FRANK BRUNO MBE: FIGHTING FOR BETTER MENTAL HEALTH

In March, Frank Bruno MBE launched the University’s Mental Health Day at the SportsPark. He spoke to University of Reading students and staff about mental health, and the power of activity and discipline – read more on page 2.
Mental Health First Aid Lite (MHFA Lite) is an introductory three-hour course designed to raise awareness of the issues surrounding mental health.

The course will enable you to gain a wider understanding of some of the issues surrounding mental health, and help you interact more effectively with people who may be experiencing mental health issues or emotional distress.

Many E&F staff have attended the course and all have found it interesting, thought-provoking and helpful, not just in the workplace but for personal reasons too.

If you’d like to know more, or want to book a place on an MHFA Lite course, please contact Maria Swan (m.swan@reading.ac.uk) or telephone ext. 7298.

In March, Frank Bruno MBE visited the SportsPark to launch the University’s Mental Health Day at the SportsPark by starting their Super Circuits class.

There were a wide range of stations hosted by SportsPark members’ favourite instructors: Sally, Maggie, Sam, Tristan, Barbara, Veronica, Kat, Sue and Michael.

There is a great YouTube video with highlights from Frank’s SportsPark visit: www.youtube.com/watch?v=7Cr5U55hIIQ &feature=youtu.be

‘The SportsPark team really pulled together and delivered the event perfectly, including the press conference which is in the video. It took place in the dance studio whilst the super circuit event was happening’

Greg Goddard (Operations Manager, Sport & Recreation)

BETTER MENTAL HEALTH

The University has mental health and wellbeing services for staff. If you’re interested in learning more about mental health you can book a place on an introductory course.

The University is committed to improving staff and student health and wellbeing.

There is a free, confidential 24-hour service available for staff: the Employee Assistance Programme (EAP) with FirstAssist.

The EAP service helps University employees who are experiencing stress or anxiety. It gives practical and emotional support.

The service is fully accredited by the British Association for Counselling and Psychotherapy and the Employee Assistance Professionals Association.

The EAP service provides 24/7 telephone counselling covering a wide range of work-related and personal issues including, but not limited to, finance, stress, bereavement, bullying, relationship difficulties, and managing work-life balance.

UNIVERSITY SUPPORT FOR YOUR WELLBEING

The University is committed to improving staff and student health.

For information, guidance and support for your wellbeing, please visit the University’s website.

www.reading.ac.uk/internal/humanresources/policiesandprocedures/humres-healthandwell-being.aspx
FROM THE DIRECTOR’S CHAIR

I trust we have all had the chance for some relaxation and recharging of our batteries over the summer in preparation for a busy Autumn term. As we embrace the dawn of a new academic year we face a number of challenges and hopes, in equal measure.

This has been one of the largest cohorts of new students to be recruited to the University (ever!), which in itself is an amazing achievement.

Growth in student numbers has been one of our strategic goals over recent years, but it also brings with it a few challenges – where will they sleep? Will they all fit into our already stretched timetable and limited lecture theatre capacity? I know many of you have already been working hard to find answers to these questions.

We have also been involved in a proposal to central government to relocate the headquarters building of the European Centre for Medium-Range Weather Forecasts (ECMWF) to a site at Earley Gate.

And then there is the ‘day job’! We have been heavily involved in the outcome of the Staff Survey 2017. I am delighted that we have been able to set up a number of focus groups to discuss and work through some of the issues that emerged from the Survey feedback.

I encourage you all to engage in this process to maximise the potential for change and improvement to the University and environment in which we are all so fortunate to work.

The higher education sector is experiencing an unprecedented period of dynamic change and evolution. With these challenges come opportunities to improve and increase the impact that we as a major University have in shaping the world around us. Let us rise to meet those challenges with positive enthusiasm and professional stamina.

I wish you all a very successful and satisfying 2017/18.

