

# Considerate Constructors Scheme

## Monitor's Site Report



<b>Project name</b>	Derian House, Donation Centre		
<b>Contractor name</b>	Eric Wright Construction Ltd		
<b>Onsite contact(s)</b>	John Watt		
<b>Site ID number</b>	94049	<b>Visit no.</b>	1
		<b>Visit date</b>	13/05/2016

### Site description, context and location

New build project to create a donation sorting centre, bistro, 1<sup>st</sup> floor offices and meeting rooms at Derian House Children's Hospice. The hospice is located in Astley Village near Chorley. The construction site is at the rear of the existing main building and has minimal visual impact on visitors to the hospice. Site access is via the main hospice entrance and traffic is limited to essential deliveries, which are escorted onto the works footprint.

Checklist section	Category score		Score descriptor
1. Care about <b>Appearance</b>	7	/10	1 Gross Failure
2. Respect the <b>Community</b>	7	/10	2 Failure
3. Protect the <b>Environment</b>	6	/10	3 Major non compliance
4. Secure everyone's <b>Safety</b>	7	/10	4 Minor non compliance
5. Value their <b>Workforce</b>	6	/10	5 Compliance
<b>Total score</b>	<b>33</b>	<b>/50</b>	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](http://www.ccscheme.org.uk)

### Executive summary

The site visit was accompanied by John Watt, Site Manager representing Eric Wright Construction Limited.

The 36 week contract started in April 2016 and John has been on site for the past 4 weeks.

First impression is that this is a very well managed site, properly organised and projecting a positive impression of the industry. It is accepted that the on-site set up is minimal, commensurate with a transient type. The respect and sensitivity shown towards the surroundings is very evident.

At the time of the visit the works were 'out of the ground' and the block and beam floor slab construction was complete.

The project is not listed on the company website. The contractor is a long-time supporter of the hospice.

There are good examples that the site is working to industry best practice.

Sound relationships have been built with the staff of Derian House.

The location means that the contractor's presence is inevitably 'low key' and there are no real opportunities for community engagement on a larger scale, however, any opportunity to promote the project, the contractor & the industry should not be overlooked.

John showed a good awareness of the expectations of CCS registration and was keen to show how the requirements of the CCS Code of Practice are being met. It was explained that this visit will be done using the 2016 checklist.

Stakeholder engagement appears to be well managed and an initial newsletter has been issued.

Visitors are asked to sign in and out.

The site enclosure comprises a mix of open mesh, Heras type panels and solid metal hoarding panels visually appropriate and properly erected and maintained. The solid hoardings facing the existing hospice building have been painted with bright decorative artwork to soften the impact.

The CC Scheme is well covered in the site literature and the induction format. The scheme banner is prominently displayed. The scheme posters show the detail of the previous SM. John is in the process of ordering replacements to include his contact details.

Perhaps more reference could have been made to the scheme's 'spotlight on' initiatives re topical issue(s) currently being promoted on the website.

Overall a very good visit and made to feel very welcome on the day.

