

We're in Business!

**Building a successful future for local authority FM,
Catering and Cleaning**

Customer

Lifetime

Value



A major two-day seminar at the York Marriott

Thursday 28 and Friday 29 January 2016

Seminar programme

Thursday 28 January 2016

9:00am Registration

10:00am **Session 1: State of play**

Welcome by the Lord Mayor of York, Cllr Sonja Crisp

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: Ian Ellison, Senior Lecturer, Sheffield Hallam University

The School Food Plan

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

Speaker: Myles Bremner, Director of School Food Plan

11.00am Tea/coffee in exhibition area

11:30am **Session two: Delivery models**

Arms-Length Company

- Creation of Edsential Ltd to deliver school services
- Why choose an arms-length model with Wirral Council?
- What can local government learn from the corporate world

Speaker: Ian McGrady, Managing Director at Edsential Ltd

The Cooperative Approach

- The creation of CaterEd in Plymouth
- How joint ownership works in practice
- Fostering the involvement of schools in service delivery

Speaker: Brad Pearce, Managing Director at CATERed Limited

12.30pm Buffet lunch in exhibition area

2.00pm **Session three: Update**

Health & Safety Update

- The H&S responsibilities of running FM
- Understanding the need for risk assessment
- Practical Issues for catering and cleaning

Speaker: Jonathan Cowlan, Consultant, Pinsent Masons

Beyond School Dinners

- What have we learnt from school food interventions?
- The Moral Geographies of Children, Young People and Food
- Where should caterers and government now be concentrating

Speaker: Dr Jo Pike, Leeds Beckett University

3.00pm Tea/coffee in exhibition area

3.30pm **Session four: Workshops**

Workshops 1 Cleaning

Building an effective Cleaning Business

- Delivering a service that is valued by all
- Driving efficiency whilst maintaining quality
- Ensuring and monitoring customer satisfaction

Speaker: Anita Brown, Service Manager, Stockton on Tees Borough Council

Workshop 2 Catering

Local procurement of Food

- Creating the Naturally D&G Brand
- Maximising local food sourcing and reducing food-miles
- Fostering local suppliers for local benefit

Speaker: Alan Mawson, Senior Manager FM, Dumfries & Galloway Council

4.30pm Close of seminar day one

Evening programme

7:00pm Pre dinner drinks in exhibition area

7:30pm Annual Dinner 2016

10:0pm Evening entertainment

Friday 29 January 2016

10.00am **Session five: Commercial**

What drives Private Sector contractors

- The main drivers of a successful FM business
- Is there such a thing as win-win?
- What is achievable in a contract relationship

Speaker: Steve Gladwin, Director Nodus Solutions and Chair BIFM International Group

Winning tenders and securing new business

- Winning new business and defining the service offer
- What drives commercial success in a contract role
- Top tips for tendering for new and existing work

Speaker: Julia Richardson, Head of Business Development, GS Plus Ltd.

11.20am Tea/coffee in exhibition area

11.50am **Session six: Customers**

A View from the Academies

- What factors determine the focus of Academy budget decisions
- Key drivers in the selection of contractors and delivery of non-educational services
- Expectations of contractors in catering, cleaning and FM

Speaker: Melanie Priestley, Finance Director, St Mary's Academy Trust

Delivering Change

- Lessons of an 'interim' manager
- Bringing a new perspective to service improvement
- Slaying the elephants in the room

Speaker: Rudi Imhoof, Interim Catering Manager, Cambridgeshire Council & APSE Solutions Associate

1:00pm Buffet Lunch and exhibiton viewing

1.30pm Close and departure

Seminar objectives

The pace of change never slows and local authority suppliers of FM, catering and cleaning services have to constantly adapt to the changing landscape.

The Prime Minister has signalled an aim that all schools in England will become Academies or Free schools by 2020. The relationship with schools will necessarily move to a contractual one and in-house teams must ensure that their commercial and tendering skills meet the challenge. At the same time, Councils continue to seek budget savings and FM should be a confident driver of efficiency rather than a casualty.

School food policy across UK is increasingly divergent, reflecting the priorities of the devolved governments and funding for Universal Infant Free School Meals and Breakfasts in not protected and therefore uncertain into the future. Opportunities to add value to the core service, thorough links to the curriculum and public health should be seized and built into the package of services offered

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

York Marriott

Tadcaster Road, York, YO24 1QD



GB 11409



GB 11132



GB 14074



INVESTOR IN PEOPLE



Booking form

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

APSE national facilities management seminar, 28 and 29 January 2016

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 28 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 28 January (1 night B&B) = Single £75 (subsidised by APSE)

Accommodation is also available on Wednesday 29 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 27 Jan / 28 Jan
			Yes/No 27 Jan / 28 Jan
			Yes/No 27 Jan / 28 Jan
			Yes/No 27 Jan / 28 Jan
			Yes/No 27 Jan / 28 Jan
			Yes/No 27 Jan / 28 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