



The Future for Catering & Cleaning

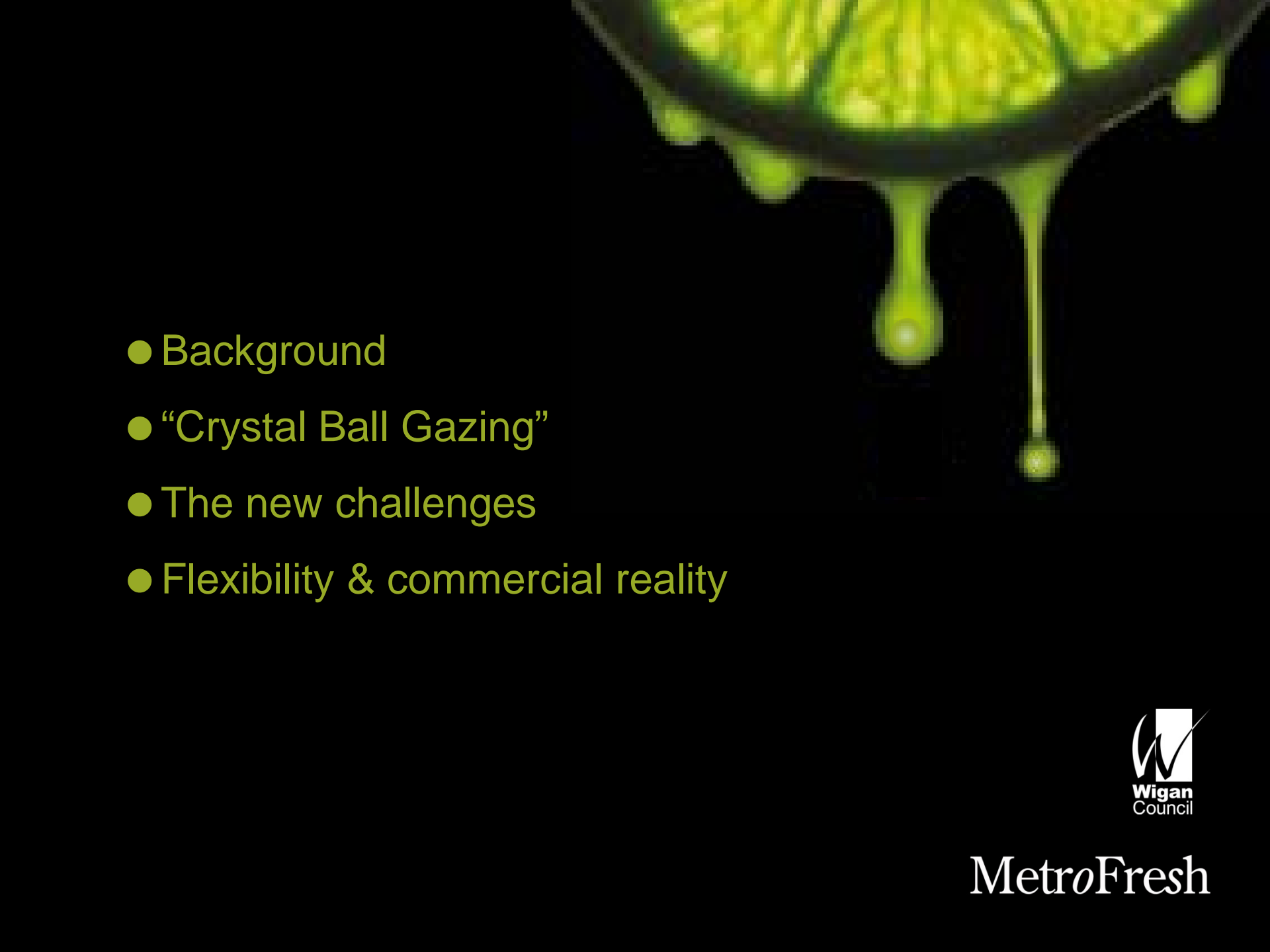
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- Background
 - “Crystal Ball Gazing”
 - The new challenges
 - Flexibility & commercial reality



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Background

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Wigan Councils Service provider of:

- School meals
- Civic and function catering
- Building cleaning
- Caretaking support
- School crossing patrols



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“Crystal Ball Gazing”

“A form of business intelligence that attempts to use historical data to make predictions about future events utilising statistical techniques”

Blue Sky Thinking....

Thinking that is not grounded or in touch with the realities of the present; open minded thinking (i.e. as wide and as clear as the blue sky)



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Applying both principles/techniques to business planning - how do we make it work?

- Stakeholder involvement
- Exploring **all** business opportunities – be creative!
- Throw targets out the window!
- Challenge the “Status Quo”

“Imagination is more important than knowledge. For while knowledge defines all we currently know & understand, imagination points to all we might yet discover and create”

Albert Einstein, scientist & mathematician



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“New” Challenges

- Culture – organisational/customer/employee
- Sustainability of services
 - Impact of job evaluation
 - Building Schools for the Future
 - Threshold changes for Free School Meal eligibility (September 2010)
- Global challenges at local level impact – economic and environmental
- School Support Staff Negotiating Body (SSSNB)
- CRB/ISA – impact on cost & service delivery



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Flexibility & Commercial Reality

- Exploring different business models
- Demand led – customer driven
- Cross subsidies – necessity or hindrance?



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FOCUS! Pascoe Sawyers

Fearless

Optimistic

Creative

Unique

Storyteller



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And finally....

Please remember:

“all the great speakers were bad speakers at first!”

Ralph Waldo Emerson



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