

Staff & Service Innovation

APSE Catering, Cleaning and Facilities
Management Seminar

30th January 2014

Dale Robson

Service Director

Facilities & Transport Services

Gateshead Council

Staff & Service Innovation

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

Facilities & Transport Services

- FM
- Transport
- School Catering
- Civic Catering
- Building Cleaning
- Home Support
- Older Peoples Support

Gateshead Council Funding Gap

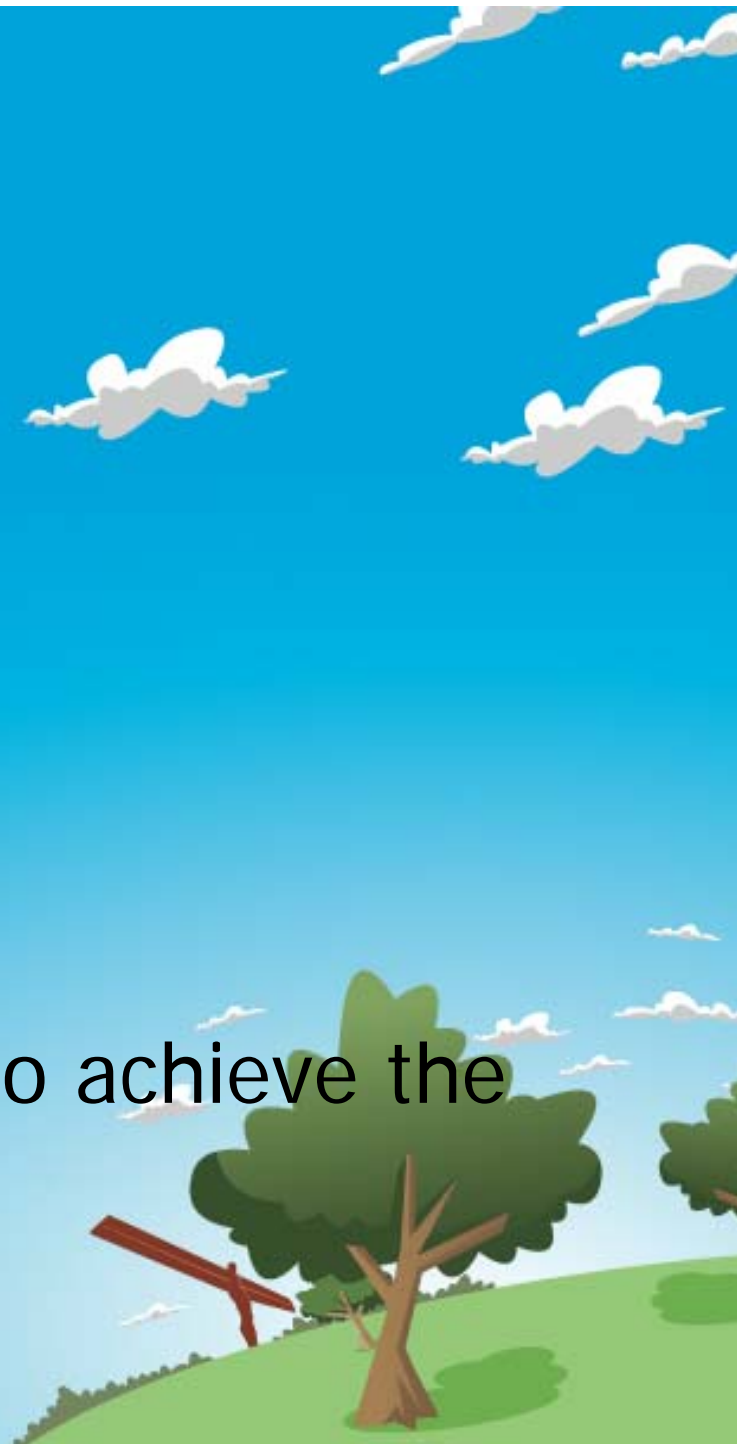
- 75 million saved over the past 3 years
- 2014 – 2016 a further 45 million is needed
- Not savings but a funding gap
- Increased trading reduces the funding gap

