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APSE Soft FM Advisory Group

8 September 2015

Briefings

- 15-04 Evaluating universal school meal provision for P1 to P3 in Scotland and how local authorities can get involved
- 15-14 Public Procurement: A Consultation on Changes to the Public Procurement Rules in Scotland
- 15-17 An overview of local government in Scotland 2015 (Accounts Commission report)
- 15-22 School Meals and Ofsted
- 15-24 Equality Evidence Toolkit for Public Authorities
- 15-32 Building Cleaning Support Packages
- 15-34 Giant Hogweed identification, threats, responsibilities and treatment solutions
- 15-36 Barbecues in Public Parks
- 15-39 Creating a Fairer Scotland – Employability Support consultation
- 15-41 Holiday Hunger

Research

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Ensuring change:
Building capacity in local government



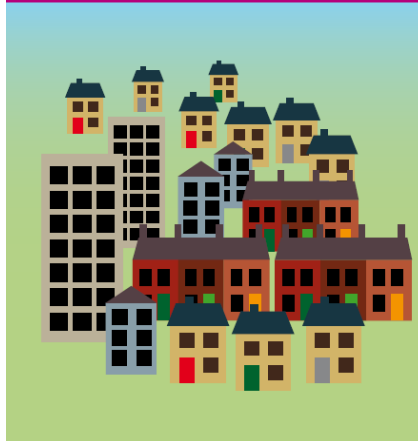
apse **YES energy solutions**

What is ECO and Green Deal?
A simple guide for Local Authorities

Better business:
Councils shaping markets for public value



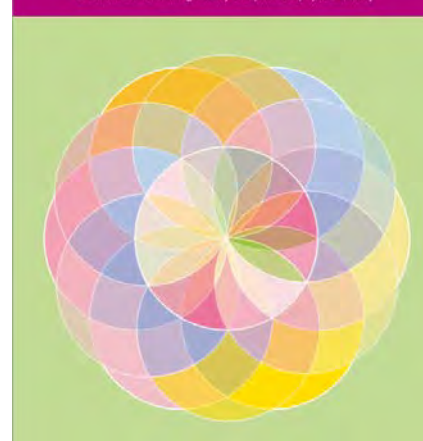
Housing the nation
Ensuring councils can deliver more and better homes



The future of elected members in Scotland



Ensuring action on Health and Wellbeing
Opportunities for local authority catering and sport and leisure services to contribute to tackling obesity and promote physical activity



Retail energy policies in Britain: Towards 2020



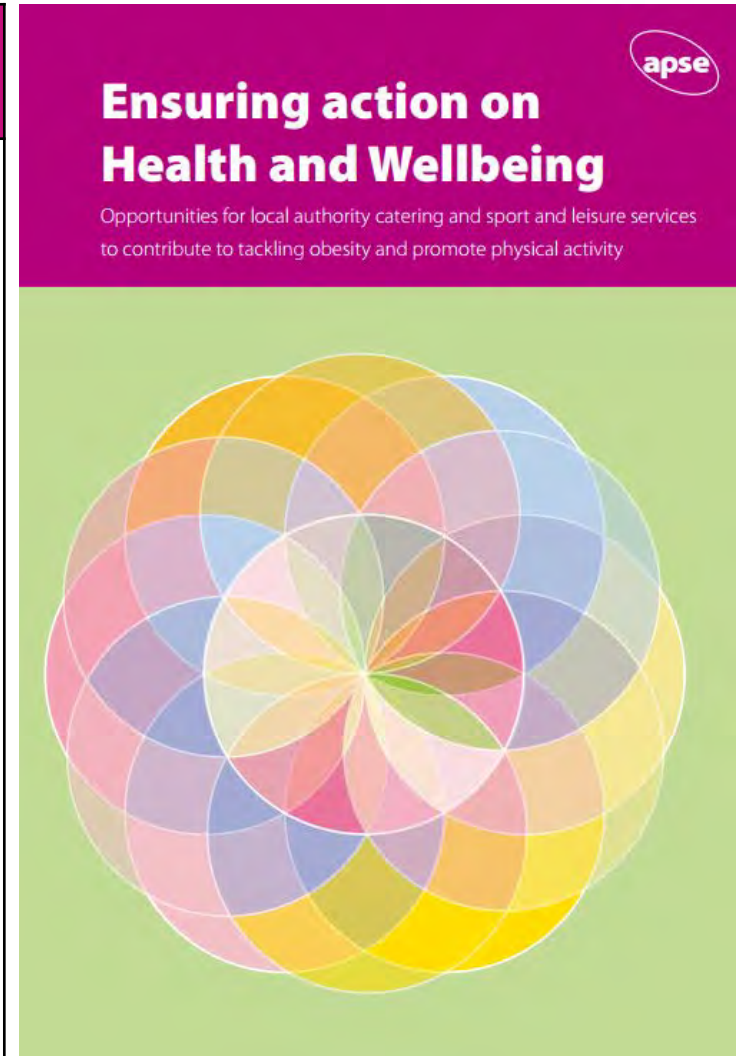
Waste: A brave new world



Latest Research (1)

Ensuring action on Health and Wellbeing – Free Report

APSE latest research publication 'Ensuring action on health and wellbeing' explores the national framework for public health in England, the responsibilities of local authorities and the requirement to gather local health intelligence to guide commissioning decisions. The report also examines the opportunities that exist for catering and sport and leisure services to contribute to health and well-being within this new framework. It focuses in particular on the potential for interventions by front-line services in tackling obesity and promoting physical activity.



