

 Fierté Multi Academy Trust		HR Policy Handbook		
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Policy Title	WATER SYSTEM SAFETY Control of Legionellosis/Excessive Water Temperatures			

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Version Control

Version	Date Approved	Changes	Reasons for Alterations
Issue 1	14/10/05	Corporate policy to replace directorate guidance	Development of corporate policies
Issue 2	February 2009	<ul style="list-style-type: none"> • New layout • General Review of Procedures • Update on management arrangements for detection of Legionella bacteria. 	New procedures and management arrangements
Issue 3	November 2014	<ul style="list-style-type: none"> • General review of procedures • Change to table in 5.7 	Operational requirements
Issue 4	November 2016	<ul style="list-style-type: none"> • Academisation 	Operational requirements

Success Indicators

The following indicators will demonstrate the level of compliance with this policy and its procedures:

- a) Each Premise will have a water system risk assessment and record system manual. Premises with manuals over 2 years old should contact the risk management team to confirm date of manual renewal.
- b) Responsible Person/Premise Managers are aware of the management arrangements for water system safety and content of the risk assessment and record system manual.
- c) Risk Assessment will be reviewed by competent contractor every 2 years. (if this review has not taken place managers should inform the Property Risk Management Team)
- d) Risk Assessment recommendations are actioned to manage risks identified and to ensure adequate controls in place.
- e) 6 monthly inspection of water system safety by competent contractor.
- f) Hot and cold water temperatures adequately controlled and monitored.
- g) Outlets protected to prevent scalding risks of vulnerable users.
- h) Control measures reviewed if positive Legionella bacteria are detected.
- i) Water System/Temperature checks and cleaning are undertaken to recommended timescales.
- j) Decommissioning and recommissioning procedures followed.
- k) Contractors involved in work on the premise's heating/water system refer to the record system manual and record the work undertaken.
- l) Premises have not received D1 notifications that the water system has Legionella bacteria at unacceptable levels.

1. Application

This policy applies to all County Council workplaces and premises where the council has landlord responsibilities.

2. Introduction

This document provides information and guidance to managers and staff on the Council's policy and arrangements for ensuring that all County Council workplaces have arrangements in place to prevent exposure of occupants to legionellosis and excessive water temperatures.

It is essential that the detailed arrangements are fully complied with at all directorate workplace premises.

2.1 The Facts about Legionella and Legionnaires Disease

What is Legionella?

Legionella is a bacteria which is common in natural water systems (such as streams, lakes, etc.) and in man-made hot and cold water systems (storage tanks, pipework, taps and showers, etc).

Legionellosis is the name given to a group of illnesses caused by Legionella bacteria - the most serious and well known being Legionnaires' disease.

Legionnaires' disease results in Pneumonia like symptoms, which in some instances may prove fatal (approximately 12% of reported cases)

Who are most at risk?

Those most at risk include the elderly and infirm, smokers, alcoholics, and those suffering from cancer, diabetes, chronic respiratory disease or kidney disease. Symptoms include high fever, chills, headache and severe muscular ache. This is followed by a dry cough and difficulty with breathing.

How are people infected?

Anyone can get infected. Infection is caused by breathing tiny airborne droplets of water contaminated by the bacteria.

Any water application that causes the release of contaminated aerosols into the surrounding area can transmit Legionella bacteria. The bacteria have been proved to be transmitted by wet air conditioning plant, cooling towers, evaporative condensers, showers, taps, humidifiers which create a spray of water droplets, decorative fountains, whirlpool baths, hydrotherapy baths, showers, taps, etc.

The bacterium can survive at low temperatures but special conditions are needed in water systems before the bacterium multiplies and thrives. They require both a food source (e.g. the presence of sludge, scale, rust, algae or organic matter) and a water temperature in the range 20°C and 45°C.

They proliferate between the temperatures of 20°C and 45°C and control of temperatures is the main method used for controlling the bacteria in domestic water systems.

2.2 The Facts About Scalding

The risk from scalding

Scalding may occur in many situations in all types of buildings and applications, the degree of potential scalding depends on the water temperature, contact time, susceptibility of individuals and the volume of water delivered.