Colin Robbins (Director of Estates & Facilities – Head of Function)

UNIVERSITY ENVIRONMENTAL SUSTAINABILITY ACHIEVEMENTS & GOALS

ENVIRONMENTAL SUSTAINABILITY REVIEW

Sustainability Services has released a review of the University’s achievements over the past five years against a series of ambitious environmental targets. They already have an ambitious plan for the next five years.

The guide – Environmental Sustainability at Reading 2016 – sets out key achievements between 2011 and 2016. It covers themes including environmental compliance, waste, carbon and water management, sustainable travel and biodiversity. The guide also sets out changes made to everyday operations such as IT, catering and hospitality, teaching and research, procurement, and communication.

We are tremendously proud of our achievements to date, but this really is just the starting point – we are already working towards further improvements and goals for the next five years.

Ambitions for the next five years include:

• Recycling 60% of our waste.
• Target of 45% carbon reduction by 2020/21.
• Promoting sustainable modes of transport.
• Reducing water consumption.
• Continuing to embed sustainability in all that we do as a University.

For a copy of the guide, or for more information, pop into the Sustainability Office in the E&F Building, or email sustainability@reading.ac.uk

The University’s sustainability vision is to be: ‘…a leader in reducing its impacts on the local as well as global environment, by embedding a culture of sustainability throughout its teaching, research and operations.’

The certification validates the University’s commitment to environmental initiatives and sustainability. It signifies that we actively identify and address environmental risks.

The revised standard places an increased emphasis on leadership, commitment and continual improvement, and an embedded focus on sustainability in everyday business.

The higher education sector is experiencing an unprecedented period of dynamic change and evolution. With these challenges come opportunities to improve and increase the impact that we as a major University have in shaping the world around us. Let us rise to meet those challenges with positive enthusiasm and professional stamina.

We do not yet know the outcome of this bid but if it is successful, I foresee a few more long hours being clocked up to turn our desktop plans into reality.

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Colin Robbins (Director of Estates & Facilities – Head of Function)

PRAISE FROM THE NQA

Following a thorough audit by the NQA, our London Road and Whiteknights campuses have been certified to the internationally recognised environmental standard ISO 14001:2015.

The NQA auditor praised the University: ‘Well done on achieving certification to ISO 14001:2015 and for developing one of the best and most complete management systems I have seen.’

The revised standard places an increased emphasis on leadership, commitment and continual improvement, and an embedded focus on sustainability in everyday business.

The certification validates the University’s commitment to environmental initiatives and sustainability. It signifies that we actively identify and address environmental risks.

For information about our EMS, please contact Anna Glue (Sustainability Officer). To report sustainability issues or achievements, please contact Sustainability Services on extension 6837 or email sustainability@reading.ac.uk

KEY ACHIEVEMENTS

Highlights from the past five years (2011–2016):

• A recycling rate of 50% for the University’s waste and 99% diverted from landfill.
• Carbon emissions reduced by 35% against the 2008/09 baseline.
• A 1% year-on-year reduction in single-occupancy car travel to campus.
• Average 15% year-on-year increase of bus passengers to campus.
INTRODUCING OUR BUILDING SUPPORT OFFICERS

Our Building Support Officers (BSOs) work across a series of buildings within specified zones across two campuses.

Left to right: Building Support Officers Tony Parr, Lal Gamage, Brian Soiza, Gemma Knight, Steve Guest and David Patrick, with Building Support Services Manager Heather Silk-Jones.

The team is managed by Heather Silk-Jones and based within Campus Services. The BSO team reports to Lucy Virtue.

They work closely with all Estates services, the Fire Officer, and Health and Safety Services to ensure that buildings are compliant with legislation and are functional.

BSOs monitor and manage fire safety on the operational side of the business; this includes monitoring fire risk assessments and closing down fire actions.

They report maintenance issues and monitor the live WREN system for their areas. They are responsible for raising permits for access to sensitive labs and work areas, and liaise with the Technical Cluster team on all scientific areas where access for work is required.

The BSO team also liaises with security, porters, cleaners and postal services on a daily basis to address any items that could affect occupant satisfaction.