Latest Research (2)

Waste: A brave new world – Free Report

With significant pressures facing local government waste services, and 79% of APSE members reporting a further squeeze on waste and recycling budgets, a timely new research publication has been released. **'Waste: A brave new world'** explores the pressures on budgets and looks across the UK at how local authorities are responding to new and existing pressures on waste and recycling services. This research is conducted against this context with a view to providing a helpful guide to APSE membership on how they can meet the current and future challenges.



APSE Research Programme

Upcoming research...



Advocacy

- APSE Representative on the Executive Committee of Scottish Waste Industry Training, Competency and Health & Safety forum (SWITCH)
- Scottish Government consultations including the Climate Change Required Reporting 2015 Order
- Attended Scottish Party Political Conferences
- Attended recent Mackay Hannah conference / attending Scottish Resources conference
- Steering Group for Code of Practice on Litter and Refuse – Zero Waste Scotland/Scottish Government
- New elected member research – Democracy and Governance

Performance Networks

- Data collection and error checking is underway – list of final deadlines for the service
- Validator training session for anyone who would like to get involved in the audits is 17 September
- PN Seminar, Blackpool, 3-4 December – need ideas from each of the advisory groups for the workshops
- Environmental Health PN service area launched
- Scottish Building & Housing process benchmarking including Performance/ Cost Matrix and new Quarterly PI template collections
- Scottish Transport & Mechanical process benchmarking
- Land Audit Management Systems pilot under way within Parks & Streetscene – going to hold a site training session in Scotland (Louise is arranging the date)
- Accreditation for Bronze, Silver and Gold being piloted this year for education catering and leisure

- Now have 50 local authority members (10 in Scotland)
- The most recent councils to join are Basingstoke & Deane Council and North Yorkshire County Council
- 16th September – organising a solar PV workshop for Scottish Councils in partnership with Edison Energy
- Issued a press release along with Scottish Renewables on changes to financial subsidies for on-shore wind, and are currently lobbying government about the impact of changes to the various financial subsidy regimes which impact adversely on local authorities
- 13 briefings issued this year
- Currently putting together the autumn programme for members

Solutions

- ▶ Activity in Scotland including: City of Edinburgh, Falkirk, Glasgow and North Ayrshire
- ▶ Branching out across the Interim Management side, with several new Associates now joining us, specialists in Roads & Highways, Bereavement Services, Building Maintenance, Facilities & Leisure and Parks and Open Spaces. For any Interim requirements, please contact Emma Taylor, Client Coordination Officer - 0161 722 1810 or etaylor@apse.org.uk

Training Events

Handling difficult conversations with frontline staff	17/09/2015	Glasgow
Disability Awareness Training – Enhance the UK	25/09/2015	Glasgow
Awareness of Drugs and Alcohol for Managers and Supervisors	05/10/2015	Edinburgh
Health and Safety in Amenity Services	07/10/2015	Glasgow
Supervisory Skills for Team Leaders in Frontline Services	07/10/2015	Glasgow
Using volunteers – what local authorities need to know	26/11/2015	Glasgow
Handling difficult conversations with frontline staff	21/01/2016	Glasgow
Awareness of Drugs and Alcohol for Managers and Supervisors	27/01/2016	Glasgow

Seminars

APSE Energy 'FIT for purpose' – Developing solar PV projects at scale in local government	Wednesday 16 September 2015 Hotel Colessio, Stirling
APSE Parks and Open Spaces Seminar 2015	Thursday 1 October 2015 Walbrook Wharf, London
APSE Winter Maintenance Seminar 2015	Thursday 1 October 2015 Bradford Bulls Provident Stadium, Bradford
APSE Housing, Building Maintenance and Construction Seminar 2015	Thursday 8 – Friday 9 October 2015 Marriott Hotel, Leeds
APSE Scotland Soft FM Seminar 2015	Thursday 5 November 2015, Westerwood Hotel, Cumbernauld

APSE Service Awards 2015

There were several Scottish winners at this year's Service Awards.

