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APSE Facilities, Catering and Cleaning Management Seminar 2027



Thursday 28 January 2027

DoubleTree by Hilton Stratford-upon-Avon
Ardn Street, Stratford-upon-Avon CV37 6QQ

Programme

09:30 Registration and Exhibition Viewing

10:00 Session One - Leading through change

Welcome by the Chair
Councillor Shelley Powell, Cabinet Member
for Communities and Neighbourhoods,
Knowsley Council

Current trends, pressures and opportunities across
council catering and cleaning services.

- An overview of sector insights and current trends.
- Highlight of the pressures affecting council services.
- A look at the opportunities to strengthen local delivery.

Vickie Hacking, Principal Policy Lead, APSE

Delivering More with Less: Modernising Frontline Services

- Managing budget and supply-chain pressures.
- Modernising operations without lowering standards.
- Focus on the delivery outcomes of frontline services.

Chris Webb, Group Manager, Accommodation
Services, East Riding of Yorkshire Council

Audience question and answer session

11.30 Coffee and exhibition viewing

**Bringing It Home: Insourcing local-authority
cleaning and catering —protecting people,
performance and continuity**

*An expert-led presentation followed by Q&A,
covering:*

- Why insource, what comes in and who transfers.
- Workforce integration and service mobilisation.
- Day-one readiness and the first 100 days.

Jane Crees, Partner, Projects team and Catrin
Mills Partner Employment, Sharpe Pritchard

12.00 Session Two – Sustainable food, smarter choices

Procuring for the Planet: Better Food, Better Value

- Turn sustainable procurement into practical menus.
- Apply the Food for Life framework locally.
- Deliver healthier food with wider local benefits.

Caron Longdon, Head of Business Development,
Healthy and Sustainable Diets, Soil Association

**Using food-waste data and circular kitchen practices to
advance council net-zero objectives.**

- Translate food-waste data into targeted action.
- Introduce circular practices in council kitchens.
- Demonstrate progress towards net-zero goals.

Andrea Zick, Doctoral Researcher, Brunel University
London

Smarter School Dining: Nudging Healthier Choices

- Understand how dining environments influence choices.
- Encourage pupils to choose more vegetables.
- Test low-cost ways to reduce plate waste.

Charles Spence, Professor of Experimental
Psychology and Head of the Crossmodal
Research Laboratory, University of Oxford

Audience question and answer session

13.00 Lunch, exhibition viewing and networking

14.00 Session Three - Making the case

**Making the Case for Soft FM: Raise Your
Profile and Impact**

*An interactive session on
demonstrating the strategic value and
impact of local authority Soft FM services.*

- Build messages that influence leaders and elected members.
- Show schools the value of council services.
- Engage parents and communities with confidence.

Rene Power, Senior Marketing
Communications Professional and APSE
Associate

16.15 Final Remarks and Seminar Close

Booking information

About the Seminar

Local authorities face mounting financial, operational and environmental pressures while expectations for high-quality frontline services continue to rise. This seminar brings together service leaders and industry experts to share practical approaches to modernising facilities, catering and cleaning services.

Through case studies, expert insight and peer learning, delegates will explore efficient delivery, sustainable practice and workforce challenges.

Why Attend

- Gain practical ideas to improve service efficiency and quality.
- Learn from expert insight and local authority case studies.
- Explore sustainable approaches to facilities, catering and cleaning.
- Connect with peers facing similar frontline challenges.

Venue

DoubleTree by Hilton Arden Street, Stratford-upon-Avon United Kingdom CV37 6QQ

The DoubleTree by Hilton Stratford-upon-Avon provides a welcoming and convenient setting for the seminar in the heart of this historic town.

Getting to the venue

By Rail

5 minutes' walk from Stratford Upon Avon Railway Station - [See Trainline](#)

By Road

EV charging and car parking available on site

Delegate Packages Exclusive of VAT

What's included?

The delegate fee covers attendance, delegates' documentation, lunches and light refreshments

APSE member delegate fee:	£195 + VAT
Non member delegates fee:	£290 + VAT
Commercial delegates:	£420 + VAT

Click [here](#) to reserve your place on this event

CANCELLATION & REFUND POLICY: Reservation is a contract. Substitution of delegates is acceptable any time in writing by email to mbutterworth@apse.org.uk. Cancellations must be made in writing at least 10 working days before the event and will incur a 20% administration fee. No refunds can be given for cancellations received less than 10 working days before the event or for non-attendance. 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.