

Considerate Constructors Scheme

Monitor's Site Report



Project name	Lancaster University Physics Building				
Contractor name	Eric Wright Construction Ltd				
Onsite contact(s)	Steve Culshaw				
Site ID number	91423	Visit no.	2	Visit date	25/07/2016

Site description, context and location

The works include the refurbishment of the Physics building within the Lancaster university campus. The works take place in a central campus location with operational buildings and teaching facilities immediately adjacent as well as student accommodation and shops on the central spine of the campus close to the site. 2 other projects lie very close to the present works and the accommodation on this site is shared with one of these projects. A number of sensitive research projects are ongoing within occupied parts of the present site

Checklist section	1 st visit	2 nd visit	Score descriptor	
1. Care about Appearance	8	8	/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	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	40	/50	

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

Executive summary

Thanks to the team for accommodating this visit this forms one of a number of visits to the same location for a number of projects over an extended period of time. Overall good to see the continued proactive approach to considering some of the potential improvements identified at earlier visits. The project continues to share accommodation of adjacent much smaller project with many facilities including the accommodation, storage and management shared. The completion date of this project is now delayed for a number of reasons and the impact is currently being evaluated and agreed with the client. In terms of appearance there are few changes and while the project remains very good the same notes are recorded with regard to the workforce ID. A point of note is that part of the compound no longer used by this contractor is in relatively poor condition but could still be associated by virtue of company posters and corporate ID. The present accommodation is of a high standard and the company has now identified further possible enhancements where the suppliers can provide eg LED lighting. Some ideas for community engagement on the campus have been investigated via local charities and community groups with limited response to date. Perhaps with the extended end date it will be possible to follow up on the current contacts. Few changes have been noted in terms of environmental and H&S management but the company systems in place are being well applied. One enhancement has been to improve communication with deliveries which are held in the holding area at the southern end of the campus albeit with the reduced site activity and the campus holiday period that this holding area is little used at present. Good coordination takes place with the client at a weekly communications meeting which looks in part at the impact of various company projects ongoing on the campus. The workforce remains well provided for with a good standard of facilities now enhanced with Wi-Fi, a suitable number of lockers, a TV which broadcasts company messages. Well done another very good visit

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



Project name	Lancaster University Physics Building		
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1. Care about Appearance

<i>First visit findings and score</i>	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 as provided by the university/client. The office units are in the company corporate colours (orange) and are of an enhanced performance and specification compared to former units used by the company. The entrance is signposted from adjacent roads and there is an area defined for deliveries which is accessed from the university perimeter road. The workforce PPE appears to be in good order and all are required to wear Eric Wright branded PPE or that to relate to their own organisation; the PPE on site while all observed to be of a very good standard does not assist in identification of the wearer. Housekeeping and maintaining a tidy site forms part of the site rules and induction, a daily check with company check sheet is used to ensure hoardings are free from graffiti and site areas are maintained. The company has a current campaign regarding housekeeping and appearance. Smoking and toilet facilities are within the compound and are well shielded from students and adjacent buildings. The site has implemented a policy regarding vapour/e-cigarettes such that they are not permitted in open visible areas of the project separate designated areas have been defined both mostly out of sight of the neighbours and public. Roads are clear from mud & debris & a sweeper is used as needed in addition to routine litter picks. External noticeboards are displayed and these were noted as being in good order and suitably maintained. A route to the central spine of the university provided adjacent to the project is clear of debris and well maintained. Viewing areas are provide for the public and thsse are monitored to ensure the site as seen is satisfactory</p>		
<i>Second visit update and score</i>	8	/10
<p>Externally there have been few changes other than some updates of the posters and decoration to the hoarding. These in general are as previously is in good order and free from graffiti. One issue of note is that the northern boundary formed the boundary of a former company compound (cTap) and while not part of the current project carries company materials etc the area is in relatively poor condition as are the associated verges. This area is apparently part now of another contractors compound who have yet to commence on site however by association via the posters still appears to passers by to be managed by the company. The accommodation is unchanged and remains of high quality. The standard of PPE was all acceptable as seen today although the company has decided not to implement a unique ID for the workforce, mainly on the basis of confusion between a number of projects being operated in close proximity, the completion of a number of the other projects in the very near future would appear to remove this consideration. In terms of smoking the company has allocated 2 areas both out of view of the public and university so as to segregate the users of tobacco and vapour products. The workforce were consulted on the policy with regard to the use of vapour products and the policy now in place was developed by the workforce. A contract cleaner maintains the facilities daily and moves between each of the companies projects on the campus in turn, all were seen to be in good order on todays visit. site noticeboards are generally well maintained and in good order. The client has a preference that the workforce wear PPE when using the university facilities on campus to facilitate the identification of contractors should there be an issue while they are offsite</p>		

