

Considerate Constructors Scheme

Monitor's Site Report



Project name	Stockport Exchange		
Contractor name	Eric Wright Construction Ltd		
Onsite contact(s)	Ian Rodgers		
Site ID number	91213	Visit no.	2
		Visit date	28/07/2016

Site description, context and location

The works consist of the construction of a hotel and an office building together with public realm works on a previously remediated site. The site itself is directly opposite Stockport Station and is bounded on three sides by an access road / temporary footpath with a retail / leisure centre on the remaining boundary. Site access is from the public road. Immediate neighbours include a cinema and a restaurant with a multi storey car park close by.

Checklist section	1 st visit	2 nd visit	Score descriptor
1. Care about Appearance	8	7	/10
2. Respect the Community	9	9	/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	41	40	/50

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

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

Executive summary

Site cleanliness is strongly promoted inductions, toolbox talks and posters and there are frequent perimeter inspections. Because of the central location, with nearby food outlets, there is a good deal of non site generated litter: this is dealt with promptly by the site. Where hoardings are used they are of good quality and present a good appearance, especially where planting beds have been installed at the base. On the main pedestrian routes, to and from the station and car park, unlined mesh fencing is used which, although fine, does not make quite so good an impression as the hoardings. As noted on the first visit the liaison with the community is exceptional as is acknowledged in a recent letter from Stockport Council. The site hosts or attends several neighbour / user group meetings and makes significant efforts to both distribute information and obtain feedback from the public. There is a clear policy of being helpful wherever possible, even extending to helping rail passengers with luggage. Environmental procedures remain excellent with monthly inspections. A dashboard tracks waste and carbon footprint performance and the outcomes are well displayed to the workforce and the public. There is a green travel plan and the site has used scaffold boards to make raised flower beds for local allotments. Safety provisions are also excellent: posters invite safety suggestions and "Positive Intervention Certificates" are awarded along with free breakfasts. Students from local colleges have been given safety presentations and presentations have also been given at two local schools. A good level of safety information / signage is displayed on site. The welfare facilities are well looked after and include a TV, vending machines and free wifi. There is a good display of lifestyle / health information and a programme of monthly topics set out in a "Wellbeing Calendar of Events". A Skills Company representative comes to site once a week to assist in the site's promotion of apprenticeships. As on the first visit the overall impression is of a well run site making achievements in all areas of the Code of Considerate Practice.

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

First visit findings and score	8	/10
<p>The site is externally very tidy with clean, neat profiled metal hoardings & professional graphics: external signage is neat & informative & entry to the site is via a gatehouse. There is a jetwash & the tarmac site road was put in early to minimise mud & dust - the adjacent road & public footpaths are clear of mud, litter & obstructions. The gateman carries out daily perimeter litter picks & inspections against a checklist. A section of mesh fencing has been installed to provide public viewing. Site areas are well organised & tidy. Dust is controlled by damping down. Storage of materials & waste is tidily organised, welfare facilities are smart & screened from public view: vehicles & plant cleanliness is on site checklists & workforce appearance is good with dress code & cover-up policy: branded work wear is provided. Site personnel are discouraged from using local facilities in soiled clothes & asked to remove PPE when leaving site: they generally take breaks in the canteen, out of public view. Site cleanliness & order are strongly promoted at induction, in toolbox talks & with notices. An out-of-view smoking area is provided for operatives. There is strong corporate identity with corporate colours, branded workwear & signage. Company values are communicated in a website, public notices, posters, inductions & newsletters.</p>		
Second visit update and score	7	/10
<p>Site cleanliness is strongly promoted in signage and toolbox talks: it is enforced with clean-up notices and sub-contractor charges for main contractor labour. Storage and vehicle movements are now on hard standing but a sweeper remains on call and a jetwash remains in use: dust is managed by damping down from a hose. There are daily perimeter inspections and litter picks in which large quantities of non site generated litter are removed: the gateman carries out checks every hour. An out-of-view e-cigarette smoking area has been provided in addition to the site smoking shelter. Site plant presents a clean appearance (plant appearance might be added to existing checklists). The profiled metal hoarding generally looks really well and has been supplemented in one area with planting beds at the base. Unlined heras fencing panels have been used alongside the pedestrian approach to the station and car park through which the public see stored materials: there is the occasional bent panel but the fencing is generally in good condition.</p>		

