



THE LONDON SCHOOL  
OF ECONOMICS AND  
POLITICAL SCIENCE



# Residential and Catering Services Division

**Annual Report 2023/24**



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## Introduction from Ian Spencer, Director of Residential and Catering Services Division



On behalf of the divisional Senior Leadership team, I am pleased to present this annual report which highlights the achievements of LSE's Residential and Catering Services Division for the academic year 2023/24.

You'll read of our successes in catering services, our sustainability initiatives and residential life programme. I was particularly pleased that our residences won a **silver award** with Investors in Students, showing our commitment to improving the student experience, and that we secured "**university team of the year**" award at the Student Accommodation Awards. Congratulations also to the staff who were recognized in the LSE's Values in Practice Awards. The section on Investing in our Community highlights the achievements of our staff both collectively and individually, which makes me very proud.



A special thank you to Jacqui Beazley who retired after 32 years at the School. Jacqui joined LSE as our Hospitality Manager and eventually became Head of Catering. With countless achievements and a huge contribution to the School, here are just a few highlights of the events which Jacqui and her teams catered for:

- The late Queen Elizabeth II in 2008 at the opening of the “New Academic Building” now renamed as the Cheng Kin Ku Building.
- The Princess Royal – Princess Anne in 2013 at the opening of 32 Lincoln’s Inn Fields, now the Sir Arthur Lewis Building.
- UK Prime Ministers, John Major, Tony Blair, Gordon Brown and David Cameron.
- World leaders and policy makers including South African President Nelson Mandela in 2000 and USA President Bill Clinton in 2001. Also, to George Soros in 2014 and Christine Lagarde in 2022.



On behalf of all staff and students who worked with Jacqui, we send her our thanks and very best wishes for a long and happy retirement.

I hope you enjoy reading about our achievements and successes. Thank you to everyone who has contributed and played a role in this in 2023/24.

**Ian Spencer**, Director of Residential and Catering Services Division

## CREATING A SUSTAINABLE LSE

We are committed to providing a world class campus for our community.

### Providing sustainable and affordable accommodation and catering

#### Improving our catering and hospitality service

We dedicated time and energy into our catering services, following the difficult industry years post covid. The Russell Partnership catering consultants were commissioned to carry out a strategic review of our catering services. Their report noted that Catering Services has grown substantially over recent years, showing a significant recovery post-pandemic and that this represented a commendable growth trajectory in a sector challenged in re-establishing revenues. The report made core recommendations including marketing, recruitment, finance, technology, location, price, differentiation and innovation – which the School accepted.

We restructured the catering management team to provide clearer lines of accountability. In June and July 2024, we recruited a new catering management team – David Jones was appointed as Head of Catering, joining us from catering supplier Aramark. Prior to his time at Aramark, David was Head of Catering at the University of Hertfordshire. We created a new post of Executive Chef, recruiting David Hawkins to the role. David has a background as Executive Chef and food developer in the Restaurant and Pub industry.

Three existing members of the team were promoted into new roles, Alice To became our Retail Manager, Kasia Babisz our Hospitality Manager and Ana Martinez-Badia, Residences Catering Manager took on responsibility for sustainability across catering.



#### Retail, Hospitality and Halls Catering

Some highlights from our catering teams included the Marshall catering team hosting the Global Alliance in Management Education 2023 conference or CEMS who celebrated their 35-year anniversary with LSE. Becoming a member in 1991, we were pleased to be a part of this prestigious event which had previously been held at The American University in Cairo.



The conference took place between 6 - 12 December 2023 and brought together people and stories from different corners of the world. During the 4 days, our team served over 2,500 meals, including breakfast, lunch, afternoon tea and dinner with a range of food options being served to accommodate the diversity of cuisines from all over the world.

Christmas was a busy time for hospitality and catering teams delivering high quality services to many across the School and beyond.



Gladys Serebour and Yetunde Orilua with 5-star EHO award for Rosebery Hall

The George IV pub, Bankside House and Rosebery Hall all achieved a 5-star rating from the Environmental Health Office. A 5-star rating is the highest rating, an excellent achievement and congratulations to the teams who made this possible.

Halls catering results from our annual student survey were exceptional. The results are a credit to our Halls Catering teams and a result of their dedication to providing an inclusive home for learning, a key focus of our strategy.

