

Water Risk Assessments & Legionella Consultancy

Estuary Housing Association

Delivering Water Risk Assessments on a three year framework

Frankham Risk Management (Frankham RMS) were appointed in January 2020 by Estuary Housing on a three-year framework to deliver Water Risk Assessments, undertake monthly Water Temperature Testing and Water Monitoring for Analysis, and carrying out annual TMV, Tank and Booster Pump Inspections. All these works are undertaken within live/occupied residential buildings and their portfolio of care homes.

During the COVID-19 Pandemic our teams, who are already trained to work in hazardous working environments and have the PPE and 'face-fit' masks as standard practice, have completed all risk assessment site works in accordance with government guidelines, mindful that a large percentage of the programme for Estuary HA was prioritised for care homes, our teams coordinated with site staff to ensure works could be carried out safely and effectively.

Our role under the Estuary Housing property portfolio includes carrying out:

- Water Risk Assessments
- Water Temperature Testing
- Water Monitoring (taking Samples) for Analysis
- Project Managing any urgent remedial works required by a third party contractor

We are working to a set programme of works, as well as Project Managing any urgent remedial actions required, to tight deadlines.

Our primary role is to carry out a programme of Water Risk Assessments, Temperature Testing and Monitoring inline with the Portfolio schedule of works over a three year period.

The results of the information gathering on site when carrying out the Risk Assessment is used by the project manager in the formation of the risk assessment for the site-works, and instruction for any remedial works required (by a third party contractor). Frankham RMS have also collated this information for upload on to a secure internet based Risk Portal (CoRAS), to enable Estuary Housing to measure real-time updates on its compliance rating across the portfolio.

Our Teams are cross trained in multiple compliance areas, which enables us to assess other risk areas whilst onsite, maximising the tight timeframe constraints that some of the sites on the portfolio require.

We ensure prior communication to all site managers prior to our site visit. Once on site, we will liaise again with staff present and identify whether any other issues have arisen since the initial discussions.

Since our appointment in January 2020, we have established a strong working partnership with Estuary. The COVID-19 Pandemic has positively forced both parties to communicate even more efficiently, of which the results are that the Risk Assessments and urgent remedial works have been completed on or ahead schedule and the client has since extended our role to include Quality and Audit control of the remedial works carried out. Although completing remedials has proven challenging, with organisations and contractors closed for the Lockdown and Tiers system, Frankham RMS has assisted Estuary to keep their portfolio compliant, and its residents and staff safe.

Frankham RMS utilises a Compliance Software – CoRAS, which is an in-house 'portal' to manage and monitor progress continuously, and report on any aspect of the Programme at any point – by property, by risk, by assessor, by significant issue or corrective action, from any compliance area: Water Risk Assessments, Asbestos Surveys, Fire Risk Assessments, H&S Inspection, Access Auditing, COVID-19 Assessments etc.

The CoRAS solution has been developed over a considerable period of time in conjunction with a number of clients and our specialist compliance consultants.

The result is a comprehensive end-to-end solution for risk managers that provides:

- A flexible, locally configured risk solution
- A more structured and standardised approach to surveys
- Reduced workload from automated scheduling of remedial works
- Role-based review and QA
- Automated capture of Significant Findings
- Continuous monitoring capability to report on current status at ANY point in time.



FRANKHAM RMS

Client:
Estuary Housing

Sectors:
Housing

Services:
Water Risk Assessments
Legionella Consultancy