



THE NHS NORTHERN  
FACILITIES MANAGEMENT TRAINING ADVISORY GROUP  
PRESENT THE FM ANNUAL CONFERENCE 2014, A TWO-DAY RESIDENTIAL EVENT

# RESETTING THE CLOCK

to be held on  
THURSDAY AND FRIDAY, 18<sup>TH</sup> AND 19<sup>TH</sup> SEPTEMBER 2014  
at  
CRANAGE HALL, CHESHIRE

**RESETTING THE CLOCK** is a two day programme in which we encourage Estates and Facilities professionals to pause and examine where they are now, in preparation for the inevitable challenge that will occur following the oncoming general election.

In understanding the wider context we are constantly reminded that the NHS is an *'old system which we simply can't afford'*. The general response has been that we have operated in a sustained period of enforced short term cuts delivered against a background of government reform. We can expect that a new government will introduce legislation that *'creates opportunities for a variety of new models to flourish'*

**RESETTING THE CLOCK** plans to take advantage of this pre-election calm inviting a series of themed debates focusing on the patient and the quality they might expect from a customer focused debate. Countering this we then discuss why services fail, concluding with what CQUIN targets really mean and how Boards interpret Commissioner expectations.

The afternoon session invites the audience to examine the potential future direction of the Estates and Facilities business through a series of presentations on commercialisation, the benefits of new business opportunities, the ethical conundrum and how the private sector might run our business.

The conference will enable delegates to network and debate both formally and informally, and we close the conference by inviting everyone to turn the focus on themselves. We will ask individuals to understand their role in the overall culture of their NHS environment, asking them to question whether they create a positive or negative leadership culture. Finally we revisit a common theme on personal liability as the debate on the *'duty of candour'* gains momentum.

**RESETTING THE CLOCK** is designed to have the Estates and Facilities profession reflect on 5 years of colossal upheaval, take a breath, and then, through a strong and professional network, prepare for the future challenges a new government might set.

**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 Cranage Hall in en-suite bedroom (single occupancy), full English breakfast, morning coffee/tea, three-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, three-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**

**13.00pm** **Buffet Lunch served in the Tempus Restaurant**  
*(time to register with Hotel at Main Hotel reception)*

**RESETTING THE CLOCK**

**THURSDAY AND FRIDAY,  
18<sup>TH</sup> AND 19<sup>TH</sup> SEPTEMBER 2014  
PROGRAMME**

**DAY ONE – THURSDAY, 18<sup>TH</sup> SEPTEMBER 2014**

**9.30 am** **REGISTRATION**  
**Coffee/Tea on arrival – Old House Lounge**

**10.00 am** **WELCOME AND INTRODUCTION**  
**Presenter – PAUL HOLT**  
Director of Estates, Stockport NHS Foundation Trust  
(Member of the FM TAG)

**Theme: Patient & Quality**

**10.15am** **Meeting Customer Expectation**  
**Presenter – MARK KERRIGAN**  
Park Operations and Development Director, Alton Towers

*Alton Towers Resort is the number one resort within the UK and one of the largest in Europe. How important is repeat business to them and how do they maintain great service delivery?*

**11.00am** **Morning Coffee/Tea – Old House Lounge**

**11.30am** **Mid Staffordshire – A Family's Perspective**  
**Presenter – JULIE BAILEY**

*Julie will talk about why she formed the group 'Cure the NHS' and her journey over the past 7 years.*

**12.15pm** **Setting CQUIN Targets**  
**Presenter – JUDITH MORRIS**  
Director of Nursing and Midwifery, Stockport NHS Foundation Trust

*The presentation will develop a deeper understanding of the CQUIN targets from a patient's perspective. The purpose is to raise the awareness of how Estates and Facilities can influence and often lead in securing improvements in quality of services and better outcomes for patients whilst also maintaining strong financial controls.*



**Theme: Business & Commercialisation**

**14.00pm** **Road to Recovery**  
**Presenter – STUART MOLD**  
Director – Healthcare and Education, G4S Facilities Management

*Shared learning from the commercial world - how to get business wrong, but also to understand how to put it right, and take the shared experience forward as a positive force for change, impacting at all levels of the business.*

**14.45pm** **Maximising Business Opportunities**  
**Presenter – LYNDA SHILLAW**  
Divisional Chief Executive Officer – Property, Manchester Airports Group (MAG)

*Increasing revenue via maximising business opportunities through facilities management services and team*

**15.30am** **Afternoon Coffee/Tea – Old House Lounge**

**15.45pm** **Synergies Between Hospital and Entrepreneurial Business**  
**Presenter – ALAN DEWBERRY**  
Director, H2o Publishing Ltd

*Alan takes a look at how the many and varied influences during your life can be used to benefit your decision making and attitude to colleagues. How the techniques of running an entrepreneurial business can be used in the hospital environment.*