## Re-development of Bankside House



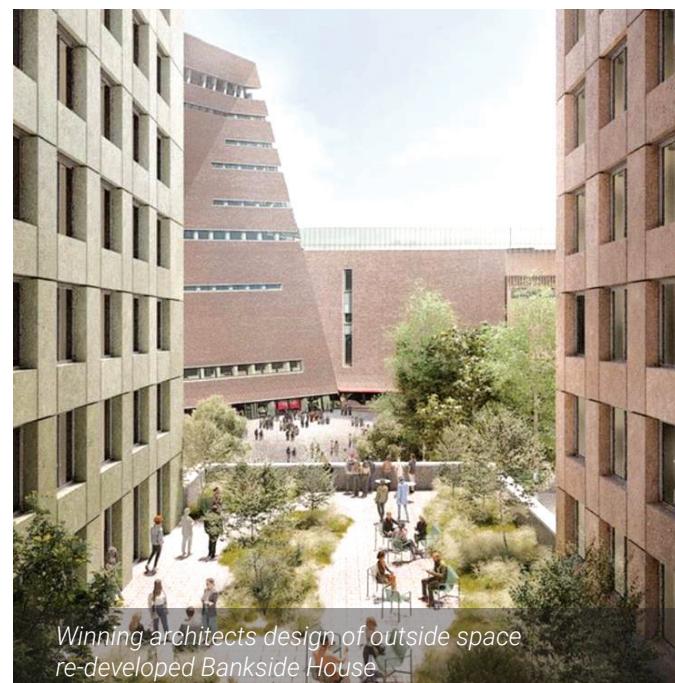
In December 2023 we selected a consortium formed of Bouygues UK and Equitix as a Preferred Partner to progress plans to redevelop Bankside House, located opposite the Tate Modern in Southwark. The redevelopment will significantly increase the amount of student accommodation to support the School's ambition to offer a bed space to every first-year student by 2030. To meet our aspiration, we aim to have access to 6,000 bed spaces.

In January 2024, with **Bouygues UK-Equitix** we announced the **shortlist** for an architectural competition for the redevelopment.

In March 2024 we held a public exhibition in the Great Hall of the Marshall Building of the six designs. Students and staff were encouraged to give their feedback on the designs.

In May 2024 we announced that the joint submission by architects Carmody Groarke and Sheppard Robson were the winning scheme. The design is developed around the idea of three houses. The accommodation will target a provision of up to 2,000-beds, grouped into three communities of around 650 students, housed in individual buildings. The three houses will be connected at the lower floors and via garden terraces. The scheme set targets of Passivhaus certification and LETI standards as well as WELL Standard and BREEAM Outstanding, which will be developed in the next stages of design.

During 2024/25 we will be progressing the design and commence discussions with Southwark Council. Our planning application should be submitted in 2025.





## Robeson House

During April we invited our new President, Larry Kramer to attend the topping out ceremony of our new hall of residence. **Robeson House** (named after LSE Alumna **Eslanda Cordozo Goode Robeson**), is due to open to LSE students in September 2025. The project at Glengall Road, which began in January 2022, will offer 15 storeys of mixed-use living space, external courtyards, a gym, a kitchen which can be booked for shared dining, cinema room, laundry room, amenity space and staff offices. Eslanda Robeson House is being built by **Equans** in partnership with the London School of Economics and Political Science (LSE) and SPARK Living and is funded by PIC Capital.

Robeson House, located next to Burgess Park in Southwark is a 676-bed residence for LSE graduate students on 51 week lets. The topping out ceremony was attended by Professor David Webb, Professor of Finance and former Pro-Director for Planning and Resources, without whose help, Robeson House would not have been delivered. Our thanks to our partners – Spark Living and Equans and DIF capital partners.



Larry Kramer and David Webb at LSE Topping Out Ceremony  
Robeson House



Robeson House April 2024



## Accommodation bursary

Providing affordable accommodation is central to our mission and we were pleased to be able to offer an accommodation bursary to 124 students, totalling £247,740.

## Applications, Bookings and Allocations 2023/24

9,684 potential students created an accommodation account in 2023/24, with 3,969 students accommodated. This was slightly less lower than the 4,088 we accommodated in the previous year as we had less bed spaces after a nomination agreement ended.

	Accommodation Accounts created	Students accommodated	Registered Students	% of students accommodated
1st Year Under Graduates	3,723 (1,895)	1,257 (1,602)	1,829 (2,114)	69% (76%)
First Year Graduates	4,012 (4,103)	1,642 (1,674)	5,517 (5,596)	30% (30%)
Continuing students	1,613 (1,542)	778 (610)	3,823 (3,761)	20% (16%)
General Course students	336 (270)	292 (202)	351 (253)	83% (80%)
<b>Totals</b>	<b>9,684</b> (7,810)	<b>3,969</b> (4,088)	<b>11,520</b> (11,724)	<b>34%</b> (35%)

**Table 1:** Applications, Bookings and Allocations 2023/24 (previous year figures in brackets)

The year saw a 3 per cent increase in numbers of General Course students accommodated. There was a decline in first year undergraduates accommodated in halls in line with the overall drop in first year undergraduate students registered in the School. Demand from continuing students continues to be strong and there was a 4 per cent increase in the number of continuing students accommodated in halls from last year. The opening of Robeson House in 2025 will increase the number of graduate students we are able to offer accommodation to.

