

CASE STUDY

CONSTRUCTION SECURITY: SECURING A HEALTHY PFI

OVERVIEW OF MAJOR RESULTS

- C.UK played a “big part” in helping Brookfield Europe Construction Ltd achieving a Bronze Award for their Peterborough sites as part of the Considerate Contractors Scheme
- Brookfield Manager: “C.UK have a strong dedicated team that always want to improve their service”

SITUATION

Brookfield Construction Europe Ltd was awarded the contract in Peterborough, along with Peterborough Progress Health, to design, construct and operate three new health care facilities in Peterborough, a contract worth £380 million. It was one of the largest PFI projects ever undertaken.

A high level of security was paramount during the construction period, with specific emphasis on access control, daytime security and out of hours security.

Against stiff competition, C.UK was awarded the contract due to its recent successes at other similar construction sites. In particular, C.UK had developed a reputation for excellent working relationships with the Contractors, responding to the requirements of development management teams throughout various phases of the projects. C.UK has a strong, focused, well-disciplined and well-established management team, trained in all aspects of effective service delivery and motivated to achieve high levels of staff and customer satisfaction.



C.UK SOLUTION

C.UK favours a holistic approach to security, acting as a security advisor as well as a partner in ensuring that the security provision is always appropriate to the needs and sufficiently flexible to cope with changing risks and situations. So the first task in this project was to perform a total analysis of the site, to consider the most appropriate way of providing security cover: either traditional manned guarding, or systems technology, or both.

The resulting service that C.UK provides is site specific but there are many overlapping services for all three sites. This includes Access Control (Turnstile) at the point of entry and exit for pedestrians,

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and management of vehicle entry and exit points at a delivery system run by Brookfield. In addition, C.UK provides traffic marshals and first aiders, and they assist in emergency responses as and when called for. More recently the security team has been supplemented with a dog handler. All guards are managed by a supervisor and are all trained and licensed.

What made this offering particularly effective was C.UK's sourcing of the best service providers possible, which C.UK managed seamlessly for Brookfield. This joined up, personalised approach allowed C.UK to provide the most effective and dependable service for the client.

RESULTS

The busy nature of a building site means that security is always going to be hard to manage. Yet during the time of the project there have been a strictly limited amount of security issues. Still, C.UK have provided Brookfield with weekly reports and site meetings that highlight any incidents or concerns (or, indeed, a lack of any such events) that give Brookfield's managers peace of mind that their investment is safe and secure. In addition, C.UK has been proactive in meeting with the local police to gain information on crime that could affect the site.

In C.UK's quest to invest in its offering, the company has, over the last year, introduced to the site Watchman Monitoring Services. This is a new, innovative technology that provides real-time reporting to the control room. Not only does this add to Brookfield's peace of mind, by proving that patrols are happening on time and in full, but it has been welcomed by C.UK's employees because of its positive effect on personal security.

C.UK continues to impress Brookfield. A manager at the site recently commented: "C.UK's senior management is responsive and has built up a good working relationship with the Brookfield onsite team. C.UK's guards are always polite, well turned out in their uniforms and respond professionally to situations as they occur.

"C.UK have a strong dedicated team that always want to improve their service. This project has required short notice requirements in line with the building phases, and success here has been no mean feat: they have accredited themselves outstandingly. Recently Brookfield Europe Construction Ltd achieved a Bronze Award for all 3 sites as part of the Considerate Contractors Scheme, and C.UK played a big part in achieving this award."

CONTACT

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