

Considerate Constructors Scheme

Monitor's Site Report



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|--------------------------|------------------------------|------------------|---|-------------------|------------|
| Project name | Caton Court | | | | |
| Contractor name | Eric Wright Construction Ltd | | | | |
| Onsite contact(s) | Mark Walker | | | | |
| Site ID number | 105850 | Visit no. | 2 | Visit date | 18/04/2018 |

Site description, context and location

The project comprises mostly student accommodation (over 400 units) plus some retail and residential development. This is the first part of a 2 phase scheme. The location lies close to the city centre on the edge of residential and commercial/retail areas. The site is bounded by 2 busy roads and has been waste land for an extended period of time.

| Checklist section | 1 st visit | 2 nd visit | Score descriptor | |
|------------------------------------|-----------------------|-----------------------|------------------|--|
| 1. Care about Appearance | 6 | 7 | /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 | 6 | 7 | /10 | |
| 3. Protect the Environment | 7 | 7 | /10 | |
| 4. Secure everyone's Safety | 7 | 7 | /10 | |
| 5. Value their Workforce | 7 | 8 | /10 | |
| Total score | 33 | 36 | /50 | |

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

Executive summary

Many thanks to the site team for accommodating this visit. It was good to note that there have been some developments since the last visit based on the initiative of the team. The appearance is generally much improved as hoardings are now covered with murals to depict the completed project however open areas of the site could be improved in terms of housekeeping. Some good ideas in terms of providing a comfortable area in which to take breaks outside and out of view of neighbours. A regime of cleaning maintains areas around the perimeter of the site to a good standard. Offices and welfare remain in good order both internally and externally. Community contact has not been extensive and there is scope to identify initiatives and good will gestures within the community beyond what has been achieved so far. School contact has been made with little success but not all avenues have as yet been pursued eg the local college. Without doubt in all of these areas the company is active via a head office team but how the sites contribute and local impact is at present unclear. There is scope to make more use of CCS resources to improve awareness of all parties to the project and to use the most recent materials distributed by CCS. In terms of environmental performance data is now being recorded and shared although perhaps the format of the documents shared could be more appealing to the intended audience. Safety management is very good and there have been improvements to the site access with better segregation of foot and plant/delivery access. While emergency plans are in place and suitable emergency equipment is available it was noted that no emergency drills have been conducted to date. Company policies on CLOCS and FORs are now better defined and there is a policy with checks being made. Welfare provision is at this stage little changed with the exception of provision of a unit in a remote part of the site however cages for personal storage have now been added. A company policy is in place for the monitoring of the right to work/legitimacy of the workforce and it would appear that spot checks are now being conducted. Overall some good progress and it is good to see the willingness of the team to identify and develop improvements.

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Monitor's Site Report - Detailed summary of findings



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| Site ID number | 105850 | Visit no. | 2 |
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1. Care about Appearance

| | | |
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| <i>First visit findings and score</i> | 6 | /10 |
| <p>The entrance/compound is enclosed in solid panel fencing in neutral corporate colours, the state of decoration could be improved and some graffiti noted most of which was removed during the visit. There are plans for decoration of the hoarding in a more appropriate appearance including pictorial representations however the site has been operational for 5 months and there is no confirmed date for the upgrade. The office units are in the company corporate colours (orange) and decoratively in good order internally and externally. The entrance is signposted from adjacent roads and there is an area defined for deliveries which is accessed from the Bulk road which is the only route permitted by highways. The workforce PPE is in good order and all are required to wear Eric Wright branded PPE or that to relate to their own organisation; the PPE on site while all observed to be of a very good standard does not assist in identification of the wearer. Housekeeping and maintaining a tidy site forms part of the site rules and induction, a daily check with company check sheet is used to ensure that site areas are maintained, Smoking and toilet facilities are within the compound and are generally shielded from neighbours and adjacent buildings. The designated areas for users of tobacco products and vapour products are segregated. Roads are cleared of mud & debris & a sweeper is used as needed in addition to routine litter picks however today there was an amount of mud on arrival and the jet wash used is not fully effective. Part of the issue is that mud is simply spread further over the carriageway not cleaned and partly that the sump used to clean wheels of vehicles leaving site contains muddy water. External noticeboards are in good order, up to date and free from damage. Viewing areas are planned but not currently provided for the public. There is an area of mesh panel fencing on the Caton road boundary, no privacy mesh in place</p> | | |
| <i>Second visit update and score</i> | 7 | /10 |
| <p>The external solid panel hoarding is greatly improved and now includes client provided murals of the completed project. Signage is generally in good order and there is no graffiti. The Caton road side of the site at least in part has privacy mesh on the mesh fencing. A sweeper operates daily and there is a general improvement of the adjacent roads in terms of mud etc. a cleaning station has been provided for the leaving site to clean their footwear and in any event the induction notes that wearing of site work ware and boots offsite is discouraged. There are 2 smoking shelters and both are positioned such that they are largely out of view of the public and neighbours. General site areas are maintained to an extent however there is significant room for improvement eg area directly in front of the site office perhaps of more note as a vision panel for passers by has been provided in addition to the view passers by gain of the site through an entrance at the end of the Bulk road near traffic lights. An area adjacent to the Bulk road has been allocated as a pleasant area to sit outside in the summer months out of view of residents. PPE policy is that all on site wear branded PPE as appropriate to their own employers, personal ID is not worn/displayed in all cases. The offices and welfare are in good order decoratively both internally and externally, general footways and access around the offices is in good order</p> | | |

