

## Priory School, London

Priory School is a Local Authority Maintained Community School for young people aged 11 – 19 with moderate to severe learning difficulties.

We came to the rescue when the team at Priory School in Upper Norwood approached to us with a series of water hygiene problems that left them open to non-compliance and exposing them to potential litigation if an outbreak had occurred.

### Problem

A new Facilities Manager arrived in the job mid way through 2019 to find the site was lacking in terms of inoperational water treatment equipment, poorly maintained systems, no recognisable programme in place for water hygiene, no reliable water treatment company employed and site staff not trained to carry out the necessary day to day tasks.



### Solution

Goodwater stepped in to help and guide as a key issue was that there was no specialist input, so the Facilities Manager was on his own. Our Account Manager drew up a shortlist of issues to focus on and within weeks we had arranged for the Chlorine Dioxide treatment system, which had been out of service for a long time, to be repaired, cleaned up, re-commissioned and set to work to ensure the treatment chemicals flow throughout the domestic water services to protect the systems and the occupants of the site from microbiological infection.

A thorough UKAS accredited Legionella Risk Assessment was undertaken to form the basis of the water hygiene programme going forwards, and the site team were given training via our HABC Legionella courses to give them the legionella awareness they needed and the confidence to handle the regular in-house planned maintenance tasks.

We also tailored a bespoke water hygiene programme for them to ensure full compliance and which included temperature monitoring, TMV servicing, shower de-scaling, microbiological sampling and tank cleaning/ system disinfection.

### Conclusion

In a very short period we worked with the client to establish and solve their problems, allay their fears and ensure their water hygiene programmes are now effectively managed and fully compliant, thereby giving them the peace of mind they so desperately needed.

You only have to read their comments on the next page to see what it means to them.

# Case Study

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before



after



Comments below from:

**Ronald Salter**  
Facilities Manager  
Priory School

*"I joined the school as the Facilities Manager around the middle of May this year [2019].*

*Since joining the school and looking at all our contracts I think it is fair to say that all the Goodwater team really do stand out and have helped me get to where we currently are.*

*From my initial concerns about previous work carried at the school to the chlorine dioxide unit and testing regime right through to adding a water hygiene programme and service schedule and getting all the required work carried out over the summer break. This will be ongoing as per PPM [planned preventative maintenance] programme. Plus a new WRA [Water Risk Assessment] for all buildings.*

*All of the engineers that have been to site always work with my team including myself to make sure all their work gets done. They are well presented and really put you at ease with their knowledge and experience of all types of water systems.*

*You can also ask for advice if required, just to make sure you are doing the right thing. We have also just arranged some training for our senior management team and site staff to help them understand their responsibilities and what we need to do to keep our site safe and compliant.*

*Thank you for what you have done and what you will do in the future."*

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