

APSE Soft FM Advisory Group

Tuesday 13 September 2016

Hamilton Town House, Hamilton

1. Introduction & Welcome

Councillor Hugh Ross, group Chair welcomed everyone to the meeting in Hamilton and thanked all for attending. He also thanked South Lanarkshire Council for their hospitality in hosting today's meeting.

2. Attendance & Apologies

See attached.

3. Minutes of previous meeting held on 10 May 2016

The minutes from the previous meeting held on 10 May were agreed to be a true and accurate record of the meeting.

4. Matters arising

There were no matters arising.

5. Feedback/ Recap on discussion from previous advisory group (held on 10th May) and follow up working group meeting

Andrew Kennedy provided the group with an overview of the main points of discussion from the previous meeting in Coatbridge. This included examples of the service models and efficiency savings which local authorities have been making within their services.

6. "Speed dating" – ideas generator & networking: get to know your colleagues and who's doing what across Soft FM

This agenda item was to allow all within the room to share their own experiences with colleagues one on one. A timer of 3 minutes was given for each slot and then the members moved around the room to speak with another colleague.

A number of different discussions took place which covered some of the following:-

- The use of digital technology
- Marketing opportunities
- Staff training and development
- Commercial opportunities

7. Quick Wins Fast Fails – 2 minute pitch (a fixed and timed pitch): Shared learning from what worked and what hasn't

This agenda item merged with item 6 above and covered some of the marketing and commercial opportunities which local authorities had undertaken.

8. Seminar topics and future speaker suggestions – Your involvement in shaping the key questions for the Soft FM Seminar and future Advisory Group topics

Following the various discussions earlier in the meeting the group then agreed a number of areas which they would like to see covered during the upcoming seminar:-

- Expert panel debate covering the big agenda issues
- Commercialisation
- Digital agenda
- Previous award winners and their journeys

9. APSE Update

Louise Melville provided the group with an update on the work of the association included the newest piece of research “Work it out: Creating local systems of Employability support”. This collaborative report from APSE and NLGN scrutinises the current place of local authorities in tackling unemployment. Louise also provided the group with information on APSE’s new Promoting Excellence You Tube programme which looks at a number of innovative case studies from local authorities including Liverpool and Aberdeen City. Finally, Louise provided information on the other services provided by APSE including Energy, Solutions, Training, Performance Networks and events.

10. Date & Venue of next meeting

The next meeting of the group will be the Seminar which is taking place on 23 November 2016 at the Marriott Glasgow.

11. Lunch

12. Performance Networks

John Bedwell took the group through the Education Catering and Building Cleaning reports/ templates in order to gather feedback from attendees on potential changes/ developments which they would like to see take place. These included:-

Building Cleaning

There were no developments or updates required for this service area.

The group would like the Scotland only report to be issued each year as standard.

Education Catering

Management Template:

- PN team to review the references to Key stage 1 and 2, in order to change wording to relate to Scotland
- Scotland do not distinguish between “regional entitlement” and “UIFSM” school roles or meals served. Need to remove the “S” (Scotland flag) from the uptake tab. And review the guidance notes.
- Secondary school uptake PIs automatically generated at the bottom of the “Uptakes tab” on the template, do not appear to include “adult meals” as they did in the past. PN team to check formulas.

Scotland only report:

- Request for KPI 01 (stacked bar chart) to be accompanied by new stacked bar chart for primary/ special and secondary only costs per meals.
- Request for KPI 03 (stacked bar chart) to be accompanied by new stacked bar charts for infant (P1-3) and junior (P4-7) and secondary aged pupil uptake.
- Request that all “other uptake performance indicators” (pages 28 to 49 in report) be removed for Scotland only report and made available “on request” only.
- Request for a new “secondary meals serviced per staff hour” PI. There was debate about the validity of such a PI but a majority felt it should be generated.

General feedback (both programmes):

The group highlighted that they struggle with the timing of report publications

- Requested that the new “traffic light report” be issued alongside the main report and that the “second batch report” be accompanied by the Scotland only and any update to the “traffic light” reports.
- Can all reports be uploaded onto the “online portal”?
- Put the date when published ON all printed and online reports

In relation to CDs which are sent out each year

- Can these be requested as not a lot of Councils use them.
- In their place, would it be a possible to do a simple “postcard” would be useful to indicate that templates are now available online and to invite those that want a CD to request them.

Attendance

Name	Council
Kevin Masson	Aberdeen City Council
Sally Campbell	Aberdeen City Council
Louise Melville	APSE
John Bedwell	APSE Associate
Wendy McGhee	Clackmannanshire Council
Diane MacKenzie	Clackmannanshire Council
Jill Kirkaldie	Dumfries & Galloway Council
Kerry Irish	Dumfries & Galloway Council
Andrew Kennedy	East Ayrshire Council

Cllr Hugh Ross	East Ayrshire Council
Cath Nieto	East Ayrshire Council
Loraine Lawrie	East Renfrewshire Council
Nicky Joiner	East Renfrewshire Council
Keith Breasley	Fife Council
Shona Grant	Fife Council
Elsbeth Tierney	Inverclyde Council
Kirsteen MacCormick	North Ayrshire Council
Una Doolan	North Ayrshire Council
Isobel McKenna	North Ayrshire Council
Anne Hanlon	North Lanarkshire Council
Jill Bryans	North Lanarkshire Council
Margaret Reid	North Lanarkshire Council
Simon Farrer	Perth & Kinross Council
Craig McIntyre	Renfrewshire Council
Sandra Nimmo	South Ayrshire Council
John Hodge	South Ayrshire Council
Gerry Donachie	South Lanarkshire Council
Joyce Goodwin	South Lanarkshire Council
Ged Gilmartin	Tayside Contracts
Ibukun Strachan	Tayside Contracts
Lynda McLaughlin	West Dunbartonshire Council

Apologies

Name	Council
Margaret Campbell	Argyll & Bute Council

Cllr Gavin Barrie	City of Edinburgh Council
Laura Nisbet	City of Edinburgh Council
Pauline Pryde	City of Edinburgh Council
Susan McIntyre	Clackmannanshire Council
Keith Hunter	Clackmannanshire Council
Julia McCreadie	Cordia
Andy Love	Dumfries & Galloway Council
Carol Broll	Dumfries & Galloway Council
Alan Mawson	Dumfries & Galloway Council
Lorraine Faulds	East Lothian Council
Judith Borg	Falkirk Council
Lord Provost	Glasgow City Council
Hilary Iannoti	South Ayrshire Council
Jennifer Rodden	South Ayrshire Council
Anne Goldie	South Lanarkshire Council
Karen Cockburn	Stirling council
Linda Shaw	West Dunbartonshire Council