

Legionella Written Scheme

Jubilee Centre

January 2025

Version	Author	Date	Comments/amendments
1.0	E Jorgenson	10/01/2019	
2.0	E Jorgenson	28/05/2020	Management structure asset register and programme of works updated,
3.0	E Jorgenson	13/01/2021	All sections updated following new risk assessment – remote monitoring now included in scheme.
4.0	E Jorgenson	22/09/2022	Updated as part of risk assessment review
5.0	A Graham	16/12/2022	Updated following New risk assessment
6.0	A Graham	11/12/2023	Review
7.0	A Graham	16/04/2024	Update due to change of risk assessment contractor
8.0	A Graham	30/01/2025	Updated following new risk assessment

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1. Purpose

The purpose of this document is to detail the site-specific written scheme for Jubilee Centre

2. Scope

This written scheme covers the domestic water system only within the property. There is no risk linked with any close systems in the property and therefore this has not been included in the scope.

3. Risk Assessment

All risk assessments for believe housing are completed by a Legionella Control Association registered company who have been selected through a full and proper procurement exercise.

This risk assessment was carried out on the 28th October 2024. The site will be audited on an annual basis to assess the validity of the assessment and when it is considered no longer valid a new risk assessment will be arranged. The assessment may be considered invalid when;

- a) There are changes to the water system or its use;
- b) Changes to the use of the building in which the water system is installed
- c) The availability of checks indicating that control measures are no longer effective
- d) Changes in key personnel
- e) A case of legionnaires disease/legionellosis associated with the system.

Following the risk assessment, an action plan has been formulated and details of this can be found located in on the following file path

[Believe Housing 3CHAR1_Ext_Com_B14 JUBILEE CENTRE 1 14 Risk Assessment UKAS Accredited 1082374 Version 3.pdf](#)

[1082374 3CHAR1_Ext_Com_B14 JUBILEE CENTRE 1 14 VERSION 2 Schematic 281024.pdf](#)

This shows all the recommendations made in the risk assessment and the actions that believe housing are taking.

4. Management Structure

The management structure for the organisation is as follows.

Statutory Duty Holder – Alan Smith	
Position	Chief Executive
Address	believe housing, Coast House, Spectrum 4, Spectrum Business Park, Seaham
Postcode	SR7 7TT
Nominated Responsible Person – Emma Jorgenson	
Position	Compliance Manager
Address	believe housing, Coast House, Spectrum 4, Spectrum Business Park, Seaham
Postcode	SR7 7TT
Training	City and Guilds Qualificatons “management of legionella bacteria in hot and cold water systems” and “hazard identification and risk assessment of water systems within buildings” and regular attendance of the north east councils legionella focus group (NECLFG).
Nominated Responsible Person (Deputy) – Andrew Graham	
Position	Compliance Officer (Water)
Address	believe housing, Coast House, Spectrum 4, Spectrum Business Park, Seaham
Postcode	SR7 7TT
Phone	07901510712
e-mail	Andrew.graham@believehousing.co.uk
Training	City and Guilds Qualificatons “management of legionella bacteria in hot and cold water systems” and regular attendance of the north east councils legionella focus group (NECLFG).
Facilities Officer (Community Amenities, commpliance support) – Ines Carr	
Address	believe housing, Coast House, Spectrum 4, Spectrum Business Park, Seaham
Postcode	SR7 7TT
Phone	07769672356
e-mail	ines.carr@believehousing.co.uk
Training	In house e-learning package

Risk Assessment Contractor – SMS Environmental	
Address	Strathclyde Business Park, Suite1/2 Avondale House, Bellshill ML4 3NJ
Postcode	ML4 3NJ



Contact	Sharon David
Phone	07521390672
e-mail	s.david@sms-environmental.co.uk

Water Monitoring Contractor – HSL Compliance Ltd	
Address	Plexus Innovation / HSL Compliance Tanfield Lea Business Park Stanley
Postcode	DH9 9DB
Contact	David Armstrong & Phil Lynas
Phone	078233499745/07909706236
e-mail	Phil.lynas@HSL Compliancecompliance.com and David.Armstrong@HSL Compliancecompliance.com
Little used flushing - Contego	
Address	Unit 4 , Maple Way, Aycliffe Business Park, Newton Aycliffe, County Durham,
Postcode	DL5 6BF
Phone	07966473063
e-mail	Martin.Ferguson@contegofacilities.com

Full details regarding the responsibilities of the Duty Holder, Responsible Person and Deputy Responsible Person can be found in the legionella policy.

Full details of the responsibilities of the contractors employed by believe housing, to complete the legionella programs can be found detailed in the specification of the tender and water hygiene procedure.

