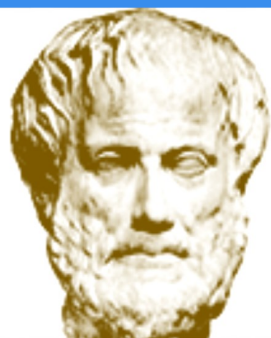


Issue 14

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"We are what we repeatedly do. Excellence, then, is not an act, but a habit." Aristotle

LONDON SCHOOL OF ECONOMICS AND POLITICAL SCIENCE

Director of Estates Newsletter

Dear Colleagues,



While for most of us Covid seems to have faded in the memory, believe it or not, in January 2022 we were still operating under Plan B restrictions and Estates staff were every much involved in the implementation of the School's Covid Secure Measures. It wasn't until 27 January the mask mandate was finally lifted by the Government. I think it's fair to say that 2022 has been a bit of a roller-coaster for the UK: three different Prime Ministers, the death of Queen Elizabeth II, a cost-of-living crisis, a self-inflicted economic crisis, the impacts of the war in Ukraine and a gloomy economic outlook. However, at LSE, we had a better than expected Summer School, student numbers increased and the campus fully came back to life. Lent Term saw the opening of the Marshall Building to staff and students and the gradual relaxation of the School's own covid measures and restrictions.

The Marshall Building was completed under budget and was only a couple of months late despite delays resulting from Covid shutdowns, socially distanced working and supply side issues. Huge congratulations must go to our Capital Development team for the delivery of this amazing building and to Property and Space Management team for the successful decant and move into the new building.



The senior management of the School has steered us through some challenging times and under the leadership of our Director, Baroness Minouche Shafik, they have put the welfare of students and staff at the forefront of their thinking. Their decision to award all staff a flat rate £1,000 (irrespective of grade) to cushion the cost-of-living crisis was a wonderfully progressive measure and I know this meant a great deal to many members of the Estates Division.

Review of the Year

Whilst the occupation and successful operation of the Marshall Building is our most obvious success, the landscaping and pedestrianisation of Portsmouth Street has also made a huge difference to the campus. I was very pleased that a new Public Realm Strategy was agreed by LSE Council in October and this will be used to guide future investment including the long term pedestrianisation and landscaping of Portugal Street (see images below). We also successfully completed projects in Pankhurst House and the 5th floor of the Lionel Robbins Building to facilitate 'Future Ways of Working.' And planning ahead for the School's last set piece building project, we held a very successful international design competition for the Firoz Lalji Global Hub at 35 Lincoln's Inn Fields, which was won by David Chipperfield Architects.



The highlight of 2022 was the Estates Division being awarded an Investors in People Silver Accreditation (the Estates Division are the only part of the School to currently hold this level). The assessor commented as follows in her report:

"The Estates Division has stepped up from the basic Investors in People Standard to achieving Established (SILVER) accreditation and is to be congratulated, especially having accomplished this during a very difficult time. There is very good evidence that the Division and its people live the LSE values. People are proud of what the Estates Division is delivering to all stakeholders and believe you make a difference to society."

But, the awards and recognition don't stop there, other awards include:

- Architects Journal - Winner Higher Education Award 2022
- Education Estates - Project of the Year Award 2022
- Westminster Society Biennial Award for Architecture 2022
- Irene Barclay Prize at the Open City Stewardship Awards in September
- Green Impact Platinum Award for LSE Estates Team
- The Values in Practice (VIP) Awards:
 - ❖ Valuing People Award - Mo Miah (Runner Up)
 - ❖ Sustainability Champion Award - Dene Donkin (Highly Commended), Thea Hamilton (Runner Up)
 - ❖ Inspirational Leader Award - Allan Blair (Runner Up)
 - ❖ Director's Award - FM Housekeeping Services (Winner), Security (Winner), LSE Reception Staff (Winner)

