

Considerate Constructors Scheme

Monitor's Site Report



Project name	Haworth Close				
Contractor name	Eric Wright Construction Ltd				
Onsite contact(s)	Kevin Burgoyne				
Site ID number	104268	Visit no.	1	Visit date	15/09/2017

Site description, context and location

Provision of 60 extra care homes for older people in Bury, Greater Manchester. The works are taking place on the council owned former Haworth Close site on the outskirts of Bury town centre. The site has a semi – rural location at the end of a tree lined road which is popular with local walkers. There are residential properties overlooking the site and a cemetery nearby.

Checklist section	Category score		Score descriptor
1. Care about Appearance	8	/10	1 Gross Failure
2. Respect the Community	7	/10	2 Failure
3. Protect the Environment	7	/10	3 Major non compliance
4. Secure everyone's Safety	8	/10	4 Minor non compliance
5. Value their Workforce	8	/10	5 Compliance
Total score	38	/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

The site visit was accompanied by Kevin Burgoyne, Project Manager (PM), John Tierney, Site Manager (SM) and Matthew Evans representing Eric Wright Construction Limited.

Works started on site in April and completion is due Autumn 2018. The council owned brownfield site was cleared and levelled in advance.

At the time of the visit the build was at first and second lift levels.

First impression is that this is a very well managed site, properly organised and projecting a positive impression of the company and the industry. The quality of the signage at the site entrance was excellent, pitched at the right level and not cluttered. There is a manned gatehouse at the approach to the site, where visitors are signed in. Temporary speed restriction signs have been erected on the approach road by the contractor to promote safety.

Full scheme signage was displayed at the time of the visit, promoting the commitment made by the company to those interested, affected and involved in the project.

A road sweeper is used daily.

There is an on-site catering van established on site, which has obvious advantages.

The site footprint and compound area are not space constrained. The boundary enclosure comprises a mixture of Heras type open mesh fencing properly erected and maintained, as well as permanent boundary fencing.

The double stacked cabins are in corporate colours and full eco-friendly type.

Newsletters are issued on a regular basis to those most affected. Sensitivity and consideration shown towards the environment is very much evident.

Community engagement on a wider scale is happening and will be assessed at the next visit.

Continuous development of the site-specific CSR action plan linked to the company's CSR values is a point to focus on.

The site is secure and visitors are asked to sign in and out at the gatehouse.

24HR contact details are displayed on the boundary. There is also a shop front image displaying site information for public viewing.

Based on the findings of the visit the standards regarding H&S behavioural practices were consistent and following the site rules.

Awareness was shown to the scheme's 'spotlight on' initiatives re topical issue(s) currently being promoted on the website.

There is a varied range of up to date material displayed in the facilities on site.

Company practises and procedures have been tailored to suit the current occupancy levels.

On speaking with the PM & SM values are understood to be about construction standards & product quality, together with a collaborative working approach. These are achieved using long-established, mainly local sub-contractors who know what is expected of them and fully engaging with key stakeholders.

Many thanks for the hospitality shown on the day, an enjoyable first visit to the site. It was a pleasure to meet up with Kevin again.

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Monitor's Site Report - Detailed summary of findings



