



Considerate Constructors Scheme Monitor's Site Report

Site details

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| Site name | Contractor | Site contact | Site ID |
| Dukes Meadow Footbridge | Knights Brown Construction Ltd | Mr Meen Gurung (Project Manager) | 127468 |
| Visit date | Monitor | Visit number | Visit type |
| 19/01/2022 | David Tomlin | 2 | Site |

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 are being 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.

Scoring

Respect the **Community**

Excellent - 15 / 15

Protect the **Environment**

Excellent - 15 / 15

Value their **Workforce**

Excellent - 15 / 15

Overall summary

Excellent - 45 / 45

- Each section of the Checklist will be scored out of 15 points.
- A score of 9 in one of the sections of the Checklist reflects compliance with the Scheme's core requirements while scores of 8 or lower indicates a non-conformance in that section.
- Higher scores indicate performance beyond basic conformance with 10 reflecting a 'good' level of performance, 11 'very good', and 13 'excellent'.
- Approved innovations will receive an additional 2 points and Best Practices 1 point, up to a maximum of 5 points for any monitor visit – these will be available on the Insights Dashboard, but not identified or scored on the issued report.
- Approved innovations will need to be maintained or 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 also attended the meeting. This is the second visit to this site which was conducted on Teams video call due to the covid-19 pandemic restrictions in place at the time. All the positive findings reported on the first visit remain in place and should be read alongside this report. Appearance and Community engagement is first class with a tidy compound, well organised workplace and presentable workforce. Good to see that the site is continuing to implement its community engagement plan and that there have been several events during the last period. Environmental management is accredited to ISO 14001 which addresses many of the questions on the checklist. Safety continues to be managed to the highest standards and workforce facilities are suitably sized and to high standards. Thanks to Meen and Jim for the useful presentation provided in advance of the meeting, the time given and the courtesy shown.

Respect the **Community**

Excellent 15 / 15

The site team have developed a plan for local community engagement. The site and compound are kept secure at all times including CCTV and non-intrusive lighting in this relatively secluded location. The local area is maintained in first class condition generating positive responses from the sports club neighbours and passers by. There have been local school events and fundraisers for good causes.

Good practice observed

1.1.1 How has the Registered Activity engaged with the impacted community to understand and address concerns prior to the start of site activity? [N/A where first visit was on 2021 Checklist]

The neighbouring sports clubs and other interested parties were identified and contacted pre-start. Information on the project was provided and contact details were shared. The site complies with council stipulated working hours. Any potentially disruptive activity will be advised in advance.

1.1.2 How does the Registered Activity ensure that impacts on the community from construction activity are minimised?

CCS posters and banner are properly displayed; The CCS video is shown at inductions and there are regular briefings on good neighbourliness; the site distributes regular, high quality colour printed newsletters; the site will provide advance notice of potentially disruptive works.

1.1.3 How are compliments, comments and complaints sought, recorded and proactively managed?

All comments, complaints and compliments are logged, followed up and closed out promptly and courteously. There is a site specific web page. There have been several positive responses from the neighbours and passers-by; the local councillor takes an active interest in the project and responses from the community.

1.2.1 How is the Registered Activity keeping the perimeter safe and secure, and surrounding areas clean, tidy and free of litter, mud and dust; to protect the community and passers-by?

There is a secure compound with controlled access; the site works are also separately enclosed and secure. The local area is kept clean and clear including local litter picking. High quality temporary pedestrian route provided including slip resistant steps and cycle ramps.

1.2.2 How is the Registered Activity ensuring that it maintains organised, clean and tidy operations, including storage of materials and management of waste?

Information and safety signage is displayed on the perimeter fence; workforce have suitable, branded workwear and PPE; there is a designated smoking / vaping area and shelter; there are designated areas in the compound for waste storage (skips), plant parking and facilities.

1.2.3 How is the Registered Activity identifying and reducing the effects of nuisance, disturbance and intrusion on potentially impacted communities?

