

KMBC Lot 1

Project name:	KMBC Lot 1 Highway Maintenance
Name of client organisation:	Knowsley MBC
Name:	Danny Elder
Address:	DRN, Yorkon Building, Archway Road, Huyton, L36 9FB
Scheme start and duration:	April 2008 – March 2012
Value:	£4 million

Brief description:

As part of the Lot 1 Framework Contract, King Construction is the principal contractor managing a large locally based workforce and sub contractors to deliver the requirements of the contract. Our Q,E,H&S Director has developed an integrated management system that is designed to manage all company operations including environmental and health and safety obligations. The system has achieved ISO9001:2008, ISO14001:2004, and OHSAS 18001:2007.

Our company directly employs a number of teams delivering high volume work orders ranging from small scale footway and highway repairs, the installation of nameplates, guardrails, and street furniture, and planned and reactive maintenance (inc. 24 hour emergency).

The work orders from KMBC are processed using the CONFIRM computer system that is linked directly between their depot and King Construction's head depot. The work packages are compiled and processed by KMBC's Action Officers who then notify our CONFIRM admin team that there are work orders available on the CONFIRM system.

We have a dedicated team who manage the CONFIRM system within our office who then process and prioritise the work orders so they are distributed to the allocated team(s) set up to deliver the requirements of the work order. KMBC has set various KPI's regarding the administration of the CONFIRM system and the services of our company.

All work orders are prioritised and must be completed within the allocated timescale so that King Construction can maintain the key performance indicator (KPI) standard that has been set by Knowsley Council.

Emergency repairs which are a priority E are of the utmost importance and have to be dealt with within a 2 hour time frame. The work order is then quickly processed and our

APR 2010 – MAR 2011

	Highway Maintenance	Gully Cleansing
Jobs Completed	2134	2197
Within Timescale	2133	2196
Percentage (%)	99.95%	99.95%
	PE (2hr response)	P1 (24hr response)
Jobs Completed	259	469
Within Timescale	259	469
Percentage (%)	100%	100%

emergency response team is then tasked to go out and assess the work order and ensure that the necessary action(s) are taken to that it can be completed quickly with minimum fuss.

Emergency Responds that have been completed by King Construction's Operatives Includes:

- replacing stolen ironworks
- highway collapses & investigative work
- sewer collapses
- road traffic accidents
- police incidents (crime scenes)
- road closures and diversions
- buildings, walls, and other structures collapsing
- obstructions in the highway such as trees
- slabs of concrete, and other types of debris
- removal of spillages
- rectifying sites that have been left in an unsafe manner
- removal of illegal waste
- removal of illegal signage

It is evident that as our company and emergency response teams are already based within Knowsley, emergency response times are much quicker, as travelling times to incidents is minimised, speeding up the arrival of our response teams to an incident.

Achievements against targets:

2009/2010 KPI's.