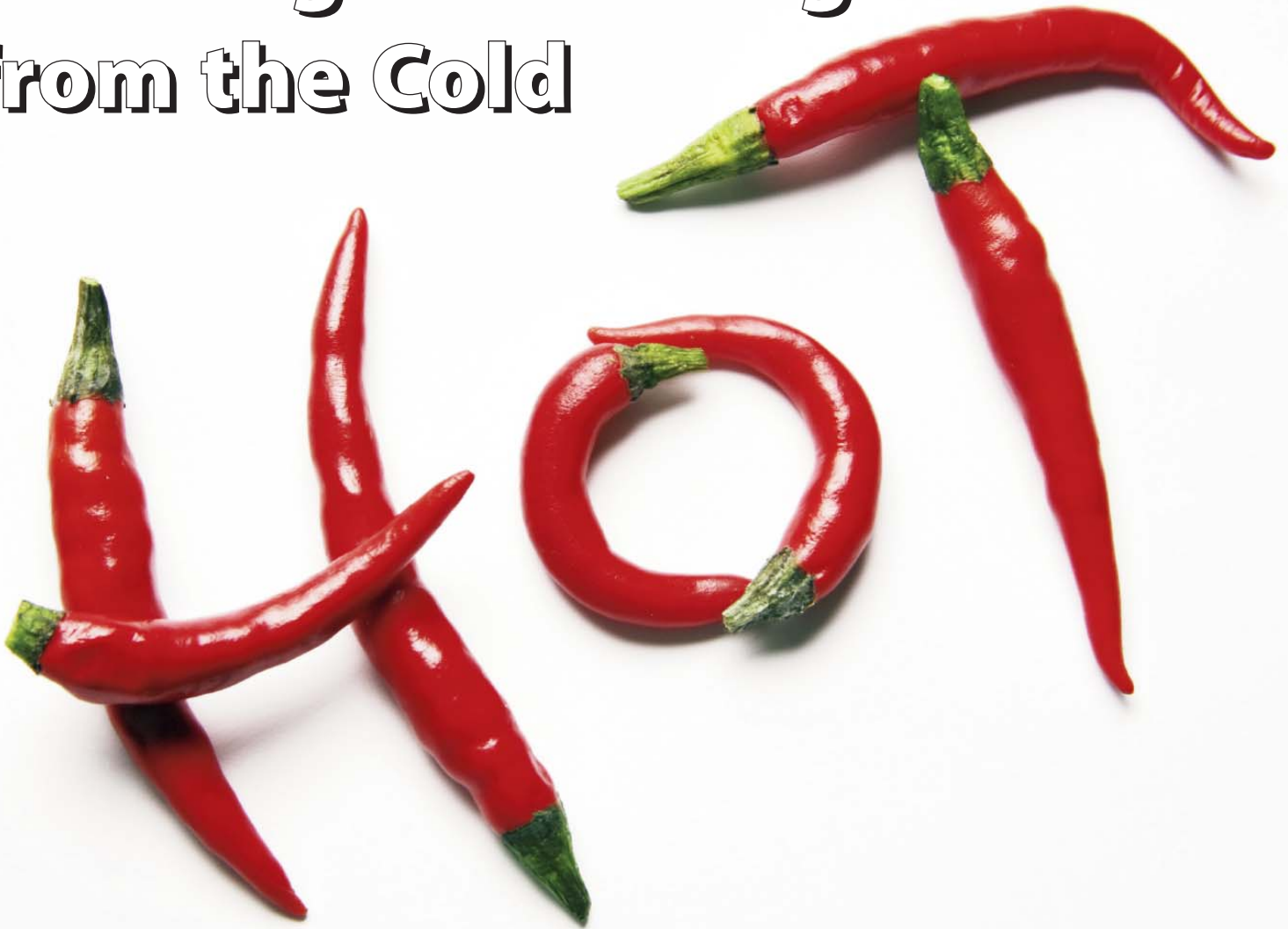


**APSE catering, cleaning and facilities
management seminar 2014**

Feel the Love!

