

THE NORTHERN NHS  
FACILITIES MANAGEMENT TRAINING ADVISORY GROUP  
PRESENT THE FM ANNUAL CONFERENCE 2012, A TWO-DAY RESIDENTIAL EVENT

# WITHOUT WALLS

to be held on

WEDNESDAY AND THURSDAY, 19<sup>TH</sup> AND 20<sup>TH</sup> SEPTEMBER 2012

at

THE CASTLE GREEN HOTEL, KENDAL, CUMBRIA

**The Government has set out a bold vision for the future of the NHS, empowering Clinical Commissioning Groups to deliver a full range of commissioning functions, focussed on patients being at the heart of everything we do. Healthcare will be run from the bottom up, with ownership and decision-making in the hands of front line GP based clinical professionals.**

**This fundamental change in the way the NHS is structured is having a dramatic effect on the way the Estates and Facilities professionals will operate. Our success will be measured, not through bureaucratic process targets, but against results that really matter to patients. New relationships are being forged in which we are expected to drive up standards, offering a professional service that delivers better value for money.**

**WITHOUT WALLS** is a two day conference that meets the multiple challenges we face, expanding our thought process as we dismantle established structures and lose organisational memory. We look at expectations from the perspective of our new customer and what it means to them as new boundaries are established. We discuss service provision and the complexities at both the operational and strategic level. The Conference will also consider the effect of a changing environment on our staff and contractors, their reaction and

**how we, as managers, can fully engage with them to ensure a successful transition to a new world **WITHOUT WALLS****

**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.

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

**FACILITIES MANAGEMENT  
TRAINING ADVISORY GROUP**

**WITHOUT WALLS**

**WEDNESDAY AND THURSDAY,  
19<sup>TH</sup> AND 20<sup>TH</sup> SEPTEMBER 2012  
PROGRAMME**

**DAY ONE – WEDNESDAY, 19<sup>TH</sup> SEPTEMBER 2012**

9.30 am            **REGISTRATION**  
Coffee/Tea on arrival – 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, NHS North of England  
(Member of the FM TAG)

10.30 am            **PROJECT MANAGEMENT OF SUBMARINES**  
  
**Presenter – DUNCAN FINCH**  
Head of Programme Control –  
Successor, BAE Systems Maritime –  
Submarines

*The presentation will provide insight into the way that BAE Systems manage their programmes, including Governance and control of programmes through their lifecycles, make versus buy decision making, use of metrics and key lessons learnt during my career in Air and Sea military equipment sectors.*

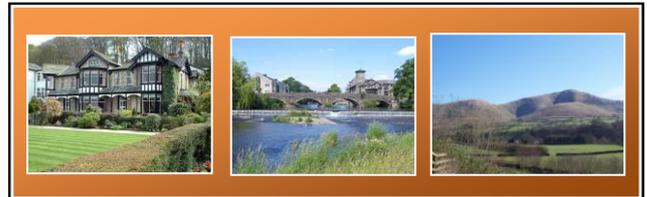
11.15 am            Morning Coffee/Tea – Kendal Suite  
Foyer

11.30 am            **PROPERTY IN THE TRANSITION**  
  
**Presenter – NEIL McELDUFF**  
Senior Regional Director – London and  
South, Community Health Partnerships

*The speaker will look at the changing environment for community premises and give observations of the potential challenges to be faced as we move into the new world.*

12.15 pm            **NHS PROPERTY SERVICES**  
  
**Presenter – KATHERINE IBBOTSON**  
Legal Consultant, Department of Health

*In this session Katherine will explore the development of NHS PS and how the future model is shaping up, the opportunities and the pitfalls. This will be an interactive session looking to tease out and explore areas of mutual concern and seek potential ways of handling them through the transition.*



1.00 pm            Buffet Lunch served in the Greenhouse  
Restaurant  
*(time to register with Hotel at Main Hotel reception)*

2.00 pm            **COMMON GROUND**  
  
**Presenters:**  
**CONOR ELLIS**  
Global Account Leader – Health, EC  
Harris Built Asset Consultancy  
  
**PETER HOGG**  
Partner and Head of Public Sector  
Consulting, EC Harris Built Asset  
Consultancy

*These speakers will bring experience of working in the UK and with other health care systems across the world and look to see if there are areas which are similar or we can learn from. They will also look at other sectors and how they manage their property portfolios particularly in maximising use and any lessons we can learn.*