There is a dedicated parking area for workforce vehicles; procedures are in place to minimise dust and noise nuisance; deliveries are planned to avoid peak hours; site lighting is designed to be non-intrusive; no intrusion issues as there are no close neighbours.

1.3.1 How is the Registered Activity ensuring that all those potentially impacted by construction activity are treated with consideration, courtesy and respect?

Jim is the site's Stakeholder Liaison Officer and has developed contacts with the neighbours and local good causes; regular contacts are maintained; positive engagement is planned including local schools and good causes. Two comprehensive community notice boards are provided at the east and west ends of the works; the site has rules on intrusion and behaviour which are covered in inductions and reminder briefings.

1.3.2 How is the Registered Activity promoting construction positively within the local community, including promoting local employment? [SME allowance to 01/04/2022]

The site team have a plan for local engagement; there was a STEM event with year 7 & 9 students from the local secondary school with exercises and model building to challenge students and explain the workings of the industry. The winning entries of a construction-related poster competition for year 7 students are displayed on the community panels on the site fence. A local supplier engagement day was held in September 2021.

1.3.3 How is the Registered Activity supporting positive impact within the local community? [SME allowance to 01/04/2022]

The site team have a plan for community engagement; the team have organised fundraising boat race competitions in support of the local Hogarth Charitable Trust; fundraising has exceeded targets and further events are planned including a sponsored 5K run. Reports on achievements are provided to the local council and in newsletters. A local botanist has identified rare grasses in the adjacent nature reserve on the foreshore; the site has provided protection.

Protect the Environment

Excellent 15 / 15

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.

Good practice observed

2.1.1 How does the Registered Activity identify and manage environmental concerns?

The company's environmental management procedures are accredited to ISO 14001; the site is covered by a third-party environmental risk assessment and has an environmental management plan. The site provides reports on environmental performance to the client and head office. There is an emergency plan and response procedures are in place.

2.1.2 How is the Registered Activity communicating environmental plans, controls and performance to the workforce, community and general public?

The site carried out pre-commencement surveys including the rare snail habitat, a hydrographic survey and MOLA surveys; pre-commencement notification was submitted to the MMO, the EA and the PLA. Coordination meetings and regular inspections continue with all relevant authorities. Environmental issues are explained to the workforce at inductions, briefings and toolbox talks. Site staff have all received SEATS training. Performance and waste reports are posted on site and community notice boards.

2.1.3 How is the Registered Activity protecting the landscape and watercourses?

Rare grasses were identified in the adjacent foreshore nature reserve by a local botanist; the site has put exclusion zone barriers in place for the duration of the project; Kew Gardens experts are planning to visit. Waste is segregated and responsibly dispatched; care is taken to avoid run off or pollution of the river, local green spaces and the nature reserve. The company is exploring ways and means to reduce the use of single use plastics and excessive packaging although this is minimal on a site of this type.

2.2.1 How is the Registered Activity planning to reduce its carbon footprint, including measurement, recording and publication of performance [allowance to 1/07/2022]

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. Staff have attended a "Carbon Demystified for SMEs" webinar on carbon reduction. Relevant training and toolbox talks are provided to the workforce. The bridge design was reviewed by the contractor and their design partner which led to a significant reduction of embodied carbon; carbon footprint was further reduced by changing the methodology for installing the main span from shore based crane lifts to using a barge and the falling tide to seat the bridge section.

2.2.2 How is the Registered Activity optimising the use of resources, energy and waste?

The site is using NRMM certified plant; no-idling policy is enforced. The facilities have water saving measures; rainwater is collected from cabin roofs for wash down and dust mitigation. There are end of shift all-off checks.

2.2.3 How is the Registered Activity ensuring supply chain involvement in the reduction of carbon? [allowance to 1/07/2022]

The bridge section fabricator was committed to reducing embodied carbon through a partnering approach. The team have maximised offsite fabrication to minimise on-site works and reduce carbon footprint.