Service Budget Surplus Target

- We are budgeted to achieve a significant surplus from external contracts
- Increased targets for 2014-16

Start with the staff

- Our biggest asset
- Communication
- Visibility
- Empowerment
- Painting pictures
- What is their outcome
- What do they want to do to achieve the outcome



The Need For a Brand



Building Cleaning

£5 million turnover

700 staff

250 buildings



Building Cleaning External Contracts

- Baltic Centre for Contemporary Arts Northumbria Police
- Gateshead Schools
- Gateshead Academies
- The Gateshead Housing Company Derwentside Homes
- Home Support Service
- Dunston Drop In Centre
- Regional Intelligence Unit (Durham Police)
- Bede Primary Care Trust
- Aquila Way
- Blue Sky Trust
- Northumberland National Park
- **Ongoing Variation Work**
- General (House Cleans etc
- Willmott Dixon
- BBC Newcastle (CBBC)
- Landlease – Campground and South Shields
- The Sage Gateshead @ The Old Town Hall
- Gladstone Terrace
- Unison offices, Gateshead
- Prince Bishop Homes

Gateshead Council Home Support Service



HELP – where you need
it most!



Gateshead Council Older People's Support Service



Supporting you in your home



Building Cleaning Charges

Home Support Service

£10.50 per hr

465 Clients

Approx £245k

Older Peoples Support

£13.41 per hr

Grant of £304k

Provides 435 hrs support
per week

Home Support Service



Range of Home Support Services offered:

- Weekly – Vacuuming carpets, dusting, sweeping and washing hard floors, emptying bins, thoroughly cleaning bathroom and kitchen, clean microwave.
- Monthly – Clean internal windows, thoroughly clean all paintwork
- Six Monthly – Clean oven & fridge
- Yearly – Clean inside of kitchen cupboards, clean light fittings
- Laundry – Washing curtains and nets, sorting out washing, putting laundry into machines, hanging washing out, ironing
- Heavier Household tasks – Making beds and changing bed linen, spring cleaning, mattress turning, carpet cleaning, upholstery cleaning, washing walls
- Small Jobs – changing light bulbs, fitting curtain rails, changing fuses in household appliances
- Errands – Shopping
- Health and Wellbeing – Completing Home safety checklist, advice to help prevent accidents in the home, fitting safety chains and smoke detectors.

What We Are Providing



Low level preventative support service

- Visiting service/reducing isolation / befriending
- Providing access to social interaction
- Signposting to welfare rights/benefits check
- Information conduit
- Household clerical tasks
- Independent living skills / kitchen skills training
- Accompanied shopping / arranging delivery
- Home safety check (RoSPA)
- Handyperson service – change fuses, plugs, small repair jobs
- Security advice – fit security equipment

Benefits



- 625 Older People are more able to exercise 'independence, choice and control over their lives.'
- Prevents / delays more intensive care.
- OPSS and HSS staff work within their own neighbourhood – helps with links to the local community.
- Continuity – fewer support workers entering a property.
- Feedback – Clients / Agencies

What other services could be offered to older people?

- Gardening
- Decorating
- Small Tasks (Handyman Service)
- Laundry

School and Civic Catering

- School and Hospitality Catering – 5 million
- Civic Catering -1 million

What separates us from the competition?

- FM, catering, cleaning and transport staff working flexibly across our service
- Creating ambassadors
- Exceeding customer expectations – it needs to be better than satisfactory!

What separates us from the competition?

- Customer Service Excellence
- Awards
- Benchmarking
- TV, radio. Press, social media e.g. free school meal week for reception pupils



Our food map

We buy only quality ingredients from suppliers we trust



- ▲ Lamb Suppliers
- ▲ Bacon, Sausage & Cooked Meats
- ▲ Poultry Supplier
- ▲ Beef Supplier
- ▲ Pork Supplier



All our Fresh Meat & Poultry.

The Red Tractor logo is your guarantee of quality and origin. Every critical step of the food supply chain is independently inspected to ensure food is produced to quality standards by assured farmers, growers and producers in the UK, from farm to pack.



