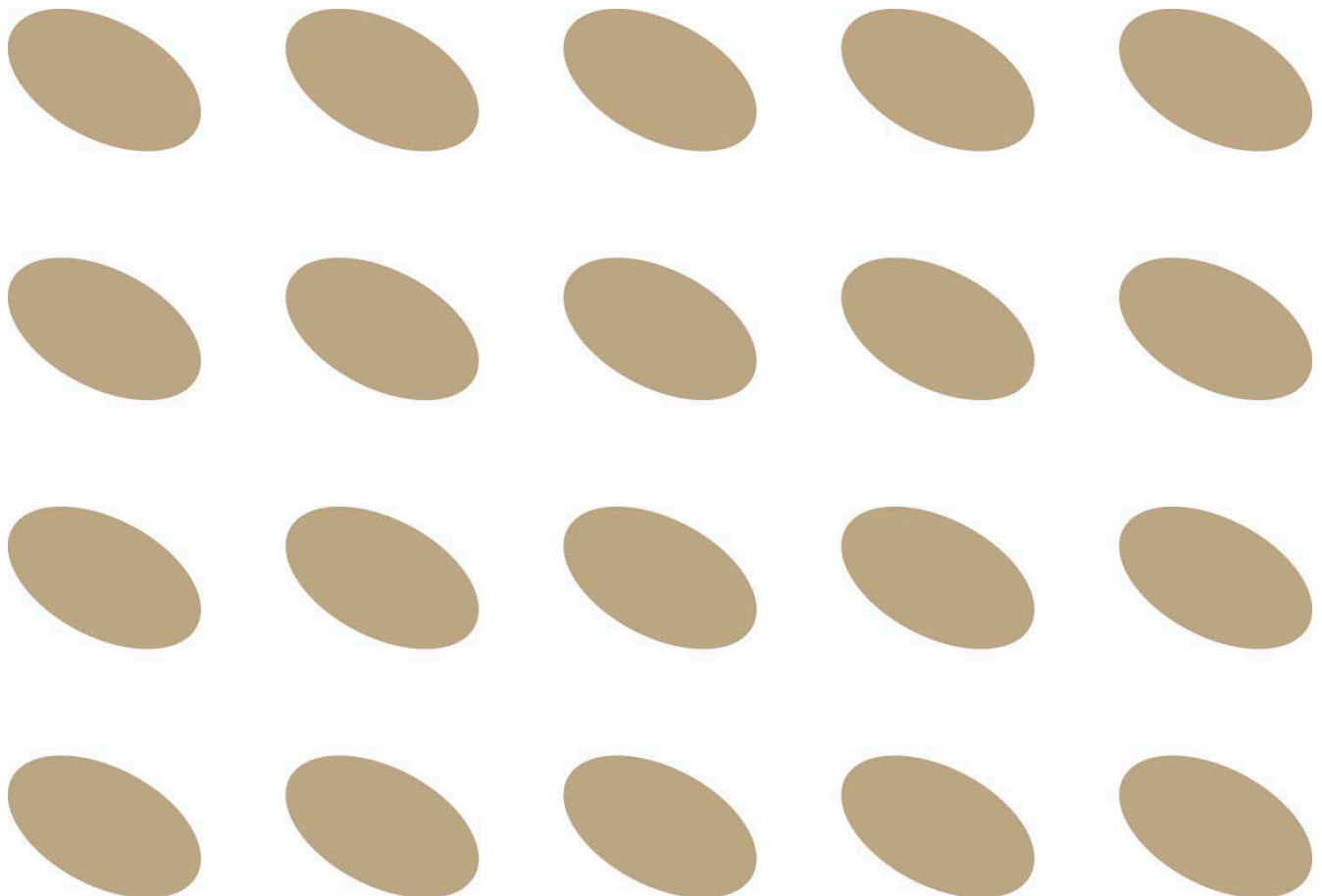




# **Tools for efficiencies and savings in building cleaning**

12 January 2012, Manchester  
22 February 2012, Birmingham



# Tools for efficiencies and savings in building cleaning

## Introduction

APSE is please to offer a new event to local authorities who are trying to manage a more cost effective service in building cleaning.