## System Improvements

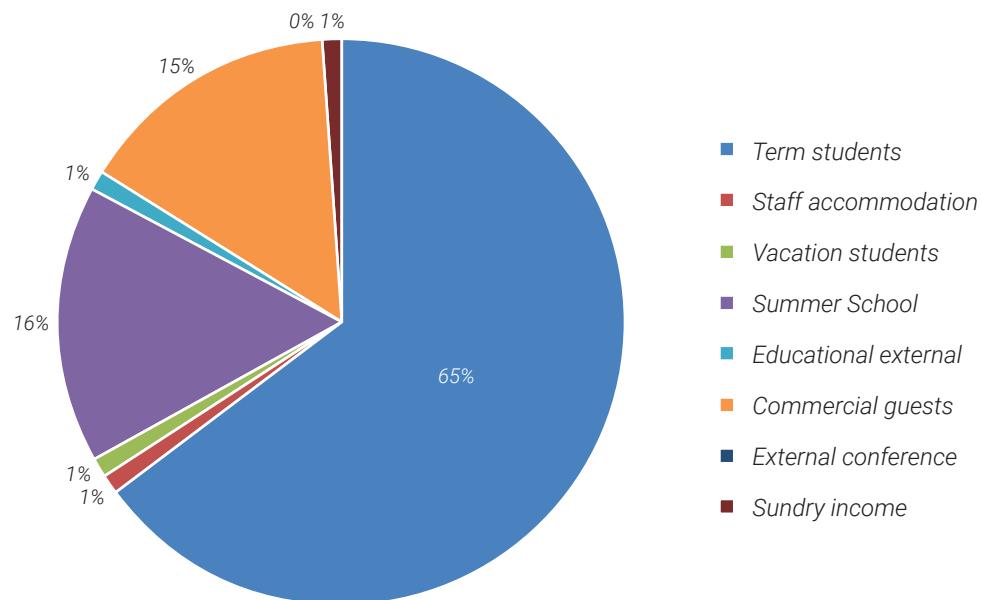
During the year we changed our property management system – the system students use to select their accommodation, and the system staff use to check students and customers into and out of their rooms. We had previously used two separate systems via an interface and we replaced these with a single system – Kinetics, used by most of the Russell Group Universities.

We opened applications for accommodation in April 2024, booked in faculty and early arrival students in August 2024 and we checked the class of 2024/25 into their accommodation in September 2024. Apart from the obvious benefit of using a single system rather than two, we have benefited from a new student induction module and a wellbeing reporting system.

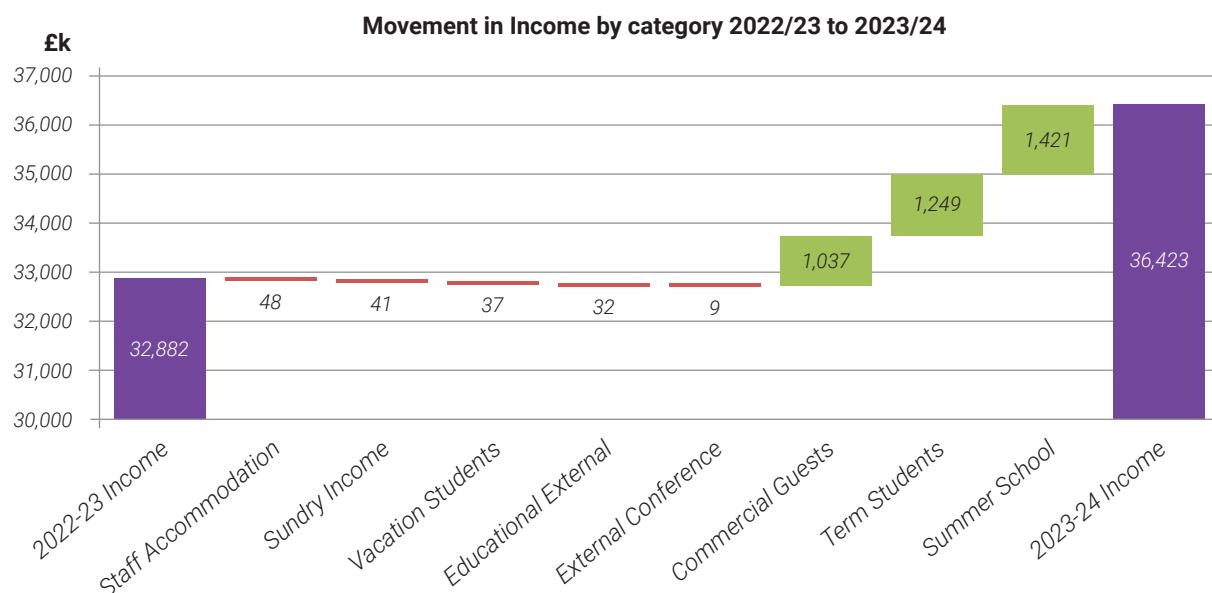
## Financial sustainability

### Residential Services 2023/24 Income

The total income generated by LSE Residential Services in 2023/24 increased significantly by 10 per cent to £36.4m, an increase of £3.5m on 2022/23.



