

# Case Study

Sector: Rail / Transport

## High-Volume Drainage & Compliance Delivery Across Rail Infrastructure

### Summary

This contract demonstrates our ability to deliver **safety-critical, drainage-led services** at scale within live railway environments.

Through rail-trained Engineers, real-time coordination, and a compliance-first delivery model, we've driven SLA improvements year-on-year — giving the client complete confidence in our ability to deliver under the most complex, high-risk conditions.

<b>Sites:</b>	Stations, depots, access platforms, and associated infrastructure
<b>Scope:</b>	Drainage, PPM, Environmental Infrastructure, Plumbing & Gas
<b>Duration:</b>	2023–2025

## The Challenge

This Train Operating Company (TOC) required critical drainage and compliance services delivered across a **live railway estate** - including stations, depots, and passenger-facing environments.

The challenge was to:

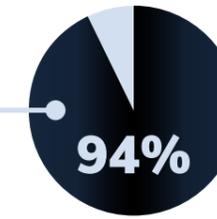
- Deliver high volumes of reactive drainage within restricted rail access windows
- Maintain SLA performance across geographically dispersed sites
- Coordinate PPM tasks on interceptors, cess tanks, and below-ground assets
- Ensure full compliance with strict health & safety and operational standards in live rail environments



## Performance Outcomes

### Attendance SLA Performance

Attendance above **94%** since 2024



Failures were **reduced by half** between 2023 and 2025



### Completion SLA Performance

Completion rates above **96%** since 2023 and continued to improve year-on-year



Service standards improved despite **rising task load**



## Our Response

Leading Environmental Solutions implemented a **rail-compliant, reactive-first delivery model**:



Directly employed Engineers with **PTS, confined space, and high-pressure jetting certification**



24/7 coordination between helpdesk, client site leads, and field teams



Job tracking and compliance reporting via **digital systems**



Tailored scheduling of **PPM and reactive works** around operational and passenger flow constraints

## Results That Matter



Improved delivery despite huge demand in jobs over three years



Zero drainage-related service interruptions across the rail estate



SLA uplifts achieved under rising workload and access pressures



Fully auditable record of both PPM and reactive tasks



Rail-compliant delivery model ensured safe, disruption-free service

## Task Breakdown

### By Work Type

Reactive Jobs / Quoted Works / Auto-Scheduled PPMs / EHO / Fire Officer Actions

**Reactive Jobs** made up **61.73%** of the tasks completed

### By Task Type

Reactive Drainage / Drainage PPM / Plumbing Works / Petrol Interceptor Servicing / Gas Safety / Heating / Cess Tank Inspections / Ceiling & Roofing Repairs / Platform Access Task





# 24/7 Drainage & Facility Management Solutions Across the UK

## Our Services



### Drainage Services

Emergency unblocking, CCTV drain surveys, relining & repair.



### Tanker & Waste Services

Flood water removal, septic tank emptying, interceptor cleaning.



### Specialist Support

Plumbing, grease management, confined space entry.



### Gas Safety & Compliance

CP12 inspections, appliance testing, repairs.



### Leak Detection

Acoustic, thermal, tracer gas & CCTV inspections.



### Small Building Works

Manhole repairs, floor reinstatement, fridge seal replacements.

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