Who are most at risk?

The risk of burns and scalding is higher with regard to older people, people with mental illness or learning disabilities, children, anyone with reduced sensitivity to temperature and people with disabilities (who may not be able to recognise high temperatures or respond appropriately or quickly). Fatal accidents have occurred in the case of whole-body immersion of vulnerable people in baths and showers. Although susceptibility varies from person to person, it is generally accepted that the risk of scalding is significantly increased at temperatures in excess of 45°C.

2.3 The Conflict of Interest

In order to control the growth and multiplication of Legionella bacteria, it is necessary to raise hot water temperatures to a level which significantly increases the risk of scalding. In order to address this increased risk it is necessary to implement precautionary measures to hot water outlets.

There is also some conflict with the desire to minimise energy usage and CO₂ emissions and the need to maintain hot water temperatures. **The legal requirement to maintain hot water temperatures must always take precedent over energy saving measures.** There are however areas where the two aims are perfectly aligned such as insulating pipework and calorifiers effectively to prevent heat gain/loss to maintain water temperatures will also minimise energy usage.

3. Aims & Objectives

To minimise the risk of exposure to Legionella bacteria in water systems, and the risk of scalding through contact with excessively hot water.

4. Definitions

Responsible Person (This is usually the Premises Manager) - A designated person who has responsibility for the premises and the people and systems contained within it. They are responsible for the activities as described in section 6 (Key Accountabilities)

5. Arrangements for Applying The Policy

The Council's arrangements for water system safety are detailed below.

5.1. Appointment of Duty Holders and Responsible Persons.

The Council has delegated the "duty holder" responsibilities* to the County Council Senior Leadership Team (SLT) who are required to ensure the following:

- Safe management of water hygiene in respect of the buildings and undertakings under their control, in full compliance with this policy and its procedures.
- That appropriate persons are delegated to take on the role of the "Responsible Person" to ensure that the required duties will be complied with on a day-to-day basis. For the most part the person to whom the "Responsible Person" functions should be delegated will be the person in day-to-day control of the building i.e. the Premise Manager.
- That the persons to whom the "Responsible Person" functions are delegated are provided with sufficient training to be able to undertake the key responsibilities detailed in Section 6 of this document and are provided with appropriate resources and the authority to ensure that they can discharge these duties effectively.
- That the Chief Executive is notified if they are unable to provide or allocate the resources (of whatever kind) to secure compliance with their responsibilities in respect of water hygiene as outlined above.

* Duty Holder responsibilities in compliance with the legislative framework outlined in Section 8 of this document and in particular the Approved Code of Practice L8.

5.2 Risk Assessment

5.2.1 Initial Risk Assessment

Water Hygiene consultants are appointed by the Property Risk Management Team to undertake an initial risk assessment of the water systems within all individual Staffordshire County Council establishments.

The purpose of the risk assessment is to identify any areas in the water system that present a hazard to the occupants of the establishment.

In order to provide a risk assessment it will be necessary for a survey to be undertaken of the entire domestic hot and cold water systems within an establishment. This will be used to assess the potential of exposure of persons to Legionella bacteria and excessive water temperatures. It will also make recommendations where necessary to comply with current legislation in order to reduce the possibility of external contamination and bacteria growth within the systems.

The risk assessment will be provided for the establishment as part of the Water System Safety Record Systems Manual (see 5.3 below).

The "Responsible Person" must identify any work activity which produces a water aerosol or risk of scalding in their establishment and ensure that they are subject to a risk assessment.

5.2.2 Risk Assessment Review

To ensure records are kept up to date, the Property Risk Management Team will arrange for the water system risk assessment to be reviewed every two years. If this review has not taken place managers should inform the Property Risk Management Team.

It may also be necessary to carry out ad hoc risk assessment reviews at other times, for example following major refurbishment works or changes of use to the building. Where such changes have taken place, the Premise Manager must contact the Property Risk Management Team to confirm that a review is required.