**Figure 1:** Residential Services income by type 2023/24



**Figure 2:** Residential Services movement in income by category 2023/24



## LSE Catering Services 2023/24 Income

The total income generated by LSE Catering Services in 2023/24 increased by 6 per cent to £7.4m, an increase of £0.4m on 2022/23.

LSE Central Catering	2022/23	% Total Income	2023/24	% Total Income	% Income movement CY Vs PY
Retail Outlets	£3,245,875	46%	£3,440,879	46%	6%
Hospitality Services	£2,897,850	41%	£3,107,665	42%	7%
General Store	£839,436	12%	£802,367	11%	-4%
Online shop	£35,977	1%	£57,682	1%	60%
<b>Total Income</b>	<b>£7,019,138</b>	<b>100%</b>	<b>£7,408,593</b>	<b>100%</b>	<b>6%</b>

**Table 2:** Catering outlets and hospitality income in 2023/24

## Long Term Maintenance and refurbishment projects

During the academic year we committed £2.5m for long term maintenance in our halls. This included fire risk assessments, including appraisals of external walls, across all our directly managed sites and fire remedial works in Bankside, Butler's Wharf, and Rosebery halls. We also completed Building Case Reports as part of the new Building Safety Act.

As part of our ongoing refurbishment plans we replaced the generator in High Holborn and refurbished the reception area and we replaced the garden decking in Rosebery Hall.



In Catering, we secured funding for the refurbishment of Café 54 on Lincoln's Inn Fields; the refurbishment of the LSE Merchandise Shop and funds for a redecoration of the Beavers Retreat (above the George IV pub).



## LSE Summer School

Our residences welcome LSE summer school students each year. In the summer of 2024, we accommodated 4,263 summer school students, broken down by 1,600 students in session 1, 1,599 in session 2 and 1,064 in session 3. Demand for sessions 1 and 2 was so high that we sold out of available rooms by Easter. In the departing survey, summer school students rated their overall experience and friendliness of staff out of 5:

Hall	Overall experience	Friendliness of staff
High Holborn	4.1	4.4
Westminster Bridge	4.1	4.4
Bankside House	4.0	4.2
Rosebery Hall	4.0	4.4
Carr Saunders	3.9	4.2
Passfield Hall	3.9	4.0
Sidney Webb House	3.5	4.0

**Table 3:** Summer School experience and friendliness scores in residences for 2024 (scores out of 5)

## Environmental sustainability

During 2023/24 we further developed our key environmental initiatives. Our 2023 annual satisfaction survey reported strong student satisfaction with sustainability in halls. 74 per cent feeling a sense of sustainability in halls and 79 per cent found it clear how to separate and recycle waste. There were a great many other worthy environmental achievements throughout the year with some of the highlights below.

### #Sustainable Halls Campaign

The #Sustainable Halls Campaign, in conjunction with Students Organising for Sustainability (SOSUK) engaged 916 students in the campaign, more than double the previous year, with 312 participating in online competitions, masterclasses, and webinars. A “mass engagement” event outside the library engaged another 556 students.

Two recycling and waste audits were conducted, one in Autumn term and one in Spring term: with 61 student auditors volunteering. The results were fed back into student flats, to improve recycling awareness. The overall winning hall was Butler’s Wharf.



## TRAID clothing donations

TRAID collected 7.6 tonnes of clothing and shoes, saving 64.4 tonnes of CO<sub>2</sub> greenhouse gas emissions between August 23 and July 24, equivalent to a water saving of 12,140 m3. This amounts to approximately £3,794 worth of garments being diverted from landfill and either recycled or reused: with residences supporting a Circular Economy approach. Funds help deliver environmental education and fight global poverty.

## British Heart Foundation (BHF)

Our partnership with the British Heart Foundation (BHF) continued. The “Relove” campaign between August 23 and July 24, collected 941 bags of unwanted clothing, worth £13,697. 6.7 tonnes of items were diverted from waste - more than the weight of an African Grey Elephant! An increase of 103 bags on previous year, worth an additional £1,127 funds raised.

## Sustainable Futures Society

A levy of 25p on bottles of water supports the LSE Sustainable Projects Fund. In 23/24 we sold 39,067 single serve bottles of water, contributing £9,766.75 to the Fund.

## Hazaar

Hazaar is the online student and staff marketplace to buy/sell preloved or handmade items. Hazaar employed six LSE students and signed up 787 students during the year with 10 students applying to be ambassadors. Head of Hazaar, Prisha Poddar ran two successful events generating over 135 sales. In total 886 items from LSE were listed on the App with 35 students earning money from selling at Hazaar markets.

