24/7
E&F NEWS

LANGLEY MEAD: NEW NATURE RESERVE OPEN TO THE PUBLIC

Estates & Facilities have worked particularly hard for several years to create an 18-hectare nature reserve in Shinfield.

On 13 May, Vice-Chancellor Sir David Bell and the E&F team hosted a launch day. Sir David addressed guests and ceremoniously planted an oak tree. The E&F team working with Events toured the reserve with stakeholders from the community to see the conservation restoration works.

Langley Mead is the culmination of years of planning work by our Estates Management team and is linked to wider strategic development in the area.

Over a thousand new trees were planted, and the installation of accessible pathways was managed by our Projects team.

The nature reserve is free and open to the public all year round. Public educational events will be organised from time to time at Langley Mead and there will be opportunities for community groups to get involved.

Langley Mead is one of the largest conservation areas of its type in the South East. Estates Management will work with the University Farm to manage the area.

For more information please contact Polly Tudball in Estates Management.

GOLD ENVIRONMENTAL AND CATERING AWARDS

Five E&F teams receive gold Green Impact awards... see page 5

Awards and Chef’s Challenge Gold for catering competition... see page 2

FOR ESTATES & FACILITIES STAFF

JUNE 2015

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- New team members, congratulations, farewells and fundraising
In March, our Catering team participated in the 22nd annual University Caterers Organisation (TUCO) skills competitions in Blackpool.

This year saw the most entries we have ever sent from Reading, which meant the University’s name and presence was visible throughout the event. The competitions have categories that involve all aspects of teams working in university catering, and this spirit of inclusion was felt throughout the two days.

Salon Culinaire
The Salon Culinaire, now in its second year, almost doubled its entries and we were involved in three out of the eight classes: Bread Display (Lucy Stokes, Bronze); Coffee Shop Cake (Clare Ringrose, Merit); and Cupcake Challenge (Krisztina Sztrimbely, Merit and Alice Ringrose, Merit).

Coffee Barista
The Coffee Barista competition saw our very own Kate Wojtowicz from Café Libro compete again. This year she was joined by Yawi Chhetri from the Henley Business School café. Both did really well and are determined to improve and win next year.

Bartender of the Year
New this year was a competition specifically for bar teams. Each competitor in the Bartender of the Year competition had to produce a signature cocktail, a pitcher of a non-alcoholic cocktail and a pitcher of an alcoholic cocktail.

Two members from our Bars team competed: Will Bowers and Laura McKenna. Will and Laura work at our recently refurbished Ice House in Wessex Hall. Laura was awarded a prize for best signature cocktail, a spicy invention called ‘Chilli gone Barmy’. She was also awarded the overall Silver for the competition.

Sustainable Initiative of the Year
Also new to the competitions this year were two paper-based initiative awards for Student Experience and Sustainability. Matt Tebbit, our Bars manager, submitted entries for both categories. The University’s submission was based on a variety of initiatives that have been implemented within the Bars team. We’re delighted that we won the award for the Sustainable Initiative of the Year.

Chef’s Challenge
This was also our fourth year of competing in the main event: the Chef’s Challenge. Chef’s Challenge is a team competition where two chefs work together to produce a three-course meal from a mystery box of ingredients. Our team consisted of Darren Edwards (competing for his fourth year at TUCO) and Krisztina Sztrimbely (competing for the first time).

Competition was very tough and as always the standard was very high. However our team rose to the challenge and cooked three amazing courses. We are extremely happy and proud that at the awards dinner, the University of Reading was awarded Gold! Well done to all!

Award list and winning Chef’s Challenge dishes... see page 5
FROM THE DIRECTOR’S CHAIR

As we head full speed towards summer vacations and balmy warm evenings, it is heartening to reflect on what has been achieved this year in Estates & Facilities as well as across the wider University.

Team successes
A number of teams in E&F have successfully been accredited or re-accredited for the quality management standard ISO 9001 – this is no mean task and all those concerned should be congratulated.

Trophies have also been won in other specialist areas of our team including Catering. It was a pleasure to join with colleagues from our Catering team to toast their competition success (see page 2).

We have also seen green shoots of change emerging across the University. Some early wins have been made in terms of efficiency and effectiveness, and more are anticipated on the back of forecast PAS changes. There have also been significant changes in our Catering and Hospitality teams with Matthew White now leading at both Whiteknights and Greenlands.

Training and development
Highly satisfying for me has been the gradual emergence of change in training and development since we released our mole into the central training team. We have now had several non-E&F staff enjoy learning about the benefits of the Insights Discovery Model… this has even reached the team in Malaysia!

Further leadership training is also being developed for all levels of management and supervision in the University. This has been a core part of our E&F development programme for several years.

