

Considerate Constructors Scheme

Monitor's Site Report



Project name	Derian House, Donation Centre				
Contractor name	Eric Wright Construction Ltd				
Onsite contact(s)	John Watt				
Site ID number	94049	Visit no.	2	Visit date	08/09/2016

Site description, context and location

New build project to create a donation sorting centre, bistro, 1st floor offices and meeting rooms at Derian House Children's Hospice. The hospice is located in Astley Village near Chorley. The construction site is at the rear of the existing main building and has minimal visual impact on visitors to the hospice. Site access is via the main hospice entrance and traffic is limited to essential deliveries, which are escorted onto the works footprint.

Checklist section	1 st visit	2 nd visit	Score descriptor	
1. Care about Appearance	7	8	/10	1 Gross Failure
2. Respect the Community	7	8	/10	2 Failure
3. Protect the Environment	6	6	/10	3 Major non compliance
4. Secure everyone's Safety	7	7	/10	4 Minor non compliance
5. Value their Workforce	6	7	/10	5 Compliance
Total score	33	36	/50	6 Good
				7 Very Good
				8 Excellent
				9 Exceptional
				10 Innovative

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

Executive summary

At the time of the second visit the works were progressing at pace towards completion in 10 weeks' time. On-going works now included 1st fix M&E and externals.

The latest newsletter was tabled at the visit.

Site practises and procedures are well established. The site set up and the TM/logistics plan remains unchanged since the last visit. Additional signage has been erected at the entrance of the hospice for information to delivery drivers.

First impressions in terms of appearance are again very good. The set-up is well organised and projects a positive impression of the company and the industry.

The on-site set up is minimal, commensurate with a transient type site. The respect and sensitivity shown towards the surroundings was again evident.

John is an experienced SM and has a supportive and friendly style. It's easy to see why the supply chain has bought into the project.

The site compound and working areas of the site remain secure. Visitors are asked to sign in and out.

The project is not listed on the company website. The contractor is a long-time supporter of the hospice.

Strong relationships have been built with the staff of Derian House.

The location & nature of the project means that the contractor's presence is inevitably 'low key'. The main focus is to carry out the works in a sensitive manner.

Contact details continue to be displayed on the scheme poster at the site entrance which show John's 24H contact #. The site boundary enclosure at the rear of the site comprises Heras type panels with debris netting which are inspected on a regular basis. The solid hoardings at the front of the site facing the existing hospice building have been painted with bright decorative artwork to soften the impact.

There examples of goodwill gestures towards the hospice. The site newsletters communicate the many good news stories working with Derian House and the local community.

John is very accommodating to client changes, often made at short notice.

The client is being kept fully engaged as the new building develops and regularly visits site to check on progress.

Full credit to John and the site team for the way everyone on site has approached the task and have shown respect and consideration to the surrounding environment.

Overall another very good visit and made to feel very welcome on the day.

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Monitor's Site Report - Detailed summary of findings



Project name	Derian House, Donation Centre				
Site ID number	94049	Visit no.	2	Visit date	08/09/2016

