

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 INDEPENDENT CONSULTANCY SERVICES

A) SCOPE OF SERVICE DELIVERY

This service standard is for those providing a range of unbiased technical expertise related to the control of legionella bacteria in water systems, e.g., auditing; problem solving; production of: written schemes, schematic diagrams, asset registers, etc.; carrying out competence assessments; construction of record systems; project management; etc.

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

Consultants should have comprehensive skill, knowledge, experience and/or training appropriate to the project undertaken, and be able to demonstrate and prove competence to carry out required tasks.

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 independent consultancy 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 service requirements

An agreement is required between both parties defining the scope of the service, its objectives and outcomes. This could include (subject to scope):

- the project objectives
- the premises and/or buildings to be included
- the identification of the water systems to be included
- the requirements regarding reporting, e.g., format/standard of schematic drawings and asset registers, the components of any management scheme to be produced, etc. (See BSRIA Guide 'Legionnaires' Disease - Risk Assessment' (BG 57/2015) Section 2.4, WMSoc 'Guide to Risk Assessment for Water Services' Section 2.5, BS8580:2010 'Water quality - Risk assessments for Legionella control - Code of practice' Annex H and HSE 'Legionnaires' disease: The control of legionella bacteria in water systems' (L8) Para. 40.)
- specific site safety and/or other requirements, e.g., induction training, etc.
- means of presentation of the final report, e.g., electronic format, hard copy, number of copies, etc.

2. Initiation

This should include details of the preparatory work required including:

- pre-work site-specific risk assessment
- equipment check lists
- verification by the service provider of the consultant's competence to carry out the specific project
- preparation of the project plan including resource requirements, e.g., laboratory services, additional personnel, etc.

3. Project execution (subject to scope)

This should include:

- working to quality assurance systems such as the LCA Code of Conduct to ensure that the required aspects of legionella control service management are incorporated
- provision of legionella risk assessments as detailed in the relevant LCA Standard for Service Delivery
- provision of strategic level legionella management reviews
- undertaking of water quality assessments to an appropriate rationale through a combination of site visual inspections, on-site testing, and laboratory analysis of samples
- provision of documentation to demonstrate compliance

4. Reporting (subject to scope)

The consultant should:

- offer balanced advice that can help informed decisions to be made about working environments and the service providers engaged and to consolidate or enhance performance in controlling risks

- demonstrate independence from the provision of other services, e.g., water treatment, cleaning and disinfection, remedial or maintenance services, as well as from the endorsement of the products and services of other organisations
(NB: 'Independent' Consultancy may be provided as part of, or alongside, the provision of other legionella control services. It is for the service user to decide the requirement for totally independent consultancy services.)
- provide prioritised recommendations which clearly relate back to codes of practice and guidance documents pertinent to the system and project in question and which state clearly the benefits of undertaking the action

D) SERVICE USER: DUTIES AND RESPONSIBILITIES

- When issuing any invitation to potential service providers regarding independent consultancy services to quote/ tender for any project concerned with legionella risk control services it is extremely important that the scope of the work, its objectives and outcomes, are clearly defined by the dutyholder or their representative, and documented and agreed with the consultants in respect of defining the scope of the service, referencing the agreed level of detail in, and format of, for example, schematic diagrams, asset registers, photographs, reports, etc., where applicable.
- The consultant should be provided with access to all previous information relevant to the project.
- As 'independent' consultancy may be provided as part of, or alongside, the provision of other legionella control services, it is for the service user to decide the requirement for totally independent consultancy services.

FOR AND ON BEHALF OF THE LEGIONELLA CONTROL ASSOCIATION