

Considerate Constructors Scheme

Monitor's Site Report



Project name	Cumbria County Council Offices Bothergate		
Contractor name	Eric Wright Construction Ltd		
Onsite contact(s)	Tim Shepherd, Site Manager, Joanne Tomlinson, Environmental Coordinator		
Site ID number	87537	Visit no.	2
		Visit date	27/04/2016

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. Works are progressing well, with most of the external building works complete other than stone cladding and groundworks; internal works are well underway.

Checklist section	1 st visit	2 nd visit	Score descriptor
1. Care about Appearance	7	7	/10
2. Respect the Community	7	8	/10
3. Protect the Environment	7	8	/10
4. Secure everyone's Safety	6	8	/10
5. Value their Workforce	7	8	/10
Total score	34	39	/50

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

Executive summary

The overall Appearance of the site has been maintained, although small amounts of litter/waste were accumulating beneath some scaffold. Site inspection forms could be amended to include a check on graffiti on the boundary. The compound and material storage were very clean and tidy.

There has been continued liaison with the local Community and there is good evidence of support of the Scheme. More could possibly have been done to benefit the local community and to involve students in the project.

Improvements have been put in place, including display of environmental KPIs on waste, resource use and carbon footprint; this is best practice. A further improvement would be development of this to display to the public.

Safety management continues to be very evident and the overall compliance has significantly improved in this section. There is now good engagement with the workforce; consideration could be given to displaying notes of safety meeting on notice boards. First aiders could be advised of the nearest defibrillator if this is ever needed.

Welfare is well maintained and extended facilities are available. The induction and site posters now better communicate the company's Equal Opportunities policy and procedures; this could be expanded to include the whistleblowing policy. The company has already started putting check systems in place to spot check legitimacy of workers.

The site continues to comply with the Scheme at a very high level and there is a clear commitment to ensuring that continuous improvements are maintained. Many of the suggestions contained in the initial report have been actioned. There are examples of best practice and the Site Manager, company support and site team are commended for their efforts in maintaining the project at this level.

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.

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Monitor's Site Report - Detailed summary of findings



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1. Care about Appearance

<i>First visit findings and score</i>	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>		
<i>Second visit update and score</i>	7	/10
<p>Hoarding has been re-painted maintaining the appearance and the site and works area was mostly clean and tidy, although there was some litter beneath scaffold in some areas. The site access was clear of dirt/debris. Recycling bins have been provided in offices/cabins and appear to be well used. Some skips are covered, but there was no cover for the general waste skip. Site checks could be amended to include litter/graffiti on the site boundary. Litter picks are carried out regularly outside the site.</p>		

2. Respect the Community

<i>First visit findings and score</i>	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>		
<i>Second visit update and score</i>	8	/10
<p>Additional signage has been provided to the front façade. Further newsletters have been issued to locals. 35% of operatives are local to the area and this is displayed on notice boards. The gateman checks operatives' parking in the adjacent public car park. The communications log is up to date and is kept in the gateman's cabin. There have been no issues with nuisance/invasion of privacy of neighbours. Feedback forms have been issued to locals and positive feedback has been received. An offer of a health and safety talk to a local school has been made. A subcontractor has been sponsored to enter a football team into a local league. An adjacent thoroughfare has been cleared of waste by site operatives. More could possibly have been done to benefit locals and to involve students in the project, given the nature of the development.</p>		

3. Protect the Environment

<i>First visit findings and score</i>	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>		
<i>Second visit update and score</i>	8	/10
<p>KPI dashboards have been introduced, showing resource use, waste recycled and carbon footprint for site operations and travel to/from site; this is best practice. Consideration is being given to providing notices for public display. Rainwater collection is in place and water used for damping down cutting activities. The project is on course to achieve BREEAM 'very good'. Pallets have been donated to locals. Offsite planting is still planned towards the end of the project.</p>		

4. Secure everyone's Safety

<i>First visit findings and score</i>	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>		
<i>Second visit update and score</i>	8	/10
<p>An initial project risk assessment was completed (not available at the previous visit) and the TMP is regularly reviewed and updated. Signage and accesses are checked during weekly inspections. There is good segregation of pedestrians on site. Subcontractors are required to complete fortnightly safety inspections and these are emailed to all subcontractors on site. The emergency drill was last tested during March. Visitors completing the visitor induction are asked for CSCS cards and about any medical conditions. First aiders could be advised of the nearest defibrillator. A note is issued on all company orders encouraging companies to consider the FORS/CLOCS schemes. Weekly safety meetings with subcontractor foremen are minuted and emailed to subcontractors; these could be displayed to operatives to encourage feedback from operatives. The hazards board was up to date. A weekly safety award scheme has been put in place and this has been well received by operatives.</p>		

5. Value their Workforce

<i>First visit findings and score</i>	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>		
<i>Second visit update and score</i>	8	/10
<p>The company's harassment and bullying policy is now included in the induction; posters are also displayed regarding Equal Opportunities. There is a 'whistleblowing policy' which applies to everyone, but this is not referenced in the induction/site documentation. Welfare continues to be cleaned daily by a local cleaner and was clean and tidy at the time of the visit. Checks are carried out on CSCS cards and the company is in the process of appointing a company to carry out spot checks on legitimacy of workers. Face-fitting of dust masks has been carried out and campaigns have been run on health, stress and alcohol. 'Cutting stations' have been erected in the compound and building to reduce dust/noise levels. There is no Wi-Fi or laundry facilities. The company is a charitable trust and funds a learning foundation at Preston University. A Learning Manager encourages employee development and is also involved in careers fairs and taking on of work placements and apprentices.</p>		

1st Visit score	34	/50
2nd Visit score	39	/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.*