



**THE NHS NORTHERN  
FACILITIES MANAGEMENT TRAINING ADVISORY GROUP  
PRESENT THE FM ANNUAL LEARNING & DEVELOPMENT FORUM 2015  
A TWO-DAY RESIDENTIAL EVENT**

# **MEASURING FOR SUCCESS**

to be held on

**THURSDAY AND FRIDAY, 17<sup>TH</sup> AND 18<sup>TH</sup> SEPTEMBER 2015**

at

**THE CASTLE GREEN HOTEL, KENDAL, CUMBRIA**  
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At every turn we are expected to be able to account for our services and demonstrate their effectiveness, efficiency and quality. It seems to be a never ending demand.

How are others meeting this challenge? What techniques, tools and methods are they using? Why have they chosen to do this and what are their drivers? More importantly how are they doing and how do they see their services changing in the future to meet these demands and are there any opportunities available to give us space to breath?

The conference will enable delegates to share their knowledge with like-minded colleagues, as well as creating the opportunity to challenge all involved in the delivery of estates and facilities to ensure the services we provide to our patients are aspirational, sustainable and fit for the future.

**MEASURING FOR SUCCESS** will benefit Estates and Facilities Directors and aspiring Directors as well as service planners and people looking at how the future direction may impact on their services and how they may be delivered.

**The cost of attending the TWO-DAY RESIDENTIAL WORKSHOP IS £295.00 per person**

Residential conference fee includes attendance at the two-day workshop, course information, overnight accommodation at the Castle Green Hotel in en-suite bedroom (single occupancy), full English breakfast, morning coffee/tea, two-course buffet lunch, afternoon coffee/tea, and evening dinner. All delegates are entitled to use the Hotel's leisure facilities including swimming pool, steam room and gymnasium.

**We are also able to offer places for DAY DELEGATES at a rate of £125.00 per person per day (non residential)**

Day delegate rate includes course information, morning coffee/tea, two-course buffet lunch and afternoon coffee/tea.

**THE WORKSHOP IS ALWAYS WELL ATTENDED SO DELEGATES ARE ENCOURAGED TO REGISTER THEIR INTEREST AS EARLY AS POSSIBLE**

**FACILITIES MANAGEMENT  
TRAINING ADVISORY GROUP**

**MEASURING FOR SUCCESS**

**THURSDAY AND FRIDAY,  
17<sup>TH</sup> AND 18<sup>TH</sup> SEPTEMBER 2015  
DELEGATE BOOKING FORM**

*Please photocopy this form if you wish to register more than one delegate or to retain the information.*

**Surname:** .....

**First Name(s):** .....

**Job Title:** .....

**Organisation:** .....

**Address:** .....

**Telephone:** .....

**Email:** .....

**Payment Details** - Please state name and address where invoice should be sent (you will be invoiced following the event):

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<b>£295.00 - RESIDENTIAL PLACE THURSDAY AND FRIDAY, 17<sup>TH</sup> AND 18<sup>TH</sup> SEPTEMBER 2015</b>	
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<b>£125.00 - DAY DELEGATE THURSDAY, 17<sup>TH</sup> SEPTEMBER 2015</b>	
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<b>£125.00 - DAY DELEGATE FRIDAY, 18<sup>TH</sup> SEPTEMBER 2015</b>	
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Tick as applicable ✓

VAT will be added at the prevailing rate to non-NHS delegate bookings.

Once you have a confirmed place, cancellations will be made on the following scale:

Cancellation more than 4 weeks prior to conference = 90 per cent

Cancellation more than 2 weeks prior to conference = 50 per cent

Cancellation less than 2 weeks prior to conference = NO REFUND

However, a substitute delegate may be named at any time before the conference.

Please Note - Although every attempt will be made to adhere to the published programme, the TAG reserves the right to make changes to the speakers or programme should this be necessary.

**DIRECTIONS:**

**The Castle Green Hotel,  
Kendal,  
Cumbria,  
LA9 6RG**

**BY ROAD** – **From M6 North bound:** from exit 36 follow signs to Kendal A590/A591. After approx. 9 miles, take the exit signed 'Kendal Historic Market Town, Kendal South and A6'. Entering Kendal, turn right at first lights, signed 'Sedbergh', left at roundabout and right into Parkside Road. Drive a further ¼ mile to Sedbergh Road, opposite to the Training & Business Centre, left and first right to the Hotel. **From M6 South bound:** Leave motorway at exit 37 to Kendal (5 miles) and the Hotel is the first on the right approaching Kendal.

**BY RAIL** – The nearest mainline station is Oxenholme the Lake District: 5 minutes by taxi from the station to the Hotel. Taxis are available outside the station or telephone Blue Star Taxis on 01539 723670.

**A DETAILED LOCATION MAP WILL BE SENT TO DELEGATES ALONG WITH CONFIRMATION OF BOOKING VIA EMAIL.**

**TO RESERVE A PLACE:**

Please complete this application form and send to:



Lara Turner  
Facilities Department  
Blackpool Teaching Hospitals NHS Foundation Trust  
Blackpool Victoria Hospital  
Home 6  
Blackpool  
Lancashire  
FY3 8NR

**(Telephone Number: 01253 956890)**

**OR, COMPLETE AND EMAIL THE APPLICATION FORM TO:**

**Email: [tag.administrator@bfwhospitals.nhs.uk](mailto:tag.administrator@bfwhospitals.nhs.uk)**

 **@nhsnortherntag**