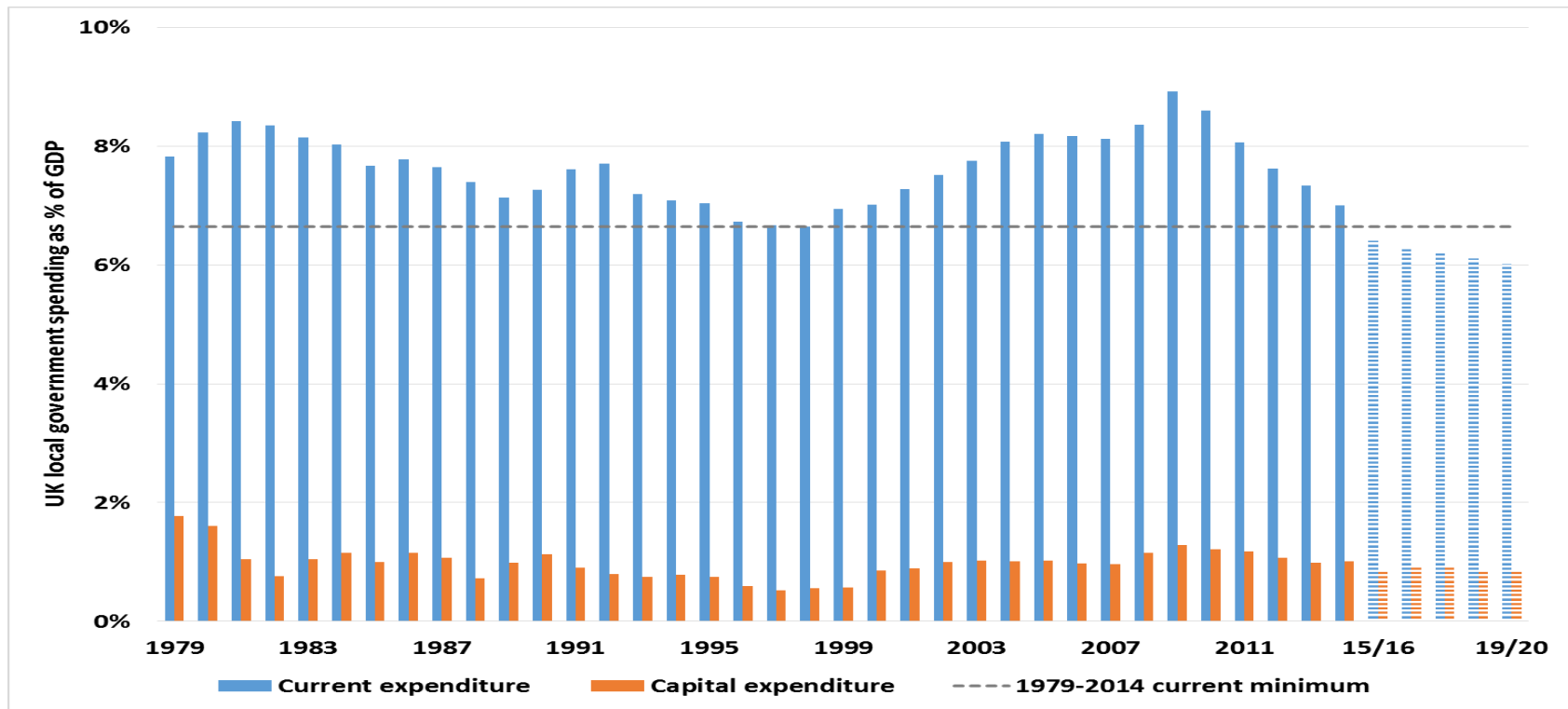


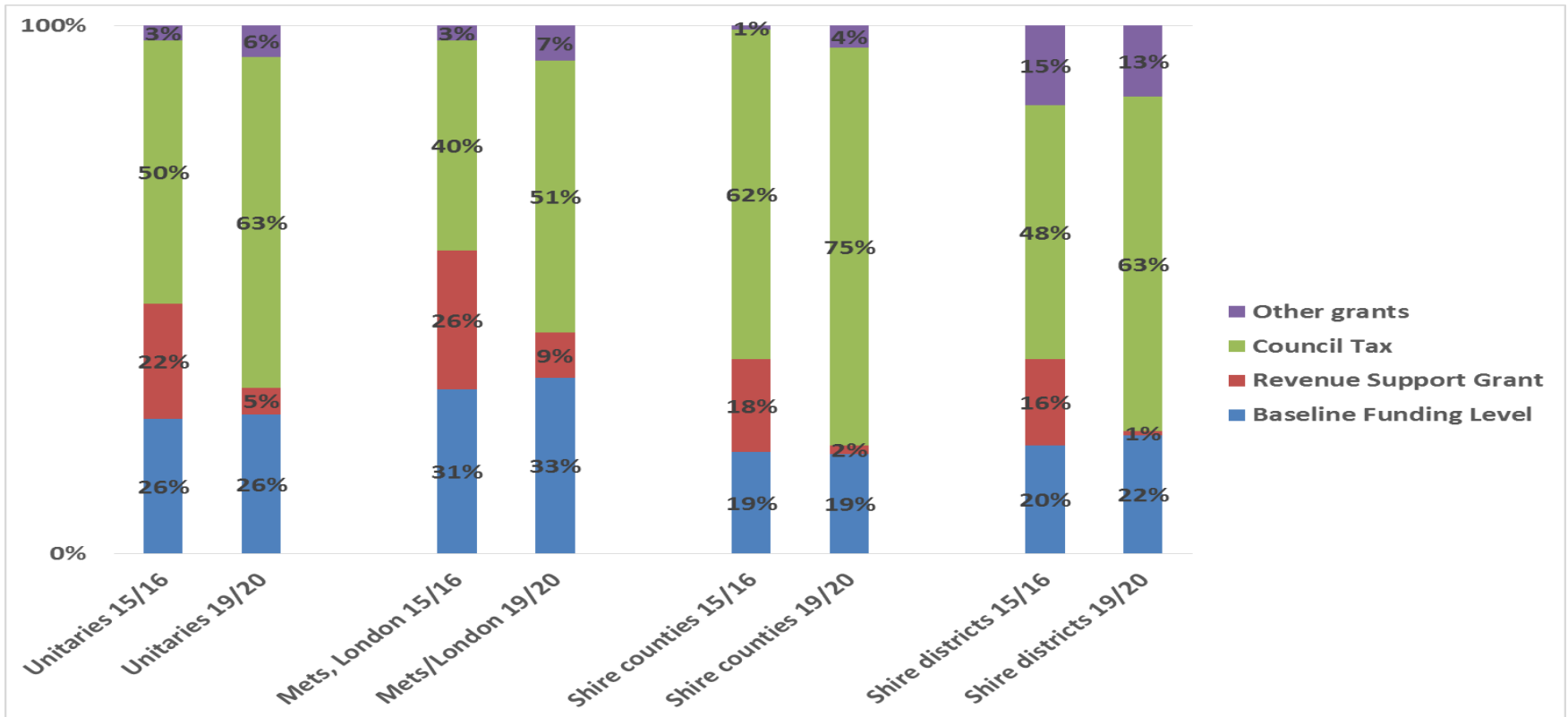
Challenges in local authority facilities catering and cleaning management

Paul O'Brien,
Chief Executive, APSE

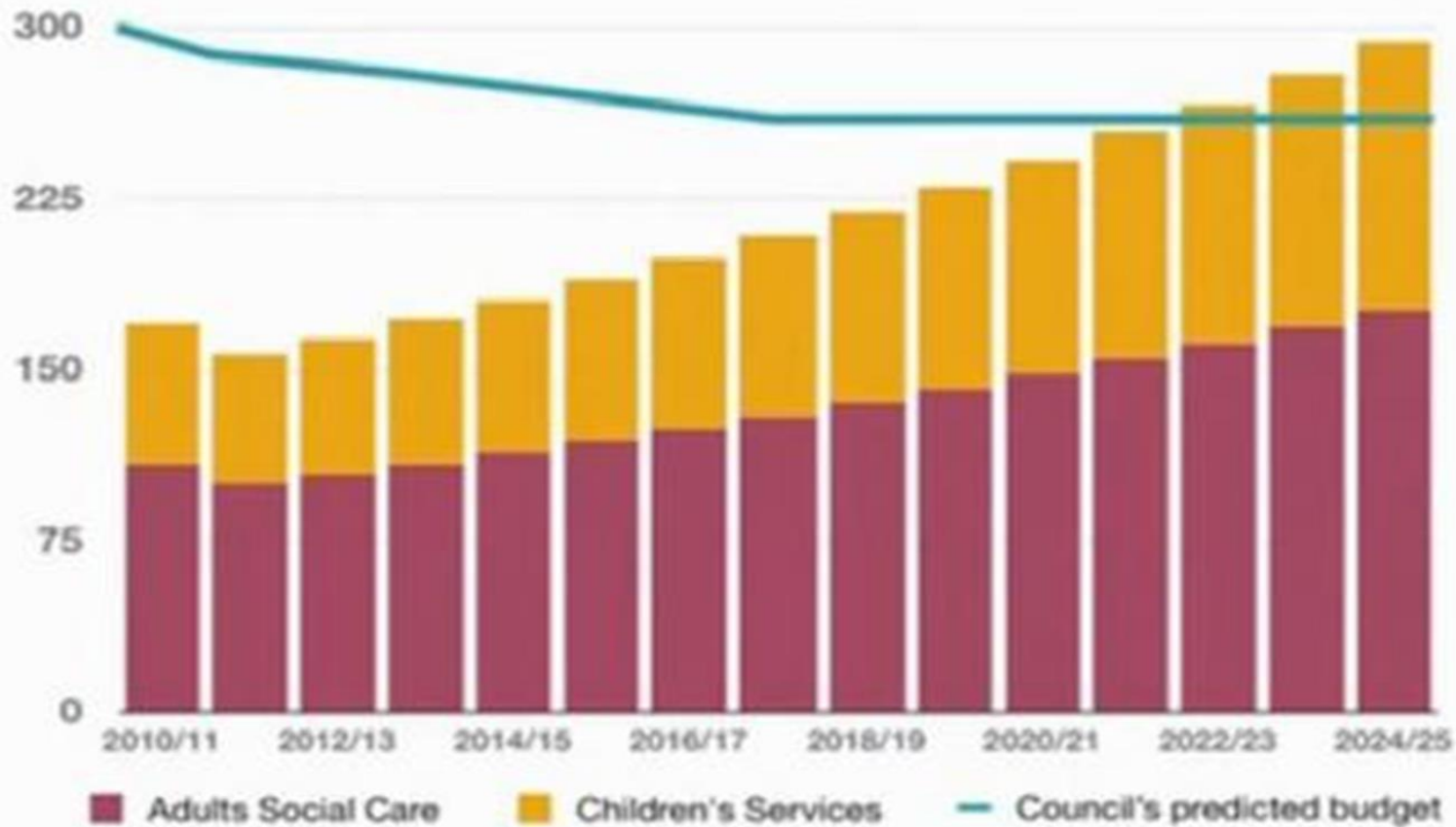
UK local government spending as a share of GDP: current spending, already below the 1979-2014 minimum, is projected to go on falling to 2020



