

Considerate Constructors Scheme

Monitor's Site Report



Project name	Unity Community School				
Contractor name	Eric Wright Construction Ltd				
Onsite contact(s)	Dominic Gallagher				
Site ID number	94051	Visit no.	2	Visit date	11/07/2016

Site description, context and location

The project is the construction of a new school as an extension of an existing community hall. Before starting on the main build initial works were done inside the hall to prepare it for a first intake of children. The site was a rectangle of open land between two parallel residential streets not far from a very busy arterial road into Manchester City Centre. There is a scout hut next door to the site set up. The contract is design and build. Contact with the community is a sensitive issue lead by the Client.

Checklist section	1 st visit	2 nd visit	Score descriptor	
1. Care about Appearance	8	8	/10	1 Gross Failure
2. Respect the Community	7	7	/10	2 Failure
3. Protect the Environment	7	8	/10	3 Major non compliance
4. Secure everyone's Safety	8	8	/10	4 Minor non compliance
5. Value their Workforce	8	8	/10	5 Compliance
Total score	38	39	/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 site continues to look very professional and well managed. The appearance and the signage around the entrance give some insight into Company values. The audience and opportunities to promote the industry in general have been limited.

Great consideration is being given to the public; neighbours who are particularly disturbed by the works are kept informed and impacts minimised. The Scheme is well advertised at the site; the wider team should be encouraged to help to actively promote the standards it represents. The goodwill opportunities to support the community also need to be coordinated with the client's work and the school itself now seems the obvious focus for some help.

The school grounds also seem to be the most promising chance to make goodwill additions to the local natural environment.

The team are aiming for high levels of safety performance. Excellent systems and a safe culture seem to be in place.

A decent working environment is being provided and there is a clear commitment to respect, support and fair treatment. Personal development and general well-being is encouraged.

Thanks again to Dominic and Joanna for their time and hospitality.

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	Unity Community School		
Site ID number	94051	Visit no.	2
		Visit date	11/07/2016

1. Care about Appearance

First visit findings and score	8	/10
First impressions are that the site presents a very positive image of the industry. Getting the permanent fencing in early has provided an excellent looking enclosure. The approach was clean and tidy; perimeter inspection, litter pick and road wash are done each day. Any vandalism/graffiti is addressed immediately. The site itself also looks very well organised and tidy and plant looks in decent condition. The toilets are away from direct public view but tidy anyway. The workforce are expected to keep the welfare and their work area clean and tidy; reminded by signage and toolbox talks. The induction includes an onsite dress code and guidance on offsite appearance. A smoking shelter is located out of public view and e-smokers are directed to use another discrete area. The corporate branding is prominent and gives a positive impression. The company website and pieces on social media present an insight into the Company values. There may be some scope to convey those values as part of the entrance signage.		
Second visit update and score	8	/10
The site continues to look excellent, particularly around the entrance. It was noted that the branded debris netting is starting to look very tired ; it was very effective at the first visit. More signage has been added at the entrance giving more about the considerate efforts being made. The site is not in a prominent location but is a newsworthy project so any further chances that presents should be taken to promote the construction industry in publicity.		

2. Respect the Community

First visit findings and score	7	/10
Pre start a letter drop went to those directly affected by the works. Works are only done in sociable hours, as allowed by the Planning Permission. Regular newsletters are circulated to give progress updates and letters will be done to give advance notice of any disruptive works. Perhaps both could also displayed at the site frontage. Ensure that 24/7 contact information is displayed (in addition to CCS poster). The site inductions include the need to be sensitive, courteous and helpful to neighbours. Potentially noisy construction methods have been avoided. Deliveries are timed and generally restricted in size. There is sufficient parking for operatives on site. The site has done goodwill works for the local school and immediate neighbours. Comments and complaints would be recorded. Operatives are encouraged to use the local shops. Trade suppliers, contractors and labour are mostly from the region; the Company have a kpi for that. There is time for the project team to actively support local community events and to develop contact with the scouts and/or local schools to promote site safety and to give the children/students a positive and lively insight into the industry. The CCS banner, poster and flag are displayed in prominent positions. Scheme posters are displayed on site and it is explained at inductions. Consider using the CCS Operative's Video as the basis for a toolbox talk to reinforce their understanding of The Scheme, and how they can help to improve its image. Find ways to convey to the public the benefits of Scheme registration. Nothing was noted yet of the consultants helping the site with goodwill works.		
Second visit update and score	7	/10
Progress information and advance warnings of disruptive works are now displayed at the site entrance. Goodwill window cleaning offered to 17 houses every fortnight. Some contact with the local schools has been raising awareness of the industry. Dominic confirmed that the Operative's video is now being shown as a toolbox talk and everyone involved is now well informed about The Scheme. There is therefore still scope for the operatives and the consultants to be taking the initiative to actively help the site to improve the image of the industry, encourage and help people to join it, and educate the general public about the high standards The Scheme represents.		

