



Considerate Constructors Scheme Monitor's Site Report

Site details

Site name Dukes Meadow Footbridge	Contractor Knights Brown Construction Ltd	Site contact Meen Gurung (Project Manager)	Site ID 127468
Visit date 22/09/2021	Monitor David Tomlin	Visit number 1	

Project description, context, location and relevant constraints

This is a project to construct a pedestrian bridge below Barnes Railway Bridge to connect the Thames tow path either side of the railway bridge. The site is located on the north bank of the Thames in the Chiswick district of the London Borough of Hounslow. The bridge will replace an existing poorly lit 200m pedestrian route which runs partly below the railway embankment through a tunnel. The railway bridge abutment severs the towpath in this location so the new bridge will be located partly over the river where it passes under the railway bridge; piers will be constructed in the river bed to support the bridge. The works will involve a significant proportion of pre-fabrication. The site is relatively isolated; Dukes Meadows is a 187 acre recreational zone adjacent to the Thames with parkland and clubs for hockey, rugby, tennis and other sports. The project is a component of the Dukes Meadows master plan. There are few retail opportunities on the north side of the river in this location however Barnes is on the south side of the river with its railway station, shops, cafes and other facilities which can be accessed from the pedestrian footway on the railway bridge. A narrow public road serves the site.

Scoring

Care about **Appearance**

8 / 9

Respect the **Community**

9 / 9

Protect the **Environment**

8 / 9

Care about **Safety**

8 / 9

Value their **Workforce**

8 / 9

Innovation points

0 / 5

Total score

41 / 50

Overall summary

Excellent

- Each section of the Checklist will be scored out of 9 points with 1 additional point available for each approved innovation, up to a maximum of 5.
- A score of 5 in one of the sections of the Checklist reflects compliance with the Scheme's core requirements while scores of 4 or lower indicate different levels of non-compliance.
- Higher scores indicate performance beyond compliance with 6 reflecting a 'good' level of performance, 7 'very good', 8 'excellent' and 9 'exceptional'.
- Approved innovations will need to be further developed and improved to receive an additional point at a subsequent visit.
- For more information on the Monitor Checklist, scoring descriptors, the Scheme's definition of innovation and report writing standards, visit www.ccscheme.org.uk.
- For an online library of best practice examples, case studies, e-learning modules and other resources, visit www.ccsbestpractice.org.uk.

Executive summary

Jim Devine (Stakeholder Manager) also joined the meeting. This is an all-round excellent site which is engaged with, and committed to, the CCS Code of Considerate Practice. Appearance standards have been well planned and implemented including a very tidy and well organised compound area. The site team are closely connected to their neighbours and ensure they are kept informed of progress; any issues will be resolved promptly and courteously; care is taken to minimise disruption caused by vehicle movements and deliveries; the site team are actively engaged with the local supply chain and labour pool. The CCS is well promoted through inductions, briefings, posters, banners and noticeboards. The site is located in an environmentally sensitive area with oversight from several public bodies; all environmental procedures were established pre-commencement and are implemented through the site-specific environmental management plan; the company has a climate action response policy. The company has safe working procedures which have addressed all the questions and prompts on the monitors checklist. The company has an equality and diversity policy which is promoted at the induction; job related and professional development training is provided, encouraged and supported; the well-being of the workforce is promoted through helplines and practical assistance; first class welfare facilities are provided. The scoring system was explained; thanks to Meen and Jim for the hard copy report, the PowerPoint presentation, the tour of the site, the time given and the courtesy shown.

Care about **Appearance**

8 / 9

The site has demonstrated an excellent response to all the questions on the monitors checklist.

Does the external appearance of the site present a positive image of the industry?

Very positive initial impressions; the site compound is located in a corner of a public car park and is enclosed by a properly erected Heras steel wire mesh fence and locked gates; suitable and relevant signage is displayed including safety warnings, company branded signage and directions to the site facilities.

Does the site appear well organised, clean and tidy?

The site works are currently in two locations which are the two endpoints of the bridge adjacent to the towpath; the site areas are suitably fenced and were seem to be tidy and organised.

