

Considerate Constructors Scheme

Monitor's Site Report



Project name	cTap		
Contractor name	Eric Wright Construction Ltd		
Onsite contact(s)	Graham Sullivan, Project Manager		
Site ID number	85447	Visit no.	2
		Visit date	13/07/2015

Site description, context and location

The project lies on the Lancaster university campus in a central area and comprises a new build three storey reinforced concrete framed structure. The site lies within occupied university buildings and student accommodation. The site offices and facilities are shared with a larger project for refurbishment works to the Faraday building adjacent. The concrete frame is complete and brickwork and internal works were well underway at the time of the second visit.

Checklist section	1 st visit	2 nd visit	Score descriptor
1. Care about Appearance	8	7	/10
2. Respect the Community	8	8	/10
3. Protect the Environment	8	8	/10
4. Secure everyone's Safety	8	8	/10
5. Value their Workforce	8	8	/10
Total score	40	39	/50

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

Executive summary

The high level of compliance with the Scheme's checklist seen at the initial visit has been maintained. The Appearance is generally excellent, although some accumulation of litter detracts from this. An operative was unfortunately seen smoking immediately outside the site pedestrian entrance.

Much has been done to work with the client to minimise nuisance and donations of cash and materials have been made to charity and a church; this is commendable given the location of the project entirely within the university campus. The development is on target to achieve BREEAM 'excellent' and good monitoring and reporting systems are in place to capture and display Environmental performance data. There was no evidence on site of any environmental assessment of materials. It is considered that more could perhaps have been done to minimise use of materials/resources during construction.

The company's comprehensive safety systems are proving effective and there is clearly a strong safety culture both in the company and on site. It is a positive step in the company's training of an internal drugs and alcohol tester to carry out random testing in the future. A lot of effort has been put in to design and maintain safe walkways and emergency routes for the client.

Welfare is well maintained and there is good communication of occupational and health and wellbeing information for operatives. The current revision of the company's induction could provide an opportunity to include information for operatives on Equal Opportunities, including bullying/harassment, religious and equality considerations.

Overall, a very well managed project creating a professional image of the company and the industry. There is every confidence that the standard seen at this and the previous visit will be kept up until the completion of the works.

Innovative activities

1. Appearance	
2. Community	
3. Environment	
4. Safety	
5. Workforce	

While an innovative activity is required to achieve a score of 10 in any section, such activities will be recorded regardless of score. When recorded on a visit where a score of 10 has not been achieved, the activity may count towards achieving a 10 score on subsequent visits. An innovative activity will only count once towards a 10 score unless it is further developed and improved. See 'Site Scoring Explained' for further details.

Monitor name	Tom Lawson BSc MSc CEnv CGeol FGS MEnvSc MCSM
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Monitor's Site Report - Detailed summary of findings



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1. Care about Appearance

First visit findings and score	8	/10
<p>The compound is enclosed in solid panel fencing which as typical of university projects is in neutral corporate colours, no graffiti noted. Various murals and pictorial displays of the project are in place. The office units are in reasonable decorative order in the company corporate colours. The entrance is signposted and there is an area defined for deliveries which as with many aspects of the project provides shared facilities for the 2 projects managed from this location. Parking is permitted within the university car parks in designated contractors areas, details are displayed in the site accommodation and at the site entrance; reductions in the cost of parking offsite may reduce the use of onsite visitors parking areas. Noted that some workforce were using vans as welfare. The workforce PPE appears to be in good order and all are required to wear Eric Wright branded PPE if their own is not in good order or appropriate to their own organisation; this is further numbered to aid traceability in the event of an issue. Housekeeping and maintaining a tidy site forms part of the site rules and induction. Smoking and toilet facilities are within the compound and are well shielded from students and adjacent buildings. The company has implemented a policy regarding vapour/e-cigarettes such that they are not permitted in open visible areas of the project. Site directions in place from the main road which passes the university grounds, the route around the campus is a one way system. Roads are clear from mud & debris & a sweeper is used as needed in addition to routine litter picks. A weekly/daily check is completed for the condition of the site boundary and the facilities on site. Fences are periodically cleaned. The site itself is tidy with materials storage and working areas segregated from the University with mostly solid panel fences and with viewing panels in place.</p>		
Second visit update and score	7	/10
<p>The compound and parking areas were clean and tidy at the time of the visit, although there was some accumulation of litter beneath scaffold areas; this was screened from public view by branded netting, which has also been provided to segregated works areas and adjacent to walkways. Housekeeping, tidiness and signage is included in the weekly Site Safety, Health and Environmental Inspection report. There have been no problems with graffiti or vandalism. Posters have been provided giving advice on giving up smoking. One operative was unfortunately seen smoking immediately outside the pedestrian entrance. There is a good corporate image given by branded PPE, signage, cabins and hoarding.</p>		