5.3. Water Hygiene Record System Manual

The County Council Risk Management Team will arrange for each premise to be provided with a record system manual. * This manual will contain the following:

- Confirmation of the “responsible person”, their duties and any tasks delegated to other personnel under their control.
- Provision for recording all inspections and work undertaken by contractors or site personnel on the water systems.
- A copy of the risk assessment including schematic diagram of the water systems and any necessary precautionary measures.
- Routine monitoring record sheets.

The manual must be retained for the life of the building. All water hygiene consultant inspection reports and records must be filed in the appropriate section of the manual, which need to be retained for at least 5 years.

*The Record System Manual will comply with Paragraphs 66 to 69 of the Health and Safety Commission's ACOP and Guidance document "Legionnaire's Disease: The control of Legionella bacteria in water systems" (L8)).

5.4. Servicing and Testing (Water Hygiene Consultants)

Water Hygiene consultants will be appointed by the Property Risk Management Team in order to carry out 6 monthly inspections and report the condition of water systems at individual establishments.

During each visit the contractor will inspect water systems, measure temperatures at various locations and may take a number of water samples. Following the visit, a written report will be submitted and the Premise Manager must ensure that recommendations are properly implemented and the reports filed in the manual for future reference.

The contractor's inspection and monitoring service include:

- | | |
|---|------------------|
| • Calorifier blow-down | six-monthly |
| • Tank and calorifier inspection | six-monthly |
| • Calorifier flow and return temperatures check | six-monthly |
| • Test Calorifier for stratification | six-monthly |
| • Microbiological test | where necessary* |
| • Servicing, maintenance and fail safe test of | six-monthly |

- Thermostatic Mixing Valves (TMVs)
- Audit records system manual six-monthly

* Samples will be taken from the sentinel outlets of a hot water system and/or the tank and sentinel outlets of a cold water system where a system is deemed to be **“consistently out of control” by the consultant**. It is a County Council decision to deviate from L8 by not sampling from calorifier.

5.5 Water Temperatures

Water services should be operated at temperatures that prevent the growth of Legionella and reduce the risk of scalding.

Hot Water

Hot water should be stored at more than 60°C and distributed above 50°C. The only exceptions to this are low volume water heaters of 10 litres or less capacity. These may be operated at a minimum of 50°C provided a risk assessment has been carried out by a competent person to confirm that:

- There is regular turnover
- No spray outlets are present in the system
- There are no excessive pipe runs

In systems where no hot water is stored e.g. electric showers, combi boilers (where there is no recirculation loop) and instantaneous water heaters, there is no minimum temperature).

Hot Water storage during school holidays / weekends and other shutdown periods

Where water hygiene systems are in control, water heaters can be turned off over night and during weekends or holidays when premises are not occupied.

Where this takes place a recommissioning procedure must be followed to bring the systems back into use; Premises Managers must ensure that minimum storage and distribution temperatures are reached at least one hour before the building is reoccupied.

For decommissioning over long periods, flushing hot outlets in a safe manner (by minimising the creation of aerosols) by a non vulnerable person is required once the minimum temperatures are obtained. This must be completed at least 2 hours before the building is reoccupied as legionella bacteria can remain airborne in an aerosol for this amount of time.

Where water heaters and calorifiers are routinely switched off overnight and/or at weekends, this should be controlled automatically by a timer as manual switching (a person physically flicking a switch) is not sufficiently reliable.

Protected Outlets

Serviceable type 3 Thermostatic Mixing Valves shall be fitted to all showers and all other hot water outlets which are accessible by vulnerable users in order to prevent scalding.

The Premise Manager shall ensure that adequate measures are in place to prevent access by vulnerable users to all unprotected outlets.

A vulnerable user can be defined as anyone with a reduced ability to detect or respond to temperatures that could cause scalding. Examples of persons in this category would include:

- Older people.
- Those with mental health conditions or learning disabilities.
- Anyone with reduced sensitivity to temperature.
- People with disabilities (who may not be able to recognise high temperatures or respond appropriately or quickly).
- Children (i.e. Nursery, Primary School Children).
- Where local Premise Manager identifies other risk requirement.

