

**Meeting of the Property Committee**  
**4pm\* on Wednesday, 18 September 2013**  
**In Room 1B27/33, Technopark, London Road, London SE1**

\* Tour of the Clarence Centre for Enterprise and Innovation at 3.15pm

**Agenda**

<i>No.</i>	<i>Item</i>	<i>Paper No.</i>	<i>Presenter</i>
1.	Welcome and apologies		Chair
2.	Declarations of Interest		Chair
3.	Minutes of the previous meeting (for publication)	PC.12(13)	Chair
4.	Matters arising		Chair
5.	Student Centre update (to note)	PC.13(13)	EDCS
6.	Impact of Student Centre on student experience (to note)	PC.14(13)	SU Pres
7.	Update on the Clarence Centre for Enterprise and Innovation (to note)	PC.15(13)	EDCS
8.	Update on Perry Library project (to note)	PC.16(13)	EDCS
9.	General Estates Matters (to note)	PC.17(13)	EDCS
10.	Terms of Reference (to review)	PC.18(13)	Sec
11.	Any other business		Chair
13.	Date of next meeting – Wednesday 24 April 2013 at 4pm		Chair

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Members: Ken Dytor (Chair), Martin Earwicker (Vice Chancellor), Barbara Ahland (SU President), Sarah Mullally, Andrew Owen and Prof Shushma Patel.

Apologies: David Longbottom (Chairman of the Board)

With: Executive Director of Finance, PVC (Academic), PVC (External), University Secretary, Executive Director of Corporate Services and Governance Officer.

# London South Bank University

	PAPER NO: PC.05(13)	
Board/Committee:	Property Committee	
Date:	18 September 2013	
Paper title:	Property Committee minutes – 30 January 2013	
Author:	James Stevenson, University Secretary and Clerk to the Board of Governors	
Board sponsor:	Ken Dytor, Chairman of the Property Committee	
<b>Recommendation:</b>	That the committee approves the minutes of its meeting of 30 January 2013	
Aspect of the Corporate Plan to which this will help deliver?	N/A	
Matter previously considered by:	N/A	N/A
Further approval required?	Published on the university's website	On:
Communications – who should be made aware of the decision?		

## Executive Summary

The Committee is asked to approve the minutes of its meetings of 30 January 2013 and the suggested redactions (in grey) for publication on LSBU's website. The meeting scheduled for 24 April 2013 was cancelled.

Minutes of a Meeting of the Property Committee  
held at 4pm on 30 January 2013  
in Room 1B33, Technopark, London Road, London SE1

**Present**

Ken Dytor	Chairman
David Longbottom	Chairman of the Board
Prof Martin Earwicker	Vice Chancellor and Chief Executive
Andrew Owen	

**In attendance**

Dr Phil Cardew	Pro Vice Chancellor (Academic) ( <i>for minutes 9 - 15</i> )
Beverley Jullien	Pro Vice Chancellor (External)
Ian Mehrtens	Interim Director of Estates and Facilities
James Stevenson	University Secretary and Clerk to the Board of Governors
Michael Broadway	Governance Officer

**Welcome and Apologies**

1. Apologies had been received from Anisa Ali, Sarah Mullally and Richard Flatman.
2. The committee welcomed Ian Mehrtens, the Interim Director of Estates and Facilities to his first meeting of the committee.

**Conflicts of Interest**

3. No interests were declared on any items on the agenda.

**Minutes of the meeting of 24 April 2012**

4. The committee approved the minutes from the meeting held on 10 October 2012 (paper **PC.01(13)**) and the proposed redactions for publication.

**Matters Arising**

5. The committee noted that the Vice Chancellor had had initial conversations with the Chief Executive of the Peabody Trust about the University purchasing Hugh Astor Court and that they would be meeting again shortly. The committee requested a report back from the Vice Chancellor on these discussions because of the implications for the development of the campus.

6. The committee noted that the Chairman had received a report from Stanhope who had done a survey on the potential of the estate. The committee requested the Director of Estates and Facilities to review the report.

