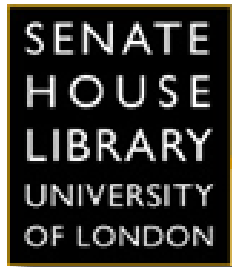# Building on success

Building on success

Hugh Jones' Review

- Shared Student Accommodation Services
- Joint Halls Facilities Management...
- Joint Halls Development.
- Treasury Management
- Student Occupational Health
- University Press
- Student Services
- Legal and Compliance Services
- Project Co-ordination

The journey to CoSector

- Within the University of London, three separate departments offered various support services under different brands and operating models:
    - □ digital and IT services – **ULCC**
    - □ professional careers services part of **The Careers Group**
    - □ housing services - **University of London Housing Services**
- Many of the products and services in the portfolio had been servicing the University of London, other education providers, and commercial companies for over 50 years
- Formed in 2015, CoSector began operational trading as a private limited August 2016 and remains a wholly owned subsidiary of the University of London

CoSector transition

- **Full evaluation of product profitability, cost and performance**
  - ☐ Cost transparency of internal cross subsidies
  - ☐ Separate internal (Federal) and external customer base
  - ☐ Closure and wind down of loss making or non growth areas

- **Market propensity and price increase testing**

- **Research and development of key growth areas**
  - ☐ Bloom VLE, Digital Preservation and Research

- **Organisational development and digital transformation**
  - ☐ Restructuring allowing performance and KPI driven culture
  - ☐ Transition to cloud based services, upskilling staff, web and digital platform development

CoSector Today

- Today, CoSector is a single point of contact for the University of London's professional and student support services
  - Digital & IT Solutions
  - Professional Development & Recruitment
  - Housing & Support Services

- CoSector provides all the benefits of a commercial service organisation with value added 24/7 support when required

- Our customers benefit from products developed with a rooted knowledge and expertise in the HE sector

- Commercially spirited in service and support solutions, **all CoSector profits go back into education and the University of London's academic endeavours**

Programme Beveridge

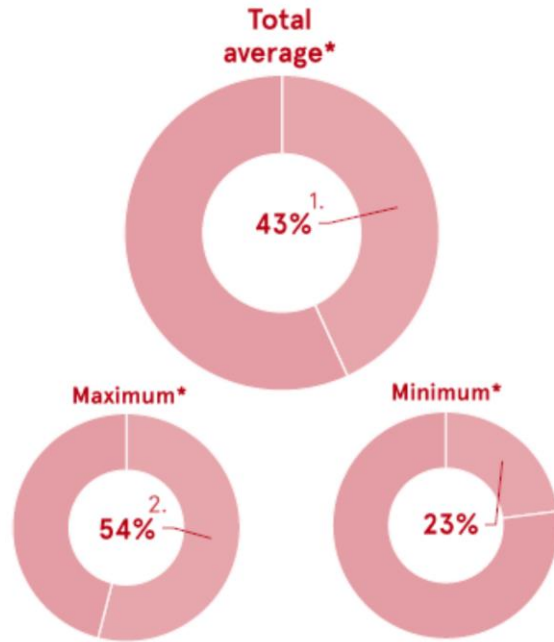Smarter Working at the University of London

Occupancy

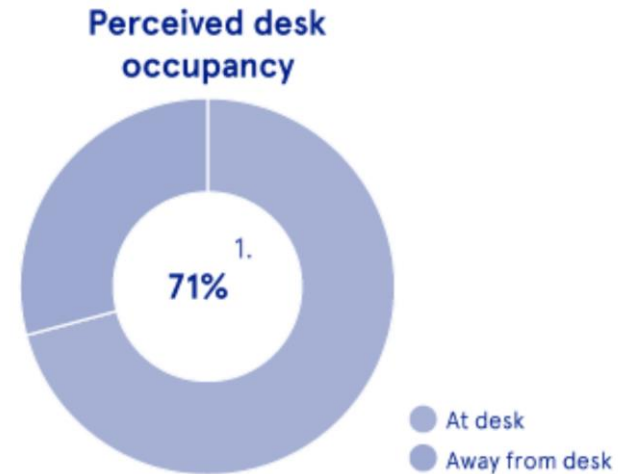Average desk occupancy across Senate House and Stewart House was 43%

Total average*
43% 1.