All baths, showers and other items where full body emersion is possible must be fitted with a serviceable type 3 TMVs. Staff must have in place suitable procedures to check the temperature of bath water, using a suitable thermometer, prior to service users entering the water.

Adequate supervision must be provided where vulnerable service users take baths or showers and adequate training must be provided to ensure that staff involved in bathing service users understand the risks and precautions.

In addition to the above, TMV's must also be fitted to welfare facilities provided in disabled toilets/bathrooms.

All Thermostatic Mixing Valves shall be calibrated by the water hygiene contractor in order to deliver water at 43° c.

Unprotected Outlets

In areas used by people who are not classed as vulnerable with regard to scalding, TMVs should not be fitted. Unnecessary installation can limit effective management of Legionella bacteria and may increase the risk of bacteria growth.

Hot water outlets which have been designated as "unprotected" must have a sign alongside to indicate the presence of hot water.

The hot water temperature delivery at these outlets is to be controlled between 50°c and 70° c (with some exceptions e.g. sterilising sinks and heated rinsing sinks).

Cold Water

Cold water should be stored and distributed below 20°c.

5.6 Exposure to Legionella

Legionella is a naturally occurring bacteria which may be present within water systems and are tolerated in small quantities. Where water samples have identified a significant level of Legionella bacteria in a system, this does not constitute a case of Legionnaire's Disease. There are separate procedures, therefore, to address, detected bacteria and a suspected case of Legionnaires Disease.

Action In the Event of Detecting Legionella Bacteria

When a positive count of 100 colony-forming unit (cfu)/litre or greater is identified from the analysis of a water sample taken by the water hygiene consultant, the Property Risk Management Team will arrange for appropriate action to be taken in accordance with ACOP L8.

This will involve:

- An initial site visit to meet with the Premise Manager by the relevant Property Surveyor and, as appropriate, the relevant Health & Safety Advisor.
- Advice will be given regarding the implications of elevated levels of Legionella bacteria in the water systems.
- All spray nozzles shall be removed from taps in the affected system(s). All shower heads shall be removed. All other high risk outlets shall be removed from use.
- A safe (i.e. ensuring no aerosol is created) flushing regime shall be put in place where any outlet is removed from normal usage. **An increased flushing regime may also be considered appropriate in certain situations.**
- The risk assessment shall be consulted for any outstanding recommendations for the affected system(s).
- A check for any other contributing factors such as a system operating outside its normal parameters should also be undertaken e.g. temperatures etc.
- Chemical clean and disinfection and thermal disinfections may be considered for use as temporary measures or to conclude matters once the engineering measures have been completed but should not be considered as a solution alone. Implementation of an increased flushing regime should also be considered.

The “Responsible Person” in conjunction with the Risk Management Team and, where necessary, the Health and Safety Team, will arrange for adequate control measures to be implemented during this period.

The process of cleaning and disinfecting the affected system(s) where necessary will only remove the bacteria. In order to prevent a reoccurrence the system will require modifications to remove the factors that have allowed the bacteria to multiply.

Action in the Event of a Suspected Case of Legionnaire’s Disease

The “Responsible Person” should contact the Health and Safety Team if it is suspected that a member of staff has Legionellosis.

5.7 Water System Checks/Cleaning (Responsible Person)

The following checking, inspection, monitoring and cleaning procedures must be carried out by or under the control of the Premise Manager:

Procedure	Frequency	Process
Cold water systems – temperature checks	Monthly	<p>TAPS</p> <p>Check and record temperatures at the cold water sentinel taps (as indicated in the risk assessment) and 10% of the remaining taps in the system on a rotational basis.</p> <p>The temperature should be less than 20°C within two minutes. If the required temperature of 20°C is not recorded, the Risk Management Team should be consulted (however, it should be noted that during the warmer months, water temperatures in excess of 20°C can occasionally be recorded).</p>

