

Considerate Constructors Scheme

Monitor's Site Report



Project name	Cotton Square				
Contractor name	Eric Wright Construction Ltd				
Onsite contact(s)	Mark Durband				
Site ID number	106876	Visit no.	2	Visit date	01/05/2018

Site description, context and location

Construction of a 6 story block and associated works to provide apartments and 10 townhouses in the Ancoats area adjacent to Central Manchester. An old pub has been retained and incorporated in the new scheme. There are many new apartment blocks in the area with a substantial number under construction. Surrounding roads are quite narrow.

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	7	7	/10	
3. Protect the Environment	7	7	/10	
4. Secure everyone's Safety	7	7	/10	
5. Value their Workforce	7	7	/10	
Total score	34	35	/50	

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

Executive summary

The team are to be congratulated on the significant number of items introduced since our last meeting on site. The overall appearance of site was very good with good quality marketing hoarding surrounding the project. There is still difficulty with providing sufficient areas to separate those who smoke tobacco and E cigarettes. There is a very good level of verbal communication with immediate neighbours, but it would be good to see regular newsletters issued to the wider community which could contain an explanation of Considerate Constructors Scheme. The business makes contributions to nearby communities and the Eric Wright Trust makes significant charitable and community contributions. Environmental and eco-surveys were carried out prior to start on site. Environmental policy, which is ISO 14,001 compliant, is promoted at induction and environmental toolbox talks. Matthew has provided additional environmental information including a waste dashboard on a public noticeboard adjacent to a personal gate. We discussed the CCS initiative on air pollution and the team will discuss this with senior management. There was a very good display of safety posters and information and these now include posters on CLOCS. A notice has now been provided advising that a defibrillator is available on a nearby site. Many contractors now provide defibrillators on larger sites. Equality and diversity continues to be discussed at induction. Cleanliness of welfare facilities was very good. Some recreation materials are now provided. There was a very good level of occupational and mental health information but no nurse visits. It would be good to see use of CCS e-learning modules. Site has targets for school visits, apprentices and work experience. Thanks to Mark and Matthew, once again, for the warm welcome to site and for their time during our discussions.

Considerate Constructors Scheme

Monitor's Site Report - Detailed summary of findings



Project name	Cotton Square		
Site ID number	106876	Visit no.	2
Visit date	01/05/2018		

Care about Appearance

First visit findings and score	6	/10
<p>The external appearance of site was very good. Composite panel hoarding surrounds site with marketing information on the outer face. All materials are stored within site. The site area is neat and tidy with surrounding roads and footways in very good condition. Regular litter picks and hoarding checks are carried out. The LA carries out daily cleaning to surrounding areas. There was no graffiti either internally or externally. We discussed Constructors First Impressions. Housekeeping and cleanliness is noted at induction and toolbox talks. Some written notices are provided but we discussed simple posters. Smoking is not allowed on site and operatives must go outside if they wish to smoke. It is difficult to manage employees whilst they are not on site and it would good to see designated smoking areas within site for those who smoke tobacco and separate areas for those who smoke E cigarettes. Minimum PPE is noted at induction but no policy for retaining or taking PPE off if employees leave site during breaks. The dress code includes a cover-up policy but no nonoffensive T-shirt policy. Direct employees are issued with branded workwear. Company values are noted at induction. No Social media on site.</p>		
Second visit update and score	7	/10
<p>The overall appearance of site was very good and the team are familiar with the CCS initiative, Constructors First Impressions. Site is surrounded by proprietary panel hoarding faced with clients marketing information. Surrounding roads and footways continue to be in a very good condition with regular litter picks and hoarding checks carried out. Regular cleaning is carried out to surrounding areas by L A. Site, internally and externally, was clear of graffiti. Housekeeping and cleanliness continues to be noted at induction and toolbox talks. There is a very small lobby type area between the personnel access in the hoarding and the door to the welfare facilities. This is utilised for smoking but is not large enough to separate those who smoke tobacco from those who smoke E cigarettes. Site has introduced its own policy for non-offensive T-shirts. Branded workwear is provided for direct employees. Social media is not used on this site. The client utilises social media to communicate with neighbours.</p>		