Maximum*
54% 2.

Minimum*
23%

102 desks were empty all week during the observation study

However... in the workplace survey, people's perception was that they spent 71% of their time at their desk

Perceived desk occupancy
71% 1.

- At desk
- Away from desk

5 AIMS OF
PROGRAMME BEVERIDGE

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Provide an effective workplace for staff

Enable staff to work in a way that meets their own needs as well as the needs of the organisation

Encourage staff to work together by breaking down physical barriers

Increase the amount of space for academic and commercial events

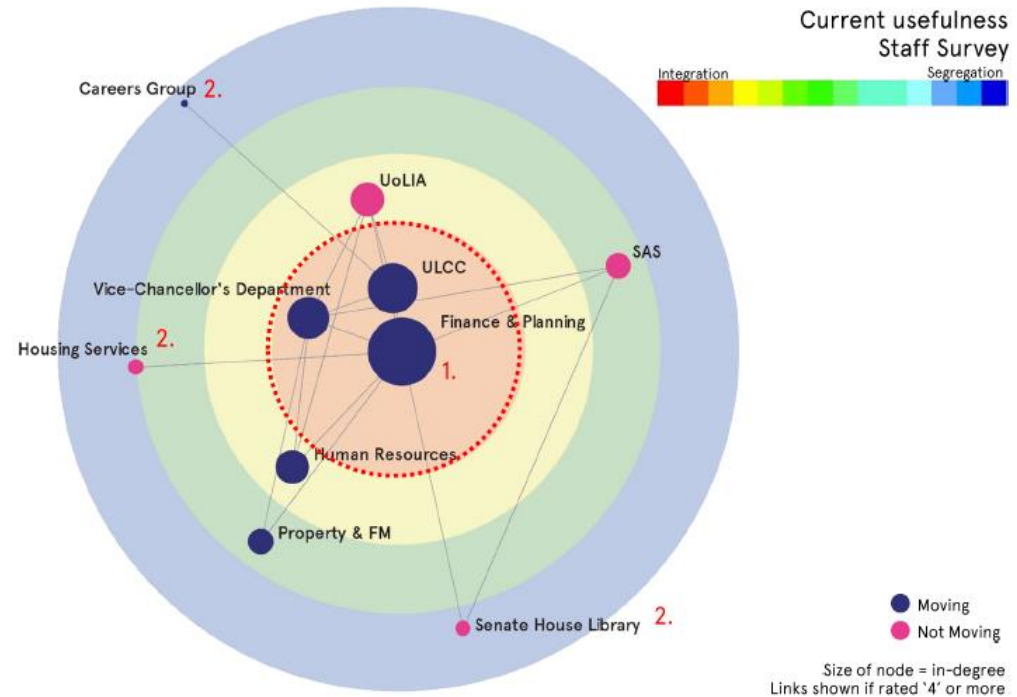**Provide efficient and effective storage facilities**
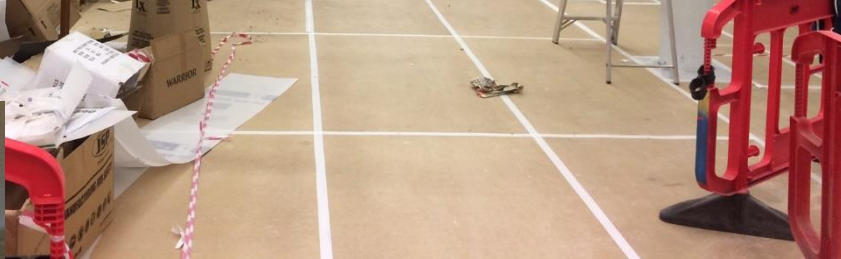
Space and organisation

In a workplace survey, staff were asked to select the people they work with regularly. These connections are shown in the form of a network map.

