

Considerate Constructors Scheme

Monitor's Site Report



Project name	Islington Wharf Phase 3				
Contractor name	Eric Wright Construction Ltd				
Onsite contact(s)	Steve Rawlinson				
Site ID number	104669	Visit no.	1	Visit date	03/10/2017

Site description, context and location

The project is the construction of a mixture of residential properties, town houses and apartments, on what was until recently a surface car park. The site is close to a main road on the edge of the city centre; indeed the compound has a frontage on to the main road. The construction site is only split from the compound by the need to maintain a road into a car park; which is part of an adjacent residential building. Alongside the other long side of the site is a canal spur. On the opposite bank of that is another residential site being run by the same contractor, from the same compound.

Checklist section	Category score		Score descriptor
1. Care about Appearance	7	/10	1 Gross Failure
2. Respect the Community	8	/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 appears professional and well managed. Some attention to detail on the compound enclosure would make it even better. The challenge is to find ways 'sell' a positive impression to the mass of people passing in cars or buses.

Excellent consideration is given to the impact on neighbours so the hope is that they will start to get an appreciation of the efforts being made. Some companies manage to get more engagement with local schools, sometimes by other members of the project team pursuing personal contacts.

The environment is being protected and the communication of that positive news to the public could be stronger. We discussed one possibility for a goodwill positive contribution to everyone's appreciation of the local natural environment. Perhaps some lateral thinking could be encouraged to come up with innovative ways to reduce energy or water use on sites in the future.

Excellent levels of safety performance are being attained and CLOCS compliance is being developed.

An excellent supportive and caring working environment is being provided, with a real commitment to improving it further.

The site is close to being excellent on all sections and will hopefully find ways to reach the forefront of industry best practice on some.

Thanks again to Steve, Matthew (Evans), Georgie (Moorhouse) and Zak (Lythgoe).

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Monitor's Site Report - Detailed summary of findings



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1. Care about Appearance	7	/10
<p>First impressions were that the external appearance of the site presents a very positive image of the industry. Some of the signage around the compound enclosure is great promotion of Go Construct etc. but having been inherited from the earlier project it now appears tired, weathered and in need being refreshed. The enclosure was tidy and the adjacent areas clean; regular litter picks are done and any graffiti would be removed. A jet wash is used at the gate and a daily road sweep is done. The site appeared well organised, clean and tidy from viewing point on the South side. Nice idea to frame the view with a CGI of the new building. Waste management looks excellent and includes bins for welfare/office waste recycling. The appearance of the facilities, stored materials, vehicles and plant made a reasonably positive impression. Toilets are away from direct public view. A designated operative completes a checklist to confirm maintenance of storage and waste areas. The workforce are expected to keep everywhere clean and tidy; encouraged by signs and toolbox talks. The initial impression of the workforce was that they also projected a positive impression; there are on and offsite dress codes. A partially screened smoking area is provided. The corporate identity is there; with consistent colours, signage and branded work wear. The company values are there on the notice board for the public who walk past the site, there's scope for more promotion aimed at the people passing in vehicles. It could be exceptional if the site graphics and signage presented the company as effectively as the website does.</p>		
2. Respect the Community	8	/10
<p>All those affected by the work have been identified, and are being kept informed, shown courtesy and respect. Pre start information was letter dropped and local meetings are attended. Regular newsletters are being distributed monthly. A CM plan was submitted under a Planning Condition. Work is only done in sociable hours and excellent efforts are being made to minimise the impact of deliveries, parking and work on the public highway and footpaths. Noise is monitored and methods and timing used to minimise disturbance. Public feedback is sought in newsletters and at meetings of residents and local businesses with some, generally very positive, responses received. There is clearly a decent local spend; there is a targeted drive for trade contractors and suppliers to be mostly from the region and operatives use the local shops and cafes. It would be great to realise more engagement with the local primary schools to plant the seeds of a positive impression of the industry. The Scheme banners and posters are well displayed on and offsite and the Scheme promoted in the newsletter. The CCS Operatives video is used as a toolbox talk, perhaps other ways could be found to encourage them and the rest of the project team to personally commit to generating a positive impression of their industry. The Company are admirably active in helping charities.</p>		
3. Protect the Environment	7	/10
<p>The company's environmental policy is included at induction and aspects of it are promoted by posters. An initial assessment identified particular issues on the site, mainly relating to the adjacent canal. Very good efforts are being made to protect the existing ecology. Actual measures against targets are displayed on site and headlines used outside and in newsletters to communicate the site's environmental achievements to the public. The positive message from that would be stronger with less information more boldly /simply displayed. Some materials and components will be cut / fabricated off site. Trades and suppliers are expected to supply sustainable materials and encouraged to avoid waste materials coming to site. Water and energy use is monitored and reduced by some automation and by encouraging sensible use. Perhaps the young minds on site could come up with some novel ways of saving water or energy. The company is collecting data to identify ways to reduce its carbon footprint. The cabins are reasonably well insulated and car sharing and use of public transport promoted. The timing of any noisy activities is considered, monitored as appropriate and working methods and appropriate equipment used to minimise noise/vibration. Goodwill planting or other environmental awareness initiatives could be making a positive contribution to the local natural environment. We discussed how it might be appropriate to provide public signage on the local species; including the presence of a rare bird (Black Redstart).</p>		
4. Secure everyone's Safety	8	/10
<p>Excellent safety systems seem to be in place with a site safety plan that is regularly audited. Entry to site is controlled and everyone has to sign in and out. First aiders are identified and maps to A&E displayed. A defibrillator is to hand nearby, at the pharmacy. Security risks to the public have been considered; delivery access is well planned and delivery manoeuvres are banked. The Company is a CLOCS champion so they are moving towards delivery vehicles being required to comply with a FORS standard. There is scope for other initiatives aimed at cyclists to be pursued. Information and regular training aim to promote continuous safety improvements. Steve reported that safety advisors were focusing on coaching and retraining. The workforce is encouraged to identify hazards and report near misses. Any incidents would be analysed immediately. Policing of safety includes rewarding exceptional efforts. The drugs and alcohol ban may be enforced by testing. It was not noted whether construction industry visitors are required to have CSCS cards to confirm their awareness of site safety.</p>		
5. Value their Workforce	8	/10
<p>The Company policy on Equality and Diversity is included at inductions. Bullying and inappropriate language are banned. An open door policy encourages operatives to seek support and report any issues. Separate toilets are provided for female workers and visitors. Regular reviews for staff encourage personal development. Occupational health risks are addressed by posters and toolbox talks. Information encouraging general health and wellbeing issues is posted; including diet, mental health and early diagnosis. A visiting nurse offers basic health checks. The Company is actively encouraging its staff to maintain a work-life balance. ICE contact details and medical conditions are recorded at inductions. Very good welfare facilities are provided which are cleaned daily. No particular additional facilities were noted. CSCS and other skills cards are recorded at inductions. Employers are required to do right to work checks and the Main Contractor does spot checks to confirm that these are being done. The Company actively encourages new people to join the industry through its partnership with Preston College; offering apprenticeships and placements. The site could be offering contributions to the Scheme Best Practice Hub and encouraging the supply chain to use it.</p>		

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.*