

Case Study: Severn Trent Water Sewerage Services

Location: Shropshire, Staffordshire and Birmingham

Value: £15m per annum

Term: Five years with an option to extend

Scope: Sewerage services

Enterprise mobilised the Severn Trent Water Sewerage contract in the West of Severn Trent's region on 28 February this year. The area covers Shropshire, Staffordshire and the Birmingham conurbation, mirroring the area covered by our AMP 5 contracts (Lots 1 and 2).

The contract includes providing sewer services, from reactive blockage clearance to planned maintenance, which includes cleansing, CCTV and surveys and repair and maintenance works on the network.

Co-location

A co-located office was established in Tettenhall earlier this year, where Enterprise employees and Severn Trent Water employees work side-by-side. Employees also work out of offices in Minworth, Stoke and Shelton. There is a

mix of DSP (Direct Service Provider) and direct labour delivering for the customer.

The Enterprise team worked closely with Severn Trent Water during the mobilisation phase and are continuing to work in partnership to develop new and improved ways of working on the contract. This has seen us refining processes and rolling out training to employees in offices and out in the field.

According to Roland Leslie, Operations Manager, the successful mobilisation of the contract has put us in a strong position, as we were able to mobilise with minimum disruption.

"The contract team worked really hard to make sure that it was a success and the atmosphere in the office is really positive. A visitor to the Tettenhall site wouldn't necessarily realise that it is a new contract as the team has hit the ground running and everyone has integrated well" he says.

Mobilising for success

An important part of the mobilisation plan

was looking at the safety challenges associated with this type of work and ensuring we have the right procedures in place to manage risks.

We have a target of 10,000 blockages a year and at the moment about 100 jobs per day are coming in. However, this is set to increase as a key element of the joint working that is taking place with Severn Trent is planning for the impact of Private Drains and Sewer (PDaS) legislation.

Private Sewers

The contract team is preparing by investing in innovative new equipment to increase efficiency and reduce environmental impact. We use a 'single solver' one man operation, which includes an experienced operative in a small vehicle equipped with CCTV and rodding equipment. This enables us to cut down our carbon footprint.

Getac E-100 handheld units have been deployed, which enable field teams to send work from site to the office and

back in real time. Our scheduling system, WMSites, interfaces directly with Severn Trent Water's SAP system. This means a paperless environment and reduces the need for operatives to go back to the office as frequently, which increases efficiency.

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