Project name	Haworth Close		
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1. Care about Appearance	8	/10
<p>The site is in a semi-rural area on the outskirts of Bury town centre. Approaching the site first impressions are excellent, and corporate identity is clearly visible. The double stacked site cabins are in corporate colours and well presented. The site has a designated gate house where visitors are met, signed in, and directed to the site office. The double stacked arrangement does not present any privacy issues. Work areas and facilities, including the supply chain storage containers and cement silos appeared clean and well organised. The compound area and working site are well segregated. The material items stored on site are properly stacked on hardstanding's within the boundary footprint. Deliveries are scheduled 'off-peak' to minimise disruption to the local road network and the supply chain driver's call the site in advance. The site enclosure comprises a mixture of temporary Heras type open mesh panels, visually appropriate and well maintained and permanent boundary fencing. The facilities appear modern and neat & tidy. TM/ logistics plan is displayed in the site office. There is ample space for on-site parking. The consideration shown towards the surroundings and the pedestrians using the approach road to the site is very much evident. 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/ leaving the site. The 'shop front' image at the site entrance to display summary site performance figures & project information is an example of best practice. Going forward, and for consideration on future registered sites, a further improvement could be to promote the benefits and opportunities that the industry can provide by targeting company specific signage i.e. links to the company's HR department/ live vacancies website as just one example. Expected standards of behaviour are covered in the site induction. The appearance of the workforce projects a positive impression. There have been no vandalism/ theft issues to date. There is a sheltered smoking area set aside in the compound to avoid any negative image issues and a separate e-cigarette area. Daily perimeter inspections are a feature of the site. Going forward there is no potentially disruptive service connection to be made. Daily perimeter inspections are practised on site.</p>		
2. Respect the Community	7	/10
<p>Information on the development can be found on the company's website. A range of social media sites is being used to promote the project and engage with the community, which are shown on the newsletters. There are a few residential properties overlooking the works. The entrance road to the site is popular with local walkers. An introductory letter and follow up newsletters have been issued. There has been one recorded complaint to date, which was closed out in a timely manner. Verbal compliments have been received and some recorded. Project information for the public is displayed on the site boundary. The site is focusing on engagement and collaboration with local schools, which have been identified. This is work in progress at this early stage. Regarding the CCS registration Kevin is well supported by Matthew to promote the commitment made by the company to those interested, affected and involved in the project. The team are engaging with stakeholders and those affected on a range of collaborative work including; - 'Women in Construction', supporting/ sponsoring local events where possible. The site appears to be using local labour & suppliers to best advantage. Kevin mentioned a link with Procure Plus and the opportunity's & benefits re job creation and community enterprise schemes. Not clear if a 'Meet the Buyer' event was held post project award; clarification will be sought at the next visit. The scheme banner and posters were prominently displayed at the time of the visit, all afforded protection. The location of and perhaps distribution of more, Go Construct posters was discussed and acknowledged at the visit. The SM does have an open mind to any goodwill gestures that might present themselves'. Local shops are well supported. The on-site catering van reduces the need for operatives to leave the 'clean area' of the site. On a corporate responsibility level, a comprehensive site-specific CSR action plan / employment & skills plan linked to the company's values is under development. Three apprentices have been on site since commencement, which was great to note. A review of progress re the targets set/ actual performance for % local spend & employment within the local economy will take place at the next visit. Current high-level figures were quoted. The CC Scheme is mentioned in the site induction and the newsletters. The company always tries to work with the local community and schools on all its projects and this is currently under review. Normal working hours apply and plant 'start up' times are respected. Support to charity/ organisation is mainly HO driven. Awareness was shown to the scheme's 'spotlight on' initiatives, Best Practice Hub & E-learning Hub. The PM has completed the e-learning modules, which was good to note. On speaking with the project team values are understood to be about construction standards & product quality. Legacy issues over and above the actual project deliverable is 'work in progress'. Sensitivity and consideration to residents is much evident e.g. proposed road widening necessity, which will include tree removal and re-planting.</p>		
3. Protect the Environment	7	/10
<p>Tailored SWMP is being maintained as part of best practice. The new build, under the new national technical standards, is aspiring to achieve a high BREEAM equivalency rating. Environmental policy is displayed. No environmental site-specific issues on the brownfield site. No excavated material has left site & little waste is being generated. Over and above hardcore fill, there have been few opportunities for recycling on a large scale. Timber pallets and bricks & blocks are recycled. Perhaps a good idea would be to display high level summary recycling figure for public viewing. The site establishment is fully functional and HSE compliant. The site has permanent electric and water supplies and there is a positive foul connection. Hot/ cold water for washing is readily available and there is a wholesome supply of potable water. Fuel is properly stored and there are spill kits supplied. The site practises basic noise, vibration & mud/dust monitoring and works closely with the LA to minimise disruption. Energy saving measures appears to be in line with good housekeeping but no apparent targets have been set yet. Even though carbon offsetting is difficult to show on a relatively small site such as this, there are opportunities for the company to demonstrate its approach to sustainability & care for the environment which are apparent i.e. using a web based management tool. Other means of offsetting carbon emissions could be explored e.g. solar powered CCTV, hybrid generator, electric car(s). Information and / or evidence about the company's contribution to a carbon offsetting scheme and how the SM is contributing will be discussed at the next visit. Local skip company is being used with typically two skips on site. A reference to the 5 steps for dealing with waste as set out in the EU Waste Framework Directive i.e. 'waste hierarchy' could be displayed a means of a visual impact to supplement enviro issues in the induction. Environmental incident response procedures align with company standards and are communicated at induction. There is a concrete wagon wash out area established on the site boundary. Monthly environmental performance figures are/will be fed back by the waste management company into the environmental objectives. No evidence of grey water/ rainwater harvesting in the temporary set up. Evidence of green travel planning is displayed. The supply chain 'buy in' to the 'waste efficiency culture' could be better promoted.</p>		