Does the external appearance of all facilities, stored materials, vehicles and plant make a positive impression?

The facilities are located in the fenced compound; the welfare and offices are accommodated in modern modular units; there are designated spaces for material storage, waste skip, bunded fuel tank and plant parking.

Does the appearance of the workforce project a positive impression?

The workforce are provided with branded workwear and PPE; there are rules for offsite appearance during the shift; a smoking shelter with seating, quit smoking advice and ash bin is provided; the site rules on congregating and smoking are covered in the induction.

Best practice observed

1.5 Inspection

The site team are vigilant in respect of keeping the perimeter and surrounding areas clean and tidy.

1.5 Public rubbish

There were initial problems with fly tipping in the adjacent public car park which have been somewhat mitigated by the installation of flood lighting and CCTV cameras which are monitored out of hours; the adjacent rowing club is appreciative of the site's efforts to control fly tipping both in the public spaces and in the rowing club car park; the rowing club recently left positive compliments on the CCS action line.

1.6 Site waste

The site generates modest domestic waste from the compound; site waste is mainly clearance material such as soils and greenery which is processed for reuse were practical.

1.6 Viewing points

The works are easily viewed by passers-by on the towpath.

1.7 Procedures

The housekeeping procedures are explained at inductions.

1.8 Workforce awareness

General Foreman Wayne ensures the workforce are aware of their housekeeping obligations.

1.9 Discreet areas

A designated smoking shelter with ash bin and quit smoking advice is provided.

1.10 Communication, guidance

The company's values are promoted on posters in the welfare and pages on the website.

1.10 Branding, corporate badging, signage

The company has strong branding which is evident on notices, signage, documents and vehicles.

1.10 Websites, social media

The company has a showcase website to promote its achievements, environmental targets and practices, its people and its values. The project is featured on the company's website as well as Hounslow Council website.

Respect the Community

9 / 9

The site has demonstrated an exceptional response to all the questions on the monitors checklist. A nine score is awarded for the site teams' commitment to working in engagement with the local community, their support for local employment and businesses and the commitment to the CCS.

Are all those affected by the work identified, notified and kept informed and shown courtesy and respect?

All the adjacent sports clubs and other amenities in the area were informed of the project details, timeline and contacts. The site circulates a monthly newsletter which can be subscribed to on the website; there is much public interest in the project; The public road which provides access to the site compound has been repaired; working hours are generally as per council permitted, however works on the river bed are tidal dependent and may be carried out outside the normal hours; procedures to minimise noise and vibration will be put in place. 24/7 site and company contact details are displayed on the public noticeboard and compound fence. Any complaints (none to date) will be recorded and followed up promptly and courteously.

Are all reasonable efforts being made to minimise the impact of deliveries, parking and work on the public highway, cycleways and footpaths?

Deliveries are all scheduled to avoid school drop off and collect hours; space is provided for worker parking adjacent to the compound; care is taken to ensure any works on the towpath or public access road will be carried out with minimum disruption (recent Head of The River boat race meant there were many hundreds of spectators on the towpath so works were suspended that day).

Is the site contributing to and supporting the local community and businesses?

There are few retail facilities in the immediate area however the site team have recruited locally where expertise is available; a meet the contractor event is scheduled for later this month which is aimed at subcontractors and local suppliers.

Is the site actively promoting the benefits of the Scheme?

The scheme is well promoted to the workforce at inductions and on posters; the banner and A4 posters are prominently displayed; the site has incorporated the scheme logo on its notices. The General Foreman is vigilant in ensuring the site team comply with the CSC Code of Considerate Practice.

Best practice observed

2.5 Operative induction, training and behaviour

Operative inductions include references to polite behaviour and respect for the public.

2.5 Communications, community notice board

A comprehensive community noticeboard is provided on the towpath adjacent to the compound; project imagery, CCS poster, company values, contact details and other useful information is displayed.

2.6 Privacy, cameras, outlook

The site rules on conduct and behaviour are covered in the induction.

