

Director of Estates Newsletter

Dear Colleagues,

When I first took up this post 3 years ago, I proposed that we should adopt a quote from an old Greek fella, as our Divisional motto!

"Excellence does not consist only in single activities but habits"

Believe it or not it was made by the philosopher Aristotle some 2,350 years ago. (Beni hope you approve!). I'm delighted to report that as I go round the School speaking and listening to our customers it is clear to me we have in fact developed some very good habits. Our new Director Craig Calhoun commented to me that he was pleased to find the LSE facilities in good order when he arrived, as he had been told by a previous Director they were problematic! One of our Pro-Directors told me that the Estate buildings and services had changed beyond all recognition and that he felt there was a tangible sense of achievement. Feedback like this demonstrates to me that we are firmly on the road to embedding a habit of excellence.

Every member of the Estates Division has played their part and I am very thankful to have such a committed bunch of staff. For example, earlier this term both boilers failed in the East Building the quickest and most cost effective way of rectifying this was to employ the in-house analytical and design skills of Malcolm Callender and the welding skills of Ben Shirley to save the day. We employ clever people at all levels of our organisation whether it's the writing talents of Pawel in the post room or the academic skills of Paul Thornbury who has just been awarded an LSE MSc. We employ people who are dedicated to providing a great service to our customers and I was delighted to hear that the students in the Library had organised a Christmas collection to recognise the service of our cleaners. What a fantastic gesture!

Architecture in Schools

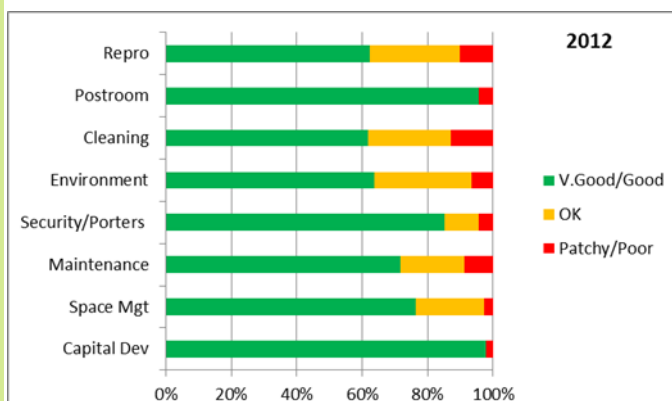
One of the more enjoyable aspects of my job is meeting staff, students and potential students. In October I hosted a class of local year 9 school children at the NAB. The aim of the afternoon was to inspire children and teachers about the educational potential of architecture. They were all given worksheets and spent the afternoon exploring and learning about the building and aspects of its design. I had tremendous feedback and hope to do a repeat run next year.



Customer Feedback

Without our customers - students, staff and alumni we wouldn't exist. Their views on the service we offer are essential. Whilst it is good management practice to keep a complaints log, I have also decided to keep a compliments log as we have received some very positive feedback over the last year. The results from my 'meet the customer' sessions in 2012 are shown below and remember if you have any ideas on how we can improve our service, please don't hesitate to let me know.

j.s.robinson@lse.ac.uk



Don't Walk Past!

help desk **Estates Division**

DON'T WALK PAST - REPORT IT!

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:

CONTACT ESTATES HELP DESK (see reverse)
OR REPORT IT TO ANY MEMBER OF ESTATES STAFF

The Estates Division staff are the custodians of the campus, we know it better than most and have a good idea on where it could be improved. If it's looking shabby, unclean or in a state of disrepair, it is down to all of us to ensure these things are reported and attended to. Broken paving, lights not working, gash furniture, untidy reception/entrance areas, unclean toilets etc. are all fairly small in themselves but if allowed to build up will drag down the overall impression of the School. So be vigilant and report via the Estates Helpdesk.

Review of 2012

The Estates Division has been extremely active on all fronts and has risen to the challenge of a new LSE Director who has arrived full of ambition and ideas to take the School to even greater heights of excellence. For our part we have achievements of which to be proud.

On the Environmental front we gained Eco Campus Platinum (one of only 9 Universities in the UK) together with the internationally recognised ISO 14001 for Environmental Management.

We have virtually completed the transformation of the Grade 2 Listed Land Registry for the department of Economics and its associated Research Centres.