2.45 pm            **WITHOUT FLOORS**  
  
**Presenter – MALCOLM AISTON**  
Director of Estates and Facilities,  
Northumberland, Tyne and Wear NHS  
Foundation Trust

*Without floors will explore the idea of space usage in a non acute setting. Do open plan offices etc work?*



3.30 pm Afternoon Coffee/Tea – Kendal Suite Foyer

3.45 pm **THE FUTURE NHS – AN ORGANISATION WITHOUT WALLS? A TRADE UNION PERSPECTIVE**

**Presenter – GARY OWEN**  
Regional Officer (NW Regional Health Sector Co-ordinator), Unite the Union

*The session will examine what "walls" exist; explore if they are insurmountable; and look at some legal implications. Topics to be included will be TUPE (and other) transfers, contracts of employment, and meaningful consultation.*

4.30 pm **SUMMARY OF DAY ONE**

**Presenter – TIM LITHERLAND**  
Division Manager, SHA Estates Northern, NHS North of England

7.30 pm Pre-Dinner Reception served in The Kendal Suite

8.00 pm Evening Dinner served in The Kendal Suite

## FACILITIES MANAGEMENT TRAINING ADVISORY GROUP

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PROGRAMME**

**DAY TWO – THURSDAY, 20<sup>TH</sup> SEPTEMBER 2012**

7.00 am From 7.00 am onwards – Full English Breakfast served in the Greenhouse Restaurant

9.15 am **GOVERNANCE BETWEEN ORGANISATIONS  
IDENTIFYING AND MANAGING RISK APPETITE IN  
A COMPLEX WORLD**

**Presenter – DR JOHN BULLIVANT**  
Chairman, Good Governance Institute

*Organisations who fail to identify their risk appetite have a control problem (HM Treasury). This session will explore the issues for players in the new NHS focussing on service and support providers and their NHS clients. In particular, it will recognise that whilst new CCGs can buy in services, they cannot outsource their governance accountabilities.*

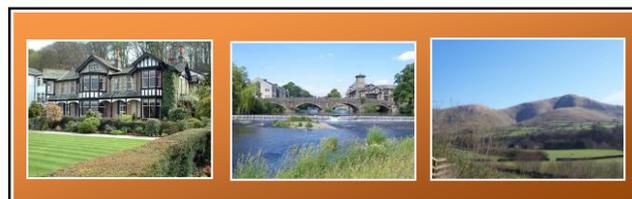
10.30 am Morning Coffee/Tea – The Kendal Suite Foyer

11.00 am **WITHOUT NATIONAL BOUNDARIES**

**Presenter – ANDY BACON**  
Associate Director - Armed Forces & Veterans; Global Health, NHS North West

*Session summary: there are opportunities within the NHS to support Global Health. This can either be philanthropic work in Less Developed Countries or to generate income for the NHS and Trusts from middle income countries. Such work can benefit individuals and the organisations that they work for and need not be confined to medical or clinical workers.*

12.00 noon Buffet Lunch served in the Greenhouse Restaurant



1.00 pm **STAFF ENGAGEMENT ACROSS THE ESTATES AND  
FACILITIES WORKFORCE**

**Presenter – ALISON MCCREE**  
Associate Director of Facilities, County Durham and Darlington NHS Foundation Trust

*Staff engagement is a key ingredient in helping the NHS meet the range of current challenges that it faces. Effective staff engagement is essential to help meet the financial challenges and improve productivity. The importance of staff engagement is recognised by its inclusion in the staff pledges which are part of the NHS Constitution - "engage staff in decisions that affect them and the services they provide....all staff will be empowered to put forward ways to deliver better and safer services". Alison will share the model she has developed to improve staff engagement across her services along with the benefits.*

1.45 pm **WALLS - 'KNOCK THEM DOWN' - IT'S A PATH**

**Presenter – ANDY JONES**  
Service Development Director, ISS Facility Services Healthcare

*We have fostered and nurtured a true partnership approach with our clients, which allows us to benefit the trust and those who matter most Patient. It's no longer about working in those old fashioned Silos and behind walls, the word IMPOSSIBALE is not allowed, where we have striven and got this approach broken down we have extended contracts inc PFI's and well as traditional out sourced markets.*

2.30 pm

#### CLOSING REMARKS

**Presenter – TIM LITHERLAND**

Division Manager, SHA Estates  
Northern, NHS North of England  
(Member of the FM TAG)

Afternoon Coffee/Tea – The Kendal Suite Foyer

#### SAFE JOURNEY HOME

### FACILITIES MANAGEMENT TRAINING ADVISORY GROUP

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**WEDNESDAY AND THURSDAY,  
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ABOUT THE SPEAKERS**

#### TIM LITHERLAND

**Division Manager, SHA Estates Northern and Former 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 a former Chair of the Northern FM Training Advisory Group. He retains links into policy and guidance at the DH currently having been 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.

