

Case Study: Water Distribution & Sewerage with Severn Trent Water

Background

Enterprise has worked in partnership with Severn Trent Water, the water utility in the Midlands, since 1997. It has a strong track record in utility network maintenance.

Severn Trent has been a valued customer for a number of years, during which time Enterprise has developed a strong partnership with a customer focused approach. It was Enterprise's willingness to adopt a holistic, long-term approach that differentiated it from competitors and led to the reward of a further long-term contract.

Initial Situation

Working alongside Severn Trent's direct labour workforce, Enterprise was commissioned to undertake improvements and developments to the underground assets, including water distribution and sewerage networks in the Midlands.

Key Customer Requirements

Enterprise was approached to build a solid partnership that Severn Trent could trust and that would be mutually beneficial.

Improvements were needed to satisfy the local community requirements and deliver best value to those involved.

Our Response

Enterprise has listened to and actively debated the opinions of Severn Trent Water's management, on existing performance and the expectations for the future.

The opinions of the Network Management Control schedulers and planners were reviewed on the Enterprise team performance.

These reviews provided extremely positive responses and delivered valuable information. Enterprise has used this knowledge to identify specific operational and process re-engineering initiatives, that deliver ongoing improvements in service delivery.

For instance, improvements were made to our joint Section 74 management processes and amendments to the Enterprise in-house, freephone contact centre systems have made efficiency gains.

Thanks to the efforts of both parties, Enterprise and Severn Trent Water has developed a close and effective integration of operations in the Midlands area.

This integration includes the sharing of:

- Operational facilities
- Materials and recycling activities
- Plant and equipment
- Vehicle support for site teams
- Operational activities with joint supervision and joint integrated teams

Achievements

The long term, customer focused relationship has led to a partnership which delivers significant benefits to Severn Trent, Enterprise and other third parties involved. These benefits add value to the service provided by increasing productivity and efficiency.

These developments were achieved through joint team building initiatives that encouraged a 'no blame, no claim' culture and an environment open to change.

When Enterprise was initially awarded the repair and maintenance contract in 2000, Severn Trent Water had an improvement notice from Birmingham City Council.

Enterprise has since won a "Considerate Contractor" award from Birmingham City Council by performing excellently on special needs and emergency projects. This was especially highlighted in the Bull Ring Project in Birmingham City Centre, which involved large scale, out of hours and weekend mobilisations.

Enterprise also contributed to Severn Trent Water winning Birmingham City's overall "Gold Award" for highways works.

Enterprise has made a positive contribution towards enhancing Severn Trent Water's reputation

with developers, third parties and customers by performing excellently on emergency projects and those with special requirements.

Summary

Enterprise's central commitment is to continue to develop the partnership with Severn Trent Water and to progress all the joint initiatives.

We will assess continually our work with Severn Trent Water using our joint contract improvement group. This allows us to be highly reactive to change and constantly improve our partnership.

Enterprise is proud of the relationship with Severn Trent in the Midlands and looks forward to working together to deliver best value on future projects.



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