

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.	2	Visit date	19/02/2018

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 (at the first visit) was another residential site being run by the same contractor, from the same compound.

Checklist section	1 st visit	2 nd visit	Score descriptor	
1. Care about Appearance	7	8	/10	1 Gross Failure 2 Failure 3 Major non compliance 4 Minor non compliance 5 Compliance 6 Good 7 Very Good 8 Excellent 9 Exceptional 10 Innovative
2. Respect the Community	8	8	/10	
3. Protect the Environment	7	7	/10	
4. Secure everyone's Safety	8	8	/10	
5. Value their Workforce	8	8	/10	
Total score	38	39	/50	

For more information on score descriptors, see 'Site Scoring Explained' or visit www.ccscheme.org.uk

Executive summary

The site continues to appear professional and well managed. The graphics have improved the appearance of the compound enclosure. There is scope for more signage communicating the excellent standards being employed in the construction without excessive signage of the company; perhaps by more promotion of the registration with The Scheme. The guidance in the Scheme initiative 'Construction's First Impressions' may still be useful here and should certainly be consulted for new projects. Any social media outputs will contribute to a body of positive stories about the industry if they are tagged #loveconstruction

One key value to get over is the excellent consideration being given to the impact on neighbours. Many companies manage to get more engagement with local schools and colleges, perhaps other members of the project team can help to achieve that.

The environment is being protected and the communication of that positive news to the public could be stronger. There seem good opportunities to make a goodwill positive contribution to the local natural environment. The site team could be encouraged to come up with novel ways to reduce energy or water use on sites in the future.

Excellent levels of safety performance are being attained and the Company should become CLOCS champions.

A decent workplace and excellent supportive and caring environment is being provided. There must be aspects there that could be offered to the scheme Hub.

Thanks again to Steve, Matthew (Evans), Georgie (Moorhouse) and Mark (Bibby).

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Monitor's Site Report - Detailed summary of findings



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1. Care about Appearance

<i>First visit findings and score</i>	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 is 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>		
<i>Second visit update and score</i>	8	/10
<p>The addition of graphic panels and adjustment of signage has improved the external appearance of the site. Client restrictions on contractor signage limits that as a way of communicating the excellent company values but some more general signage promoting the site/project's considerate approach to the construction process could be used to convey industry best practice. Some selective use of social media could be similarly focused on examples of the high standards.</p>		

2. Respect the Community

<i>First visit findings and score</i>	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>		
<i>Second visit update and score</i>	8	/10
<p>The excellent consideration for the neighbours has continued and the site has contributed to company donations to local and regional charities; including some of the team donating blood at a centre nearby. It is disappointing that offers to local schools have not been taken up and we discussed how direct contact may be needed and the wider project team may be able to help to create the opportunity to leave the immediate community with a positive impression of the industry.</p>		

3. Protect the Environment

<i>First visit findings and score</i>	7	/10
<p>The company's environmental policy is included at induction and aspects of it are promoted by posters. An initial assessment identified 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>		
<i>Second visit update and score</i>	7	/10
<p>As noted that the first visit it would be good to see the a stronger and simply presentation of the environmental efforts and achievements with the detailed dashboard available for those who take a deeper interest. It would be great to see some exceptional or innovative ways of driving down energy, water or carbon footprint being tried. The canal side setting and rare bird species seem like they will be the best opportunities to leave positive contributions to the natural environment.</p>		

4. Secure everyone's Safety

<i>First visit findings and score</i>	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 must 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>		
<i>Second visit update and score</i>	8	/10
<p>High levels of safety performance are still being achieved. The first visit report was incorrect in stating that the company is a CLOCS champion; that is still being considered. They are already encouraging registration with FORS, so it does not appear that it would be a big step for the site to make to comply with the CLOCS standard. No other cycle safety initiatives were noted. The company has now introduced random drugs and alcohol testing. Regular visitors to site do already have CSCS cards.</p>		

5. Value their Workforce

<i>First visit findings and score</i>	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 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>		
<i>Second visit update and score</i>	8	/10
<p>The site is continuing to perform to an excellent standard in providing a supportive working environment. Recent and upcoming lifestyle promotions include a well man day next week with a talk by a prostate cancer sufferer. It remains that they should consider offering contributions to the Scheme Best Practice Hub.</p>		
1st Visit score	38	/50
2nd Visit score	39	/50

*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.*