

# 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](http://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 LEGIONELLA ANALYTICAL SERVICES

## A) SCOPE OF SERVICE DELIVERY

This service standard is for those providing sampling and laboratory analysis services associated with the control of legionella bacteria including sample taking, transport, and reporting of results from water systems, etc. This does not include the provision of routine on-site analytical and monitoring services or on-site legionella evaluation, associated with the control of water treatment programmes as described in the other LCA Standards for Service Delivery.

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

There are four main roles in the delivery of service:

- carrying out the sampling and transport to a laboratory (i.e., the role of the Technician)
- carrying out the laboratory analysis of samples related to the detection and control of legionella bacteria (i.e., the role of the Analyst)
- interpretation and reporting of results to the service user, including detailing the significance of the result and any required corrective actions (i.e., the role of the Reporter)
- production of sampling programmes (i.e., the role of the Advisor)

This standard concerns the service provider technicians, reporters and advisors. This standard does not cover the analysis, which should be carried out by UKAS accredited laboratory procedures.

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 legionella analytical services in an appropriate manner the LCA expects the company to have in place procedures to cover and manage the following:

### 1. Definition of scope

Sampling may be provided as part of, or alongside, the provision of other legionella control services or as a stand alone service. The scope of the sampling programme (see 2 below) should be agreed with the service user and recorded.

### 2. Sampling programme design

The sampling programme should be designed to include:

- location of sample points
- frequency of sampling
- sampling methodology
- analysis required
- reporting format and communication routes

### 3. Transport

Once taken, the samples should be delivered to the laboratory in appropriate condition and as soon as is practical from the point of sampling and in accordance with the relevant standard.

### 4. Traceability

At all points of the sampling and transport process it is critical that identity of the sample and traceability is maintained.

### 5. Analysis

- Legionella analysis should be carried out under UKAS accreditation (or the overseas or international equivalents).
- Rapid legionella analysis techniques, if offered, should be in addition to, and not in place of, the conventional culture technique.

## **6. Result reporting**

- For cultured legionella samples, three reports can be obtained:
  - Presumptive results: These are samples that have growth which looks like legionella but has not been confirmed. Such results can change or revert to 'not-detected'.
  - Interim results: These are samples whose presumptive results have been confirmed as legionella but the sample has not finished its incubation. These results can increase in number.
  - Final results: These are provided once the incubation has been completed. These results do not change.
- Service providers will either incorporate certificates of analysis in their reports or include an identifying reference and make them available to service users on request.
- Reported results should clearly explain
  - the significance of the result
  - further actions required, if appropriate
  - the analysis methodology used.

## **D) SERVICE USER: DUTIES AND RESPONSIBILITIES**

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

## **FOR AND ON BEHALF OF THE LEGIONELLA CONTROL ASSOCIATION**