

## Our experience



### **Water: Yorkshire Water Water Distribution Network Repairs & Maintenance and Permanent Reinstatement**

**Value:** £110m

**Contract:** Repairs & Maintenance, Permanent Reinstatement

**Term:** 1998 – 2003, 2003 – 2007, 2007 - 2010

**Location:** East / South Yorkshire

**Description:**

Yorkshire Water outsourced their clean water distribution repair and maintenance activity through a competitive tendering process.

Morrison secured the contract for East / North East Yorkshire which entailed the TUPE transfer of 75 employees.

The service comprises repair & maintenance of the water distribution network, development of mains and services, leakage services, street furniture and Minor Capital Schemes. The associated works includes:

- Stores procurement and management.
- Full reinstatement responsibility.
- NRASWA noticing.

To effectively manage the contract, a bespoke planning system with a full suite of management reporting has been developed. The system interfaces with and complements the Client's Work Management System to allow Jobs in Jeopardy, Emergency Works and Reinstatement to be managed on a single system.

Levels of service are measured and formally reported on a monthly basis although through common systems there is immediate visibility of performance.

Following the successful transition and mobilisation of the contract, Morrison has secured another outsourcing contract from Yorkshire in respect of Operational Electrical & Mechanical Maintenance Services.

A close working open relationship is maintained with the client, utilising common systems, open book accounting in a Partnership approach designed to derive benefit to all through common objectives.

Having achieved the initial contract aim of a successful TUPE transfer (with improved service

delivery and customer satisfaction), the partnership focus has now moved towards driving down unit costs through improved efficiency.

**Key Benefits:**

Improved Performance  
Reduced Resources  
Mechanism to share risk and reward  
Successful TUPE transfer  
Cost savings