



## CASE STUDY: COUNTERS CREEK

Counters Creek is a major Thames Water flood alleviation programme in West London. Original plans for a super sewer were replaced with a programme of more local schemes including installing flood alleviation devices (FLIPs).

In Jan 2018 Morrison Utilities Services and GallifordTry Joint Venture (MGjv) commissioned Falco to install 150 FLIPs at Counters Creek. The project involved careful planning to gain access to the water infrastructure. Deep shafts with varying support techniques and temporary works were excavated in a variety of locations. If a suitable location in the resident's premises (front gardens, lightwells, basements) was not feasible an excavation of up to 7 metres was carried out in the street between the kerb and sewer line.

A number of schemes required headings (timber framed hand dug tunnels) to connect to the lateral. Innovative techniques were devised to overcome technically challenging schemes.

We worked closely with various stakeholders to ensure that the works progressed smoothly.

Traffic management plans were prepared to minimise disruption and our project team liaised continuously with residents to find solutions to suit their requirements - often installing access via sky lights from the footpath so that businesses could remain open.

KPI data was provided at regular progress meetings. Our team received over 15 customer commendations during the 13-month project.

Sector: Water

Client: Thames Water

Principal Contractor: MGjv

Duration: 13 months

Completed: Mar 2020

Location: LB Hammersmith & Fulham

Falco have provided an excellent service to Galliford Try in the construction of mini pumping stations on the Counters Creek FLIP project. Our teams have worked well together to deliver the project to programme and meet the needs of our client, stakeholders and Thames Water customers. Customer service has been excellent resulting in a number of written commendations from customers

**Andy Wolfe, Senior Project Manager, MGjv**

