

Considerate Constructors Scheme

Monitor's Site Report



Project name	Dementia Extra Care Carlisle				
Contractor name	Eric Wright Construction Ltd				
Onsite contact(s)	Matthew Evans, Scheme Champion, Ian Rodgers, Operations Manager, Gavin Tetley, Site Manager (in part). Steve Culshaw could not attend due to a back injury.				
Site ID number	107524	Visit no.	1	Visit date	22/03/2018

Site description, context and location

Construction of a large new timber-framed dementia care home on the site of a former school. Demolition was completed by others. The site is located in a large housing area and is bounded by housing on all sides, some very close to the site boundary.

Checklist section	Category score		Score descriptor
1. Care about Appearance	6	/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	7	/10	4 Minor non compliance
5. Value their Workforce	7	/10	5 Compliance
Total score	34	/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

Whilst the works area is clean and tidy and the compound well set up, the rather tatty netting and lack of signage around some of the site boundary detracts from the otherwise very good Appearance.

Those affected by the works have been involved and kept informed as works progress. Company/Scheme signage should be posted on the farther boundaries. The review of Scheme reports and highlighting of areas for improvement is good practice. It will be good to see engagement with local schools and the wider community as the project proceeds.

There is a high level of environmental awareness. Areas for improvement include expanding the induction to include key environmental issues, simplifying the reporting system for readers' benefit, including environmental matters in the weekly site inspection and spill kit training.

Safety management is very good, areas where improvements could be considered include communication of safety minutes and company safety data to operatives and implementation of the CLOCS standard.

There is evidently a range of information available for operatives on occupational health and health and wellbeing, but much of this is yet to be provided on the site. Welfare is very clean and well maintained. Checks on worker legitimacy to work in the UK could be put in place.

This is a well set up project which is generally complying with the Scheme at a very good level. It is hoped that this can be maintained as more trades arrive on site.

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Monitor's Site Report - Detailed summary of findings



