

**APSE facilities, catering and cleaning
management seminar 2015**

Leading from the front!



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

Thursday 29 and Friday 30 January 2015



Seminar programme

Thursday 29 January 2015

9:00am Registration

10:00am **Session 1**

State of the FM market 2015

Current opportunities and threats for FM
Enhancing the role of FM, catering & cleaning
Managing a myriad of services

Speaker: Chris Moriarty, Head of Insight and Corporate Affairs British Institute of Facilities Management

FM now and into the future

The evolving relationship with the work environment.
Building an ensuring community for the LA workforce
Mapping the next 10 years of anticipated change

Speaker: Dr Matthew Tucker, Liverpool John Moores University

11.00am Tea/coffee in exhibition area

11:30pm **Session two**

Employment law briefing

Update on recent employee legislation
Finding an appropriate legal structure to compete
Legal considerations for staffing, TUPE and secondment

Speaker: Mark Hammerton – Head of Employment DWF LLP

Strategic Asset Management

The financial environment for Local Authority services
Optimising property usage and the services that supply it
Shared assets and the implications for FM

Speaker: David Bentley, Head of Asset Management, CIPFA

12.30pm Buffet lunch in exhibition area

2.00pm **Session three**

Winning tenders and securing future business

Commercial success in a contract lead environment
The view as client and as contractor
Top tips for tendering for new work

Speaker: Ken Campbell, Facilities (Catering & Cleaning) Manager, North-Ayrshire Council and ex Amey Account Manager

Driving employee performance

Understanding motivation and engaging the workforce
Evidential techniques that work in boosting productivity
Insights into workplace design and creating the optimum work environment

Speaker: Jonny Gifford, Research Adviser, Chartered Institute of Personnel and Development

3.00pm Tea/coffee in exhibition area

3.30pm **Session four: Workshops**

Workshops 1 Cleaning

Managing and school cleaning contracts

Options for restructuring the cleaning service to schools
Identifying value in a contract and the main avoidable risks and costs

Where are the staff best placed for both school and council DSO?

Speaker: Cheryl Leighton, Catering & Cleaning Services Development Manager, Powys Council

Devolved budgets, academies and free Schools

Attitude to securing FM and non-academic services
Attributes of likely service partners

Definition of contact performance and its management

Speaker: Rob Bailey, Prinicpal Advisor, APSE and others

Workshop 2 Catering

How to increase school meal uptake

Maximising uptake, using all resources available to you
Lessons from universal free school meals to infants

Pupil lead monitoring to drive your service

Speaker: Rosemary Molinari, Rosemary Molinari Consultancy

Controlling Food Costs

purchasing, inventory management and menu planning
best practice for purchasing, waste management and menu costing

Optimising labour productivity

Speaker: Debra Adams, Head of Professional Development, Arena4Finance

4.30pm Close of seminar day one

Evening programme

7:00pm Pre dinner drinks in exhibition area

7:30pm Annual Dinner 2015

10:00pm Evening entertainment

Friday 30 January 2015

10.00am **Session five**

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

FM within the Ensuring Council

Ensuring the social, economic and environmental wellbeing of the local area
Highlighting the local economic value of FM catering & cleaning

The strategic need to maintain core capacity

Speaker: Paul O'Brien, Chief Executive, APSE

The importance of excellent customer service

Getting the customer experience right and co-creation

Current trends in customer expectation

Key areas of focus to ensure high customer satisfaction

Speaker: Nicola Eaton Sawford, Managing Director, Customer Whisperers Ltd

11.30am Tea/coffee in exhibition area

12.00pm **Session six**

Demand Management in FM

Increased income from understanding and meeting customer demand

A better service that focusses on what matters to the customer

Integrated service delivery and implementing change

Speaker: Andy Mudd, Principal Consultant, APSE Solutions

1:00pm Buffet Lunch and exhibition viewing

1.30pm Close and departure

Seminar objectives

The future for FM including catering and cleaning looks bright. Universal Infant Free School Meals is providing a welcome boost too catering services and cleaning and other buildings related services have considerably improved their offering over the last few years.

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.

Local Government finance however still looks grim. Predictions are for further budget reductions, reorganisation in Northern Ireland and Wales whilst devolution of powers surges ahead in Scotland and England post referendum. Those delivering FM services must continue to adapt and innovate.

This seminar brings together speakers from facilities management, catering and cleaning and the organisations 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.



GB 11409



GB 11132



GB 14074



INVESTOR IN PEOPLE



Booking form

Office Use
Del#.....
DB:.....
Conf:.....
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APSE national facilities management seminar, 29 and 30 January 2015

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

Commercial delegate fee:: £449 + 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)

Thursday 29 January (1 night B&B) = Single £75 (subsidised by APSE)

Accommodation is also available on Wednesday 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