This one day event aims to gives delegates an understanding of the challenges that local authorities are facing, together with practical tools and techniques to achieve the efficiencies and savings required.

Delegates will leave with a “toolbox” of tried and tested methods that can be used directly from the event.

## Who will benefit?

Anyone in building cleaning who is dealing with budget constraints and needs to maximise efficiencies in the current climate.

## Outcomes

- Understanding why councils need to be more efficient – today’s “big picture”
- Changing your approach – why is this necessary?
- Reviewing current methods
- DMAIC, SIPOC, KANO – how can they help
- Real life examples in practice
- Applying the learning – case study work

## Duration

1 day event:

9:30am Start                      4:30pm Finish

## Trainers

The sessions will be delivered Julie Pickering from the APSE Best Value Consultancy, supported by Jan Kennedy APSE Principal Trainer.

## Julie Pickering

Julie Pickering is an APSE associate consultant and a former Head of Facilities Management in a local authority. As a commercial business Head of Service operating in public and private sector arenas, she has led complex and diverse

services, achieving major cost-efficiencies while raising levels of customer services.

She has a track record of initiating partnering opportunities, whilst delivering results in substantive role with a clear focus on increasing customer satisfaction and maximising cashable efficiency gains for the authority, creating innovative solutions for resolving budget shortfalls.

Julie initiated partnership working in Facilities Management across two councils to realise cashable efficiency savings and reduction in direct overheads of to improve service competitiveness as well as informing the 'Do Make or Buy' decision. She agreed efficiency savings with trade unions and stakeholders to deliver £1+ million efficiencies for 2010/11.

She was one of the three finalists in North West Most Inspiring Woman Award in 2009

Julie has an excellent knowledge of Private Finance Initiatives (PFI)/Building Schools for the Future (BSF), served on project boards, and has led on developing corporate projects and major service reviews e.g. Capacity Building, Value for Money, Performance Management and improving attendance

## **Jan Kennedy**

Jan Kennedy is the Principal Trainer for APSE and has responsibility for APSE training. Jan has a background in training and development, firstly as an executive training officer in central government where she gained her CIPD in Training and Development.

She moved to local government in 1999 where she joined Liverpool City Council as a member of the corporate training team. Jan has experience of managing and delivering a wide range of training and development including Liverpool's One Stop Shop training programme.

Prior to joining APSE Jan managed the Lifelong Learning Employability curriculum in Adult and Community Education. Jan holds a Certificate in Post 16 Education and a CLAIT Advanced in ICT.

Jan is also qualified in level A and level B psychometric testing.

Since joining APSE Jan regularly delivers training on a range of topics including Project Management, Leadership, Supervisory skills in Building Cleaning (and other service sectors) Managing Change, Negotiation Skills, Time Management, Marketing, Lean Thinking, and Service Level Agreements. Jan works in partnership with Hull University to deliver training modules to lunchtime supervisors. Jan also co-delivers on the current Master Classes on Health and Safety Issues, Public Sector Scorecard and Prince2 overview for Senior Managers.

Jan can be contacted at e-mail address at: [jkennedy@apse.org.uk](mailto:jkennedy@apse.org.uk) or by telephoning her on either 0161-772-1810(Office) or 07764-252-107 (Mobile)

## **What's included?**

Course fees include delegates' documentation and course material including case studies, suggested practices and appropriate toolkits and templates, lunch and refreshments. Please note that the fee does not include hotel accommodation. Hotel information is available from the APSE secretariat on request.

The courses are intensive one day training programme days, which utilises a number of delivery mechanisms including: lecture; group discussion; group and individual exercises; and case studies to enable participants to take away learning and tools that can make a difference.