### **Update of Student Centre**

7. The committee noted an update on the Student Centre project (paper **PC.02(13)**). It was noted that the building had opened on 26 November 2012 as planned and was very well used by students. Feedback from students on the new centre would be captured by the National Student Survey which was currently taking place. The committee requested a report from the Students' Union President on the impact of the Student Centre from a student perspective.
8. The committee noted that the project had been delivered on budget and that due to the delay of the project the University was claiming £245,000 in liquidated damages from Mansell. A few items had been removed from the original contract and were being completed separately.

*Dr Phil Cardew entered the meeting*

### **Terraces renovation project**

9. The committee noted an update on the terraces renovation project (paper **PC.03(13)**). It was noted that an extension of 2.5 weeks had been awarded to the contractor giving a revised completion date of 29 May 2013. An 'into service' programme was being developed with the target to get the building operational for the beginning of the new academic year. The committee noted that the project was very time critical and requested a full report on progress and remedial work undertaken to improve the date of completion before the next committee meeting.
10. It was noted that the performance bond would be signed in the next week.

### **General Estates Matters**

11. The committee noted an update on general estates matters (paper **PC.04(13)**) and future developments of the estate.
12. It was noted that plans to pedestrianise Keyworth Street had been submitted to the London Borough of Southwark for decision.
13. It was noted that the proposal on the sports hall would be submitted to the Executive in February for approval. This would provide discreet entrances for the Business Faculty and the sport centre to the London Road building.

14. The committee noted the proposal to upgrade the Perry Library entrance. Proposed plans were circulated to the committee. It was noted that planning permission had been applied for but that the project had not yet received approval. It was recognised that the project needed approval in March for the work to be carried out in the summer holidays to minimise disruption to students. The committee requested the full business case to be reviewed by the Policy and Resources Committee before final approval by the Board in March 2013.
15. The committee noted that following the change in the Chinese government, Hanban were not currently willing to invest in any model Confucius Institutes and the proposed conversion of the old library on Borough Road to house the Confucius Institute was unlikely to go ahead.

*Dr Phil Cardew left the meeting*

**Any other business**

16. The committee noted that service level agreements were being put in place for Estates and Facilities.

**Date of next meeting**

17. The committee noted that the next meeting would be held on Wednesday 24 April 2013.

There being no further business, the Chairman closed the meeting.

Confirmed as a true record:

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Chairman

# London South Bank University

	PAPER NO: PC.13(13)	
Board/Committee:	Property Committee	
Date:	18 <sup>th</sup> September 2013	
Paper title:	Update on Student Centre Project.	
Author:	Ian Mehrtens, Executive Director of Corporate Services	
Executive sponsor:	Phil Cardew, PVC (Academic)	
<b>Recommendation by the Executive:</b>	To note the contents of this paper	
Aspect of the Corporate Plan to which this will help deliver?	Delivery of the board approved (July 2010) 25 year vision for the estate.	
Matter previously considered by:	Property Committee/Board of Governors	On: Various meetings
Further approval required?		
Communications – who should be made aware of the decision?		

## **Perry Library Project Executive Summary.**

The report is to keep the Committee updated on the progress of the post completion and final account for the Student Centre Project.

1. LSBU's contractor Mansell achieved Practical Completion on 05/11/12 and the building was occupied as from 26/11/12.
2. There was a list of outstanding items, snagging and work not in accordance with the original plans at that date. Mansell have continued to work through this list, and have responded promptly to defects reported to date during the defects liability period, which expires on 05/11/13.
3. There still are several outstanding items to be resolved and we continue to pressure Mansell to programme these remaining works. The University is still holding monies against items of cladding work not completed fully in accordance with the design, let alone retention.
4. The consultant Quantity Surveyor has now prepared a final account for the works, within the approved budget.
5. Mansell are yet to submit anything further substantiating their draft final account or any further correspondence regarding any extension of time claim and we await their response to the presented final account.
6. The University will not agree the final account until all outstanding works are completed.
7. We therefore remain confident that the overall project will be delivered within the approved budget.
8. Works removed from their contract (tree planting and highway crossover works) were both completed in February 2013 and the replacement of the gas meter to the adjacent Borough Road Building was achieved in June 2013 with the Gas Board finally removing redundant pipework in early September. This now releases the final small area of granite setts landscaping work which is arranged for completion during September 2013.

