

# 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 HOT AND COLD WATER MONITORING AND INSPECTION SERVICES

## A) SCOPE OF SERVICE DELIVERY

This service standard is for those providing services in the control of legionella bacteria growth within hot and cold water systems and the associated control measures that need to be put in place, including temperature, water quality monitoring, sampling, inspection and condition assessment, etc.

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

The service provider could have a number of staff involved in the delivery of these services, e.g.

- designing the monitoring and inspection programme
- carrying out the monitoring and inspection tasks
- reporting and communicating the findings and recommendations

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 hot and cold water monitoring 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 scope:

This should include:

- the premises and/or buildings to be included
- the identification of the systems and components to be monitored and inspected
- frequency of monitoring and inspection
- agreement, allocation and documentation of responsibilities between the service provider and the service user regarding testing, monitoring, inspection, etc.
- agreement over lines of communication and reporting
- record format and location
- access arrangements and times

### 2. Surveys

Before conducting a survey a preliminary work-task site-specific risk assessment should be completed. During the survey, all required information should be obtained including:

- copies of system schematic diagrams to identify location of components
- existing risk assessment and written scheme (or access to same)
- relevant site-specific requirements
- induction procedures
- access permits and permits to work
- reporting emergencies
- security

### 3. Implementation

The service provider should produce the following:

- work instructions/method statements for all activities carried out by the service provider
- details of the equipment to be calibrated or tested regularly in line with current practice and calibration and testing records to be kept for audit

### 4. Execution

Subject to scope, this should include:

- a comprehensive set of records to be submitted to the service user, including:
  - results of all inspections, checks and measurements
  - actions to be undertaken and by whom and when

- remedy of non-conformance and by whom and when
- action to prevent re-occurrence and by whom and when
- a regular, at least annual, full review of the programme with input from the service user and the service provider, including
  - input from any relevant 3rd party service provider
  - changes in roles of responsibility – service user or service provider
  - changes in operating conditions
  - changes in service provider
  - results of monitoring and inspections
  - areas of concern and outstanding actions

#### **5. Programme verification and quality control**

To confirm that the planned service programme is being executed and managed to the required standard and is being delivered as defined by the contract, the following should be carried out by the service provider.

- Checks to ensure that the required service and monitoring has been done
- Quality control to ensure the correct:
  - tests and inspections are being carried out
  - control limits are employed
  - interpretation of the results
  - corrective actions are advised and that
  - joint reviews are taking place

#### **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**