During the conference season they assist Venue Reading with any requests they may have relating to access and intrusive works.

They manage building keys and assist with building access requests. They work with Executive Support on the allocation of fire wardens, fire marshals and first-aiders within Schools.

Building support officers also conduct workplace inspections, check the condition of centrally bookable rooms, perform functionality checks and report faults.

SILVER AWARDS FOR CATERING TEAM MEMBERS

Huge congratulations and thanks to all those who represented the University at the TUCO (The University Caterers Organisation) competitions in April.

Special congratulations to Ellen Wood and Martin Wheeler. Ellen won a Silver Award in the Bar competition, and Martin won Silver for his amuse bouché.

Well done too to team members who received a Merit, and most of all to everyone for getting involved.

‘You should all be very proud of the standards you achieved, and it was great to have both sides of the river representing the University. I was immensely proud of you all, so thank you.’

Matthew White (Director of Catering, Hotel and Conference Services)

VENUE READING’S BUSY SUMMER

Whiteknights hosted three language schools for five weeks over the summer. Altogether over 1,400 students from over 10 countries set foot on the campus.

The students enjoyed a full programme of teaching, sports and evening activities including discos and karaoke at RUSU, and Harry Potter-themed nights at Wantage.

The language schools took up residence in the halls accommodation and enjoyed meals served at Park Eat.

Venue Reading would like to thank everyone for their hard work to ensure the students’ stay was enjoyable. We look forward to welcoming them next year!

E&F ENGAGING WITH OUR UNIVERSITY COLLEAGUES

Greg Goddard (Operations Manager, Sport & Recreation) was invited to be the E&F representative on the Engaging with Professional Service Colleagues group.

The recent University staff survey showed that one area for improvement is the engagement of the University Executive Board with the broader University community, including listening to the views of staff in particular. In response, the Vice Chancellor will meet informally with a group of professional services colleagues once a term over the next academic year.

The hope is that through this informal engagement, the Vice Chancellor will get a better understanding of some of the current issues staff are facing. Group members should also benefit from engaging directly with the Vice Chancellor and colleagues from different functions.

WELL DONE, GREG GODDARD!

Congratulations to Greg Goddard for achieving a Credit in his NEBOSH National General Certificate in Occupational Health and Safety exam:

‘I found the course really useful, it really expanded my knowledge and gave me real confidence when managing health and safety here at the SportsPark.’
LIZ WELLER

In August, we said farewell to Liz Weller on her retirement.

Liz was a dedicated and passionate member of our Henley team for many years and she will be greatly missed by all in the catering department.

Liz began working at Henley Management College (as it was then known) in March 1990 as a part-time waitress. Over her 27 years at Henley, Liz progressed to full-time waitress before being appointed Restaurant Manager in 1994. In 2000 she became Catering Administrator where she remained in post until her retirement.

She has had the privilege of serving Desmond Tutu (South African anti-apartheid and social rights activist, and Anglican Bishop) and FW de Klerk (former State President of South Africa). Liz also assisted at the Queen’s Jubilee celebrations in 2012.

We wish Liz and her family all the very best and thank her for her many years of service.

GLYNIS LONGMUIR

Glynis Longmuir (Catering Procurement Manager) retired recently after having worked for the University for over 30 years.

She started as the Assistant Domestic Bursar to Central Catering Services and held many roles including Deputy Catering Services Manager.

Glynis will stay in Reading for now but may well move closer to her son in Thatcham. She and her labrador Connie are looking forward to long walks, games in her garden and lots of peace and cuddles. We all wish Glynis a long and very happy retirement; we shall miss her.

ALBERT COSGROVE

Albert Cosgrove joined Maintenance Services in 1990 as one of our Boiler House team, having moved down to the South from Newcastle.

His duties included day-to-day maintenance and testing of the boiler house plant, preparing the steam boilers for their annual maintenance, and keeping the boiler house clean. When not in the boiler house, Albert was out on site carrying out work on the heating systems in our many buildings. He was also part of the mechanical on-call team and gave us many years’ service in this important role.