I know that many of you have been focusing on personal development reviews (PDRs) in recent weeks. These are very useful opportunities for discussion with your line managers. I hope that reviewers and reviewees alike have found these beneficial.

Perhaps the greatest relief, for me anyway, has been the coming together of our new venture in Malaysia – well the building at least, which is now very near completion and is looking stunning (see page 6).

And finally – whether you are travelling far afield or enjoying a stay-cation – I trust you will have a great time with friends and family over the coming summer months.

Colin Robbins
Director of Estates & Facilities – Head of Function

GREENLANDS TEAM ON A WHIRLWIND STUDY TOUR

Our Greenlands Conference Centre at Henley is a member of Conference Centres of Excellence (CCE). Shortly after Easter, Greenlands team members joined a CCE study tour to visit several Conference Centres.

The team started with a visit to Madingley Hall for a tour then finally left for 20 April and successfully passed. We received excellent feedback from Southampton and our coordinator on our training centre, our use of cleaning materials and equipment.

Efficiency and make savings through effective use of cleaning materials and equipment.

Our BICS verification and project coordinator visits the University annually to audit our training team. Noting our exemplary service and processes, she recommended to Southampton University’s Cleaning Department that they should visit Reading to receive demonstrations and note our best practice for cleaning training.

The Southampton team came to see us on 14 April 2015. We demonstrated a live training session of the MU (Mandatory Units) tasks and assessment. We also discussed our working methods and shared best practice.

Southampton had their BICS annual audit on 20 April and successfully passed. We received excellent feedback from Southampton and our coordinator on our training centre, our knowledge, and the professionalism we demonstrated to our visitors. Southampton acknowledged that our assistance and guidance helped them pass their audit.

Team members: Kate Cama (House Manager), Jacqui Welch (Front of House Manager) and Marco Benardino (Restaurant Supervisor) took part in the tour.

The team started with a visit to Madingley Hall in Cambridge then went on to the RNLI training centre in Poole, followed by dinner and an overnight stay at Said Business School’s Egrove Park in Oxford. Early the next morning was a visit to newly opened venues at Marble Arch, followed by lunch at Warren House in Kingston upon Thames, then dinner, bed & breakfast at Moor Hall, Maidenhead. They then travelled to the newly refurbished Möller Centre in Cambridge, returned to Madingley Hall for a tour then finally left for home and a well-earned rest!

The Greenlands team found the tour busy but very interesting. It was a good chance to see what competitors are doing that’s different to Greenlands. The tour also helped them to understand and be reminded of things that Greenlands does to help keep us ahead of competitors.

Cleaning Services is a member of the British Institute of Cleaning Science (BICS), and have been running a BICS-accredited training centre at Whiteknights for the past five years.

By using BICS training we ensure the professionalism of our staff and compliance with legislation. We also increase our efficiency and make savings through effective use of cleaning materials and equipment.

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A DAY IN THE LIFE OF... SARAH CONNEL

Being an Events Assistant is extremely rewarding; the role is very dynamic and varies greatly day to day.

A typical day usually starts with a cup of tea whilst reading through emails and having a catch up with the team. Communication is key within this role whether it be an email, a meeting or a phone call. I am constantly liaising with external and internal clients and service providers within E&F: Catering, Campus Services, Security and of course the Venue Reading team.

I work very closely with event organisers to understand their exact requirements and add specific details to bookings such as catering, room layouts, AV requirements, signage, parking, arrival information, timings, quote information and expected numbers. Events range from birthday parties, retirement functions, conferences, day meetings and more, meaning each event is unique.

I manage many of my own events along with assisting the Events Manager and colleagues with larger events, conferences and language schools.

The best part of my job is delivering the event and finally seeing all that hard work pay off! At the start of the event I will meet the client to ensure everything is as it should be and go through the booking schedule one last time. I also work with service providers on the day to make sure everything runs smoothly.

The key to every event is customer focus and care. You are their point of contact and responsible for making their event a success. This brings a fair amount of stress and pressure as I’m sure you can imagine. It’s all completely worth it though when you see the customer is happy and know you have done your job well.

CATERING AND HOSPITALITY NEWS

COMPLIMENTS FROM A COUNTESS

Matthew White (Catering, Hotel & Conference Services Director) was recently invited to St James’s Palace to celebrate the 50th anniversary of the Craft Guild of Chefs.

Her Royal Highness the Countess of Wessex is the Patron of the Guild and she hosted a reception to celebrate the diversity of catering across the UK.

Matt was invited to represent the higher education catering sector and was presented to the Countess. He was able to talk to HRH about her and Prince Edward’s recent visit to the University. She remembered the lunch and complimented us on the superb quality of the meal and service: a real feather in the University’s cap!

