



Estates and Facilities Division

Annual Report 2014/2015



Roger Bond - Director of Estates & Facilities Division

Higher Education is experiencing a major transformation and the UEA 2030 Vision will set out the journey we need to take over the next 15 years.

Estates will continue to play a vital role in delivering this vision through the modernisation of our campus and the development of the facilities and working environment to support innovative research and student experience.

There have been some exciting achievements over the past twelve months including the opening of the Bob Champion Research & Education Building and the Enterprise Centre, aspiring to be the UK's greenest commercial building. We have also made significant improvements to the existing infrastructure such as the replacement of the 50-year-old boilers, resulting in annual savings of over £50,000 and 300 tonnes of CO2 equivalent.

Maintaining a customer focused approach is a vital component of all we do and so the results of our customer perception survey makes encouraging reading. We recorded a record 12.5% response rate and 29% of respondents reported that Estates provision had been better or much better than the previous year.

There is always room for improvement and we will be looking to provide an even better value for money, quality service and a great campus experience for all our colleagues, staff and visitors in the coming months.

Student Experience



Research from AUDE shows that facilities are key for two thirds (67%) of UK students when choosing university. The research, commissioned by AUDE, surveyed two thousand students on their university choice and the facilities that are most important to them.

One UEA student commented:

"It's quite an investment going to university today, I had high expectations for what university life would be like and I wasn't disappointed, in fact, I was surprised by how big the library was, 24 hour IT facilities, comfortable socializing zones and how everything on campus was really green and leafy, even more so now it's summer."

Environment & Energy



**SUSTAINABLE
WAYS**



UEA's Environmental Management System achieved certification to International Standard, ISO 14001. Only 13 other UK universities have achieved this standard. This certification not only demonstrates good stewardship of the campus but it also helps research colleagues to meet sustainability criteria in applications for research grants.

We also successfully retained our Platinum EcoCampus award.

A key element of the ongoing strategy includes staff and students being given the opportunity to either find out more or be directly involved in improving UEA's environmental impact, thereby reducing costs and improving the working environment.

Environment & Energy

UEA's Risk & Sustainability team submitted two applications for the sector award scheme, the Green Gown Awards. We were highly commended in the category of ***Technical Innovation for Sustainability***



UEA is the first university to install Dynamic Demand, boosting its credentials as one of the most sustainable universities in the country and helping National Grid to balance electricity supply and demand on a second-by-second basis. This technology should earn UEA in excess of £60,000 over the next three years which will be invested in future energy reduction projects.

UEA was also a finalist in the Construction and Refurbishment category for the creation of the Julian Study Centre, demonstrating low energy use and innovation in construction.

Environment & Energy

- 25% reduction in energy consumption from last year, saving over £1 million for re-investment in the estate.
- Crome Court currently saves over 74 tonnes of CO₂ per year, thanks to thermal efficiency measures.
- UEA recycles 49% of its waste directly and 90% of total waste mass is diverted from landfill.
- Through the Combined Heat & Power system, UEA regularly generates over 60% of our own low carbon electricity, saving around £1m per year.
- In 2015 we installed three new 6MW natural gas boilers, improving efficiency from 75% to over 90%, saving £50,000 and over 300 tonnes of carbon per year.
- After 20 years Elizabeth Fry Building, which started off UEA's low carbon journey, still exceeds current building regulations in terms of thermal performance.
- We trained 150 staff in environmental issues in 2014.

New Build & Projects

The Enterprise Centre
part of  norwich research park



The dynamic new gateway building to the University campus. The Passivhaus and BREEAM Outstanding building is the latest in the list of UEA environmental trailblazers, such as the Elizabeth Fry Building, ZICER and Julian Study Centre.

Internally, the Enterprise Centre is an exemplary modern teaching and working environment, characterised by plentiful natural light, excellent ventilation and indoor air quality.

The Enterprise Centre is an iconic building at the forefront of innovation in construction.

New Build & Projects

The Bob Champion Research & Education Building



Opened in late 2014 and houses researchers finding new treatments for diseases affecting ageing populations and a unique bio-bank facility to store DNA and tissue samples, as well as undergraduate and postgraduate education.

Based on the Norwich Research Park and operated by the University of East Anglia (UEA) in partnership with the Norfolk & Norwich University Hospital, the centre will provide state-of-the-art laboratories for researchers to explore new treatments for diseases from prostate cancer and antibiotic resistance, to musculo-skeletal and gastrointestinal diseases.

New Build & Projects

Opening of Crome Court,
our newest residence
with 231 en-suite rooms



Start of phase 1 of
the Blackdale new
514 bedroom
student residence

Arts heating replacement &
teaching room refurbishments



Major
refurbish
ment of
Union
House
including a
new
'Gateway'



Concrete repairs on
Science walkway and
Norfolk Terrace

Replacement of the 50 year-old
boilers, saving over £50,000 and
300 tonnes CO₂e



Arts 1 Refurbishments

The installation a new heating system and refurbishment of teaching rooms.