After leaving us, Albert and his wife Shirley moved to Skegness to enjoy a well-deserved retirement. We wish them all the very best.

JULIE FROST

Julie Frost (above with Matthew White) left the University in July having worked as Head of Catering Operations for six years. She has moved to Suffolk where she and her partner have bought a new home and are to be married in November.

Julie is now Head of Catering and Events at Snape Maltings, which has accommodation, theatre and restaurants. We wish Julie and her family all the best for the future.

DEREK MORTEN

Derek Morten started as a chef at Whiteknights Hall, and his last role was as Catering, Hotel & Conferences Services Systems Manager. After 40 years at the University, Derek retired in May. He will be hugely missed, but we wish him and his wife Sue (above with Derek and Matthew White) all the very best for a long and happy retirement.

PETE LAWTHER

On reaching the grand old age of 65 – and after 50 years of work, the last 10 of which have been at the University of Reading – Fire Safety Advisor Pete Lawther retired.

After Pete’s departure he wrote to his friends and colleagues:

‘First of all, a huge thank you to everyone who made a contribution to my leaving presents. A special thanks must go to Geoff Gardner for the Fireman Pete book. The work and expertise that went into this is just so amazing – I will treasure this forever. My bride Joy was also delighted to get such a lovely bouquet of flowers.

A special thanks to all those who were able to come to Park House to join us for the lunch. It was great to be amongst so many University friends on my last day of work. I know some of you were unable to attend but will have nevertheless kindly donated to my leaving gifts – thank you all – very much appreciated.

I have had a tremendous 10 years at the University of Reading enjoying every minute – and much of the enjoyment has come from working with such lovely people like you.’

Pete (along with his ready smile and keen sense of humour) will be sorely missed by all of his friends at the University. Pete has already volunteered his services as a Fire Risk Assessor with the RNLI for the South West of England, which will fit in nicely with his relocation to Barnstaple.
NEW CO-OP AT THE HEART OF WHITEKNIGHTS

We have a new shop at the University’s Whiteknights campus. A new Co-op supermarket has replaced Campus Central – near the Palmer Quad – at the heart of Whiteknights.

Our Property Services team worked closely with the Students’ Union (RUSU), other E&F departments and University stakeholders to deliver this project. The brand new, modern fit-out took approximately five weeks to complete.

Students and staff across campus will benefit from a wider range of fresh produce, an in-store bakery, healthy foods and essentials. The new store will have extended opening hours – and is open every day of the week – providing more convenience for customers.

Customers can sign up to Co-op’s Membership Rewards scheme and get 5% of what they spend put into their membership account when they buy Co-op-branded products and services – an extra 1% goes to local causes, community groups & charities.

‘This is an exciting development for students and staff ... Co-op is one of the UK’s biggest food retailers and offers customers a wide range of fresh, good quality produce. They are investing a considerable amount in the fit-out, and the store will generate a good rental stream, with provision made to ensure RUSU are financially well provided for.’

Chris Reeve (Property Services Director)

Strong ethical values and the discount schemes offered to NUS extra card holders and Co-op members make Co-op the right fit for our campus. It is important that the University partners with organisations that uphold the same values we do, and equally important that we consider the potential impact to our students’ cost of living.’

Richard Silcock, Chief Executive of Reading University Students’ Union (RUSU)

Co-op store opening hours: Monday–Sunday 7.00 am–10.00 pm

NEW CO-OP A T THE HEART OF WHITEKNIGHTS

PROJECTS TEAM CAPACITY BUILDING

Rachel Odame (Projects team) organised a Projects presentation at an event hosted by the School of the Built Environment.

The event involved a group of 20 CEOs of construction companies from Sudan and Ethiopia who attended the Africa Construction Capacity Building Programme. Dr David Gillham (Director of Business Incubation and Knowledge Transfer) and Paul McAteer (Senior Project Manager, WSP) delivered an engaging presentation showcasing the Thames Valley Science Park Development.

