Head of Strategic FM – Q1 2017/2018 commentary

This is my first commentary as acting Head of Strategic FM, and I am pleased to provide you with a number of updates. Do get in touch should you wish to discuss any details or have any feedback on our service – contact details are below. Thank you, Lisa Hofen.

University catering contract – update

The new catering contract, awarded to Compass Group to run 23 cafes and restaurants as well as providing hospitality and event catering, is currently being mobilised. While the mobilisation has generally been successful, there have been a number of operational issues which have had to be resolved or which are still in the process of being resolved and I would like to thank you for your continued patience. The immediate financial benefit of the contract is the removal of all catering subsidies for participating sites. As this is a major contract, we are implementing it in stages and these include:

- **Mobilisation**: the contract commenced on 1 October 2017. Since then Compass have been getting to know the detailed operations within the units they are serving, along with understanding the practicalities of the hospitality and events business at these locations. A mobilisation period is usually around 12 weeks and includes inducting both new and existing (TUPE) staff, supplementary training and initiating Compass documentation for food compliance. University Sport mobilised on 30 October and four sites at Old Road Campus will adopt the contract just before Christmas.

- **Refurbishment projects**: in addition to the refurbishment of the Dunn School and the ‘light touch’ re-branding of many of the catering units, we will shortly be refurbishing the following units in the next phase: Andrew Wiles Café Pi, Denys Wilkinson Common Room, Clarendon Common Room, Biochemistry Café, Osney One Café, University Offices Café, Wellcome Trust Café, Tulip Tree Café (Richard Doll Building) and the Green Building Café (ORCRB). Consultations with stakeholders are taking place.

**Creation of a Central Production Unit (CPU) at Osney**: completion of the CPU build and fit out, expected by summer 2018, will create an environment for Compass to prepare high volumes of food from a central site, supporting general catering operations and hospitality.

As a reminder of the contract’s vision please follow the attached link to the video Compass submitted as part of the tender process – Compass Catering Tender (password ‘comp’) – which will give you a good indication of the service Compass will deliver.

The contract will be managed by the FM and Purchasing teams in Estates Services. If you have any questions please contact either myself or Sally Rutty, FM Contracts Manager at sally.rutty@admin.ox.ac.uk.
Improved communications

In order to continuously improve our services, we are currently seeking to enhance the quality of our communications with you. This will come into effect in the next quarter. In essence, this falls into two categories: better information for departmental management, and more communication to staff within FM managed buildings. This will include improvements to the following:

- Management reporting
- Quarterly Management Reports
- Service Level Agreements
- FM Charges Explained documents

Electronic newsletter

We are looking to launch in 2018 a regular e-newsletter aimed at staff within FM managed buildings. It will provide contact details for FM, along with general interest articles about FM and other services such as the Bike Doctor and sustainability initiatives. This is something we have trialled on the ROQ for the last year; from the feedback we have received, we believe it is a useful source of information for our customers.

University Print Studio — are you using our services?

I would like to draw your attention to an article on page 12–13 of the recent edition of Blueprint, which describes changes to the reprographic services provided by the newly-renamed University Print Studio. We provide a friendly and affordable print, bulk mailing, binding and basic design service that is available for anyone in the University to use.

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