



**THE NORTHERN NHS
FACILITIES MANAGEMENT TRAINING ADVISORY GROUP
PRESENT THE FM ANNUAL CONFERENCE 2010, A TWO-DAY RESIDENTIAL EVENT**

"EXPECT THE UNEXPECTED"

to be held on

WEDNESDAY AND THURSDAY, 15TH AND 16TH SEPTEMBER 2010

at

THE CASTLE GREEN HOTEL, KENDAL, CUMBRIA

As always the NHS continues to change around us, the challenges seem to grow by the day! This year the conference will allow you to take time out and look at some potentially radical options.

Foundation Trusts have freedoms which they are just beginning to flex around terms and conditions of employment. We will explore these, will they work, are they a good thing for efm services, what are the legal consequences?

The coalition Government has set a revised agenda for the NHS and the whole way in which service is delivered and by whom. There is great pressure on everyone to deliver at a more competitive price, to work together more effectively and to do away with some of the barriers of the past. The conference will bring together some of the early thinking around these challenges providing delegates with an opportunity to explore how they might fit their circumstances.

The conference will benefit Estate and Facilities Directors and aspiring Directors as well as service planners and people looking how the future direction may impact on their services and how they may be delivered.

The conference is always well attended so delegates are encouraged to register their interest as early as possible

The cost of attending the TWO-DAY RESIDENTIAL WORKSHOP IS £320.00 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.

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**WEDNESDAY AND THURSDAY,
15TH AND 16TH SEPTEMBER 2010**

PROGRAMME

DAY ONE – WEDNESDAY, 15TH SEPTEMBER 2010

9.30 am REGISTRATION
[Coffee/Tea on arrival – The Kendal Suite
Foyer](#)

CONFERENCE TO BE HELD IN THE KENDAL SUITE

10.00 am **WELCOME AND INTRODUCTION**

Presenter – Tim Litherland
Division Manager, SHA Estates Northern
(Chairman of the FM TAG)

10.30 am **WHAT IS THE NATIONAL TRUST
FOR?**

Presenter – Stephen Adams
General Manager, National Trust

Stephen will examine the conflict between access and conservation and ask "how can Britain's largest private landowner be also Britain's largest charity"? Like the NHS the National Trust has to meet the demands of ever more demanding customers and he will talk on how Dunham Massey Estate hopes to stay ahead of the game.

11.15 am [Morning Coffee/Tea – The Kendal Suite
Foyer](#)

11.30 am **WHAT DOES THE FUTURE LOOK
LIKE?**

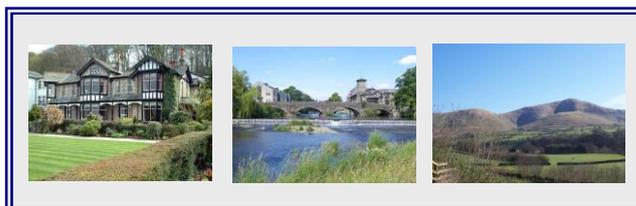
Presenter – Tim Litherland
Division Manager, SHA Estates Northern
(Chairman of the FM TAG)

Presenter – Trevor Jones
Associate Director of Facilities, NHS
Manchester

This session will look at all the hype around the White Paper and what it means for the NHS of the Future. The speaker will look to relate the vision with how we in facilities and estates need to adapt.

12.15 pm [Buffet Lunch served in the Greenhouse
Restaurant](#)

(time to register with Hotel at Main Hotel reception)



1.30 pm **MAKE IT EASY ON YOURSELF –
MANAGING CHANGE IN TESTING
TIMES**

Presenter – Emlyn Williams
Partner, Mace and Jones Solicitors

A lively and interactive session covering the following topics:

- Planning for success
- Avoiding redundancies (where possible)
- Implementing unpopular changes fairly
- Fixed term contracts, TUPE and other complications
- Avoiding Tribunal claims and other pitfalls

....with plenty of opportunity to ask questions and discuss "real life" examples

3.00 pm [Afternoon Coffee/Tea – The Kendal Suite
Foyer](#)

3.15 pm **STRESS MANAGEMENT**

Presenter – Sue Grimshaw
Project Manager Stress and Well-being,
Blackpool, Fylde & Wyre Hospitals NHS
Foundation Trust

Sue has a wealth of experience in both identifying the signs and symptoms of stress, and in managing stress. The stress project at Blackpool has been successful and received national recognition. Sue will share with the delegates the work she has done in this important area, including looking at what the cost of stress can be to an organisation, and the benefits of implementing an effective stress management project.

