

# Considerate Constructors Scheme

## Monitor's Site Report



<b>Project name</b>	Tower Wharf				
<b>Contractor name</b>	Eric Wright Construction Ltd				
<b>Onsite contact(s)</b>	Simon Milligan				
<b>Site ID number</b>	84201	<b>Visit no.</b>	1	<b>Visit date</b>	19/02/2015

### Site description, context and location

Design and build contract for a new office call centre. Located on a previously derelict plot with other businesses and another major development also nearby. Parking and cabins are within the site area off the existing highway.

Checklist section	Category score		Score descriptor
1. Care about <b>Appearance</b>	8	/10	1 Gross Failure
2. Respect the <b>Community</b>	7	/10	2 Failure
3. Protect the <b>Environment</b>	7	/10	3 Major non compliance
4. Secure everyone's <b>Safety</b>	7	/10	4 Minor non compliance
5. Value their <b>Workforce</b>	7	/10	5 Compliance
<b>Total score</b>	<b>36</b>	<b>/50</b>	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](http://www.ccscheme.org.uk)

### Executive summary

Many thanks to Simon and Phillip for the visit and their co-operation. Excellent first impression when arriving with an impressive main entrance. The hoardings were very well erected in corporate colours and the temporary fencing around the remaining perimeter were also in excellent condition. External appearance of the cabins was excellent. Parking, compound area and work areas were also very tidy. Nearby businesses have been contacted and newsletters issued. Externally a copy of the current newsletter was also displayed at the main entrance for the passing public. In addition, very good liaison and co-operation with the adjacent contractor and businesses. Local suppliers, businesses and labour have been promoted. Environmental practices and performances have been carried out fully to the company's procedures with no environmental incidents to date. Very good dedicated fuelling point within the compound. Energy readings and carbon footprint monitoring have also been carried out and results informed to the workforce, this could be extended to the public. Also very good safety policies and procedures which have been implemented very well by Simon. Segregation from the public very good with internal dedicated pedestrian routes evident. Safety critical signage also evident. Auditing and checking regular and ongoing. Training and competencies promoted. The consideration of the workforce has also been very good with clean, adequate facilities provided which include a shower room and lockers.

Very good overall compliance with the Scheme's Code of Considerate Practice with excellence in the appearance section, 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.

<b>Monitor name</b>	Peter Davies BSc (Hons) MICE
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## Monitor's Site Report - Detailed summary of findings



<b>Project name</b>	Tower Wharf		
<b>Site ID number</b>	84201	<b>Visit no.</b>	1
		<b>Visit date</b>	19/02/2015

<b>1. Care about Appearance</b>	<b>8</b>	<b>/10</b>
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Excellent impression on arriving to the site off the main highway. Perimeter hoardings and fencing very well presented. Signage also neatly erected. Internally the pedestrian access off the highway to the compound area was in excellent condition with barriers and signage in place. External appearance of the cabins was also excellent. Skips tidy. Bins also available and tidy. Containers within the compound for storing materials. Ops were excellently presented with full PPE. Daily inspections have been ongoing and occur around the site with litter picking also carried out externally. Footways and highway very clean on the day, road sweepers used when required, some manual cleaning also carried out. No graffiti nor vandalism evident. Material storage organised and well managed. Toolbox talks on welfare and site cleanliness. Workforce contribute towards keeping all areas clean. Smoking shelter advised at induction and out of view from the public, no smoking allowed within the office/welfare or on site. Excellent evidence of company identity on the PPE, signage and company flags, **website could be promoted a little more.**

<b>2. Respect the Community</b>	<b>7</b>	<b>/10</b>
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Newsletters and updates have been issued to the immediate neighbours. Current newsletter displayed at the site entrance. Working hours generally M to F only. Deliveries have also been identified in advance and advised of site directions, **some advance signage may be useful.** Parking provided within the compound area with some dedicated bays. Very good scheme banner and poster displays. Radios banned. Mobile phones in safe areas only. Compliments and complaints system in place no recordings to date. Local businesses, suppliers and labour used where possible. Labour currently 71% from the area. Very good open door policy with the public. Liaison with the adjacent contractor and businesses. **Arrangements in place to provide and assist with the local foodbank.** Full backing and involvement from senior management. **School events and talks could be considered including promoting the industry.**

<b>3. Protect the Environment</b>	<b>7</b>	<b>/10</b>
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Environmental policy statement displayed on noticeboards and the contents have been advised to the workforce. Pre-start environmental assessments. Site investigations also carried out. Contaminated hotspot removed from site. Site waste management plan in place, only 2no.skips currently removed from site, recycling information and breakdown received monthly. Driven pre-cast piling. Working methods and equipment assessed. Noise monitoring carried out. Dust suppression measures. Fuelling point inside the site boundary, bunded bowers, drip trays and spill kits available. Sustainable sources used. Vehicle share used. **Some environmental topics displayed on the noticeboards.** Fuel, water and electric usage monitored and carbon footprint assessed, **results to be updated in mess areas.** Information that contributes towards the carbon footprint assessments has been received through the signing in form. Ongoing water sampling at the adjacent water area, checks for site run off also carried out. **Promotion of the environmental aspects of the scheme to the public could be more obvious.** Environmental legacy with the Wildlife Trust ongoing and to be decided.

<b>4. Secure everyone's Safety</b>	<b>7</b>	<b>/10</b>
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H&S plan in place and has been reviewed and updated. Company policy statement displayed. A&E details also displayed with route map and directions evident including in mess areas. All first aiders on site identified at induction with ID and displayed in mess areas, **check that all lists have been updated.** Very good pedestrian entry into site with barriers and signage evident. TM plan has been revised and displayed. Main gate controlled by gateman at all times **with contact number also displayed, could be made more visible.** Entry and exit from the parking into the compound and into the work areas very good with signage and barriers in place. Around the welfare area there was also very good segregation with the work areas. Perimeter fencing protects the public from the site. Manned security also in place for out of work hours. Very good training scheme in place. Regular auditing from internal and external bodies, regular checking and inspections. Lifting plans in place. Toolbox talks on current activities. Permits to work. Existing underground services checked and marked. Safety campaigns. Emergency numbers displayed. Emergency plan in place, displayed with signed muster point, checks have been carried out. Scaffolding checked and inspected by the specialist and Simon. Hazards and risks made known, **board display not obvious.** No accidents or positive interventions to date. Positive attitude towards safety with senior management involvement.

<b>5. Value their Workforce</b>	<b>7</b>	<b>/10</b>
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Simon promotes commitment to fair treatment and workforce support. Very good open door policy with ongoing communication with the workforce and public. Personal development needs identified at induction. Occupational health advice available with **some posters displayed, some outside advice may be useful.** Healthy eating promoted. No drugs nor alcohol policy. Toolbox talks carried out regularly. Separate toilets provided for male/female, **all abilities may be considered.** Drying room, mess room, office area, shower and lockers also provided. Welfare facilities suitable and well maintained with stocks checked and replenished when required. Access around the site and compound very good. Site specific induction, skills and competencies checked and CSCS cards recorded - currently 100%. Apprentices and trainees encouraged and promoted by the company. **Noticeboards with some posters, alerts and bulletins displayed.** Feedback from the workforce encouraged, vouchers issued for good suggestions.

<b>Overall score</b>	<b>36</b>	<b>/50</b>
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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.*