2. Respect the Community

<i>First visit findings and score</i>	8	/10
<p>Site directions in place from the university entrance, the route around the campus is a one way system. The route has been agreed with the client and includes avoiding certain accesses on preference of the client. Parking is permitted within the university car parks and in designated contractors areas, details are displayed in the site accommodation and at the site entrance. Some of the parking standards are poor and it could beneficial to have some means of contacting drivers by those who might need to have vehicles moved. Contractors are encouraged to use a specific contractors parking area by cheap parking and the provision of a minibus service shared with other Eric Wright sites on campus. Information is provided to the client to distribute via the university website/intranet, limited use of social media directly by the company on this project. The various University departments/buildings adjacent are also informed of progress and likely site activities. A communications meeting takes place with the university with a view to coordinating the various activities on the campus and to identify both sensitive university activities such as graduation, fresher's events etc and those site activities which are potentially disruptive. Contact details for site have been provided and the data on the website confirms the CCS registration. There is limited other community activity on or off campus although there are some examples of goodwill gestures such as material donations. While there has been some interaction with the clients university departments other examples such as school and college visits are limited. There are in combination with other projects some aspects of goodwill under consideration While the company has a chosen business charity consideration could be given to a project such as a site charity or similar. 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 and electric vehicle charging point are available. Various data available which contributes to a green travel plan however there is potential to develop further. 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 at one end of the university for deliveries until vehicles can be accepted on site with drivers phoning forward to be brought on to site. Complaints log is available and is displayed, none to date, some compliments and positive feedback is recorded. 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 weekly/monthly liaison with the client. Some aspects of work in the occupied buildings is sensitive to the ongoing works eg vibration so coordination of activities takes place. CCS performance improvement is undertaken by sharing reports at management meetings and conducting training for managers, a company CCS champion has been appointed and the company are an associate of the CCS scheme. the company is aware of and has apparently used the best practice hub</p>		
<i>Second visit update and score</i>	8	/10
<p>It has not been possible to identify significant contributions to the community on the campus site and there have been no school or college visits conducted. While the company has a chosen business charity consideration could be given to a project such as a site charity or similar. Renewed efforts have been made with direct contact with a number of community groups etc and so far apparently only one response has been received; the company is continuing to investigate other options. More information is now provided in terms of travel options to the project including public transport and cycle schemes. Facilities are available on site for cycle storage and showers are available. The project has access to a charging point for electric vehicles a facility which is shared with one other company site on this campus. A delivery holding area at the south end of the campus has been introduced with drivers phoning ahead to ensure that roads are not blocked by waiting vehicles; means of making contact are now in place. While available the low level of activity on the 2 company sites and the current low level of university occupancy during the holiday period mean that this facility while available is not extensively used at present. Parking arrangements on site are available and are limited but are allocated based on multiple use vehicles such as a mini bus which provides transport to and from a dedicated contractors parking area on the perimeter of the campus. A communications meeting takes place with the university with a view to coordinating the various activities on the campus and to identify both sensitive university activities such as graduation, fresher's events etc and those site activities which are potentially disruptive. At present actiiovty is at a low level due to the holiday period however there have been some university visits by prospective studtns. The company is aware of other adjacent projects in order to be able to facilitate coordination of the various works and other contractors however to date there has been no impact from these projects some of which are yet to commence. Updates on progress are provided for the university to post on the website. The company have identified some potential community/goodwill activities such as supporting a nearby woodland walk. Since the last visit there have been no complaints or negative comments regarding the conduct of the works. The CCS posters and banner are well displayed with up to date information including 24 hour contact details for the project. 24/7 contact details are provided externally on hoardings</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. Environmental information displayed by posters etc to raise awareness of topical items. The daily hazard board identifies environmental as well as health and safety issues and also notes significant events in the university and major deliveries. Ecological surveys and ground investigation reports are available but no related issues have been noted. The main aspects are the visual impact, noise, dust and travel to the project. A key point on this project is the impact on research activities and projects within the occupied buildings this extends to noise and vibration and key services which cannot be interrupted. The proximity of occupied buildings is a key issue and close liaison has taken place re activities and acceptable working times and practices, a communications meeting monthly takes place with the client. 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. The company is considering an approach to mitigating the carbon footprint after all measures to reduce impact have been applied. There are measures to reduce resource usage eg percussion taps, general switch off policy, some travel plans including car sharing. The accommodation units are of an enhanced specification now being used by the company and are noted as being 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 reports are obtained of the offsite disposal of materials. A visit takes place at least monthly by an environmental specialist to advise and monitor environmental performance. Use of alternative energy sources or rainwater has not been implemented. The project is registered with BREEAM and is targeted with an excellent rating based on the client policies.</p>		