In March our Catering team participated in the University Caterers Organisation (TUCO) skills competitions in Blackpool (see article on page 2).

Full list of winners

- Darren Edwards and Krisztina Sztrimbely won Gold at the Chef’s Team Challenge with a three-course meal (pictured right).
- Matt Tebbit (Sustainable Initiative of the Year)
- Laura McKenna (Bars Competition, Silver and Best Signature Cocktail)
- Lucy Stokes (Salon Culinaire Bread Display, Bronze)
- Clare Ringrose (Salon Culinaire Coffee Shop Cake, Merit)
- Alice Ringrose (Salon Culinaire Cupcake Display, Merit)
- Krisztina Sztrimbely (Salon Culinaire Cupcake Display, Merit).
CEDARS’ IMPROVED ENERGY EFFICIENCY

In April the Cedars Hotel & Conference Centre received an annual energy report which showed excellent results! Their energy efficiency has improved from 141 (Range F) to 77 (Range D), with 100 being a standard rate for the building. The venue has reduced CO2 emissions from 427 tonnes in March 2014 to 210 tonnes in March 2015!

The staff at the Cedars would like to thank all their guests for their sensible use of electricity, the Clean & Green team for their advice on signs, and Building Maintenance Services staff for their management of the heating at Cedars throughout the year.

GREEN INITIATIVES FOR CAMPUS BUILDINGS

ICMA TRIALS NEW ELECTRICITY REDUCTION
The ICMA building is taking part in an Automated Demand Response (ADR) trial as part of the Scottish & Southern Electric (SSE) Thames Valley Vision project.

ADR aims to reduce electricity demand on the National Grid during peak periods, by allowing SSE to remotely reduce electricity demand from non-essential equipment in a building (with prior approval from the University) for short periods.

This is part of a Government initiative to reduce peak demand on the National Grid. It is an alternative to building more costly new power stations and to other generation technologies. Being involved in this innovative project means the University is well placed to benefit from financial incentives for similar schemes that are likely to be introduced in the future.

The complex data analysis behind the wider Thames Valley Vision project is also being undertaken by researchers at the University.

E&F TEAMS GREEN IMPACT GOLD AWARDS

Green Impact is an environmental action programme run in conjunction with the NUS. At Reading we have been part of the programme since 2010 and, we’re pleased to say, this year has been our most successful yet.

On 14 May, five Green Impact teams from Estates & Facilities joined teams from across the University in the Meadow Suite to celebrate their success and collect their awards.

The Vice-Chancellor attended the awards ceremony and expressed his gratitude for all the hard work of the teams involved and highlighted the importance of their work to the University.

Five teams in Estates & Facilities achieved the Gold standard: Estates & Facilities Building, Campus Services, SportsPark, Greenlands and Catering. A special mention should be given to Kris Morgan-Jones who helped SportsPark to achieve Gold for the first time this year, and to Rhiannon Vaughan who achieved Gold for the fifth year running for the E&F Building.

If you would like to find out more about Green Impact, and how you can get involved, please email James Thorpe (j.thorpe@reading.ac.uk).

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STUDENT SPORTS RECAP

As we’re nearing the end of the academic year most of our student sports teams have finished for the season.

Nearly 150 institutions enter the British Universities and Colleges Sport (BUCS) championships so the competition is fierce. Overall BUCS champions this year will be Loughborough. Reading is expected to be in the top 50.

Rowing
Our top performers this year are Rowing. Their focus on sculling looks like it is paying off as they won both Men’s and Women’s quads in the BUCS Regatta, helping them to fourth overall in the medal table.

Rugby
Men’s Rugby had a very good season with the highlight being the selection of seven Reading students for the Berkshire U20 team that played in the County Final at Twickenham on 3 May. Unfortunately, unlike two years ago when Berkshire won the final, this year they were overcome by a very powerful and experienced Yorkshire team 36-3.

League and event winners
Women’s Squash won their league, but missed out on promotion to the premier league. Other BUCS league winners were: Women’s Lacrosse Firsts, Netball Seconds and Thirds, Men’s Football Thirds and Fourths, and Men’s Rugby Union Seconds.

Our Clay Pigeon Shooting team won the team event at the BUCS Championships; no doubt thanks to all our Agriculture students.

Thanks to E&F for their work and support
Thanks should go to all our SportsPark maintenance and projects staff who keep all the University’s sports facilities in such good condition, and to the Sports Ground teams who make sure all our pitches are in great condition no matter what the weather throws at them.

Things will be even better next season with the new pavilions at Whiteknights and Bulmershe.

