



## A key partner for 20 years

Scottish Water

### Overview of Works

Ipsum has been a key partner of Scottish Water for over 20 years. We have delivered civil services, specialist maintenance, tank cleaning, surveys and network upgrades across the national wastewater network.

### Scope & Capability

Ipsum has a 20 year long standing relationship with Scottish Water, providing critical wastewater services across the country. Our regional based sewer services work provides best-in-class core repairs and maintenance services, both planned and reactive, 24/7. Our central planning and scheduling team works with delivery partners to ensure priority response is managed and asset service is maintained. Ipsum also provides project-based services across the flooding and pollution management programmes, as well as support to engineering functions through asset survey and data collection activities.

The regions covered are: The Borders, Dumfries & Galloway, Central, Fife & Tay, Highland, Grampian, Argyll & Bute, much of which are rural locations where the work is 40% reactive vs 60% planned.

Ipsum undertakes a range of projects on behalf of Scottish Water, and over the past five years has installed in excess of 6,000m of cured-in-place liners varying in sizes. Starting with 150mm and working onwards to 1,200mm and over in diameter. To repair the sewer network and have also built and installed in excess of 250 manholes in varying sizes from 900mm to 2,400mm in diameter.

Part of the current core works is P-Map (Pollution Project) which is designed to investigate and map where foul water drainage is likely flowing and to identify the potential polluting of burns or rivers.

Typically customer sewers have not been connected correctly to the surface water networks, and by identifying these issues quickly we are able to swiftly report back to Scottish Water, followed by a period of solution development for the remedial repair and to rectify identified risks.

Ipsum also works closely with Scottish Water's Alliance Partners to deliver both reactive wastewater repair and maintenance works.

## Approach

Ipsum adopts a 100% self-delivery model on all F-Map (Internal Flooding Projects), P-Map (Pollution Projects) and EFOS (External Flooding) works, however this is also supported by a blend of approved supply partners should the need require additional resources at short notice.

We support the framework agreement with range of in-house serviced plant/equipment and other technical specialist capabilities including CCTV units, jet-vacs, city flex units, recyclers, tankers, lining equipment and civils plant.

Ipsum provides Scottish Water with integrated specialist project teams, dedicated to the cleaning of both water and wastewater assets, including sludge tanks, chemical tanks, digestors, clarifiers, precipitators/DAF units, reactors, and channel cleaning.

Through DLO civils teams, Ipsum undertakes deep excavation repairs to the live sewer network for both Scottish Water and its Alliance Partners.

Ipsum's highly experienced civils crews carry out construction works on programmes with varying sizes and complexities to live sewer networks.

Ipsum provides in-house DLO reinstatement teams which plan and schedule each job from TM arrangements, excavation to reinstatement and job close-out.

## Outcomes & Benefits

- » 210 wastewater and drainage FTE's covering three core offices/depots.
- » Flexible self-delivery model via DLO resource.



- » Smart resource management/planning of people/work baskets.
- » End-to-end management of works minimising multiple hand-offs.
- » Network domain specialists supporting Flourish Scotland.
- » Intelligent network management, collaborative working between SW stakeholders/supply partners.
- » Digitisation of service management – SHEQ, training, auditing/reporting (Ipsum.live).
- » The Ipsum Way of Service – delivering professionalism, branding (uniform and vehicles), being a strong Scottish Water ambassador.
- » Introduction of innovation minimising customer impacts (No-Dig-Low-Dig).
- » Right first-time approach – reducing aborted visits, driving customer service.
- » Centralised planning leading to increased performance (utilisation, optimisation and cost reduction).
- » Sharing materials, plant and equipment across multiple baskets of work, including other supply partners.
- » Collaborative working: DLO, supply partners and competitors – focus on customer excellence.
- » Identification of smart investment choices, providing Scottish Water with the tools to assess their short / long term plans.
- » Creating the operator of the future – annual increase in local apprenticeship and graduate appointments.