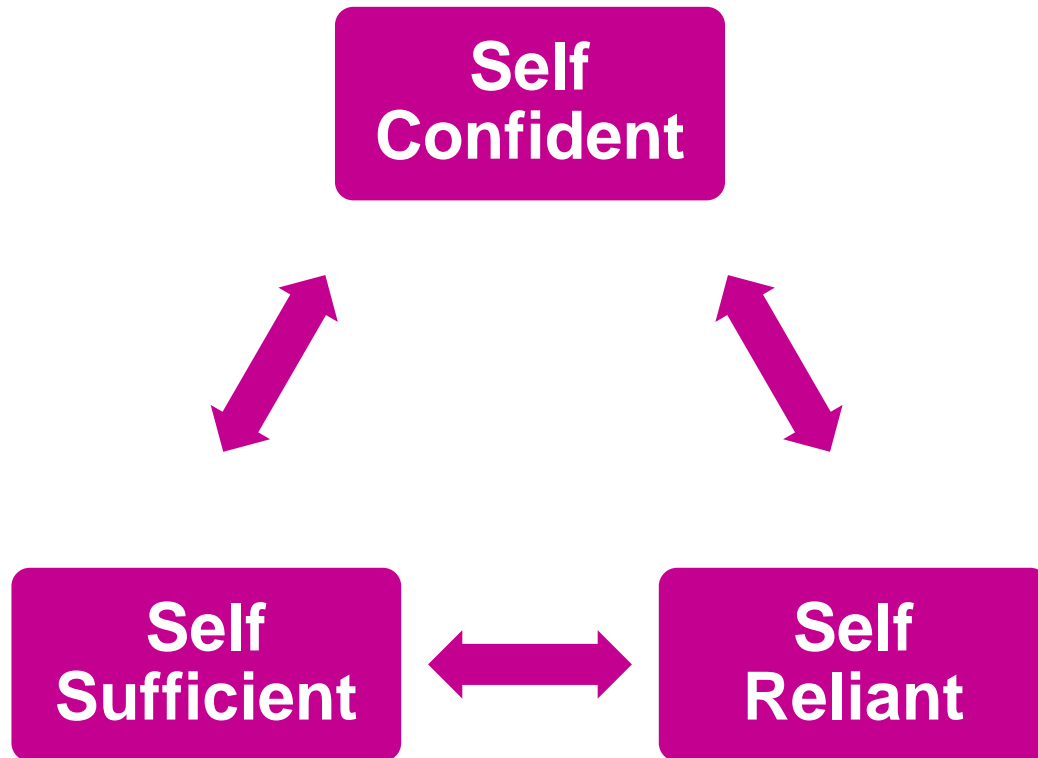
Balance of core spending power 15/16 and 19/20: as RSG shrivels beyond London and the Mets, most LA funding will come from council tax



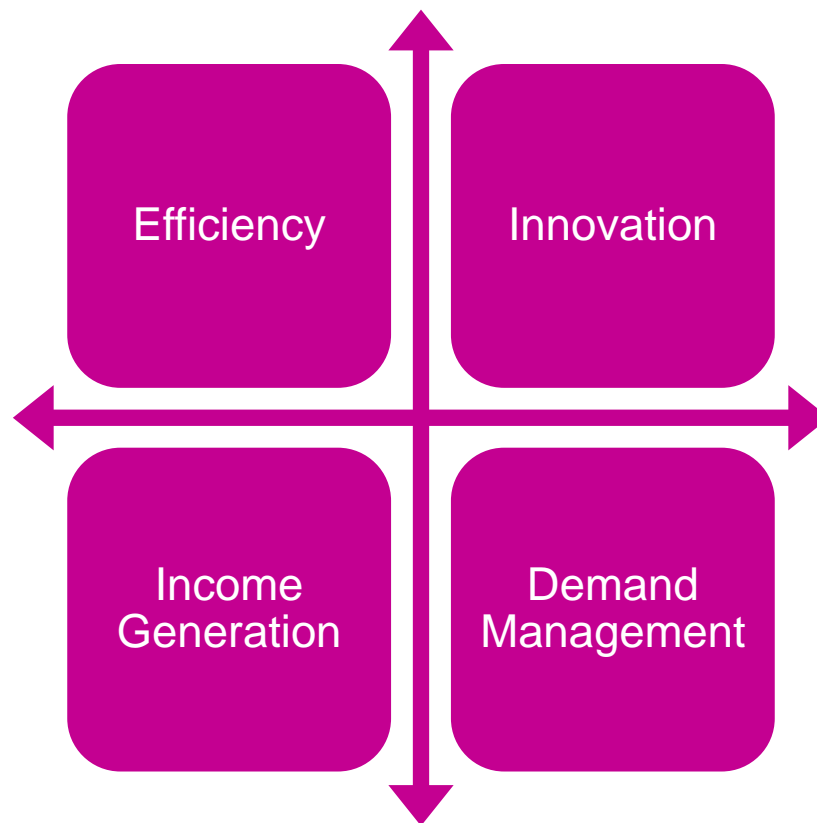
The 'Graph of Doom'



What will local government look like in 2020?



