

The Northern NHS  
ESTATES TRAINING ADVISORY GROUP

Present a one-day conference on:

# **DELIVERING YOUR SAVINGS THROUGH YOUR WATER SYSTEMS**

to be held on

**FRIDAY, 8<sup>TH</sup> JULY 2011**

at

THE CONFERENCE CENTRE,  
Wrightington, Wigan and Leigh NHS Foundation Trust,  
Wrightington Hospital, Hall Lane, Appley Bridge, near Wigan

The NHS has some of the largest and most complex estate portfolio in Europe. Water is becoming a precious commodity which is being placed under increasing demand. This demand is continuing to rise and utility companies are finding it increasingly difficult to meet these demands. Reducing waste will reduce costs and hospitals with their large complex water services have the most to gain by reducing waste. This affects all health service providers from acute Trusts to PCT's and clinics; all can reduce costs by reducing water wastage.

The conference will commence with an overview of the Water Supply (Water Fittings) Regulations 1999, which will outline among other items the WEAPS Approved Plumber Scheme, contingency planning, storing water, water use, quality and flooding. We will look at water billing and sewage charging. Water saving technologies will be examined, such as water extraction using borehole techniques; water saving devices, such as taps that will not impinge on water quality. Reverse osmosis (RO) water, do you realise the production process sends 30 to 40% of this water directly down the drain. We will show a technology that can recycle this water which can be reused as potable water. Do you use RO water for your steam generation? Are you aware of the cost saving benefits of using RO water for your boiler make-up water? The use of Grey water in clinical environments will be examined, along with the risk of using the above technologies. Water saving must never compromise quality within a clinical environment, so this conference will highlight how to 'safely reduce' your water wastage.

**IF YOU ARE LOOKING TO SAVE MONEY, CUT DOWN ON WATER WASTE, RECEIVE AN OVERVIEW OF CURRENT WATER REGULATIONS THEN THIS CONFERENCE IS AN ABSOLUTE MUST.**

THIS CONFERENCE WILL BE OF SPECIAL INTEREST TO: ESTATES AND FACILITIES PROFESSIONALS, ENERGY MANAGERS AND THOSE WHO ARE INVOLVED IN CAPITAL SCHEMES REFURBISHMENT, MAINTENANCE AND THOSE WHO HAVE RESPONSIBILITY FOR ENGINEERING SERVICES, WITHIN HOSPITALS AND ALL HEALTHCARE PROVIDERS WITHIN PUBLIC BUILDINGS.

The cost of attending the conference is **£100.00 per person**. This includes attendance at the conference, a certificate of attendance, course handouts, mid morning coffee/tea, two-course buffet lunch and afternoon tea/coffee.

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## **PROGRAMME**

8.45 am Registration  
Coffee/Tea/Bacon Roll

9.15 am **WELCOME AND INTRODUCTION**

**Chairman – HARRY EVANS**  
(Chairman of the Estates TAG)  
Head of Operational Estates, Salford  
Royal NHS Foundation Trust

