

January 2016



Dear Colleague,

APSE Soft FM Advisory Group

I am writing to inform you that the next meeting of the APSE Scotland Soft FM group will be held as follows:- **Chatelherault Country Park, Carlisle Road, Ferniegair, Hamilton, ML3 7UE.**

Date: Tuesday 9 February 2016
Time:
10:00 am Tea & coffee on arrival
10:30 am Advisory group starts
12:15 pm Buffet lunch
1:30 pm Performance Networks working group
2:30 pm Close

Venue: Chatelherault Country Park, Carlisle Road, Ferniegair, Hamilton, ML3 7UE

The agenda for the meeting is enclosed.

The meeting is open to elected members and officers from every council in Scotland.

Please ensure you confirm your attendance either by telephoning Garry Lee on 01698 459 051; or [click here](#) to book online; by email to Glee@apse.org.uk or by faxing the attached form to 01698 200 316 in order that the necessary arrangements can be made.

Yours faithfully,

Louise McMillan
Principal Advisor (Scotland)
Association for Public Service Excellence



Association for Public Service Excellence

Brandon House Business Centre
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Fax back attendance form

APSE Soft FM Advisory Group Meeting

Tuesday 9 February 2016 at Chatelherault Country Park, Carlisle Road, Ferniegair, Hamilton, ML3 7UE.

Please complete this form and return it to APSE as soon as possible via fax to Garry Lee, on 01698 200 316.

Authority:.....

Address:.....

.....

Post Code.....

Name	Email	To attend Advisory Group	Apologies for Advisory Group
		<input type="checkbox"/>	<input type="checkbox"/>
		<input type="checkbox"/>	<input type="checkbox"/>
		<input type="checkbox"/>	<input type="checkbox"/>
		<input type="checkbox"/>	<input type="checkbox"/>

Please help us keep our records up-to date

- Persons contact details have changed, please amend as indicated
- Please add name and details to your database
- Person has left the company (if so please complete the details below for the replacement)

Please print details

Title	First Name	Surname
Job Title		Authority
Department		
Address		
		Post Code
Telephone	Fax	Email

Tuesday 9 February 2016, 10:30am to 2:30pm, Tea/ Coffee from 10:00am

1. Introduction & Welcome

2. Attendance & Apologies

3. Minutes of Previous Meeting held 8 September 2015

4. Matters Arising

5. Street Trader Exclusion Zones

Speaker: Group Discussion led by Anne Hanlon, North Lanarkshire Council

6. Budget savings and impact on service delivery

Speaker: Group Discussion

7. Issues Affecting Service Delivery & recent network queries

- Managing sickness absence (CAT0172)
- Client liaison and satisfaction (BC0119)
- 2 day cleaning detail/ specifications within non school buildings (BC0120)
- CCTV/ Alarm/ Security service for Council tenants (BC0121)

8. APSE Update & Performance Networks discussion

- National Issues
- Recent Briefings/Research

Speaker: Louise Melville, Principal Advisor, APSE Scotland

9. Date/Time of next meeting – 10 May 2016, Venue/Location TBC

10. Lunch