UPDATE ON MALAYSIA CAMPUS BUILDING

Our Malaysia campus: external and internal photos of the main building, which is now nearing completion

150 MILES IN 24 HOURS

On 13 and 14 June, Karen Thomas, Sam Sumner, Barbara Mason and two other team members took part in the annual Mizuno Endure24 event at Wasing Park. The team ran 150 miles in 24 hours! Karen has raised over £700 for Cancer Research.

The page to donate is still open: www.justgiving.com/Karen-Thomas2014/

CAPTION WINNER

Congrats to Colin Barwick (Maintenance) who won a box of chocolates for his caption entry: ‘The Stig’s daytime job is revealed’
In a scheme brought forward by Estates Management, Grange cottage, Lodge cottage, and the adjoining storage buildings and lab have all been remodelled.

Four high-quality properties were developed, two new dwellings were created in the wings and a single storey extension was built.

The project ran for nine months from September 2014. All four of the refurbished properties were successfully let prior to project completion and handover on 6 May 2015.

The building designs were produced by AED Practice and the works carried out by Modus Construction.

Pipistrelle and long-eared bats were found roosting in the roof so the removal of the roof tiles had to be undertaken in accordance with a licence obtained from Natural England and with a licensed bat ecologist in attendance.

Construction works included fabric repairs and service installation upgrades as well as hard and soft landscape improvements and the thermal upgrading of external walls.

If you would like any further information please contact Stephen Jenkins in Estates Management.

What does safety mean to you?

Health & Safety Services are running a survey to help understand the safety culture in Estates & Facilities.

The survey is open to all E&F staff. It gives you the opportunity to say what you feel is working well and what could be done better.

H&S Services and E&F management are committed to acting on the findings of this survey to help improve health and safety standards and make the University an even safer place for us all to work.

The survey will run from 1–30 June. It can be completed online or on paper (copies will be available at key points across E&F).

The survey is anonymous and should take less than 15 minutes.

Complete it today for a chance to win one of five £25 prizes.

For further information please see the website at [www.reading.ac.uk/HealthandSafetyCultureQuestionnaire.aspx](http://www.reading.ac.uk/HealthandSafetyCultureQuestionnaire.aspx).
NEW TEAM MEMBERS

Louise Rapley

joined us earlier this year as a receptionist at Cedars Hotel & Conference Centre. She was Head Receptionist at Cantley House Hotel before starting here at the University. Louise is settling in well and finding her way around. She enjoys reading and loves going to the theatre. She has three children and spends most of her spare time with her family.

Andrew Bowler joined us in December 2014 as the new Maintenance Contracts Manager. He is based on the ground floor of the Estates & Facilities building.

NICK CROUCH PASSES PRINCE2

Nick Crouch (Projects) recently achieved project management qualification PRINCE2. He passed the two stages – Foundation and Practitioner – over the course of two days. Well done Nick!

IT’S A FIRST FOR DAN

Dan Fernbank (Energy Manager) graduated from the Open University in March with a First in Environmental Studies BSc. After 10 years of part-time study, Dan is now enjoying having study-free weekends. Congratulations Dan!

THE END OF AN ERA

A massive ‘Thank you, farewell & good luck’ to Alan Brand, who has now retired.

Alan arrived in 1985, at the then Henley Management College, as Head Chef. He worked his way up to become the Director of Hotel & Conference Services. Having spent most of his career (the past 30 years) at Greenlands, life here will not be quite the same again: we’ll miss you Alan!

Alan has now sailed off into sunny happiness on his boat and we all wish him the very best.

FAREWELL JANET

On 4 June we bid farewell to Janet Cheshire (Estates Management).

Janet started working at the University in June 1987 – 28 years ago! In that time she worked at most of our campuses. She has worked for parts of the organisation as diverse as the Centre for Agricultural Strategy, Gyosei Liaison Office and, more recently, Estates Management since April 2005.

Janet has a passion for bowls and plans to indulge in this pastime more regularly – assuming she isn’t entirely engrossed with her grandchildren, whom she also loves spending time with. We wish Janet all the very best for the future.

BOOKING.COM AWARD

Congratulations to Food & Beverage, Housekeeping and Reception at Henley Business School, Greenlands. They’ve been awarded a 9.1 from Booking.com for their customer service.

NEPAL APPEAL

Thank you to everyone in Estates & Facilities and the rest of the University who have shown support for colleagues in E&F who are from Nepal or have relatives affected by the recent earthquake disaster.

At the time of writing, the total raised stands at £1,990 + gift aid which is fantastic.

You can still donate: www.justgiving.com/Estates-Facilities/

Don’t forget to tick the ‘add gift aid’ box to make sure the tax relief is also credited to the fund.

Thank you again for your generosity; we know it will make a difference.

SEND US YOUR NEWS

Please send your articles and pics for the next 24/7 newsletter to Maria Swan m.swan@reading.ac.uk