9.30 am **WATER SUPPLY, REGULATIONS  
AND CONTINGENCY PLANNING**

**Presenter – NEIL FORSTER**  
Regulatory Controller Water Fittings,  
United Utilities Water Plc

**Presenter – MICHELLE McCORMICK**  
Key Customer Manager – Greater  
Manchester, United Utilities Water Plc

**Presenter – BILL HUMPHRAY**  
Key Customer Manager – Merseyside,  
United Utilities Water Plc

10.30 am **BILL AUDITS – A HEALTH CHECK  
FOR YOUR WATER**

**Presenter – EDDIE SPENCER**  
Business Manager – Water Services,  
M & C Energy Group

11.00 am Mid Morning Coffee and Tea

11.15 am **GROUND WATER – VIABLE  
ALTERNATIVE TO MAINS?**

**Presenter – ROB HARPER**  
Hydrogeologist,  
Landmark Environmental Limited

12.00 noon **QUESTION & ANSWER SESSION**

12.15 pm **BUFFET LUNCH**

1.15 pm **REDUCING WATER SAFELY – A  
PROVEN TECHNOLOGY**

**Presenter – STEPHANIE LEE**  
Product Manager - Commercial, Kohler  
Mira Limited

**Presenter – GEOFF HEYES**  
Commercial Specification Manager,  
Kohler Mira Limited

1.45 pm **REVERSE OSMOSIS WATER (RO)  
USE AND REUSE**

**Presenter – CHRIS MATTHEWS**  
Healthcare Business Development  
Manager, Wychwood Water Systems  
Limited

**Presenter – TONY MITCHELMORE**  
Sales & Marketing Manager,  
Wychwood Water Systems Limited

2.15 pm **WATER MANAGEMENT – THE USE  
OF ALTERNATIVE SUPPLIES**

**Presenter – DR STEVEN INGLE**  
Director, Ingle Project Design Company  
Limited

2.45 pm **REDUCING WATER WASTE IS EASY  
– A REALITY CHECK**

**Presenter – MIKE KOUMI**  
Senior Partner, HYDROP E.C.S.

3.15 pm **QUESTION & ANSWER SESSION**

3.30 pm **CLOSE OF CONFERENCE**

Afternoon Tea and Coffee

**SAFE JOURNEY HOME**

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## **ABOUT THE SPEAKERS**

### **HARRY EVANS BSc (Hons) MRICS, MIHEEM, MB Eng**

Chairman of the Estates TAG and Head of Operational Estates,  
Salford Royal NHS Foundation Trust

Harry is a chartered professional with over 25 years experience incorporating the design and maintenance of commercial and industrial premises. Harry has worked for the NHS since 2000 initially starting within the capital department of Salford Royal NHS Foundation Trust before taking up his present role as Head of Operational Estates. Harry started his career as an electrician, before diversifying into building and engineering services. Over the years he has gained qualifications, expertise and experience of a wide range of building and engineering services.

### **NEIL FORSTER**

Regulatory Controller Water Fittings, United Utilities Water Plc

Neil currently works in the United Utilities Water Fittings Section, liaising daily with installers and designers regarding all aspects of the Water Supply Water Fittings Regulations. Neil also represents United Utilities at technical steering group meetings with the Water Regulations Advisory Scheme (WRAS).

### **MICHELLE McCORMICK**

Key Customer Manager – Greater Manchester, United Utilities Water Plc

Michelle's background is in Trade Effluent. Michelle's previous role was to manage a team of Trade Effluent Inspectors and in this capacity she signed off Trade Effluent Consents, met with Customer's who requested an increase to their consent, and also with those who failed their consents. Michelle took over from Bill Humphray as the Key Customer Manager for Greater Manchester in January 2011. Michelle's portfolio of customers include hospitals, prisons, chemical industries, food and drink manufacturers and Councils.

### **BILL HUMPHRAY**

Key Customer Manager – Merseyside, United Utilities Water Plc

Bill has worked in customer services within North West Water/United Utilities for 25 years, and has had involvement in managing call centre teams, data cleansing, developing new billing systems, reviewing charging policies, process improvement and in his current role as Key Customer Manager, managing relationships with some of our Company's largest customers. Bill previously looked after the Greater Manchester area but now covers Merseyside, which includes UU's largest customer Ineos Chlor and a non-potable network on the Wirral.

### **EDDIE SPENCER**

Business Manager – Water Services, M&C energy Group

Having joined M&C as an Analyst in 1999, Eddie now manages their UK Water Division from their regional offices in Stockport. Eddie's team of water specialists are responsible for ensuring that their clients' water and wastewater charges are managed

at the most cost effective level possible; working for organisations across both the public and private sectors including hospitals, universities, councils, sports stadia, manufacturing, transport operators and property management. As organisations come under increasing pressure to reduce their costs against a backdrop of ever more complex charging structures in 2010 M&C recovered more than £2.2M of overcharges from UK water companies, charges that their clients were previously unaware that they had overpaid. Having already secured refunds in excess of £300K for one of the major councils in Scotland 2011 promises to yield similar results, and as calls for competition continue to be ignored, like other consultancies within the industry Eddie's team find themselves in increasing demand to help organisations manage their ever increasing costs through their water audit service.

### **ROB HARPER**

Hydrogeologist, Landmark Environmental Limited

Rob Harper is a qualified Hydrogeologist who has over 20 years' experience as a geoscientist. A graduate of Leicester and Birmingham Universities, Rob has previously worked for the Environment Agency for 10 years, handling groundwater abstraction licence applications, among many other responsibilities relating to protection of the water environment. Rob has also been successful in providing accurate groundwater assessments allowing clients to progress with their development projects (either borehole investigations for abstraction, landfill engineering and brown field site redevelopment).

