

Considerate Constructors Scheme

Monitor's Site Report



Project name	CAMHS Unit		
Contractor name	Eric Wright Construction Ltd		
Onsite contact(s)	Stephen Van Den Hoek		
Site ID number	88748	Visit no.	1
		Visit date	02/09/2015

Site description, context and location

Design and build contract for a new CAMHS Unit within the grounds of the Countess of Chester Hospital. Located on the outside of the Hospital complex with a rural outlook at the back. Large interface with the public and various Hospital Trusts. Compound area set up with cabins and parking provided off the access routes, thereby negating the need to use the busy public parking areas.

Checklist section	Category score		Score descriptor
1. Care about Appearance	8	/10	1 Gross Failure 2 Failure 3 Major non compliance 4 Minor non compliance 5 Compliance 6 Good 7 Very Good 8 Excellent 9 Exceptional 10 Innovative
2. Respect the Community	8	/10	
3. Protect the Environment	8	/10	
4. Secure everyone's Safety	8	/10	
5. Value their Workforce	8	/10	
Total score	40	/50	

For more information on score descriptors, see 'Site Scoring Explained' or visit www.ccscheme.org.uk

Executive summary

Many thanks to Stephen and Phil for their time and commitment during the visit.

The initial impression was very favourable with neat hoardings, signage and perimeter fencing on view. The cabins were in excellent condition externally with some corporate colours also evident. The site areas were very well managed and presented, giving a positive image to the public. Workforce also very well presented. Plenty of corporate image evident.

Relationships with the Hospital has been excellent with regular updates, consultations and meetings. External information has been displayed for the public and Hospital. Disruption has been kept to a minimum. Plenty of activities arranged to engage the Hospital and its occupants in a constructive and engaging manner.

The impact of the site upon the environment has been fully assessed with excellent policies and procedures in place. Waste management has been controlled and very effective with results displayed internally and for the public. Sustainable sources encouraged together with local labour, suppliers and businesses.

Company safety systems also in place have been administered very well by Stephen. Risks and hazards have been identified. Regular auditing and checking. Segregation from the public excellent. There has also been a very good culture for continuous improvements, promoted by senior management.

The facilities have been more than adequate and sufficient for the current numbers on site. Training, health and welfare of the workforce promoted. Meetings and consultations have been carried out on a regular basis with feedback important. Excellent noticeboard presentations including the recent work to life balance initiative.

An excellent overall visit, very well done.

Innovative activities

1. Appearance	
2. Community	
3. Environment	
4. Safety	
5. Workforce	

While an innovative activity is required to achieve a score of 10 in any section, such activities will be recorded regardless of score. When recorded on a visit where a score of 10 has not been achieved, the activity may count towards achieving a 10 score on subsequent visits. An innovative activity will only count once towards a 10 score unless it is further developed and improved. See 'Site Scoring Explained' for further details.

Monitor name	Peter Davies BSc (Hons) MICE
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Monitor's Site Report - Detailed summary of findings



Project name	CAMHS Unit		
Site ID number	88748	Visit no.	1
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1. Care about Appearance	8	/10
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Excellent impression on arriving to the office/welfare compound off the hospital access routes. Hoardings, signage and scheme boards very well presented. Some artists impressions have been included on the hoardings with further impressions planned. Corporate colours also evident. The compound was extremely tidy and organised. The cabins were also externally very well presented. Designated waste area. Bins available and tidy. Containers within the compound for storing materials. Around the site there were tidy stockpiles and neat segregation of materials. Scaffolding was very well presented. Ops also were professionally presented in full clean PPE. Daily inspections occur around the site and litter picking carried out including around the adjacent areas within the hospital grounds. No graffiti, vandalism nor litter was evident. Workforce awareness and toolbox talks on housekeeping and welfare encourage the ops to contribute towards keeping all areas clean. Smoking shelter provided, out of view from the public within the compound area with seats and bin provided. Plenty of company identity including QR code for company web site.

