

## What the LCA requires us to tell you (extracts from the service standards for customer information)

The Legionella Control Association publishes service standards that members are obliged to comply with. The standard give specific guidance on what Feedwater needs to tell customers. This document is an extract from each of the service standards and gives the relevant information from each standard. Full copies of the service standards are available from the LCA website at:

<https://www.legionellacontrol.org.uk/standards/downloads/>

*Note: Paragraph numbers quoted are those from the original documents*

### Water treatment services

#### **20** It is the responsibility of the duty holder/responsible person to:

- a. Have a legionella risk assessment, written scheme of control and schematic diagram in place which includes a programme of treatment, monitoring, and inspection (and may include legionella sampling) and make this available to us.
- b. Provide sufficient information to allow us to design an appropriate treatment programme, including a legionella sampling plan if appropriate.
- c. Make the systems available for the agreed work, with safe access, and adequate notice to ourselves to schedule and execute the agreed work.
- d. Provide us with any information on known risks and safety requirements in the areas we will be working.
- e. Ensure the control scheme tasks you are responsible for are completed and recorded.
- f. Participate in the agreed review process.

### Hot and cold water monitoring services

#### **18** It is the responsibility of the duty holder/responsible person to:

- a. Have a legionella risk assessment, written scheme of control and schematic diagram in place which includes a programme of treatment, monitoring, and inspection (and may include legionella sampling) and make this available to us.
- b. Provide sufficient information to allow us to design an appropriate treatment programme, including a legionella sampling plan if appropriate.
- c. Make the systems available for the agreed work, with safe access, and adequate notice to ourselves to schedule and execute the agreed work.

### Cleaning and disinfection

#### **22** It is the responsibility of the duty holder/responsible person to:

- a. Maintain the water system, and the water in it, in a clean condition and to facilitate inspection to determine if the system is clean or not.

- b.** Make the systems available for the agreed work, with safe access, and adequate notice to ourselves to schedule and execute the agreed work.
- c.** Provide us with any information on known risks and safety requirements in the areas we will be working, and advise of any known deadlegs, redundant pipework and the location of schematic diagrams.
- d.** Ensure any preparatory work you are responsible for is completed prior to commencing cleaning and disinfection work.
- e.** Ensure any necessary trade effluent discharge consent is in place for effluent generated from the cleaning and disinfection process.

### Legionella risk assessment

#### **30** *It is the responsibility of the duty holder/responsible person to:*

- a.** Ensure there is a Legionella risk assessment record that includes all systems where water is stored/used in any premises controlled by the duty holder, and that it is reviewed regularly to ensure it is valid and reassessed when required.
- b.** Clearly define the scope of any required Legionella risk assessment.
- c.** Make reasonable enquiries of proof of competence of the Legionella risk assessor.
- d.** Ensure any schematic diagrams and asset registers are available to inform and help the risk assessor.
- e.** Ensure the findings of the legionella risk assessment including the required corrective actions and control measures are implemented, or if not implemented recorded as to why they were not.
- f.** Ensure a written scheme of control is produced and maintained and the output from the scheme of control is recorded and used in any subsequent review of risk.
- g.** Ensure regular reviews of the effectiveness of Legionella control activities are carried out to verify the written scheme of control remains adequate and if they are not to carry out a review of the legionella risk assessment.
- h.** Have change management procedures and or regular review procedures to determine if the existing risk assessment is still valid, suitable, and sufficient. If it is not, then a reassessment of the risk is required.
- e.** Ensure any equipment is installed, commissioned, operated, and maintained correctly.

### Legionella sampling

#### **26** *It is the responsibility of the duty holder/responsible person to:*

- a.** Have a legionella risk assessment, written scheme of control and schematic diagram in place which includes a programme of treatment, monitoring, and inspection (and may include legionella sampling) and make this available to us.
- b.** Provide sufficient information to allow us to design an appropriate treatment programme, including a legionella sampling plan if appropriate.
- c.** Make the systems available for the agreed work, with safe access, and adequate notice to ourselves to schedule and execute the agreed work.

- d. Provide us with any information on known risks and safety requirements in the areas we will be working.
- e. Ensure the control scheme tasks you are responsible for are completed and recorded.
- f. Participate in the agreed review process.

## Training

### **13** It is the responsibility of the duty holder/responsible person to:

- a. Assess the:
  - training needs of your staff,
  - review staff training records and identify any further training requirements
  - complete regular competence assessments for specific tasks
- b. Determine if the content of any training offered meets your requirements.

## Plant and equipment

### **19** It is the responsibility of the dutyholder/responsible person to:

- a. Consider that any changes to the system may alter the Legionella risk and therefore require a review of risk assessment, associated control scheme and records. This may result in:
  - a reassessment of the legionella risk
  - an update of the written scheme of control
  - a revised schematic diagram
  - a revision of the record keeping system
- b. Make appropriate notification under the requirements of the Plumbing Notification Laws.
- c. Ensure the necessary trade effluent discharge consent is in place for any effluent generated from any equipment installed.
- d. Ensure any preparatory work you are responsible for is completed prior to commencing plant and equipment work.

## Independent Consultancy (Note: Feedwater Ltd are NOT registered with the LCA for this service).

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- b. Provide sufficient information to allow us to design an appropriate treatment programme, including a legionella sampling plan if appropriate.
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- d. Provide us with any information on known risks and safety requirements in the areas we will be working.
- e. Ensure the control scheme tasks you are responsible for are completed and recorded.

f. Participate in the agreed review process.