

APSE Facilities, catering and cleaning management seminar 2016

# Stepping up to the plate

## *Making a success of local authority FM, catering and cleaning*

A major two day seminar at the Radisson Blu Hotel, Durham

Thursday 26 and Friday 27 January 2017



# Thursday 26 January

9:00am Registration

## 10:00am **Session 1: The big picture**

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Welcome by the Lord Mayor

### **Parliamentary Briefing**

- Championing School Food through the All Party Parliamentary Group on School Food
  - An outline of the challenges for Public Health
  - What steps must Government take in the future
- Speaker: Sharon Hodgson MP. Shadow Minister for Public Health

### **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

### **Building Cleaning now and into the future**

- Market outlook
  - How must Local authorities adapt to a changing work environment
  - Opportunities and expectations for cleaning
- Speaker: Simon Hollingbery. Chairman of the British Cleaning Council

11:30am Tea/coffee in exhibition area

## 12:00pm **Session two: Future of service delivery**

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### **The Changing Face of local authority FM**

- The development of FM services at Durham
  - Service integration and the relationship with the corporate landlord.
  - Anticipated future development of the service.
- Speaker: Paul Burr, Building and Facilities Maintenance Manager, Durham Council

### **Small Schools and the real cost of school meals**

- The important role of the small school
  - Trading with small schools and the need for an innovative approach
  - Successful small schools
- Speaker: Neil Short, Chairman of National Association of Small Schools

1:00pm Buffet lunch in exhibition area

## 2:00pm **Session three: Workforce**

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### **Employment Law update**

- Public/Private Staff Transfers
  - General issues affecting payroll costs e.g. equal pay developments, holiday pay, apprenticeship levy.
  - Possible ramifications of Brexit
- Speaker: Liz Deeley, Senior Associate at Walker-Morris LLP

### **The Workplace /Workspace conundrum**

- Bridging the gap between people and the optimum work environment
  - Unlocking organisational potential
  - What is the role of FM in the workplace's evolution?
- Speaker: Ian Ellison, Partner 3 edges

3:00pm Tea/coffee in exhibition area

## 3:30pm **Session four: Workshops**

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### **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**

#### **Innovation in catering services**

- Enhancing the service through use of a Development Chef
  - Growing added value through bespoke packaged services
  - Retaining existing business and gaining new
- Speaker: Michael Lamb, Head of Catering, Gateshead Council

4:30pm Close of seminar day one

## **Evening programme**

7:00pm Pre dinner drinks in exhibition area

7:30pm Annual Dinner 2016

10:00pm Evening entertainment

# Friday 27 January

## 10:00am **Session five: Academic insight**

### **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

### **Communicating with your workforce**

- Enthusiating staff and the wider workforce in times of change
  - The impact of communication on staff satisfaction
  - The benefits to FM of positive staff engagement and feedback
- Speaker: Dr Mel Bull, Principal Lecturer, MBA Programme Lead at Sheffield Hallam University

## 11.30am **Session six: Moving forward**

### **The importance of Professional Standards**

- Why the need for professional standards in Catering?
  - LACA's progress to date and how they operate in practice
  - Expectations for the future of School Meals and the skills required
- Speaker: Sally Shadrack, Chair LACA

### **Marketing your FM & Catering service**

- Understanding your buyers
  - Selecting the right marketing tools
  - Setting marketing metrics, building awareness and brand; use of the web
- Speaker: René Power, APSE & Vision B2B Marketing and Training Ltd

### **Successful Trading with Academies**

- The commercial reality of alternative supplier arrangements
  - Defining and refining the catering offer
  - Top tips for tendering for new and existing work
- Speaker: John Bedwell, APSE Solutions Associate

1:00pm Buffet Lunch and exhibition viewing

1:30pm Close and departure

## Seminar objectives

Change within local authority FM, catering and cleaning services is a constant and organisations have to constantly adapt and innovate to remain competitive and commercially successful in a fragmented marketplace.

Whilst the wholesale move to Academy schools is no longer Government policy, 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 is increasingly the beneficiary of this strategy as ever more services are bundled within the FM umbrella.

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 is 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 care taking an opportunity to discuss strategic and policy issues. Plenary sessions will be led by high profile, professional and experienced speakers with other sessions based on practical service delivery.

## The venue

**Radisson Blu Hotel**  
Frankland Lane  
Durham  
DH1 5TA



# Booking form

Office use  
Del#.....  
DB: .....  
Conf: .....

APSE Facilities Management Seminar 2016, 26 and 27 January 2017, Durham

Main contact name: \_\_\_\_\_ authority: \_\_\_\_\_

address: \_\_\_\_\_

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\_\_\_\_\_

postcode: \_\_\_\_\_

telephone: \_\_\_\_\_ fax: \_\_\_\_\_ email: \_\_\_\_\_

Please detail here any special dietary/access requirements for the delegates listed below:

**APSE issues a written confirmation for all delegates bookings received. If you have not received your confirmation letter within 5 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 26 January. Accommodation is not included - please see below:

**APSE members delegate fee:- £249+VAT**  
**Non-members delegate fee:- £385+VAT**  
**Private sector organisation:- £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

## Accommodation rates (\*please indicate requirements below)

Thursday 26 January (1 night B&B) = Single £75 (subsidised by APSE)

Accommodation is also available on Wednesday 25 January at £99 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 [cpetersensnell@apse.org.uk](mailto:cpetersensnell@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

Please return completed form to Chloe Petersen Snell, 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: [cpetersensnell@apse.org.uk](mailto:cpetersensnell@apse.org.uk)