

Considerate Constructors Scheme

Monitor's Site Report



Project name	NWA5 Burnley				
Contractor name	Eric Wright Construction Ltd				
Onsite contact(s)	Denis Davies				
Site ID number	110454	Visit no.	1	Visit date	11/07/2018

Site description, context and location

Construction of a new ambulance station and associated parking on the existing site of Burnley General Teaching Hospital. Mitigation measures to minimise disruption has included constructing a remote new staff car park.

Checklist section	Category score		Score descriptor
1. Care about Appearance	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	/10	
3. Protect the Environment	7	/10	
4. Secure everyone's Safety	7	/10	
5. Value their Workforce	7	/10	
Total score	35	/50	

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

Executive summary

The site visit was accompanied by Denis Davies, Site Manager (SM). Work only started towards the end of May which has been considered in writing the report. Scheduled build completion is Winter 2019.

The site is well organised and tidy. First impressions are very good and create a positive image of the overall industry and help to recruit the next generation of workers. The values and identity of the company show through in the site setup. A road sweeper is hired when work activities demand.

Every opportunity to promote the project, the contractor & the industry should be sought and Denis was receptive to suggestions.

The site is not space constrained and there is ample room for parking.

Denis is aware of the expectations of CCS registration and was keen to show how the requirements of the CCS Code of Practice are being met. Stakeholder engagement appears to be well managed.

On a corporate responsibility level, the development of a tailored, structured, site specific CSR action plan linked to the company's CSR values is work in progress. The site is using regular newsletters and social media to promote itself.

A 'shop front' image erected on the boundary enclosure would be an example of good practice.

All visitors are asked to sign in and out.

Full scheme signage was displayed at the time of the visit, promoting the commitment made by the company to those interested, affected and involved in the project.

At the time of the visit groundworks were on-going. Delivery of the building's steel frame is due to start later this week.

The standards regarding behavioural H&S practice appeared to be high and consistent across the site.

On speaking with the SM values are understood to be about construction standards & product quality.

A very enjoyable visit and many thanks to Denis for the hospitality shown on the day.

Considerate Constructors Scheme

Monitor's Site Report - Detailed summary of findings



Project name	NWA Burnley				
Site ID number	110454	Visit no.	1	Visit date	11/07/2018

1. Care about Appearance	7	/10
<p>First impressions are very good and the site projects a positive image of the industry. Promoting the scheme's First Impressions campaign could have been better demonstrated. Corporate identity is visible and the double stacked cabins are high quality. The site logistics plan has been well thought out allowing delivery vehicles to pull onto site. The enclosure fencing and hoardings are visually appropriate and properly erected and maintained. Hardstanding's around the cabins help keep the facilities tidy. Site parking is well managed. There is a no smoking policy on any part of the hospital grounds. The contractor has taken this into consideration and has established a designated out of view area in the compound to avoid any negative image issues. The smoking area is kept low key and is being monitored. Excavation arising's from the attenuation tank dig are well controlled. There have been no vandalism or nuisance graffiti issues to date. Expected standards of appearance and behaviour are covered in the site induction. There are adequate signs with contact numbers to aide entry onto the site, not cluttered. Regular site perimeter inspections are carried out. A road sweeper is used when work activities demand. Consideration could be given to creating a 'shop front' image on the enclosure. Every opportunity to promote the project, the contractor & the industry should not be overlooked. Go Construct poster(s) could be displayed on the enclosure to promote opportunities in the construction industry. It is felt that there is further scope to make the company values known, communicated to, understood and promoted at site level to operatives and the public. The site team should take every opportunity to promote itself & the industry in a good light.</p>		
2. Respect the Community	7	/10
<p>The site is overlooked by residential properties and a vicarage. Those most affected by the works have been identified under the site communication plan and are kept informed via regular newsletters. Site newsletter no.1 was tabled at the visit. Noise and dust monitoring / containment measures are in place. The project is promoted on a range of social media sites. Route delivery details / schedules are forwarded to the supply chain to minimise disruption. 24H contact information for the public is displayed on the compound enclosure. The scheme banner is placed in a prominent location on the main road elevation. Visitors of all abilities can be accommodated. On a corporate responsibility level site specific issues are being assessed & will be properly managed under a detailed employment and skills site action plan, which is under development. This CSR action plan for the site will be linked to the company's policies. The company's CSR policy could be displayed to promote the commitment made. The target for the number of apprentices and trainees will be clarified at the next visit. The CC Scheme is mentioned in the site induction. Community engagement on a wider scale may yet happen. The company has identified a nearby primary school for inclusion, i.e. safety talk. There are set targets for % local spend & employment within the local economy. Women in Construction was briefly discussed with the SM. The site is using local labour & suppliers with obvious advantages. Local shops are well supported. The SM is open to any goodwill gestures that might present themselves. There have been no complaints. Compliments will be recorded. The company supports several charities. Reference was made to the scheme's 'spotlight on' initiatives, Best Practice Hub and e learning modules. Perhaps flyers could be displayed in the facilities. Normal working hours apply and potentially disruptive activities are communicated in advance. There are potentially disruptive service connections to be made. Going forward, the site may consider nominating someone on site for a CCS Hero award.</p>		
3. Protect the Environment	7	/10
<p>A tailored SWMP / environmental management plan is in place. There are few site-specific issues on the brownfield site. Monthly environmental performance figures are managed online, SMARTWaste (Recycling Lives) & fed into the company's environmental objectives & targets. Going forward, summary figures could be displayed for site and public viewing Perhaps a good idea would be to display the 5 steps for dealing with waste as set out in the EU Waste Framework Directive i.e. 'waste hierarchy' as a means of a visual impact to supplement enviro issues in the induction. No recorded environmental incidents. The site currently has one mixed waste skip. Rainwater harvesting / greywater capture is not currently practised. There are opportunities for the site to promote / demonstrate its approach to sustainability & care for the environment. Carbon footprint monitoring is evident. Environmental issues are being properly managed but could be better promoted i.e. provision of information to site and / or evidence about the company's contribution to a carbon offsetting scheme. Not clear if any voluntary legacy and /or contribution to the natural environment are being planned over and above contract obligations. Points to consider include; providing SEAT for all site supervisors and on-site training briefings by environmental specialists. Some evidence of the company Green Travel Policy / site plan could also be displayed on site. The temporary cabins are modern, part eco-friendly type. At the time of the visit the facilities were supplied by mains supplies. The toilets have a positive foul connection. Hot / cold water for washing is readily available and there is a wholesome supply of potable water. Welfare waste is managed separately. The latest scheme flyer and e learning module on Air Pollution was discussed. Raising workforce awareness, low-emission plant & machinery are just two examples of points to focus on. More detailed information can be found on the scheme website. There are few opportunities for recycling on a large scale. Company's sustainable road map could be displayed. The score awarded in this section reflects the very good procedures and practises that are in place. More evidence and promotion of these practises would benefit the site and reflect the performance levels.</p>		