The University of Reading sponsored this event via a grant from the Vice Chancellor from the University’s Endowment fund as well as receiving sponsorship from the Chartered Institute of Building (CIOB).

The CEOs with Professor Roger Flanagan, Dr Tabarak Ballal, Dr David Gillham and Paul McAteer
In order to maintain the high standard of service our Security team provides, the Security Control Room needed refurbishment.

With nearly 550 CCTV cameras to view, and four radio channels to monitor, along with all fire and intruder alarms, Security team members had started to outgrow their old room.

The new control desks do not quite match Star Trek consoles but the team now has more room to operate.

There is a fully functional briefing area for normal daily briefings as well as major incident briefings. There is also a small interview room where the team can talk to staff and students in confidence.

If you would like a quick tour of the new control room, please ring either Nigel or Julian on extension 7799 and they will be happy to show you around.

Matthew was elected a Fellow in recognition of his professionalism over many years and his standing in the industry.

Congratulations, Matthew!

We were delighted to learn that Henley Business School (Greenlands) was shortlisted as a finalist in the Best UK Management Training Centre category at the 2017 Meetings & Incentive Travel Industry Awards.

The M&IT Awards are the oldest established awards programme in the meetings industry. To be a finalist at the M&IT Awards is a great achievement!

The M&IT Awards recognise and reward excellence; they are the result of voting by the readers of Meetings & Incentive Travel magazine. The votes are audited and verified by the independent Audit Bureau of Circulations (ABC).

‘Conratulations to all! It’s a fantastic achievement to be nominated by our clients for Best UK Management Training Centre’

Dereck St Clair (Head of Hotel Services)

The winning entry for our caption competition came from Jean Seymour (Cleaning Services) with this beauty:

‘I look up to him, he looks down on me, and the third one said: “I know my place”’

Trevor Hawkins (Director of Estates and Facilities, University of Reading Malaysia)

Well done to our Malaysia team: Azian, Emran, Herliana, Nandan, Zul and Trevor.
AND LAST, BUT NOT LEAST...
New faces and long service awards for E&F team members

NEW TEAM MEMBERS

**ABHISHEK UPAHDHYAY**
Abhishek Upadhyay joined Health & Safety Services in February 2017 as the Scientific Safety Advisor. Abhishek was previously at the University of Bath where he spent nearly 15 years in an academic, research and student support role. Abhishek’s research interest is in protein structures and finding solutions to human diseases. He is also interested in architecture, military history and badminton.

**RACHEL O'DAME**
Rachel Odame has joined Estates & Facilities as a project manager. Prior to this Rachel worked for Arup as a Project Manager on a range of commercial, education and arts sector projects. Rachel did her MSc in Construction Management at the University and grew up in the local area. After working and living in Birmingham and London for several years she is enjoying being back on home territory. In her spare time she enjoys spending time with family, and trips away.

**SOPHIE HART**
Sophie Hart joined Venue Reading in June as an events assistant and is currently enjoying a year’s placement. Sophie is a Business and Management student at the University of Reading, having already completed two years of her course. She has been heavily involved with the language schools this summer, and is looking forward to being involved with other events. In her spare time she likes to keep active and socialise with friends.

**MATT BOLTON**
Matt Bolton joined the Projects team in January as Project Support Administrator. Matt devotes a great deal of his spare time to the sport of ultimate frisbee. He plays internationally for Reading Ultimate – the local club team and current European mixed champions. Matt also coaches the University men’s and women’s squads, and the Great Britain junior team.

**CONGRATULATIONS TO KULDIP KAUR AND SEAN SLATER FOR THEIR LONG SERVICE AWARDS**

**KULDIP KAUR**
Mrs Kuldip Kaur (Central Kitchen) received heartfelt congratulations from her friends and colleagues on receiving her long service award in March. Well done, Kuldip!

**SEAN SLATER**
Sean Slater (Lead Chef, Central Kitchen) received a long service award in July. Congratulations, Sean!

**SEND US YOUR NEWS**

Tell us about changes, achievements and team news!

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