2. Respect the Community

First visit findings and score	8	/10
<p>Newsletters are distributed to neighbours and posted on relevant noticeboards and hoardings, not sure if this information is on the university website/intranet, limited use of social media, communications are reviewed by the university prior to distribution. The various University departments/buildings adjacent are also informed of progress and likely site activities. Contact details for site have been provided and each newsletter confirms CCS registration. There is limited other community activity on or off campus. The use of shared transport is encouraged at pre start meetings to reduce vehicle numbers also being local a number use public transport, or cycle. A cycle rack is available. There could be further development of green travel plans. Deliveries are timed to avoid the busy University times with instructions issued with orders and the University is advised of all significant deliveries. All vehicles are offloaded within the site. A holding area is available offsite for deliveries until vehicles can be accepted on site. Complaints log is available and is displayed, none to date, no compliments or positive feedback recorded. Visits by University departments to the site have taken place. University rules briefed to all contractors include no contact with students. Local/regional supply chain, majority of supply chain identified locally or within 30 miles of site. Working hours are typically 8.00 to 18.00 but these may be adjusted for University activities eg exams, a University programme is displayed and key University activities are known from liaison with the client. Limited hours agreed for noisy works during piling and for forthcoming power float works. CCS performance improvement is undertaken by sharing reports at management meetings and conducting training for managers, a company CCS champion has been appointed and senior management support was present at today's visit.</p>		
Second visit update and score	8	/10
<p>Weekly meetings with the university ensure that disruption to the campus is minimised and works are adjusted during exams and graduation. Much has been done to accommodate the client's requirements to use existing buildings. The staff parking area is fenced off and another areas available for operatives' parking, both a regularly inspected. The university has included information about the development on its website. Any complaints would be reviewed with the client. Furniture and equipment has been donated to a church and a donation made to the local Wildlife Trust. A very positive letter of thanks was received from the minister. Staff will be taking part in a charity bike ride. A process is in place to use local subcontractors/suppliers and the KPI target has been met. There have been three visits by university students to date.</p>		

3. Protect the Environment

First visit findings and score	8	/10
<p>Site aspects and impacts identified as part of a detailed management system plan. Key issues are briefed at induction and further environmental toolbox talks are conducted. The site is trialling a proprietary concrete wash out process to minimise wash out water discharge. The daily hazard board identifies environmental as well as health and safety issues. Ecological surveys and ground investigation reports are available, apparently no significant issues noted this being a former developed site hence impacts relate to travel, noise and dust. The proximity of occupied buildings is a key issue and close liaison has taken place re activities and acceptable working times and practices. 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. There are measures to reduce resource usage eg percussion taps, general switch off policy, some travel plans including car sharing, PIRs are not present on all lighting and some of the accommodation units are not of high environmental performance. Details of environmental KPIs are displayed on noticeboards to encourage performance the data could also be displayed for public consumption. There are currently no sounding alarms or security lights on site. A SWMP is in place and there has been a planned reuse of materials excavated on site. Site noise and vibration monitoring conducted. Use of alternative energy sources or rainwater has not been implemented. The project is jointly with its neighbour making contributions to the local wildlife trust. The project is registered with BREEAM and is targeted with an excellent rating. The data for the 2 projects operated from this location are separated</p>		
Second visit update and score	8	/10
<p>The project is on course to achieve BREEAM 'excellent'. Improvements have been made to cabins, including double glazing and additional lighting sensors. KPIs are in place for waste, which is segregated on site and other environmental data. Results are displayed on notice boards to raise awareness amongst staff/operatives. The development is of low ecological risk. More could be done to minimise resource use during construction; there has been some use of off cuts, mixing of mortar on site and some ordering of pre-fabricated materials. All timber is FSC certified. It is thought that materials are subject to environmental assessment by buyers, but there is no evidence of this on site. Carbon footprint in monitored, including travel to/from site.</p>		

