



# APSE

FM SEMINAR  
CROWNE PLAZA, CHESTER – 28.01.10

JUSTIN WATERS  
HEAD OF FACILITIES MANAGEMENT  
KNOWSLEY MBC

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# Knowsley MBC

## Dealing with BSF & Multi-Skilling

### Background

- First wave BSF Authority
- Only authority in the country to demolish and rebuild all of its secondary schools – 11 old schools - 7 new Centres for Learning
- Centres for Learning are learning and community hubs – open 7 days per week - 07.00 to 22.00
- A clear vision to transform secondary education across the borough, improving standards and promoting achievement for all
- FM services need to demonstrate the same vision and be equally transformational

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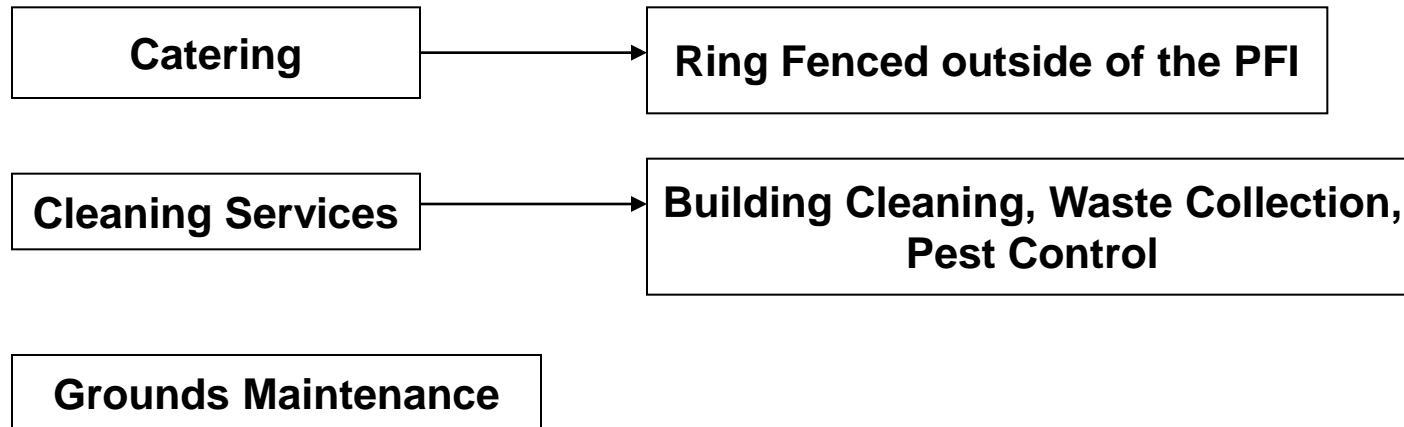
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KEYSTONE  
MOMENTUM



# Knowsley MBC Dealing with BSF & Multi-Skilling

## Soft FM Services

What's included?



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### The Competition

Three Private Sector Partners who the Council chose to be its BSF Preferred Bidders

- Key Stage Solutions - Led by Alfred McAlpine Project Investments and Shepherd Construction Ltd.
- Spirel - Led by AMEC Project Investments Ltd.
- Transform Schools - Led by Balfour Beatty Capital Projects Ltd.

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KEYS  
MORNING



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### Bid Evaluation Criteria

- Strategic - 15%
  - Understanding of the Knowsley Vision
  - Strategic Commitment to Educational Transformation
  - Evidenced Approach to Partnership Working
  - Approach to Risk Management
  - Investment in Local Communities
  - Approach to Ensuring Sustainable Benefits to the Local Economy
  - Provision of Training & Educational Opportunities



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### Big Evaluation Criteria cont.

- Operational - 45%
  - Method Statements & Approach to Service Delivery
  - Management & Quality Control Arrangements
  - Proposed Performance Standards & Continuous Improvement
  - Performance Regime & Incentivisation
  - Evidence of Approach to Involving Stakeholders



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### Bid Evaluation cont.

