

Event programme - 23 November 2017

09:30 - 10:00

Delegate registration, refreshments and exhibition viewing

10:00 - 10:15

Session One: Keynote address

Speaker: Elma Murray, Chief Executive, North Ayrshire Council

10:15 - 11:15

Session Two: How FM Services can directly support the poverty agenda

Expert panel debate on how Soft Facilities Management services can play a key role in helping to support the poverty agenda

Panelists:

- Elma Murray, Chief Executive, North Ayrshire Council
- Elaine Kerridge, Policy Manager (Participation & Engagement), Children in Scotland
- John Dickie, Director, Child Poverty Action Group in Scotland
- Jill Muirie, Public Health Programme Manager, Glasgow Centre for Population Health
- Fiona McKenzie, Director, Centrestage Communities

11:15 - 11:45

Refreshments and Exhibition Viewing

11:45 - 12:45

Session Three: Reimagining our Services

Modern apprentices and paid work experience in Facilities Management

- Tackling unemployment across the locality, especially for youth and hard to reach groups furthest from the labour market
- Developing certified positions as Modern Apprentices (achieving SVQ level 2 in professional cookery) and Paid Work Experience
- 90% of employees on the two programmes have achieved positive destinations

Speaker: Ken Campbell, Facilities Manager, North Ayrshire Council

Diet and Obesity Strategy

- The upcoming consultation
- Tackling Scotland's obesity problem
- How local authorities can get involved

Speaker: Claire Hislop, Organisational Lead - Diet & Obesity Prevention, NHS Health Scotland

12:45 - 13:45

Lunch and exhibition viewing

13:45 - 14:30

Session Four: Workshops

These workshops will look at issues facilities management services currently face on their improvement journeys.

Workshop A - Commercialisation and rebranding

Facilitated by: Alan Mawson, Facilities Services Operations Manager, Dumfries & Galloway Council

Workshop B – Sustainability, food waste and the supply chain

Speaker: Denise Connelly, Sector Manager – Food & Drink, Zero Waste Scotland

14:30 - 15:00

Refreshments and Exhibition Viewing

15:00 - 16:00

Session Five: Performance and Service Improvement

Best Performers in Education Catering and Building Cleaning 2016

- Winners of the APSE Performance Networks Best Performer Awards in 2016 for Education Catering and Building Cleaning 2016
- Standardising the service we provide and looking at new ways of working and developing our menu
- A collaborative approach to working on service improvements

Speaker: Michael Lamb, Facilities and Catering Manager, Gateshead Metropolitan Borough Council

16:00

Seminar Close

Who should attend?

- **Service directors**
- **Service managers**
- **Service officers**
- **Elected members**
- **Trade union representatives**

Delegates are also welcome from across relevant public, private and related community organisations.

**LOCAL SERVICES
LOCAL SOLUTIONS**



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Booking form - APSE Scottish Soft FM Seminar 2017

Main contact name:

Authority:

Address:

Address 2:

Post code:

Telephone:

Email:

Dietary/access requirements:

Event pricing:

APSE member: £99 + VAT

Non member: £149 + VAT

Private sector organisations: £249 + VAT

Payment information

VAT registration number 671 447 720

Delegate fee will be invoiced. My purchase order reference is _____.

For any alternative payment requests please contact the APSE office on 01698 459051.

Cancellation and refund policy:

Reservation is a contract. Substitution of delegates is acceptable any time in writing by either post, sending an email to Lmcnab@apse.org.uk or a fax to 01698 200316. Cancellations must be made in writing at least 10 working days before the event, and will incur a 20% administration fee. 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 E-Mail	Workshop Choice
			A / B
			A / B
			A / B
			A / B
			A / B
			A / B

Please return completed form to:

Laura McNab, APSE, Brandon House Business Centre, Unit 18-20,
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