4. Asset Register

	Asset Number	Location (detail any specific access requirements)	Serving
Cold Water Storage Tanks		None	
Water Heaters	WH01	1 st Floor Plant Room	DHW to all hot outlets
Showers	SH1	Ground Floor Communal Bathroom	Electric Shower
	SH2	Flat 7	Mixer Shower
	SH3	Flat 8	Mixer Shower
	SH4	Flat 3	Mixer Shower
	SH5	Flat 10	Mixer Shower
	SH6	Flat 14	Electric Shower
	SH7	1 st Floor Communal Shower Room	Electric Shower
	SH8	Flat 6	Mixer Shower
	SH9	Flat 12	Mixer Shower
	SH10	Flat 11	Mixer Shower
	SH11	Flat 13	Electric Shower
	SH12	Flat 1	Electric Shower
	SH13	Flat 5	Mixer Shower
TMV's	TMV01	Entrance Male WC	1XWHB
	TMV02	Entrance Disabled WC	1XWHB
	TMV03	Flat 1 Cupboard	1xWHB
	TMV04	Flat 2 Cupboard	1xWHB and 1xBTH
	TMV05	Flat 3	1XSHR
	TMV06	Flat 3 Cupboard	1xWHB
	TMV07	Flat 4 Cupboard	1xWHB and 1xBTH
	TMV08	Flat 5	1XSHR
	TMV09	Flat 5	1xWHB and 1xBTH
	TMV10	Flat 6 Shower	1XSHR
	TMV11	Flat 6	1xWHB and 1xBTH
	TMV12	Flat 7	1XSHR
	TMV13	Flat 7 Bathroom	1xWHB
	TMV14	Flat 8	1XSHR
	TMV15	Flat 8 Cupboard	1xWHB
	TMV16	Flat 9 Bathroom	1xWHB
	TMV17	Flat 9 Bathroom	1 x BTH
	TMV18	Flat 10 Shower	1XSHR
	TMV19	Flat 10 Cupboard	1xWHB

	TMV20	Flat 10 Kitchen	1 X SNK
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	TMV21	Flat 11 Cupboard	1XWHB, 1XBTH and 1XSHR
	TMV22	Flat 12 Shower	1XSHR
	TMV23	Flat 13 Bath	1xWHB and 1 x BTH
	TMV24	Flat 14 Bathroom	1 x WHB and 1 x BTH
	TMV25	Guest Room	1XWHB
	TMV26	Ground Floor Communal Bathroom	1XWHB
	TMV27	1 st Floor Communal Shower Room	1XWHB
Other Systems	EXP01	1 st Floor Plant Room	WH01

5. Scheme of Control

5.1 Site description

Jubilee Court is a purpose-built sheltered housing facility comprising of 14 self-contained flats over two stories. The building also contains communal facilities including a day room with kitchen facility, visitor WC's, two assisted bathrooms, a guest room and a laundry. Each flat contains a living space with a kitchen and bathroom.

5.2 Building use and access

There are around 20 individuals living at the property all over 55 years old, with various believe housing representatives, contractors and friends and family visiting daily. Therefore, the population on this site will be considered as high risk in terms of legionella control.

Access to the communal areas of this property can be sought at any time. The main doors are on fob access, and these are available from the key safe at the property (code 1089). Where access to the tenants' flats is required, contractors must liaise with the customers before any attempts at access are made.

5.3 Monitoring program

The risk assessment has shown that there is a reasonably foreseeable risk of legionella contamination in this building. Therefore, a scheme of control has been formulated and implemented at this site. The current program in place on site is a physical treatment program using temperature rather than biocides as a form of control. The specific program for this site is detailed as follows;

Weekly tasks

Currently it is not possible to confirm that there is constant water use in the communal areas of the building. Therefore, all communal outlets are flushed for five minutes weekly by the cleaning company Contego, and this action is recorded in the premises file in the site office. The following outlets are flushed weekly.

- Boiler House cold tap
- Common Room Kitchen sink
- Entrance Gents WC basin and WC
- Entrance Disabled WC basin and WC
- Ground Floor Assisted Shower Room, WC, shower and basin
- First Floor Assisted Shower Room, WC, shower and basin
- First Floor Guest Room WC, basin and bath

In addition to this, on a weekly basis, the void flats in the property are forwarded to Contego to add to their flushing programme. Where these are added all outlets are flushed weekly including the kitchen, bathroom basin and any baths/showers.

Monthly tasks

HSL Compliance will visit the site once every month and monitor hot and cold water temperatures.