Hot water systems – temperature checks for scalding prevention	Monthly	<p>TAPS Check and record temperatures at every tap/showerhead accessible to vulnerable users (these outlets should be protected by TMVs).</p> <p>If the required temperature of 43°C varies by more than +/- 2°C immediate action should be taken to prevent a scalding incident occurring and the water hygiene consultant must be called out to investigate.</p>
Hot water system – temperature checks for Legionella prevention	Monthly	<p>TAPS Check and record temperatures at the hot water sentinel taps (as indicated in the risk assessment) and 10% of the remaining taps on a rotational basis.</p> <p>NONE-PROTECTED OUTLETS WHERE A TMV IS NOT FITTED The outlet temperature (at taps, etc.) should reach 50°C within one minute. For low volume water heaters, the maximum temperature reached during that period should be recorded as it may not maintain a sufficient temperature for a whole minute.</p> <p>PROTECTED OUTLETS WHERE A TWV IS FITTED The hot water supply prior to the TMV should reach 50°C within one minute. A temperature check should be made using a surface temperature probe placed on the hot water pipe entering the TMV. Where pipes are boxed in, it may be necessary to create an access panel, so that the testing of the pipe temperature prior to its entering the TMV can be completed.</p> <p>CALORIFIER Check and record temperature of the water leaving and returning to the Calorifier. (The check is made by placing a thermometer with a surface probe on to the pipes).</p> <p>Outgoing should be at least 60°c, return not less than 50°c.</p> <p>If the required temperatures from hot water outlets or the Calorifier are not being obtained, the service and testing contractor must be consulted.</p>
Thermometer accuracy	During a service visit by the water hygiene consultant	A comparative check should be made in still (not running) water using the immersion probe against the consultant’s thermometer to ensure the accuracy of the thermometer. Checks should be made in both hot and cold water to ensure accuracy across the range of likely readings. Where a thermometer is found to have an error it should be recalibrated, repaired or replaced immediately.
Flushing of little used or disused outlets (identified by the water system survey)	Weekly	Flush through for 5 minutes or until correct temperature is obtained and purge to drain any little used or disused outlets without release of aerosols – this includes any outlets temporarily taken out of use due to the discovery of Legionella bacteria. A record of this action must be kept. Any person that is classed as vulnerable or that has a suppressed immune system must not be allowed to undertake any flushing.
Flushing of little used or disused outlets in Residential Care establishments	Twice Weekly	Twice weekly for any taps, showers, sluices, etc that are not frequently used. Flush through for 5 minutes or until correct temperature is obtained and purge to drain any little used or disused outlets without release of aerosols – this includes any outlets temporarily taken out of use due to the discovery of Legionella bacteria. A record of this action must be kept. Any person that is classed as vulnerable or that has a suppressed immune system must not be allowed to undertake any flushing.
Shower head/spray	Quarterly (minimum)	Dismantle, descale and disinfect all showerheads and hoses using suitable materials. Use a de-scale agent such as Freescan, Cleanforce or similar