**16.30pm** **SUMMARY OF DAY ONE**  
**Presenter – PAUL HOLT**  
Director of Estates, Stockport NHS Foundation Trust

(Member of the FM TAG)

**19.30pm** Pre-Dinner Reception served in the Tempus Lounge

**20.00pm** Evening Dinner served in the Tempus Restaurant

**FACILITIES MANAGEMENT  
TRAINING ADVISORY GROUP**

**RESETTING THE CLOCK**

**THURSDAY AND FRIDAY,  
18<sup>TH</sup> AND 19<sup>TH</sup> SEPTEMBER 2014  
PROGRAMME**

**DAY TWO – FRIDAY, 19<sup>TH</sup> SEPTEMBER 2014**

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

**Theme: Understanding NHS Culture**

**9.30am** **Being Held Accountable**

**Presenter – IAN COOPER**  
Partner, Capsticks Solicitors LLP

*Ian will focus on the changing legal framework around the issue of accountability in the NHS, updating delegates on recent changes and current legal issues post Francis.*

**10.30am** Morning Coffee/Tea – Old House Lounge

**11.00am** **Is Our Culture the Cause of Turnaround?**

**Presenter – PHIL CHURCH**  
Turnaround Director, Stockport NHS  
Foundation Trust

*This session will focus a little on why it is that some organisations seem drawn to the need for turnaround, sometimes several times over, while others of similar size and structure steer well clear of needing such support. In doing that, Phil will touch on the real meaning of turnaround and some of the disciplines and processes it involves, and why it doesn't always work, and doesn't always stick.*

**12.00 noon** **DISCUSSION / QUESTION & ANSWER  
SESSION**



**12.45 pm** **SUMMARY AND CLOSING REMARKS**

**Presenter – PAUL HOLT**  
Director of Estates, Stockport NHS  
Foundation Trust  
(Member of the FM TAG)

**13.00pm** Buffet Lunch served in the Tempus  
Restaurant

**SAFE JOURNEY HOME**

---

**FACILITIES MANAGEMENT  
TRAINING ADVISORY GROUP**

**RESETTING THE CLOCK**

**THURSDAY AND FRIDAY,  
18<sup>TH</sup> AND 19<sup>TH</sup> SEPTEMBER 2014  
ABOUT THE SPEAKERS**

**PAUL HOLT**

**Director of Estates, Stockport NHS Foundation Trust**

Paul has worked within the NHS as a construction professional for over 25 years in both the Acute and Mental Health environments. A recent graduate of the Lancaster Executive MBA programme, Paul was promoted to the position of Director of Estates at Stockport NHS Foundation Trust in September 2008. With broad operational and capital experience, Paul has extensive experience in the management of Governance/Assurance data through complex Service Level Agreements as both a provider and receiver of information. Operating at a strategic level within the Acute Trust, Paul is heavily involved in the development of a sustainable Estates Department that offers a safe, cost effective, value for money service.

**MARK KERRIGAN**

**Park Operations and Development Director, Alton Towers**

Mark Kerrigan, Park Operations and Development Director, has worked at Alton Towers Resort for over 22 years in a variety of roles and is now responsible for one of the largest departments, encompassing everything from ride operation, security, loss prevention, medical and entertainments, to the long term development and future plans of the Resort. As the corporate face of the business he is chair of Destination Staffordshire, a dynamic partnership of tourism businesses and local authorities who are working together to drive tourism into the county. He also sits on the Board of the Stoke-on-Trent and Staffordshire Local Enterprise Partnership: a voluntary partnership between local authorities and businesses who help to determine local economic priorities, local economic growth and job creation.

**JULIE BAILEY**

Julie Bailey is founder of Cure the NHS, a group established in December 2007 after the death of her Mother in Mid Staffs Foundation Trust hospital. The group successfully campaigned for a public inquiry into the failings at the hospital and the wider NHS. The group offers support and advice to people throughout the country who have been harmed within the NHS. They are currently trying for charitable status to continue with their work. Julie speaks to a wide range of audiences and has been working with leaders from England, Scotland and Wales. Her book "From Ward to Whitehall- the disaster at Mid Staffs" captures the struggle she had to be heard to help to expose systemic failings within the NHS. Julie was awarded a CBE in the New Years

Honours list for her services to older people. The group continues to campaign for a safer NHS, protection for those who try to raise concerns, safe staffing levels and transparency of a hospitals performance.

**JUDITH MORRIS**

**Director of Nursing and Midwifery, Stockport NHS Foundation Trust**

Judith began her career at Manchester Royal Infirmary and became one of the first intakes to study for the new Bachelor of Nursing qualification at the University of Manchester. She became a Nursing tutor in 1987 and went to work in various nursing specialist roles, being appointed the Assistant Director of Nursing with then Stockport Healthcare Trust. She continued in that role when Stockport Trusts merged in 2000, becoming Deputy Director of Nursing and Midwifery in 2004 and Director of Nursing in 2008.