2. Respect the Community	8	/10
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Regular contact has been carried out with the Hospital and newsletter issued which included contract details and contacts. External noticeboard also included the newsletter. Regular meetings and consultations with the client and the Hospital. Logistics plan in place. Contact numbers displayed at the main gate and around the hoardings. Apology signage also displayed around the hoardings. Deliveries off the main highway, advised for off peak times, and agreed in advance, excellent directional signage within the Hospital complex directing to the main site entrance. Gateman controls all vehicular movements. Excellent holding area within the site which has been used to manage deliveries from others, reversing area signed within the site. Parking provided off the Hospital route within the compound. Prominent scheme banner and posters displayed around the perimeter. Daily contact and liaison with the public. Complaints/compliments company procedure in place, none registered to date, **verbal compliments could be recorded and log displayed**. Local labour taken on. Local businesses, suppliers and materials used and promoted. General assistance to the Hospital including applied road markings to parking area. Involvement in MH charity, fundraising organised. Commenced artists impressions around the hoardings with patient involvement. Laid turf and tidied up the existing grass verges opposite from the site for the Trust. Also arranged for work participation with the trusts. Excellent commitment to the Hospital with patient involvement ongoing. Too date carried out the equivalent of 5weeks CSR time.

3. Protect the Environment	8	/10
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Environmental policy statement displayed. The site demonstrates commitment to protecting the natural environment, bird and bat boxes to be installed. Site waste management plan with mixed and segregated skips on site including plastic, metal and timber skips, all labelled. Hazardous bin also evident. Recycling breakdown received monthly with breakdown displayed, currently 98%. Materials ordered to suit, reducing waste. 2no.mortar silos on site. Pre-cast materials also used. Existing trees protected. Vibro piling. Working methods arranged to minimise energy use. Programmes adjusted to minimise impact of noise/dust upon the public and Hospital, noise and dust monitoring ongoing. Water bowser with spray bar available. Energy and carbon footprint monitoring carried out with results displayed on noticeboards. Eco cabins. No intrusive lighting. Drip trays and spill kits available. Designated fuelling point. COSHH data available. Arisings retained on site where possible. Environment toolbox talks and briefings, notices/alerts and posters displayed. Soft landscaping. Sustainable sources. Vehicle share. Environmental issues and topics communicated and promoted to the public on the noticeboards, **could be simplified a little**.

4. Secure everyone's Safety	8	/10
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CPH&S plan in place. Company policy statement displayed. Excellent segregation within the work areas and for the public. Dedicated pedestrian routes identified. Gateman controls all entries and exits from site. First aiders identified at induction and have ID displayed. A&E details also displayed with route directions identified. Visitors sign in and out. Site secured and manned at all times. Training available to all. Workforce briefings and consultations. Stephen encourages feedback from the workforce and endorses all risk assessments and method statements. Advance warning signage in place. Reverse parking. Emergency procedures in place with fire extinguishers evident and muster point signed. Emergency numbers available and displayed. Accidents and positive observation company reporting system in place. Risks and hazards identified to the ops at induction, board display. Proactive towards safety. Internal and external auditing. Permits to work. Lifting plans with appointed person in control. Daily safety briefings. Safety groups with workforce involvement. Excellent posters, alerts and bulletins displayed on all noticeboards with some external information also displayed for the public, **newsletters could also include some safety achievements**.

5. Value their Workforce	8	/10
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Stephen has been committed to providing fair treatment and adequate support for the workforce. Equality, diversity and equal opportunities policies. Excellent work to life balance initiative in place with numerous posters displayed. Training needs identified from induction. No drugs nor alcohol allowed on site. Medical conditions and next of kin recorded at induction, contact numbers also registered. Health risks identified at source and posters displayed on noticeboards including the canteen areas, occupational health websites also available for assistance. Arrangements in place with the Hospital for regular talks to be offered to the workforce on a variety of topics. Corporate social responsibility plan in place with targets identified. Personal emergency number available. The welfare facilities were very clean and suitable for the workforce, internal equipment very well presented. Separate male and female toilets provided, suitable for all abilities. Showers and lockers available. Battery charger in the canteen area. Quiet room also been made available. Regular positive interventions with numbers displayed for the public. Access routes around the office/welfare area and site areas very well defined. CSCS cards or equivalent recorded, currently 100%. Apprenticeships encouraged and promoted through the company policy with target numbers identified. Correct PPE available for visitors. Feedback from the workforce promoted. Open door for the workforce and public.

Overall score	40	/50
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*The contents of this report are a reflection of the meeting held between the Scheme's Monitor and the site representative, and the activities and initiatives witnessed at the time of the visit. When appropriate **bold italic** statements will indicate where improvements can be made.*