

news update

Lifelong Learning and development is the training arm of APSE, a full list of our 2011 programme can be found at the end of this newsletter

News Update for the Cemeteries and Crematoria sector

It's not often that delegates get to hear about life and death experiences from training courses, but that was exactly what 11 supervisors from across the North West heard when they attended the first Cemeteries and Crematoria supervisory skills in Manchester this month.



Peter Linsell, a former director of the ICCM spoke about the sensitive, sad, and challenging situations that staff in this sector face on a daily basis.

Peter will be in London on 31/01/12 for our next Supervisory skills event.

We are planning more of these training courses - please let us know if you would like to attend one in your region.

Contact jkennedy@apse.org.uk or jclough@apse.org.uk 01617721810.

Powys council hosts 1st cleaning efficiencies event

18 officers across Wales attended the first Tools for Efficiencies in Building Cleaning event in October. The delegates heard firsthand how Julie Pickering made front line efficiencies in the cleaning service during her time as Head of FM. The networking opportunity with colleagues was highlighted by all and delegates have already set up a "sharing of

information" post course.

Julie is an APSE Associate and a former Head of Facilities Management in a local authority. She will be delivering this event again on 14 December in Birmingham.

Co-ops and Mutuals? What's it all about?

if you are considering a new model of service delivery then please listen to a balanced view of co-operatives and mutuals before you go ahead. APSE, Walker Morris and De Montfort University's KTP research section have put together a one day event looking at benefits, pitfalls and some of the wider issues that you need to be aware of e.g. workforce matters.

Please join us on 22/11 in Leicester, 24/11 in London, 25/11 in Leeds and 28/11 in Birmingham to learn more.

Solar PV – make the most of the Feed in tariff

Stephen Cirell, APSE's lead advisor on climate change, is urging you not to miss out on the FIT – the financial incentive that makes renewable energy schemes attractive to local authorities.

Steve is advising councils to "get their skates on" and make the most of this incentive before it's too late.

During November Steve will be explaining why the date - 1 April 2012 - is of paramount importance to you.

Join him on 10/11 Manchester, 23/11 Birmingham, 29/11 London.



Managing Parks – fight or flight?

This is a challenging time for anyone managing Parks and GreenSpaces – something that Richard Welburn knows only too well. During his 40 years in the Parks service Richard has seen many changes and achieved many successes including achieving the CabeSpace Best Park Force Award and multiple Green Flag Awards. Richard will be helping managers to face the current and forthcoming changes on 13 January in Manchester.



And our next host for leisure training is... Stevenage

Stevenage council will be hosting the next project management in leisure on behalf of APSE and IMSPA on 8 December in Hertfordshire. If you wish to take advantage of 2 free places for training, why not follow their lead?

Putting together an in-house bid for your service?

Many councils are looking to demonstrate the value of the in-house service they provide e.g. catering, cleaning, street cleansing, leisure etc but don't have the skills to put together an effective tender.

The tender exercise requires councils to consider technical skills and expertise, capacity, health and safety, method statements, innovation and

outcomes besides pricing and costing bids against the tender

But prior to that, and essential in approach, councils will also need to look at the bigger picture, options appraisal, business planning - plus an understanding of procurement!

APSE can help you in putting together your bid

(Note – this is an introductory price of £150, instead of the standard £219 attendance)

So you have to meet financial targets, control expenditure and manage your income?

But accounting seems a foreign language full of jargon that you don't understand!

If this sounds like you - we can help.

APSE Associate Tom Hasteley has developed a 1 day event to make leisure managers feel more financially confident.

He will be in the APSE office in Manchester on 4 November running a practical session where you can work on the financial information for your particular centre or service area, and leave with a sound knowledge of figures and how they can work for you.

Supervision and leadership

If you have newly appointed supervisors in your sector we have service specific events to give them leadership skills. These events will also benefit those who wish to refresh their skills.

- Do all your supervisors know the differences between supervision and leadership?
- Do they understand the role of the team leader?
- Do they appreciate what's expected of them in developing staff?

Please see end of newsletter for the next event in your area.



Getting the most out of lunchtimes at school



Lunchtimes are a significant but often overlooked part of the school day.