tap cleaning	or more frequent if necessary	approved product to remove lime scale by soaking the showerhead / hose for 30 minutes or until the lime scale has been removed. Rinse the showerhead / hose and then clean and sanitise them using Titan Sanitizer, Protect or similar as approved by the Strategic Health and Safety Service. All descaling and cleaning products must be used in accordance with the COSHH risk assessment for the products.
Humidifier cleaning	Periods as recommended by the manufacturer	Any humidifiers that incorporate, or take water from reservoirs or tanks that can store water at temperatures in excess of 20°C should be regularly cleaned and maintained in accordance with the manufacturer's instructions. Only materials that have been subject to an adequate COSHH risk assessment must be used to clean humidifiers.
Air conditioning equipment	6 monthly	Staffordshire County Council does not currently operate any cooling towers (evaporative condensing systems). Therefore all air conditioning equipment shall be serviced in accordance with the manufacturer's instructions every 6 months by the contractor appointed by the Council to minimise any foreseeable risks arising from the normal operation of the equipment. This shall include cleaning and disinfecting the collection trays below condensing coils where water is likely to collect.
Swimming pool plant	Periods recommended by the manufacturer	These can be separated into conventional swimming pools and spa pools/baths. Conventional swimming pools maintained in accordance with the manufacturer's instructions and ACOP present very little risk of exposure to Legionnaires disease despite the temperatures involved due to the continual chemical treatment that takes place. Spa pools/baths, hydrotherapy pools or whirlpool baths (Jacuzzi is a trade name of such type of pool) present a greater risk due to the agitation of the water contained within the pool by means of pumped water or induced air that may create an aerosol. For this reason it is crucial that the manufacturer's instructions are followed closely and regular monitoring of water quality and chemical treatment takes place. All cleaning procedures must be carried out to exacting standards at the required frequencies by a competent person.
Ancillary equipment (for example: water fountains, water dispensers, mains fed vending machines etc.)	As required	Any other equipment that utilises water should be maintained in a clean and safe condition in accordance with manufacturer's instructions. Where any item is infrequently used or is not used for long periods of time, consideration should be given to the possibility of stagnation occurring in the water contained within the appliance or the pipework supplying it (e.g. pipework should be regularly flushed or disconnected and drained down).
Actions before and after permanent or temporary building closure	As required	For water systems within buildings which are not likely to be utilised for a period greater than two weeks, either; Carry out decommissioning of water systems prior to closure and recommissioning before reintroducing people to the building. For extended periods chemical and/or thermal disinfection may be necessary prior to reopening. Or Implement procedure in accordance with the section "Flushing of little used outlets" of this document. Any person that is classed as vulnerable or that has a suppressed immune system must not be allowed to undertake any flushing.

5.8 Decommissioning

If a property is to remain unused for an extensive period of time, it is recommended that the water systems are drained down fully, ensuring that all calorifiers and water heaters are taken off-line.

For shorter periods that do not exceed 2 weeks follow the procedure described in the table above for flushing little used outlets during the period of disuse to prevent the water stored within the systems from becoming stagnant.

5.9 Recommissioning

If a system has been out of use and not regularly flushed or it has been drained down, it will require disinfecting prior to being used. This process should be carried out by a competent person as the levels of disinfectant must be carefully controlled. Airlocks may occur within gravity fed systems that will require removal if they have been drained down and refilled.

Where a system has been out of use but regularly flushed in accordance with the procedure described above, cold systems may be returned to normal use with no further measures to be taken.

Hot water systems should be brought to full operating temperature (with all recirculating pumps operating where fitted) and be maintained at this temperature for a minimum continuous period of one hour before returning the system to use.

5.10 Building Design

When developing new extensions and new build projects the council will ensure that consideration for designing out stored water systems is applied wherever practicable and will ensure that adequate precautions are in place to comply with this policy, the legislative framework and in particular the Approved Code of Practice L8.

6. Key Accountabilities

6.1 Staff with responsibility for arranging works to premises

Staff with responsibility for arranging work to premises (whether carried out by contractors, Council staff or others) must ensure, as far as is reasonably practicable, that:

- No work will be undertaken until the Hazard Identification Checklist has been completed by the "Responsible Person" and contractor. Work may only commence when measures to deal with any identified hazards have been agreed.
- The contractor must read and sign the Water Hygiene Record System Manual and record the details of any work carried out in the Manual.
- If the activities of any contractor involves invasive work on the water/water heating system (e.g. cutting into pipes, disconnection of services, etc.), ensure

that the contractor completes a suitable cleaning and disinfection of the system prior to its return to use and provides a clearance certificate.

- When completed, the works comply with this (Water System Safety) policy, the water regulations and ACOP L8.

6.2 Responsible Person/Premise Managers

All Premise Managers across the full range of the County Council's services to whom "Responsible Person" responsibilities have been delegated will ensure, so far as is reasonably practicable, that the following requirements are met at the premises under their control.