## LSE Catering initiatives in 2023/24

- Our four catered halls achieved the Soil Association Silver “Food for Life” award, and the LSE Garrick and Shaw Café achieved re-accreditation for Bronze in 2024.
- We continued to use [Winnow](#), an AI food waste monitoring and measurement system. It produces weekly reports, used for creative behavioural nudges, reductions in serving sizes, and changes in ordering. The Food Waste Action Week 2024 at LSE Bankside House saw plate waste decrease by 34 per cent from baseline. At the end of 2023, every meal led to 145 grams per cover (grams wasted per person per meal). By February 2024, this waste was already reduced to 112 grams/cover. Impressively, during the campaign this dropped further to 95 grams/cover.

- LSE Garrick, Beveridge Café, Plaza and Café 54 are registered on the “Too Good To Go” (TGTG) App, regularly listing discounted food items towards close. By July 2024, over 1,738 meals had been sold via TGTG, equating to 4.829 tonnes CO<sub>2</sub> saved.
- We continue to promote reusable LSE branded hot drinks cups, KeepCups by giving the first drink free with the sale of the cup. We sold 873 KeepCups during the year.
- Re-usable cold-water bottles are promoted for customer use. We have 70 drinking water fountains on campus. We introduced BottleUp refillable water bottles. 2,572 One Water bottles, 425 reusable bottles and 2,692 BottleUp bottles were sold.
- The coffee machines in our four catered halls offer users oat milk and pea milk as well as dairy, making it easier to choose a more sustainable option. Pea milk is also available in Staff Common Room (SCR) alongside other plant based alternative milk.
- In 2024, we introduced the Covent Garden Fruit Company as supplier, they use recyclable cardboard boxes for deliveries that are re-collected each week.

- Catering in Halls achieved a Platinum Award for a collaboration project:

**Project with Grow Up Farm** (a farming group pioneering vertical farming technology in Kent) and Foodari, our fruit and vegetable supplier. Embracing Grow Up Farms' technology allows us to reduce our carbon footprint by sourcing produce locally, eliminating long-distance transport emissions. It enables us to provide consistently fresh, high-quality salad greens all year round, supporting our commitment to healthy and sustainable dining options.





## CREATING AN INCLUSIVE HOME FOR LEARNING

We will continue to embrace diversity and foster belonging among our student body.

### Annual student accommodation satisfaction survey

During the academic year, we moved our annual accommodation survey to "[Investors in Students](#)," a student and customer experience agency. This change allowed us to replace satisfaction survey with the Net Promoter Score (NPS) metric, which is widely used in the sector. As a result, we can now benchmark our performance against other universities.

We achieved a strong **silver accreditation** with a total NPS score of 7.29 out of 10. The new survey evaluates feedback across four categories: "Meeting my expectations", "Personalising my experience", "Delighting me", and "Protecting me". We are pleased to have performed well in all areas, with Carr-Saunders, Rosebery, and Passfield particularly standing out. Impressively, 90 per cent of students expressed satisfaction with the catering provision in their hall.



A summary of the results is provided below:

#### LSE managed halls:

Property	Would recommend	Value for money	Sense of community
Carr-Saunders Hall	83%	80%	76%
Rosebery Hall	85%	77%	79%
Passfield Hall	82%	85%	77%
Butler's Wharf Residence	80%	79%	70%
Bankside House	80%	74%	71%
High Holborn Residence	56%	52%	62%

**Table 4:** LSE managed halls Investors in Students headline results 2023/24

### Third-party managed halls:

Property	Would recommend	Value for money	Sense of community
Urbanest, Westminster Bridge	79%	70%	67%
Sanctuary Students, Lilian Knowles House	74%	74%	70%
Unite Student, Sidney Webb House	66%	66%	64%

