION	PM	EXT	CONSTRUCTION PERIOD	IMPACT
20 KINGS WAY	G01 MEANS OF ESCAPE/SMOKE LOBBY	MF	6548	18 JULY – 6 SEPT	NOISE/DUST/ACCESS TO CONFUCIUS CENTRE. LANGUAGE CENTRE USING UPPER FLOORS BETWEEN 1AUG-2 SEPT.
PEACOCK THEATRE	TOILET UPGRADE	MF	6548	8-20 AUG + ANY PREP TIME AVAILABLE 8-20 AUG	DISRUPTION AFFECTS SADLER'S WELLS OCCUPANCY/SHOWS DITTO
PORTSMOUTH	DECORATING – ESCAPE ROUTE STONE CLEANING	LA	6515	W/E 2&3 JULY	DUST/NOISE/CONGESTION
ST CLEMENTS	DECORATING STAIRS/ROOMS	LA	6515	JULY	SMELL/DUST/CONGESTION
	S018 STEELWORK	MF	6548	10 AUG – END OF SEPT	NOISE
	S201 & S299	MB	1149	JULY	SMELL/DUST/NO ACCESS
	S300 & S308	SC	1143	TO START ON 18 JULY. CHECK T1 WORKS 15 AUG ONWARDS	NOISE/DECANTING
ST PHILIPS	DECORATING STAIRS NSC	LA	6515	START 18 MAY	SMELL/DUST/CONGESTION
		EL	7747	ASBESTOS COMPL: 10 JUN DEMO COMPL: 8 AUG	DUST/NOISE/CONGESTION
OLD BUILDING	RISER CUPBOARDS TO STAIR B	MF	6548	25 JULY ONWARDS	NOISE/DUST/CONGESTION
	DECORATING TO STAIR B	LA	6515	AUG – 3 SEPT	SMELL/DUST/CONGESTION
	SHAW LIBRARY FIRE EXIT	MF	6548	15-30 AUG	NOISE
	SHAW LIBRARY DOORS	MF	6548	15-30 AUG	NOISE/DUST/NO ACCESS
	SHAW LIBRARY SOFT FURNISHINGS	MB	1149	15-30 AUG	NO ACCESS – NEEDS COORDINATION
TOWER 1	LEVELS 3-11 REFURB	MG	1171	11 APR – 10 OCT	NOISE AFFECTING LOWER TEACHING SPACE TESTING TO BE DONE @ NIGHT
ST CLEMENT LANE	FIRE ALARMS	MF	6548	COMPL APPROX AUG 2011	SMELL/NOISE
LRB	ROAD REPAIRS	MF	6548	SUMMER	ACCESS DISRUPTION
	TOILET UPGRADE	MF	6548	SURVEY DURING AUG/SEPT	DITTO
	PAVEMENT LIGHTS	MF	6548	W/C 4 JULY	NO ACCESS/NOISE/DUST
KINGS CHAMBER	SALON REFURB	LA	6515	SUMMER	EARLY TO AVOID ACCESS ISSUES
NAB	PORTICO CLEANING	MF	6548	22 JUNE	ACCESS DISRUPTION
	ENTRANCE HEATERS	MB	1149	15-21 JULY	NOISE
	ZAYED THEATRE DUCTING	AR	7089	15-19 AUG – OUT OF HOURS	REDUCED CAPACITY/ACCESS DURING SS.
CAMPUS WIDE	TEACHING SPACE UPGRADE	MG	1171	START IN SUMMER BUT SUBJECT TO SCOPE, BUDGET ETC	NOISE/DUST/CONGESTION. DUE TO FINISH ON 1 JULY. LEAK IN ST CLEMENTS TO RESOLVE – AWAITING SOLUTION. WE WORKING
CAMPUS WIDE	SPOF DUCTS	AR	7089	PEACOCK THEATRE CONNS – 20-24 JUNE 32 LIF CONNECTION – BY 27 JUNE BY END OF JULY	ACCESS TO RISERS/COMMS CABS REQ'D
CAMPUS WIDE	SPOF CABLEING TO COMMS WAY FINDING	AR	AR		
		PN	1187	ISLAND SITE STARTS 23 MAY. IN JUNE: LAKATOS, CLEMENT, COLUMBIA, CONNAUGHT. SLIPPAGE HAS OCCURRED – REVISED PROGRAMME TO BE ISSUED	STUDENT CONFUSION. 2 SETS OF SIGNS TO REMAIN. SIGNS AFTER UG EXAMS
TOWER 1, OB, CLEMENT, ST CLEM, LRB, NAB [Ex]	SALTO WALL READERS	MF	6548	SEPT	NOISE/CONGESTION
EAST BUILDING, ST CLEMENT, COLUMBIA, CONNAUGHT, TOWERS	WINDOW BOXES TO EAST, ST CLEM, COL, CONN, TOWERS, PLANTING AT PLAZA	LA	6515	TBD - DURING SUMMER RECESS	NOISE/CONGESTION