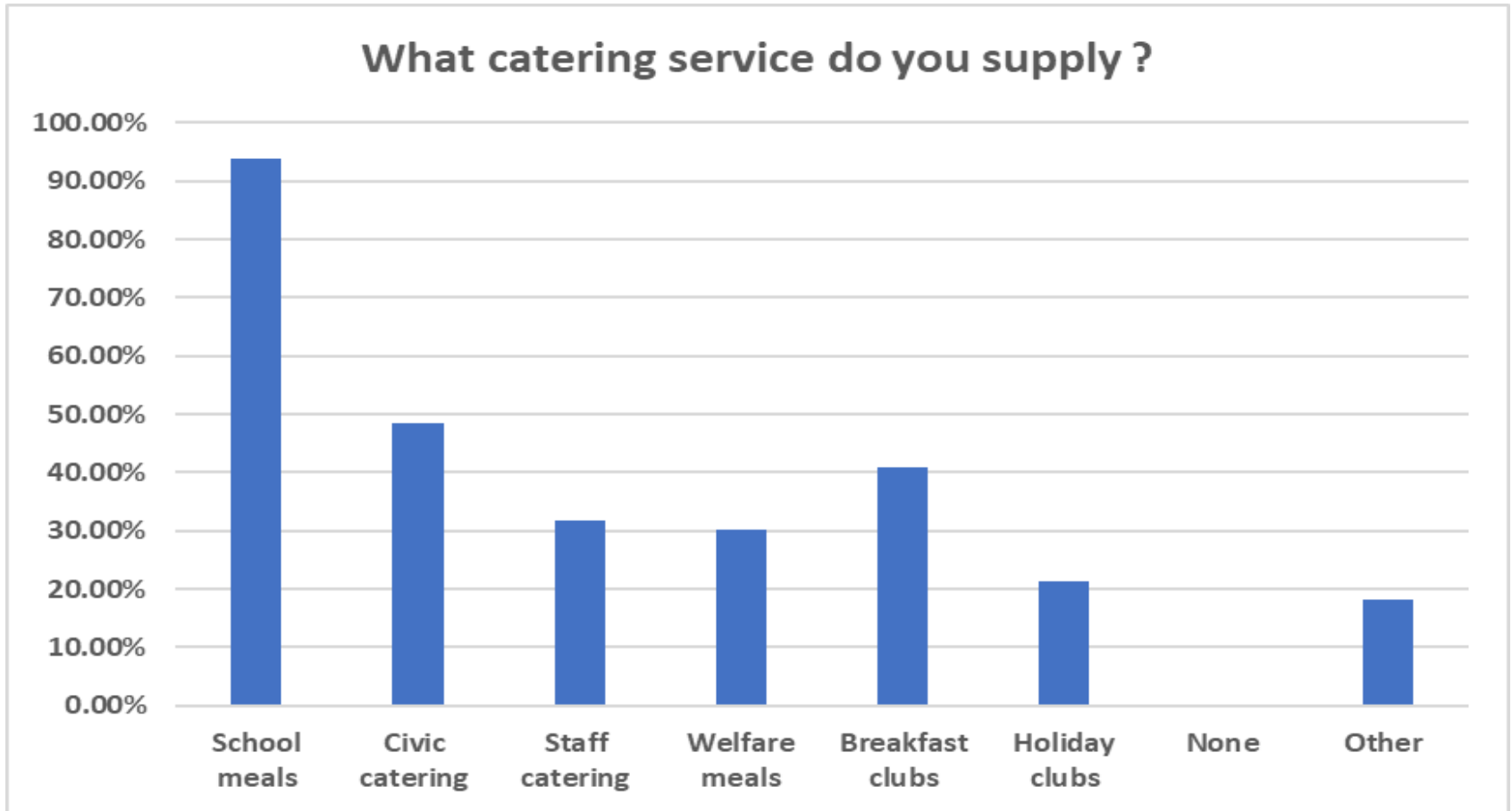
The pillars of excellence



State of the market survey 2018 and APSE performance networks data 2017-18

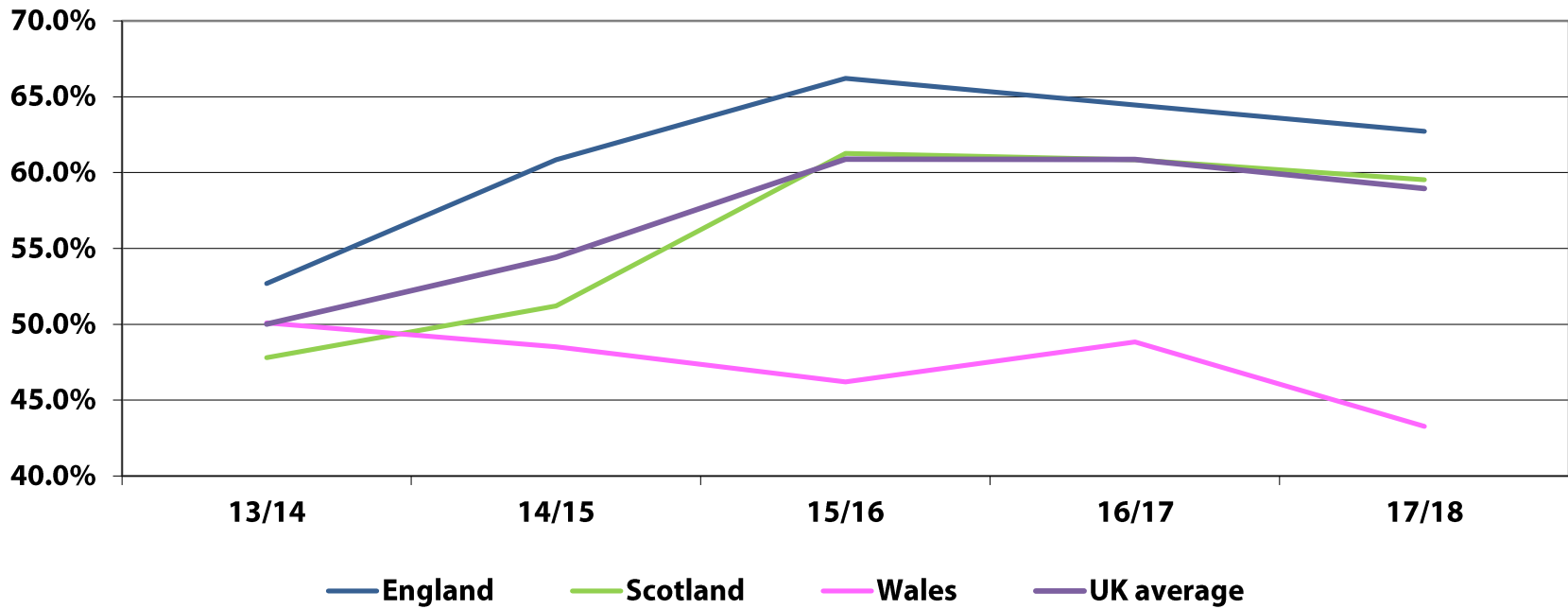
Local authority catering services

Scope of catering services



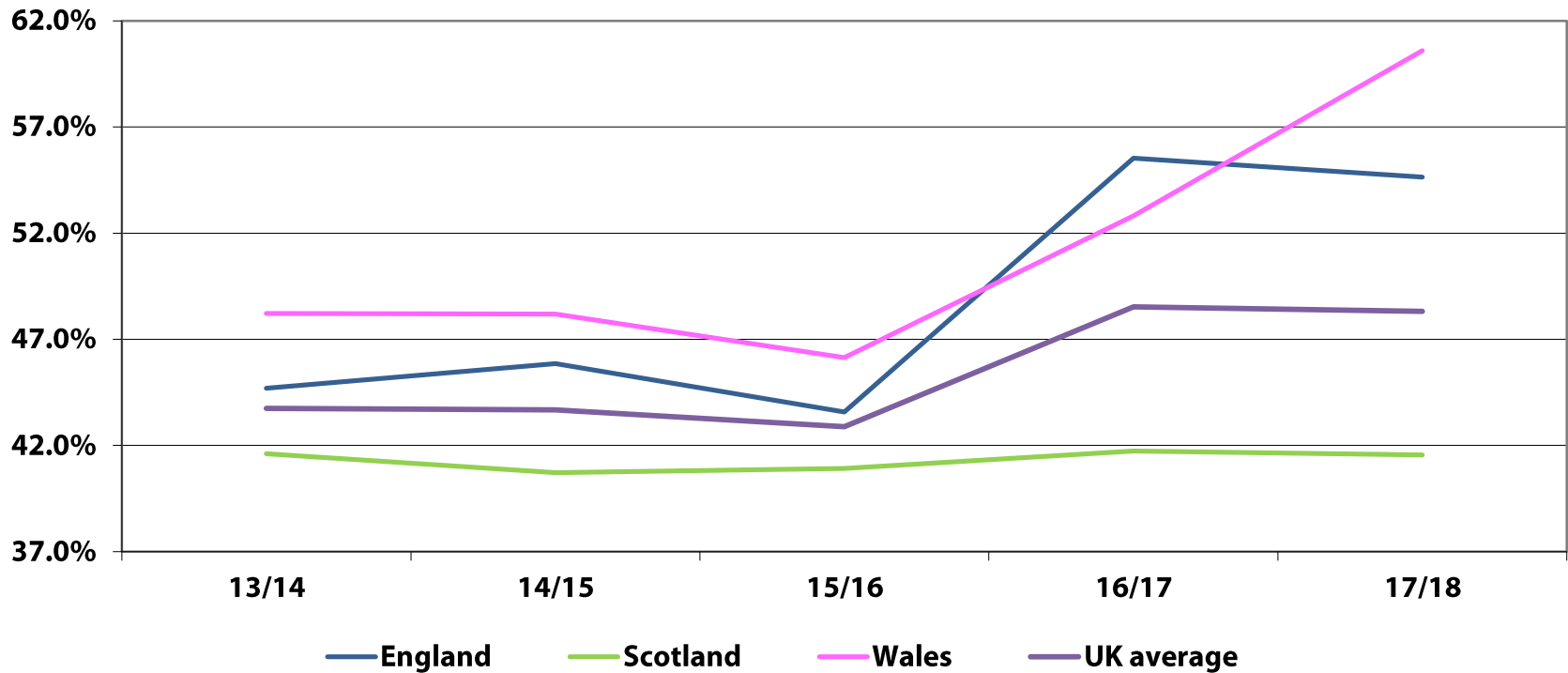
Uptakes – primary and special schools

PI 36e All meal uptake (primary & special schools)



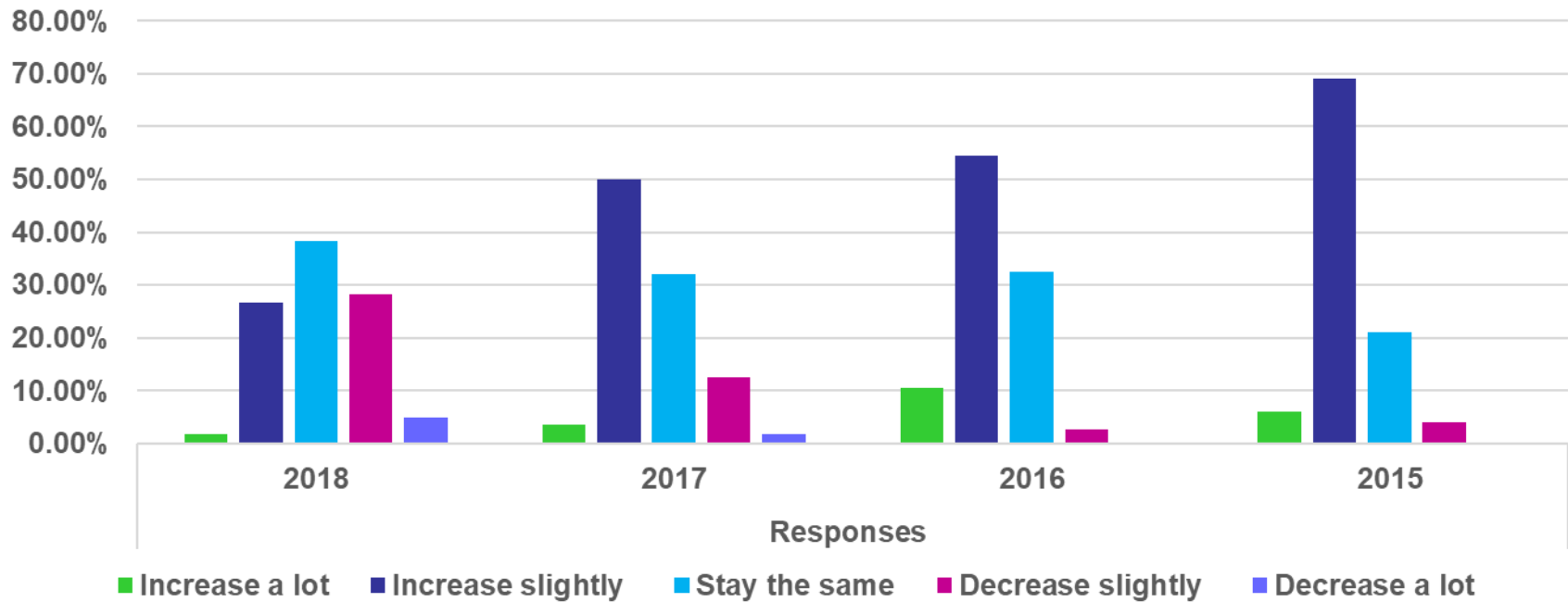
Uptakes – secondary schools

PI 36d All meal uptake (secondary schools)