Respect the Community

First visit findings and score	7	/10
<p>Initial letters were provided to neighbours with projects and contract details. Regular newsletters are issued. Deliveries are allowed during site hours and drivers liaise with site prior to arriving. Suppliers are advised of a designated holding area. Local shops, suppliers and labour are used if possible. Scheme signs, banners and notices are correctly displayed. The Scheme is noted at induction and mentioned to neighbours. It would be good to see a more comprehensive description of the Scheme provided in each newsletter. Matthew is the Scheme champion. There are been no problems with noise or dust or vibration. 2 compliments have been received but these are not noted or displayed. The company employs apprentices with one currently on site. School visits has been arranged take place on 6 February where project staff will discuss how they entered the construction industry. HQ deals with careers advice. The company provide good backup. We discussed Ultra sites. Good works and local activities including donating to a poly tunnel for Abbotts PS, moved goods with the site forklift for a neighbour, assisted a pizza restaurant with a pizza oven delivery and providing surplus timber for wood-burning stoves. The Eric Wright Trust provides considerable funds and resources for communities. The trust has donated £25,000 to the Manchester "Bee" bomb fund.</p>		
Second visit update and score	7	/10
<p>There is a very good level of communication with immediate neighbours and many of these are given assistance, particularly by providing the site forklift to assist with unloading. It would be good to see newsletters issued in hardcopy and electronically to areas surrounding site. Perhaps this could be carried out in conjunction with the company's other sites working in the nearby area. Sites liaises with drivers and directs them to a holding area to prevent a build-up of traffic. Local businesses, suppliers and labour are used wherever possible. Considerate Constructors Scheme signs, banners and notices continue to be correctly displayed. Many companies provide an explanation of the Scheme to neighbours. Neighbours have expressed their appreciation for good works carried out by the contractor and it would be good to see these displayed in the canteen. A recent school visit has been carried out at Ravensbury Primary School. The business donated £25,000 following the Manchester bomb. Good works include assisting neighbours with deliveries and providing timber offcuts for those with wood-burning stoves. The Eric Wright Trust continues to provide considerable funds and resources to young people and local communities.</p>		

Protect the Environment

First visit findings and score	7	/10
<p>An initial environmental assessment was carried out. Environmental and eco-surveys indicated some contaminated ground which was excavated and taken to specialist tips. The environmental policy, which is ISO 14,001 compliant, is promoted at induction and by environmental toolbox talks. KPIs for environmental matters are displayed in the canteen. Waste is placed in general skips and comprehensive reports displayed. Some environmental reports are quite small type and are difficult to read. Matthew is the process of producing a clearer system. It is the site policy that all moving plants all vehicles must have white noise sounders rather than beepers. All office and welfare facilities are located in an existing building which is environmentally efficient. All new direct employees have an environmental induction at HQ. Environmental information is displayed but would be good to see simple, clear posters. Site is currently all electric but has a spill kit. KPIs are recorded for energy, water, waste and distance travelled and utilised for carbon monitoring. Van and car share is encouraged and some employees use public transport including the Metro. There has been no positive contribution to the natural environment.</p>		
Second visit update and score	7	/10
<p>Environmental and eco-surveys were carried out prior to start on site. The Environmental policy is ISO 14,001 compliant and is promoted at induction and by environmental toolbox talks. There was a very good display of environmental information, which has recently been upgraded by Matthew, including a CCS waste dashboard which is displayed adjacent to the personnel access. White noise sounders continue to be provided for all moving vehicles. Offices and welfare continue to be located in existing buildings which is an environmental benefit. KPIs continue to be recorded for waste, power, water and distance travelled and are utilised for carbon monitoring. Many employees utilise public transport. The poly-tunnel for a local school has now been completed by volunteers. We discussed air pollution and the team advised that they have: a no idling policy; provide new machines; carry out regular services to plants. We discussed "add blue" and the team will research this and other methods to improve level of air pollution in and around site.</p>		

