

# Considerate Constructors Scheme

## Monitor's Site Report



<b>Project name</b>	Manchester Life - Jersey Street				
<b>Contractor name</b>	Eric Wright Construction Ltd				
<b>Onsite contact(s)</b>	Scott Delaney				
<b>Site ID number</b>	105855	<b>Visit no.</b>	2	<b>Visit date</b>	13/02/2018

### Site description, context and location

The project is the construction of medium rise buildings with 158 apartments on six floors over parking, ancillary areas and 8 retail units. The site is located in a regeneration area and there are a number of projects for the same client under construction nearby. The site compound is on a brownfield site a couple of hundred yards from the construction site. It is shared with two more Contractors working for the same Client and the Client has organised a hub canteen set up next to the Contractor's cabins; it includes a private catering operation

Checklist section	1 <sup>st</sup> visit	2 <sup>nd</sup> visit		Score descriptor
Care about <b>Appearance</b>	8	8	/10	<b>1</b> Gross Failure <b>2</b> Failure <b>3</b> Major non compliance <b>4</b> Minor non compliance <b>5</b> Compliance <b>6</b> Good <b>7</b> Very Good <b>8</b> Excellent <b>9</b> Exceptional <b>10</b> Innovative
Respect the <b>Community</b>	7	8	/10	
Protect the <b>Environment</b>	8	8	/10	
Secure everyone's <b>Safety</b>	8	8	/10	
Value their <b>Workforce</b>	9	9	/10	
<b>Total score</b>	<b>40</b>	<b>41</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 appearance of the site is excellent. As presentation standards in the industry move on it would be great to see the team adopting some of the leading-edge ideas noted in the CCS 'Construction's First Impressions' guidance on their next project.

The excellent plans for engagement with students are being realised and more planned. It remains that the current achievements are largely down to the site management team; well done to them. It remains that the wider project team, including operatives on-site and offsite design and management, could be more proactive in helping to leave a positive and lasting impression of the industry.

We discussed how great it would be to catch the attention of the public to simple positive environmental news to challenge some negative assumptions about the industry, and some of them may want to delve further into the detail of what is achieved on a modern building site. The engagement with the local school has nicely left them with a legacy.

The impression is that a very high standard of safety performance is being aimed for. Excellent systems are in place and constant improvements are being actively sought.

The Company seems exceptionally committed to looking after its workforce and providing high quality working conditions which could also help to attract people to join the industry. They are doing a number of things that could be offered to the CCS Best Practice Hub and could encourage their supply chain to do likewise.

Thanks again to Scott and Mike (Looby) I look forward to meeting them on another project. Thanks also to Shaf Rahman, it was great to chat to him and I wish him well in completing his course.

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



Project name	Manchester Life - Jersey Street				
Site ID number	105855	Visit no.	2	Visit date	13/02/2018

### 1. Care about Appearance

First visit findings and score	8	/10
<p>The site presents a very positive image of the industry. The approach and perimeter were clean and the hoarding enclosure looks clean if a <b>little 'tired' in places</b>. A daily perimeter fence inspection and litter pick is done and road sweep is done when required. Any vandalism / graffiti would be addressed immediately. The site itself appears well managed. The toilets are away from direct public view and smoking areas available on site and at the main compound. The workforce is expected to keep the welfare and their work area clean and tidy; a boot wash is provided to help. There is an onsite dress code (sub-contractors have to have project logo and ID on their high viz) and guidance on offsite appearance. The Client restricts the corporate branding but it is sufficient. The company values are well presented on their website and social media output so <b>the challenge is to match that by finding exceptional ways to directly promote those to the people working and living near the site</b>.</p>		
Second visit update and score	8	/10
<p>It remains that all bold items have been satisfactorily addressed and additional measures demonstrate performance to an excellent standard well beyond the minimum requirements of the Scheme's Code of Considerate Practice. <b>With the project approaching completion some of the hoarding is looking tired</b>. The site has promoted a positive industry image. <b>The Best Practice/ Leading Edge examples in The Scheme initiative 'Construction's First Impressions' will help the team to maintain or exceed that standard for their next project</b>.</p>		

### 2. Respect the Community

First visit findings and score	7	/10
<p>At the start information was posted to those directly affected by the works and quarterly newsletters are circulated to give progress updates and advance notice of any disruptive works. Those are already displayed on the site perimeter but <b>we discussed how that presentation might be improved and perhaps better located</b>. Works are only done in sociable hours; the hours allowed by the Planning Permission. The site inductions include the need to be sensitive, courteous and helpful to neighbours. Deliveries are timed to avoid queuing and large deliveries carefully planned. It is apparent that the amount and scale of the works in the area is overloading the parking available. Within easy walking distance are residential areas where on street parking is free. The three contractors are working together to try to mitigate the negative consequences of this with a hotline, register of vehicle numbers and plans to provide and manage a temporary car park. Operatives are expected to minimise noise. The newsletter encourages public contact about concerns but <b>it would be good to find ways to get the neighbours to consciously assess the site's performance. Contact has been made with local colleges to organise site visit/s with a view to giving the students an appreciation of the range of career opportunities in the industry</b>. Trade suppliers, contractors and labour are predominantly from the region. Operatives frequent the local shops and cafes. The CCS banner and Scheme posters, including a star rating poster, are properly and it is explained at inductions. CCS videos are being shown in the canteen. <b>We discussed the possibility of finding ways to encourage operatives, and indeed the wider project team, to take every opportunity to promote their industry</b>. The Company is notably active in providing funds to various charities.</p>		
Second visit update and score	8	/10
<p>The site notice board has been moved to a better location (more prominent and easier for people to stop). Excellent contact established giving meaningful work experience to a waiting list of students from Salford Uni; it was good to hear directly from Shaf about how that was helping him. Excellent ongoing initiatives are being pursued to try to eliminate contractor parking in the nearby residential streets. An excellent newsletter is circulated; <b>perhaps some useful feedback can be sought from neighbours on completion to identify where improvements may be made on the next project</b>. We discussed how <b>there is plenty of scope for the workforce and wider project team to be actively helping to leave the public with a positive impression of the industry, and an appreciation of the benefits to them of sites working to The Scheme code</b>.</p>		