1. Care about Appearance

First visit findings and score	7	/10
<p>Due to its location the site is not readily visible to the passing public or any residential neighbours. With a site of this nature it is difficult to strike a balance between promoting the company's corporate identity and drawing too much attention to the work site. First impression is that this is a very well managed site, organised and projecting a positive impression of the industry. It is accepted that the on-site set up is minimal, commensurate with a transient type / short term project. The respect and sensitivity shown towards the surroundings is very evident. However, any opportunity to promote the project, the contractor & the industry should not be overlooked and it may be worth considering making a quality statement on entering the site. A tailored / bespoke 'shop front' image sign would go a long way in achieving this. The site footprint is space constrained but is well presented. A road sweeper has not been required. The site enclosure comprises a mix of open mesh, Heras type panels and solid metal hoarding panels visually appropriate and properly erected and maintained. The solid hoardings face the existing hospice building and have been painted with bright decorative artwork to soften the impact. Regular site perimeter inspections are carried out. There is a simple TM plan in place and on-site parking is limited to two visitor spaces. Operatives park on street, which appears to work well. Material call off is managed sensibly. The site cabins are single stacked with adequate walkways around their footprint. There is a no smoking policy on any part of the 'live' site and operatives are expected to use discretion to avoid any negative image issues. This needs to be monitored. There have been no vandalism or nuisance graffiti issues to date. Work areas and facilities appeared clean and well organised. Tick sheets could be displayed to show the cleaning rota. Site cleanliness and expected standards of appearance (dress code) is covered in the site induction. Supply chain plant and equipment was minimal at the time of the visit.</p>		
Second visit update and score	8	/10
<p>First impressions are excellent and the site continues to project a positive image of the contractor and the industry. John has done extremely well given the limitations of the small site and has demonstrated a real understanding of the client's requirements. The right balance has been achieved with the site set up. The solid hoardings facing the existing hospice building and have been painted with bright decorative artwork to soften the impact. The approach to the site and the compound area are well presented. The site enclosure remains unchanged and is visually appropriate. The suggestion made in the last report to give consideration to making a quality statement on entering the site has not been taken up. Since the last visit additional signage has been erected at the entrance of the hospice for information to delivery drivers. Regular site perimeter inspections are still being carried out. Delivery wagons are being well managed on the very space constrained site footprint and the priority is to avoid any unnecessary disruption to visitors and staff connected with the hospice. The welfare / offices are unchanged since the last visit and are located as close as practicably possible to the working site. On-street parking for site operatives is unchanged, but appears to work well. The smoking arrangements are the same as before which has worked well. There has been one occurrence of minor vandalism since the last visit. The facilities are being maintained to a very good standard. Tick sheets to show the cleaning rota are not displayed. The appearance of the workforce does project a positive impression. The small amount of supply chain plant and equipment projected well. Material storage is being managed sensibly, using the new build for storage now that it is watertight and fully secure.</p>		

2. Respect the Community

First visit findings and score	7	/10
<p>Key stakeholders have been notified about the work by initial newsletter (includes CCS information) and are updated personally by the SM on site activities and progress. The site has only limited impact but protocols have been established to ensure that access and egress is managed to minimise disruption to the hospice. There are few opportunities regarding local community engagement. Due to the potentially sensitive location suppliers are given delivery route instructions and there is an advanced way finder sign on the road leading up to the working site. Perhaps more could be done to effectively display the CCS poster on entering the site. The site is using local labour & suppliers with obvious advantages. There are examples that the site is making goodwill gestures. There have been no complaints to date. Verbal compliments have been received, which should be recorded. Awareness was shown to the scheme's 'spotlight on' initiatives and the Best Practice Hub, but perhaps more reference could have been made. Normal working hours apply and plant 'start up' times are respected. A tailored, structured corporate responsibility and sustainability action plan specifically for the site & linked to the company's CSR values could be developed & demonstrated at next visit. There were no apprentices on site at the time of the visit. Albeit the size is small in nature more clarity will be sought at the next visit re targets set / actual performance for % local spend & employment within the local economy & if there is any opportunity for an apprentice placement at any point in the project cycle. The CC Scheme is well covered in the site literature and the induction format. No contact has been made with any colleges re vocational work experience opportunities. Going forward there are no significantly disruptive service connections to be made. The site management and workforce are respectful of the surroundings and works cease when the need arises.</p>		
Second visit update and score	8	/10
<p>Those few affected by the works are kept engaged. Regular meetings are held between the SM and the Hospice Manager & 4 week look ahead programmes are issued. During the visit the latest newsletter was tabled, which gave an update on progress and the good news stories. The CC Scheme is mentioned in the letter and John's contact details are included. Route delivery details / schedules are forwarded to the supply chain to minimise disruption. Traffic management / logistics plan remains unchanged and delivery drivers are made aware of the site specific restrictions. Contact information for the general public is also displayed on the scheme poster at the compound entrance. The site is continuing to use local labour & suppliers where possible. There have been no complaints to date. Perhaps more awareness could have been shown to the scheme's 'spotlight on' initiatives and the Best Practice Hub. Normal working hours continue to apply. A structured corporate responsibility and sustainability action plan specifically for the site & linked to the company's CSR values has not been developed since the last visit. No apprentices have been on site since the start. Understandably there has been no involvement with any schools. The focus of attention has been on maintaining a friendly welcome environment for the children staying in the hospice. John has arranged for up to 5 people off the site / per day to order food from the hospice canteen to contribute funds. The site and the supply chain are supporting various fund raising events for the benefit of the hospice. Other goodwill gestures have been made in the form of remedial works to the existing building fabric and maintenance work to the surrounding landscape features. The score awarded reflects the effort and commitment made by the team to fully engage.</p>		

