

Distribution Network R & M and Permanent Reinstatement

Yorkshire Water

East / North East Yorkshire

Term: 1998 – 2003 – 2007 – 2010

Value: £110m



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

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

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

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

To manage the contract effectively, 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 Water in respect of Operations Electrical & Mechanical Maintenance Services.

A close working relationship is maintained with the client, utilising common systems and 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.