Research shows that positive lunchtime experiences can impact on children's physical and social development and can also influence children's ability to learn in the afternoon.

School food consultant Dr Jo Pike from the University of Hull, has developed a training course for lunchtime staff based on extensive research and experience of working with school communities to deliver better health outcomes for children.

The course can be split into 3 modules

- Workshop 1: The Role of Lunchtime Staff
- Workshop 2: Promoting Positive Lunchtime Behaviour
- Workshop 3: Encouraging Healthier Eating

These modules are very flexible and can be delivered around the mid-day supervisors working patterns.

Taster sessions for Head teachers are also available on request.

wasteful and better managers of themselves and others is a far more productive and proactive response.

Managing their time better, completing projects successfully, motivating their team through challenging times, are all examples of where we need to help staff - and invest in them - not cut back on the skills they need to provide public services.

Free training opportunities

If you would like to host any of our events at your council, we can offer you 2 free places for your staff if you can provide a suitable training room and refreshments.

Many authorities have taken advantage of this offer and maintained continuous development of staff, despite the current climate of austerity.

A training room needs to hold 10 -15 people around big or small tables.

Refreshments can be hot/cold drinks and a sandwich lunch.

Dates are negotiated with you and APSE manages all the administration for inviting other authorities.

This is also an excellent opportunity to market your service provision.

Is your authority ready to host its Olympic events?

If your council is hosting an Olympic event, you may have customer care and customer service training "up and running" already.

But if you need still need help with this APSE will be providing a programme of customer care training commencing 18/01/12 in London.

And finally... don't cut out training, cut out inefficiencies!

In times of austerity, cutting out or cutting back on training is often the reactive response. Yet developing your staff to be more efficient, less

Jan Kennedy
Principal Trainer
APSE
01617721810
jkennedy@apse.org.uk



APSE forthcoming training courses

Public courses

28 October 11	Catering service, Cleaning service supervisory skills for team leaders	Birmingham
2 November 11	Preparing for a Catering services in-house bid	Leeds
4 November 11	Finance for operational managers	Preston
7 November 11	Preparing for a Leisure Services in-house bid	Manchester
9 November 11	Preparing for a Street cleansing in-house bid	Manchester
10 November 11	Agency Worker Directive – in force from 1/10/2011	Leeds
10 November 11	Solar PV Masterclass – making the most of the Feed in Tariff	Manchester
11 November 11	Preparing for a Building cleaning in-house bid	Leeds
15 November 11	Setting up a Health and Wellbeing Board Elected member development	Birmingham
16 November 11	Using the public sector scorecard	London
17 November 11	Leisure, sports and culture – supervisory skills	Mansfield
22 November 11	Co-operatives and Mutual's - what do they mean for your service?	Leicester DMU
23 November 11	Project management in leisure services	Erewash
23 November 11	Solar PV Masterclass – making the most of the Feed in Tariff	Birmingham
24 November 11	Co-operatives and Mutual's - what do they mean for your service?	Central London
25 November 11	Co-operatives and Mutual's - what do they mean for your service?	Leeds
28 November 11	Co-operatives and Mutual's - what do they mean for your service?	Birmingham
29 November 11	Solar PV Masterclass – making the most of the Feed in Tariff	London
29 November 11	Street Cleansing and StreetScene Supervisory skills for team leaders	Edinburgh
05 December 11	Health and Safety in waste and environmental services	Glasgow
06 December 11	Catering service Cleaning service Supervisory skills for team leaders	Edinburgh
07 December 11	Agency Worker Directive – in force from 1/10/2011	Stoke
08 December 11	Project Management in Leisure services	Stevenage
09 December 11	Writing, developing and delivering service level agreements	Manchester
12 December 11	Tools for efficiencies and savings in street cleansing	Manchester
14 December 11	Tools for efficiencies and savings in Building cleaning	Birmingham
15 December 11	Leisure, Sports and Culture - Supervisory skills for team leaders	Birmingham

What are the costs* of attending?

Public courses: £139 or £119 for 3 delegates

Masterclasses: £219 or £189 for 3 delegates

All costs are exclusive of vat

*apse member rate