- ▶ **Best Employment and Equality Initiative**
North Lanarkshire Council
- ▶ **Best Partnership Working Initiative (Public / Private)**
Glasgow City Council
- ▶ **Best Innovation or Demand Management Initiative**
Aberdeen City Council
- ▶ **Best Service Team: Catering**
North Ayrshire Council
- ▶ **Best Service Team: Highways**
Falkirk Council
- ▶ **Best Service Team: Transport and Fleet**
Fife Council

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Association for Public Service Excellence

Brandon House Business Centre, Unit 18-20, 23/25

Brandon Street, Hamilton.

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fax: 01698 200 316

web: www.apse.org.uk

Consultancy

Andy Mudd, Head of Solutions, APSE

Email: AMudd@apse.org.uk

Interim requirements

Roads & Highways, Building Maintenance, Bereavement Services, Environmental, Parks & Open Spaces, Waste, Facilities & Leisure etc.

Emma Taylor, Client Coordination Officer, APSE

Email: etaylor@apse.org.uk

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Accreditation Consultation

- Developing a new accreditation scheme for education catering services
- Aim is to enhance the status of education catering services
- Selected number of services will receive Gold, Silver or Bronze classification based on data submitted to APSE
- Intention to trial as a pilot this year (based on last year's 13/14 data, which is the last full data set)
- Dependent on success of the pilot whether this is continued

Ongoing consultation

- Initial ideas have been explored with the advisory groups (APSE Scotland meeting 12 May 2015).
- Consultation issued by email on 6th August to all education catering performance networks contacts.
- Further exploration will take place at the September/October round of APSE advisory group meetings:
 - 8 September, Hamilton
 - 16 October, Manchester
 - 27 October, London
- Roll out of the pilot subject to feedback from all of above.
- Request feedback from APSE Scotland by end of September in advance of other consultation meetings.

Details of the consultation

- Measures need to be decided but could include:
 - Meal uptake (paid and free) for primary schools
 - Consultation processes used
 - Customer satisfaction
 - Staff absence
 - Percentage staff trained in food standards
 - Productivity and cost per meal
- Gold standard: the top 10% of authorities (including the best performer winner).
- Silver standard: the remainder of the top quartile (next 15%)
- Bronze standard: second quartile (next 25%).
- Local authorities will be able to retain the accreditation for 3 years (subject to remaining in the top 50% of authorities and retaining membership).
- Members would be alerted to any changes in their status each year.

Follow up from last meeting

- Differs from the best performer awards as it is focused more on customer service and quality systems.
- Methodology proposed is using top quartile positions and standings for each of the agreed measures (same as awards).
- Haven't proposed to include secondary schools uptake as a lot of authorities don't have these.
- Would ask gold standard authorities to provide case studies to highlight what they are doing differently.
- For 13-14, only collected customer satisfaction data from those authorities who used the APSE survey. Could omit this from the measures or include it until we collect details from local surveys or update the APSE survey.
- Can develop the data collection in future years to add new measures to feed into this.



Education catering performance at a glance

These pages show your authority's performance for each key performance indicator against the 2013/14 average performance of your family group. Whether your result has improved or not from 2012/13 is also shown. Icons are used to display this information and the idea of this report is that authorities can see 'at a glance' where improvements may need to be made. Where the box is blank, this indicates that there is no authority score available for this performance indicator. The key to the icons are displayed below each table.

Performance indicators	Performance in 2013-14	Improved since 2012-13? [^]
PI 04c Primary school free meal uptake (all authorities)		
PI 05c Special schools free meal uptake (all authorities)		
PI 06c Secondary school free meal uptake (all authorities)		
PI 08c Primary school paid meal uptake (all authorities)		
PI 09c Special schools paid meal uptake (all authorities)		
PI 10c Secondary school paid meal uptake (all authorities)		
PI 36d All meal uptake (secondary schools) – NI 52		
PI 36e All meal uptake (primary and special schools) – NI 52		

- Performance for 2013-14 is better than the family group average
- Performance for 2013-14 is within 25% of the family group average
- Performance for 2013-14 is not as good as the family group average range above
- Performance for 2013-14 has improved from the 2012-13 result
- Performance for 2013-14 is within 5% of the 2012-13 result
- Performance for 2013-14 has not improved from the 2012-13 result

[^] Please note that the cost performance may be affected by inflation and this should be taken into account

The following performance indicators are those where there is no preference to have a higher or lower result. However, for the purpose of this report, we have indicated for you whether your result is above or below the family group average.

Performance Indicators	Performance in 2013-14
PI 11a Total cost per lunchtime meal (excluding CEC)	↓
PI 12a Total cost per lunchtime meal (including CEC)	
PI 17a Food only cost per lunchtime meal (primary and special schools)	↓
PI 18a Direct costs per lunchtime meal (primary and special schools)	↓
PI 31a Subsidy per lunchtime meal (all meals)	↓
PI 31b Subsidy per lunchtime meal (excluding free meals)	

↓ Performance for 2013-14 is below the family group average

↑ Performance for 2013-14 is above the family group average