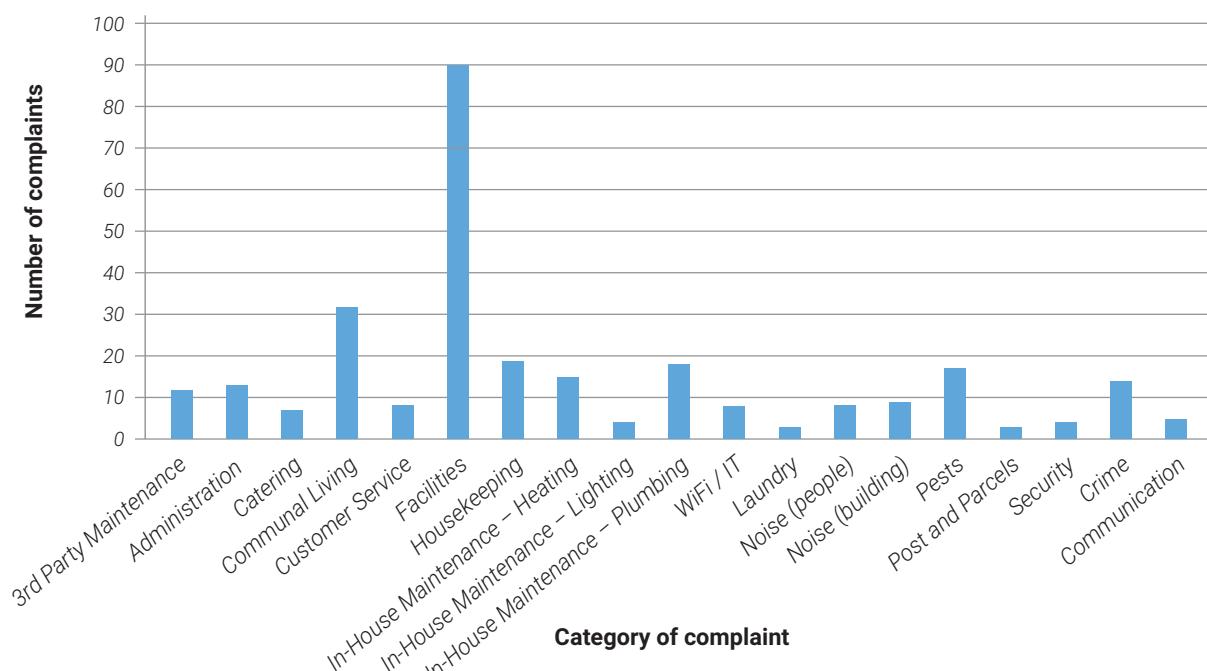
**Table 5:** LSE third-party managed halls Investors in Students headline results 2023/24

Unfortunately, several facilities issues at High Holborn Residence such as hot water and lift issues impacted our overall scores for 2023/24. However, we still achieved:

- Carr-Saunders Hall jumping to the top of satisfaction scores
- This was closely followed by Rosebery and Passfield
- Consistent communications came out as one of our highest scoring areas
- Halls catering satisfaction jumped up from 85 per cent last year to 90 per cent this year

### Customer feedback

As part of our commitment to be a leading and exemplary service provider, we take customer feedback seriously and we act on feedback. We received 287 complaints in 2023/24 compared to 315 in 2022/23, which is a significant decrease. Of these complaints 62 per cent were recorded as Level 1 where they were resolved locally. The highest category of all recorded complaints was facilities maintenance at 31 per cent, a 4 per cent decrease from the previous year. Facilities complaints were again Level 1 complaints which were resolved locally.



**Figure 3:** Residential Services complaints 2023/24



## What students say about our service

"Regular events provided spaces for community interaction and bonding."

### **Bankside House**

"It's a very dynamic hall so there's usually always someone you can ask for help from."

### **Bankside House**

"I just think Rosebery Hall (where I live) has a lovely community and the staff is very nice. Moreover, the number of students is large enough that you have variety but also small enough that you know most people enough to have a small chat with in the hallways."

### **Rosebery Hall**

"Coming to another country and staying alone is a very tough thing to do and you always need support and company to get through. Being surrounded by amazing people helped me get through the new changes in my life and it played an important role in the way I adapted to the things around me."

### **Butler's Wharf**

"It is an amazing hall and I would love to come back here next year if I have the chance!!"

### **Carr Saunders Hall**

"I love the community here!"

### **High Holborn**

"Really enjoyed the free Pilates lesson in hall. A nice way to keep fit and make friends."

### **High Holborn**

"I've had a pleasant experience in all respects."

### **Passfield Hall**

"Lots of halls activities and an active common room and dining facilities to get to know people."

### **Passfield Hall**

"Safe and quiet environment, good amenity for living with others."

### **Butler's Wharf**



LSE Catering received many compliments regarding the food quality, staff, and service of our hospitality service provision.

"I would like to say a big thank you to the helpfulness and efficiency of your team at the weekend- we had an event in CKK and had more people than expected.... the team on duty that day were very helpful with these additions at very short notice. Please pass on my thanks to the team for me as without their help we would not have had a successful event."

#### **CKK Hospitality Team**

"...the residences feedback survey results from the Investors in Students were presented, and I am thrilled to report that the halls catering results were exceptional. These results are a result of your hard work and commitment to enhancing the student experience. I am incredibly proud of everything you and your teams have achieved; these results speak volumes about the positive impact you have made."

#### **Halls Catering Team**

"I just wanted to send you a HUGE thank you for all your help with Wednesday. Everything was absolutely perfect and a huge thank you to your team for being so accommodating (especially when we were running ahead of schedule) and so helpful all throughout. I really felt at ease knowing this was in both of your hands as it was such a huge event so thank you for this."