4. Secure everyone's Safety	8	/10
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The company has ISO 1800 accreditation. Temporary speed restriction signs are erected on the approach road and on site. **Perhaps 'reverse parking only' could be considered** in the compound. The standards regarding behavioural H&S practice appeared consistent and to the required standard. H&S policy statement is displayed. Reference was made to the scheme's 'spotlight on' initiatives and there were several 'Spotlight On' flyers displayed in the facilities. Consideration **could be given** to a 'refresher' toolbox talk on vulnerable road users with reference to some of the best practice guidance from CLOCS and FORS. The company's own transport department does not hold FORS accreditation. Access onto the site is secure and controlled. Drugs & alcohol policy is in place and awareness promoted on site. SHE alert posters are displayed to promote safety awareness. A sign **could be displayed** at the site entrance to promote awareness of the nearest defibrillator. A logistics/ TM plan has been developed and is displayed in the facilities. Pedestrian safety management around the site is evident. Visitor CSCS cards **could be checked** under the culture of safe practices and methods. The construction phase H&S plan is updated and reviewed regularly by the PM. Accidents/ types/ causes are all recorded. One minor incident recorded to date. Site safety inspections/ audits and toolbox talks are carried out regularly. Emergency evacuation/ fire strategy & evacuation procedures are in place to reflect the site's status. One emergency evacuation drill to date. Permit & RAMS systems are in force. Copy of the F10 form and insurances are displayed. The site boundary displays hazard signs, not cluttered. Workforce is encouraged to provide feedback on any areas of safety concern and site encourages near miss reporting. First aid kits are in place & first aiders clearly identified. The expected standards regarding behavioural H&S practice are communicated regularly. CSCS cards are mandatory for operatives. Route to A&E displayed. Adequate supply of visitor PPE is available on request. No out of hours security is in place but CCTV is installed. Current risks are highlighted which include working from height and manoeuvring site vehicles.

5. Value their Workforce	8	/10
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The average number on the project is 55, which is expected to peak at 80. The setup will cater for this volume of workforce. Open door policy encouraged, Both Kevin and John have a supportive and friendly style. Equal Opportunity policy enforced. There is the expected level of domestic appliances in the double sized mess room. The site has a separate drying room facility with lockers, battery banks and shower room. Medical conditions are requested at induction. Operative's appearance gives a positive first impression. No offensive material is on view. Appropriate site-specific site inductions are carried out. **Perhaps the site could look to arrange a future occupational health visit to cater for everyone on site**, tailored to suit the duration and occupancy levels. An excellent range of general health & well-being information posters are displayed and refreshed on a regular basis. Control / monitoring of illegal worker(s) at site level were discussed and the SM confirmed sub-contractor right to work checks are carried out as part of the supply chain PQQ. 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 should provide. The scheme's e learning modules were discussed and the benefits acknowledged by Kevin, who has completed the series of modules. Identifying/ monitoring training and personal development needs of those working in the supply chain appear to be **subcontractor led**. The facilities are located as close as practicably possible to the work area. At the time of the visit the facilities were very clean & tidy. A local cleaner visits site on a regular basis. Regarding worker engagement, a suggestion box for anonymous operative feedback is good practice. The company **may consider reviewing** how health and wellbeing of the **entire workforce** is assessed and addressed by raising awareness of mental health issues, work/life balance and potential worker fatigue (this may well be work in progress & will be reviewed at the next visit). 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. There have been three apprentices on site to date. Overall, facilities provided are realistic for a site of this size, kept in a very clean and tidy state, and with an excellent range of material on display. Additional facilities are evident and include Wi-Fi and catering van. Based on the findings of the visit it's clear that the workforce has bought into the project and the facilities are respected by everyone on site.

Overall score	38	/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.*