2. Respect the Community

First visit findings and score	9	/10
<p>Very informative newsletters are produced & distributed: three to date & they are on the council website - they include site contacts & details of CCS registration. Presentations on the station concourse & at the cinema have been arranged. There are fortnightly meetings with neighbours & close liaison with the local bus company: there are also monthly meetings with the council & local disabled forum & a disabled representative advises on temporary works to footpaths. Deliveries are organised in advance taking into consideration busy periods. The site has created a temporary lay-by for children's drop-off for the swimming pool & has also provided a taxi lay-by for commuters. Site signs provide contractors HO contact information & Ian's 24/7 mobile number. A compliant complaints procedure is in place & inductions & site signage emphasise language/behavioural issues. The site entrance is clearly signed with a gate-man & queue space at the entrance. There is a small amount of parking on site & discounted rates have been agreed at the adjacent multi-storey. Use of local labour & suppliers is monitored against KPIs & a notice board has been provided on the hoarding with advertising material for local traders. The CCS scheme banners, posters & flags are well & prominently presented. Inductions cover CCS & this is reinforced in toolbox talks & notices. Ian has arranged food bank collections on site & nine college student party visits have taken place.</p>		
Second visit update and score	9	/10
<p>The site has recently received a letter from Stockport Council complimenting it on:-</p> <ul style="list-style-type: none"> • Circulation of newsletters for local businesses and residents; • Hosting of monthly tenant meetings to allow exchange of information and address any concerns of the local businesses; • Attendance at user group forums (eg. The Cycle User Group or meeting the taxi drivers via SODA); • Working in partnership with Virgin and NCP to ensure that access is maintained at all times for station customers; • Regular attendance at Stockport Disability Access Forum; and • The open door policy established with local businesses and stakeholders. <p>There are also fortnightly walk-arounds with neighbour groups and an open day has been held. Site staff hand information out to passengers at the train station and distribute a feedback questionnaire: they make an effort to be as helpful as possible, including helping with baggage. A local butty shop's menus are displayed on site. Food collections for a local food bank continue, site staff have taken part in a 10k run for charity and Shopmobility has been sponsored. Use of bad language is highlighted with "Say no to swearing" posters displayed and issuing of yellow cards. The company is very supportive of CCS and directors attend CCS courses.</p>		

3. Protect the Environment

First visit findings and score	8	/10
<p>There is an environmental policy with information displayed on site. Pre-planning involved environmental assessment. Environmental issues are brought up at induction & toolbox talks are given. All excavated material is being re-used on site. General waste is segregated on site with further segregation offsite. Overall waste to landfill is less than 1%. The use of energy, fuel & water are measured / metered & minimised by use of signs, push taps, insulation, thermostats, PIRs, LED lights on the hoardings & early connection to the mains. Rainwater harvesting is not employed. The embodied energy of materials used is assessed & material & personnel travel distances are monitored by the gateman. A CO₂ Calculator is employed to provide an overall carbon footprint picture & both waste recycling & CO₂ statistics are well displayed, in an Environmental Dashboard, on site and to the public at the site entrance. Hazardous materials are stored in a lockable container & fuel is stored in bunded tanks with drip trays & spill kit available. Augered piles were used to reduce vibration and noise levels are monitored. The site cabins were relocated to shield the cinema from site noise. A temporary double silt tank has been installed. Local goodwill environmental initiatives might be considered.</p>		
Second visit update and score	8	/10
<p>There is an environmental co-ordinator and the Site Waste Management Plan is monitored with monthly inspections. Waste management procedures are checked with one skip in ten tracked after leaving site to ensure that it is going to the correct waste destination. A CO₂ dashboard is used and up-to-date carbon footprint and waste information is displayed both on site and to the public. As previously observed, rainwater harvesting is not employed but photo-electric cells are used to control external lighting. Noise surveys were carried out during groundworks and hay bales have been used to control site runoff. A green travel plan is displayed and the site has used 50 scaffold boards to make raised flower beds for local allotments.</p>		