4.00 pm **INTRODUCTION TO THE 'WORRY
BOARD'**

Presenter – Tim Litherland
Division Manager, SHA Estates Northern
(Chairman of the FM TAG)

Presenter – Trevor Jones
Associate Director of Facilities, NHS
Manchester

4.30 pm **SUMMARY OF DAY ONE**

Presenter – Tim Litherland
Division Manager, SHA Estates Northern
(Chairman of the FM TAG)

7.30 pm [Pre-Dinner Drinks served in The Kendal
Suite](#)

8.00 pm [Evening Dinner served in The Kendal
Suite](#)

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DAY TWO – THURSDAY, 16TH SEPTEMBER 2010

7.00 am [From 7.00 am onwards – Full English Breakfast served in the Greenhouse Restaurant](#)

9.15 am **PARTNERSHIP IN SUPPORT SERVICES**

Presenter – Gus Williamson
Director of Shared Services, Anglia Support Partnership

The presentation looks at how organisations have worked together in the East of England to share support services, the benefits this has brought, the challenges it has created and what the future may hold.

10.00 am **WORKPLACE TRANSFORMATION**

Presenter – Ian Rooney
Head of Estates, NHS County Durham

Presenter – Alison McCree
Associate Director of Facilities and Performance, County Durham and Darlington NHS Foundation Trust

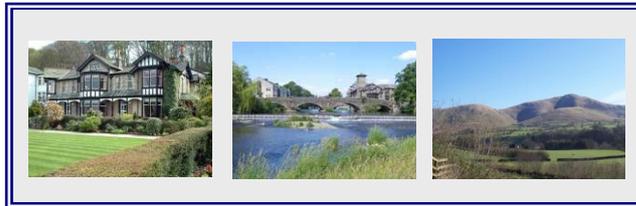
The session will consider the experience and challenges of County Durham and Darlington County Public Sector Bodies in establishing a joint working group charged with taking forward the integration agenda to improve the use of public sector assets. The session will also cover the challenges of better utilising the existing estate to meet the efficiency agenda.

10.45 am [Morning Coffee/Tea – The Kendal Suite Foyer](#)

11.15 am **SPACE UTILISATION**

Presenter – Trevor Jones
Associate Director of Facilities, NHS Manchester

The utilisation of clinical space is often assessed on the basis of how rooms are allocated which may not deliver a true representation of how efficiently it is used. This workshop will explore a model which provides a metric for measuring the utilisation of clinical space using patient data.



12.15 pm [Buffet Lunch served in the Greenhouse Restaurant](#)

1.15 pm **QIPP ACROSS A HEALTH ECONOMY**

Presenter – Paul Fitzpatrick
Director of Estates and Facilities, Aintree University Hospitals NHS Foundation Trust

Paul will give an overview of his work in leading the North Mersey Level 3 QIPP estates and facilities initiative. He will take us through the way they approached the challenge, highlighting the things that are working and those that are not.

2.00 pm **"MES PROJECTS: WHAT ARE THEY, WHY DO ONE AND HOW TO GO ABOUT IT"**

Presenter – Shelley Thomas, LLM
Partner, Hill Dickinson LLP

The session will focus on the structure of, and issues surrounding, managed equipment services projects. In particular, we will cover:

- What is an MES Project? What are the key characteristics of an MES Project?
- What are the advantages for an NHS Trust in undertaking an MES Project?
- How would a Trust go about procuring and implementing an MES Project: What procurement procedure is best? How long should it take? What legal issues might we need to consider?