2. Respect the Community

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| <i>First visit findings and score</i> | 6 | /10 |
| <p>Site directions in place and the routes to site are very limited. Parking is currently not available on site and all are directed to nearby public car parks where arrangements for parking permits can be made. Details of parking recommendations are made to visitors. While no evidence to the contrary there is no system to monitor if contractors adopt the suggested practice and it could be beneficial to have some means of contacting drivers by those who might need to have vehicles moved if some park on street. Further contingency on parking via a park and ride scheme although his would rely on contractors using public transport. Initial contact with the community was made by the client although in what form is unclear, subsequent contact has been maintained by a bimonthly newsletter which includes site contact details. A range of other communication means could be considered eg social media, QR codes etc. meetings have been held with key partners such as highways. Contact details for site have been provided to the client although it would be useful to have 24/7 contact details more clearly displayed. There is limited community activity to date although there are some plans following contact from a local charity and contact with 2 schools. With one school a plan has been agreed to enhance a play area. Other areas not yet pursued include local colleges and constructions departments. Aspects to make a further contribution might include a local charity or community groups relevant to the project. The use of shared transport is encouraged as is the use of cycling, although not specific enhancements for cyclists are provided. Various data available which contributes to a green travel plan which includes bus and train times – data provided in a site handout and discussed at induction. Complaints log is available and is displayed, none to date, some compliments and positive feedback is recorded. Company and site rules briefed to all contractors include language and contact with residents. Local/regional supply chain, majority of supply chain (64%) identified locally or within 30 miles of site. Working hours are typically 8.00 to 17.00 but these may be adjusted for local requirements. CCS performance improvement is undertaken by sharing reports at management meetings and conducting training for managers, a company and project CCS champion have been appointed and the company were an associate of the CCS scheme. the company is aware of and has apparently used the best practice hub. The company have previously used CCS workshops and have made some use of eLearning modules however the use could be extended. Various plans for enhancing CCS performance are being developed and a file of proposals is available, this could be more organised eg a formalised plan more readily shared with others</p> | | |
| <i>Second visit update and score</i> | 7 | /10 |
| <p>Some examples of community goodwill have been identified however these appear to be limited to donation of pallets, no overall plan is in place. It is noted that the company is active via head office but these initiatives may not have impact at this location. Contact has been made with a local primary school although no response has been received in response to the offer. Contact with other schools and colleges appears limited, although it is understood that SPLAT visits have taken place via a head office team. Consideration is being given to potential college placements however at this stage there is no specific plan in place. On street parking is actively discouraged and details are posted of local public car parks and costs as well as use of a park and ride scheme in place in Lancaster. One contractor has set up transport arrangements from the park and ride. A new DVD slide show induction is now used with material and photos specific to this project, details of the CCS registration and objectives are included. The company has a CCS champion and the successes on other projects are shared. Some use is made of the eLearning modules but only a limited number of modules have been used and these could be more widely used amongst those on site not just the Eric Wright team. Previous spotlight on data displayed but not the current campaign re emissions. Use of the best practice hub appears limited. The company has a cycle to work scheme and cycle purchase scheme, secure cycle storage is provided on site. A number of KPIs are in place to report such data as local labour and spend in the local economy. The current newsletter is displayed externally and is issued approx. 2 to 3 monthly, further significant events and activities are communicated to the community by letter drop. Both letter drop and newsletter invite feedback and the CCS feedback card has been used. A suggestions box is in place externally although today little feedback has been received. A variety of social media channels are available and again little feedback, these are apparently monitored for content and to respond if issues are raised. One minor complaint noted in the site log of issues although the feedback logged by CCS office re lorry activity is not recorded. There has been no repetition of either issue being recorded</p> | | |