### 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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<b>1. Care about Appearance</b>	<b>7</b>	<b>/10</b>
<p>Due to its location the site is not readily visible to the passing public or any residential neighbours. With a site of this nature it is difficult to strike a balance between promoting the company's corporate identity and drawing too much attention to the work site. First impression is that this is a very well managed site, organised and projecting a positive impression of the industry. It is accepted that the on-site set up is minimal, commensurate with a transient type / short term project. The respect and sensitivity shown towards the surroundings is very evident. However, any opportunity to promote the project, the contractor &amp; the industry should not be overlooked and <b>it may be worth considering making a quality statement</b> on entering the site. A tailored / bespoke 'shop front' image sign would go a long way in achieving this. The site footprint is space constrained but is well presented. A road sweeper has not been required. The site enclosure comprises a mix of open mesh, Heras type panels and solid metal hoarding panels visually appropriate and properly erected and maintained. The solid hoardings face the existing hospice building and have been painted with bright decorative artwork to soften the impact. Regular site perimeter inspections are carried out. There is a simple TM plan in place and on-site parking is limited to two visitor spaces. Operatives park on street, which appears to work well. Material call off is managed sensibly. The site cabins are single stacked with adequate walkways around their footprint. There is a no smoking policy on any part of the 'live' site and operatives are expected to use discretion to avoid any negative image issues. <b>This needs to be monitored.</b> There have been no vandalism or nuisance graffiti issues to date. Work areas and facilities appeared clean and well organised. Tick sheets <b>could be displayed</b> to show the cleaning rota. Site cleanliness and expected standards of appearance (dress code) is covered in the site induction. Supply chain plant and equipment was minimal at the time of the visit.</p>		
<b>2. Respect the Community</b>	<b>7</b>	<b>/10</b>
<p>Key stakeholders have been notified about the work by initial newsletter (includes CCS information) and are updated personally by the SM on site activities and progress. The site has only limited impact but protocols have been established to ensure that access and egress is managed to minimise disruption to the hospice. There are few opportunities regarding local community engagement. Due to the potentially sensitive location suppliers are given delivery route instructions and there is an advanced way finder sign on the road leading up to the working site. Perhaps more could be done <b>to effectively display the CCS poster on entering the site.</b> The site is using local labour &amp; suppliers with obvious advantages. There are examples that the site is making goodwill gestures. There have been no complaints to date. Verbal compliments have been received, <b>which should be recorded.</b> Awareness was shown to the scheme's 'spotlight on' initiatives and the Best Practice Hub, <b>but perhaps more reference</b> could have been made. Normal working hours apply and plant 'start up' times are respected. A tailored, structured corporate responsibility and sustainability action plan specifically for the site &amp; linked to the company's CSR values <b>could be developed &amp; demonstrated</b> at next visit. There were no apprentices on site at the time of the visit. Albeit the size is small in nature <b>more clarity will be sought</b> at the next visit re targets set / actual performance for % local spend &amp; employment within the local economy &amp; if there is any opportunity for an apprentice placement at any point in the project cycle. The CC Scheme is well covered in the site literature and the induction format. <b>No contact has been made</b> with any colleges re vocational work experience opportunities. Going forward there are no significantly disruptive service connections to be made. The site management and workforce are respectful of the surroundings and works cease when the need arises.</p>		
<b>3. Protect the Environment</b>	<b>6</b>	<b>/10</b>
<p>A tailored SWMP is in place as part of best practice. There are no specific environmental issues on the site. Measures are in place to protect nearby mature trees. Energy saving measures appear to be in line with good housekeeping but <b>no targets have been set as yet.</b> Carbon footprint measurement is managed at HO level. Local labour and suppliers are being used as far as possible with obvious advantages. Public transport is not an option but car / van sharing is encouraged. Company environmental policy is displayed. Environmental incident response procedures aligned with company standards and are communicated at induction. Little waste generated by the site. Carbon monitoring to Defra guidelines forms part of the monthly reporting to meet the company's ISO 14001 requirements. The site establishment is served by temporary generator and &amp; integral septic foul tank. Hot / cold water for washing is readily available and there is a wholesome supply of potable water (drinking fountain). Reference to environmental issues made at the site induction. Monthly environmental performance figures are/will be fed back by the waste management company into the company's environmental objectives under ISO 14001. <b>Consideration could be given</b> to displaying summary performance figures for both site and public viewing. The site has one mixed skip at any one time. As noted above, <b>not clear regarding specific environmental / carbon footprint performance targets</b> set for the site. Welfare waste is segregated. No fuel is stored on site. Project is being delivered under WRAP. There have been few opportunities for recycling on the project.</p>		
<b>4. Secure everyone's Safety</b>	<b>7</b>	<b>/10</b>
<p>The construction phase H&amp;S plan is updated and reviewed regularly by the SM. Visitors can park adjacent the site cabins / compound. There is a signing in procedure. Accidents/types/causes are all recorded. No minor incidents recorded to date. Site safety inspections/ audits and toolbox talks are carried out regularly. Emergency evacuation /fire strategy &amp; evacuation procedures are in place. 'Open' site at present and no drills practised to date. Permit &amp; RAMS systems are in force. Copy of the F10 form is displayed. The site boundary <b>could show more hazard signs</b> to inform the public. Workforce is encouraged to provide feedback on any areas of concern and site encourages near miss reporting. Overall cleanliness of the site reflects the approach to safety. Delivery vehicles are escorted at all times when approaching / leaving the site boundary. Regular safety briefings are a feature of the site. First aid kit is in place &amp; first aider's clearly identified. No safety incentives are in place. Some company SHE alert posters are displayed to promote safety awareness. The expected standards regarding behavioural H&amp;S practice are communicated regularly. CSCS cards are mandatory for operatives. <b>Perhaps more reference</b> could have been made to the scheme's 'spotlight on' initiatives. Good awareness shown re FORS. Route to A&amp;E displayed. Limited supply of visitor PPE is available on request. No out of hours security is in place and no CCTV. Drugs and alcohol policy is communicated at induction.</p>		

<b>5. Value their Workforce</b>	<b>6</b>	<b>/10</b>
<p>The average number on the project is 6, which allows the SM to maintain daily contact with everyone working on site to encourage suggestions and deal with issues/concerns at source. The SM is a trained first aider and subcontractor first aiders are recorded where applicable. Operative's skills, medical conditions are recorded. Training is generally limited to tool box talks on topics that are relevant to current activities for those on site. It is understood that the company <b>does not provide</b> basic occupational health to all operatives; however, some simple no-cost options are being considered i.e. monthly occupational poster campaigns for sites. The fully compliant site canteen / welfare unit has been set up commensurately with the occupancy levels and is considered adequately sized and equipped for the small workforce. There is a supply of wholesome water readily available for hand washing / drinking and there is the expected level of appliances in the site office. The facilities are located as close as practicably possible to the work area. No offensive material is on view. Site behaviour is covered in the induction. The site / company do operate a 100% CSCS card policy. Additional facilities on site <b>appear limited</b>, which is understandable given the low occupancy levels and commensurate set up. <b>Perhaps a wider range of general health information posters</b> could be displayed No apprentices have been on site to date. <b>Perhaps more reference could have been made</b> to the CCS Best Practice Hub. Company Quality Management System is to ISO 9001 accreditation level. Equal ops / diversity policy in place and open door policy encouraged. Site is aligning to the CITB 'Be Fair' framework to demonstrate a commitment to address unfair practises and inequalities. Control / monitoring of illegal workers tend to be managed at HO via supply chain appointments.</p>		

<b>Overall score</b>	<b>33</b>	<b>/50</b>
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*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.*