2.45 pm [Afternoon Coffee/Tea – The Kendal Suite Foyer](#)

3.00 pm **REVIEW OF THE 'WORRY BOARD'**

Presenter – Trevor Jones
Associate Director of Facilities, NHS Manchester

Presenter – Tim Litherland
Division Manager, SHA Estates Northern (Chairman of the FM TAG)

3.45 pm **CLOSING REMARKS**

Presenter – Tim Litherland
Division Manager, SHA Estates Northern (Chairman of the FM TAG)

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ABOUT THE SPEAKERS

TIM LITHERLAND CEng, MIET, MIHM

Division Manager – Estates, SHA Estates Northern
(Chairman of the Facilities Management TAG)

Tim is a Chartered Engineer with over 30 years experience in managing and delivering healthcare estate and facilities services originally training with British Rail before joining the Health Service. Since that time he has held in a variety of senior estates and facilities roles, mainly in the NHS but also some time in the Middle East and a couple of years with the DTi for good measure. He is currently Head of Estates and Facilities for the North of England working across the three northern SHAs with his professional team providing advice and support at all levels of the NHS. Having managed all the many services to be found in today's NHS he not only has a thorough understanding but is committed to making sure the NHS innovates and continues to embrace new ways of working and meeting the needs of patients and users. During his career he has been involved in a number of major hospital and healthcare construction projects, from project engineer to project director then later on four simultaneous turnkey hospital builds. On a personal level he takes his role as a leader in the profession very seriously and, among many other areas, continues driving for a sustainable, qualified and valued workforce within efm across the whole of England. Tim is currently National Chair HefmA and Chair of the Northern FM Training Advisory Group. He is a member of the IHM's efm Special Interest Group and has a place on the IHM's Talent Management Committee. He is also Chair of Governors at Thomas Whitham Sixth Form a member of the board of Burnley Schools Trust and is an External Advisor to the CQC. He retains links into policy and guidance at the DH currently being a member of the P21+ Project Board and working closely with DH colleagues on the Premises Assurance Model and other current policy initiatives. In the recent past having been involved in the development of distance learning in resilience and emergency preparedness through the IHM. For those with distant memories he also led the development of ERIC and its move to being web-based and was one of the small team, which developed Controls Assurance along with many other initiatives.

STEPHEN ADAMS

General Manager, National Trust

58 year old Stephen is a graduate of Leeds & Oxford. Formerly a Deputy Head, he has worked for the National Trust for twenty-six years; for the last eleven years being General Manager of Dunham Massey near Manchester which, with sixteen farms, a golf club and three estate villages plus half a million visitors a year, is the Trust's most commercially successful property. Lesser known facts about Stephen are that he once played croquet for England, played Lady Bracknell in The Importance of Being Earnest and once smacked Diana, Princess of Wales' bottom, but not all at the same time!

EMLYN WILLIAMS

Partner, Mace and Jones Solicitors

Emlyn is an experienced advocate and specialises in all aspects of employment law. He has a particular interest in TUPE, equal pay and discrimination issues. Emlyn has a reputation as an innovative training provider and regularly undertakes bespoke in-house training for various bodies including multi-national companies, housing associations, NHS Trusts, ACAS and other professional groups. Emlyn has been Chair of the Employment Law Committee of Liverpool Law Society since 2004 and has been a member of the Employment Tribunal Users Group for the North West since 2005. He was also instrumental in the launch, in November 2006, of the Merseyside Employee Relations Forum in which Mace & Jones are key partners together with ACAS and Liverpool John Moores University.

SUE GRIMSHAW

Project Manager Stress and Well-being, Blackpool, Fylde & Wyre Hospitals NHS Foundation Trust

Sue has 32 years NHS experience. She initially trained as a Nurse and worked in Greater Manchester. Before coming to Blackpool, Sue had worked for NHS Northwest (SHA) for several years; leading on increasing capacity and quality health care student experiences. Sue also has a Counselling and Psycho-hypnotherapy background. She started working on the Stress project in March 2008 and is currently the acting head of the department. Sue's interests are travel, cooking, cinema and spending social time with her family.

GUS WILLIAMSON

Director of Shared Services, Anglia Support Partnership

Anglia Support Partnership (ASP) is an NHS shared services organisation who deliver a wide portfolio of support services to 26 NHS customers. These services include Estates Management, Property Maintenance, IT, Financial Services, Payroll, Risk Services, Occupational Health, Informatics, Purchasing and Contract Management. ASP have 640 staff and a turnover of £33m. Gus is responsible for a transactional shared service centre with 300 staff providing the following services: payroll, recruitment, HR administration, training administration, customer service centre, purchase ledger, sales ledger and credit control, technical accounting, patient screening and patient registration.

