Customer Service Excellence

On 28 August 2015 Estates Services Facilities Management achieved the nationally recognised accreditation Customer Service Excellence (‘CSE’). CSE is an excellent mechanism to promote continuous improvement, supporting the natural evolution of our services to our customers. FM is the first Estates Services team, and indeed the University, to achieve this.

Security Services completed their full assessment on 30 October 2015 and have been recommended by the Assessor for the accreditation. In terms of personnel, FM and Security Services form the largest Estates teams accounting for more than 50% of Estates Services. The rest of Estates Services have an objective to achieve the accreditation by Easter 2016.

Facilities Management Team Away Day

All FM staff took part in an FM Away Day in September 2015. The day is used to improve interaction between teams and to encourage cross-team working to allow further resource efficiencies, ‘toolbox’ training and to update the team on our achievements and future plans.

Facilities Management Apprenticeships

We are working with Clive Shepherd and Abingdon & Witney College to develop a bespoke apprenticeship programme for FM within the University. This is an exciting and unique opportunity and we expect to be recruiting our first FM apprentices by Easter 2016.

New FM Buildings

The ROQ Team are preparing for the opening of 3 buildings in the next Quarter. Practical completion dates are:

- 20 November – Blavatnik School of Government
- 4 December – St Luke’s Chapel
- 14 December – Radcliffe Outpatients Primary Care

St Luke’s is allocated to Estates Services and will be available to all departments for teaching and university use. More information on how to book this space will be published shortly.
The 2015 Estates Survey has now been issued and closed. Thank you to all who have completed the survey. We are currently analysing the results and will form any appropriate action plan.

Should you have any comments about what is written in this report then please do feel free to contact me.

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