4. Secure everyone's Safety	7	/10
<p>Construction phase health & safety plan is being maintained. Site hazard awareness board is in place. There is a signing in and out procedure. All gates on the enclosure are kept closed. No RIDDOR's recorded to date and no minor H&S incidents. Site safety inspections/ audits and toolbox talks are carried out regularly. Emergency evacuation /fire strategy & evacuation procedures are in place. Permit & RAMS systems are in force. Copy of the F10 form is displayed. The site boundary has hazard signs to inform the public, not cluttered. Workforce is encouraged to provide feedback on any areas of concern and site encourages near miss reporting. No HSE visits have taken place. Company OH SAS 18001 underpin safety systems. Overall cleanliness of the site reflects the approach to safety. Consideration could be given to a 'refresher' toolbox talk on vulnerable road users with reference to some of the best practice guidance from CLOCS and FORS. Perhaps some evidence to show company's commitment and what is expected from supply chain and its delivery drivers i.e. a checklist/spreadsheet owned and maintained by a named person on site. Drugs & alcohol policy enforced and policy statement is displayed. Company SHE alert posters are displayed to promote safety awareness. First aid kit is in place & ample qualified persons on site. The company is supporting mental health first aid training courses. The standards regarding behavioural H&S practice appeared consistent and to a very high standard. CSCS cards / proof of competency required for all operatives. The logistics /TM plan has been properly developed. The workforce is made aware of the nearest defibrillator held on the hospital site.</p>		
5. Value their Workforce	7	/10
<p>Equal ops / diversity policy in place and open-door policy encouraged. The site / company appear to be aligning to the CITB 'Be Fair' framework to demonstrate a commitment to address unfair practises and inequalities. Welfare facilities provided for everyone on site are to a high standard & are cleaned on a regular basis. There is no checklist(s) to evidence the formal cleaning arrangement. The facilities are located as close as practicably possible to the work area. Clean visitor PPE is available. No offensive material is on view. Site behaviour is covered in the induction. Appropriate site-specific site inductions are carried out which covers expected levels of protocol. Company training matrix is in place. Occupational health support is available to staff. A health visit to include the entire workforce may yet happen. More general health & well-being information posters could be displayed. The site / company do operate a 100% CSCS card policy. Additional features provided for the workforce commensurate with company sites of this type and size. Perhaps information on e-learning & financial advice / support could be added. Control / monitoring of illegal workers at site level and Modern-Day Slavery were discussed. The focus on the subject is expected to be on the guidance given by the company to ensure consistency across all sites over and above what the supply chain should provide. Examples of practical steps that can be taken are covered on the scheme website which could include, checking original documents, contacting Home Office sponsor where appropriate, carrying out regular reviews & training. The scheme's e learning modules were discussed and the benefits acknowledged by the SM. The company may consider reviewing how health and wellbeing of the entire workforce is assessed and addressed by raising awareness of work/life balance and potential worker fatigue. This may well be work in progress & will be reviewed at the next visit. Operative's skills, medical conditions are recorded. Support / training to mental health awareness given to company employees. Perhaps a session could be planned to involve everyone on site. Consideration could be given to establishing a 'Mental Health Wall' to display literature and to help promote awareness.</p>		
Overall score	35	/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>		