**Catering & Cleaning come in
from the Cold**



A major two-day seminar at the Crowne Plaza, Chester

Wednesday 29 and Thursday 30 January 2014

apse seminars

Seminar programme

Wednesday 29 January 2014

10:00am Registration

10:30am **Session 1**

What's next for cleaning services?

- State of the market 2014
- Getting close enough to our staff and the front line
- Predictions for the future

Speaker: Doug Cooke - Chairman British Cleaning Council

FM now and into the future

- A new relationship with the work environment?
- The evolving face of FM
- Mapping the next 10 years of anticipated change

Speaker: Jill Fortune, Sheffield Business School

The School Food Plan

- Overview and update of the current state of play
- The next steps to increased uptake and quality
- Opportunities and expectations of caterers

Speaker: Myles Bremner - Director, School Food Plan

Panel question and answer session

11:30am – Tea/coffee and exhibiton viewing

12:00pm **Session 2**

Future legal structures for catering and cleaning

- Optimised operations to compete
- Legal considerations
- Changes to the Teckal exemption

Speaker: Judith Barnes Partner - Head of Local Government DAC Beachcroft LLP

Health and Safety considerations

- Key considerations for catering and cleaning
- Recent guidance and legislation
- A private sector perspective on H&S

Speaker: Richard Short - Heath, Safety & Environment Manager, Accor Hotels Group

Panel question and answer session

1:00pm – Lunch

2:00pm **Session 3**

Developing a commercial outlook in integrated FM services

- The challenge of academies, free schools and a fragmented client base
- Using a successful franchising operation
- Tendering for new work; managing cross boundary arrangements

Speaker: Debbie Clarke, Property Maintenance and Facilities Group Manager, Wigan Council

Apprenticeships in Catering and Cleaning

- Determining the benefits to the Council and the Apprentice
- Developing a talented workforce
- Support and incentives

Speaker: John Myers, Head of Employer Accounts, National Apprenticeship Service

Panel question and answer session

3:00pm Tea/coffee and exhibiton viewing

3:30pm **Session 4: Workshops**

Workshop 1

Warming up your cleaning service!

Customer service skills

- Recognising the important of good customer service
- Identifying the skills to deliver exceptional customer service
- Key challenges

Heated conversations with your staff?

- Creating a stress free environment
- Motivating staff through change
- Tips and techniques for handling difficult conversations

Facilitator: Jan Kennedy - Principal Trainer - APSE Training

Workshop 2

Universal Free School Meals

- The Scottish experience and pilots
- Preparation for universal free school meals to infants
- Barriers to maximising uptake and possible options

Facilitator: Andrew Kennedy - Head of FM, East Ayrshire Council

The benefits of School Breakfast

- Insights into the latest research
- Assistance to caterers and schools
- Sponsorship and funding opportunities

Facilitator: Paul Wheeler (tbc) , Kellogg

4:30pm Close of seminar day one

Evening programme

7:00pm Pre dinner drinks in exhibition area

7:30pm Annual Dinner 2014

10:00pm Evening entertainment

Thursday 30 January 2014

09:30am – Registration

10:00am **Session 5**

The view from Westminster

- The All Party Parliamentary Group on School Food
 - The wider aims of Government to 2015 and beyond
 - Role of local government into the future
- Speaker:** Stephen Mosley MP, Vice Chair School Food APPG and MP for Chester

The Changing face of school inspection

- Inspection of the lunchtime and dining experience
- Cooking and Inspection on the curriculum
- Driving up standards

Speaker: Andrew Johnson -Senior HMI at Ofsted

Staff & service innovation

- Innovation & service re-design
- Competing on quality & price
- Creating a winning brand

Speaker: Dale Robson - Facility Services Director, Gateshead Council

11.30am Tea/coffee and exhibiton viewing

12.00pm **Session 5 continued**

A Blue Ocean Strategy for FM

- How to create uncontested market space and make competition irrelevant
- Overcoming key organisational hurdles
- Getting the strategic sequence right

Speaker: Andy Mudd, Principal Consultant, APSE Solutions

1:00pm Buffet Lunch and exhibiton viewing

1.30pm Close and departure

Seminar objectives

The sun has come out again on catering and cleaning. By next September, all infants will be entitled to free school meals putting over £600 million back into the service with additional funding via the Health and Wellbeing route.