The New Students' Centre is now rising impressively from behind the hoardings and has already won its first design award before its even been completed!

Towers reception project has literally transformed

low grade space into a 'shop window' for research at the LSE.

Thanks to the drive of Francesca Harding the Estates Division was the first and only part of the LSE to gain a Platinum Award in Green Impact.

Successful roll-out of new Campus cleaning contract, with all cleaners being paid the London living wage and customer feedback both staff and students being very positive.

We completed a School wide Accommodation Plan, found a resolution to Finance Department's long standing space issues and perhaps most important of all managed the successful purchase, fit out and move into the new Director's residence!

The Year Ahead

It is my belief that the arrival of the new Director, Prof. Craig Calhoun will be a very significant juncture in the School's history. He is a man of vision, passion and ambition determined to take the LSE to new heights in academic excellence, student satisfaction, public engagement and the quality and size of the estate! He has instigated a major consultation exercise on the 'Future Shape of the School' to which all LSE staff are invited to contribute and it has already been agreed that in the first instance the School will grow by 1,000 full time home/EU undergraduate students. The challenge for Estates will be to continue to provide an excellent service in a time of change, redevelopment and growth.

More students will mean more teaching space, academic offices and support space. This will involve moving some departments to new locations, leasing temporary decant space and potentially acquiring new sites. Other key challenges include:

- ◆ The completion of the New Students' Centre and its successful occupation and operation;
- ◆ The briefing and architectural competition of the £90m Centre Buildings redevelopment;
- ◆ Production of development appraisals and potential purchase of further buildings adjacent to the main campus;
- ◆ Final resolution of the planning, logistics and business case for Bankside house refurbishment and extension;
- ◆ Implementation of year 2 of the carbon management plan and continued carbon reduction at a time of growth;
- ◆ Further development of and consolidation of residences facilities management.

In 2012 we said hello to ...

Chris Anderson, Martin Bolton, Ana Leite Pereira Dinis, Rosie Komorowska-Gillam-Jones, Mandy Crane, Lola Akande and Nick Garwolinski, Richmond Larbi, Christian Nougang, Rhazid Mendes, Jerry Addo-Gammon, Beena Gohill, Yanli Ji

In 2012 we said goodbye to ...

Mirren McLeod, Tony Reyes-Wainwright, Karen Van der Vat, Don Taylor, Patrick Liu, Frank Eagles

In 2012 we welcomed ...

Baby Audrey Watts (to Lauren Allier), and Baby Annabelle Sophie (to Aggie Gemel)

Apprenticeships

One of the tasks I set myself was to set up an apprenticeship scheme that would allow local young people a pathway into employment at the LSE, where we would be able to give them training and career development support. I'm delighted to announce we have employed our first Westminster apprentice in the main Estates office. We have also managed to secure approval to take on two technical apprentices in Maintenance next year.

Staff Forums

We have held another six forums in the last year to give all Estates staff the opportunity to learn about each other's roles, developments taking place in Estates and the wider School and to ask questions of management. Topics have included:

- ◆ Implementation of the new cleaning contract
- ◆ Estates Service Development plan
- ◆ Capital works updates
- ◆ Intro to the School counselling service
- ◆ A day in the life of a Property Surveyor and A day in the life of the Moves & Logistics Manager
- ◆ Helpdesk 'don't walk past initiative'
- ◆ Future Shape of the School

Thank You

On a personal note I bought myself a road bike through the School's 'CycleScheme' and put this to good use when I completed a 185mile sponsored cycle ride around Holland. Thanks to all of you who sponsored me. In the end the total raised by me and my friends for Haven House Children's Hospice exceeded £20,000!



In Conclusion ... I would say we have had a very good year and have some really exciting times ahead of us. You have all played your part in the success of the Division so a big thank you to: Admin Support (especially Mandy Hooker for putting up with me!), Capital Development, Environment & Sustainability, Estates Senior Management Team, FM Services including Resource (our outsourced cleaners), Maintenance, Post Room, Property & Space Management, Reprographics, Security & Porters and the Sports Ground staff. **With best wishes to you and yours for Christmas and the New Year and continued success in 2013,**

Julian S Robinson, Director of Estates.