#### **SDR Hospitality Team**

"I wanted to write a note of thanks to the catering team for a reception I held on 19th September at 6.30pm in CBG. As a new member of staff I hadn't used the catering service previously but was highly impressed at very professional, efficient and courteous service, along with the high quality of the food and wine served. Thank you very much for all your help!"

#### **CBG Hospitality Team**

## Award to LSE Catering from PAGE

Our LSE Catering teams were delighted to receive an award from PAGE (Philanthropy and Global Engagement division) at their prestigious "Valued Service Partners Awards". In December, PAGE held a divisional meeting and Annual Award Ceremony where PAGE took the opportunity to thank those who support them both internally and externally. Sophie

Hutchinson, Operational Director and Director of Alumni & Supporter Engagement said, "LSE Catering have provided excellent support to PAGE over the past year".



*Amend label to Helen Jones, Sophie Hutchinson, Roberto Del Monte and Jacqui Beazley with Valued Service Partners Award*

## Successful Residential Life programme

The Residential Life team launched their award-winning programme of events and activities, including street art tours, theatre visits, cooking classes, and weekend excursions to Oxford and Cambridge plus trips to IKEA. The success of the Residential Life program is largely due to our dedicated student staff. During the 2023/24 academic year, we received 512 applications for student Residential Life roles. The Residential Life team also delivers a sector-leading training program, ensuring all team members are equipped with the necessary knowledge and skills.



*Residential Life events and activities 2023/24*

## Working closely with LSE Students' Union



In collaboration with the Students' Union and Sabbatical Officers, we prioritised support and expansion of the Consent Education programme. The halls induction process now includes a mandatory section on consent education. With targeted communications, we

successfully ensured that 85 per cent of halls students completed the Level 1 Consent. Ed online course. We commissioned an engaging consent education video which featured within the hall induction.

As a result of this work, we successfully reduced the number of harassment and sexual assault cases in halls. The number of reported cases decreased from 21 in 2021/22 to 10 in 2022/23, and 11 in 2023/24. During 2023/24 we were also able to continue many cost-of-living initiatives such as free sanitary and toiletry products.

## Improved student communications

Thanks to our partnership with Campus Life, our student communications have seen remarkable year-on-year improvements with impressive results. During the arrivals period, our "Halls Life" platform rocketed to 170k page views, up from 115k last year – a phenomenal 48 per cent increase! Our social media presence also surged, with followers growing from 3,340 in 2022/23 to 4,439 in 2023/24, marking a 33 per cent increase. Additionally, we surpassed 1 million impressions, up from 852k the previous year.



Residential Life social media student communications



## INVESTING IN OUR COMMUNITY

We will invest in supporting and developing all our staff.



### Recruit and retain experienced and diverse staff

#### Working towards 2030 (Making things better)

As part of our staff initiative, "Making Things Better" – a project in partnership with external consultants Strive Higher, we consulted with people managers across the division to develop a brand new "People Manager Toolkit". The new toolkit is tailored around the "non-

traditional" covering areas such as getting the best out of team members, giving feedback, performance management, inductions, leading change and growing talent.

All staff with management responsibility participated in a workshop to launch the new toolkit and discuss ways in which we can become better people managers.



## Developing our team (Conferences and training)

This year many of our team members have taken part in conferences and study tours with visits taking place across the UK and wider.

Ian Spencer (Director of Residential and Catering Services and James Greenwood, Head of Residential Life) attended the Class Conference in Barcelona. Seema Adia (Deputy Head of Residential Operations) and Anca Sticlaru (Digital Content Officer) attended the **Investors in Students** conference. Seema Adia and James Greenwood attended the "Smart Student Living" conference in Amsterdam to better understand how and where we should innovate around technology.

Hastings Maluza (Assistant Catering Manager), Rena Brand (Senior Operations Manager) and Rosa Gil (Senior Operations Manager) attended the ASRA conference in Aberdeen (Association for Student and Residential Accommodation). Iqbal Hussain (Residential Life Officer), Fabio Valencia (Residential Life Officer), Jack Winterton (Res Life Project Manager) and Anca Sticlaru (Digital Content Officer) attended the CUBO Residential Life Conference. We have also hosted several universities and private providers at LSE to share best practice and learn from others across the sector.



James Greenwood, our Head of Residential Life has been actively involved with sector-wide discussions and initiatives across the UK, Europe and Globally. Over the past year James has presented at the Investors in Students Conference on the subject of "investing in our staff", he also spoke on a panel at The Student Minds conference regarding the importance of Residential Life. James also hosted panel discussions at the CUBO Residential Life conference in and presented across several sessions at the ACUHO-I (Association of College and University Housing International) around innovations in student engagement and communications. James continues to chair several global networks to ensure LSE stays connected to global trends, innovations and developments.



James Greenwood, Head of Residential Life speaking at global student events during 2023/24

## Staff internal promotions/starters and leavers



LSE Catering team celebrating Karen Agate-Hilton's retirement

We celebrated the retirement of two of our long-term colleagues, some internal promotions and new starters across the division. Karen Agate-Hilton and Said Zibani retired in 2023. Both Karen and Said devoted so much of their time and energy to LSE and they will be missed by all who worked with them.