2.3.1 How is the Registered Activity identifying, assessing and planning to maintain or improve the natural environment locally? [allowance to 1/07/2022]

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, two species of rare snails and rare grasses. 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.

2.3.2 How is the Registered Activity delivering its plans relating to the natural environment? [allowance to 1/07/2022]

The workforce are provided with environmental briefings and toolbox talks; the site continues to record and report its environmental performance to the client and other interested parties.

2.3.3 How is the Registered Activity proactively promoting improvements realised for the natural environment? [allowance to 1/07/2022]

Ownership and leadership on environmental management and coordination with interested local parties and client. Up-to-date performance information displayed on community notice boards.

Value their **Workforce**

Excellent 15 / 15

The site has procedures in place for ensuring the workforce is qualified to implement the works; essential training is provided and personal development is encouraged; safe working procedures are explained to the workforce and there is guidance on wellbeing, healthy lifestyle and mental health. The site is currently top of the company's league table for safe working practices. First class welfare is provided.

Good practice observed

3.1.1 How is the Registered Activity ensuring the competency and legitimacy of the workforce?

Evidence of subcontractor supervisor training, experience and competence is required at pre-start stage. Right to work checks are carried out. The Modern Slavery statement is displayed. All skills cards are checked and recorded including expiry dates and reminders for renewal.

3.1.2 How is the Registered Activity planning and delivering learning and development to encourage construction as a career choice, improving representation from poorly represented groups?

Job-related training is provided; personal development is encouraged and supported. The company training department maintains a matrix of qualifications and training including reminders for refreshers. The site has a Year in Industry student (Sam Rai) who is studying civil engineering at Greenwich University; Sam is spending a year working on site to gain experience.

3.1.3 How is the Registered Activity ensuring the workforce is treated fairly and with respect?

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. There is recognition for good practices.

3.2.1 How is the Registered Activity assessing the needs of the workforce to drive an improvement in wellbeing? [SME allowance to 01/04/2022]

A confidential telephone helpline is provided for all personnel; the Construction Industry Helpline is also promoted. A range of healthy lifestyle, diet, hydration, quit smoking and mental health advice line posters are displayed in the welfare. Occupational Health issues are addressed in RAMS.

3.2.2 How is the Registered Activity proactively addressing safety requirements for the workforce and visitors?

The company safety procedures are accredited to ISO 45001. The General Foreman carries out daily start of work briefings in front of the briefing board which includes a plan of the site and current operations. There was a half day H&S Stand Down in December to discuss best practice with an open forum on any issue. There is a documented emergency plan; first aiders are identified at inductions and on posters; there is a defibrillator in the site office which is also logged on the LAS website; site-based company vehicles also have defibrillators on board. 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 are followed up. There are monthly safety performance awards for the workforce, photos taken, posted on notice boards. There are monthly senior management safety inspections and reports. Safety reports are also issued to the client.

3.2.3 How is the Registered Activity embedding a culture of continuous improvement in health and safety performance? [SME allowance to 01/04/2022]

The site management demonstrate leadership and positive reinforcement on safety matters. Workforce feedback on any issue (including near misses) is encouraged and acted on where practical. Safety alerts are explained to the workforce at briefings.

3.3.1 How is the Registered Activity ensuring suitable, hygienic and well maintained welfare facilities are provided?

First class suitably sized 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; Free Fruits Fridays; there is a regular covid compliant cleaning routine.

3.3.2 How has the Registered Activity identified and assessed biological hazards, and are the hazards effectively managed? [SME allowance to 01/04/2022]

The site has covid-19 mitigation procedures in place including regular cleaning of surfaces, floors and contact points; PPE is provided; CO2 monitors are provided in the welfare to ensure fresh air levels are maintained; covid reminder signage is displayed.

3.3.3 How has the Registered Activity supported other workforce needs?

Workforce parking is provided in the adjacent car park; flexible working can be provided where practical; suitable rest facilities and wifi are provided. Subsidised gym membership is offered.

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.