Service heads have demonstrated remarkable energy and tenacity in making their services efficient and cost effective, able to compete and win new business in existing and new markets. It's now time to ensure that local authority services are setting the pace in catering, cleaning and FM services, providing high quality services to existing and new customers whilst retaining the wider community service ethic of the Ensuring Council

This seminar brings together speakers from facilities management, catering and cleaning and the central government agencies that impact on them to chart the future and highlight some of the many challenges facing service providers. The 2 days are crafted to give delegates the opportunity to refresh their knowledge, learn new skills and give practical advice on implementing some exciting new ideas back in the workplace

Who should attend?

This unique seminar is designed to give service directors, managers, elected members and trade union representatives in the service areas of catering, cleaning, facilities management and caretaking an opportunity to discuss strategic and policy issues. Plenary sessions will be led by high profile, professional and experienced speakers with other sessions base on practical service delivery.

Reserve your place now by completing the booking form overleaf and faxing it back to Keisha Swaby, on 0161 772 1811 or email kswaby@apse.org.uk.

The venue

Crowne Plaza, Chester

Trinity Street, Chester CH1 2BD.
Tel: 01244 899 988

Crowne Plaza Chester is perfectly located on the edge of the city with panoramic views of the city and Welsh hills. The hotel is ideally placed for visiting all the historic sites of Chester, including the Roman walls, amphitheatre and Chester Cathedral.



INVESTOR IN PEOPLE



Booking form

Office Use
Del#.....
DB:.....
Conf:.....
Acc.....

APSE national facilities management seminar, 29 and 30 January 2013

main contact name: _____ authority: _____

address: _____

post code: _____

telephone: _____ fax: _____ email: _____

Please detail here any special dietary/access requirements for the delegates listed below:
.....

APSE issues a written confirmation for all delegate bookings received. If you have not received your confirmation letter within 10 working days of sending your booking form, then please contact APSE on 0161 772 1810.

Payment information

What's included: The delegate fee covers attendance on both days, delegates' documentation, lunches and light refreshments, and dinner on the evening of 29 January. Accommodation is not included - please see below.

APSE members delegate fee:- £249 + VAT

Non-members delegate fee:- £385 + VAT

Please indicate preferred method of payment (tick):-

VAT registration number 519 286 915

- Please find enclosed cheque (made payable to APSE)
- Please invoice me, my purchase order is.....

Accommodation rates (*please indicate requirements below)

Wednesday 29 January (1 night B&B) = Single £60 (subsidised by APSE)

Accommodation is also available on Tuesday 28 January at £95 B&B for a single room.

All accommodation costs and personal charges incurred at the hotel are payable upon departure.

Please note that all hotel bookings at this event must be reserved via APSE as the hotel will not accept any direct bookings at the above special rate.

Check-in: 2:00pm - Check-out: 12:00pm

CANCELLATION & REFUND POLICY: Reservation is a contract. Substitution of delegates is acceptable any time in writing by post, email to kswaby@apse.org.uk or fax to 0161 772 1811. Cancellations must be made in writing at least 10 working days before the event and will incur a 20% administration fee. No refunds can be given for cancellations received less than 10 working days before the event or for non-attendance. In the unlikely event of cancellation by the organisers, liability will be restricted to the refund of fees paid. The organisers reserve the right to make changes to the programme, speakers or venue should this become necessary.

Delegate name	Delegate position	Delegate email	*Accommodation required (please delete as necessary)
			Yes/No 28 Jan / 29 Jan
			Yes/No 28 Jan / 29 Jan
			Yes/No 28 Jan / 29 Jan
			Yes/No 28 Jan / 29 Jan
			Yes/No 28 Jan / 29 Jan

Please return completed form to Keisha Swaby, APSE, 2nd floor Washbrook House, Lancastrian Office Centre, Talbot Road, Old Trafford, Manchester M32 0FP

or fax direct to: 0161 772 1811 Telephone: 0161 772 1810 E-mail: kswaby@apse.org.uk