Said has been at LSE as a catering manager in Carr-Saunders Hall for 19 years. He was the face of catering at Carr-Saunders, creating an inclusive environment where students felt at home, nourished, and cared for. His 19-year journey has left an indelible mark, and his absence is felt.



Karen embarks on a new chapter after 25 years at LSE. Her passion and enthusiasm for sustainable issues made her a driving force in our commitment to environmental and sustainability initiatives. Her dedication to research, collaboration, and mentorship was appreciated and will continue to inspire us.

We wish Said and Karen a well-deserved, restful and happy retirement!



*Said Zibani and Jacqui Beazley celebrating Said's retirement*



*Stephen Swarbrick*

We also send our heartfelt thanks to our colleague and friend Stephen Swarbrick who retired earlier this year. Stephen was Catering Manager on campus for many years along with supporting the halls as Residences Catering Manager. Stephen was a great support to all of us and we miss him.

Rena Brand was promoted to Senior Operations manager for Butler's Wharf and Bankside House in January 2024 after previously holding the post in an interim position. Vjosana Kurti was appointed as full-time receptionist at Bankside House in October 2023, staying in the post for the rest of the academic year. The Bankside team subsequently welcomed Delaney Flanigan as a full-time receptionist in October 2024.

## Values in Practice awards 2024

The 2024 VIP awards were a tremendous success for our division with the following team members getting recognition for outstanding contribution of commitment to the School:

- **Ridwanou Adeoti**: awarded “highly commended” in the “exceptional team member” category.
- **Samantha DaCosta**: awarded “highly commended” in the “outstanding collegiality” category for supporting the LSE as a newly qualified mediator, Fair Recruitment Adviser and Mental Health First Aid (MHFA) trainer.
- **Hannah Kearns**: awarded “highly commended” in the “valuing people” and “excellent manager” categories



Ridwanou Adeoti “highly commended” in the “exceptional team member” category



Samantha DaCosta awarded “highly commended” in the “outstanding collegiality” category



Hannah Kearns awarded “highly commended” in the “valuing people” and “excellent manager” categories

## Awards

We achieved our “Customer First” re-accreditation and we thank all staff who were part of achieving this.

### Shortlisted:

- Best Residential Life Experience (CUBO June 2024)
- Volunteer Group of the Year (LSE Volunteer Awards, May 2024)
- Residential Life Professional of the Year, Anca Sticlaru (College and University Business Officer, May 2024)

In December we won “**University Team of the Year**” at the Student Accommodation Awards – one of the most prestigious awards in the sector. The judges recognised our commitment to wellbeing, sustainability, and support students throughout the cost-of-living crisis.



We were also highly commended for our annual student accommodation satisfaction survey and collaborative working practices with LSE Students' Union and other charities such as Student Minds.

James Greenwood, Head of Residential Life said, "This award is down to the hard work of our fabulous teams behind the scenes which includes cleaning, maintenance, security, reception, operations, residential life, and many others who provide an outstanding service to our students and guests 24/7, 365 days a year!"



The Residential Life team were shortlisted in the category of "**Innovation of the Year**" at the **Association of Student Residential Accommodation (ASRA) awards**. The nomination was based on our commitment to sustainability through projects such as, **Students Organising for Sustainability (SOS)**

**charity**) - over the past year 398 students volunteered and we saved £40,536 of energy costs and 62,000kg of carbon emissions!



## **Passfield Hall wins Booking.com Traveller Award 2024**

Our vacations team and the team at Passfield Hall celebrated winning a Booking.com traveller award for 2024. Booking.com reviewed average scores on their website and app between 1 December 2020 and 30 November 2023. Passfield Hall scored an average between 8 and 10. This award from Booking.com is in recognition of the team's hard work and all the times we took hospitality to the next level to create unforgettable stays for our guests.

## **Professional Organisations**

We continued to network with peers in professional associations for university catering and accommodation. We continue to share knowledge and experiences across the industry.

- CUBO College and University Business Officers (Hosting London regional meetings)
- TUCO The University Caterers Organisation
- ACUHO-I The Association of College and University Housing Officers – International
- ASRA The Association Student Residential Accommodation
- AMOSSHE The Student Services Organisation.



## RCSD Annual Summer Celebration

In August our staff celebrated their achievements at the annual summer party and awards evening. Lots of teams and individual staff won awards for their contribution and dedication to the division and their work.



## Thank you

Our thanks go to everyone who contributed to our successes in 2023/24, Staff, the Student Union, Residences and Catering User Groups, accommodation and partner providers, and our student community.



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If required please email [residences.admin@lse.ac.uk](mailto:residences.admin@lse.ac.uk)

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