2.6 parking, parking controls and obstruction

Contractor parking is provided adjacent to the site compound.

2.6 Dust

Suitable dust mitigation measures are in place.

2.7 Prompt response

Complaints, if received, will be addressed promptly and courteously.

2.8 Corporate Social Responsibility action plan

The company recognises its corporate social responsibilities and is actively engaging in local subcontractor and labour markets.

2.8 Schools/colleges

Jim is engaging with three local schools; the site will give talks on the risks presented by construction sites; the site will also promote the career opportunities available in the construction industry. "Goody Bags" will be provided.

2.8 Businesses

The site has organised a "Meet the Buyer" event for local businesses and suppliers.

2.9 Scheme training and champions

Jim is company Scheme Champion; Meen has won several CCS awards.

2.10 Charities/organisations

Site is fundraising for the local Hogarth Youth and Community Centre; a JustGiving page has been set up; target of £1,000.

2.10 Legacy

The company considers this a community project with a long lasting legacy and is proud to be associated with it.

Protect the **Environment**

8 / 9

The site has demonstrated an excellent response to all the questions on the monitors checklist.

Are environmental issues identified, communicated, managed and promoted?

The company's environmental management procedures are accredited to ISO 14001; the site is covered by a third-party environmental risk assessment; the site has an environmental management plan; environmental issues are explained to the workforce at inductions, briefings and toolbox talks.

Is waste avoided and the use of resources and energy minimised?

There is limited waste at present, mainly site clearance and domestic waste; a site waste management plan is in place. There are procedures in place to reduce paper usage and to recycle where it cannot be avoided.

Are all reasonable efforts being made to minimise the impact of vibration and odours, and of air, light and noise pollution?

Suitable methods, plant and equipment are chosen to minimise the impact of vibration and noise; site lighting is designed to be non-intrusive.

Are all reasonable efforts being made to protect the existing ecology, the landscape and water courses?

The site is located in an ecologically sensitive area; Dukes Hollow, adjacent to the railway bridge, is a small local nature reserve with a tidal foreshore and two species of rare snails. The site has worked with the London Wildlife Trust to produce a site landscape plan which will significantly increase the biodiversity potential of the park.

Best practice observed

3.5 Incident procedures, emergency preparedness, investigation

The site has an environmental incident response plan.

3.5 RAMS, prevention, training, specialist input

Site staff have all received SEATS training. Environmental aspects of RAMS are explained at briefings.

3.6 Local groups, consultation, involvement

The site carried out pre-commencement surveys including the rare snails, a hydrographic survey and MOLA surveys; pre-commencement notification was submitted to the MMO, the EA and the PLA. Post coordination and regular inspections continue with all relevant authorities.

3.7 Policy, implementation, sustainable sources

Water and electricity meters are recorded monthly; abnormal trends will be investigated.

3.7 Offsite construction, prefabrication

A significant proportion of the bridge will be manufactured offsite in modules and assemble at site.

3.7 Water/energy saving measures

The site facilities are classed as eco units and incorporate PIRs and self closing taps.

3.7 Water re-use and harvesting

The site has water butts for collecting rainwater which is used for wash down, dust control, boot cleaning and watering plants.

3.8 Carbon management, reporting and offsetting

The company has a climate change action plan based on UN Sustainable Development Goal 13 which includes sustainability, carbon management, low

carbon options and offsetting.

3.8 energy and fuel use efficiency including accommodation

The site is connected to mains power to avoid reliance on generators;

3.9 Campaigns

HAVS procedures and monitoring is in place.

3.9 Plant and machinery

The best tool for the job (not necessarily the cheapest) will be selected.

3.9 Hybrid/electric plant

The company's environmental committee is reviewing hybrid and electrical plant and equipment options.

3.10 Planting, landscaping, biodiversity

The site has several hanging baskets for biodiversity and visual amenity.

3.10 Plastics and packaging

Reusable bottles are provided in the canteen; plastic cups are banned.

Care about **Safety**

8 / 9

The site has demonstrated an excellent response to all the questions on the monitors checklist.