Remote monitoring technology has been installed in the following locations in the property

Location	Floor	Item	Water Source
Communal Kitchen	Ground Floor	Sink	WH01 and MWS01
Flat 12 Kitchen	1 st Floor	Sink	WH01 and MWS01
Flat 13 Kitchen	1 st Floor	Sink	WH01 and MWS01
Flat 2 Kitchen	Ground Floor	Sink	WH01 and MWS01
Flat 5 Kitchen	Ground Floor	Sink	WH01 and MWS01
Flat 6 Kitchen	Ground Floor	Sink	WH01 and MWS01
Flat 8 Kitchen	1 st Floor	Sink	WH01 and MWS01
Flat 9 Kitchen	1 st Floor	Sink	WH01 and MWS01
Laundry	Ground Floor	Sink	WH01 and MWS01
Entrance Disabled WC	Ground Floor	Sink	WH01 and MWS01
1 st Floor Plant Room	1 st Floor	Water Heater	WH01

Remote monitoring output are collated into a report and sent to the Compliance team weekly to monitor and take any actions necessary.

Manual monitoring will also be taken monthly the flow and return of the water heater located in the 1st floor Plant Room.

Hot and cold-water temperatures will also be taken manually from the following locations

Location	Floor	Item	Water Source
Common Room Kitchen	Ground Floor	Sink	WH01 and MWS01
Laundry	Ground Floor	Sink	WH01 and MWS01
Assisted Shower Room	1 st Floor	Sink	WH01 and MWS01
Boiler Room Bib Tap	Ground Floor	Bib Tap	MWS01

The temperature from every outlet will be taken at least once annually. If an outlet is controlled by a TMV the temperature of the water entering the valve will be recorded.

All hot water from water heaters must be stored at above 60°C and supplied to hot outlets or thermostatic mixing valves at above 50°C within 1 minute. All cold water must be supplied to cold outlets or thermostatic mixing valves at below 20°C within 2 minutes

Legionella samples will be collected monthly. These will be taken from a combination of communal areas, void flats and tenanted properties. This is formulated monthly depending on the access available and void property status within the centre. All samples are sent to a UKAS accredited laboratory for analysis. See section 8 for further details

Quarterly

The 13 showers located throughout the property (see the asset register for further details) will be cleaned and disinfected quarterly in line with the method statements that HSL Compliance have submitted and in accordance with the ACoP L8 and HSG274 pt2.

The expansion vessel in the 1st Floor Plant Room will be flushed through on a quarterly basis.

The drain valve on the heater located in the 1st Floor Plant Room will be opened on a quarterly basis to purge all accumulated sludge from the vessel. If the drain water shows a high accumulation of dirt in the vessel, a clean and disinfection will be carried out in line with the method statements that HSL Compliance have submitted and in accordance with the ACoP L8 (2014), and HSG 274pt 2.

Six-monthly

All 27 TMV's on site (see asset register for full details – section 4) will be subject to failsafe testing six-monthly in accordance with the method statements submitted by HSL Compliance. If the valve does not pass the failsafe test it will be serviced fully or replaced.

Annually

All TMV's on site will be subject to a full service on an annual basis in accordance with the method statements submitted by HSL Compliance. If the valve does not pass the failsafe test following the service, it will be replaced.

Internal Calorifier inspections and cleans are also programmed in annually.

7 Record Keeping

All records of site visits and little used flushing are kept in the site premises file with the risk assessment and this written scheme.

All other monitoring records are held on the web-based portal Socius which can be accessed by using the following log in details.

Username: BelieveHousing@socius.com

Password: Thursday16

All records for legionella control will be kept for a minimum of 5 years as per the retention schedule detailed in the Approved Code of Practice L8.

8 Microbiological testing

Due to the age and potential vulnerability of the occupants microbiological testing is completed monthly at all sentinel's outlets and any other outlets identified as a cause for concern (e.g. little used, poor temperatures, poor flow etc). All samples taken monthly will be pre flush. If these samples results show levels above 100cfu/L or the correct temperatures are no being achieved (as detailed in section 5.3) the sample frequency will be immediately increased to weekly whilst the underlying issue is resolved. Following the resolution of the situation sampling frequency will be slowly reduced to monthly again.

All sampling will be completed in accordance with BS7592 "sampling for legionella organisms in water and related materials". All samples will be set for analysis at a UKAS accredited laboratory with current ISO standard methods of detection and enumeration of legionella included in the scope of the accreditations. The laboratories used also take part in external QA proficiency schemes to provide extra assurance.