Secure everyone's Safety

<i>First visit findings and score</i>	7	/10
<p>First aiders are noted at induction, by notice with photo (no mobile) and by green crosses on helmets. Routes to nearest A & E are displayed. There is good access to site via a pedestrian gate. External safety signage is provided. Consider providing a notice offering assistance to visitors. A drug and alcohol policy includes testing. Safety meetings are held with subcontract staff every fortnight. There been no workforce consultations. The company safety manager visits site every 2 weeks. Safety information and alerts were displayed. Toolbox talks are provided. A site-specific PowerPoint induction is given and employees sign their understanding. Near miss cards are available. These are investigated, collated and reviewed for trends with feedback provided. Positive intervention cards (suggestions) are available with some suggestions already implemented. A defibrillator is available on one of the other company sites in the area. Consider displaying a sign advising its location. Consider how long it would take for the defibrillator to reach site. Emergency drills are carried out every 3 months. A hazard board is available. Buyers have contacted suppliers advising that CLOCS will be a requirement at sometime in the future. Consider displaying CLOCS posters in the canteen. There are no incentives to promote safety. Visitors are asked for CSCS cards.</p>		
<i>Second visit update and score</i>	7	/10
<p>First aiders continue to be noted at induction and mobile numbers and photos are now provided on first aid posters. Routes are provided to the nearest A & E. Access to site is very good via PPE free areas. It would be good to see a notice offering assistance to visitors. Safety meetings are held every 2 weeks but there have been no workforce consultations. Morning briefings are held with supervisors. Safety audits are carried out every fortnight. There is very good display of safety posters and information. A site-specific PowerPoint induction continues to be provided for employees who sign their understanding. Near miss system continues to be operated and any near misses are investigated, collated and reviewed for trends. Feedback is provided electronically. Site has a Positive Intervention Card and employees are free to make general suggestions or comments on safety. We discussed defibrillators and a notice is now displayed in the canteen showing that one is located on a nearby sister site. Many contractors now provide a dedicated defibrillator on site. CLOCS posters are displayed in the canteen. There are no incentives to promote safety.</p>		

Value their Workforce

<i>First visit findings and score</i>	7	/10
<p>Equality and diversity is noted at induction. Language is monitored to ensure that it is appropriate. Annual appraisals are carried out where training requirements are discussed. Information on occupation and very good mental health is displayed. There have been no nurse visits. Welfare facilities include a canteen, drying room, male and female WCs but no showers or lockers. Cleanliness of all facilities was very good. Wi-Fi is not provided for employees. There are no quiet room or recreation facilities provided. Illegal workers are checked by the company and the supply chain. CSCS cards are copied and skills noted. There is no photo ID. Relevant medical conditions are noted at induction. We discussed a simple system to retrieve this in case of emergency. There are apprentices in the company and on sites. HQ and sites offer careers advice. Targets are set for apprentices, work experience and school visits. We discussed Women in Construction. The company do not provide e-learning. We discussed CCS e-learning modules. Consider displaying a Construction Industry helpline poster and distributing cards. The great benefits offered could be further explained at toolbox talks. Consider contributing to CCS Best Practice Hub.</p>		
<i>Second visit update and score</i>	7	/10
<p>Equality and diversity continue to be discussed at induction. Employees are advised that their language must be suitable to their location. Annual appraisals continue to be carried out where training requirements are discussed. There was a very good display of occupational and mental health information. There have been no nurse visits on this project. Welfare facilities continue to include a canteen, drying room and male and female WCs but no showers or lockers. An additional partition has now been fabricated in front of WC cubicles. Considering that the welfare facilities are in an older building with bare brick walls, the level of cleanliness was very good. There is still no quiet room facility but some recreational material has now been provided. Illegal workers continue to be checked by the company and the supply chain. CSCS cards continue to be copied and skills noted. Photo ID is not provided. We discussed simple systems to retrieve relevant medical conditions speedily in case of emergency. The company employ apprentices and one is currently on site. Careers advice is provided by HQ. Site has targets for apprentices, work experience and school visits. Matthew carries out e-learning and then cascades these to staff via seminars. No CCS e-learning modules have been carried out to date. We discussed CCS best practice hub but no submissions as yet. Construction Industry helpline cards are not handed out at induction.</p>		

1st Visit score	34	/50
2nd Visit score	35	/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.*