3. Protect the Environment

First visit findings and score	6	/10
<p>A tailored SWMP is in place as part of best practice. There are no specific environmental issues on the site. Measures are in place to protect nearby mature trees. Energy saving measures appear to be in line with good housekeeping but no targets have been set as yet. Carbon footprint measurement is managed at HO level. Local labour and suppliers are being used as far as possible with obvious advantages. Public transport is not an option but car / van sharing is encouraged. Company environmental policy is displayed. Environmental incident response procedures aligned with company standards</p>		

and are communicated at induction. Little waste generated by the site. Carbon monitoring to Defra guidelines forms part of the monthly reporting to meet the company's ISO 14001 requirements. The site establishment is served by temporary generator and & integral septic foul tank. Hot / cold water for washing is readily available and there is a wholesome supply of potable water (drinking fountain). Reference to environmental issues made at the site induction. Monthly environmental performance figures are/will be fed back by the waste management company into the company's environmental objectives under ISO 14001. **Consideration could be given** to displaying summary performance figures for both site and public viewing. The site has one mixed skip at any one time. As noted above, **not clear regarding specific environmental / carbon footprint performance targets** set for the site. Welfare waste is segregated. No fuel is stored on site. Project is being delivered under WRAP. There have been few opportunities for recycling on the project.

Second visit update and score	6	/10
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The SWMP is being maintained & the environmental policy is displayed. Environmental issues continue to be managed in line with the company's objectives and targets and commensurate with a job of this type and size. Carbon monitoring to Defra guidelines is mainly HO controlled. The site establishment is unchanged since the last visit and meets the needs of the small workforce and space constraints. Reference to environmental issues made at the site induction. Environmentally some good practises are evident and clearly well planned. There are measures in place to ensure effective containment storage for polluting materials. The waste management company is unchanged since the last visit and there has been a minimal turn round of waste skips over the length of the project to date. Despite the size and nature of the project there are opportunities for the company to **demonstrate its approach to sustainability & care for the environment** which currently is **not apparent**. Summary performance figures i.e. % waste diverted **are not displayed, perhaps** they could have been shown in the newsletters.

4. Secure everyone's Safety

First visit findings and score	7	/10
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The construction phase H&S plan is updated and reviewed regularly by the SM. Visitors can park adjacent the site cabins / compound. There is a signing in procedure. Accidents/types/causes are all recorded. No minor incidents recorded to date. Site safety inspections/ audits and toolbox talks are carried out regularly. Emergency evacuation /fire strategy & evacuation procedures are in place. 'Open' site at present and no drills practised to date. Permit & RAMS systems are in force. Copy of the F10 form is displayed. The site boundary **could show more hazard signs** to inform the public. Workforce is encouraged to provide feedback on any areas of concern and site encourages near miss reporting. Overall cleanliness of the site reflects the approach to safety. Delivery vehicles are escorted at all times when approaching / leaving the site boundary. Regular safety briefings are a feature of the site. First aid kit is in place & first aider's clearly identified. No safety incentives are in place. Some company SHE alert posters are displayed to promote safety awareness. The expected standards regarding behavioural H&S practice are communicated regularly. CSCS cards are mandatory for operatives. **Perhaps more reference** could have been made to the scheme's 'spotlight on' initiatives. Good awareness shown re FORS. Route to A&E displayed. Limited supply of visitor PPE is available on request. No out of hours security is in place and no CCTV. Drugs and alcohol policy is communicated at induction.

