

Considerate Constructors Scheme

Monitor's Site Report



Project name	Holdcroft Extracare		
Contractor name	Eric Wright Construction Ltd		
Onsite contact(s)	Mark Walker		
Site ID number	82240	Visit no.	2
		Visit date	16/04/2015

Site description, context and location

The works consist of the construction of 175 low rise extra care apartments. The site is in a residential suburb, surrounded by low rise housing and the site entrance is next to a special needs school. Parking for all has been arranged in an adjacent social club car park.

Checklist section	1 st visit	2 nd visit	Score descriptor
1. Care about Appearance	7	7	/10
2. Respect the Community	8	8	/10
3. Protect the Environment	8	8	/10
4. Secure everyone's Safety	8	8	/10
5. Value their Workforce	7	7	/10
Total score	38	38	/50

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

Executive summary

The site appearance has improved with the easing of the mud issue as the weather improves and the project comes out of the ground. Although the immediate perimeter of the site is kept free of litter there is an opportunity to improve the overall impression by tidying up the public path at the rear of the site and the car park verges. The site continues to engage with the community with a coffee morning for neighbours held and another one planned. Further newsletters have been produced and the site is donating to a local children's charity. The site manager has part in a charity bike ride in aid of beating eating disorders. Environmental procedures remain excellent with updated carbon footprint and waste recycling information displayed and the site has donated materials to the local school for a garden project. The possibility of making goodwill improvements to the local environment – possibly improving adjacent public pathways – was discussed. Safety procedures are excellent with a behaviour based safety initiative under way and feedback being encouraged with rewards for good ideas. It is good to see that the site manager has been involved in encouraging the employment of apprentices and thought is being given to the promotion of mental health. The site continues to perform well in all areas of the Code of Considerate Practice.

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	Phil Hughes DipArch RIBA FRSPH RMaPS
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Monitor's Site Report - Detailed summary of findings



Project name	Holdcroft Extracare		
Site ID number	82240	Visit no.	2
Visit date	16/04/2015		

1. Care about Appearance

First visit findings and score	7	/10
<p>The site is externally tidy with informative signage. Existing fencing is used, hedgerows & freshly painted timber hoardings which look well. Adjacent roads & public footpaths are free of obstructions & litter. A proprietary compound has been used to harden slurry & a road sweeper is in use every day with a hand operated jetwash: the approach road to the site, however, being cleaned at the time of the visit, was very muddy. Perimeters of the site are monitored & kept tidy with daily litter picks including non site generated rubbish. Graffiti is overpainted immediately. The impression is of a well laid out compound & site. The compound has stoned up paths: there was a little litter to the side of the path. Welfare facilities are smart & screened from public view with very clean vehicles & plant. There is a dress code & cover-up policy: a boot wash has been provided. Branded work wear is provided. Site personnel are discouraged from using local facilities in soiled clothes & take breaks in the facilities provided out of public view. Site cleanliness & order are promoted at induction & with notices. An out-of-view smoking area is provided for operatives. There is strong corporate identity with cabins in corporate colours, branded workwear, & logos. Company values are communicated in a website, public notices & newsletters.</p>		
Second visit update and score	7	/10
<p>The site appearance is generally being maintained: there has been a good deal of graffiti but it is painted out straight away. Some litter was noted around the verges of the site car park and the verge of the public path to the rear of the site. There has been a neighbour complaint regarding mud on the adjacent roads but this has been addressed and the neighbour is now content. Free car washing was provided for neighbours as a one-off gesture. The site jetwash & sweeper remain in use every day. A designated operative takes site orders to the local café and dress standards are monitored.</p>		

2. Respect the Community

First visit findings and score	8	/10
<p>Neighbours have been notified with letter drops & newsletters including project & CCS details: there is a public noticeboard at the site entrance. Public consultations were held at local schools & clubs. The sensitivity of the neighbouring special needs school has been identified & operatives briefed. Signs provide a 24/7 mobile number but no head office contact information. A compliant complaints procedure is in place & the workforce is told of compliments & complaints. Site posters & inductions cover language/behavioural issues. Deliveries/unloading are organised with a traffic plan taking into consideration school times. Parking for all has been arranged in an adjacent pub car park. There is a community engagement plan. Use of local labour & suppliers is a client requirement: subcontractors are required to comply & outcomes are measured against KPIs & displayed. A local café benefits from site trade. The CCS scheme banners & posters are well & prominently presented. Inductions cover CCS & this is reinforced in toolbox talks & notices. A sewer connection was made in school holidays. The site is in contact with the adjacent school & has provided scrap timber for woodworking classes & has excavated a hole for a time capsule. The site uses "Recycling Lives" for waste recycling: a company which trains homeless people.</p>		
Second visit update and score	8	/10
<p>The public notice board is maintained and newsletter three is about to be published. There is a link to the site webcams on the newsletters and the public can access the site twitter account with progress photographs. A coffee morning for neighbours was held on site – more than 20 attended – and another one is planned. A local charity was invited to the coffee morning to fund raise. There has not been any provision of work placement / student work experience and the site's targets for local labour and suppliers are not currently being achieved. The site is donating to the local Donna Louise charity and the site manager took part in a charity bike ride in aid of beating eating disorders.</p>		