9 Remedial Actions

On a regular basis, the Compliance Officer (Water), will check monitoring results on the web-based portal via exception report. All non-compliant results will subject to a desk top investigation to ascertain the extent and consistency of the issue. Where temperatures are consistently unable to achieve the required standards, or the monitoring raises other potential issues the Compliance Officer will raise relevant orders with Internal Repairs or external partners dependant of the works required. The Compliance Officer will advise on time scales for action depending on the risk the issue poses, which will be added to the ticket raised on QL. Where necessary legionella sampling may be requested on a weekly basis until the issue is resolved (see section 8).

Where issues with stagnation or lack of flushing are highlighted, due to a change of building use, the cleaning company Contego will be advised so the little used flushing program can be extended or started to ensure the water turn over in the building is adequate.

10 Incident Plan

Where contamination is identified in water systems the following action will be taken at the following thresholds.

Legionella bacteria (cfu/l)	believe housing's actions
up to 100	In the sheltered housing schemes only; The primary concern is protecting susceptible residents and therefore if any legionella is detected an investigation will be carried out and the system resampled
>100 and up to 1000	Either; <ul style="list-style-type: none"> • If the minority of samples are positive, the system will be resampled. If similar results are detected again, the control measures and risk assessment will be reviewed, and any remedial works identified and completed or; • If the majority of the samples taken are positive, the systems may be colonised at a low level. The control measures and risk assessment will be reviewed, and any remedial works identified and completed. A clean and disinfection of the system will be considered however the requirement for this will be decided on a case by case basis, considering all relevant factors. <p>In both cases the system will be continually resamples until assurance is given that the system is back under control.</p>
>1000	The control measures and risk assessment will be reviewed, and any remedial works identified and completed. A clean and disinfection of the system will also be considered. The system will be continually resampled until assurance is given that the system is back under control.

Where the thresholds above are met the Compliance Team will coordinate the organisations response to the incident. Where input is required from other areas of the organisation groups will be set up to coordinate the response, this may include but not be limited to the Compliance Manager, Assistant Director for Strategic Assets, Major Works Manager, Repairs and Maintenance Manager (Repairs), Facilities Coordinator, Health and Safety Officer, Neighbourhoods Team Leader and any third party contractors involved in the maintenance of the water system in the affected building. An actions log will be started to document believe housings response to the contamination. This will be shared with the Compliance Manager and all other relevant parties as necessary.

Any incidents of contamination will be reported in the weekly compliance meeting and documented accordingly.

During this time the system will be sampled weekly. Further control measures may be introduced, such as point of use filtration and chemical dosing, to ensure the safety of any users or occupants. In some cases, buildings may have to be temporarily closed for works to be completed.

When works are complete the Compliance Team will continue to sample the system, reducing the frequency gradually until it is assured that control has been regained.

11 Actions in response to partial of full system shut down

11.1 Temporary lack of use

Where the water usage in this property is temporarily reduced little used flushing will be expanded to include those areas which are no longer used. This flushing will be conducted weekly by Contego and a record of this will be made and placed in the legionella section of the premise's logbook.

Where flats become void, these will be accessed, and flushed weekly by the cleaning company Contego, at the same time as the communal areas in the property. Where believe become aware that flats are still tenanted however are unoccupied, the Compliance Team will attempt to contact the tenant. Firstly, the tenant or tenant's representative will be asked to attend the property weekly to flush all outlets. If they are not able to or it becomes apparent, they are not, believe will offer to complete this on their behalf as part of the property's weekly checks. Where tenants are not willing to cooperate, this will be escalated to Neighbourhoods and Safer Neighbourhoods for assistance.

Where the entire property is out of use, the water system will be kept live and managed using hygiene flushing a least once per week at all outlets for a minimum of five minutes.

11.2 Recommissioning

Where hygiene flushing can't be completed, or the water system has had to be drained the system will be fully recommissioned. Where the property has been drained down the system will be refilled, and then a cleansing flush completed before a clean and disinfection is carried out in accordance with method statements that HSL Compliance have submitted and in accordance with the ACoP L8 (2014), and HSG 274 pt2. Four days after the clean and disinfection is completed samples will be taken from the properties sentinel outlets to tested for coliforms, E. coli, 37 and 22C TVC's and Legionella. Hygiene flushing will be undertaken weekly until the results are received. If Coliforms, E. coli, or elevated TMV's are detected the sampling point will be cleaned, flushed and retested. If Legionella bacteria is detected the steps taken in section 10 of this written scheme will be taken and which may lead to the system being cleaned and disinfected again.

Forms/templates to be used

Little used flushing form

12 Associated Documents

Water Hygiene Policy

Water Hygiene Procedure

Procurement Specification

COSHH records for chemicals used on site