

# Considerate Constructors Scheme

## Monitor's Site Report



<b>Project name</b>	Manchester Life - Chalk		
<b>Contractor name</b>	Eric Wright Construction Ltd		
<b>Onsite contact(s)</b>	Peter Harrison		
<b>Site ID number</b>	100337	<b>Visit no.</b>	2
		<b>Visit date</b>	13/09/2017

### Site description, context and location

Construction of an 8 story residential block and a 5 story car park in Ancoats, on the outskirts of City Centre Manchester. There are several other newbuild projects, completed apartments and some commercial properties in the immediate area. There is a large main compound a short distance from site which houses individual offices and welfare for 3 contractors in total. All sites have the same client, Manchester Life.

Checklist section	1 <sup>st</sup> visit	2 <sup>nd</sup> visit	Score descriptor
1. Care about <b>Appearance</b>	7	7	/10
2. Respect the <b>Community</b>	8	8	/10
3. Protect the <b>Environment</b>	7	8	/10
4. Secure everyone's <b>Safety</b>	7	7	/10
5. Value their <b>Workforce</b>	6	7	/10
<b>Total score</b>	<b>35</b>	<b>37</b>	<b>/50</b>

For more information on score descriptors, see 'Site Scoring Explained' or visit [www.ccscheme.org.uk](http://www.ccscheme.org.uk)

### Executive summary

The overall appearance of site continues to be very good with regular litter picks and hoarding checks being carried out. Employees are reminded that they must keep all welfare, works and surrounding site areas clean and tidy at all times. There is still some problem with ponding within the shared compound area. The level of communication and respect for neighbours continues to be very good. Newsletters continue to be issued. The Company's attitude to charities is excellent with specialised centres to provide holidays and training for young people. Matthew has visited a primary school and assisted with the vegetable patch. 2 local charities have been given donations. Site employs people under the "Back on Track" initiative. Environmental policy is ISO-14,001 compliant and is promoted at induction and by environmental toolbox talks. It was good to see a more comprehensive display of environmental information including environmental specific trade information sheets. Environmental charities are supported and Matthew has assisted with a school vegetable garden. Access to site continues to be very good. The Company provide a very good level of safety training for direct employees. A notice is now displayed advising that the site defibrillator is available for public use. Site team have checked suppliers to ascertain if they are registered with FORS. It would be good to see a more formal CLOCS policy for site. A very good selection of occupational and mental health posters and information sheets are now displayed. Following recent appraisals staff were awarded an additional 2 days holiday each year and advised that these must be taken at regular intervals. Welfare facilities were very good. Cleanliness of welfare was very good other than the drying room which requires attention to detail. Peter and Matthew have taken a number of CCS e-learning modules. Thanks, once again, to Peter and Matthew for the warm welcome to site and for their time during our discussions.

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## Monitor's Site Report - Detailed summary of findings



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<b>Site ID number</b>	100337	<b>Visit no.</b>	2

### 1. Care about Appearance

<i>First visit findings and score</i>	7	/10
<p>Site is surrounded by very good ply hoardings painted in the development's colours, light grey. A very good compound facility is provided for the company and two other contractors. Deliveries are made JIT due to the restricted nature of site. Daily litter picks and hoarding checks are carried out. There was no graffiti on the site hoarding or in and around the compound areas. Surrounding footways and roads were very good. All sites in the area contributes to a daily road sweeper with a footpath sweeper brought in weekly. Housekeeping and cleanliness are noted at induction, toolbox talks and reinforced by notices. Smoking areas and areas for those who smoke E cigarettes are provided on site and in the compound. Dress code includes a 5 point PPE. A cover-up policy is noted at induction. There was <b>no nonoffensive T-shirt policy</b> but this would be mentioned if necessary. Branded workwear is provided for direct employees. Company values are mentioned at induction. <b>Social media is not encouraged</b> by the clients or the contractor. Welfare is kept clean but <b>a little more attention is required to certain areas</b>, particularly edges and corners of floors. There is <b>ponding immediately outside the canteen which collects silt and is trodden into the canteen</b>. Consider levelling the area of providing a raised area immediately outside the canteen entrance.</p>		
<i>Second visit update and score</i>	7	/10
<p>The overall appearance remains very good. The ply painted hoarding is checked every morning and overnight graffiti is overpainted. Regular litter picks continue to be carried out. Surrounding footways and roads continue to be very good. The adjacent square has regular cleaning carried out. Employees continue to be reminded that they must keep welfare, site and surrounding areas neat and tidy. <b>Site does not have a non-offensive T-shirt policy. Attempts have been made to reduce the ponding</b> in the welfare areas with cement filling and a step outside the supplementary canteen. There is <b>still a considerable amount of ponding</b>, particularly during the current heavy rainfall. <b>We discussed</b> Considerate Constructors Scheme "Construction's First Impressions" initiative.</p>		