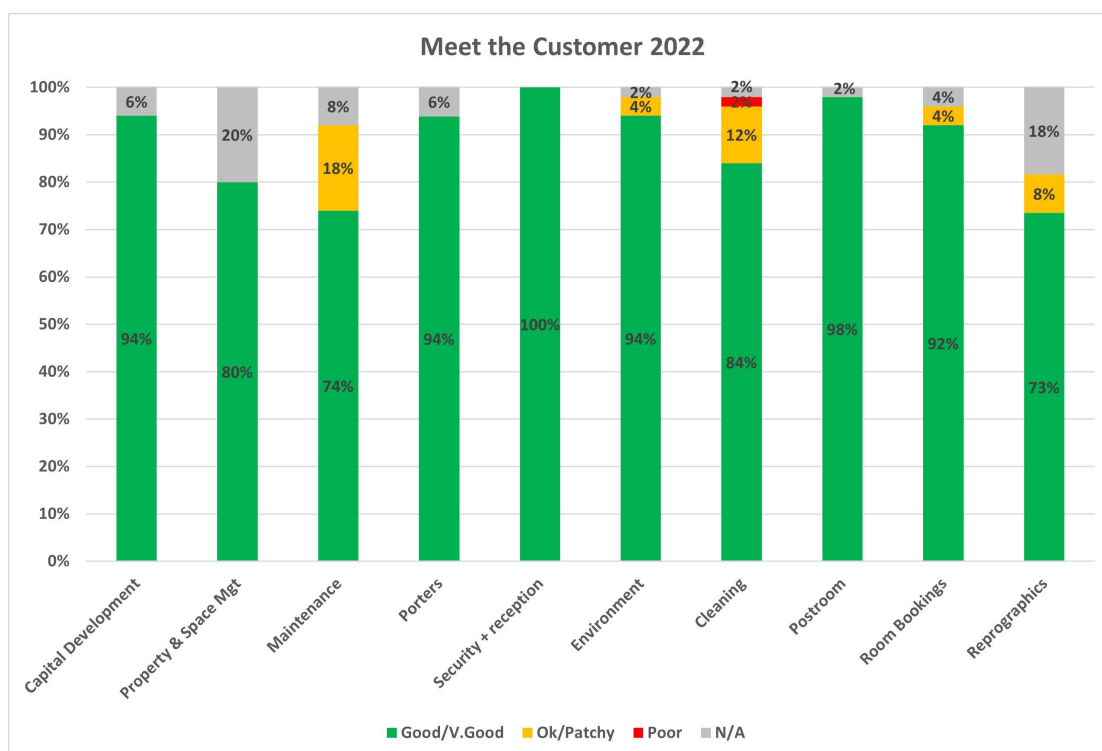
Renewed accreditations were also obtained for Customer First and ISO's 9001 Quality Management, 14001 Environmental Management and 50001 Energy Management. - Bravo LSE Estates!

The division is continuously striving to enhance our customer experience. With the same objective, a new role of 'Building Manager' was added to the team and five Building Managers were recruited, acting as relationship managers between Estates and various departments and divisions.

Meet the Customer Feedback

You will already be familiar with our Meet the Customer initiative where I meet the heads and managers of all Departments, Research Divisions, and Professional Services Divisions on a regular basis to collate their feedback on services provided by various teams within the Estates Division.

This year I managed to hold over 50 such meetings, picking up after a break due to Covid-19 pandemic. These face to face meetings are a useful tool to gauge customer satisfaction and recognise individuals that go over and above in their roles.



As you can see this is another excellent set of results, cleaning has improved but maintenance needs a little more attention. I am aware of the staffing pressures in this section and Allan Blair and myself will be working to address this in 2023.

People

In 2022, we welcomed Salim Ahmed, Aoife Nolan, Kareema Carrington, Emeka Chukwurah, Katherine Dace, Layla Gobin, Alexandra Hernek, Gottlieb Isliker, Amelia Iswariah, Abiola Jimoh-Alabi, Katarzyna Kempisty, Andrew Kleanthis, Samit Rajlawot, David Rogers, Kate Veck.

We said goodbye to Vasileios Gkalntemis, Ezra Hashme, Charles Joly, Leon Kelly, Zak Miah, Scarlet Prentice, Doron Russell, Jon Taylor, Paul Thornbury, Jane Tomlinson, Unyime Udofa, Tamara Williams, Antonio Higueta-Salas, Andres Felipe Londono Gil.

We congratulated the following in their new roles: Daniel Beckley, Barbara Bialek, Joseph Djagbo, Mark Everid, Elena Forti, Kathleen Lee, Duncan McPherson, Barbara Moldawa, Marcia Murray, Jaime Rojas, Surya Sunwar, Jo Willemsen, Tamara Williams.

Closing Words

The Estates Division and its staff are vital to the successful operation of the School from porters to project managers – all contribute towards its continued success. This year I had quite a significant birthday and it gave me pause for thought – do I feel fulfilled in my job and am I happy at LSE? The answer to both questions is YES! As Director of Estates, I have the privilege of leading an amazing team of committed people undertaking incredible projects and providing outstanding service to the School. The positive feedback I get from students and staff and seeing them enjoying the new buildings and ‘campus’, is what makes it worth coming into work every day! It is reassuring that Estates staff feel the same way given your feedback to our IIP assessor and the School’s Pulse Survey.

All it leaves me to do is to thank you once again and to wish you and yours a restful Christmas break and a successful and secure 2023.

With very best wishes.