	PAPER NO: PC.14(13)	
Board/Committee:	Property Committee	
Date:	18 September 2013	
Paper title:	The Impact of the Student Centre from a Student Perspective	
Author:	Barbara Ahland, President of LSBU SU	
Executive sponsor:		
<b>Recommendation by the Executive:</b>		
Aspect of the Corporate Plan to which this will help deliver?	Student Satisfaction	
Matter previously considered by:	Property Committee	On: 26 <sup>th</sup> November 2012
Further approval required?	<b>No</b>	On: -
Communications – who should be made aware of the decision?		

### **Executive Summary**

1. At its last meeting the Property committee requested a report on the impact of the student centre from a student perspective to be submitted by the LSBU SU President.
2. This report explores students' perception of the new Student Centre and their satisfaction with it. The Property Committee is asked to note this report as a testimonial following the investment made in the creation of the Centre.
3. The committee is asked to note that this report is based on feedback collected from a small sample group of people who were asked to give their qualitative feedback on their experience with the student centre. It is also asked to note that over the summer period when many students are not on campus to use the facilities, the students on site might not necessarily be representative of the whole student population.
4. Students were asked in the student centre so this report does not include students who might not yet have utilised it and the reasons for that.



# London South Bank University

5. This report serves to fulfil the corporate plan and KPI under the aspect of student satisfaction.
6. The higher the student satisfaction is the better students rate the university in WOM recommendations as well as surveys which in turn also indirectly affect external factors, such as league tables.

At its last meeting the Property committee requested a report on the impact of the student centre from a student perspective to be submitted by the LSBU SU President. Please see below for the minutes:

*“The committee noted an update on the Student Centre project (paper PC.02(13)). It was noted that the building had opened on 26 November 2012 as planned and was very well used by students. Feedback from students on the new centre would be captured by the National Student Survey which was currently taking place. The committee requested a report from the Students’ Union President on the impact of the Student Centre from a student perspective.”*

This report explores students’ perception of the new Student Centre and their satisfaction with it and it seeks to establish the return on the investment made in the creation of the Centre in terms of student satisfaction with it.

This report is based on oral feedback and email replies, informally collected from a small sample group students in the student centre as well as some of our course board representatives who were asked to give their feedback on their experience with the student centre. It needs to be given consideration to the fact that over the summer period when many students are not on campus to use the facilities the students on site might not necessarily be representative of the whole student population and that students were asked for feedback on the premises of the Student Centre as well as course board representatives via email, so this report does not include students who might not yet have experienced usage of it, and the potential reasons for that.

Please find some of the feedback given below:

- 1) “I believe it succeeds in bring student resources and student union together in one place. For my course group and myself it is conveniently placed to allow users from K2, Metal and Tower block, and Borough road to make use of the resources with good access from these positions. The SU bar floor size reduction was a disappointment but makes absolute sense. The high ceiling makes the SU bar feel more open and an attractive space. However I would like to make a request for a cash point (ATM) in this building seeing as it serves a large number of departments.”
- 2) “My name is xxxxx, course rep for xxxxx 2012/13 students, and our students have found the facilities much better than the previous facilities, so thank you. However, the price of food and drink in the SU is expensive. I have had this feedback from many students on both my course and others. As we are

# London South Bank University

students we are on a limited budget and cannot afford to pay for food and drink in the SU. I do appreciate the quality of food being provided but if prices could be brought down slightly then a lot more students would buy food there. The Student Union bar is very nice but again the price of drinks is slightly expensive and a lot of student will opt to drink at their accommodation and not even visit the SU bar. Would there be a possibility of providing later opening times, themed nights that students could attend and drink promotions? This would bring in more custom for the SU and get the students making the most of the SU.”