IAN ROONEY

Head of Estates, NHS County Durham

Ian currently holds an honours degree in Building Surveying and an MSc in Project Management from Northumbria University. Ian started his career in the NHS in 2000 working for Newcastle Upon Tyne Hospitals and has since worked across acute and mental health trusts across the north east patch in maintenance and project management roles. In 2005, Ian took the step into primary care becoming the Head of Estates of Easington PCT and subsequently following PCT mergers was successful in being appointed Assistant Director of Estates and Facilities Management for NHS County Durham in 2007. The last five years in primary care has provided experience delivering PFI and NHS LIFT projects, development of primary care estates strategies and more recently the CIAMS strategy. The current challenges and interests are the contribution of EFM to the QIPP agenda and the role of modernisation and new ways of working to deliver this change programme.

ALISON McCREE

Associate Director of Facilities and Performance, County Durham & Darlington NHS Foundation Trust

Alison McCree is currently employed as the Associate Director of Facilities and Performance at County Durham and Darlington NHS Foundation Trust. She is recognised as an experienced healthcare professional with a proven track record of sustained innovation and achievement in the delivery of Facilities Management Services.

Her day-to-day responsibilities include the leadership of 400 staff who deliver a range of Facilities Services across eight hospital sites and 56 Health Centre premises. Alison's current role focuses on being responsible and accountable for the strategic and operational services that impact on the patient's journey and experience, co-ordination and management of the Trust's estate, including acquisitions and disposals of owned or leased land and property, along with the EFM governance and the performance agenda. Under Alison's leadership the Trust's services have achieved measurable improvements for patients, visitors and staff. These improvements have been recognised at a national level from which the Trust is used nationally as a benchmark for the delivery of Facilities Management Services. Alison was National Chairman of the Hospitals Caterers Association from 2004 to 2007; Chairman of Healthcare Caterers International, 2005 to 2006, and she has held the role of HefmA National Secretary since May 2006.

TREVOR JONES

Associate Director of Facilities, NHS Manchester

Trevor joined the NHS in 1978. Originally from Staffordshire, he has worked within Facilities as a senior manager in a wide range of locations around the country including Colchester, Liverpool, Lancaster, Preston and the United Bristol Healthcare NHS Trust. During the last thirteen years he has held two Directors posts and he is currently responsible for the management of the Estate of NHS Manchester and provides Facilities Management to NHS Stockport. His interests include mountaineering, rock climbing, motorcycling and karate in which he holds a black belt.

PAUL FITZPATRICK

Director of Estates and Facilities, Aintree University Hospitals NHS Foundation Trust

An Electrical Engineer by background Paul joined the NHS in 1994 as a Project Engineer and has held a series of posts mainly the Stockport Health system working on delivering Capital Projects. After a period of time at Manchester Royal Infirmary Paul returned to Stockport NHS Foundation Trust in 2001 as Deputy Director of Estates and subsequently attaining the post of Director of Estates in 2003. The subsequent five years were primarily spent modernising the department and improving the quality of the hospital environment including the successful delivery of several high profile Procure 21 schemes. In 2008 the opportunity arose to move to Liverpool as Director of Estates and Facilities at Aintree University Hospital NHS Foundation Trust, the department has a budget of circa £22 million and employs approximately 800 staff. The post is also a Board and Executive level role and has proved to be an interesting and engaging experience with involvement in all aspects of the organisation both operationally and strategically,

playing an active part in influencing every aspect of the plans for the development of the Trust.

Paul was nominated to lead the Level 3 Estates and facilities work stream for the North Mersey Footprint and has brought together Estates and facilities representatives from 12 different NHS Trusts to develop a plan to significantly reduce expenditure on Estates and facilities in the local Health economy.

SHELLEY THOMAS, LLM

Partner, Hill Dickinson LLP

Shelley is an Associate in the firm's Commerce and Technology team, where she specialises in intellectual property, IT and commercial contracts work. She has undertaken work for many Trusts in the North West region, and is particularly specialised in e-commerce work and IT outsourcing agreements. She has a Masters degree in Information Technology law and has lectured at a number of major universities. She is a member of The Intellectual Property Lawyers Organisation, The Society for Computers and Law, The British Computer Society and has contributed articles to HSJ magazine and Computers and Law magazine. She has appeared on Radio 4 discussing European IP issues and has been a key conference speaker discussing the issue of protection of IP in the NHS.