Before



After



Concrete Preservation

Science Walkway and Norfolk Terrace - raising the height and repairs to the existing parapet walls - laying of new improved slip resistant paving

Before



After



Union House

Major refurbishment including a new 'Gateway' entrance and reception area, remodelling of the offices on Level 1 and new toilets

Before



After (almost!)



Built Assets Modernisation

The 14 month programme encompassing 35 projects has delivered many positive results. These have been achieved in tandem with 'Business As Usual'.

- Set up of a dedicated Plant and Infrastructure team within Maintenance.
- Introduction of a new roster offering maintenance services 7am - 7pm Mon-Fri and 8am - 4.15pm at weekends.
- Maintenance job complaints down by over 80% on previous year (0.5% of completed jobs for each month of 2014/2015).
- Maintenance jobs meeting completion target dates up from 45% before the programme to 66%.
- Satisfaction with Helpdesk and Maintenance service delivery consistently rated at over 80%.
- Maintenance jobs achieving first time fix % currently at 83% or higher.
- The outsourcing of facilities management services at BCRE and ECB to Bilfinger Europa has had a successful start, providing expertise of supplier, value for money and quality of service.
- A new facilities management contract is now in place with CBRE Norland. The establishment of this contract is a vital aspect of our wider built assets strategy, and will ensure that we can achieve our objective of delivering a fully compliant, comprehensive and risk based maintenance regime. CBRE will deliver planned mechanical, electrical and building fabric maintenance. They will also be managing contractor control on behalf of the UEA by dealing with inductions, safe systems of work, permit controlled work and contractor parking. This single point of responsibility (previously there were over 100 providers) is estimated to achieve a cost reduction of at least 10%.
- A customer perception survey, sent to all staff across the University, received a best-ever 890 responses. 29% of respondents rated Estates services "a little better" or "much better" than the previous year
- Over 44,000 reactive maintenance jobs were completed (August 2014 – July 2015) – a 13% year on year increase.

Catering

- There are 9 different outlets on Campus plus a busy internal hospitality service offering everything from delivered working lunches to formal dinners.
- The latest addition to the portfolio is SCVA, offering a coffee shop, bar & restaurant along with a range of high quality function catering, including weddings.
- UEA Catering services on average 10,000 people per day through the range of catering outlets on Campus.
- We sell on average 1000 full meals every day.
- We operate with staff of 80 from 06:00 – 21:00, 7 days per week during term time.
- Sales last year include 375,000 coffees, 30,000 portions of chips, 59,000 portions of cake.

Facilities Support (Cleaning)

- A new organisational structure is in place across the academic cleaning teams that improves efficiency and provides a better service to our academic colleagues.
- Two mobile cleaning teams have been introduced to provide rapid response cleaning across the working day.
- A site cleaning team has been introduced, responsible for removal of waste from student residences as well as assisting the Grounds team with external cleaning. This has been achieved within existing financial resources.
- Facilities Support are now responsible for the internal cleaning in Union House
- A cost neutral introduction of Innu-Science biological cleaning products across the campus. These products are environmentally friendly and safe to use.
- Facilities Support have taken on responsibility for cleaning services at the Enterprise Centre
- Radios have been introduced for use by the mobile and site teams to improve communications.

Facilities Support (Grounds)

- Biodiversity training for Grounds and Projects and other interested colleagues. This successful initiative is ongoing.
- More savings made with reduced road salt use due to milder winters.
- Supporting Environmental Sciences in the planting of trees to offset recognised carbon footprints.
- Successful relocation of the Grounds team to DEV Farm.
- Partnering the Site Team to keep the campus looking good.
- Introduction of small trailers for transport of heavy machinery resulting in exceptional all-round Health and Safety.
- Further wild areas developed to enhance biodiversity on site.
- A two year tree hazard assessment contract was awarded in February 2015. A tree survey has been carried out, identifying areas of significant risk.
- New cigarette bins have been installed across the campus. A replacement scheme is planned to replace old bins with the new bins over 2-3 years.
- Grounds are supporting the development of the Physic Garden at the Enterprise Centre.

Space / Post & Portering

A new
Office
Pod in
Arts



A new “Active
Learning
Environment”
in Arts

- 37% increase in space since year 2000 with 19,500 individual spaces – ranging from cupboards to lecture theatres.
- Launch of Warp-it – a website for re-using of UEA assets (initially furniture). We expect savings across all departments on furniture spend.
- New “Active Learning Environments” teaching spaces installed in Arts level 01.
- A successful office pod trial in Elizabeth Fry resulted in an order for 8 for HUM with interest from Psychology.
- New parcel tracking system being launched in Post Room for Sept 2015 to give a better service to students.
- In 2014 we received $\frac{1}{4}$ million post items – this increase is expected to continue. At peak times (Sept/Oct), an average of 800 students a day visit the Postroom. An average of 2.3 parcels per student per month – an 80% volume increase on 2013.