

People, Performance and Practical solutions

Day 1-6 th July	
10:15 - 12:00	Registration
12:00 – 13:00	Lunch & Exhibition
13:00 – 13:45	Conference Welcome -Update from BACHEFM & AGM
13:45 –14:45	Plenary 1: Because We're worth it: Demonstrating our value  Lucy Jaynes MA Cantab FRICS MIWFM FRSA, founding director of Larch Consulting, has over 30 years' experience advising organisations on FM strategy and delivery. Widely recognised as a leading UK expert, she has led programmes for organisations including Toyota, Sainsbury's, ITV and the Houses of Parliament, and is a respected industry voice, educator and former deputy chair of IWFM. In this session, "Because We're Worth It: Demonstrating Our Value," Lucy will explore how we support both our organisations and our people, alongside key trends and challenges in cleaning. She will also examine how changes in the higher education sector are set to impact our services. Join Lucy on Day 1 of the conference for motivating plenary session.
14:45 – 15:15	Tea & Coffee Break
15:15 – 16:00	Plenary 2: Hiding Addiction In The Workplace  Patrick Ball is one of the UK's leading addiction motivational speakers. In this Plenary Partrick tells us how "Doctors Told Me I'd Be Dead By Christmas" Patrick shares his journey of addiction and recovery after turning his life around in July 2019. Drawing on his experience in major UK companies, he highlights how addiction is often hidden at work and the serious risks it creates. He encourages employees to speak up, challenges stigma, and reinforces the importance of workplace support. You can also join Patrick in his interactive focus group to learn how you can spot the signs, help and support colleagues with addiction problems later this morning.
16:00 – 17:00	Focus Group 1 - Patrick Ball Session Two - How To Spot The Signs Of Addiction This session equips leaders to recognise signs of addiction through changes in behaviour, appearance, and performance. Patrick offers practical advice on how to approach and support colleagues, while exploring relapse and ways to build a healthier, less alcohol-focused workplace culture.

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	Focus Group 2 – Lee Hansford, Southern Broadstock Interiors Designing, Developing and Maintaining Inclusive Spaces Join furniture solutions supplier Southern Broadstock Interiors as they reflect on their own journey to discover what inclusivity means for the built environment. Discussing their approach to design and product specification, they will share ideas to help you develop an understanding of the foundation, key considerations and cultural changes required to embrace the evolution of spaces for learning and working to become truly inclusive. • Defining an Inclusive Environment. • Why Inclusive Design is great design. • Who benefits from an Inclusive Environment? • Our responsibility to promote Inclusive Design, and to both provide and maintain Inclusive Environments. • Placing Inclusive Design at the heart of your scheme throughout its life. Focus Group 3 - Pictorial Method Statement The Supervisory Team from Aston University share how they used AI to create a pictorial process flow for daily tasks. This has been an invaluable tool supporting their training program particularly. The session will be an interactive session and will give you the opportunity to take away the ideas to create your own process flows.
19:00	Informal Dinner & Quiz
Day 2- 7th July	
8:30 – 9:30	Registration
9.30 – 10.15	Plenary 3: Multigenerational working  Alex Atherton is an award-winning speaker, author, and leadership coach with 25 years' experience in education, including as a secondary headteacher in inner-London schools. Author of <i>The Snowflake Myth</i> (2025), he challenges common misconceptions about Gen Z, drawing on over a decade of experience and research. Alex equips leaders with practical strategies to effectively manage and engage a modern, multigenerational workforce. Don't miss Alex's plenary session on day two of the conference!
10:15 – 11.15	Focus Group 1 - Harper Adams Farm Tour Focus Group 2 – Practical Contract & Performance Management for Cleaning Leaders Kate Davis from Litmus FM will also be running a session Practical Contract & Performance Management for Cleaning Leaders Join Kate for an interactive session tailored for cleaning managers and supervisors. Discover how to confidently lead in-house teams and FM providers, understand KPIs that really matter, and elevate day-to-day performance management

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	Focus Group 3 – Lee Hansford, Southern Broadstock Interiors Designing, Developing and Maintaining Inclusive Spaces Join furniture solutions supplier Southern Broadstock Interiors as they reflect on their own journey to discover what inclusivity means for the built environment. Discussing their approach to design and product specification, they will share ideas to help you develop an understanding of the foundation, key considerations and cultural changes required to embrace the evolution of spaces for learning and working to become truly inclusive. • Defining an Inclusive Environment. • Why Inclusive Design is great design. • Who benefits from an Inclusive Environment? • Our responsibility to promote Inclusive Design, and to both provide and maintain Inclusive Environments. • Placing Inclusive Design at the heart of your scheme throughout its life. Focus Group 4 - Pictorial Method Statement The Supervisory Team from Aston University share how they used AI to create a pictorial process flow for daily tasks. This has been an invaluable tool supporting their training program particularly. The session will be an interactive session and will give you the opportunity to take away the ideas to create your own process flows.
11.15 – 11:45	Tea & Coffee Break
11:45 – 12:45	Focus Group 1 - Harper Farm Tour Focus Group 2 – Practical Contract & Performance Management for Cleaning Leaders An interactive session for cleaning manager and supervisors on managing in-house teams and FM providers, understanding good KPIs, and strengthening day-to-day performance management Focus Group 3 – Lee Hansford, Southern Broadstock Interiors Designing, Developing and Maintaining Inclusive Spaces Join furniture solutions supplier Southern Broadstock Interiors as they reflect on their own journey to discover what inclusivity means for the built environment. Discussing their approach to design and product specification, they will share ideas to help you develop an understanding of the foundation, key considerations and cultural changes required to embrace the evolution of spaces for learning and working to become truly inclusive. • Defining an Inclusive Environment. • Why Inclusive Design is great design. • Who benefits from an Inclusive Environment? • Our responsibility to promote Inclusive Design, and to both provide and maintain Inclusive Environments. • Placing Inclusive Design at the heart of your scheme throughout its life.

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	Focus Group 4 - Pictorial Method Statement The Supervisory Team from Aston University share how they used AI to create a pictorial process flow for daily tasks. This has been an invaluable tool supporting their training program particularly. The session will be an interactive session and will give you the opportunity to take away the ideas to create your own process flows.
12:45 – 13:45 	Plenary 4: Insights from Chair of IWFM and Entrepreneur Andrew Hulbert joined IWFM in 2011 as a volunteer and became Chair in July 2025, after five years on the board. A successful entrepreneur, he grew Pareto to around £50m turnover before moving into a Vice Chair role. Andrew is a strong advocate for the sector as a career of choice, championing its opportunities for progression. He holds an MSc in Facility Management & Sustainability from UCL and is a Fellow of the Institute. Join Andrew on day 2 of the conference for his inspiring plenary session that you will not want to miss
13:45-14:45	Lunch & Exhibition
14:45 – 16:15	Panel Discussion
19:00	Pre-Dinner Drinks
19:30	Gala Dinner & Awards Ceremony and Training & Development Certificate Graduation Ceremony