4. Secure everyone's Safety

First visit findings and score	8	/10
<p>Nearest A & E hospital information is displayed with directions. 1st aiders are identified on site & equipment is in place. A Construction Phase H&S plan is in place, with regular audits. Current safety/risk information is provided in inductions, toolbox talks and "morning prayers": feedback forms are distributed to the workforce & discussed in consultation meetings. CSCS cards are recorded and checked on line. All sign in on arrival & visitors are escorted as appropriate. Site rules are displayed. Appropriate PPE is required & is available for visitors. (Toy hard hats are given by the gateman to children viewing the site from the outside.) Safe access is provided & is usable by all abilities with a full time gateman managing traffic. Council CCTV covers the site. There is clearly marked access with good vision. Banksman are used for all manoeuvring & there is a segregated bucket exchange area. Good safety attitudes & behaviour are promoted in inductions. The site is liaising with local schools to arrange safety presentations and/or site visits. Emergency evacuation procedures are in place & practiced. Operatives' safety risk medical conditions are taken at induction. Accidents, near misses etc are recorded & studied. There is a positive intervention policy with a red / yellow / green card system and free breakfasts for good behaviour.</p>		
Second visit update and score	8	/10
<p>A hazard board is in place and a fire drill has been carried out which resulted in changes to the site's alarm system. Posters invite safety suggestions and "Positive Intervention Certificates" are awarded along with free breakfasts. Further ways of personalising the safety message for the workforce might be considered such as individual statements as to why their safety matters. Students from Manchester College and Stockport College have been given safety presentations and presentations have also been given at two local schools. A good level of safety information / signage is displayed on site.</p>		

5. Value their Workforce

First visit findings and score	8	/10
<p>An anti-bullying / harassment policy is displayed & promoted in inductions & posters. Welfare facilities are suitable for use by male & female with access for the mobility impaired. Training is promoted with a matrix covering direct employees: training of trade contractors & the self-employed is monitored. Training includes two toolbox talks per week by every subcontractor. CSCS cards are required & recorded. The employment of apprentices is promoted with KPIs in association with Skills Solutions. There is currently one full time & one part time apprentice on site plus a trainee, & a graduate: the site is also committed to taking on 6 students for periods of 12 to 16 weeks. There is a drugs & alcohol policy & occupational health risks are assessed with advice in posters & toolbox talks: a skin care system is in place & a talk on prostate cancer has been given. The advantages of visiting nurses were discussed. Operatives emergency contact details are stored in the site office. Clean, well maintained welfare facilities are provided with canteen/kitchen, female/disabled toilets, separate drying/changing room, showers, lockers & battery banks. The facilities are cared for by a daily local cleaner against a checklist 4 days a week. "Free Fruit Mondays" are being introduced. There is an Equal Opps/ Diversity & Inclusion Policy in place.</p>		
Second visit update and score	8	/10
<p>The site's first aid room is also available to operatives as a "Contemplation Room": the company promotes a policy of inclusion. The Construction Industry Helpline is displayed as is a sexual assault helpline. Manchester College students have visited the site and site personnel have given presentations at Stockport College and two local schools. A Skills Company (formerly Skills Solutions) representative comes to site once a week to assist in the sites promotion of apprenticeships. An assistant site manager is sponsored through university, work experience has been provided for 11 individuals and there have been 5 apprentices on site.</p> <p>There is a good display of lifestyle / health information covering topics including alcohol, cancer, stress, substance abuse and UV radiation. Monthly topics are highlighted with a "Wellbeing Calendar of Events". The proposed "Free Fruit Mondays" have not yet happened. The canteen has a TV and vending machines: there is free wifi and management distribute free crosswords / puzzles etc. The welfare facilities are attended to by an external cleaner every morning.</p>		

1st Visit score	41	/50
2nd Visit score	40	/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>		
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