## Programme

9.15 – 9.30 am	Tea & Coffee/Registration
9.30 – 9.45 am	Introduction and Domestics <ul style="list-style-type: none"> <li>• Ice Breaker</li> </ul> Programme Objectives <ul style="list-style-type: none"> <li>• Background to the event</li> </ul>
9.45 – 10.45 am	The changing face of public service <ul style="list-style-type: none"> <li>• The current picture</li> </ul> A new approach <ul style="list-style-type: none"> <li>• How can local authorities respond</li> </ul>
10.45 – 11.00 am	Tea & Coffee Break
11.00 – 12.30 pm	Methodologies <ul style="list-style-type: none"> <li>• Traditional?</li> <li>• A new suite of tools and techniques DMAIC, SIPOC, KANO</li> </ul>
12.30 – 1.30 pm	Lunch
1.45 – 3.00 pm	Real life situation <ul style="list-style-type: none"> <li>• A local authority example</li> </ul>
3.00 – 3.15 pm	Tea & Coffee Break
3.15 – 4.15 pm	Action learning <ul style="list-style-type: none"> <li>• Case study group work</li> </ul>
4.15 – 4.30 pm	Programme Summary <ul style="list-style-type: none"> <li>• Do and don'ts</li> <li>• Using the toolbox on site</li> </ul>
4.30 pm	Certificates and Close

# Tools for efficiencies in building cleaning– booking form

For official use:

Del No: .....  
 Date: .....  
 Database: Y / N  
 Confirmation: Y / N

Contact name: \_\_\_\_\_ Employer: \_\_\_\_\_

Address: \_\_\_\_\_

Post code: \_\_\_\_\_ Telephone: \_\_\_\_\_

Email: \_\_\_\_\_

Delegate name	Job title	Email address

Please state if delegates have any special requirements (dietary/access/information in alternate formats):

12 January 2012 Manchester     22 February 2012 Birmingham

**Booking information: APSE will take bookings up to 24 hrs prior to the course, subject to availability. You are however advised to book early to secure your place and avoid disappointment.**

**Please note:** places on the sessions will be strictly limited to a first come first served basis. Provisional reservations for places are not accepted on this form.

**APSE members:**                      1 delegate:                              £219 + VAT per delegate per course  
                                                   3 or more delegates:                    £189+ VAT per delegate per course  
                                                   *(Discount only applies to delegates attending same date.)*

**Non members:**                      per delegate                              £384 + VAT

**Please quote your purchase order number (if appropriate):**

**Booking confirmation:** APSE issues a written confirmation letter to the 'contact name' for all delegate bookings received. We **will not** send confirmation to each delegate named on the booking form, unless this has been requested in writing. Should the 'contact name' not receive a confirmation letter by post within 10 working days of sending the booking form, then please contact APSE on telephone: 0161 772 1810.

**Cancellation charges:** Reservation is a contract. Substitution of delegates is acceptable any time in writing by post, email to [jclough@apse.org.uk](mailto:jclough@apse.org.uk) or fax to 0161 772 1811. Cancellations must be made in writing at least 10 working days before the event and will incur a £75 administration fee. No refunds can be given for cancellations received less than 10 working days before the event or for non-attendance. Booking transfers will only be acceptable, if there is availability on another date for the same course, and will incur a £75 administration fee. In the unlikely event of cancellation by the organisers, liability will be restricted to the refund of fees paid. APSE regrets we cannot accept any liability for associated transport or hotel costs in the event of course cancellations made by us. The organisers reserve the right to make changes to the programme, speakers or venue should this become necessary.

**Please return completed form to:**

APSE – 2<sup>nd</sup> Floor Washbrook House, Lancastrian Office Centre, Talbot Road, Old Trafford, Manchester, M32 0FP.  
 Tel 0161 772 1810 – Fax 0161 772 1811 - Email: [jclough@apse.org.uk](mailto:jclough@apse.org.uk) - Web: [www.apse.org.uk](http://www.apse.org.uk)