Are practices and approaches in place that care for the safety of the public, visitors and workforce?

The site has comprehensive safe systems of work including inspections, reporting, PPE standards and controlled access; there is recording CCTV for security and the prevention of crime; live CCTV is monitored out of hours. A Safety notice board is provided in the facilities.

Have all risks to neighbours and the public been considered and addressed?

The site is adjacent to the Thames towpath and there are sports clubs nearby so procedures are in place to ensure that the passing public are not at risk from operations.

Are initiatives in place for continuous health and safety improvements in the workplace?

Workforce consultation on safety issues is encouraged; training and toolbox talks are provided; occupational health issues are addressed in risk assessments and method statements.

Does the site encourage attitudes and behaviours that enhance health and safety performance in the workplace?

Risk assessments and method statements are explained; there is close supervision of all operations; emergency contact details and meds are recorded at induction.

Best practice observed

4.5 Lighting

Suitable non-intrusive lighting is provided.

4.6 Emergency procedures and drills, injuries

The site has an emergency procedure including audible alarm and assembly point; practice drills are carried out.

4.6 Visible first aiders, defibrillators

First aiders are identified at inductions and on posters; there is a defibrillator in the site office which is also logged on the London Ambulance Service website; two site-based company vehicles also have defibrillators on board.

4.7 Traffic marshal, speed limits, access/egress

Trained traffic marshalls manage all vehicle movements.

4.8 Recording, analysing

All incidents and near misses are recorded and followed up with briefings and bulletins.

4.9 Daily briefing, Hazard board

General foreman Wayne Caswell carries out daily start of work briefings in front of the briefing board which includes a plan of the site and current operations. Reminders are issued that a tidy site is a safe site.

4.10 Attitudes, behaviour, incentives, controls, supply chain engagement

A safe working culture is encouraged; home safe messages are promoted. The company "Tick It" reporting card is promoted; comments on unsafe conditions or positive responses can be submitted; all cards are followed up.

Value their **Workforce**

8 / 9

The site has demonstrated an excellent response to all the questions on the monitors checklist.

Does the site demonstrate a commitment to respect, fair treatment, encouragement and support?

The company equality and diversity policy is displayed in the welfare; the induction includes guidance on the avoidance of bad language, encouraging responsible behaviour and respect for the neighbours. The site manager has an open door policy and encourages feedback from all personnel.

Are personal development needs identified and is training promoted?

Job-related training is provided; personal development is encouraged and supported. The company training department maintain a matrix of qualifications and training including reminders for refreshers.

Does the site care for the wellbeing of the workforce?

A range of healthy lifestyle, diet, hydration, quit smoking and mental health advice line posters are displayed in the welfare.

Are suitable, hygienic and well maintained welfare facilities provided within a reasonable distance of the work area?

First class welfare is provided in the modular units including drying room, equal standard male and female facilities, individual lockers and shower; appliances and consumables are also provided. There is a regular cleaning routine.

Best practice observed

5.5 Skills cards, CSCS

All skills cards are checked and recorded including expiry dates and reminders for renewal.

5.5 Illegal worker vetting, spot checks

All personnel on site are subject to right to work checks.

5.6 Campaigns, careers advice

Jim has set up visits to local schools to promote construction as a career.

5.6 Apprenticeships, placements, mentoring

The site has a Year in Industry student (Sam Rai) who is studying civil engineering at Greenwich University; Sam will spend a year working on site to gain experience.

5.7 Access to health practitioners, counselling services

A confidential telephone helpline is provided for all personnel; the Construction Industry Helpline is also promoted.

5.10 Qualifications, e-learning

The company promotes the take up of e-learning modules across all disciplines.

Disclaimer

The opinions and scores presented in this report are the result of observations made by the Considerate Constructors Scheme's (the Scheme's) appointed Monitor during a visit to assess compliance with the Code of Considerate Practice (the Code). The findings detailed in this report do not represent compliance with any standard or regulatory requirement, nor can any reliance be placed on the findings contained within the report in legal proceedings, except in relation to compliance with the Code.