This shows that the departments of Finance & Planning, ULCC, and the Vice-Chancellor's Department are deemed as being central to the University.
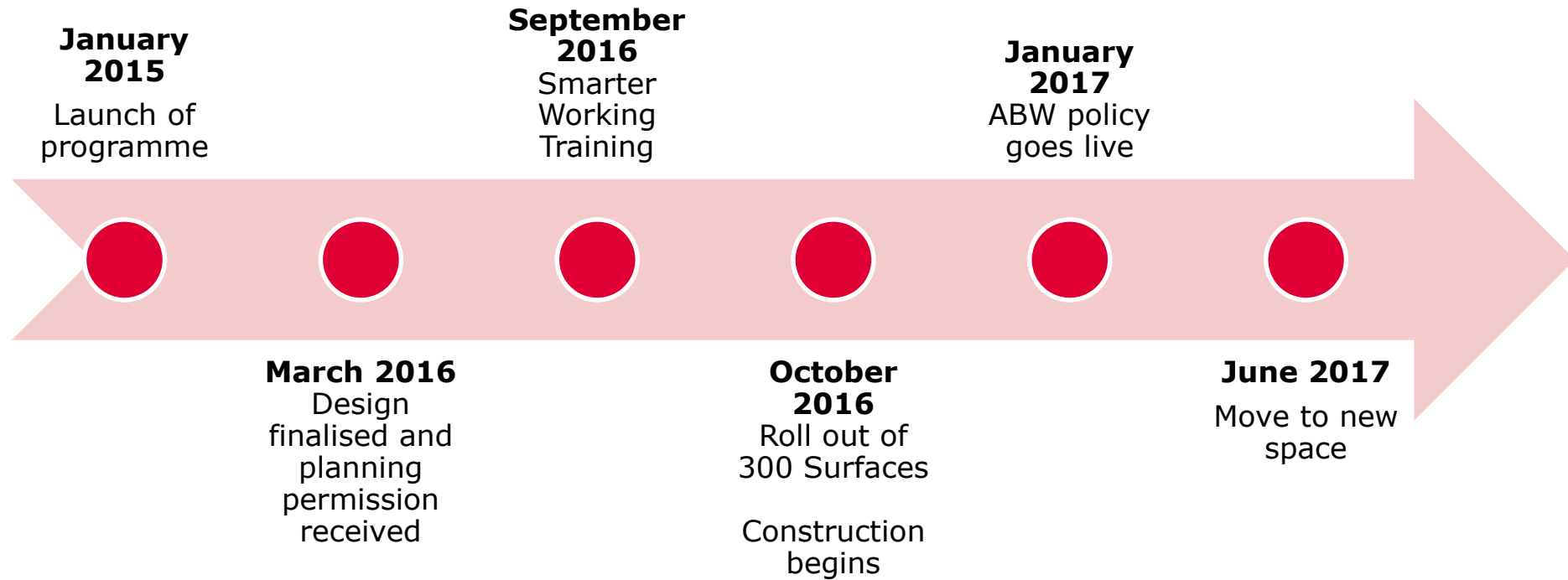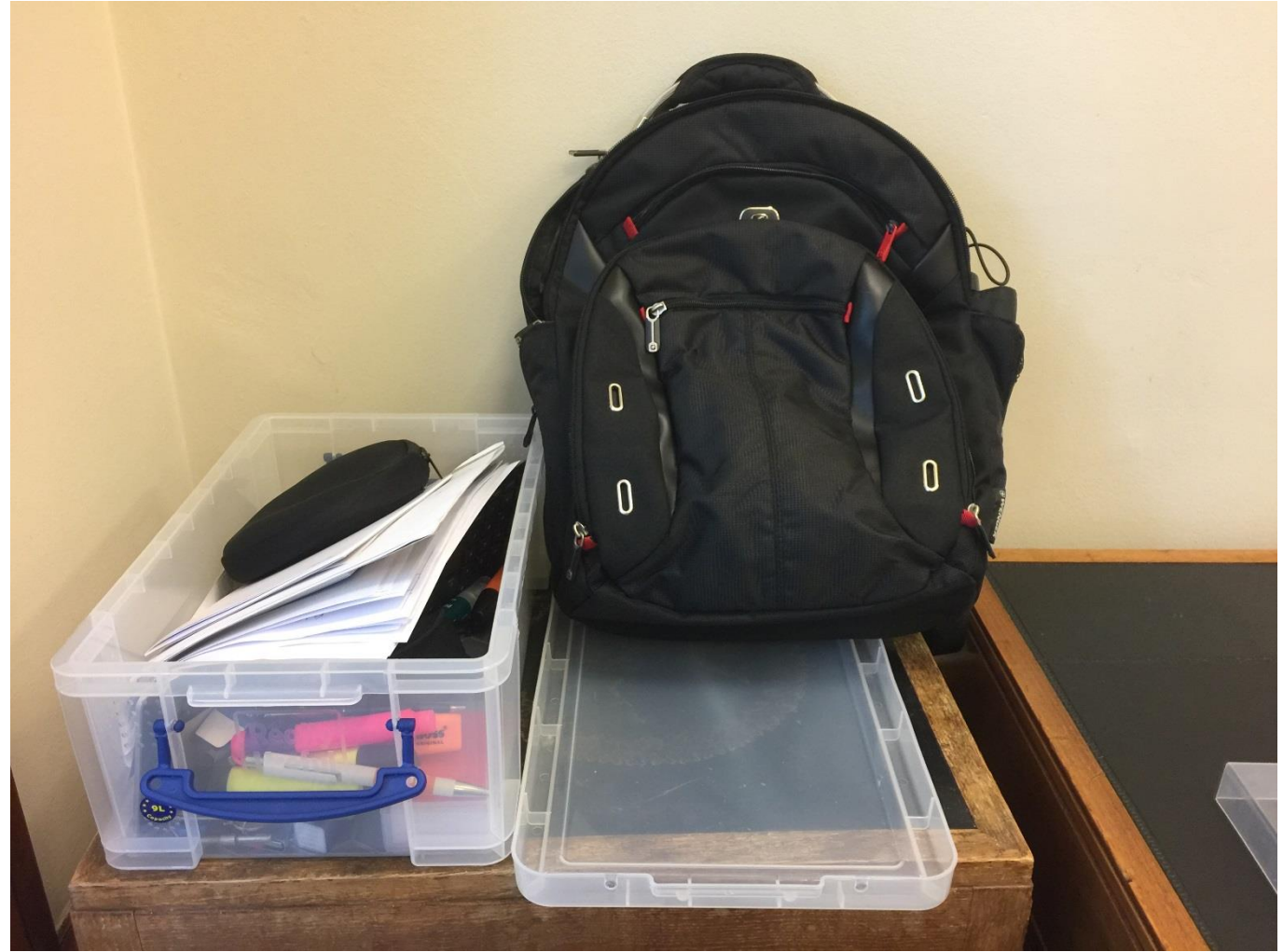