4. Secure everyone's Safety

First visit findings and score	8	/10
<p>A construction phase plan is in place and managed by the project team. Inspections take place by the site team with at least 2 weekly visits by the company H&S department. Company near miss process in place and the outcomes of reports is displayed. Emergency plans are in place and briefed at induction all such plans and drills are co-ordinated with the University. The specific university process is followed in the event of an incident. An open door policy is in place and a safety surgery is operated on a weekly basis. The site boundary is secure with out of hours security currently lock and go with additionally the University full time security including CCTV in place. Accidents and incidents are reported, none to date. Daily briefings are given to all supervisors to cascade to the workforce, a daily hazard board is in place. Fire points and assembly point defined on site and drills/evacuations have taken place. Site toolbox talks take place on not less than a weekly basis based on site materials and company alerts. All vehicles moving on and offsite are guided by a banksman, there is a one way system around the university campus for delivery traffic. First aid personnel recorded and identified by green stickers/high viz ID also posters displayed in the site welfare. The route to the local A&E department is displayed with maps & postcode. Plant & pedestrian access segregated at each site location. The team are aware of the CLOCS initiative and are considering how it can be implemented including raising awareness in the local supply chain</p>		
Second visit update and score	8	/10
<p>The systems for safety management seen at the previous visit remain in place and there is evidence of a culture of good safety on site. A TMP is in place and is updated as works progress. Wagons are fitted with cameras to comply with CLOCS standards. Scaffold, plant and equipment inspections are in place, as well as permits for hazardous activities. The company safety officer has given safety talks to all operatives. Safety performance is discussed at two-weekly subcontractor meetings. The site safety surgery is continuing and a safety suggestion box has been put in place. There is good segregation of pedestrian and works areas and considerable effort has been put in to maintain safe access routes and fire escapes for the client's staff. Visitor CSCS cards are requested. The company is training a drugs and alcohol tester and random testing will be carried out by the company.</p>		

5. Value their Workforce

First visit findings and score	8	/10
<p>The welfare is suitable for current site numbers & is maintained in good order being clean & tidy as noted elsewhere facilities are shared with the workforce form an adjacent project. The University has allowed use of facilities on campus if PPE is removed eg shops and cafes. Separate canteen and drying facilities, lockers and showers are provided; the number of lockers does not provide for the entire workforce. Male & female facilities are available, the female are locked and available on request. CSCS and similar cards recorded including delivery drivers including site visitors. There are no current apprentices or trainees however subcontract orders encourage contractors to engage in the employment of trainees; discussed shared apprentice schemes. Occupational health advice is provided via toolbox talks relating to site tasks, monitoring is available for direct employees only on a voluntary basis at head office discussed the construction information service. Alcohol and drugs policy displayed and briefed as part of the induction, random monitoring is in place. Medical conditions and prescription medication is recorded at induction consider further secure methods of retaining such information for the whole workforce. An excellent range of health and lifestyle advice is provided via a monthly topic and toolbox talk. Formal workforce consultation is in place to feedback at toolbox talks. Supply of PPE available on site including for visitors. The site pedestrian access is suitable for all however access to the accommodation is generally stepped; the project has in place arrangements for those unable to negotiate the steps for use of meeting facilities and welfare in adjacent facilities. A quiet room is available for those with specific religious or cultural needs</p>		
Second visit update and score	8	/10
<p>Welfare is well maintained and is of a reasonable standard. Lockers provided are not being fully used and if more were required by operatives, they would be provided. A shower is available. Equal Opportunities policies are displayed and operatives are told about policies and procedures at induction. The induction is currently being revised to include more information on Equal Opportunities. The full time gateman would assist anyone with limited mobility and facilities are available in the client's buildings. In-house joiner and bricklayer apprentices have been employed and the company is keen to encourage new employees into the industry. Welfare is cleaned daily by a local cleaner. Consideration could be given to acquiring a religious calendar to highlight events that the workforce may wish to be involved in.</p>		
1st Visit score	40	/50
2nd Visit score	39	/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>		