All our Fish Products

The MSC's fishery certification program and seafood ecolabel recognise and reward sustainable fishing. The standard is a guarantee that fish has come from well managed and sustainable fish stocks.



Cocoa, Sugar and Bananas

Fairtrade is a strategy for poverty alleviation and sustainable development. Its purpose is to create opportunities for producers and workers who have been economically disadvantaged or marginalised by the conventional trading system.



Free Range Eggs

Freedom Food is the RSPCA's farm assurance and food labelling scheme. It aims to improve the welfare of animals farmed for our food. The British Lion mark on egg shells and egg boxes means that the eggs have been produced to the highest standards of food safety.

Some of The Brands We Use



Our Suppliers



Managing a Successful Service?

- Pricing
- Empowerment - again
- Name change
- Retainer Pay
- Targeted schools where feedback was satisfactory
- Unit Manager Moves



Primary Schools Branding



- Established a brand identity for Primary Schools
- Marketing materials are working well.



Comprehensive Branding

- Need for a “brand”
- Use of specialist marketing company
- Listened to views of staff, schools and pupils
- Wanted look and feel of the high street and not necessarily local authority catering!
- Selling our Franchise and Management support



Hub Branding

the HUB
Your FOOD - Your CHOICE

great new promotions available everyday

15th April - 3rd May
Pasta King
£1.70
Saving you 30p

6th May - 24th May
Curry, Rice & Naan
£1.70
Saving you 30p

3rd June - 28th June
Jacket, Filling & Salad
£1.60
Saving you 20p

1st July - 19th July
Southern Style Chicken Sandwich and 330ml Radnor Hills Water
£2.35
Saving you 30p

the HUB
Your FOOD - Your CHOICE

Find out what's on the menu at your school

General Menu & Tariff		Lunch Deals	
Toast, spread & jam	£0.25	2-course special menu	£2.00
Bagel	£0.70	Main course with veg & potatoes	£1.65
Croissant	£0.60		
Pretzel	£0.90		
Bacon Sandwich	£1.10	Sandwiches	
Sausage Sandwich	£1.00	Fresh selection daily	from £1.55
Chicken Bun	£1.65	Tortilla Wraps	from £1.80
Southern Style Chicken Sandwich & Salad	£2.15	Paninis	from £1.85

Pizza, Pots & Pasta		Extras		Drinks	
Pasta King	£2.00	Soup & a Bun	£1.00	Radnor Hills Mineral Water 330ml	£0.40
Curry, Rice & Naan	£2.00	Vegetable	£0.30	Radnor Hills Mineral Water 500ml	£0.65
Chicken Joes	£2.15	Baked Beans	£0.40	Aqua Juice 330ml	£0.65
Pizza Slice	£1.10	Sauce Portion	£0.10	Aqua Juice 500ml	£0.80
Cheese & Tomato Pizza Square	£0.95			Calypso Fruit Shot 85ml	£0.35
		Desserts		Calypso Juice Carton 200ml	£0.50
		Hot & Cold Puddings	£0.90	Fair Trade Juice Carton 200ml	£0.55
Jackets		Homemade Cookie	£0.60	Fair Trade Juice Bottle 500ml	£1.05
Filled Jacket & Side Salad	£1.80	Homemade Cake	£0.75	Radnor Fruit Flaz 330ml	£0.70
Extra toppings, choose from:		Chocolate Brownie / Muffin	£0.80	Radnor Fruit Flaz 500ml	£0.80
Tuna, Cheese, Coleslaw, Beans	£0.80	Yoghurt	£0.50	Milk (Semi-skimmed)	£0.40
Extra Salad	£0.40	Fresh Fruit from	£0.35	Milkshake 200ml	£0.65
		Fresh Fruit Salad Cup	£0.70	Milkshake	£0.90
				Hot drinks	£0.85

Free School Meals
If you think you may be entitled to free meals, please contact us on 0191 433 3729.

Contact Us: If you have a question or comment, please let us know. Freephone 0800 169 2780. If you would like this information in large print, Braille, on tape/CD or another language, please contact us on 0191 433 5522.