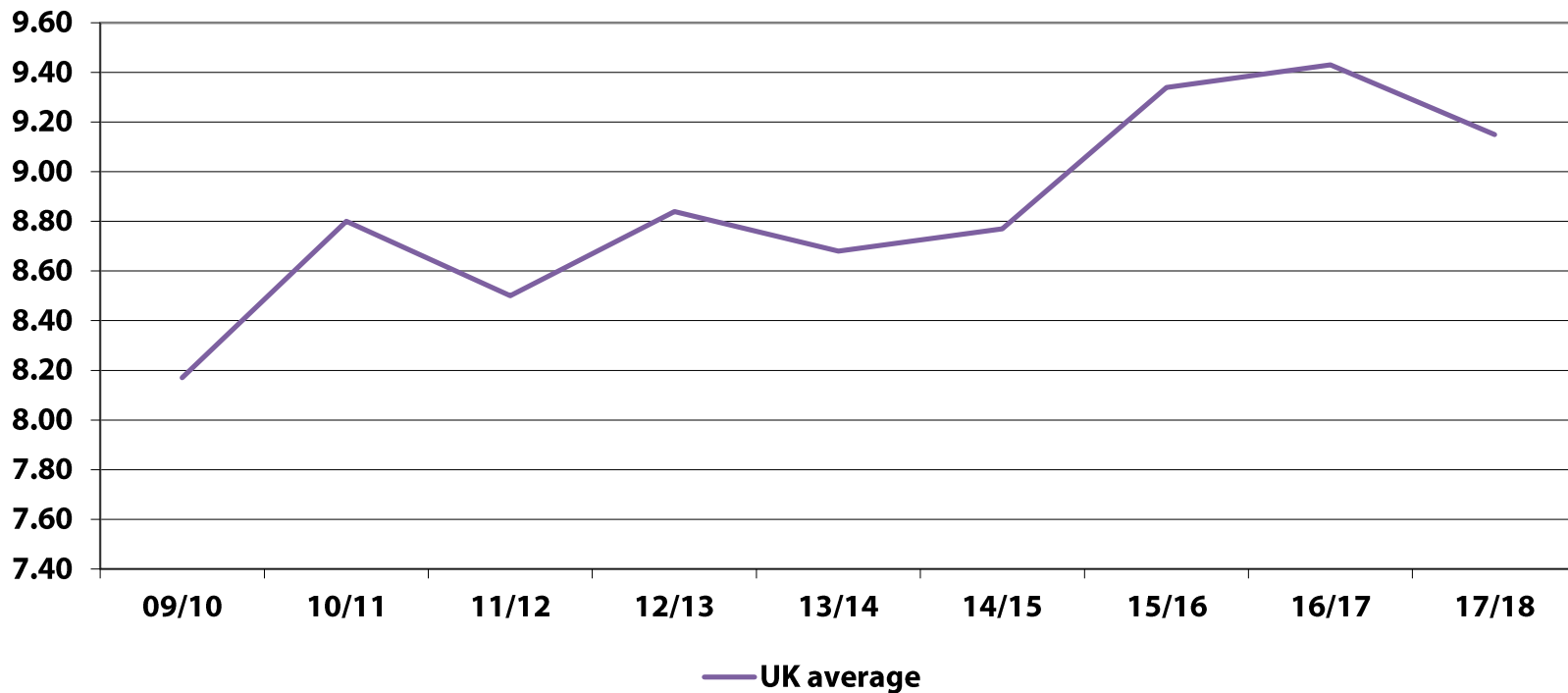
Expectations of school meal uptake

Expectations on school meal uptakes

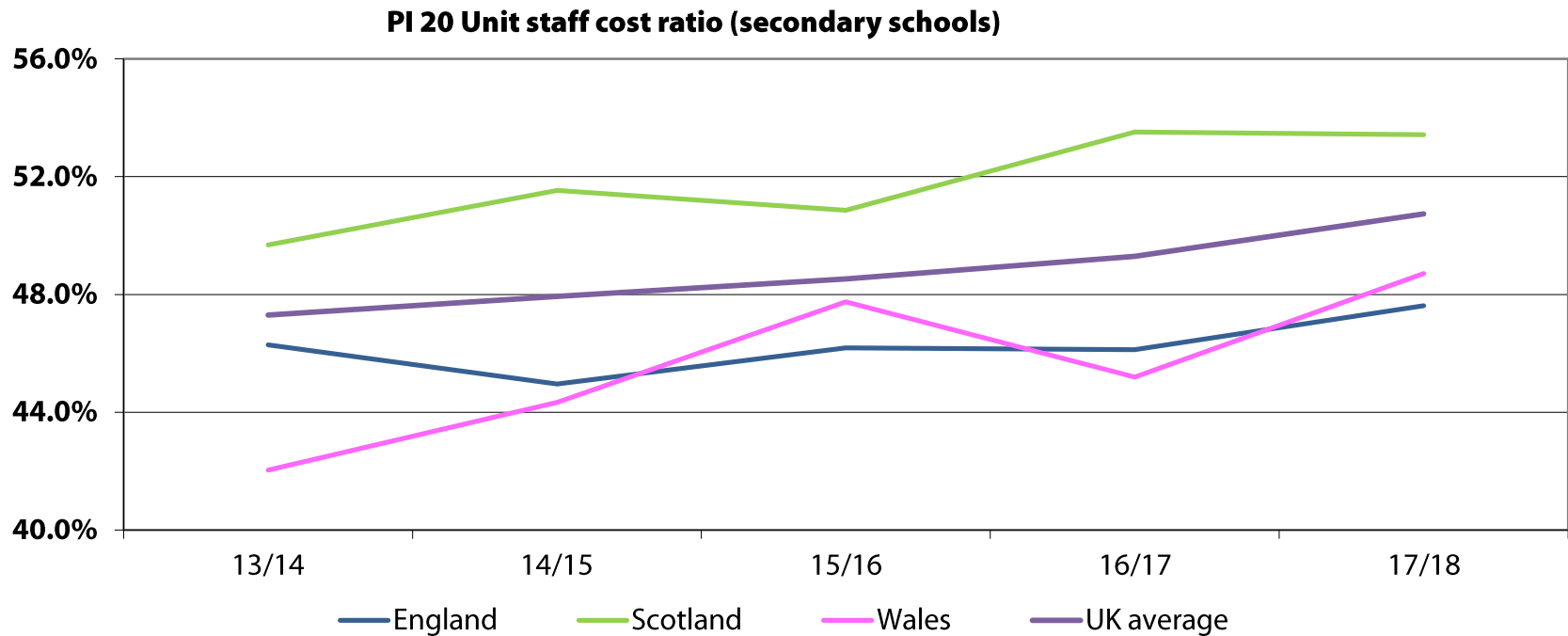


Productivity – primary schools

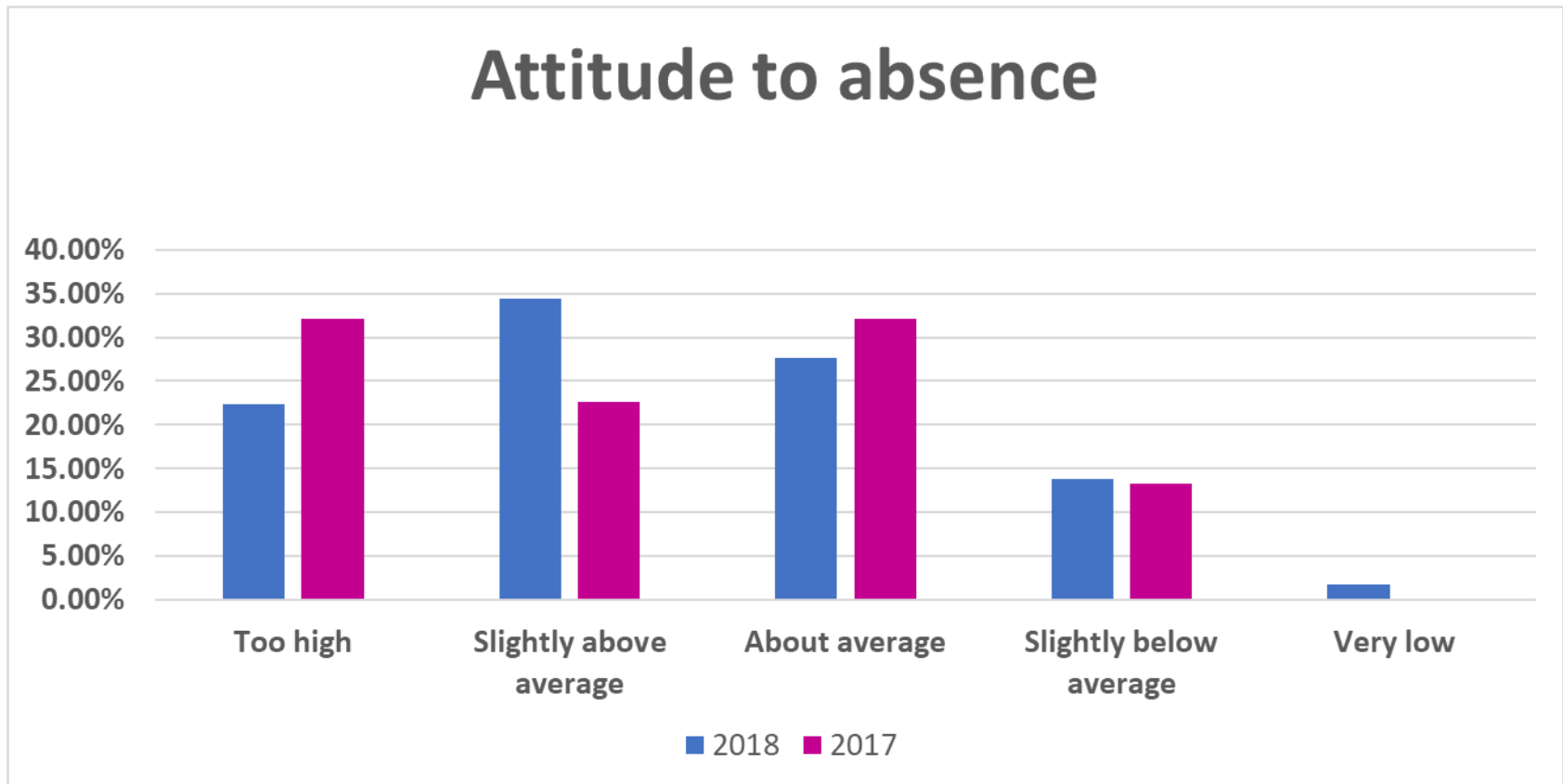
PI 13 - Primary school lunchtime meals served per staff hour