### 2. Respect the Community

<i>First visit findings and score</i>	8	/10
<p>Initial letters were sent to neighbours advising project and contact details with an explanation of Cc S. 24/7 contact information notice is provided. Letters are issued prior to key events, the latest concerning a future road closure. Newsletters are issued at 3 monthly intervals and are approved by the client. Deliveries are allowed during site hours. Local shops, suppliers and labour are used wherever possible. The Scheme signs, banners and notices are correctly displayed. The Scheme is mentioned at induction and explained to neighbours. Matthew is the Scheme champion. Vibration was monitored whilst sheet piling was carried out. Goodwill includes covering low-level windows for a neighbour, providing timber and topsoil for "Men in Sheds" and general maintenance works for neighbours. The Client has provided a building for Manchester College within the compound and regular visits are carried out by various trade trainees. There are been 2 complaints to date but <b>compliments are not logged</b>. One apprentice is on site. Matthew has provided a talk to a local primary school. Poo bags and water are provided for dogs. Discussions <b>are ongoing</b> with the "skills company" concerning placements for graduates. The company makes significant charitable contributions via the Eric Wright Learning Foundation which has an Education and Activity centre in Coniston.</p>		
<i>Second visit update and score</i>	8	/10
<p>Relationship with neighbours continues to be very good with 3 monthly newsletters issued, the most recent being in June. Newsletters contain an explanation of Considerate Constructors Scheme. Site continues to use local shops, suppliers and subcontractors wherever possible. Scheme banners, signs and notices continue to be correctly displayed and the scheme is noted at induction. Matthew attended the meeting as Scheme champion. Further goodwill gestures have been carried out. A number of compliments are displayed in the welfare but it <b>would be good to see all compliments recorded and displayed so that employees may appreciate the kind words of neighbours</b>. There is been some response to CCS questionnaire. The company's significant charitable contributions continue to be promoted. Money raised by a recent raffle was donated to Mustard Tree and Manchester Environmental Education Network. Matthew visited the nearby primary school and provided a poly tunnel. He also provided tools and assisted with gardening for the vegetable plot. Site employs "Back on Track" candidates and some now have employment for the length of the project. A graduate trainee is also on site.</p>		

### 3. Protect the Environment

<i>First visit findings and score</i>	7	/10
<p>An initial environmental assessment, environmental and eco-surveys were carried out prior to start on site. The environmental policy is ISO-14,001 compliant and is promoted at induction and by toolbox talks. Although <b>some</b> environmental information was displayed <b>many contractors provide a much more comprehensive display of environmental posters, bulletins and information sheets</b>. Waste is placed in mixed skips with a pie charts displayed. Recycled hard-core was used. Vibration, noise and dust are monitored. Peter compares actual to target waste. Enviro cabins are provided which include PIRs and percussion taps. A hybrid generator is used on site with a large notice showing carbon savings and silent running hours (112). Fuel is stored in a double bunded bowser with spill kits and drip trays available. KPIs are maintained for energy, water, waste and distance travelled and utilised for carbon monitoring. Van and car share is encouraged and some employees use public transport. Site is currently <b>discussing</b> planting opportunities with a local primary school. A cycle to work event <b>will be</b> carried out next week with free maintenance available for cycles. There is been <b>no contribution to the natural environment</b>. Donations have been made to the Wild Life Trust. Waders have been donated to a wild life reserve.</p>		
<i>Second visit update and score</i>	8	/10
<p>The environmental policy is ISO-14,001 compliant and is promoted by toolbox talks and at induction. Further environmental information is now displayed including trade specific environmental information sheets. Monthly environmental updates for site-specific KPIs are issued each month. These include pie charts for waste. This is in great detail and it may be appropriate to <b>make this more user-friendly. Consider providing clear posters giving a simple message</b> rather than very wordy documents. Seminar was held for site staff and supply chain supervisors concerning dust management. A cycle to work scheme is encouraged by holding an event where cycles were checked and vouchers provided. A donation has been made to Manchester Environmental Education Network. Matthew is assisting a primary school with a vegetable garden. There is been <b>no contribution to the natural environment</b>. Van and car share continues to be encourage with some employees utilising public transport. Site compares actual to target waste. Environmental cabins continue to be used.</p>		

