

Considerate Constructors Scheme

Monitor's Site Report



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|--------------------------|---|------------------|---|-------------------|------------|
| Project name | Cumbria County Council Offices Botchergate | | | | |
| Contractor name | Eric Wright Construction Ltd | | | | |
| Onsite contact(s) | Tim Shepperd, Site Manager, Joanna Tomlinson, Environmental Coordinator | | | | |
| Site ID number | 87537 | Visit no. | 1 | Visit date | 09/12/2015 |

Site description, context and location

Construction of a new office block for Cumbria County Council in Carlisle city centre. The site was formerly small buildings and a car park and is surrounded by existing housing and shops. Access to the site is from the rear.

| Checklist section | Category score | | Score descriptor |
|------------------------------------|----------------|------------|------------------------|
| 1. Care about Appearance | 7 | /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 | 6 | /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

The overall Appearance of the site is very good, with well-maintained painted hoarding along public boundaries and the works area and compound clean and tidy. Some promotion or encouragement of recycling of office/canteen waste could be considered. Much has been done to advise the local Community and there is clearly a high level of support for the Scheme. Company contact information could be placed on the main front to the site.

The site is aiming to achieve BREEAM 'very good' and there are many procedures in place to monitor environmental performance and there is a high level of environmental awareness. Consideration could be given to providing environmental performance information to operatives to raise awareness of environmental matters on site.

Safety management is generally very good, although there was no evidence of any assessment of public risk on site. Communication of safety matters and positive intervention recording also appeared to be working well. There is currently no award/incentive scheme to promote safety and there is no process such as a site safety meeting to involve the workforce in continuing safety improvements.

The level of welfare provided for the Workforce is of a high standard. The induction could be amended to include reference to bullying/harassment and the procedures for reporting these if identified. There is no documented process in place to monitor occupational health controls put in place following approval of risk assessments.

This is a very well set up site creating a professional image of the company and the industry. The majority of the improvements identified are minor and there is every confidence that many of these will have been addressed prior to the next visit.

Innovative activities

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| 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.

Considerate Constructors Scheme

Monitor's Site Report - Detailed summary of findings



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|-----------------------|---|-------------------|------------|
| Project name | Cumbria County Council Offices Bothergate | | |
| Site ID number | 87537 | Visit no. | 1 |
| | | Visit date | 09/12/2015 |