Unit staff cost ratio – secondary schools

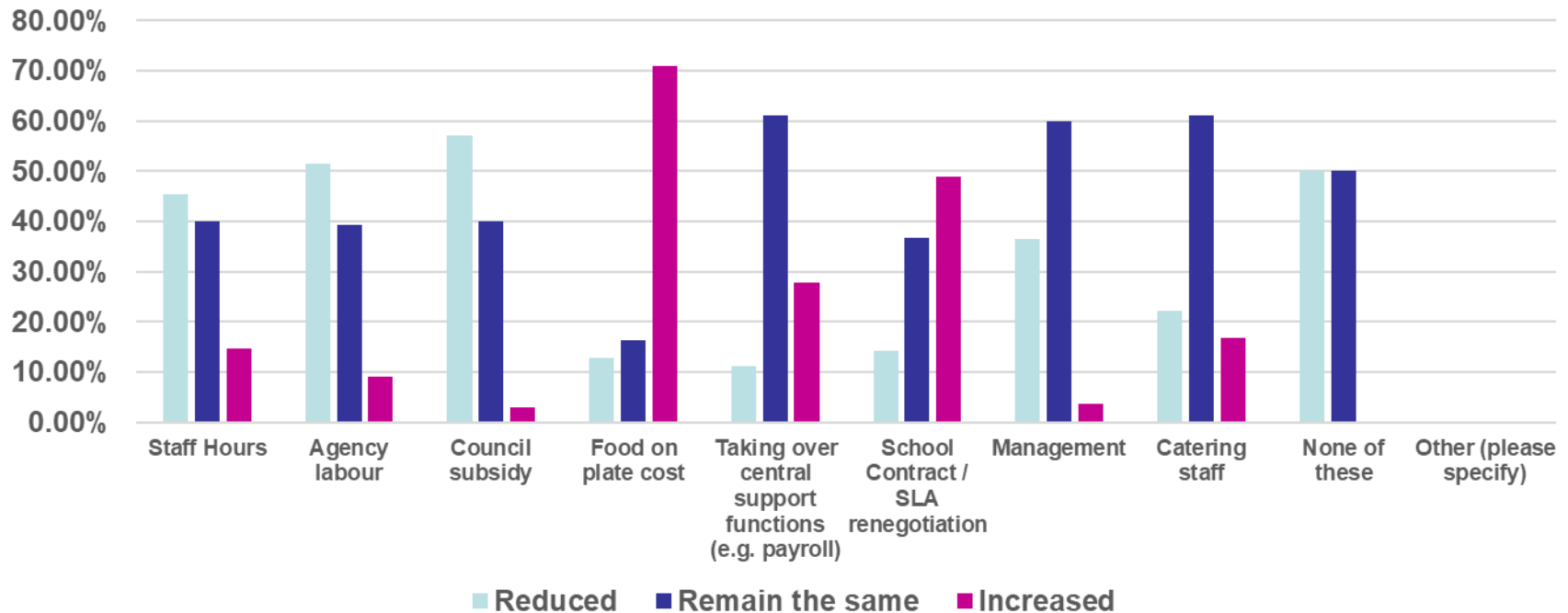


Attitudes to absence



Future expectations and efficiencies

Future expectations



Areas of growth over the next 12 months

- Increasing nursery meals provision
- Schools in other authorities
- Private sector managed or self-managed schools
- Education service
- Commercial private sector selling Internal and external partnership working with other departments and local authorities
- Holiday food

Areas of decrease over the next 12 months

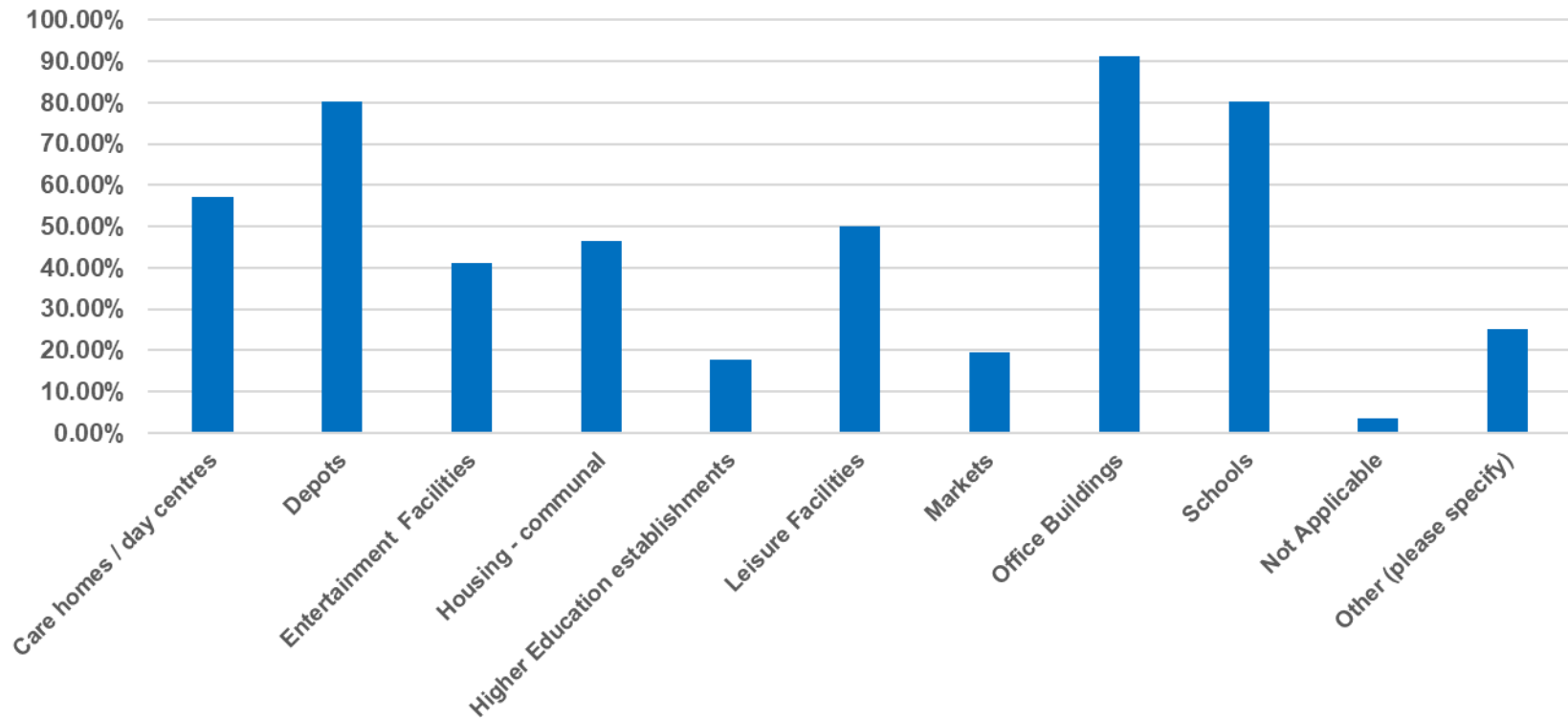
- Additional catering service
- Civic catering
- Academy trusts
- Losing business to competitors
- Removal of advisory role to social care services
- External contractors being awarded internal services
- School meals in the event UIFSM funding is withdrawn
- Social / Welfare meals

