



# Commercialisation

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*APSE Soft FM  
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**LIVE  
LEARN  
WORK  
INVEST  
VISIT**

# Background

- *October 2018 - appointed as Project Officer with the remit of income generation – look for income opportunities out-with the existing core services we currently provide within Catering, Cleaning & Janitorial.*
- *In 2017/18 there were high levels of spend to specialist cleaning providers for services such as industrial carpet cleaning. However, with additional training there was nothing to stop our existing skilled workforce carrying out these works and keeping this in-house.*
- *researched the existing outsourced services, their providers and which equipment they use – this ensures we could offer a like for like service at competitive rates*
- *With an already established relationship within Education and the knowledge that most of the budgets were managed at establishment level this was the area we primarily wanted to focus on.*

# “You don’t build a business. You build the people first, and people build the business” - Zig Ziglar

It is important that we develop our workforce, it encourages personal growth, increases their engagement and productivity while allowing us to keep up with industry trends.

The primary stages of this service allows staff the ability to increase their income when they choose without being tied to specific days/hours. This also gives us the opportunity to ensure we have the correct team when it comes to the selection of permanent staff in the near future.

Primary Cost		
Tools	Training	Team
<ul style="list-style-type: none"><li>▪ Research</li><li>▪ Purchase Equipment</li><li>▪ Repairs</li><li>▪ Maintenance</li></ul>	<ul style="list-style-type: none"><li>▪ Source Training Provider</li><li>▪ Train the Trainer</li><li>▪ Maintain</li></ul>	<ul style="list-style-type: none"><li>▪ Source Skilled Team</li><li>▪ Invest in them</li><li>▪ Training</li><li>▪ Review &amp; Support</li></ul>

# What We Have Achieved So Far

Although our service is still in its early stages, 1 year in and we have successfully completed numerous specialist cleans, have a highly skilled team, top of the range equipment and now have our first mobile cleaning unit.

## Some examples of works we now carry out in-house:

- Industrial Carpet & Upholstery Cleaning
- Deep Cleans for Dignitary Visits, Opening of New Schools, Business Centres
- End of Commercial / Industrial Tenancy Cleans and have secured a contracts with NL Properties
- De-Infestation Cleans
- Industrial Catering Canopy Cleans
- Cemetery Cleans and secured a contract for 13 establishments to date

# Where We Are

Before and after examples of our works that we would have previously outsourced:



# Reviews of our Services

We really appreciate that this work was undertaken over a weekend resulting in absolutely no disruption to the school. The quality of service and the value for money have been outstanding

Thanks to the team for all of their hard work, we are now able to turnaround a properties more swiftly

Thank you for cleaning up after our little visitors and for minimising the disruption to our nursery provision

We've had some very good feedback from Internal Audit about the standard of cleaning at our cemeteries, thank you!

Just a short note of thanks, the difference your team have made to our carpets is amazing, who knew they were blue?

Just wanted to say a huge 'Thank You' for the carpet and upholstery cleaning. We are absolutely over the moon with the results and couldn't believe our eyes when we saw the difference this morning. The place looks great and smells so much fresher!

After the team's visit today I'm delighted with outcome. The chairs and carpets have been given a new lease of life, and the staff areas look like new!

It's fantastic to know that the money is being regenerated back into the Authority

# *What's Next for Facility Support Services?*

Currently working on:

- **Meals on Wheels Service, this will be in line with the likes of Wiltshire Farm & Apetito**

Where are we?:

- We have researched the leading competitors and the demand for this service within NL
  - Selecting the meal options and testing their nutritional content
  - Packaging in place
  - Existing cook freeze unit in place
- **Electrostatic Cleaning & Environmental Disinfection / Sanitisation (Training in coming weeks)**
  - **Catering Kiosk's at new School & Housing builds (First kiosk will be in situ Feb 2020)**
  - **Social Care cleans via Care in Community (currently in discussion with Social Work)**

*Thank You for listening*

Any questions, please feel free to contact me on:

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