- A copy of the Water Hygiene Record System Manual and the associated survey report will be held in the premises and this will be available for consultation at all times by any person who may need access to the information. If the register has been mislaid information may be available from the Risk Management Team.
- Adequate arrangements including risk assessments are in place for the management of water systems to prevent employees and other persons becoming exposed to Legionella or excessive water temperatures. Arrangements are in place in order to ensure these measures are implemented in the absence of the "Responsible Person".
- The premises water hygiene record system manual is maintained along with adequate records of all temperature checks, cleaning and de-scaling, flushing of low use outlets (refer to section 2.4) and any alterations and modifications to the system.
- As the responsible person they are familiar with the content of the water hygiene record system manual and ensure that no modifications or alterations to any part of the water system are made without reference to the manual. In the event that the premise managers identify faults within the RSM's, the "Responsible Person" should contact the Risk Management Team.
- Premise Managers should contact the Risk Management Team if they believe there is a storage tank supplying water for drinking, cooking, food preparation or any other purpose that would require wholesome water - this does not include washing or bathing – in order for them to add this into the water hygiene record system manual for the premises.
- Whenever a change of use for any building or part of a building is proposed the "Responsible Person" will ensure that a reassessment of the water system is undertaken promptly by contacting the Risk Management Team. In addition the "Responsible Person" should contact the Risk Management Team regarding start-up / shut down procedures e.g. what to do if a building or water system is taken out of use or brought back into use after a period of disuse.
- Where a "Responsible Person" has responsibility for a listed building or a building in a conservation area he/she must ensure that no work is undertaken that contravenes the Listed Buildings and Conservation Areas Act 1990.
- If the work of any contractor involves working on the water/water heating system, ensure that the contractor is familiar with this policy, the water regulations and ACOP L8 before work commences.

- If the work of any contractor involves working on the water/water heating system, ensure that the Contractor Hazard Identification form is jointly completed with the contractor before work commences and that the contractor reads and signs the Water Hygiene Record System Manual and records details of the work carried out in the Manual.
- If the activities of any contractor involve invasive work on the water/water heating system (e.g. cutting into pipes, disconnection of services, etc.), ensure that the contractor completes an adequate cleaning and disinfection of the system prior to its return to use.
- Showerheads and hoses are cleaned and descaled at least quarterly as per guidance in table in Section 5.7. A copy of the corresponding safety data sheet and COSHH assessment must also be placed within the manual.
- They take action to address any comments recorded by the water hygiene consultant following their servicing of the water system. If concerns are raised then advice should be sought from the Risk Management Team.
- Where safe means of access is required to reach tanks, pipework or other equipment Contractors are responsible for providing their own access equipment, however a safe route to and from the access points should be available.

6.3 Employees

Every employee of the Council will:

- Take reasonable care for the health safety and welfare of themselves and that of others who may be affected by their activities in relation to any contact or involvement with Water Hygiene in buildings.
- Not interfere with or misuse any equipment which is provided to control water systems.
- Co-operate in the implementation of the County Council's Water hygiene Management Policy, Organisational Arrangements and Procedures.
- Co-operate in any investigations in relation to any water hygiene incident.

7. Specialist Advice

7.1 Risk Management Team

The Risk Management Team co-ordinates a corporate approach to water hygiene management across the Council. The principal duties of the RMT are as follows:

- Manage a prioritised water hygiene survey programme and provide water hygiene survey information to each Premise Manager/"Responsible Person".
- Provide advice and guidance to all Council staff in relation to the control and management of water hygiene including the content of training courses.
- Co-ordinate a two yearly risk assessment review programme of all water systems.
- Responding, where necessary, to emergency situations in relation to water hygiene in all properties used by the Council.
- Archiving all relevant historical water hygiene documentation for a minimum of 5 years

- Conducting a periodic audit and review of work undertaken by the water hygiene consultants.

7.2 Health and Safety Team

The Health and Safety team can assist with the interpretation and practical application of this policy. It is recommended that you contact the Health and Safety Team if further advice, guidance and support are required.