State of the market survey 2017 and APSE performance networks data 2016-17

Local authority cleaning services

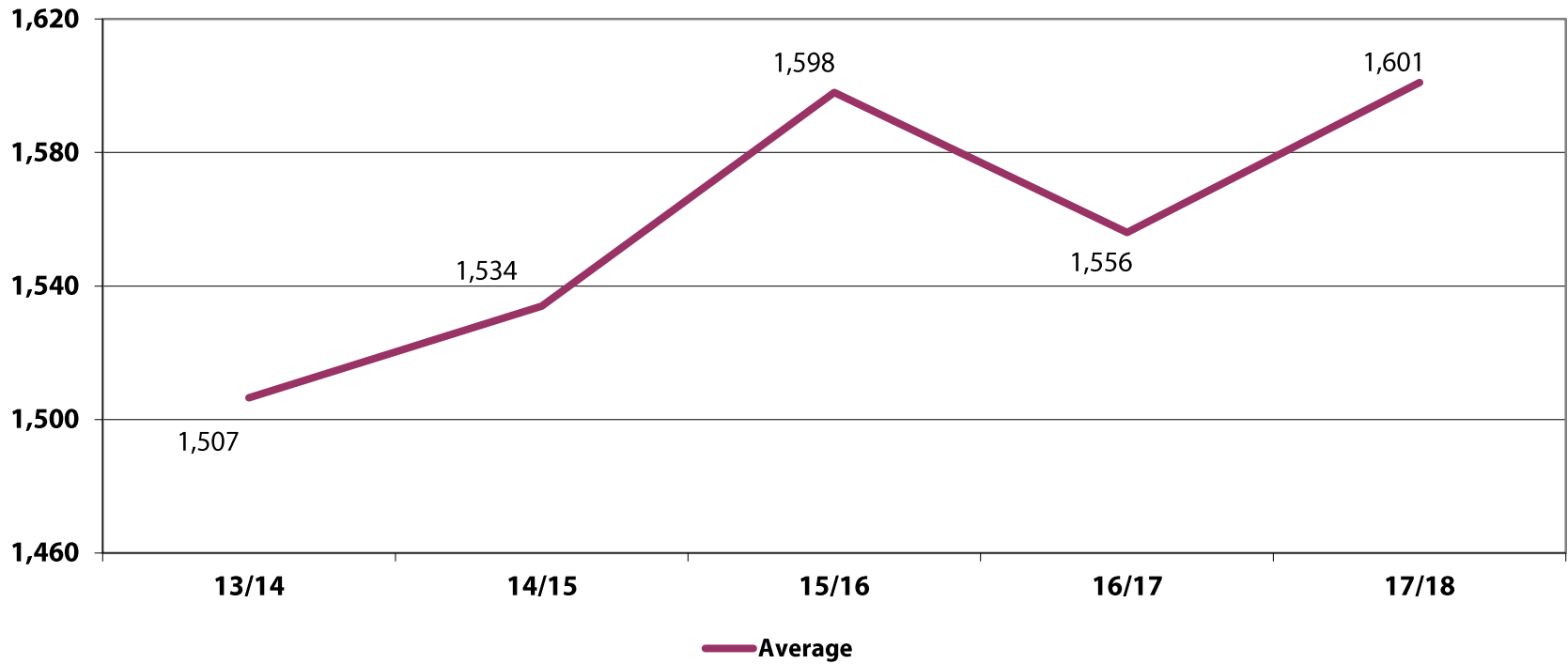
Scope of the service

Scope of the service



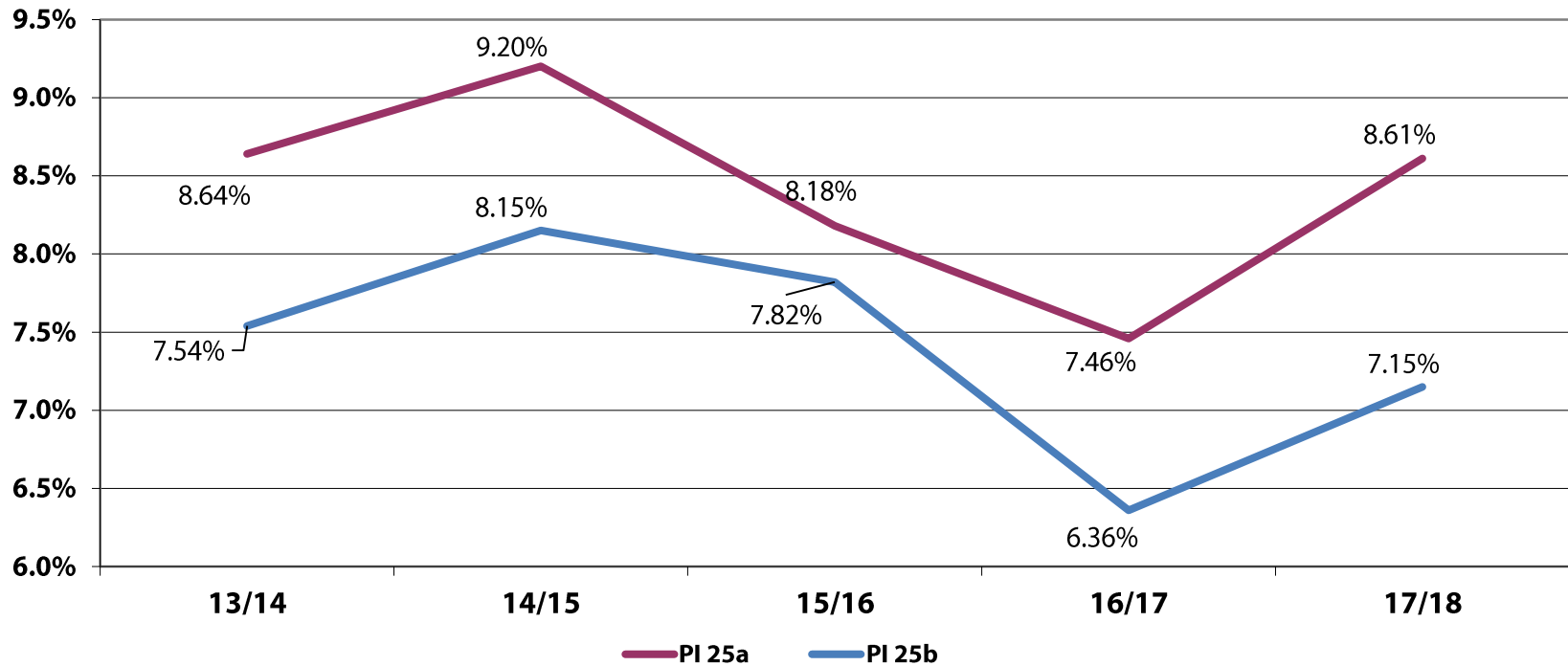
Productivity

PI 16 - Total square metres (excluding outdoor areas) cleaned per FTE employee



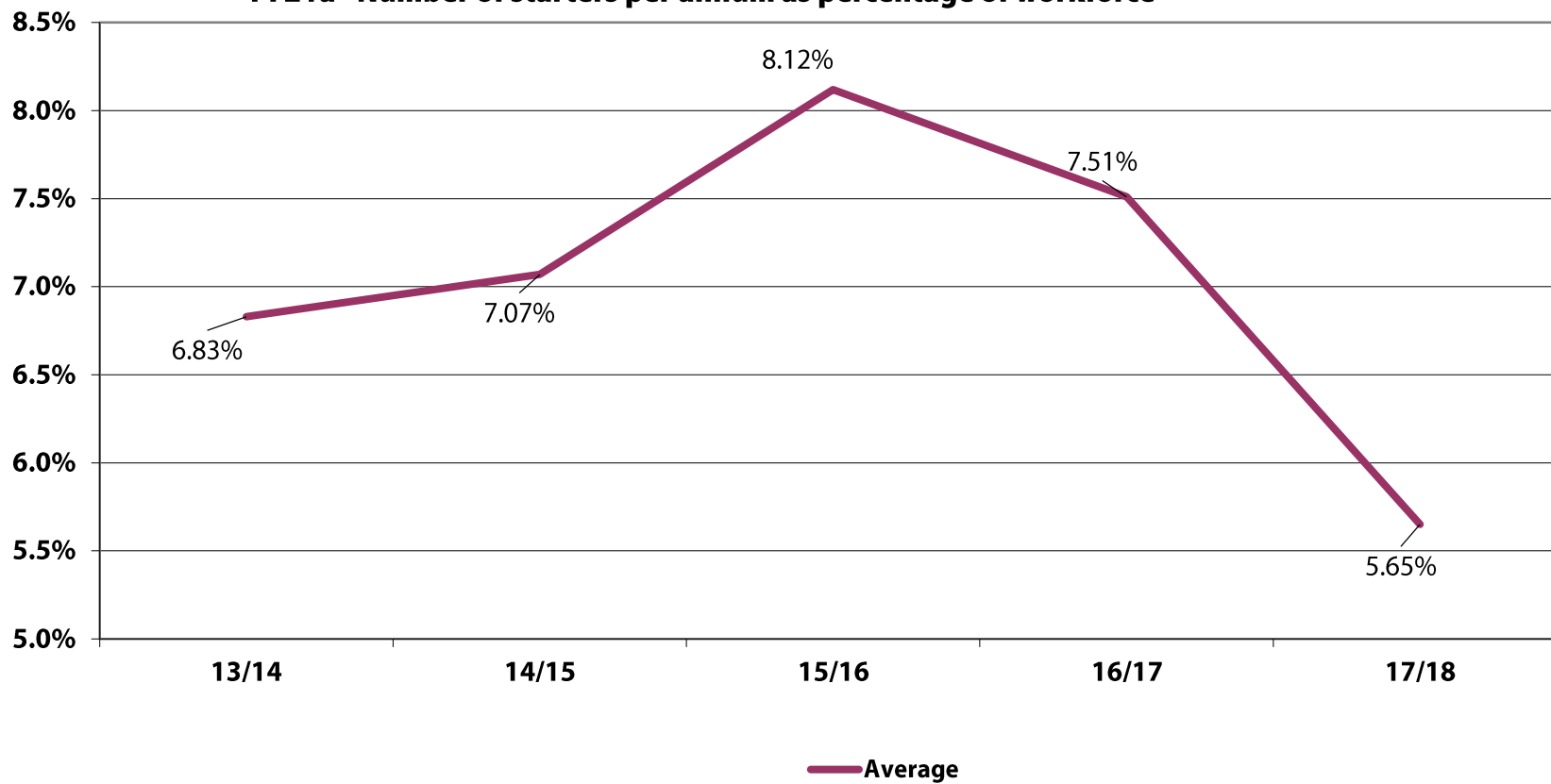
Leavers

PI 25a - Leavers as percentage of total operational staff
PI 25b - Leavers (employed for at least 12 weeks) as a percentage of total operational staff



