

GUIDE TO LCA STANDARDS FOR SERVICE DELIVERY

PURPOSE OF THE STANDARDS

The standards set out the minimum requirements for the delivery of the services listed below related to the control of legionella bacteria in water systems. The standards together with this guide should be read in conjunction with the LCA Buyer's Guide (*LCA/BYG*). All these standards can be downloaded from the LCA website www.legionellacontrol.org.uk.

It is not the role of the LCA or these standards to prescribe particular techniques or technologies for the control of legionella bacteria in a risk system, however, whatever method is employed, the overall programme should be capable of delivering the desired outcomes. These outcomes may be dependent on the nature of the water, the system being treated, the service user's expectations and performance specification, if any.

LCA STANDARDS

- Legionella Risk Assessment Services
- Water Treatment Services
- Hot and Cold Water Monitoring and Inspection Services
- Cleaning and Disinfection Services
- Independent Consultancy Services
- Training Services
- Legionella Analytical Services
- Plant and Equipment Services
- Facilities Management Services

Each standard contains the following sections:

A) SCOPE OF SERVICE DELIVERY

This section contains a definition of the service provided and sets out the extent and limits of each service in such a way as to be flexible enough to accommodate legitimate variation and exacting enough to ensure the service is sound.

B) KNOWLEDGE AND SKILL OF SERVICE PROVIDER STAFF (INCLUDING SUB-CONTRACTORS)

The service providers should confirm and be able to prove to others that all members of their staff are competent to carry out the required tasks.

In cases where the service delivery may involve a number of skill areas, e.g., surveyor, technician, chemist, etc., these are identified in each standard. The level of knowledge and skill required to carry out different aspects of the services may vary and the service provider should identify the knowledge and skills required for the relevant task, provide appropriate training and assess the competence of the operatives to carry out assigned tasks.

Guidance regarding the knowledge and skills required to carry out specific tasks is outlined in the LCA Knowledge and Skills Matrix (*LCA/MAT*).

In addition, the service provider staff attending site should have general health and safety awareness and capability appropriate to the tasks being undertaken. They should have the ability to carry out their work in a safe, efficient and effective manner and have knowledge of: carrying out pre-work safety checks/work-task risk assessments; PPE, its role and uses; portable appliance inspection; confined space entry; lone working ability and awareness; safe use of ladders and steps; procedures for permit to work; and health and safety requirements for asbestos, and other health and safety matters, where relevant.

The service provider company, as required by the LCA, should maintain training records and separate competence assessment records for individuals for each task they perform in delivering the services. These should be made available to the service user on request.

Information on understanding competence, and how to develop and assess it, is described in the LCA Competence Guide (*LCA/COM*).

C) SERVICE DELIVERY

To enable the service provider company to deliver the specific legionella control service in an appropriate and safe manner, the LCA expects the company to have in place procedures to cover and manage the following (where applicable):

- Defining the scope of service
- System survey (information acquisition)
- Programme design
- Programme initiation, execution and management

D) SERVICE USER: DUTIES AND RESPONSIBILITIES

This section details the service user commitments and responsibilities regarding the delivery of the specific services by the service provider. There are certain issues that the service user should address that apply to all services offered. The service user should:

- provide a copy of any existing legionella risk assessment, details of control targets, e.g., temperatures, biocide levels, the written scheme including escalation procedures, written control schemes/procedures, etc.
- provide notification and any necessary instruction on known risks and safety requirements in the areas the service provider will be working, e.g., access to the asbestos register, site induction, etc.
- provide safe access and egress
- provide contacts for communication and escalation

LCA STANDARD FOR THE DELIVERY OF PLANT AND EQUIPMENT SERVICES

A) SCOPE OF SERVICE DELIVERY

This service standard is for those providing services in the design, manufacture, supply, installation, refurbishment, commissioning, etc., of any plant and/or equipment associated with the control of legionella bacteria in water systems and does not apply to equipment purchased from a retail or trade outlet. There are specific requirements on designers, manufacturers, importers, suppliers and installers detailed in ACOP L8 paras 75-86.

B) KNOWLEDGE AND SKILL OF SERVICE PROVIDER STAFF (INCLUDING SUB-CONTRACTORS)

There could be a number of roles involved in the delivery of this service, e.g.,

- obtaining information (survey)
- design of equipment/process to be installed
- installation, commissioning and servicing

All staff involved should have knowledge, understanding, skills and experience appropriate to the projects undertaken.

The service provider should satisfy themselves that all personnel involved are competent to carry out the specific tasks required.

Please refer to Section C below and the Guide to the LCA Standards for Service Delivery at the beginning of this document.

C) SERVICE DELIVERY

To enable the service provider to deliver plant and equipment services in an appropriate and safe manner the LCA expects the company to have in place procedures to cover and manage the following:

1. Definition of supply requirements

Detailed clarification is required of the scope of the services to be supplied and their objectives and outcomes. This could include (subject to scope):

- the project objectives
- the premises and/or buildings to be included
- the identification of the systems to be included
- the scope of supply
- the components of any management scheme to be produced
- an agreement between both parties defining the scope of the supply and referencing the agreed level of detail in, and format of, for example, drawings, asset registers, O&M manuals, etc.

2. Survey

This should include the following tasks:

- obtaining information required to design and/or select the appropriate system components
- reviewing the current risk assessment, if applicable, to determine if it is fit for purpose (i.e., suitable and sufficient) and of a quality to ensure safety of personnel
- carrying out a survey process that reviews additional aspects of the system that may or may not be covered within the current assessment and is relevant to the proposed system including but not limited to:
 - mechanical and operational properties
 - water chemical properties of both the make-up source and system water
 - environmental restrictions with respect to blowdown, aerosols and waste produced, etc.

3. Design

The service provider should ensure that:

- systems are designed to comply with relevant codes and guidance and state clearly what these are
- systems are so designed and constructed that they will be safe and without risks to health when used at work
- the design considers all mechanical, operational, chemical and management aspects of any existing or proposed control programmes which are relevant to the proposals

4. Delivery

The service provider should provide adequate information for the user about the risks and measures necessary to ensure that the plant and equipment, and (as appropriate) the water systems in which they are installed, will be safe and without risks to health when used at work.

(This is detailed in L8 paras 75-86.)

D) SERVICE USER: DUTIES AND RESPONSIBILITIES

There is a requirement to ensure that any equipment as described above is designed, installed and commissioned, correctly.

The information detailed in L8 paras 75-86 is required for inclusion in any written scheme and the dutyholder therefore has a responsibility to ensure that it is supplied.

FOR AND ON BEHALF OF THE LEGIONELLA CONTROL ASSOCIATION