## Interview with Steve Jessup—electrician

### When did you start working for LSE?

I started at the LSE back in 2004 as a lamp changer whilst I was finishing my electrical exams, I then had to get involved in various in-house training in order to get extensive practical experience and in 2007 I moved on to become a qualified electrician.

### What changes have you observed during your time at LSE?

The changes I have observed are the increased work load and the more buildings the LSE are buying.

### How do you like to spend your time outside work?

Playing football, golf and going to the gym (when I can be bothered).

### Tell us something about you that we may not know?

I was once on the path of becoming a professional footballer, I was on the books with Chelsea and Arsenal when I was younger. But I .....

### Where do you like to go on holiday?

I have been to a lot of places from Germany, France, Spain to America, Dominica Rep and Turkey. But my favourite has to be Jamaica, its so laid back and plus the rum out there is great.

### What do you look forward to?

At the moment the thing I am looking forward to is recovering from a fractured wrist which I had operated on in March; the recovery has been really difficult.

### If money was no object, what would you like to do?

If money was no object I would buy the biggest yacht and sail to Vilamoura in Portugal stay there for a couple of months and then sail round to Monaco and then try and play golf on all the top courses in the world.





### LSE is now Gas Safe Registered

Following some intensive training our mechanical supervisor, Malcolm Callender and some of his staff have passed the Gas Safe exam. This is an extremely difficult exam as you only pass with 100% correct answers. Well done!

As a result of the Gas Safety registration we are now in a position to work on the LSE gas installation in house and therefore be able to undertake work that would previously been required to be done by contractors.

Therefore, we will be able to react quicker to faults as well as save money on repairs. One further step to our team becoming more in control of emergencies and day-to-day work.

#### REGISTRATION CERTIFICATE

This is to certify that

**LONDON SCHOOL OF ECONOMICS**

**REGISTRATION NO: 531236**

is enrolled on the Gas Safe Register of gas engineers and is therefore deemed a member of a Class of Persons approved by the relevant health and safety enforcement agency, in accordance with current gas safety legislation in force.

**THIS CERTIFICATE IS VALID UNTIL 19 JUNE 2012**



A handwritten signature in black ink, likely belonging to Paul Johnston.

Paul Johnston  
Chief Executive

Gas Safe Register  
PO Box 6804  
Basingstoke  
RG24 4NB

### Staff Training—CIEH Examination Results

The Chartered Institute of Environmental Health (CIEH) confirmed that the provisional results for the Level 2 Award in Principles of COSHH examination have been announced.

We are pleased to report that all of our technicians attended the course and we are awaiting the final confirmations of their results.

Once, the results are in, Julian Robinson, Director of Estates will be presenting the certificates to the maintenance staff in recognition of their achievement. Well done!



### Building on our success

Following our accreditation of Customer First Standard we have some work to do to show continuous improvement.

The Customer First working group met to agree on the best way to progress the follow-up period. We decided to focus on best practices and cross-team exchange of information and training in order to improve any areas that are identified as below average and can do better.

There will be more group sessions with all staff to deliver the improvements.

We will focus on the following points:

1. Perform consistently well
2. Actively engage with customers, partners and staff
3. Be fair and accessible to everyone and promote choice
4. Further develop & improve service
5. Use resources effectively and imaginatively
6. Improve opportunities and quality of life for customers, contractors and staff

### Estates Help Desk Contact Details

**Log a request via the web:** LSE— Estates Division—Help Desk and Services—Service Request Form

**To report an emergency:** call ext. 2444, from communal phones dial #2444

**To follow up progress on a job or log an enquiry:** [estates.follow-up-jobs@lse.ac.uk](mailto:estates.follow-up-jobs@lse.ac.uk)

**Contact Help Desk:** ext. 7956, ext.6415, [estates-help-desk@lse.ac.uk](mailto:estates-help-desk@lse.ac.uk)

**Customer Services Manager:** ext. 7778, [a.ahjem@lse.ac.uk](mailto:a.ahjem@lse.ac.uk)

# LSE

Estates Division  
Facilities Management