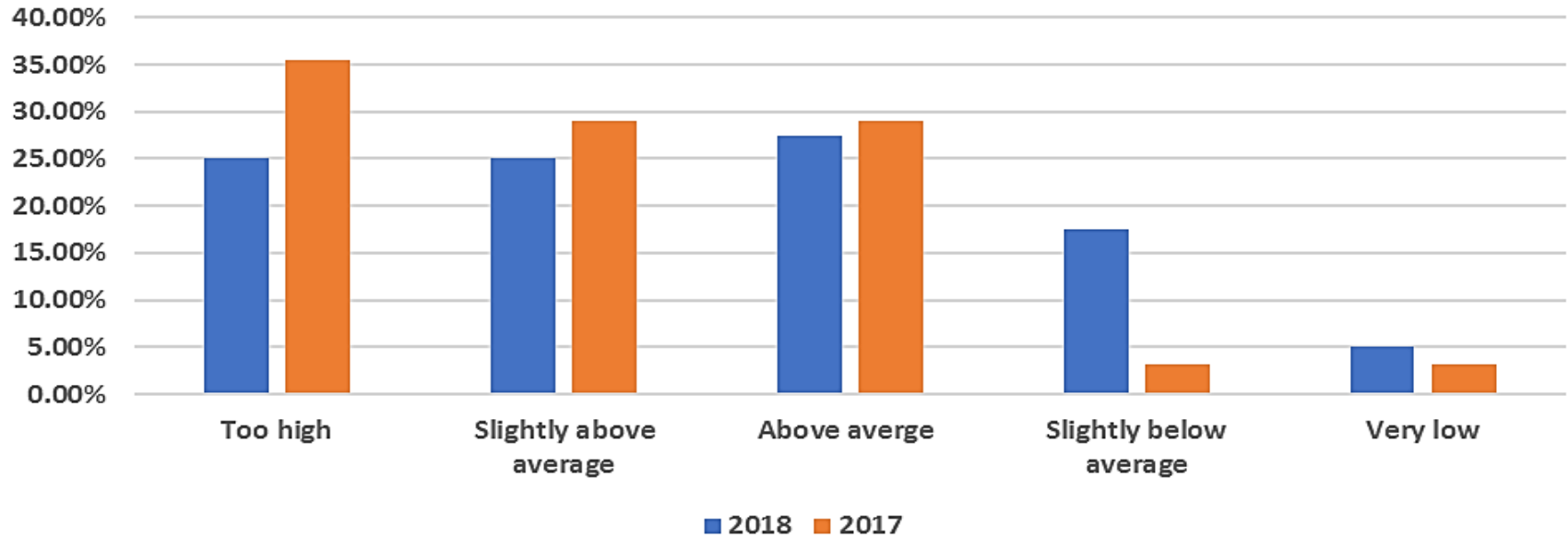
New Starters

PI 21a - Number of starters per annum as percentage of workforce



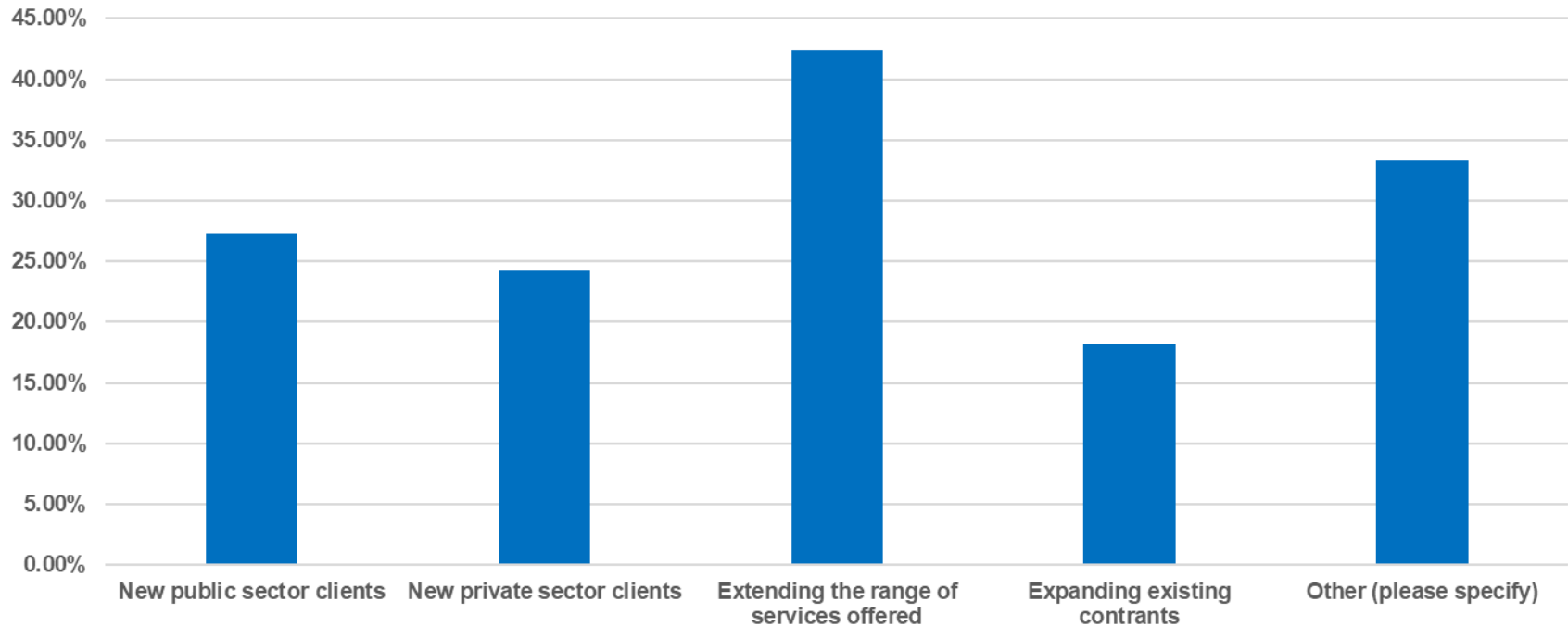
Attitudes to absence

Are staff absence levels at an acceptable level?



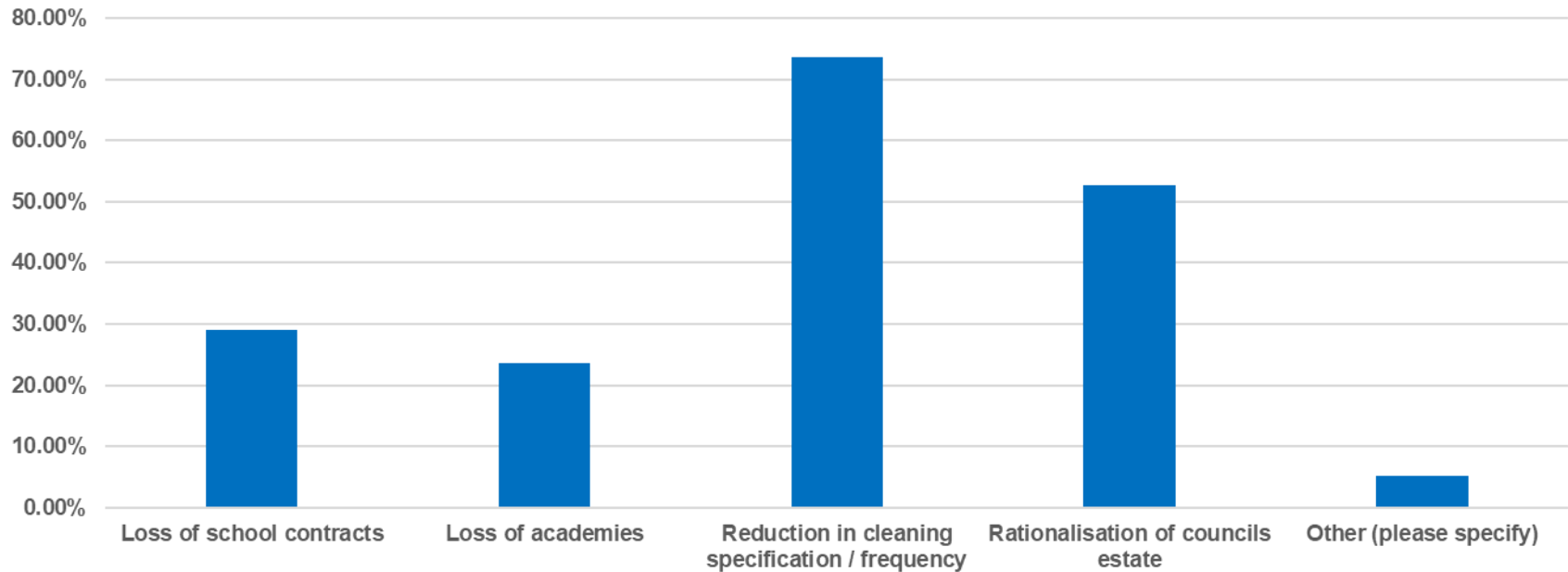
Areas of growth in the next 12 months

Where do you see growth in the next 12 months ?