### 3. Protect the Environment

First visit findings and score	8	/10
<p>The Company environmental policy is displayed and explained at inductions. Site specific information is included. Incident procedures are in place with spill kits located near risk areas. Detailed environmental data is displayed on the public notice board. <b>To get public recognition of the high standard of environmental management it may be better to graphically present only the headline figures</b>. Design/procurement choices have avoided waste and recycling is at a very high level. Mains water use is monitored and reduced by some rainwater harvesting. Energy use is checked and controlled by timers, PIRs, use of LED lights and sensible use. The Company is Carbon Saver Gold certified. The site is measuring and reporting its carbon footprint. It is being reduced by cabins being energy efficient models and promotion of green travel. Part of the planned parking measures noted above is incentivising car sharing. Local suppliers and waste sites are used as far as possible. The impact of vibration, air and noise pollution are being minimised by timing of works (notably in relation to performances at the nearby Halle Orchestra's building nearby) and the choice of method and equipment. There is no existing ecology to protect. <b>The site's engagement with a local primary school is due to include installation of a polytunnel</b>.</p>		
Second visit update and score	8	/10
<p>The environmental efforts and achievements are presented on the public notice board. <b>Some catchy headline data would perhaps help to catch public attention, or at least leave them with a positive impression</b>. The site has now installed the polytunnel as planned and, having established that contact, are looking to do more goodwill work with the primary school.</p>		

#### 4. Secure everyone's Safety

<i>First visit findings and score</i>	<b>8</b>	/10
<p>Safety systems are in place with auto controlled site access. The cabins are away from the works and risk information and PPE requirements are prominently displayed. First aiders are introduced at inductions and maps to A&amp;E are displayed. A defibrillator (shared by the Contractors) is to hand at the main compound and recently an operative feeling unwell resulted in it being taken to site. <b>There are clearly merits of having it, or another, on site or more centrally located to the sites.</b> The site safety plan is regularly audited. The only activity outside the site enclosure is vehicle movements so they are monitored and aided by banksmen. The Company are encouraging suppliers to meet FORS standard and are <b>planning to extend the site logistics towards CLOCS standards. It is understood that the Company are considering becoming CLOCS champions. It remains that other cycle safety initiatives could be added (see CCS Hub for ideas).</b> The workforce is involved in establishing work methods and some operatives are 'safety champions' who have completed a 3 day course. Fresh information is presented on a hazard board. All operatives are expected to display a positive attitude to constantly improving safety and rewards are given for notable contributions. Everyone is encouraged to report hazards and near misses and incidents would be analysed immediately. Experiences from all of the projects are shared by all 3 contractors. The drugs and alcohol policy is noted at induction and may be enforced by testing. Industry visitors are expected to have CSCS cards to confirm their awareness of site safety.</p>		
<i>Second visit update and score</i>	<b>8</b>	/10
<p>The location of the defibrillator has now been registered online. The site has introduced guidance for drivers promoting cycle safety awareness. The site logistics seem very close to CLOCS standards so <b>it's unclear why the Company is not committing to being CLOCS Champions and fully adopting the standards.</b></p>		

#### 5. Value their Workforce

<i>First visit findings and score</i>	<b>9</b>	/10
<p>The Company have Gold status as Investors in People. An equality and diversity policy is included at induction and the site management encourage direct feedback and would not tolerate any bullying or inappropriate language. There is some provision for a diverse workforce; a separate toilet is available for female operatives or visitors. Direct employees have regular reviews and are offered advancement training. Supply chain companies are expected to keep their staff well trained. CSCS and other skills cards are copied. Employees are checked as legitimate at recruitment and supply chain companies are required to do likewise and audits are done. The Company is exceptionally actively involved in encouraging and helping people to join the industry. There is interaction with Manchester College to help people into the industry and a great idea to help tutors to learn about up to date work methods. Emergency contact details and notable medical conditions are recorded at inductions; and readily available to first aiders. Healthy lifestyle advice is given by talks, posters and leaflets. The focus is regularly changed to keep it fresh. Basic health checks are done on site; including free diabetes checks. Reduced rates are available for a local gym. Suitable hygienic welfare facilities are close to the works. They include changing drying room (storage cages are provided), canteen and toilets. The site cabins are cleaned every day by a full time cleaner.</p>		
<i>Second visit update and score</i>	<b>9</b>	/10
<p>In terms of providing a supportive and caring working environment the site is continuing to operate at the forefront of industry best practice demonstrating the very highest level of achievement far above the minimum standards required by the Scheme's Code, addressing all applicable areas of the Checklist to the very highest standards.</p>		
<b>1<sup>st</sup> Visit score</b>	<b>40</b>	<b>/50</b>
<b>2<sup>nd</sup> Visit score</b>	<b>41</b>	<b>/50</b>
<p><i>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 <b>bold italic</b> statements will indicate where improvements can be made.</i></p>		