The Health and Safety team will be responsible for:

- Providing or facilitating training for “Responsible Persons” as necessary.
- Carrying out initial investigations with property surveyors from the Risk Management Team and other property areas and advising on cases of exposure to Legionella, other bacteria and scalding.
- Auditing the water hygiene management processes.
- Providing advice to “Responsible Persons” within regarding their management responsibilities and day to day duties (e.g. de-scaling showerheads, temperature monitoring etc)
- Reporting any outbreaks of legionella to public health and liaising on any investigation by HSE and Health Protection Agency.

7.3 Property Surveyors/Risk Management Team

The Property Surveyors and Risk Management Team provide water hygiene advice to all workplaces within the council and those schools who purchase their services.

The principal duties of the Property Surveyors and Risk Management Team are as follows:

- Providing technical advice regarding current best practice when replacing or repairing parts of water systems.
- Providing links to approved competent contractors to undertake repairs and replacement of parts in water systems.
- Responding, where necessary, to emergency situations, in relation to water hygiene in all school properties adopting their service.

Property Surveyors and Risk Management Team **arranging works must ensure, as far as is reasonably practicable, that:**

- If the work of any contractor involves working on the water/water heating system, the contractor is familiar with this (Water System Safety) policy, the water regulations and ACOP L8 before work commences.
- No work will be undertaken until the Hazard Identification Checklist has been completed by the “Responsible Person” and contractor. Work may only commence when measures to deal with any identified hazards have been agreed.
- The contractor has read and signed the Water Hygiene Record System Manual and records details of the work carried out in the Manual.
- If the activities of any contractor involves invasive work on the water/water heating system (e.g. cutting into pipes, disconnection of services, etc.),

ensure that the contractor completes an adequate cleaning and disinfection of the system prior to its return to use

- When completed, the works comply with this (Water System Safety) policy, the water regulations and ACOP L8.

8. Legislative Framework

- The Health and Safety at Work Act
- The Management of Health and Safety at Work Regulations
- The Control of Substances Hazardous to Health (COSHH) Regulations
- The Workplace (Health, Safety and Welfare) Regulations
- The Occupiers' Liability Acts
- The Water Supply (Water Fittings) Regulations 1999. S.I. 1999 No.1148
- The Water Supply (Water Fittings) (Amendments) Regulations 1999. S.I.1999 No.1506
- BS 6700: 1997 Specification for Design Installation, Testing and Maintenance of Services Supplying Water for Domestic Use within Buildings and their Curtilages
- BS 7942: 2000 Thermostatic Mixing Valves for Use in Care Establishments
- BS 8580:2010 Water quality. Risk Assessments for Legionella control.
- Approved Code of Practice (ACOP) L8 - 'Legionnaires Disease: The Control of Legionella Bacteria in Water Systems' Approved Code of Practice
- HELA Circular, Scalding Risks from Hot Water in Health and Social Care, LAC Number 79/5
- In line with COSHH, the ACOP places responsibility on employers and others to:
 - i. Identify and assess sources of risk from Legionella;
 - ii. Prepare a scheme for preventing or minimising the risk;
 - iii. Implement and manage the scheme of precautions; and
 - iv. Keep records of the precautions implemented.

9. Thermometer Type

A digital thermometer is required to meet the legal requirements for temperature monitoring.

The thermometer is required to have interchangeable probes, one suitable to be immersed in liquid for taking outlet temperatures and another to measure surface temperatures of copper pipes. The thermometer should be accurate and have a regular refresh rate of at least once per second.

An example of a suitable thermometer would be a Tecpel 305-B with a TPK03 or TPK03S immersion probe and a TPK04 or TPK04S surface probe (SAP Supplier name = Heatmiser) as found at www.digital-meters.com. Many other suitable alternatives are available.

10. Further Advice and Information

This policy document is for general guidance only. If you need any further advice on how to apply this policy please contact the [Health and Safety Team](#).

Further background information on this topic is available on the following Websites:
www.hse.gov.uk

Risk Management Team

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11. Related Fact Sheets

HR58 Control of Contractors
HR59 Control of Substances Hazardous to Health

12. Standard Documents

Water Hygiene Record System Manual
Control of Contractors Hazard Identification Checklist
Appendix 1 - Water Hygiene Management Structure