

Case Study: Diverting Water Mains at Holt School with Severn Trent Water

Background

Enterprise has worked in partnership with Severn Trent Water (STW) since 1997. It has a strong track record in utility network maintenance.

STW has been a valued customer for a number of years, during which time Enterprise has developed a strong partnership with a customer focused approach

Initial Situation

Birmingham City Council decided to rebuild a local school and a water main belonging to STW passed through the existing school grounds. Due to the nature planned works for rebuilding the school it became necessary for the water main to be diverted.

Key Customer Requirements

Enterprise was asked to divert a 700mm diameter water main so that it did not pass through the grounds of the new school build.

To do this a five metre deep excavation was required. As the area involved forms part of the Government Rejuvenation Act both the cost and time element required careful attention.

Our Response

We were asked to start on site at very short notice. This left little opportunity to undertake site investigations before the work began. Upon commencement, a number of variations arose. Enterprise was able to reduce the potential impact of such issues through its experience of contingency based planning and the knowledge and skills of its workforce.

Enterprise monitored continually and reviewed the programme of works. This allowed for resource levels to be suitably adjusted with the overall time on site being reduced greatly as a result.

To minimise potential disruption and health and safety risks to the local community and the existing school, all of the road closures and service connections were conducted at night.

Health and safety is of great importance to Enterprise. For this particular work, as the site was in close proximity to the existing school, it was particularly important to employ stringent precautions. In conjunction with night working, continual site supervision and health and safety audits were mandatory and our customer service manager visited the school on a weekly basis to manage any issues and keep the school informed.

Enterprise also used a suction excavator on site to reduce the time taken to excavate and minimise the operational impact upon the local community.

Achievements

With our experienced operations team we have been able to offer innovative engineering solutions to a variety of on site problems. This approach has reduced the potential disruptions arising from unforeseen problems. In addition, through the weekly progress meetings we have used our expertise to reduce the project's critical path time.

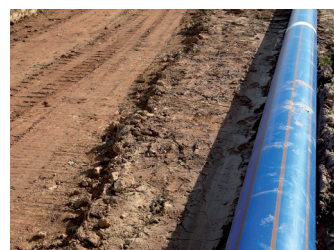
Enterprise achieved a 99% customer satisfaction rate on this project. We kept Birmingham City Council and the local school fully informed throughout the process. We received ongoing praise from Birmingham City Council and had very positive feedback.

Whilst working around the existing school site, we aimed to minimise disruption and reduce health and safety risks wherever possible. Due to this culture of health and safety and our informative approach we had no major incidents on site.

Summary

Enterprise mobilised the project quickly and with minimum disruption. Our expertise and high levels of communication enabled us to install the water main successfully for STW.

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