

Severn Trent Water and Hafren Dyfrdwy - Building and Minor Maintenance Works

Making a splash with Severn Trent Water and Hafren Dyfrdwy

circa £3m p.a.

/ Contract value

September 2020

/ The contract commenced

June 2025

/ Scheduled completion

As part of a five-year Building and Minor Maintenance Works contract, we are working in partnership with Severn Trent Water (STW) and Hafren Dyfrdwy (HD) to ensure the provision of approximately two billion litres of fresh, clean drinking water every day. Among Britain's "largest water companies", STW and HD serve over eight million people across the Midlands, from the outskirts of Sheffield, down to Bristol, and into north and mid-Wales. Coordinated from our offices in Wythall, Belper, Stoke, Shrewsbury (Shilton) and Hayden, we are self-delivering a reactive and planned building and civils minor maintenance works programme that incorporates STW and HD's sites, buildings, and structures.

The brief

Holding off stiff competition to win each of the lots we bid for, STW and HD appointed us to deliver Building and Minor Maintenance Works across an expansive Midlands estate. Dee Valley and Powys in north Wales also fall under the geographical scope of the contract.



"We have established a strong presence in the Midlands and look forward to applying our quality service delivery model to this contract. The success is testament to the reputation we have built in the water sector where we have consistently demonstrated the highest standards across our portfolio."

Gareth Smyth
GRAHAM Operations Director

"We are delighted to have been awarded this prestigious contract with Severn Trent Water and Hafren Dyfrdwy. STW and HD operate in an area of more than 21,000 square kilometres that includes Birmingham and ten other major industrial cities, and we are proud to have been appointed to support its business critical operations."

Gareth Smyth
GRAHAM Operations Director

The challenges

The mobilisation of this contract, covering a wide geographic footprint, during the Covid restrictions was a notable challenge. However, our experienced mobilisation team pulled out all of the stops to ensure the contract hit the ground running in September 2020. Furthermore, the ongoing safety of our mobile operatives in the completion of work orders, particularly those out of hours and taking place in confined sites, remains a priority. Before breaking ground, GRAHAM personnel scan the relevant area using the very latest Cable Avoidance Tools (CAT) and Signal Generator (Gen) devices to ensure best locating practice, to reduce the number of cable strikes, and to enhance the safety of digging operations.

The solution

To support STW and HD in "caring for now, and the future", collaboration and effective communication are at the heart of the delivery of this Building and Minor Maintenance Works partnership. Our locally-based mobile operatives, assisted by specialist sub-contractor partners, provide planned and reactive services on all building fabric systems, minor works, PPM, and project works. Reactive maintenance involves repairs to existing STW and HD buildings, with elements of joinery, roofing, and paving, including repairs to dry stone walls. Planned maintenance focuses on painting and related cyclical works, such as window replacements and roof replacements. Minor capital works comprise the construction of new access roads, new paths, parking and hard-standing areas, workplace improvements and small building refurbishments. All work orders are directed and coordinated by a dedicated helpdesk team, and managed effectively through the use of IFS and Total Mobile digital solutions.

Outputs & Benefits

- / **Project certainty:** Mutually agreed SLAs continue to ensure the highest levels of efficiency, and budgetary and quality controls
- / **Training:** As part of an intensive mobilisation process, we completed a major training programme to ensure all TUPEd staff and engineers were upskilled to comply with STW and HD's contract requirements
- / **Locally based:** This contract is directed from our offices in Wythall, Belper, Stoke, Shrewsbury (Shilton) and Hayden. We are also working in partnership with locally-based supply chain partners
- / **Out of hours service:** We operate an out of hours service, with a robust call out rota ensuring rapid response times
- / **Lasting impact:** STW and HD serve over eight million people in the heart of the UK, supplying nearly two billion litres of drinking water a day to the highest standards in Europe



For more information on how we're delivering lasting impact:

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