- Affordability - 25%
  - o Clarity and Robustness of Financial Projections
  - o Overall Price
  - o Underwritten Price Areas
  
- Demonstration of Ability & Experience - 15%
  - o Outcome of References



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### Evaluation Outcome

- In house bid successful - 5 year contract from the date of full service commencement.

Particular bid strengths were *Commitment to Education Transformation and Operational Criteria* (method statements and approach to service delivery)

- > Transform Schools awarded the Design, Build, Finance and Operate element of the BSF programme.

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### Construction / Opening Timetable

<u>Centre for Learning</u>	<u>Construction Commenced</u>	<u>Opened</u>
➤ Christ The King	July 2007	Jan 2009
➤ Halewood	July 2007	Jun 2009
➤ Knowsley Park	July 2007	Sep 2009
➤ Huyton Arts & Sports	Dec 2007	Sep 2009
➤ Kirkby Sports College	Dec 2007	Sep 2009
➤ All Saints Catholic	Apr 2008	Jan 2010
➤ S.E.A. Catholic	Apr 2008	Jan 2010



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### Opportunities

- Service improvements / transformation
- New working practices will emerge
- Change driven by necessity and the unique opportunities provided to LA's by BSF
- The chance to design service success at the construction stage
- Spreading the benefits across other schools and Council buildings

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### What Do We Do Differently?

- **Remodelling of Workforce**
  - **Flexible working to reflect unpredictability of Centre usage**
  - **Multi Skilled Operatives**
  - **No enhancements for weekend / bank holiday working**



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### What Do We Do Differently?

Appearances are important in helping to change negative perceptions

Cleaning Team



Catering Team



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## Dealing with BSF & Multi-Skilling

### What Do We Do Differently?

- Remodelling of Working Practices to Reflect...
  - Building design – new methods of cleaning
  - Use of Technology – ('Confirm', hand held devices, two way radio headsets, cashless catering)
  - Helpdesk and managing risks / avoidance of service failures / auditable trail
  - Extended learning areas (Grounds Maintenance – dedicated site based Team Leader / new skill development for synthetic running tracks, all weather pitches, MUGA's)

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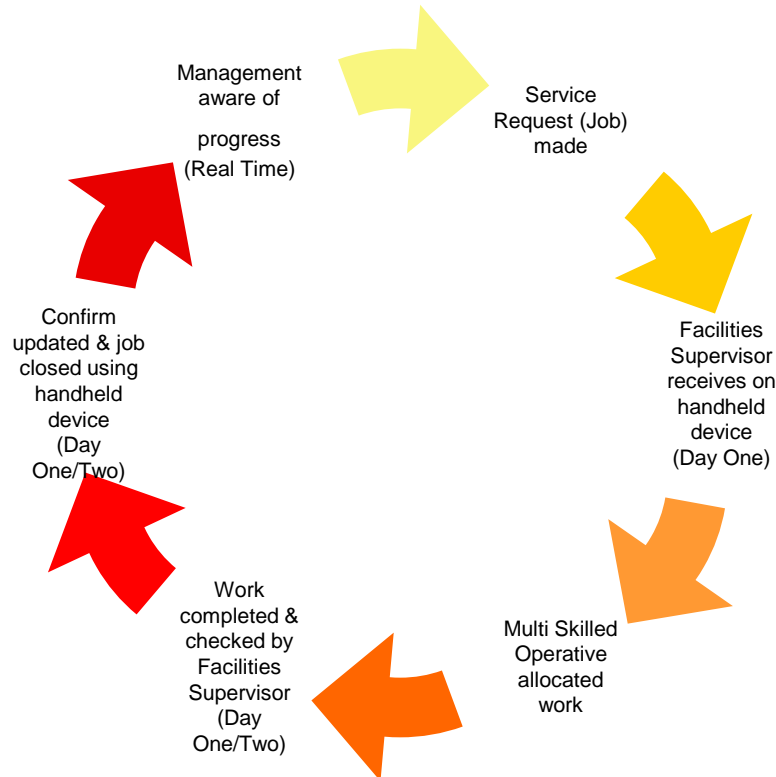


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- What Do We Do Differently

'Confirm' Work Scheduling Flow Chart



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## What Do We Do Differently?

