

# Considerate Contractor Award Ceremony June 19<sup>th</sup> 2006

## **Panel 1 Meeting held at Whitehill House, Bathgate, Thursday 25<sup>th</sup> May 2006**

Jim Forbes	Public Utility Officer
Dick Morrison	Health & Safety Officer
Ken McKenzie	Senior Engineer

## **Panel 2 Meeting held at Whitehill House, Bathgate, Wednesday 14<sup>th</sup> June 2006**

Jim Swan	Convenor of Community Safety
John Hill	Head of Operational Services
Dave Pringle	Roads Services Manager
Jim Forbes	Public Utility Officer
Andrew Leydon	SJUG

### **The 5 Award categories are:**

1. Overall Best Contractor
2. Best Utility Contractor
3. Best Roads Maintenance Contractor
4. Most Improved Performance
5. The Peoples Award

There are **4 Sources** of analytical evidence, which are the main factors in deciding the category winners. The **Sources** are:

- A.** The main source is the "Performance Monitoring" analysis. Jim Forbes and Dick Morrison along with representative's from the Utility companies make periodic impromptu site visits to assess various aspects of the work being carried out by contractors. Standard forms are filled out which have a scoring system. These monitoring forms are input into an excel analysis sheet. Monthly reports are produced and distributed to contractors. No results have been distributed since December '05 to ensure the final results are confidential.
- B.** Carmondean analysis. The Engineering team produces a report, which gives an overall score for 3 categories - completion, defects and quality of work. The scores are derived from 2 KPI's by which the team measure performance as well as an overall score for the quality of work. The KPI's relate to projects completed on time and defects completed on time.
- C.** Public Questionnaires. An extensive questionnaire has been produced and contractors distribute these to households affected by the works on completion of a job. Returned questionnaires are entered into an excel spreadsheet for analysis.
- D.** Lay Assessors. Members of the public have been trained to assess sites. The criterion's scored, differ to those in the above "Performance Monitoring" but the results are analysed in the same way.

### **1. Overall Best Contractor**

This category was agreed by selecting the contractor who scored highest in category **A** above. This was the only source of information which scored all contractors

- Best Utility Contractor was Gilmartin **82.9%**
- Best Roads Maintenance Contractor was Ritchie Brothers **71.5%**

**The Panel recommend Gilmartin as winner**

## **2. Best Utility Contractor**

The only Source of information that related to ALL Utility Contractors was Source **A** above and the panel decided that the choice would be purely from the results at the end of February 2006. The top 4 scoring in this category were:

- Gilmartin **82.9%**
- Core Utilities **73.4%**
- Morgan GMJV **76.2%**
- McAlpines **70.5%**

**The Panel Recommend Gilmartin as Winner**

## **3. Best Roads Maintenance Contractor**

Information Sources **A** and **B** were used in deciding this award and the panel felt it was important to include the customer element into the decision. As all the contractors had been scored on information Source **C** (Customer Questionnaires) but not **D** (Lay Assessors) the panel decided, after lengthy discussion, that because it was difficult to weight the scoring it would be best to take the average score of Sources, **A - C** and discount source **D**. This way it was felt that no contractor was penalised because they had not been assessed on a particular element, which was outwith their control.

The top 4 scoring in these categories were:

- Ritchie Brothers
- Maclays
- Stirling Council
- Roads Operations

Contractor Name	Jobs evaluated	Source A	Source B	Source C	Average
<b>Ritchies</b>	11	72.6 %	63.8 %	51.3 %	<b>73.10 %</b>
<b>Stirling Council</b>	12	71.3 %	65.0 %	71.8 %	<b>69.40 %</b>
<b>Maclays</b>	44	67.4 %	65.1 %	66.0 %	<b>66.20 %</b>
<b>Roads Operations</b>	83	72.6 %	63.8 %	51.3 %	<b>62.60 %</b>

**The Panel Recommend Ritchie Brothers as Winner**

## **4. Most Improved Performance**

The panel agreed that only information Source **A** would be used to decide this award and all contractors would be included. The Panel agreed that for this category the contractors had to start in the good / excellent criteria (i.e. At least scoring 50%) and improve steadily on their performance. The top 4 contractors with the highest % improvement were:

- McAlpines
- Lightways
- Maclays
- Ritchie Brothers

Contractor Name	Jobs evaluated	Start Scoring	Finish Scoring	Percentage improvement
<b>McAlpines</b>	51	55.9 %	70.5 %	<b>14.6 %</b>
<b>Lightways</b>	7	52.3 %	66.0 %	<b>13.7 %</b>
<b>Maclays</b>	44	55.8 %	67.4 %	<b>11.6 %</b>
<b>Ritchie Brothers</b>	11	60.4 %	71.5 %	<b>11.0 %</b>

**The Panel Recommend McAlpines as Winner**

## **5. Peoples Award**

The Panel agreed that this award be nominated from information Sources **C** and **D** above by taking the average score from both Sources. As not all contractors were scored for both Sources those who were scored in just one were still considered for the award.

The top 3 scoring contractors were:

Maclays	69.50 %
Crummock	64.00 %
Roads Operations WLC	61.40 %

Contractor Name	Jobs evaluated	CC Questionnaire	Lay Assessors	Average
<b>Maclays</b>	44	66.0 %	72.87 %	<b>69.43 %</b>
<b>Crummock</b>	60	51.9 %	75.95 %	<b>63.92 %</b>
<b>Roads Operations</b>	83	51.3 %	71.42 %	<b>61.36 %</b>

**The Panel Recommend Maclays as Winner**