3. Protect the Environment

First visit findings and score	7	/10
The Company environmental policy is displayed and explained at inductions. Site specific information is included from the site's environmental plan. The plan is regularly audited. Incident procedures are in place with spill kits located near risk areas. The issues are prominently displayed on site. Find ways to promote headline efforts and achievements to the general public. Waste has been reduced by design and the rest is segregated on site. It has been possible to keep and reuse soil on site. Water use is monitored and reduced by push taps but no rainwater harvesting yet. Energy use is checked and controlled by timers and PIRs with sensible use promoted by signs. The site is measuring and reporting its carbon footprint. It is being reduced by cabins being energy efficient models, promotion of car sharing and use of local suppliers. The impact of vibration, air and noise pollution are being minimised by timing of works and the choice of method and equipment. The only existing ecology of note is knotweed; which is being dealt with. The removal of a tree generated logs and bark that the school are using. There may be local opportunities to make some goodwill additions to the natural environment.		
Second visit update and score	8	/10
Some environmental information is posted outside the entrance and the Company website gives a very good insight into its targets for reduction of Carbon use and comprehensive green travel is being provided to all sites. Some rainwater harvesting has now been done on site. Nothing yet was noted of any more voluntary additions to the local natural environment , although soft landscaping on the site promises to present a few opportunities.		

4. Secure everyone's Safety

<i>First visit findings and score</i>	8	/10
<p>Safety systems are in place with controlled site access and everyone signing in and out. There is a defined route to the cabins and risk information and PPE requirements prominently displayed. First aiders are introduced at inductions and maps to A&E displayed. A defibrillator is to hand. Visitors could be asked to declare any relevant medical details. The site safety plan is regularly audited and updated as necessary. Vehicle movements at the entrance and on site are monitored and aided by gateman. The only risk activity outside the site enclosure seems likely to be utility works. Way beyond site the safety of cyclists etc. could be promoted by expecting / encouraging suppliers to have vehicles and driver training to FORS/CLOCS standards and recommendations. Everyone is encouraged to make 'positive interventions'; reporting hazards and near misses. Incidents would be analysed immediately and changes and retraining done as necessary. The inductions are site specific and the workforce is fully involved in establishing their work method, and required to regularly review it. The drugs and alcohol policy is noted at induction. Fresh information is presented on a hazard board. Rewards are given each month as recognition of particular contributions to site safety. Industry visitors could be expected / encouraged to have CSCS cards to confirm their awareness of site safety.</p>		
<i>Second visit update and score</i>	8	/10
<p>The safety systems on site continue to appear excellent and no injuries have been reported. Perhaps more focus could be on visitors; such as requiring professional visitors to have CSCS cards to confirm they are up to date with current best practice and giving all visitors key information and encouraging them to declare any medical details. Supply orders now include promoting awareness of FORS/CLOCS. There is scope for looking beyond site to influence improvements in road safety; particularly with respect to the risks to cyclists by construction HGVs (see examples on CCS Hub).</p>		

5. Value their Workforce

<i>First visit findings and score</i>	8	/10
<p>An equality and diversity policy is included at induction and key issues are promoted by posters. The site manager has an open door policy to encourage direct feedback and would not tolerate any bullying or inappropriate language. There is some provision for a diverse workforce; a separate toilet is available for female operatives or visitors. Direct employees are offered update and advancement training. Ensure that supply chain companies are similarly promoting the personal development of their staff. CSCS and other skills cards are copied at inductions and checked as genuine. Employees are checked as legitimate at recruitment and supply chain companies required to do likewise; including security. The project has a kpi for apprentices. The Company takes on apprentices and encourages its supply chain to do too. Emergency contact details and notable medical conditions are recorded at inductions; and readily available to first aiders. Occupational health risks are identified and addressed by posters and toolbox talks. Healthy lifestyle advice is given by talks, posters and leaflets. The focus is regularly changed to keep it fresh. Issues covered include diet, mental health, fatigue, stress and smoking. Suitable hygienic welfare facilities are close to the works; maintained each day by a local cleaner. They include changing drying room, canteen and toilets. Additional facilities include showers and wi-fi connection. Everyone has access to confidential advice on financial matters and other counselling. Consider promoting visits to site to give people who may consider joining it an insight into the excellent working conditions available in the modern industry. The site should consider making best practice contributions to the CCS Hub.</p>		
<i>Second visit update and score</i>	8	/10
<p>The working conditions and support for workers are excellent and Dominic reported how they are planning to hold a general health roadshow on site. Joanna reported that the Company HR team have introduced systematic checking procedures to confirm the legitimacy of workers. Communicating that to the public could be part of getting more people to realise that there are opportunities for them in the industry. The site should be able to find some best practice contributions to offer to the CCS Hub.</p>		

1st Visit score	38	/50
2nd Visit score	39	/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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