**STUART MOLD**

**Director – Healthcare and Education, G4S Facilities Management**

Stuart has over 30 years experience of operational facilities management and provision of FM services in the NHS and public sectors generally. He joined G4S (GSL at that time) in October 2006 to lead the Healthcare PFI Projects and since that time has held a number of different roles. *Career to date:* current role Director of Healthcare and Education for G4S FM; Management Consultant Tribal-specialist area PFI; OCS Regional Manager FM; NHS Regional Catering Advisor; NHS career 17 years. *Preferences:* integrity; openness; honesty; positive; energy. *Dislikes:* deliberate stupidity; management by E mail-luddite tendencies!; poor performance. *Passions (not necessarily in this order):* rugby (British Lions and Wales); life-particularly my work colleagues and close friends; excellence; my perfect wife; fitness training. *Life Rules:* always appreciate others; say 'thank you'; leave a positive impact; smile-costs nothing.

**LYNDA SHILLAW**

**Divisional Chief Executive Officer – Property, Manchester Airports Group (MAG)**

Lynda Shillaw joined Manchester Airports Group (MAG) as Divisional Chief Executive Officer for Property in June 2014. Lynda joined from Scottish Widows Investment Partnership where she held the role of Director of Real Estate. The role at MAG reports to Group CEO Charlie Cornish, and oversees the group's £571m property division across its four airports. The existing portfolio also includes the £800m Airport City development at Manchester Airport. Graduating in 1986 with a degree in Accountancy and Finance, Lynda has had a strong 20+ year career in the property industry, where she has headed Co-operative Estates plus roles at Lloyds Banking Group and BT where she worked for 18 years. She has also held executive positions as a pension fund Trustee, an Environment Commissioner, a member of AGMA's Business Leadership Council and a BT Regional Director. She is a Chartered Management Accountant with a degree in Accounting and Finance.

**ALAN DEWBERRY**

**Director, H2o Publishing Limited**

Following a period in the merchant navy, including a stint in Vietnam during the 1960's, Alan fell into the publishing world by chance during the 1970's and took to it like a duck to water. He set up his first business to business magazine publishing

company in 1981. Following an approach from an International publishing group, he successfully sold the business in 1988. For the next 3 years, Alan became a partner in an advertising agency, but the call of ink on paper, editorial deadlines, sales targets and operational responsibility proved too much and he embarked on a second publishing adventure in 1991, which he lucratively sold in 1999. Alan continued working as a director in the company until 2009. Thinking retirement was a good idea, Alan tried life without work. After just a few months it was obvious that although the body was ageing his mind still needed the stimulus of the entrepreneurial cut and thrust. Alan's third publishing business was created in 2010 and in just four years the H2O Publishing business consists of 14 magazines, 4 Award events, 3 conferences and exhibitions, numerous forums and befitting the new world of communications the company also has departments for social media, web and direct marketing. In addition to its own titles, H2O provides publishing services to TUCO, CGC, HefmA and AHCP.

#### **IAN COOPER**

##### **Partner, Capsticks Solicitors LLP**

Ian is a partner in Capsticks' Health and Public Law team. Ian advises health and social care clients on a wide range of legal issues relating to the regulation of health and social care providers and the care and treatment of patients. Ian supports clients through complex and sensitive matters such as inquests, inquiries, serious incidents and police investigations. He also frequently advises clients on confidentiality, data protection, mental health and mental capacity law and safeguarding vulnerable adults and children. Ian is highly regarded by Chief Executives and Boards of NHS provider trusts for the advice and support he offers on Care Quality Commission regulation, which has included challenging regulatory and enforcement action taken by the CQC and also providing governance advice on how to achieve and demonstrate compliance with CQC standards.

Notable projects:

- Support to Trusts included in the Keogh Mortality review
- Due diligence – health regulatory advice provided to public and private health clients involved in mergers and acquisitions
- CQC challenges brought on behalf of the providers of LD services following the post Winterbourne View CQC inspections
- Advice and support to a Foundation Trust facing two CQC Warning Notices, including carrying out a 'mock' CQC inspection in order to provide 'ward to board' assurance of CQC compliance
- Advice to an NHS Trust following a patient death which led to a large-scale police investigation for corporate and individual manslaughter

#### **PHIL CHURCH**

##### **Turnaround Director, Stockport NHS Foundation Trust**

After a successful career of over 25 years in the private sector, where Phil led organisations large and small, from a 2600 people Division of a multi-national to a software company of 10 in which he was the only English speaker, Phil joined the NHS as an interim for a six week assignment over eight years ago and has never been allowed to leave! In that time Phil has been involved in turnarounds, business transformations and commercial transactions for a wide range of acute trusts, PCTs, care trusts, community providers and CCG/CSUs. While some of his work has been focussed on devising plans, the bulk of his time has been in plan delivery, with a strong emphasis on making benefits real and improving bottom line returns within agreed risk and quality parameters.