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|--|----------|------------|
| 1. Care about Appearance | 7 | /10 |
| <p>Solid painted hoarding is placed along the boundary with the main road outside the site, the remainder of the boundary is enclosed by either painted steel hoarding or Heras fencing. Signage is clearly displayed and there are separate pedestrian and vehicular access gates; everyone coming onto site is met by a gateman, creating a very good initial impression. The site, compound and storage area are well laid out, clean and tidy. Cabins are screened from public view, as is an adjacent smoking area. Operatives must wear either their employing company's branded PPE or plain PPE; they are asked to remove PPE when leaving site. The Site Manager carries out weekly documented checks around the site, the gateman also carries out daily checks and clears the site and the area around the boundary of litter. Site was is well managed and skips are covered, waste from cabins is all placed in wheelie bins, but there is nothing to encourage recycling in offices/cabins. There have been no instances of graffiti/vandalism and boundary fencing is regularly checked. Toolbox talks have been given to operatives on housekeeping and signage is displayed reminding everyone to keep the site and welfare clean. The induction sets out requirements for site tidiness and pre-contract meetings include advising that charges can be levied if subcontractors do not keep their works areas clean and tidy. Guidance is posted to encourage smokers to quit. Corporate branding and image is very evident on signage, painted hoarding and cabins, PPE, posters and documentation; there are also Twitter and Facebook pages.</p> | | |
| 2. Respect the Community | 7 | /10 |
| <p>Initial letter drops have been made locally and regular updates are issued, all documents are reviewed and approved by the client prior to issue. Company contact information is displayed around the site, but not on the façade facing the main road which is most in public view. There is sufficient parking within the site but additional permits have been bought for the adjacent public car park. Permits have also been provided for a neighbouring charity. There are no restrictions on deliveries but the majority are timed to avoid rush hour and are all signed in by the gateman. A KPI is in place to use local suppliers/subcontractors and this has already been exceeded; subcontractors are also encouraged to procure materials locally. Scheme signage is clearly displayed on the site boundary and in cabins/welfare. The induction includes reference to the Scheme, as well as setting out rules on behaviour on site, courtesy to the public, use of 'phones in safe areas and no radios. There is a 'zero tolerance' to any poor behaviour. The Scheme log is used to record compliments/complaints and this was up to date; all communications are reviewed at progress meetings. Residents have been notified that the site is registered with the Scheme and have been provided with 24/7 contact information, which is also displayed on the site boundary. There have been a number of visits to the site by school children and further visits to schools are planned. Scheme reports are reviewed by managers and performance is monitored by the Q&E Department. Company newsletters include details of sites visited and awards. Foodbank and charity collections are underway on site and works have been carried out for locals, including providing and installing fencing for an elderly resident.</p> | | |
| 3. Protect the Environment | 7 | /10 |
| <p>The company's policy is displayed. The site is aiming to achieve BREEAM 'very good' and there was an initial environmental assessment of the project to identify key aspects and impacts; these have been included in site documents and are referenced in the site induction. Resource use is monitored and there is a SWMP in place, performance data are sent to head office, monthly and an environmental 'dashboard' is produced summarising performance; this could be made available to operatives to raise awareness of environmental matters. There is a weekly site inspection monitoring performance and a monthly Q&E site inspection; both are documented. The site has no ecological aspects. Spill kits and secure storage are available. Eco-cabins have been provided and are fitted with PIRs and push-taps. A cement batcher is on site. The company is registered with the Energy Savings Opportunities Scheme. Carbon footprint is monitored, including travel to/from site and materials are subject to environmental assessment using the Green Guide. All timber is FSC. Rainwater collection is being considered. Environmental newsletters are produced and environmental notice boards provided in cabins. Toolbox talks have been given on relevant topics. Working hours are 7.30 am to 6 pm, although noisy activities do not commence until after 8 am. Discussions are held with a charity next to the site to minimise disruption from noisy works. Noise monitoring was carried out during demolition works. Task and site lighting points downwards and inwards. Off-site planting is planned to provide a positive environmental contribution.</p> | | |
| 4. Secure everyone's Safety | 6 | /10 |
| <p>Systems in place to manage safety include good segregation of pedestrians, regular safety inspections, Safety Advisor inspections, Director visits, review of all risk assessments, permits for hazardous activities, secure access, signing in/out, provision of visually identifiable first aiders, first aid kits and posting of the location of the nearest A&E facility. A PPE issue schedule is maintained. A TMP is in place and there is some signage, although there was no evidence of any assessment of risk to the public. Security cameras monitor the site. Safety campaigns are regularly rolled out and there is good evidence of a strong safety culture. The induction includes safety matters and subcontractors are required to carry out their own safety inspections of the site. Fencing/hoarding is checked daily. Emergency procedures have been developed and fire drills have been carried out. There is a visitors' induction and this includes asking for medical information. Plant and equipment is checked regularly and all plant is fitted with visual and audible warning systems. There are currently no safety incentive/award schemes in place and no process to engage with the workforce on safety performance. Accidents and incidents are documented and investigated and lessons learnt distributed to site managers. A 'positive intervention' card system is used to documents near misses and good practices and appears to be working effectively. The weekly progress meeting includes a review of safety performance. A hazards board is in place. HSEQ bulletins and safety alerts are posted on notice boards. Everyone coming onto site is asked for CSCS cards in the gateman's office. Random drugs and alcohol testing can be carried out.</p> | | |

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| 5. Value their Workforce | 7 | /10 |
| <p>Policies are in place relating to Equal Opportunities, bullying and harassment and managers are very aware of these matters. The induction does not specifically mention bullying/harassment. All employees are given annual Performance Development Reviews and these and training are monitored by a Training Manager. Subcontractors are subject to pre-assessment and their performance is monitored. Occupational health risks are assessed, but there is no documented process to monitor compliance with controls required by risk assessments. The Safety Manager discusses occupational health matters with subcontractors during site visits. Operatives are asked for CSCS and skill cards at induction and these are copied and checked. They are also asked about medication, medical conditions and for emergency contact details; this information is provide to first aiders. Welfare is of a high standard and includes a large kitchen/canteen, separate changing and drying rooms provided with lockers, male and female toilets and a shower. Welfare is cleaned daily by a local cleaner. Apprenticeships are supported and visits to site have been made by apprentice trainees and the Site Manager is working with the client to promote employment of apprentices. There are monthly campaigns on occupational health issues and health and wellbeing. Notice boards, welfare and toilets all display posters giving advice to operatives. A first aid room is available which can be used as a quiet room if needed. Feedback is encouraged during toolbox talks and on positive intervention cards, but as for Safety, consideration could be given to some other means of encouraging and obtaining feedback from those working on site.</p> | | |

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| Overall score | 34 | /50 |
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| <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> | | |
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