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Milestones

January 2015

Launch of programme

March 2016
Design finalised and planning permission received

September 2016
Smarter Working Training

October 2016

Roll out of 300 Surfaces

Construction begins

January 2017
ABW policy goes live

June 2017

Move to new space

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Property Impacts - Before

47%

of staff agreed that they were located close to the departments they needed to interact with most to do their job
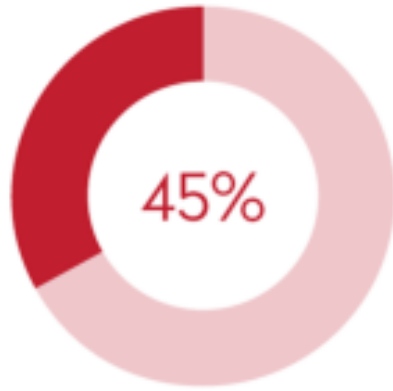
21%

of staff felt that the working environment contributed to a sense of community
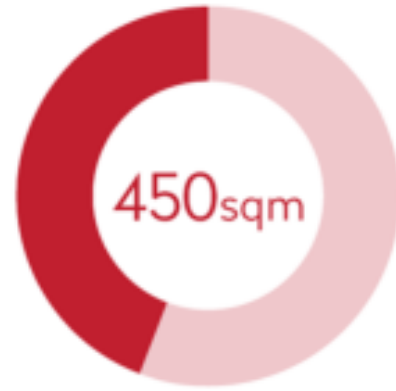
64%

of interactions are unplanned, yet there were no spaces provided to support such unplanned conversations

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Property Impacts

45% — Increase in workspaces

450sqm — Increase in social spaces

25% — Increase in capacity for academic events

£800k — Increase in lease/hire revenue per annum

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