



Managed
Water

LOCAL AUTHORITY CASE STUDY

Changing Contractor. Protecting Compliance.

Careful mobilisation.
Clear digital oversight.
Minimal disruption.



The Challenge

The authority needed a new legionella control contractor but could not risk disruption across its estate.



Support had declined

Regular contact and useful updates had fallen away.



Confidence was low

Mergers and takeovers had left the client feeling overlooked.



Tendering takes time

The usual procurement route risked delaying change.



The real barrier was not the need for change – it was the potential impact of changing.



A Faster Route To Mobilisation

Managed Water was already an approved supplier on the Procure Public portal used by the authority.



No lengthy tender exercise

The authority could use an approved procurement route.



Existing data reused

Previous risk-assessment information created a practical starting point.



Site surveys verified the detail

Assets and control requirements were checked before upload.



A faster start – without compromising the accuracy of the mobilisation.



Our Approach

Careful preparation made the handover manageable.



Weekly mobilisation meetings

The main authority contact had a clear view of progress.



Accurate asset setup

Verified information was entered into the electronic recording system.



Control schemes configured

Required tasks were scheduled for each property and system.



Access matched responsibility

User hierarchies ensured colleagues saw only what they needed.



Precise input created clear, dependable output from day one.



Digital Visibility From Day One

By the September start date,
both teams could see exactly
what was required at every site.



Tasks visible anywhere

Laptop, desktop and mobile access
supported remote oversight.



Weekly actions allocated

Client representatives received
clear, site-specific responsibilities.



Short training sessions

Recorded guidance gave staff a
reference whenever they needed a
refresher.



No paper trail to search – status and
evidence were available at a glance.



The Solution

A connected control programme combined accurate data, immediate reporting and proactive review.



Instant visit reports

Completed work became available to the authority immediately.



Actions raised and tracked

Non-conformances could be reviewed and closed promptly.



Digital photo evidence

Remote checks reduced unnecessary site visits.

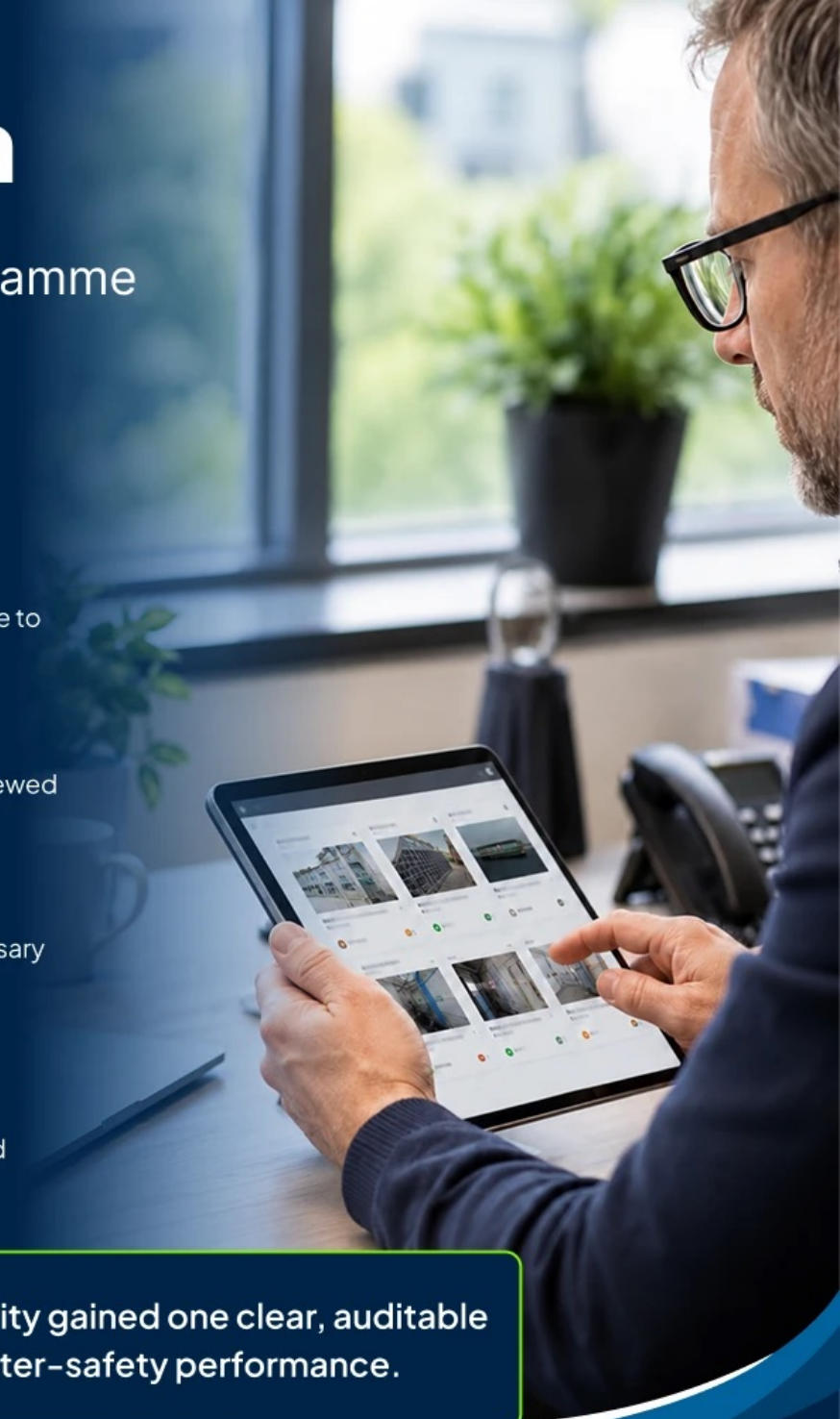


Quarterly review meetings

Results, emerging issues and impending failures were discussed early.



The authority gained one clear, auditable view of water-safety performance.



THE RESULTS

The impact of changing contractor was minimised – while insight and control improved.



Continuity maintained

The new contract mobilised without inconveniencing the client.



Compliance made visible

Clear records demonstrated tasks, evidence and outstanding actions.



Better conversations

Reliable data supported more useful advice and review meetings.



Confidence restored

Site and authority teams could see that water safety was under control.



Clear, auditable data demonstrated value – not simply activity.



KEY TAKEAWAY

With careful mobilisation, verified data and the right digital systems, a local authority can change contractor while protecting continuity and compliance.



Plan the handover

Agree responsibilities and maintain regular contact.



Verify before migrating

Good data is the foundation of reliable reporting.



Make compliance visible

Give each person the access, training and evidence they need.

That's the power of
Managed Water.