- 3) “I would like to start by saying that I absolutely love the new student centre and believe that it was necessary to upgrade the resources of the university to such a nice and new place like the all new SU centre.”
- 4) “My feedback is that the student centre feels a bit empty in the sense that compare to the last one we had pool table, table football etc oh and there is rat/mouse in the student centre; I saw one couple of weeks ago. Otherwise everything else is good. :-)”
- 5) “Hi, I'm not sure if you are the right person for me to send this email to but, yes the new centre looks great and everything and really modern, I'm just wondering why doesn't lsbu do like any summer balls, or a Freshers' boat party exclusive to lsbu students like all the other unis around London?”
- 6) “I am happy about the opportunity to provide my feedback on new Student Centre. Although I personally have not visited the new Student Centre more than four times but I find the environment very friendly and all the equipment are new and I believe it is a very good place to meet up with friends and relaxing. However, the only thing I am not satisfied with is the price in the coffee and Beverage bar because the price is too high and I personally know some other students as well who are not happy about that. “

In summary the comments show that students definitely welcome the new centre and feel the location is great and the facilities are modern and it is a comfortable, attractive open space. Some of the major criticisms of the centre have included the prices of food and drinks (which was also mentioned by some of the governors on visiting the student centre). Also the reduction in bar size had been seen as disappointed, but students think it did make sense. There have been requests for later opening times and a cash machine in the centre and the pool table and table football have already been installed in the meantime.

# London South Bank University

	PAPER NO: PC.15(13)	
Board/Committee:	Property Committee	
Date:	18 September 2013	
Paper title:	Update on Terraces Renovation	
Author:	Ian Mehrtens, Executive Director of Corporate Services	
Executive sponsor:	Bev Jullien, Pro Vice Chancellor (External)	
<b>Recommendation by the Executive:</b>	To note the contents of this paper	
Aspect of the Corporate Plan to which this will help deliver?	Delivery of the board approved (July 2010) 25 year vision for the estate.	
Matter previously considered by:	Property Committee/Board of Governors	On: Various meetings
Further approval required?		
Communications – who should be made aware of the decision?		

## Executive Summary

The report is to keep the Committee updated on the progress of this capital project to develop a new Enterprise Centre facility with the conversion of the Georgian terraces along London Road and Borough Road and the former public house on St George's Circus.

## Update on Terraces Renovation

1. LSBU's main contractor for this project Neilcott, achieved Practical Completion on the scheme on 22<sup>nd</sup> August 2013.
2. Whilst this date was beyond the Date for Completion of 1<sup>st</sup> July 2013 as currently amended by issue of extension of time certificates, they have continued to achieve a good quality of finish and worked co-operatively with the University and its design team throughout.
3. Furthermore they have allowed the University's installers access into the site to undertake "into service" programme activities such as, furniture, signage and audio visual install so as to maintain the target of the development being in use from the beginning of September 2013.
4. The initial relocation of the LSBU Enterprise team into the new centre is being undertaken during the weekend of 31<sup>st</sup> August and 1<sup>st</sup> September, meaning that they will be operational in their new accommodation as from Monday 2<sup>nd</sup> September 2013.
5. It is currently planned that the café will be operational as from Monday 9<sup>th</sup> September 2013, and the Enterprise tenants occupation will commence shortly thereafter.
6. It is still anticipated that the project will be delivered well within the approved budget. In fact at the Enterprise Centre Project Board meeting of 22<sup>nd</sup> August 2013 it was recommended that at this time £800,000 of unspent client contingency was returned to the University from the approved project budget.
7. The Project Sponsor and Director of Enterprise have requested some post contract changes to five discrete areas of the building from the approved and consented design. These were approved by the Executive on 11<sup>th</sup> April 2013, have been designed and priced by Neilcott. They are now being undertaken by Neilcott under a separate direct order from the University, for completion by 11<sup>th</sup> September 2013.
8. The Project Sponsor and the Director of Enterprise have also requested the ability to extend the Enterprise Centre courtyard area to encompass the site of the former Temporary Students' Union Building (now demolished and cleared) on Rotary Street adjacent. This was again approved by the Executive on 11<sup>th</sup> April 2013. These works are currently being designed for tender. A planning

application was submitted in late August following a pre application meeting with Southwark Council. It is anticipated that subject to planning consent, that the additional courtyard can be completed by the end of February 2014.

# London South Bank University

	PAPER NO: PC.16(13)	
Board/Committee:	Property Committee	
Date:	18 <sup>th</sup> September 2013	
Paper title:	Update on Perry Library Project.	
Author:	Ian Mehrtens, Executive Director of Corporate Services	
Executive sponsor:	Phil Cardew, PVC (Academic)	
<b>Recommendation by the Executive:</b>	To note the contents of this paper	
Aspect of the Corporate Plan to which this will help deliver?	Delivery of the board approved (July 2010) 25 year vision for the estate.	
Matter previously considered by:	Property Committee/Board of Governors	On: Various meetings
Further approval required?		
Communications – who should be made aware of the decision?		