#### DUNCAN FINCH

**Head of Programme Control – Successor, BAE Systems  
Maritime – Submarines**

Duncan has 33 years experience in a range of manufacturing engineering and project management roles on military aircraft projects (Jaguar, Tornado, Eurofighter Typhoon) and Submarine programmes (Astute and Successor). He has been involved at all phases of programmes, from early concepts, through to project closure. Duncan's main interests outside work are cycling, football (watching rather than playing) and fell walking. His main remaining ambitions are to help the Successor submarine programme through to its construction phase, and the far more ambitious project of getting my TVR back on the road.

#### NEIL McELDUFF

**Senior Regional Director – London and South, Community  
Health Partnerships**

Neil's career has seen him hold positions in both public and private sectors. He was Director of Estates, Facilities and Procurement at Barnet PCT and Director of Commercial and Corporate Service at NHS Barnet during his NHS career. Previously he worked for Tarmac PLC in various positions over a ten year period. Notable achievements in Barnet included the development of Edgware Community Hospital and, as SRO, bringing the proposed new Finchley Memorial Hospital to financial close through LIFT, making the project the largest LIFT project in England. Neil is a member of the Chartered Institute of Directors, a certified member of the British Institute of Facilities Management and a Fellow of the Chartered Management Institute. He holds an MBA and Post Graduate Diplomas in Health & Social Care Management, Strategic Management, Leadership & Management and Facilities Management. Additionally, he has been awarded a Diploma in Company Direction by the Institute of Directors.

#### CONOR ELLIS

**Global Account Leader – Health, EC Harris Built Asset  
Consultancy**

Conor is the partner leading major global clients and tackling health system efficiency. He has more than 22 years experience, included 10 years in clinical health management aligned to a number of major estates efficiency and capital projects whilst in the NHS. He has £8.5 billion capital experience including service improvement, business appraisal, health facility planning and project management. He has been involved as an advisor in many high profile health reconfiguration schemes for NHS clients, private hospitals, government agencies, private sector consortium and bank due diligence on health and mixed use schemes involving 18 countries. He has been involved in all procurement types from traditional, P21, PPP, and recently to joint ventures and LABV projects. He has advised the UK Department of Health, Treasury & Government Property Unit on improving health efficiency. He has worked on a number of award winning schemes including more than 42 acute health projects and 34 major PPPs including university hospitals in London, Manchester, North Staffordshire, Newcastle Hospitals and major schemes such as in Sweden, Canada, Qatar and central Europe. Additionally he has extensive experience in delivering community, primary and mental health projects from strategic asset appraisal to new estate completion. Conor is the author of more than 30 articles and input to design related

toolkits including AEDET Evolution, single ward studies and Cabe design efficiency papers published in 3 continents.

#### **PETER HOGG**

**Partner and Head of Public Sector Consulting, EC Harris Built Asset Consultancy**

Peter is a founding partner of EC Harris' strategy transformation team. Peter is a partner level consultant specialising in supporting clients to obtain competitive advantage by aligning the real estate portfolio with the objectives of the core organisation. His particular focus is on working with public sector clients to use accommodation as a catalyst to deliver better services, lower costs to serve and enhanced asset value. Experience, driven around benefits delivery and sustainable improvement to client organisations in order to get the opportunities that property provides for transformational change understood and managed by senior executives and politicians.

#### **MALCOLM AISTON**

**Director of Estates and Facilities, Northumberland, Tyne and Wear NHS Foundation Trust**

Malcolm started his NHS career as an apprentice electrician at the age of 16 in 1978. All apprentices in the North East at that time were part of the Northern and Yorkshire scheme which he is now Chairman of. His 4 year apprenticeship took place at the Queen Elizabeth Hospital in Gateshead, Tyne and Wear which included many visits to the Falfield Training Centre in Bristol for specialist training. Following completion of his apprenticeship he was fortunate enough to be taken on as an electrician at the Queen Elizabeth Hospital and worked there for a further 6 years before moving into his first management role as an engineer at Newcastle General Hospital. Malcolm then worked in differing roles in Estates over the next 12 years before attaining the title and responsibility of a Director of Estates and Facilities in Newcastle. During his career development he completed an Honours Degree in Engineering at Sunderland University which led on to him becoming a Chartered Engineer. The part of his job he most likes is when he can see the real benefits his team make to patient care. The bit he most dislikes is when it goes wrong and the impact it can have on peoples' lives.