School Catering
Gateshead Council, Shearlegs Road,
Gateshead, NE8 3EN
Email: customerservices@gateshead.gov.uk



Look What's On at



Find out what's on the menu at your school

General Menu & Tarrif

Hot Drink	£0.50
Soft Drink	£0.50
Water	£0.00
Milk	£0.50
Apple	£0.50
Banana	£0.50
Orange	£0.50
Apple & Orange	£0.50
Apple & Banana	£0.50
Apple & Orange & Banana	£0.50
Apple & Orange & Banana & Milk	£0.50

Lunch Deals

Hot Drink	£0.50
Soft Drink	£0.50
Water	£0.00
Milk	£0.50
Apple	£0.50
Banana	£0.50
Orange	£0.50
Apple & Orange	£0.50
Apple & Banana	£0.50
Apple & Orange & Banana	£0.50
Apple & Orange & Banana & Milk	£0.50

Sandwiches

Hot Drink	£0.50
Soft Drink	£0.50
Water	£0.00
Milk	£0.50
Apple	£0.50
Banana	£0.50
Orange	£0.50
Apple & Orange	£0.50
Apple & Banana	£0.50
Apple & Orange & Banana	£0.50
Apple & Orange & Banana & Milk	£0.50

Pizza, Pate & Pasta

Hot Drink	£0.50
Soft Drink	£0.50
Water	£0.00
Milk	£0.50
Apple	£0.50
Banana	£0.50
Orange	£0.50
Apple & Orange	£0.50
Apple & Banana	£0.50
Apple & Orange & Banana	£0.50
Apple & Orange & Banana & Milk	£0.50

Extras

Hot Drink	£0.50
Soft Drink	£0.50
Water	£0.00
Milk	£0.50
Apple	£0.50
Banana	£0.50
Orange	£0.50
Apple & Orange	£0.50
Apple & Banana	£0.50
Apple & Orange & Banana	£0.50
Apple & Orange & Banana & Milk	£0.50

Drinks

Hot Drink	£0.50
Soft Drink	£0.50
Water	£0.00
Milk	£0.50
Apple	£0.50
Banana	£0.50
Orange	£0.50
Apple & Orange	£0.50
Apple & Banana	£0.50
Apple & Orange & Banana	£0.50
Apple & Orange & Banana & Milk	£0.50

Jackets

Hot Drink	£0.50
Soft Drink	£0.50
Water	£0.00
Milk	£0.50
Apple	£0.50
Banana	£0.50
Orange	£0.50
Apple & Orange	£0.50
Apple & Banana	£0.50
Apple & Orange & Banana	£0.50
Apple & Orange & Banana & Milk	£0.50

Desserts

Hot Drink	£0.50
Soft Drink	£0.50
Water	£0.00
Milk	£0.50
Apple	£0.50
Banana	£0.50
Orange	£0.50
Apple & Orange	£0.50
Apple & Banana	£0.50
Apple & Orange & Banana	£0.50
Apple & Orange & Banana & Milk	£0.50

Free School Meals

... ..

