



# Financial Services Newsletter



## Issue 9

July 2019

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## Finance News

Great news! After our most recent CSE Assessment, the department maintained full compliance with an amazing 31 compliance pluses. However, we are not resting on our laurels, we are now focussing our attention on the fast approaching financial year end and preparing for the new academic year starting in September. Following on from this year's Finance Open Day this edition includes the answers to the quizzes as promised.

## CSE Award

Another productive year in Finance has seen the Service go from strength to strength as far as Customer Service Excellence is concerned.

This was the third year of the three year CSE cycle and it did not disappoint as the Service was awarded 11 compliance pluses to add to the 20 gained in the first two years making a grand total of 31 overall.

Our Assessor believed that: "This has been another excellent surveillance visit for University of Huddersfield Financial Services (with a further 11 compliance pluses awarded) and the Assessor would like to congratulate all the staff on their continuous efforts to promote and support customer service excellence at all times. There was no doubt that University of Huddersfield Financial Services were exemplar in their approach to satisfying and meeting their customers and were always looking for ways to enhance the Service, the Process Improvement Groups being an example of how they have responded and delivered to the customers' needs".

John Thompson, who has led the CSE Group since its inception in 2014, said: "It has been an absolute privilege to lead and share the CSE journey with my colleagues in Financial Services. They have all engaged with the mantra of continuous improvement and produced what can only be described as Customer Service Excellence of the highest order and are fully worthy of the accolade given to us by our assessment team with the award of 31 compliance pluses, which, we believe, is the highest ever awarded within a three-year assessment".

The CSE group will be meeting soon to plan the next three-year campaign and are looking for fresh blood to lead the Service on their continuing Customer Service Journey.

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## Open Day April 2019

We would like to thank everybody who attended the Financial Services Open Day in April and for making it a great success. Thank you all for your feedback which we are taking on board and we look forward to doing it all again.

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## Quiz Answers

For everyone who took part in the Pig Quiz of the Year and wanted to know the answers, here they are.

1. What is the top speed an adult pig can run?  
A. 5mph      B. **11mph**      C. 19mph

*Adult pigs can run at speeds of up to 11mph.*

2. How many taste buds do Pigs have? (hint, humans have 9000)  
A. 2000      B. **15,000**      C. 36,000

*Adult pigs have 15,000 taste buds.*

3. Which country has the most domesticated pigs in the world?  
A. **China**      B. USA      C. Denmark

*China has the most domesticated pigs in the world! The United States is 2<sup>nd</sup>.*

4. Name the famous Pigs (1 point for each correct Pig)



**Miss Piggy**



**Peppa Pig**



**Pumbaa**



**Piglet**



**Pinky and Percy**



**Babe**

5. Name the place

*Pig Beach is an uninhabited island located in Exuma, the Bahamas. The island takes its unofficial name from the fact that it is populated by a colony of feral pigs that live on the island and in the surrounding shallows.*



6. How many pigs are there on earth?

*There are about **2 billion** pigs on earth!*

## Fun Facts of Finance

1. Who appeared on Bullseye?	John Thompson
2. Who went to school in a convent?	Sharron Peace
3. Who used to be a hairdresser?	Lindsey Smith
4. Who once appeared as an extra in Spooks?	Helen Bilinski
5. Who has a twin?	Maz Tariq
6. Who used to mend tanks for a living?	Paul Cropper
7. Who used to teach Gymnastics?	Troels Petersen
8. Who used to be a Maths Teacher?	John Dean
9. Who has an orange belt in Judo?	Allison Taylor
10. Who is an amateur Ice Skater?	Sue Lingard
11. Who once sang with Joe McElderry (Former X Factor Winner)?	Janet Thornton
12. Who is a qualified PADI Advanced Open Water Scuba Diver?	Clare Stevens
13. Who has recently started learning how to swim?	Cynthia Morris
14. Who was told that they were 'incompetent' by Jeremy Paxman?	Joe Byrne

15. Who was once handcuffed to Adele Silva (Kelly Windsor) on Emmerdale?	Richard Squires
16. Who was banned from the blood donors for fainting 3 times in a row?	Andrew McConnell
17. Who almost became a swimming coach?	Lindsey Copland
18. Who was the lead singer of a rock band when they were younger?	Phil McEwan

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## Financial Year End

The 2018/19 year end time table is now available on the Financial Services website. The University's financial year end is 31<sup>st</sup> July 2019. After this date, only items over £10,000 will be accrued and charged to 2018/19. The external auditors will be in the University during September 2019 and the published accounts should be available early December 2019, once they have been agreed by University Council.

### **Key Dates**

- 05.7.19 Last date for Employee Expense Claims for 2018/19 to be processed and approved for July payment.
- 05.7.19 Visiting lecturers and consultancy claims to Payroll for inclusion in the July payroll
- 19.7.19 Last date for input of sales ledger invoices to ensure entry into 2018/19.
- 30.7.19 Last day for spend on purchasing card to ensure on July 2019 statement.
- 02.8.19 Last day for FSD to be informed of any Accruals or Prepayments for items above the £10,000 threshold as at 31.7.19, for inclusion in the 2018/19 accounts.
- 05.8.19 Last date for Corporate card transactions to be processed and approved for 2018/19.
- 07.8.19 Last date for Purchase card transactions to be processed and approved for 2018/19.
- 08.8.19 Last day for Schools and Services to return completed 2018/19 untaken leave entitlement.

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## New Starters and Leavers



Financial Services would like to introduce our newest member of the team Kathy Boulton, who has joined the Records Team under a free transfer from the Business School!

After 24 years of working at the University, Yvonne Whiting left in May and all her friends and colleagues wish her all the best for the future.