



Programme: Improving Grounds Maintenance Contracts

21 January 2010, Manchester

Many local authorities need to improve Grounds Maintenance Contracts or Service Level Agreements in order to deliver better quality services that are being demanded by the public. This course will provide delegates with an approach to altering and updating existing contracts, or drafting new ones, which are:

- based on a partnering approach
- contain SMART targets
- provide the ability to show continuous improvement
- motivate the contractor
- engage the public in setting and monitoring standards

09.30	Registration and coffee
10.00	Welcome by Ken McAnespie, KMC Consultancy
10.05	Aims of the contract Troubleshooting contracts
11.00	Refreshments
11.15	What is partnering? How to motivate the public How to motivate the contractor
12.30	Lunch
13.15	Understanding what's required from the contract
14.45	Refreshments
15.00	How to write a new grounds maintenance contract
16.00	Close

Course Tutor: Ken McAnespie

Ken runs KMC Consultancy. He has a Masters Degree in Strategic Leisure Management, is a Chartered Marketer and has been writing contracts for more than twenty years. He is regarded by many as one of the very few experts in this field. Please note that Ken will also be available for half an hour after the workshop ends to answer your questions.