

CASE STUDY

Client: Goldsmiths University of London

Supplier: Integrated Water Services (IWS)

Contract start: December 2012

Contract duration: 3 years + 1

Contract outline

- Provision of water hygiene compliance services to enable Goldsmiths to fulfil the requirements of ACoP L8 for legionella control, including:
 - Monitoring and inspections services
 - Cleaning and disinfecting of showers
 - Risk assessment of all domestic water services
 - Water sampling for legionella
 - Remedial works as required.

What challenges did you face?

- Contract started in December 2012 - a very busy time for both Goldsmiths and IWS.
- Large number of different properties, including residential buildings with access restrictions and access issues.

How did you help the member overcome these?

- Created a monitoring schedule which allowed a soft start-up in the initial month, but still ensured all inspection and monitoring was completed as per L8.
- Designated water hygiene operatives and Operations Supervisor for the contract to provide a consistent site presence and allow site knowledge and relationships to be quickly developed.

How do you deliver excellent customer services?

- We have monthly review meetings and provide a monthly summary report including details of all works completed; works scheduled for next month; sampling results; invoicing; health and safety issues; risk profile on every building; and a review of remedial works required.

LUPC has a wide range of members – how flexible can you be as a supplier?

- All monitoring and testing programmes can be tailored to suit each client depending on what services they may wish to provide in-house. IWS are able to carry out all the tasks recommended in the ACoP L8 if needed.
- IWS can provide a full range of remedial services for water systems from clean and disinfection, TMV installation and servicing, tank and calorifier replacement through to routine plumbing works.

What added value benefits can you offer members?

- All results and reports are available electronically via the Online Report Tracker web-based system, providing ease of access to all data from any PC with no licence fees.

- IWS can provide a comprehensive service from risk assessment, monitoring, cleaning and disinfection, remedial work and chemical treatment to provide a single supplier for all water issues.
- Dedicated Account Managers to provide single point of contact.

How can members help suppliers deliver the best service and outcome?

- Regular meetings to provide feedback on service provision.
- Ensuring access issues are identified to enable visits to be carried out safely and on time.

Tell us about your experience working in similar environments/sectors:

- IWS have experience in a number of similar contracts across the south of the UK:
 - University of Exeter
 - The Open University
 - Primary and Secondary education establishments within the borough of Barking and Dagenham
 - Primary schools within various southern borough councils.

IWS is responsible for all aspects of legionella compliance, service, reporting and remediation at all of the above establishments. The service PPM records are recorded on our Online Report Tracker system, allowing end users web-based access to all of their asset information. This allows for real-time exception reporting, data trending and data exporting to local Microsoft Office applications for ease of access and demonstration of compliance to internal and external auditors.

Member feedback:

"IWS have provided a good service to date. All reports, risk assessments, water sampling for legionella and notification of remedial works required have been provided in good time.

The quoted remedial works have been competitive. IWS has built solid relationships with our residencies management team and are proactive in arranging and undertaking works in these areas. Finally, the Online Report Tracking system is a useful benefit."

Tony Stacey
Maintenance Manager, Goldsmiths, University of London