## Executive Summary

The report is to keep the Committee updated on the progress of this capital project to develop a new entrance to the Perry Library and upgrade the quiet study area, known as 1<sup>st</sup> West.

## **Update on Perry Library Project**

1. LSBU's main contractor for this project ITC Concepts, commenced work on site on 10<sup>th</sup> June 2013 and are currently reporting that they will complete all works by 13<sup>th</sup> September 2013.
2. Whilst this date is beyond the Date for Completion of 30<sup>th</sup> August 2013, they have continued to work co-operatively with the University and its design team. The delay is purely related to a delay in the delivery of the glass cladding panels to the new entrance extension box structure.
3. Furthermore they have allowed the University's installers access into the site to undertake "into service" programme activities such as furniture installation.
4. They are intending to complete the works to the Quiet Study Area, known as 1<sup>st</sup> West to programme by 30<sup>th</sup> August 2013, ready for use in early September.
5. The temporary entrance into the library will therefore remain until mid-September 2013
6. Commencement of installation of the new book return machine is due from 9<sup>th</sup> September 2013 to programme.
7. It is still anticipated that the project will be delivered within the approved budget.

# London South Bank University

	PAPER NO: PC.17(13)	
Board/Committee:	Property Committee	
Date:	18 <sup>th</sup> September 2013	
Paper title:	General Estate Matters	
Author:	Ian Mehrtens, Executive Director of Corporate Services	
Executive sponsor:	Martin Earwicker, Vice Chancellor	
<b>Recommendation by the Executive:</b>	To note the contents of the report	
Aspect of the Corporate Plan to which this will help deliver?	Continue delivery of Estates and Facilities services to assist in enhancing the student experience and environment.	
Matter previously considered by:	Property Committee	On: 24 <sup>th</sup> April 2013
Further approval required?	N/A	On: N/A
Communications – who should be made aware of the decision?	N/A	

## Executive summary

The new report format provides the Committee with an overview of general strategic estates matters.



## 1. General

### 1.1. Corporate Services Directorate (CSD)

1.1.1. The Vice Chancellor and the Executive approved the creation of a new directorate leading and managing the Estates, ICT and HR functions.

1.1.2. The Executive Director of Corporate Services is a member of the Executive representing those cognate areas and reports directly to the Vice Chancellor. The new CSD will deliver a consistent quality service across the three services to the internal stakeholders.

### 1.2. Integration of Residences and Catering

1.2.1. The old department of Residences and Catering Service (RCS) was formally integrated into the department on 1<sup>st</sup> August 2013 after the departure of the Director of RCS.

1.2.2. Following an extensive procurement exercise, the catering service was outsourced on the same date to Elior. Elior have been the supplier to Kingston University for a number of years and have provided excellent references from that and other sites.

1.2.3. All staff TUPE'd across to the new provider leaving a Catering Contract Manager reporting to the Head of Estates Services. Elior have invested a significant capital sum as part of the contract in a full refurbishment of the London Road restaurant front of house which will open for business at the start of the new academic year.

### 1.3. Department Name

1.3.1. Following the integration of the RCS service into the department, and to mark the changes and to better reflect the activities, it was agreed to rename the department as simple the *Estates Department* with effect from 1<sup>st</sup> August 2013.

## 1.4. Recruitment of new Director of Estates

1.4.1. A recruitment process has begun for a new Director of Estates who will report to the Executive Director of Corporate Services.

1.4.2. A significant field was identified by the recruitment company and a short list of four candidates will be interviewed on 4<sup>th</sup> September 2013. A verbal update will be given to the committee on progress.

## 2. Estates Development

### 2.1. Peabody Trust

2.1.1. Discussions have continued with the Peabody Trust on the acquisition of the Hugh Astor Court (HAC) property on Keyworth Street.

2.1.2. The Trust has agreed to the disposal and has now commenced a consultation with residents on their relocation to other properties. The Trust considers that this process will be completed with vacant possession within 12 to 18 months (anticipated as summer 2014).