#### 4. Secure everyone's Safety

<b>First visit findings and score</b>	<b>7</b>	<b>/10</b>
2 first aiders are introduced at induction and identified by notices with photos and mobiles and green crosses on their helmets. Routes to nearest A & E are displayed. Good access is provided by a gateway with good quality footways and barriers. There is <b>no notice offering assistance to visitors</b> . The company have a drugs and alcohol policy but <b>no testing</b> . Weekly safety meetings are held with all employees. Safety audits are carried out every fortnight. A forum meeting is held every Friday with all contractors discuss future works and safety. There was very good display of safety alerts, posters and safety bulletins. Toolbox talks are provided. A site-specific PowerPoint induction is provided and employees sign their understanding. Near misses are reported to the management team and a template is completed. Investigations are carried out by the site team and sent to HQ office where they are collated, reviewed for trends and feedback provided. A positive intervention book is also provided so that employees may record near misses or concerns. A defibrillator is provided with a sign outside site offering its use to members of the public. It is <b>not currently on the database</b> . A hazard board displays daily activities with associated risks. A very good level of training is provided for direct employees, the most recent course being on excavation safety. A bacon butties is provided as a safety incentive. We discussed FORS and CLOCS. Posters are displayed. Peter <b>will ask if the company is registered</b> .		
<b>Second visit update and score</b>	<b>7</b>	<b>/10</b>

First aiders continue to be identified at induction and by notices. Access to site is very good but it **would be good to see a notice offering assistance to visitors**. The company **is considering testing** for the drugs and alcohol policy. Weekly safety meetings continue to be held. The display of safety alerts, posters and bulletins continues to be very good. Near misses continue to be reported and investigated. A sign is now displayed on the public noticeboard advising that site has a defibrillator which is available to members of the public. A further defibrillator is kept in the joint compound and shared by the 3 resident contractors. It **would be good to see this noted on a database**. Site utilises a CLOCS checklist to categorise a selection of vehicles each week. Site team have checked all suppliers to ascertain if they are registered with FORS or CLOCS. **The company is not registered with CLOCS and site is not operating as a CLOCS champion**. Employees continue to be provided with a very good level of safety training.

#### 5. Value their Workforce

<b>First visit findings and score</b>	<b>6</b>	<b>/10</b>
Policies for equality and diversity are displayed. Annual appraisals are held where training requirements are discussed. A positive intervention booklet is utilised to record discussions with employees where recognition and feedback is provided. There is a very good display of occupational health information but <b>no mental health information</b> . A nurse visit is <b>being discussed</b> at the moment. Welfare includes a canteen, 3 drying rooms, male and female WCs, 2 showers, quiet room and lockers. Employees have joint use of a large canteen which provides hot and cold food. <b>Wi-Fi is not provided</b> . Right to work information is displayed on the noticeboard. <b>No spot checks</b> . CSCS cards are copied with skills noted. Relevant medical conditions are displayed in ICE stickers on helmets. <b>We discussed</b> other suitable systems to retrieve relevant medical conditions. The company employs apprentices and encourages new people in the industry. Work experience and careers advice is provided. 2 School visits have been carried out by site. <b>No general e-learning available. We discussed CCS learning</b> . The company support a learning academy in Preston. A company helpline is provided for <b>direct employees only</b> . Construction Industry poster available for all.		
<b>Second visit update and score</b>	<b>7</b>	<b>/10</b>

There was a very good display of occupational and mental health information. Following a recent round of appraisals, which now include discussions concerning stress and workload, staff were awarded an additional 2 days holiday and advised that they should not send emails at weekend and must take regular holidays. A nurse visit has taken place and 20 employees were given health checks. A very good display of welfare facilities continues to be provided. Employees are checked for the right to work but **no spot checks** on site. The company continues to employ apprentices and encourages new people into the industry. Careers advice is provided and opportunities are offered for work placements. The company **do not provide direct e-learning** but Peter and Matthew have taken a number of CCS e-learning modules. The company continues to support a learning Academy in Preston. Welfare areas were generally clean and tidy but **further attention is required to the drying room, particularly to the rear of radiators, cells and other horizontal surfaces**.

<b>1<sup>st</sup> Visit score</b>	<b>35</b>	<b>/50</b>
<b>2<sup>nd</sup> Visit score</b>	<b>37</b>	<b>/50</b>

*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.*