3. Protect the Environment

First visit findings and score	8	/10
<p>There is an environmental policy with information displayed on site. Hedgerow protection was identified as an issue & an action plan put in place. Environmental issues are communicated to the workforce by induction, toolbox talks, newsletter & notice boards. A SWMP sets targets for diverting waste from landfill: 100% is being achieved. Site material is recycled on site for cut & fill. Lower environmental impact materials are sought & used. The use of energy, fuel & water are metered & minimised by use of signs, push taps, rainwater harvesting, insulation, thermostats, PIRs, double glazing & early connection to the mains. Alternative sources are not used. Material & personnel travel distances are monitored. Targets are set and statistics are fed into a Carbon Footprint Calculator: The outcome is printed on an environmental "dashboard" in an easily understood pictorial format & displayed on site & on the public noticeboard. Hazardous materials are stored in lockable accommodation & fuel is stored in bunded tanks with spill kit available. Pre-planning involved environmental & ecological impact assessment & there is an environmental plan / management system with monthly inspections. The site has carried out works on a playing field for the adjacent school & is in contact with the Wildlife Trust regarding possible nature reserve works.</p>		
Second visit update and score	8	/10
<p>99% diversion of waste from landfill is currently being achieved and it is good to see that the efficiency of skip usage is being monitored. The site is still in contact with the Wildlife Trust regarding possible nature reserve works and has provided the adjacent school with materials for a "themed garden" project. As before, waste and carbon footprint outcomes are printed on an environmental "dashboard" in an easily understood pictorial format & displayed on site & on the public noticeboard.</p>		

4. Secure everyone's **Safety**

<i>First visit findings and score</i>	8	/10
<p>Nearest A & E hospital information is displayed with directions. 1st aiders are identified on site & equipment is in place. A Construction Phase H&S plan is in place, with regular audits. Current safety/risk information is provided in inductions & toolbox talks – feedback is sought with weekly meetings, suggestion box & a “Positive Intervention” book with tear off sheets for feedback. CSCS cards are recorded including those of visitors & delivery drivers. All operatives & visitors sign in on arrival & visitors are escorted as appropriate. The company safety policy & site rules are displayed in the canteen. Appropriate PPE is required & is available for visitors. Safe access to the site & accommodation is provided & is usable by all abilities. A CCTV system is in place with a link to the webcams on the neighbours' newsletters. Access to site areas is via a biometrically controlled turnstile & traffic is managed by the gateman to protect road users & pedestrians: all turning is on site. Good safety attitudes & behaviour are encouraged in inductions. Safety talks are planned for local schools. Emergency evacuation procedures are in place with a plan on display. Operatives' safety risk medical conditions are taken at induction & kept on site. Accidents, near misses etc are recorded & studied. There are monthly bacon sandwiches for good suggestions.</p>		
<i>Second visit update and score</i>	8	/10
<p>The site is in touch with the nearby school regarding safety talks and a fresh behaviour based safety initiative is being rolled out. It is good to see that feedback is encouraged with the “Positive Intervention” book and that good ideas continue to be rewarded with a free breakfast. There is a good deal of information on display and a clear safety culture.</p>		

5. Value their **Workforce**

<i>First visit findings and score</i>	7	/10
<p>Discrimination, harassment & bullying are covered in inductions & site posters. There is an open-door policy with regular meetings & a suggestion box. There is no general on site recognition / reward scheme for workers. Welfare facilities suitable for use by male & female operatives with access to offices & welfare for mobility impaired if required. Training is promoted with a training matrix, subcontractor pre-qualification training checks & weekly toolbox talks. CSCS cards are required & recorded. The site encourages new people into the industry with targets for the employment of apprentices & 2 currently on site. The company has a drugs & alcohol policy & occupational health risks are assessed with advice provided in posters & toolbox talks. Staff have 6 monthly head office health checkups & the possible advantages of on-site health checks for all were discussed. There is a company health awareness calendar with monthly topics. A skin care system is in place. Operatives' emergency contact details are stored in the site office. Clean, well maintained welfare facilities are provided for operatives with canteen/kitchen, female/disabled toilets, separate drying/changing room, shower & lockers. The facilities are cleaned against a housekeeping schedule. There is a healthy eating poster on the canteen notice board. Workers are required to treat the facilities with respect & there is an Equal Opps/ Diversity & Inclusion Policy in place.</p>		
<i>Second visit update and score</i>	7	/10
<p>As on the first visit there are currently two apprentices on site with an overall target of 20. The site manager spoke at a “Meet the Buyer” event at Britannia Stadium to encourage subcontractors to take on apprentices: 88 have been taken on following the event. Monthly health topics are promoted with posters and toolbox talks and a mental health poster is currently in preparation. The site checks all subcontractor occupational health procedures.</p>		

1st Visit score	38	/50
2nd Visit score	38	/50

*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.*