2.1.3. The discussions with the Trust have also indicated that they (Peabody) will seek to acquire the freehold from Corporation of London and then LSBU to acquire the freehold and property from the Peabody Trust.

2.1.4. LB Southwark are aware of this proposal and have clearly indicated that in progressing a change of use from residential the 32 units provided in the HAC would need to be re-provided elsewhere in the Borough. The Head of Development is in discussions with the Trust on this but it is believed to be an issue that can be solved in other Peabody developments.

### 2.2. North-West Development Plan

2.2.1. A massing study for the development of the site to the North West of the campus behind the Clarence Centre for Enterprise and Innovation has been presented to the Board in concept at the Away Day earlier this year.

2.2.2. This was agreed in principle and work is now underway with the architects to develop this proposal further for presentation to the Executive and then the Board later this year. This work will include detailed discussions with

colleagues in the Executive and a more detailed understanding of the faculty academic plans.

### 2.3. Planning Discussions

2.3.1. The Development Plan has been discussed, again in concept, with the senior planning and development officers at the LB of Southwark.

2.3.2. The plans are supported in principle and they look forward to further discussions with the University as the development progresses.

2.3.3. It is important to keep these discussions active and to develop the scheme with the officers to ensure a smooth process.

### 2.4. Neighbourhood developments

2.4.1. **Eileen House** development is currently on an extended consultation following further objections with the Ministry of Sound. It is anticipated that the Mayor will determine the application in the autumn though as yet no formal date has been set.

2.4.2. We have continued to keep in contact with the developer through their planning consultants and have again expressed our interest in utilising s106 funds to best advantage. The developer has made it clear that they will not enter detailed discussions until planning permission is granted.

2.4.3. We have continued to liaise with the Eileen House planning consultants in developing the scheme for the works to Keyworth Street to ensure a consistent approach to materials.

2.4.4. **Barratt Development** on the St George's Circus and along Blackfriars Road is currently with LB Southwark for planning permission. We have had discussions with the developer and their planning consultants to understand the scheme and to discuss opportunities in particular in relation to the Old Library Building on Borough Road.

2.4.5. Barratt's are considering opportunities in relation to the building and we await their internal deliberations.

- 2.4.6. **Old Library Building and Caxton House** are physically outside the triangle envelope. The Old Library Building is not used by the University and has live-in guardians to prevent squatter activity. Caxton House continues to occupy the Legal Advice Centre and the Confucius Institute.
- 2.4.7. The Legal Advice Centre will move into one of the Clarence Centre retail units as will the Confucius Centre clinic leaving only the offices for the Confucius Centre in the building.
- 2.4.8. Some time ago we were approached by the Museum of Brands to provide accommodation for the museum on campus. The Director of the Museum has visited and seen the Old Library Building and the Caxton house and the accommodation provided would allow them to have a more central home and to display their full collection.
- 2.4.9. The University is very keen to develop this relationship with its academic work in this area but would not be making any capital investment in the refurbishment. It would however consider a long lease with break clauses by agreement on a peppercorn rent.
- 2.4.10. We await further comments by the Museum after their internal discussions with fundraisers and financial supporters.
- 2.4.11. Elephant & Castle** regeneration is being carefully monitored by the Elephant and Castle Strategic Stakeholder Group (ECSSG). LSBU is a member of this group and meetings are attended by the Director of Estates and the Head of Development.
- 2.4.12. The ECSSG meets quarterly and is attended by the landowners around the Elephant and Castle along with Lend Lease as the major developer of the Heygate Estate and the Head of Regeneration at the LB Southwark.
- 2.4.13. These meetings ensure great networking and collaboration in respect of planning applications with letters of support from adjacent landowners.
- 2.4.14. Blackfriars Road**
- 2.4.15. The Blackfriars Road Public Realm Study commissioned by the LB Southwark and feeding into the Blackfriars Road SPD has been recently launched. The study initially focussed on the entire length of Blackfriars

Road from the river Thames to St George's Circus but has now been extended to include London Road up to the Elephant and Castle.

2.4.16. As a result, we have been included in the Study Group and have recently had a meeting with Allies and Morrison, the landscape architects undertaking the study. This engagement will ensure that the University's interests are being delivered through the project along London Road.