3. Protect the Environment

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| <i>First visit findings and score</i> | 7 | /10 |
| <p>The site accommodation is of an enhanced performance and specification, all have double glazing and enhanced insulation as well as push taps and PIR sensors. Site aspects and impacts are identified as part of a detailed management system plan. There are no particular aspects other than routine construction activities and some limited historic site contamination. The project is registered with BREEAM and the target to achieve is “very good”. Key issues are briefed at induction and further environmental toolbox talks are conducted. Environmental information displayed by posters etc to raise awareness of topical items. The daily hazard board would normally identify environmental as well as health and safety issues however today the board had not been completed for the current week and was blank. Ecological surveys and ground investigation reports are available but no related issues have been noted other than invasive weeds which have been cleared. The main aspects are the visual impact, noise, dust and travel to the project. The site is close to residential properties many of which are used as student accommodation. A fuelling area is defined with drip trays and spill kits. Energy data is recorded to calculate a carbon footprint for the site visitor and delivery mileages are included. The company is considering an approach to mitigating the carbon footprint after all measures to reduce impact have been applied. Details of environmental KPIs are displayed on noticeboards to encourage performance the data could also be displayed for public consumption. A SWMP is in place and reports are obtained of the offsite disposal of materials. A visit takes place at least monthly by an environmental specialist to advise and monitor environmental performance. Use of alternative energy sources has not been implemented although some use of grey water for the pressure washer is made. With the exception of reuse of materials won on site including crushing of concrete there are no other environmental enhancements added by the company</p> | | |
| <i>Second visit update and score</i> | 7 | /10 |
| <p>The site accommodation is unchanged and hence remains of a good standard for temporary units. A review of site aspects and impacts takes place monthly at least and to date few new aspects have been noted. Progress is being made towards BREEAM credits for the scheme. The current hazard board is more complete than previously and now includes environmental aspects of site activity. An emergency plan is in place as are spill kits however there have been no emergency drills to date. Data is being collected to develop a carbon footprint and feedback is given by site notices, on the external hoarding and in the project newsletter. Good though the data is the presentation is complex and the format probably difficult to appreciate for at least some of the non-specialist audience. various environmental monitoring has been undertaken eg noise and vibration however there is no record of air quality monitoring or a strategy to address the current CCS emissions campaign. Sharing of transport is encouraged although this could be encouraged more by use of further means. All units on site have mains power and there is a water butt to collect grey water for use in wash down of vehicles and tools/equipment. Environmental data is being collated in a dedicated folder which could perhaps be rather more structured. At the present time the company has no environmental initiatives</p> | | |

4. Secure everyone's Safety

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| <i>First visit findings and score</i> | 7 | /10 |
| <p>A construction phase plan is in place and managed by the project team. A key consideration is the management of site deliveries given that access is only possible from one route. A booking system is in place although it is not clear if there is a contingency to hold excess vehicles offsite. The route to the local A&E department is displayed with maps & postcode. All first aid including subcontractors are identified on site. Site emergency equipment is comprehensive and extends to a defibrillator the presence or availability of which externally has not been advertised. Plant & pedestrian access is segregated at the main entrance with some further enhancements ongoing, the main pedestrian access is on the opposite site of the vehicle access to the accommodation requiring all who enter on foot to cross the plant access. Inspections take place by the site team with at least bi weekly visits by the company H&S department. Company near miss process in place and the outcomes of reports are fed back to the workforce, the numbers of near miss events are low, means to encourage could be considered such as sharing results of such feedback from other projects, you said we did boards etc. A suggestions box is also in place in the welfare similar could be considered to encourage feedback from the public and passers-by. Emergency plans are in place and briefed at induction. A fire drill is conducted monthly and an assembly point is defined. An open door policy is in place to encourage workforce feedback. The site boundary is secure with a gatehouse and a security guard although the gate itself is not secured; out of hours security currently lock and go. Accidents and incidents are reported, none to date. Weekly briefings are given to all supervisors to cascade to the workforce, and noticeboards are displayed with essential information only; other data collected in site reference publications. It is intended to add a TV to distribute key company messages. Site toolbox talks take place at least on a weekly basis based on site materials and company alerts. All vehicles moving on and offsite are guided by a banksman,. First aid personnel recorded and identified by green stickers/high viz ID also posters displayed in the site welfare. The team are aware of the CLOCS initiative and the business has implemented a process which is compliant with CLOCS. More efforts to raise awareness in the local supply chain would be beneficial including FORs registration which while preferred is not mandatory. The company drugs and alcohol policy is covered at induction and is displayed on site, the policy is implemented by the monitoring of the site team and backed with random and on cause testing facilities. This process will become a random testing and on cause policy from 1st January and posters are displayed on site to this effect. A site hazard board is in place but as noted above in Environment this board was blank and appears to have been so for sometime on the day of visit</p> | | |
| <i>Second visit update and score</i> | 7 | /10 |
| <p>As with environmental aspects a regular update of the construction phase plan takes place. The site pedestrian access remains unsecured however it is under surveillance by CCTV. The vehicle gate is managed by a traffic marshal and is closed when not in use. The site layout has been changed so that the pedestrian access no longer crosses over the vehicle/plant access inside the site. There is an on site H&S manager as well as visiting personnel from head office. Overall basic system are little changed. The site hazard board is now routinely updated and the current board appeared current based on the ongoing site activities. Traffic and delivery planning is such as to allocate a limited number of vehicles at a time and to bring within the site for unloading. It is possible to hold deliveries offsite close to the motorway at a park and ride site pending site being cleared to allow access. This addresses the subject of a November complaint in connection with delivery vehicles causing obstruction on Bulk road. Emergency plans are in place and the location of the defibrillator is now advertised externally, apparently the location is in the process of being registered online. Details of first aid personnel are listed on site noticeboards. No emergency drills have taken place to date including fire drills. The process of regular site toolbox talks takes place on topics relevant to the project. Checks are made on 25% of vehicles arriving on site in accordance with the company FORs policy, the policy does not require all to be within the FORs scheme. A logistics plan is in place and as such a plan to meet the requirements of the CLOCS scheme has been implemented although the company/project has not undertaken formal external review to validate. The company is developing an initiative related to HAVs and the use of reduced impact equipment and the use of monitoring devices</p> | | |