Second visit update and score	8	/10
<p>The environmental aspects are reviewed on a regular basis no new aspects have been identified since the first visit. major impacts remain noise and dust in terms of impact on the operations of the university and in particular the proximity of live operational buildings close by. The company report the carbon footprint of the project and data is displayed on noticeboards internally although not externally for public consumption, also as yet consideration is to be given to means of offsetting the residual carbon footprint after applying measures to minimise. The company preference remains to concentrate on minimisation at source. As the accommodation is unchanged the environmental performance is of an enhanced performance and further improvements are apparently being considered including LED lighting; at this time other sources such as use of renewables on site are not under consideration. Encouragement is given to car sharing and cycling to work or use of public transport however given the location public transport alternatives are limited. There is access to a charging point on site for electric vehicles. The onsite works are monitored by an environmental specialist at least monthly as part of a site visit and audit regime. The project operates a site waste plan and has partnered with the companies preferred waste management company. Overall performance records minimal waste sent to landfill and the company have audited this data at the waste management companies facilitates and perhaps more importantly the volume of waste produced is significantly less than identified at the commencement of the project. Noise is monitored routinely on the boundaries at key locations and the works suspended or directed to less disruptive works at key times. No site works or noise are permitted prior to 08.00 due to the proximity of student accommodation. While spill and emergency processes are in place consideration could be given as to how to embed the knowledge of these processes and to test understanding eg practices/drills or other testing</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. The route to the local A&E department is displayed with maps & postcode. All first aid including subcontractors are identified on site. A protected route for students to the central spine area has been provided around the site perimeter. Site emergency equipment is comprehensive but does not extend to a defibrillator. Plant & pedestrian access is segregated at the main entrance. Inspections take place by the site team with at least 2 weekly visits by the company H&S department. A current company campaign regarding housekeeping is monitored by the site team and senior management audits. Company near miss process in place and the outcomes of reports are fed back to the workforce, the numbers of near miss events are low, means to encourage could be considered such as sharing results of such feedback from other projects, you said we did boards etc. A suggestions box is also in place at the sign in point of the entrance to site similar could be considered to encourage feedback from the public and passers-by. Emergency plans are in place and briefed at induction all such plans and drills are co-ordinated with the University. A fire drill is conducted monthly and an assembly point is defined separate from university facilities. The specific university process is followed in the event of an incident whereby university security is advised of the issue as well as contacting the emergency services. An open door policy is in place to encourage workforce feedback. The site boundary is secure with out of hours security via the University full time security including routine patrols and CCTV which is remotely monitored in place. Accidents and incidents are reported, none to date. Weekly briefings are given to all supervisors to cascade to the workforce, and comprehensive noticeboards are displayed. 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 and the TM plan was agreed with the client. First aid personnel recorded and identified by green stickers/high viz ID also posters displayed in the site welfare. The team are aware of the CLOCS initiative and are considering how it can be implemented including raising awareness in the local supply chain. The company drugs and alcohol policy is covered at induction and is displayed on site, the policy is implemented by the monitoring of the site team and backed with random and on cause testing facilities</p>		
Second visit update and score	8	/10
<p>The traffic management plan including one way system around the campus has been agreed with the client including preferred routes on and off of the campus. The holding area while available is little used currently due to reduced deliveries in the current phase of the works and the quiet nature of the university campus out of the main term times. The site entrance is managed with a banksman to guide and direct vehicles on and offsite as well as manage university traffic and those using adjacent footways. The hazard board is in place at the site entrance and is maintained up to date to include H&S and environmental aspects of the days works. The site is secured in the day with a gate man at the entrance. Out of hours the site is secured with the security on campus and CCTV being used to assure the security of the site. The company drug and alcohol policy provides for random and on cause testing although there appears to be some doubt regarding the extent of implementation of the random testing programme. The checks on CSCS cards on entry to site include all visitors and workforce. No accident or incidents have been recorded since the last visit and while some near miss events have been noted these apparently are infrequent and at a low level perhaps more feedback on such events including from other</p>		