**Britney headsets for dinnerladies**

**EXCLUSIVE**  
By **BEN TURNER**  
Education Reporter

MERSEYSIDE schools are kitting out dinner ladies with Madonna and Britney Spears-style headsets.

Secondary schools Christ The King, in Huyton, and Halewood Centre for Learning are arming their catering staff with the hands-free microphones first made famous by Madonna and then Baby One More Time singer Britney.

The pilot scheme is designed to cut queuing, reduce waste and ensure supplies of food do not run out during school lunchtimes.

The two-way radio sets are being worn by catering staff who serve at alternative food points away from the main dining hall.

If the staff notice a particular menu item is running low, they can simply radio through to another employee known as a "runner".

They will then fetch the required supplies from either the kitchen or other outlets in the school where demand for the food in question is not as high.

The two schools are among seven new secondaries in Knowsley with a sports cafe and other more intimate eating areas spread out on different floors in a bid to make dinner times as enjoyable as possible.

Knowsley council chiefs said the headset idea means not only will pupils never run short of their favourite food, but staff can be easily switched between different food points to ease any queues.

The scheme has seen 10 staff kitted out with the headsets, which are worth around £150 each.

Andy Austin, a customer service manager who helps oversee the borough's school catering service, said they are proving such a hit they are likely to be rolled out across all Knowsley's secondaries - now known as centres for learning - in the autumn.

He said: "The staff love the headsets and they are appreciated by the pupils, who have joked they expect to see staff on The X Factor next year."

"It makes dinner times more modern and professional."

**@ email**  
ben.turner@liverpool.com  
0151-330 0031

**HEAD GIRL: Britney Spears**



**HIT ME, GRAVY, ONE MORE TIME!**



**IN TOUCH:** Catering supervisor Sue Smith (front above), with Debbie Grant, left, Jackie Monaghan, Margaret Wright and Maria McDougall. Inset: Catering supervisor Christine Tierney. Pictures: ANDREW TEEBA/aa210996a

**EAT YOURT HEART OUT BRITNEY!!!**

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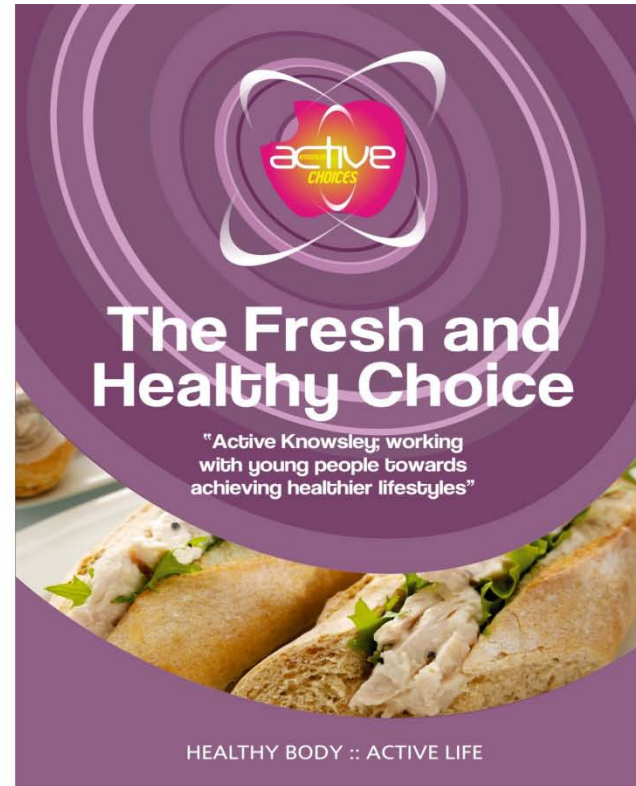
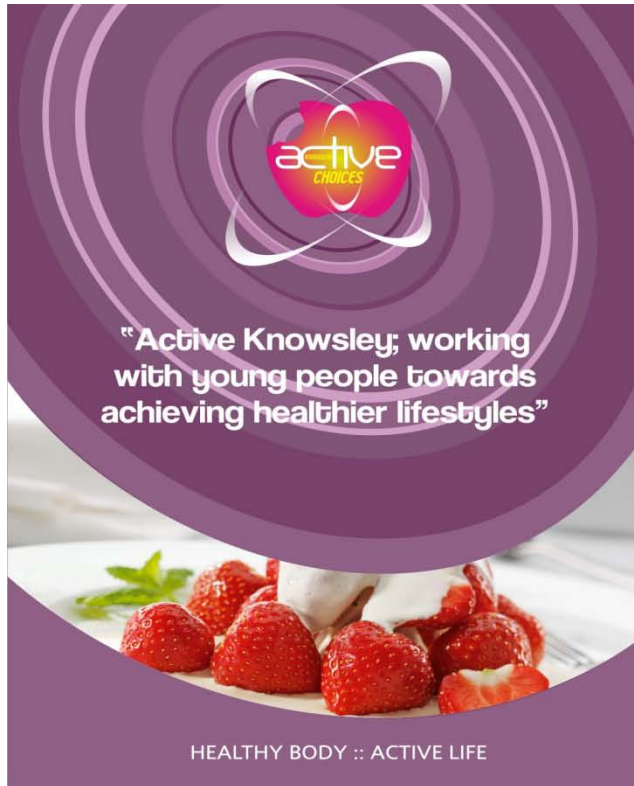