Project name	Dementia Extra Care Carlisle		
Site ID number	107524	Visit no.	1
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1. Care about Appearance	6	/10
<p>The sites is enclosed by Heras fencing, which is partly screened by netting; this is looking rather tatty in some areas. Signage on the site boundary could be improved. The main entrance to the site is also Heras fenced. The works area and compound appeared clean and tidy and there is ample area for storage of materials. A road sweeper is available if needed; some debris was evident on the roads near to the secondary access to the site; it is understood that this access is now no longer used. Off-site appearance of operatives is referenced in the induction and they are required to wear their own company's branded PPE; this could be checked at induction or during site inspections. Facilities face into the site and are away from public view. A smoking shelter is provided in the site compound. There is a daily hoarding inspection by the gateman and a weekly site safety and environmental inspection; both check on housekeeping and litter. The induction and RAMS include rules on housekeeping and clean-up notices can be issued to subcontractors if required. Subcontract orders include requirements to reduce packaging. General waste skips are provided with covers and waste management on site appears effective. Litter outside the site is tidied by the gateman during daily checks. Health advice has been given to smokers during past campaigns; information could be provided on site to discourage smoking. There is good evidence of communication of company values and corporate image is evident on signage, PPE and notices but this is rather let down by the exterior signage and netting mentioned above. The company makes use of social media, including Facebook and Twitter.</p>		
2. Respect the Community	7	/10
<p>The company has been involved with the project through the planning stage and there has been considerable engagement with neighbours and the local community, including resident meetings and regular newsletters. Company and 24/7 contact information is displayed at the site entrance; this could also be displayed on the farther site boundaries – this also applies to Scheme signage. Deliveries are timed to be after 9 am and before 15:30, to minimise disruption locally. All parking is within the site, although some neighbours may be able to benefit from 'renting' their drives to operatives to park. All communications to/from the site are recorded and managed by the Quality Department; any complaints would be reviewed with the client. There is a project KPI for use of local supply chain; a 'meet the buyer' event was held prior to works commencing to engage with local subcontractors. The Scheme is mentioned in the induction and newsletters; Scheme posters could be displayed in cabins. The induction includes reference to site rules on behaviour, courtesy to the public, use of 'phones and radios. Some site boundaries are very close to neighbours, but the works are some distance from the boundary and noise/vibration nuisance is not anticipated. Engagement with local schools and colleges is planned as the works progress. The company's Scheme Champion reviews all Monitors' reports and a CCS matrix has been developed which is reviewed with management. Areas for improvement are highlighted and reviewed; this is good practice. There is yet to be any involvement with the wider community, it is hoped that a number of projects/goodwill gestures will be developed later on during the project.</p>		
3. Protect the Environment	7	/10
<p>The site was subject to an initial assessment through the planning process and prior to construction site specific issues were highlighted in a Hazard Identification document. The induction is site specific, but does not include all key issues, for example protection of trees and concrete washout. Sensitive environmental issues are referenced in RAMS. Monitoring systems are in place for waste, fuel and water use and figures are reported to head office, monthly; the site is currently powered by generator. All waste is managed by a not-for-profit skip company that promotes re-use and recycling. Working hours are 7.30 am to 5 pm. A large soil bund screens one boundary. The change to a timber frame design has reduced the project duration and minimises noise and dust from conventional construction. Trees are protected on the site and operatives made aware of the watercourse running through the site. Secure storage is available and spill kits provided on site; spill kit training may be of benefit. There is a high level of awareness of environmental issues and the company has a monthly reporting sheet summarising performance, including carbon footprint; this is good practice but could perhaps be simplified for readers' benefit. Weekly Site Manager's inspections include some environmental matters, but could be more detailed. There are also environmental visits and audits by advisors. The company has ISO14001 and the carbon saver gold level. Site accommodation is energy efficient, being triple glazed, insulated and fitted with energy and water saving devices. All timber is FSC certified and a cut and fill balance has been developed for the site. Noise, light and dust nuisance appear well controlled. The buying department refers to the BRE Green Guide, but no evidence of environmental assessment of materials was available. Opportunities for environmental improvements may develop as the works progress.</p>		
4. Secure everyone's Safety	7	/10
<p>Safety measures include posting of the nearest A&E location, first aiders on site, regular safety inspections, visits by safety advisors and regular review of the safety plan, access controlled by a gateman, signing in and out for everyone, 4-point PPE, review and sign off of all RAMS, boundary and signage checks. A TMP is in place. The induction is site specific. There are weekly site supervisors' meetings, which include a review of safety on site; notes of these could be displayed to engage more with the workforce. The company raises awareness of safety issues through alerts, notices and toolbox talks. The gateman oversees deliveries into the site, there are currently no works outside the site boundary affecting the public. First aiders are visually identified and a defibrillator is available on site. Emergency procedures have been developed and drills will be carried out when more trades arrive on site. Subcontractors have been advised by the company of the FORS/CLOCS standards, but the site is yet to address either of these standards. Near misses are recorded and these and accidents/incidents are investigated, reviewed by managers and reported; consideration could be given to communicating site/company safety data to the workforce. A hazards board is displayed and briefings are given to the workforce each day. There is a drugs and alcohol policy and random testing can be carried out. Visitors are asked for CSCS cards, but not about any medical information. A positive intervention safety culture is promoted, as is the company's 'safe people, safe place' policy.</p>		

5. Value their Workforce	7	/10
<p>The site induction makes reference to the company's Equal Opportunities procedures and further notices, including 'Talk to Frank' and the Construction Industry Helpline posters are displayed in the canteen. Employees' training is managed by head office and they all receive annual appraisals. Subcontractors are subject to pre-qualification assessments to ensure competency. Compliance with RAMS is checked during safety inspections. Some information is posted on occupational health and health and wellbeing, but this could be improved. Operatives' emergency contact details and medical information are requested at induction. Welfare is clean and well maintained and comprises a kitchen/canteen, drying room, male and (upstairs) female toilets. Lockers are provided, as is Wi-Fi for operatives' use, but there is no shower/assistance with laundry. Facilities are cleaned daily by a local cleaner. Skills and CSCS cards are checked at induction. Subcontractors and agencies are required to ensure the legitimacy of their workers to work in the UK, but this is not checked. The company runs campaigns on health and wellbeing, but this was not evident on site; information and posters are to be provided. Health screening is given to employees but this does not extend to subcontractors. The company appears to do much to encourage new people into the industry and is working with CITB and two local colleges to raise awareness of the industry; a female assistant site manager has been made a GoConstruct ambassador for the company. No separate area is provided for e-smokers. Managers are aware of the need to provide for a diverse workforce, but more could be done to communicate this on site. The company's CCS Champion has been rolling out the Scheme's e-learning courses to site staff during site visits. Support and advice is available through the HR department.</p>		

Overall score	34	/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.*