Second visit update and score	7	/10
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Construction phase health & safety plan is being maintained. There is a signing in & out procedure. No reportable or minor incidents recorded to date. Site safety inspections/ audits and toolbox talks are carried out regularly. Emergency evacuation /fire strategy & evacuation procedures are in place. Permit & RAMS system remains in force. Copy of the F10 form is displayed. The standards regarding behavioural H&S practice appeared consistent and to a high standard. As noted before, **perhaps more reference** could have been made to the scheme's 'spotlight on' initiatives i.e. off-site risks by HGVs to cyclists/pedestrians and how they have been assessed and how the site is tackling the issue of drugs and alcohol, **perhaps a policy statement** could be displayed. Route to A&E continues to be displayed. No out of hours security is in place.

5. Value their Workforce

First visit findings and score	6	/10
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The average number on the project is 6, which allows the SM to maintain daily contact with everyone working on site to encourage suggestions and deal with issues/concerns at source. The SM is a trained first aider and subcontractor first aiders are recorded where applicable. Operative's skills, medical conditions are recorded. Training is generally limited to tool box talks on topics that are relevant to current activities for those on site. It is understood that the company **does not provide** basic occupational health to all operatives; however, some simple no-cost options are being considered i.e. monthly occupational poster campaigns for sites. The fully compliant site canteen / welfare unit has been set up commensurately with the occupancy levels and is considered adequately sized and equipped for the small workforce. There is a supply of wholesome water readily available for hand washing / drinking and there is the expected level of appliances in the site office. The facilities are located as close as practicably possible to the work area. No offensive material is on view. Site behaviour is covered in the induction. The site / company do operate a 100% CSCS card policy. Additional facilities on site **appear limited**, which is understandable given the low occupancy levels and commensurate set up. **Perhaps a wider range of general health information posters** could be displayed No apprentices have been on site to date. **Perhaps more reference could have been made** to the CCS Best Practice Hub. Company Quality Management System is to ISO 9001 accreditation level. Equal ops / diversity policy in place and open door policy encouraged. Site is aligning to the CITB 'Be Fair' framework to demonstrate a commitment to address unfair practises and inequalities. Control / monitoring of illegal workers tend to be managed at HO via supply chain appointments.

Second visit update and score	7	/10
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The adequately sized, well maintained welfare facilities continue to be provided for everyone on site. The space constrained site means that the facilities are located as close as practicably possible to the work area. Medical conditions are requested at induction and are readily available. Operative's appearance continues to give a good first impression. No offensive material is on view. Occupational health support is available to staff. Regarding everyone on site, **perhaps operational health risks could be identified and reinforced by displaying posters to cover key issues**. No apprentices have been on site. **Perhaps more reference could have been made** to the CCS Best Practice Hub. Control / monitoring of illegal workers at site level **could have been covered in more detail**. The focus is expected to be on the guidance given by the company to ensure consistency across all sites over and above what the supply chain has to provide. Examples are covered on the scheme website which could include, checking original documents, contacting Home Office sponsor where appropriate. Facilities provided are realistic for a site of this size. Realistically the SM has taken full advantage of what limited options are open i.e. using the hospice canteen facilities which benefits all round. This initiative is reflected in the increased score.

1st Visit score	33	/50
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2nd Visit score	36	/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.*