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### What Do We Do Differently?

### Re-Branding



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### Mid Morning Menu

White or Wholemeal Toast	£0.10
Selection of Preserves	£0.15
Bacon on White or Wholemeal Bap	£0.81
Sausage on White or Wholemeal Bap	£0.72
Selection of Homemade morning Goods, Muffins and Biscuits	£0.35
Selection of Fruit Yoghurts	£0.40
Fresh Fruit Pot	£0.38
<b>Cold Drink Selection</b>	
Milk	£0.30
Water	£0.42
Fruit Juice	£0.36

**Served in the Food 2 Go, Main Dining Room and Sports Cafe**  
Take care of the Environment. Please Recycle!

### Lunch Menu

<b>Main Meals</b>	
Selection of Meat & Fish Dishes	£1.06
Vegetarian Choice	£1.06
Selection of Pizzas	£0.97
Quiche	£0.97
Baked Jacket Potatoes with Various Fillings	£0.66
Choice of Daily Salads	£0.97
Daily Selection of Sandwiches	£0.97
Baguettes, Wraps & Rolls (inc. vegetarian option)	£1.06
<b>Meal of the Day £1.60</b>	
Daily choice of Meat or Vegetarian Dishes Served With Potatoes / Rice or Pasta	
Hot or Cold Dessert	
With a choice from: Milk, Fruit Juice or Mineral Water	
<b>Desserts</b>	
Hot & Cold Dessert of the day	£0.40
Fresh Fruit	£0.38
Fruit Pots	£0.41
Selection of Cakes & Biscuits	£0.40
<b>Cold Beverages</b>	
Fruit Drinks	£0.36
Premium Drinks	£0.60
Mineral Water	£0.42
Milk	£0.30
Flavoured Milk	£0.30
Smoothies	£0.60
<b>Hot Beverages</b>	
Tea	£0.40
Coffee	£0.50
Hot Chocolate	£0.50

**Served in the Main Dining Room**  
Take care of the Environment. Please Recycle!

### Food 2 Go

<b>Meals</b>	
Pizza Selection	£0.97
Variety of Pasta Dishes	£0.97
Jacket Potato - Topped	£0.66
Hot Filling	£0.77
Cold Filling	£0.77
Homemade Soup of the Day	£0.73
<b>Desserts</b>	
Yoghurt	£0.40
Jelly	£0.40
Dairy Dessert Pot	£0.40
<b>Cold Drinks</b>	
Choice of Milk	£0.30
Smoothies	£0.60
Fresh Juice	£0.36
Water	£0.42