projects might encourage the workforce to be more proactive in this regard. The site emergency and first aid equipment is comprehensive but does not currently include a **defibrillator** although details are available of where one is available on campus and the university is happy for site first aid personnel to make use should scuh a need arise. A preference for compliance with FORS and CLOCS is now included in company orders however as yet this is not a company **requirement**

5. Value their **Workforce**

<i>First visit findings and score</i>	8	/10
<p>The welfare is suitable for current site numbers & is maintained in good order being clean & tidy the facilities are shared with the workforce from an adjacent project and account overall for approximately 50 people. It was noted that some workforce were using vans as welfare at break times although discouraged from doing so in the site induction. The University as usual on the campus has allowed use of general and student facilities but request that PPE is not removed eg shops and cafes so that in the event of an issue the person's can readily be identified as a contractor and where they are working (however no personal ID is worn). Separate canteen and drying facilities, showers are provided as are lockers. Male & female facilities are available, the female are locked and available on request. The facilities include free Wi-Fi and a TV is used to display company and corporate messages. CSCS and similar cards recorded including delivery drivers including site visitors. There are currently 5 apprentices or trainees and subcontract orders encourage contractors to engage in the employment of trainees; the company is aware of shared apprentice schemes. Occupational health advice is provided via toolbox talks relating to site tasks, health monitoring is available for direct employees only on a voluntary basis at head office. A wide range of occupational health and health and well being data is provided on site including posters and toolbox talks, recent campaigns have included alcohol over the Christmas period. Medical conditions and prescription medication is recorded at induction and a system of personal tags is used as a record not all on site appeared to be wearing a tag. Formal workforce consultation is in place to feedback at toolbox talks with recent example as per an adjacent project concerning e-cigarettes. 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 from the adjacent walkways; the project has in place arrangements for those unable to negotiate the steps for use of meeting facilities and welfare in adjacent client facilities. While no specific requirements have been identified to date provision can be made on site for those who might have specific cultural or religious needs. Information regarding services and facilities on campus have been identified and are passed to the workforce. The company is considering and approach to monitoring the legitimacy of workforce employment (see recent CCS hub and recent construction professional CIOB magazine)</p>		
<i>Second visit update and score</i>	8	/10
<p>The facilitates in the welfare include access to free open Wi-Fi and a TV used to broadcast topical messages and information for the project; the landing page of the wifi could also be used for corporate messages and campaigns. The current facilities include lockers which are sufficient to provide for the entire workforce. Access to site and the offices is generally good but not of an accessible nature suitable for all – other arrangements would be available if the need arose. Male and female facilities are in place. Occupational health information is extensively displayed and is of a good quality and strategically placed such as in the designated smoking area. The current campaign concerns substance abuse. The company provides occupational health support including private medical care and occupational health screening for direct employees however this does not extend to contractors or others on site and nor is there a visiting advisor to provide such information to the workforce independently of the site management team. A range of apprentices and trainees have been employed on site and some work experience projects are ongoing. The company has actively engaged with the CITB initiative “Go Construct” to promote and advertise construction industry opportunities. Medical data is recorded at induction and some of the workforce wear personal tags with this data available in emergency. Discussed how the business assures the legitimacy of employment and currently processes are in place for both directly employed and contractors, while facilities are available to conduct random checks there have been none to date at this location</p>		
1st Visit score	40	/50
2nd Visit score	40	/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.*