### **STEPHANIE LEE**

Product Manager – Commercial, Kohler Mira Limited

With a strong product marketing background, Stephanie is ideally placed to translate the needs of users and specifiers in the health sector to deliver innovative product/service solutions and – as a result – spends a great deal of time interacting with healthcare specialists. This focused specialism means Rada, the commercial division of Kohler Mira, is ideally set to push the boundaries of product design in an area of significant importance to all. Stephanie joined Kohler Mira nine years ago and has played a pivotal role in the growth of a new business category for the company. She is a business-to-business marketing specialist and is currently working as Product Manager for the Rada brand, specifically digital and electronic products. Stephanie is also a Biology honours graduate of the University of Exeter (1994).

### **GEOFF HEYES**

Commercial Specification Manager, Kohler Mira Limited

Geoff started his working career as an Engineering apprentice with British Coal, working with hydraulic, steam and pneumatic systems. Various roles followed within the engineering sector; giving Geoff a wealth of expertise and practical experience of plumbing and heating. Geoff even held a temporary contract at Whiston Hospital as an Engineer, giving him an excellent insight into the demands faced by his current customer base. Geoff moved into the world of technical sales in 1998 where he has remained since, currently with Kohler Mira Ltd he specialises as a Commercial Specification Manager for the Rada brand "The Experts in commercial showering and washroom controls". Geoff forms part of a national specification team, dedicated to providing suitable products and enduring support to customers across a wide range of sectors. He comes into daily contact with Architects, Consultants, Mechanical and Electrical contractors along with NHS Estates departments. As

one of Rada's leading specification managers, he has played a major role in specifying and winning a number of prestigious healthcare projects. This means Geoff is well placed to recognise the challenges faced in today's care environments; he uses his expertise to deliver solutions which go beyond simple compliance. Geoff prides himself on providing excellent support; care and attention is given not only to the pre-installation process, but also to the after sales service.

#### **CHRIS MATTHEWS**

Healthcare Business Development Manager, Wychwood Water Systems Limited

Chris' career started as a senior engineer with Gambro Renal Products from 2000 to 2010 focussing on water systems for kidney dialysis. Chris then moved to Wychwood Water Systems in May 2010, as Healthcare Business Development Manager, whom supply water purification systems to all aspects of healthcare including renal units, sterile services, endoscopy and boiler feed.

#### **TONY MITCHELMORE**

Sales & Marketing Manager, Wychwood Water Systems Limited

Tony has spent 37 years in industrial water treatment, 31 of which with major chemical water treatment service providers, engaged in the provision of treatment programmes for major process industries in the UK and overseas and also legionella management in building services and manufacturing industry. He then moved into the field of water treatment plant with Wychwood Water Systems, focusing on innovative systems that achieve added value. He has been a committee member of the Legionella Control Association and is currently a member of the council of the Water Management Society.

#### **DR STEVEN INGLE DSc, MSc, I Eng, FCIPE, FSOPHE, ACIBSE, LCG, RP**

Director, Ingle Project Design Company Limited

Steven started work as an apprentice in 1965. He worked his way off the tools and into the office, then from Contract Engineer to Head of Maintenance and Minor Works (BSE) for local authorities until 1981 when he joined Manchester City Architects department. In 1987 Steven joined Salford College of Technology as a lecturer and rose to HoD, in 2000. He joined DSSR, working mainly on hospitals and left in 2005 to work for other companies as a Consultant. In 2007 Steven decided to go it alone and subcontract his experience out, working on places in the UK, Uzbekistan, Arab Emirates. Steven has worked for and represented many professional Institutions nationally and internationally and served on Engineering Council committees to further and better our profession. He has co-written some technical papers for international conferences on Legionella and is currently Chairing a group writing the new joint CIBSE/CIHPE design guide. Perhaps one day he will get a proper job!

#### **MIKE KOUMI**

Senior Partner, HYDROP E.C.S.

Mike is a UK qualified Industrial Microbiologist who has been working as a Consultant in the field of Legionellosis Management and Control for the last 25 years with HYDROP E.C.S. (UK) of which he is a Senior Partner. He is currently the appointed Legionella Consultant for a large number of the NHS Trusts and some of the UK's larger companies/organisations including British Aerospace, a large number Local Authorities, Defence Estates, Universities etc. Mike is a member of various

Legionellosis Management and Control Steering Committees, National Health Service Strategic Committees and other advisory bodies. For the last 8 years, Mike has, been appointed as principal advisor to the Cyprus Ministry of Health for the preparation and implementation of the Legislation and Guidance locally. Mike has acted as principal investigation officer on a number of Legionnaires' disease outbreaks and suspected outbreaks.