#### **GARY OWEN**

**Regional Officer (NW Regional Health Sector Co-ordinator), Unite the Union**

Gary worked for 18 years in the NHS at the Paterson Institute for Cancer Research, Christie Hospital, Manchester. He graduated with a BSc. Hons in physiology & pharmacology in 1990. He is an MSF Workplace representative and joint union staff-side secretary. Gary became Assistant Regional Officer with MSF in NE Region in May 2001. MSF merged with AEEU to form *amicus*; which then merged with TGWU to form Unite. Presently Gary is Regional Officer with Unite (with NW Regional Lead responsibilities for Health and National Lead responsibilities for Healthcare Science).

#### **DR JOHN BULLIVANT FIQA CQP**

**Chairman, Good Governance Institute**

John is author of 'Integrated Governance: A guide to risk and joining up the NHS reforms' (HFMA, 2011). He is an experienced board facilitator, with an excellent knowledge of policy, governance and the commissioning of quality in the four health administrations in the UK as well as overseas. He is a former board director of a health authority; visiting fellow at the [Open University Business School](#) and the [University of Glamorgan](#);

President elect of the quality council of the [Royal Society of Medicine](#) and Chairman of the CQI Health SIG. He is a member of the Health Ministers National Advisory Board in Wales, a peer reviewer for [Healthcare Inspectorate Wales](#) and an advisor to a number of organisations including the Welsh NHS Confederation, Allocate and Capsticks. John helped establish the ICSA NHS company secretary programme and is board secretary to the all industry Benchmarking Institute. John has held senior positions in central and local government, health and criminal justice and has worked for consultancies and the Audit Commission. He has also published extensively on quality frameworks, benchmarking and performance management.

#### **ANDY BACON**

**Associate Director – Armed Forces & Veterans; Global Health, NHS North West**

Andy has been a senior health leader for 19 years in England and overseas. He has worked in and with the public sector, private sector and the charitable/not for profit sector. He has also worked with primary care, community and hospital based services (including specialist tertiary teaching hospitals). He has been involved in both the providing of clinical services and in the commissioning, purchasing and procurement of them. His particular areas of interest are in developing integrated health systems, diagnostics, the health of the Armed Forces Community and improving health in Less Developed Countries. He has been responsible for the delivery of new networks and types of providers to enhance the capacity of in the English National Health Service (NHS). He was also the Chief Executive of the only specialist children's hospital in East and Central Africa. His substantive post is managing the health system for the Regional Headquarters of the Northwest of England (c population 7 million) but is currently the Armed Forces Network Director for the NHS North West and is also on secondment to support the delivery of a new type of integrated health and well being centre (incorporating General Practitioners, community services and hospital based physical and mental health services and those of the local authority). He is "passionately curious" about finding new ways of improving people's health that meet local needs. Prior to his Health career Andy was a British Army Officer, who served in Great Britain and Northern Ireland, Cyprus, Germany and Kenya.

#### **ALISON MCCREE**

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

Alison is the Associate Director of Facilities at County Durham and Darlington NHS Foundation Trust, and 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 over 500 staff, delivering a range of Facilities Services across eight hospital sites and a large number of Health Centre Premises. In addition to managing the in-house Facilities services Alison also has responsibility for the management of 3 PFI contracts that provide Estates and Facilities on 3 separate sites. Over the years Alison has been involved in a number of national strategic projects to improve the patient's journey and experience within the NHS. 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. Alison was awarded a Catey in 2008 in recognition of her services to the catering industry. Alison was named Facilities Manager of the Year and her team were named Facilities Team of the Year in the 2011 HefmA National Awards. In the 2012 HefmA National Awards

her Team was awarded Training Initiative of the Year for the development of a customer care training package.

**ANDY JONES**

**Service Development Director, ISS Facility Services Healthcare**

Andy is the Service Development Director at ISS Facility Services Healthcare, a position he has held since 1996. During his career, he has worked in a variety of roles including catering specialist, chef and gained numerous qualifications including CIEH advanced certificate in food safety, contract negotiation and law, facilities management and CIEH professional trainer certificate to name but a few! Andy was recently awarded a Catey in recognition of his services to the catering industry. Andy has worked on various national initiatives including Nutritional Action Plan, CQC Standard 5, National Patient Safety Agency – Dysphasic Standards.