

## **Soft FM Advisory Group Meeting**

**Minutes 06 February 2018**

**Hamilton Town House, Hamilton**

### **1. Introduction and welcome**

Andrew Kennedy and Cllr Elena Whitham thanked all for attending and welcomed everyone to the Hamilton Town House.

### **2. Attendance and apologies**

See attached.

### **3. Minutes of last meeting (22<sup>nd</sup> August 2017)**

The minutes were agreed to be a true and accurate account of the last meeting.

### **4. Matters arising**

There were no matters arising from the previous meeting.

### **5. North Lanarkshire Council - The Focus is on our Customer**

David Campbell, Assistant Area Manager from North Lanarkshire Council, provided a presentation on the work that North Lanarkshire Council has done to improve Customer Service, particularly within Primary Schools. North Lanarkshire has held C.S.E. accreditation for 10 years and achieved 16 compliance plus in 2017.

David outlined the journey that staff went through to improve their customer service. Consultations played a large part of this, with focus groups arranged in some primary schools. He noted that whilst the original focus groups involved parents, pupils and teachers together, they found that teachers would often have a strong influence on pupil's opinions, so it was more useful to talk to teachers separately.

There were a number of insights that were gained from the consultation process. They found that many caterers had assumed that the food still tasted the same as it had when they first started making recipes, and hadn't necessarily accounted for changes in ingredients over a number in years. There was also an issue where despite everyone paying the same amount of money, those who arrived later in the dining hall wouldn't have the same choice as those who were earlier. This led to the implementation of a pre-order system.

The pupils especially appreciated receiving feedback from the consultations they took part in. There was also an issue, particularly with older staff, of treating School Children as Customers. To aid with this, comment boxes were introduced that allowed for pupils to give comments on their experience, that was taken forward by catering managers. David again emphasised the importance of 'closing the loop', and giving feedback to pupils about what was happening with their comments.

David then spoke about the design of posters and menus intended for the School children. The original material was not designed well for children, and so redesigns were pursued to make things more understandable for pupils. There are still some issues with the new menus, and these are being changed. David mentioned that it is important to admit to mistakes and

The presentation then focused on the work done in High Schools. As with Primary schools, there was a consultation on various elements of the food service, including pre-orders and new menu items. Interestingly, the consultation found that there wasn't as much interest in pupils using a website to order food as was expected. David also highlighted the difference in branding and uniforms between the main dining area and the variety of kiosks and other food areas, so that pupils wouldn't associate the two. He emphasised that the success of these kiosks relied heavily on the personnel involved.

Following the presentation, there was a lengthy Q&A session that discussed a number of issues raised in the presentation and the experiences of other councils. This included a discussion on the differences between Primary and Secondary school pupils in their enthusiasm for school meals, and related to this, how to tackle pupils who leave the campus for school lunches. Other areas covered were cashless systems, dealing with food waste, and how to best approach marketing to pupils. On the latter, it was noted that current marketing often focuses on the health benefits and other legal requirements, which may not be the most appealing way to advertise the food.

## **6. Group Discussion**

The group gave their feedback and topic suggestions for the Soft FM group throughout the year. This included revisiting Early Years as more information came out, potentially working with Assist and Education Scotland. It was also mentioned that covering areas such as transformation, new technology and budget issues may be helpful. There was a discussion surrounding modern apprenticeships, and how well tailored they are to the needs of facilities management. This led into a broader discussion about recruitment and succession planning in general, and how to attract people to work in FM.

## **7. APSE update**

Iain Scherr provided an update on the current work of the Association, including the latest briefings, the recent APSE Scotland publication 'Doing local politics in Scotland', the APSE/ITN 'Redefining Neighbourhoods' programme, recent advocacy work, network queries, deadlines for Performance Networks data returns, upcoming APSE Energy and APSE Training events in Scotland, the work of APSE Solutions and upcoming Scottish and National seminars.

## **8. Date of Next Meeting**

The next meeting will be held on the 1<sup>st</sup> of May 2018. Location is still to be confirmed.

### **Attendance**

<b>Name</b>	<b>Council</b>
Antonio Gonzalez	Aberdeen City Council
Kevin Masson	Aberdeen City Council
Iain Scherr	APSE
Julia McCreadie	Cordia
Linda Andrew	Cordia
Andrew Kennedy	East Ayrshire Council
Elena Witham	East Ayrshire Council
Lorraine Lawrie	East Renfrewshire Council
Nicky Joiner	East Renfrewshire Council
Elsbeth Tierney	Inverclyde Council
Colin Cameron	North Lanarkshire Council
David Campbell	North Lanarkshire Council
Jill Bryans	North Lanarkshire Council
Michelle Hendry	North Lanarkshire Council
Hilary Iannotti	South Ayrshire Council
Julie McPhee	Stirling Council

### **Apologies**

<b>Name</b>	<b>Council</b>
Lorraine Faulds	East Lothian Council
Vanessa Sanal	East Lothian Council
Simon Farrer	Perth and Kinross Council
Wendy Anderson	East Dunbartonshire Council
Alan Mawson	Dumfries and Galloway Council
Carol Broll	Dumfries and Galloway Council
Jennifer Rodden	South Ayrshire Council