

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 FACILITIES MANAGEMENT SERVICES

A) SCOPE OF SERVICE DELIVERY

This service standard is for those providing facilities management services related to the risk of exposure to legionella bacteria from work activities associated with water systems, risk control and/or reduction, and required precautionary measures. This encompasses the following services: risk assessment, water treatment, hot and cold water system monitoring and inspection, cleaning and disinfection, independent consultancy, training, analysis, plant and equipment supply and maintenance, etc., whether provided by the Facility Management Company's (FMC) own staff or sub-contracted.

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

1. Own staff

a) Technicians

If the work-tasks in any of the above areas are being carried out by the FMC's own staff then refer to this section in the relevant LCA standard regarding the knowledge and skill that is applicable.

b) Contract managers, controllers and supervisors

The training, knowledge and experience required to manage, control and/or supervise the provision of the above services will depend on the services involved and should be based on the detail contained in this section in the relevant LCA standard. Specific training and knowledge may be required regarding the control in water systems such as swimming pools, spa pools, hydrotherapy pools, vehicle wash systems, misting systems, leisure and ornamental water features, engineering and machining systems, paint prep systems, fume scrubbers, fire and deluge systems, hose pipe and sprinkler systems, water bowsers, pressure washers, emergency showers, etc.

2. Sub-contractors

The training, knowledge, etc., required to design, implement, execute, manage, and control the provision of the above services will depend on the services involved and should be based on the detail contained in the relevant LCA Standard for Service Delivery.

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 facilities management services in an appropriate and safe manner the LCA expects the company to have in place procedures to cover and manage the following:

1. Scope of service

The service provider should provide detailed clarification of the scope of the services to be supplied by the FMC to the service user. In addition to the details contained in the relevant LCA Standard for Service Delivery this scope should include specifically:

- the premises and/or buildings to be included
- the identification of the water systems incorporated
- identification of responsibilities
- clear lines of communication between the FMC, the service user and all sub-contractors, which must include defined escalation routes in the event of non-compliances being ignored by any party
- a signed agreement between all parties defining the scope of the service

(NB: This detailed clarification of the scope of services should also be in place between the FMC and sub-contractors as detailed in the relevant LCA Standard for Service Delivery.)

2. In-house services

If the FMC's own staff carry out any services associated with the control of legionella, the FMC is the primary service provider and should operate as described in the relevant LCA Standard for Service Delivery.

3. Sub-contracted services

If any legionella control services are sub-contracted by the FMC, procedures should be in place to cover the following actions:

- Detail the scope of service required from the sub-contract service provider
(See Section C1 above and relevant LCA Standard for Service Delivery.)

- Assess the competence of the sub-contract service provider

(See LCA Code of Conduct, Buyer's Guide and Standards for Service Delivery and L8 paras 29, 36 & 52.)

4. Delivery of legionella services (subject to scope)

The following actions should be taken:

- Obtain from the service user information regarding:
 - existing site hazards that may affect the FMC or sub-contract service provider company
 - the existing current legionella risk assessment
 - the existing written scheme
 - up-to-date schematic diagrams
 - existing records regarding legionella control which should then be assessed for validity and/or relevance (risk assessment review)
- Define with the service user and sub-contractors the methods for:
 - recording data, e.g., paper/electronic record system
 - reporting L8 non-compliances and emergency situations

D) SERVICE USER (FMC's Service Users): DUTIES AND RESPONSIBILITIES

- The service users, system owners and operators responsibilities are detailed in L8 regarding the prevention or control of exposure to legionella bacteria. Whilst specific tasks relating to legionella risk control can be contracted to FMCs and their sub-contractors the overall responsibilities for legislative compliance remain with service users, system owners, dutyholders/responsible persons and operators. The FMC and its sub-contractors are responsible for carrying out those tasks allocated to them to ensure compliance with L8.
- Responsibilities regarding specific legionella control services are detailed in the relevant LCA Standards for Service Delivery.
- Should the appointed responsible person be a member of the FMC staff they should be empowered by the dutyholder both managerially and financially to carry out their duties. (See L8 paras 48-51.)

FOR AND ON BEHALF OF THE LEGIONELLA CONTROL ASSOCIATION