**Served in the Food 2 Go Bar**  
Take care of the Environment. Please Recycle!

### Breakfast Menu

<b>Hot Breakfast Choice</b>	
1 Slice of Bacon on Toast	£0.31
1 Sausage on Toast	£0.26
2 Slices of Bacon on Toast	£0.82
2 Sausages on Toast	£0.72
Beans on Toast	£0.50
Selection of Cereals with Milk	£0.72
White or Wholemeal Toast	£0.10
Selection of Toasted Teacakes	£0.21
Muffins	£0.40
Crumpets	£0.35
Bagels	£0.22
Selection of Homemade Bread Rolls	£0.20
Selection of Preserves	£0.15
<b>Drinks</b>	
Milk	£0.30
Water	£0.42
Fruit Juice	£0.36
Hot Chocolate	£0.55
Tea	£0.40
Coffee	£0.50

**Served in the Main Dining Room**  
Take care of the Environment. Please Recycle!

### Sports Cafe

<b>Pasta &amp; Noodle Bar</b>	
Selection of Pasta & Noodle Dishes	from £0.97
Selection of Sandwiches and Rolls	£0.97
Baguettes, Wraps & Paninìs	£1.06
<b>Hot Drinks</b>	
Tea	£0.40
Coffee	£0.50
Hot Chocolate	£0.50
<b>Cold Drinks</b>	
Choice of Milk	£0.30
Fresh Juice	£0.36
Water	£0.42
<b>Desserts</b>	
Selection of Homemade Cakes and Biscuits	£0.40
Selection of Fruit Yogurts	£0.40
Fresh Fruit	£0.38
Fresh Fruit Pots	£0.41
Smoothies	£0.60

**Served in the Sports Cafe**  
Take care of the Environment. Please Recycle!

## Menus

What Do We Do Differently?

Great flexibility in when / where / what pupils and staff eat and drink

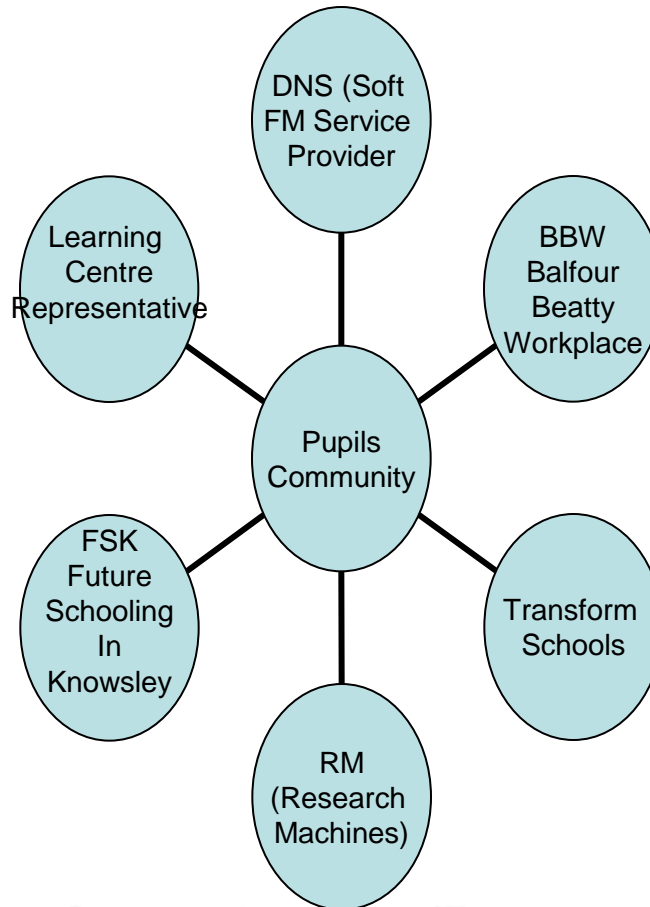


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## Dealing with BSF & Multi-Skilling

### What Do We Do Differently?

Complex Partnership  
Working Arrangements



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