### 3. Estates Operations

#### 3.1. Estates Service Desk

3.1.1. The Estates Department have launched a new service desk that provides web based as well as telephone access to the software to allow staff and students to log requests.

3.1.2. Extensive testing and validation work was carried out to ensure a smooth transition from the old outdated software that was no longer fit for purpose and failed to deliver effective management information.

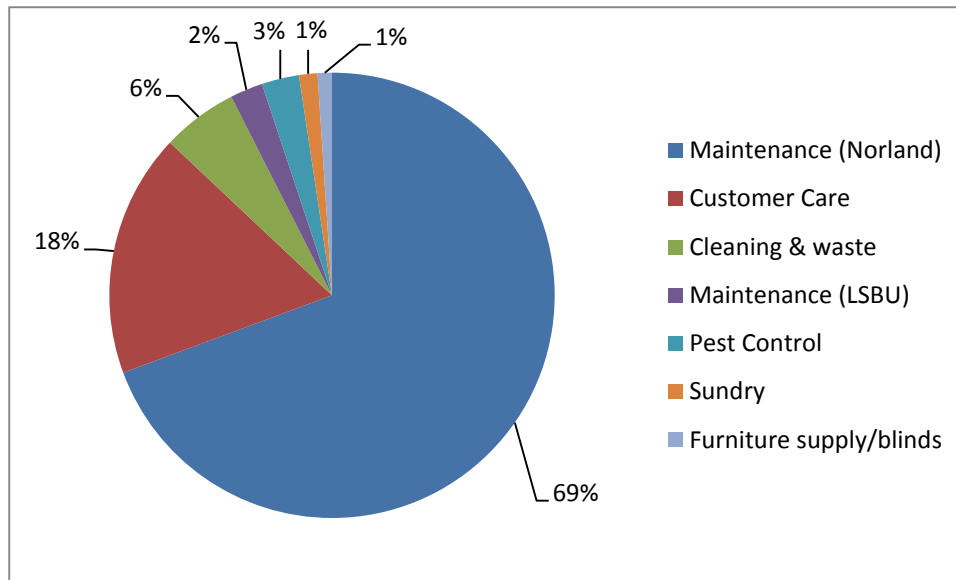
3.1.3. The new software, CAFM Explorer, will provide the basis for a single point of contact service desk for Corporate Services ensuring that all service requests can be managed centrally delivering a quality service.

#### 3.2. Service Desk Activity

3.2.1. Statistics for the first quarter since its implementation in June 2013 reveal the following:

<b>Total service requests</b>	<b>2,020</b>	<b>(equivalent to 34/day)</b>
Telephone	1,177	(58%)
Web logged	843	(42%)

Breakdown of services:



## 4 Estates Services

### 4.1 Norland Managed Services Contract

4.1.1 Following a contract performance audit undertaken by the Head of Estates in April, Estates are currently working with Procurement to finalise and implement several variations to the maintenance contract specification with a view to improving service delivery, reducing operating costs and enhancing the Campus and Hall of residence environments.

4.1.2 The main changes to the contract that will come into force from 1<sup>st</sup> October 2013 are;

4.1.2.1 Remove the Average Order Value cost that was being applied to every reactive task and to buy the resource upfront, this is expected to realise considerable savings that will be re-invested to improve both Campus and Residence spaces.

4.1.2.2 Introduce a dedicated Halls of Residence maintenance team that will be based specifically in the Residence buildings, this will improve response and completion times, encourage ownership and team working and support the Halls managers in delivering a better service to our student residents.

4.1.2.3 Introduction of a day reactive team and evening planned maintenance team, this enables the day team to focus specifically

on a fast reactive response whilst the evening PPM team will have easier access to maintain the system assets and carry out statutory maintenance unhindered.

4.1.2.4 Going forward contract performance will be audited externally by an independent contract administrator

4.1.3 During the contract performance audit, a review of the internal maintenance team was also carried out, it was identified that this team also needed to improve greatly and also identified that processes were below the standards expected, this led to the resignation of the Engineering and Maintenance manager in June, a new appointment for this position has since been made.

4.1.4 The Head of Estates has now engaged with Human Resources to plan the implementation of the remaining element of this restructure, which will see the original internal maintenance team of eight reduce to four. It is envisaged that this will be completed by the end of October.