5. Value their Workforce

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| <i>First visit findings and score</i> | 7 | /10 |
| <p>The welfare is suitable for current site numbers & is maintained in good order being clean & tidy with regular cleaning at least daily in place by a contract cleaner. Break times will be staggered once site numbers increase to ensure that the current accommodation remains sufficient. Separate canteen and drying facilities, showers are provided but not secure personal storage. Male & female facilities are available, the female are locked and available on request. CSCS and similar cards recorded including delivery drivers including site visitors systems to verify the validity of cards are not fully utilised. There is currently one apprentice on this project and it is noted that a project target is in place, more would need to be done to encourage apprentice/trainee engagement eg shared apprentices. Occupational health advice is provided via toolbox talks relating to site tasks, health monitoring is available for direct employees only on a voluntary basis at head office. This includes direct access to a nurse as and when required. A wide range of occupational health and health and well being data is provided on site mostly by reference packs in the welfare. While excellent collections of information a more strategic approach with monthly campaigns and posters and toolbox talks might be more effective and less overwhelming. Use of direct information at strategic locations could be considered eg in smoking shelters. Medical conditions and prescription medication is recorded at induction and a system of personal tags is used as a record not all on site appeared to be wearing a tag. Formal workforce consultation is in place as is an open door policy. Supply of PPE available on site including for visitors. The site pedestrian access is suitable for all however access to the office accommodation is generally stepped from the adjacent walkways; the project has in place arrangements for those unable to negotiate the steps for use of meeting facilities. While no specific requirements have been identified to date provision can be made on site for those who might have specific cultural or religious needs ie a room to designate as a prayer or faith room. Information regarding services and facilities locally could be investigated further and are passed to the workforce. The company is considering an approach to monitoring the legitimacy of workforce employment entrance from the supply chain. Details of some services to site are distributed including meal and sandwich services and details of a laundry scheme including site collection and return</p> | | |
| <i>Second visit update and score</i> | 8 | /10 |
| <p>The welfare is of suitable size for the current workforce and is well maintained with daily cleaning and maintenance. Additional toilet facilities are now provided at the far end of the project. Secure storage has been added and appears to be well used however based on the expectation of site numbers will need to be expanded at a later date. All competence cards are reviewed at induction and there is no access without suitable evidence of competence. The CITB card checker is used to verify details. Checks are made for right to work and apparently it is intended to conduct audits on site at 2 month intervals. Apprentices and trainees have worked on site and the company has a number of construction ambassadors via head office, the policy and plan for site visits at this location is unclear. A system is in place where all on site are required to wear ICE tags or similar with use being regarded as part of the site PPE. Health monitoring is available to direct employees, unclear what provision might be available for others. a good range of health and well being data is available and this forms part of a monthly campaign with the topic different each month. Materials are now displayed in strategic areas such as smoking areas, men's toilets and links are provided to on line materials and self help resources. The induction room doubles as a prayer room if required although to date there have been no specific requirements in this regard. While none to date if the need arose for those with specific cultural needs there is little available to confirm what services and facilities are available locally. An open door policy is in place and a weekly Friday surgery is held for those who have concerns or need support/assistance</p> | | |
| 1st Visit score | 33 | /50 |
| 2nd Visit score | 36 | /50 |
| <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 bold italic statements will indicate where improvements can be made.</i></p> | | |