great new promotions available every day

Pasta King
£1.60 Saving you 50%

Curry, Rice & Naan
£1.60 Saving you 50%

Jacket, Filling & Salad
£1.50 Saving you 25%

Southern Style Chicken Sandwich
£2.15 Saving you 20%

Christmas Lunch Menu

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Menu/Information

2 COURSE SPECIAL

Corned Beef pie

Ham Quiche

Stir Fry & Noodles

Apple Crumble









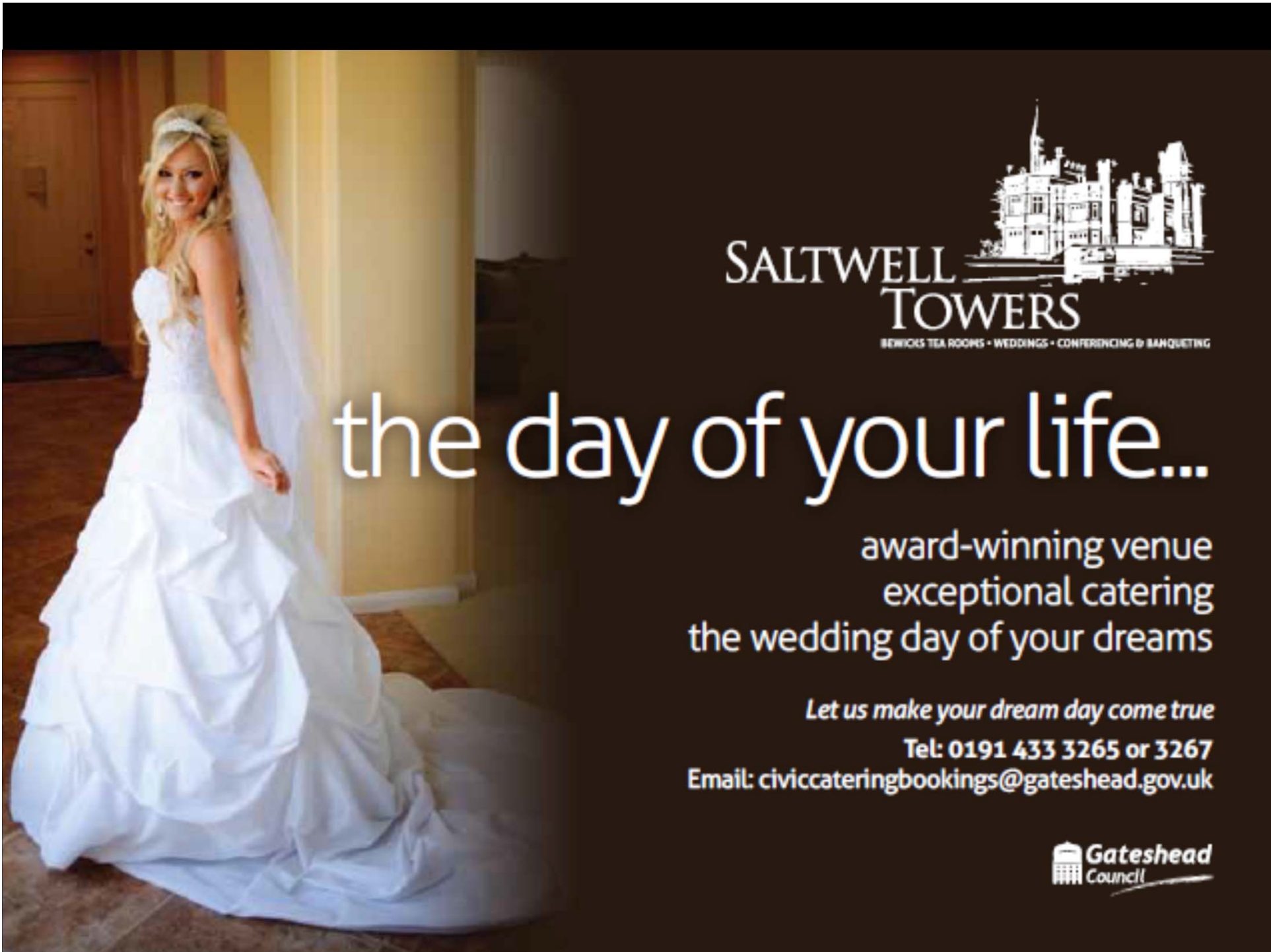
@ Kingsmeadow

2 COURSE SPECIAL

Joe's

Grab & Go





SALTWELL TOWERS



BEWICKS TEA ROOMS • WEDDINGS • CONFERRING & BANQUETING

the day of your life...

award-winning venue
exceptional catering
the wedding day of your dreams

Let us make your dream day come true

Tel: 0191 433 3265 or 3267

Email: civiccateringbookings@gateshead.gov.uk





SALTWELL
TOWERS

DRINKS TEA ROOMS • WEDDINGS • CONFERRING & BANQUETING

Winter Weddings

award-winning venue
exceptional catering
the wedding day of your dreams

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Dale Robson
Service Director
Facilities & Transport Services
Gateshead Council
Tel:- 0191 4335510
dalerobson@gateshead.gov.uk