## 4.2 Sustainability

4.2.1 The sustainability team are currently carrying out feasibility studies to identify how LSBU can guarantee delivery of their 2020 Carbon reduction commitment of 35%. The University has to date spent approximately £2m of the £6m approved in the Carbon reduction plan, however, we have only achieved approximately 10% in CO2 reductions since 2005 and there is a lot progress to be made in the remaining seven years.

4.2.2 Proposals will be brought to the Committee at a future meeting.

## 5 **Safety, Security and Reception Services**

### 7.1 The Safety Services

7.1.1 The Safety Service is currently under review following the resignation of both the Head of Health & Safety and the Safety Officer. An interim replacement is in post ensuring the service continues during the review.

### 7.2 Security and Reception Services

7.2.1 The Security and Reception Service is currently being reviewed alongside the Safety Service to ensure the most effective service is delivered to the University.

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Ian Mehrtens  
Executive Director of Corporate Services  
August 2103



# London South Bank University

	PAPER NO: PC.18(13)	
Board/Committee:	Property Committee	
Date:	18 September 2013	
Paper title:	Property Committee terms of reference	
Author:	James Stevenson, University Secretary and Clerk to the Board of Governors	
Board sponsor:	Ken Dytor, Chairman of the Property Committee	
<b>Recommendation by the Executive:</b>	That the committee note their terms of reference	
Aspect of the Corporate Plan to which this will help deliver?	Creating an environment in which excellence can thrive	
Matter previously considered by:	Property Committee	Annually
Further approval required?	N/A	N/A
Communications – who should be made aware of the decision?	Published on the University's website	

## Executive summary

### *Why is the paper coming to the committee?*

Each committee reviews its terms of reference annually, at its first meeting of the academic year. No changes are recommended to its terms of reference.

The committee is requested to note its terms of reference and membership.

## **Property Committee**

### **Terms of Reference**

#### **1. Constitution**

1.1 The Board of Governors has established a committee of the Board known as the Property Committee.

#### **2. Membership**

2.1 The Property Committee and its chair shall be appointed by the Board, from among its own members.

2.2 Membership shall consist of up to 3 independent governors, the Chair of the Board, the Chair of the Policy and Resources Committee, 1 student governor and 1 staff governor.

2.3 A quorum shall consist of at least 2 independent governors.

2.4 The chair shall be an independent governor.

2.5 The committee may, if it considers it necessary or desirable, co-opt members with particular expertise.

#### **3. Attendance at meetings**

3.1 The Executive Director of Corporate Services shall normally attend meetings.

#### **4. Frequency of meetings**

4.1 Meetings shall normally be held three times each year.

#### **5. Authority**

5.1 The Committee advises the Board of Governors on property and estates matters. It considers recommendations from the Executive.

5.2 For investment in the estate the committee advises the Policy and Resources Committee who have the authority to recommend approval of business cases to the

Board (For authorisation levels please see the Financial Regulations and Matters Reserved to the Board).

## **6. Secretary**

6.1 The secretary to the Property Committee will be the Clerk to the Board or other appropriate person nominated by the Clerk.

## **7. Duties**

7.1 The duties of the committee shall be to:

7.1.1 To oversee the development of a long-term strategy for all of LSBU's estate and submit this for approval by the Board.

7.1.2 To advise on key property issues relating to the estates strategy.

7.1.3 To scrutinise individual estates projects to ensure best practice in project governance and that good progress is maintained.

7.1.4 To monitor performance of estates projects against agreed targets

## **8. Reporting Procedures**

8.1 The minutes (or a report) of meetings of the Property Committee will be circulated to all members of the Board.

## **Membership 2013/14**

- Ken Dytor                      Chair – Independent Governor
- David Longbottom          Independent Governor & Chairman of the Board
- Martin Earwicker          Vice Chancellor and Chief Executive
- Barbara Ahland              Student Governor
- Sarah Mullally                Independent Governor & Chair, Policy & Resources  
Committee
- Andrew Owen                Independent Governor
- Prof Shushma Patel        Staff Governor
- 1 vacancy                      Independent Governor

*Approved by the Property Committee on 25 April 2012*

*Approved by the Board of Governors on 24 May 2012*