Areas of decrease in the next 12 months

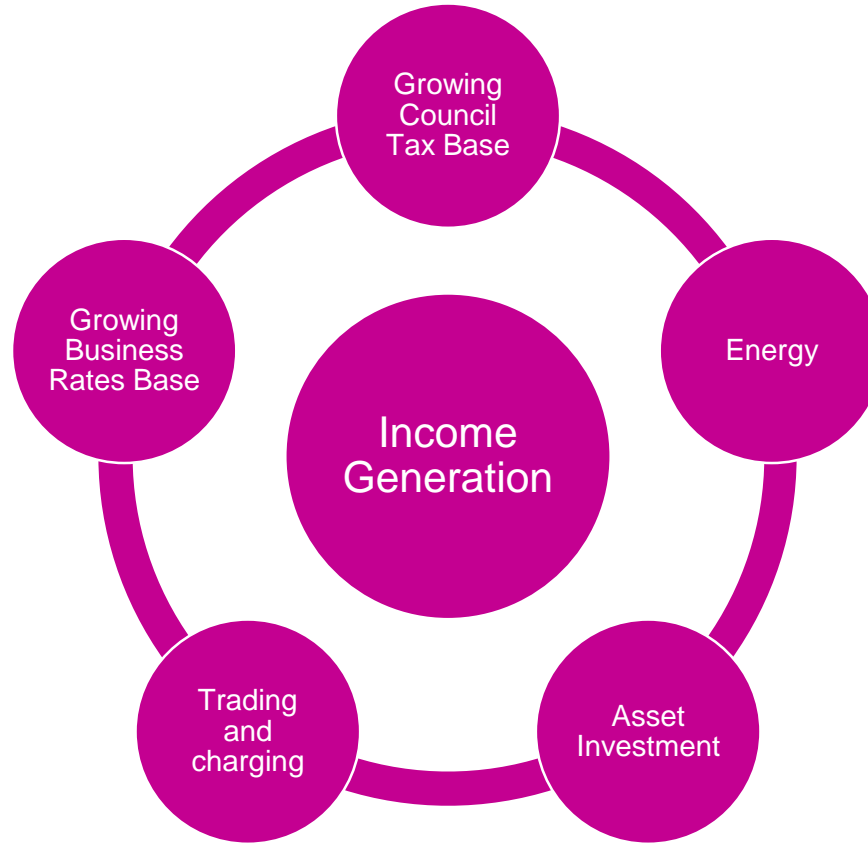
Where do you see decreases in the next 12 months ?



Challenges for now and the future

- Meeting the demands of the changing use of office space
- Future proofing the workforce
- Keeping staff motivated
- Public health debate
- Brexit
- Carillion / PFI
- Universal credit
- Future of UIFSM funding

Commercialisation Strategy



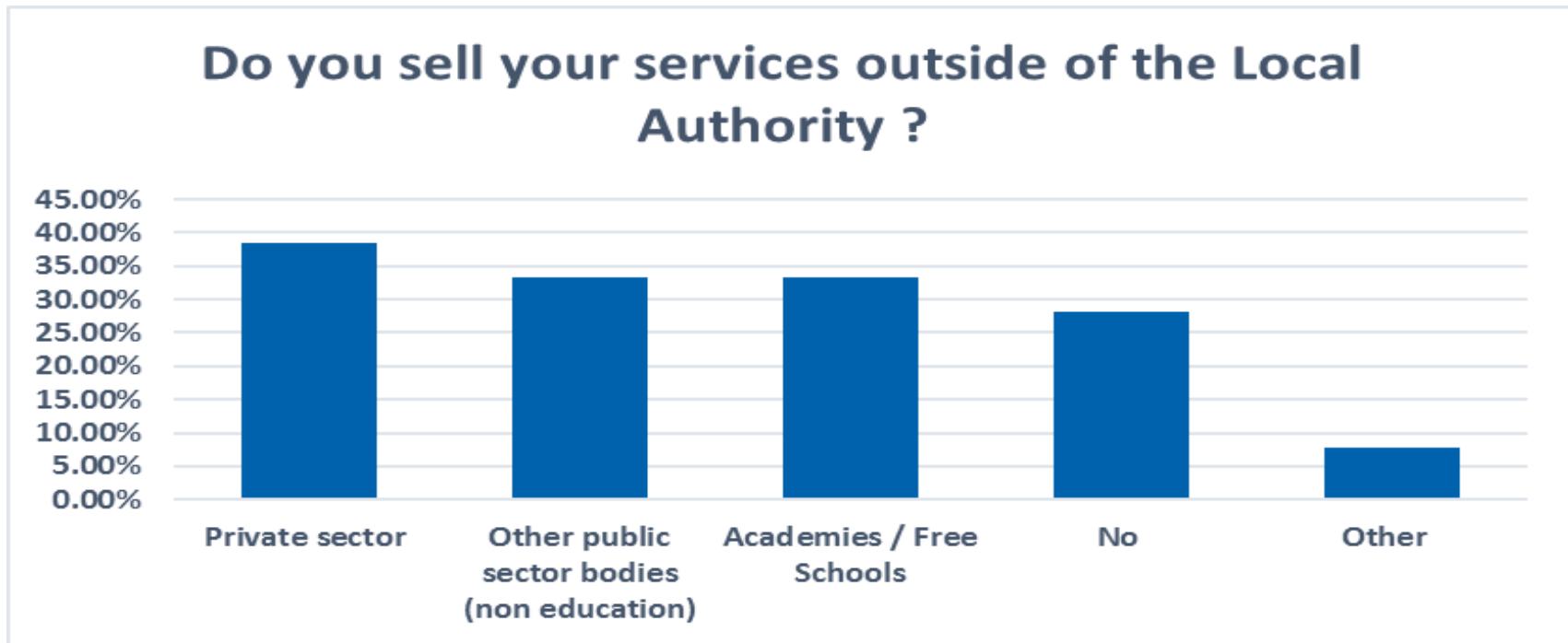
Sources of funding

- Parent or guardian
- Free school meals
- UIFSM
- Subsidy from council
- Public health
- Commercialisation

Commercialisation of catering services

- Retaining existing market
- Schools, colleges, universities
- Event catering, festivals and concerts
- Cafes in Parks and Museums
- Civic venues, weddings, christening etc
- Increasing meal uptake
- Nursery meal provision
- Other local authority areas

Commercialisation of the cleaning service



Has austerity bitten?

What the public think

Key fact : Relative trust remains high

As in 2016 and 2017, Trust in Councils and Councillors is high relative to Government ministers and private companies in a climate on increasing distrust of anyone.

Four times as many still trust the local Council over the Government to make decisions about how services are delivered provided in your local area.

Six times as many trust local Councillors over Government ministers to make decision about their local area.

Four and half times as many trusted Council to provide services in their local area over a private company with people trusting the council five times more than the Government.

80% would like the Government to give more money to local councils to spend at the local level for services that are in their neighbourhood.

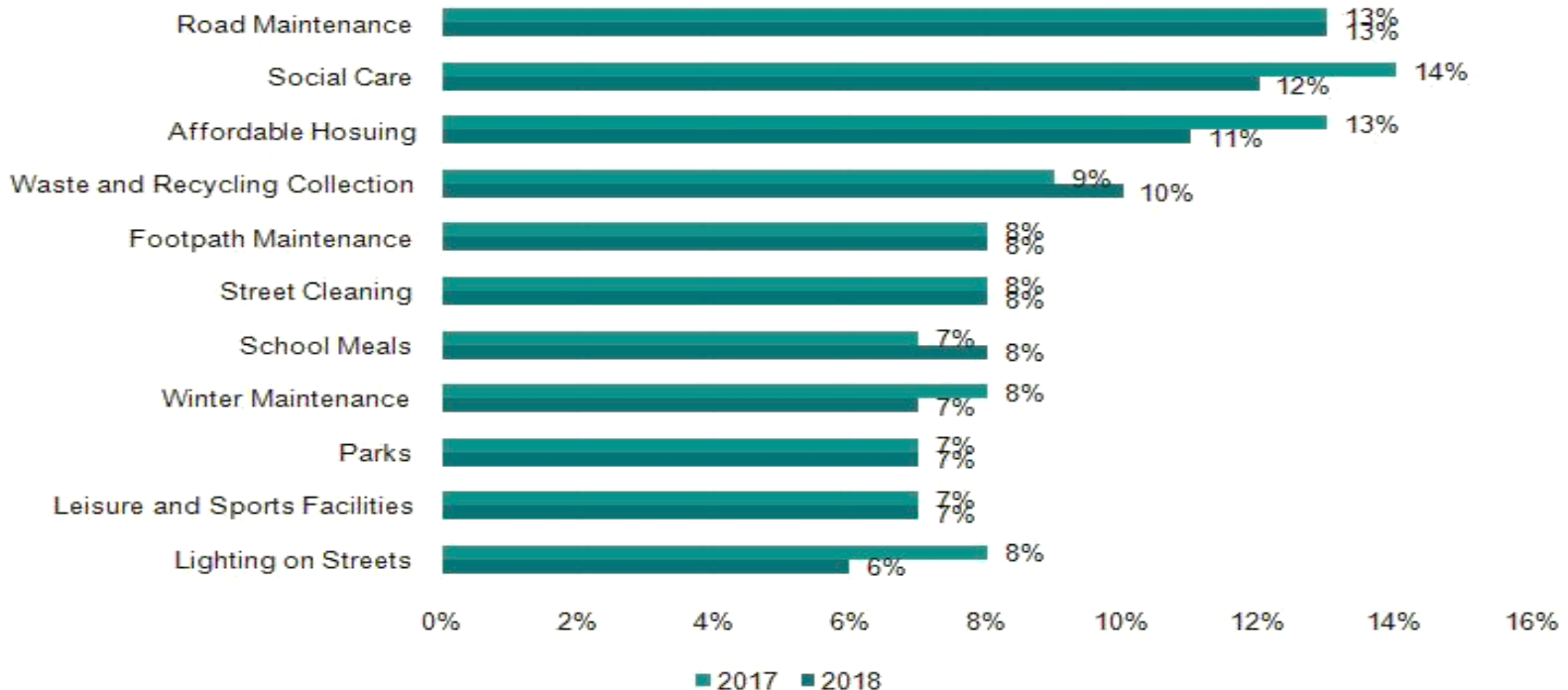
Performance of council services

Satisfaction with Services
(mean score out of 10)



How the public would like extra funds spent ?

What percentage of extra funding should be spent on these services? (mean %)



Conclusions

- Continuous need to make case
- Value of school meals service
- Financial uncertainty
- Fight for funding
- APSE / Industry
- Evidence base on value of FM services
- Overcome challenges

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