

Considerate Constructors Scheme

Monitor's Site Report



Project name	Islington Wharf Phase 2				
Contractor name	Eric Wright Construction Ltd				
Onsite contact(s)	Adam Pickford				
Site ID number	96790	Visit no.	1	Visit date	22/08/2016

Site description, context and location

The project is quite unusual. It is a major reconstruction of low rise residential properties completed only 2 years ago. The reconstruction work has expanded as numerous other defects have been uncovered. All of the residents have been moved out and the building gutted and stripped of its facing brick. The only remaining occupants are an architect's office located at one end on the ground floor.

The site is located in New Islington; a regeneration area on the edge of Manchester City Centre. The site is roughly rectangular; its main feature being that it runs right alongside a canal basin, the opposite side of the site is a cul de sac leading to a converted Canal building. The cul de sac roadway has been closed to be used as part of the site. The end of the site abuts a wide but fairly quiet road into the regeneration district. The whole site is some way from other occupied properties but overlooked by one residential block in particular. The main site compound is on a vacant site next to that block and fronting a busy main road.

Checklist section	Category score		Score descriptor
1. Care about Appearance	7	/10	1 Gross Failure
2. Respect the Community	7	/10	2 Failure
3. Protect the Environment	7	/10	3 Major non compliance
4. Secure everyone's Safety	8	/10	4 Minor non compliance
5. Value their Workforce	8	/10	5 Compliance
Total score	37	/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 appears professional and well managed. The external appearance is well maintained and the site itself is orderly. The prominence of the site makes it a great opportunity to actively promote a positive image of the industry to the passing public.

Sadly the displaced residents have been given a very poor experience of the industry but Adam is clearly determined to leave them with a positive impression of his side of it by giving them the utmost consideration. There are plans for engagement with the community and scope for more active promotion of the benefits of registration with The Scheme.

The environment is being protected and waste and energy use is monitored. Promotion of their efforts will give the public an insight into industry best practice. The site plans to finish the project by tidying up the natural canal side setting.

The highest levels of safety performance are being attained. Constant improvements are being sought and a safe culture established.

A supportive and caring working environment is being provided. There is a clear commitment to respect, support and fair treatment. Personal development and general well-being is promoted. The working conditions are excellent.

Thanks again to Adam and Matthew (Evans) for their time and hospitality.

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Monitor's Site Report - Detailed summary of findings



Project name	Islington Wharf Phase 2		
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1. Care about Appearance	7	/10
<p>First impressions are that the site presents a positive image of the industry. The solid panel site enclosure is clean and smart. The approach and perimeter were clean and clear. A daily perimeter fence inspection and litter pick is done. Any vandalism/graffiti would be addressed immediately. A regular road sweep is done. The site itself appears well organised and reasonably. Given the high level views of the site it would be appropriate to regularly checked those to ensure that the intended impression is being maintained. Plant looks well maintained. 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. The induction includes an onsite dress code and guidance on offsite appearance. A smoking shelter is located out of public view but perhaps would be better placed away from the initial route that visitors take to the site office. Help and encourage e-smokers who are trying to give up smoking. The corporate branding gives a positive impression but the prominent position is a great opportunity to explicitly promote the Company's values; perhaps similar to the way that is done online.</p>		
2. Respect the Community	7	/10
<p>Pre start a letter drop went to those affected by the works and meetings were held with the residents who have been displaced. Works are only done in sociable hours. Regular newsletters are being done to give progress updates and advance notices of any disruptive works circulated. Consider displaying those on the boundary to inform passing pedestrians. 24/7 contact information is included and given on other signs. Deliveries are timed. Operatives are directed to park in the site compound. Comments and complaints are recorded and remedial actions tracked. The Site Manager is in regular personal contact some of the neighbours. Operatives use the local shops and trade suppliers, contractors and labour are all from the region. The site has become an active supporter of local community events. The site plans to do site safety talks at the local schools. Ironically the site presents a potentially very valuable lesson to everyone in the industry about what can go wrong so it would be great to facilitate visits by construction students and design professionals. CCS signage is displayed around the site enclosure. Scheme posters are displayed on site and it is explained at inductions. Consider using the Operative's video to expand their understanding of The Scheme and to encourage them to actively help to transform the image of the industry. Similarly try to improve public understanding of the scheme, perhaps by displaying CCS star rating poster. Encourage supply chain companies to think about becoming Company members of The Scheme. The Consultants are providing work experience; they could help the site to give local children a positive and lively insight into the industry.</p>		
3. Protect the Environment	7	/10
<p>The Company environmental policy is displayed and explained at inductions. Site specific information is included from the site's environmental plan. As much as possible of the items removed in the strip out has been given to local charities. Mains water use is monitored and reduced by push taps. Energy use is checked and controlled by some automation and sensible use. The site is measuring and reporting its carbon footprint. Local suppliers are used as far as possible and it is being reduced by promotion of car choice, shared journeys and use of public transport. The cabins are energy efficient models and the supply chain companies are required to use the same ones. The impact of vibration, air and noise pollution are being minimised by timing of works and the choice of method and equipment. The canal is being well protected and the site plan to make clearing it of debris one of their contributions to the local natural environment. Find ways to promote headline efforts and achievements to the general public as part of challenging negative assumptions about the industry.</p>		
4. Secure everyone's Safety	8	/10
<p>Safety systems are in place with controlled site access and everyone signing in and out. Risk information and PPE requirements are prominently displayed. First aiders are introduced at inductions and maps to A&E available. There is no defibrillator on site but one is available at the medical centre/pharmacy across the road. The site safety plan is regularly audited. A fire plan is in place with full detection system (the timber frame is now exposed). The main activity outside the site enclosure is vehicle movements so they are aided by banksmen. Beyond that the safety of cyclists etc. could be promoted by expecting/encouraging suppliers to have vehicles and driver training to FORS/CLOCS standards and recommendations. (See CCS Hub for other cycle safety initiatives that might be adopted). Consultation meetings are held to engage operatives in finding ways to improve safety. Everyone is encouraged to report hazards and near misses. Incidents would be analysed immediately. The inductions are site specific and the workforce is fully involved in establishing their work method. The drugs and alcohol policy is noted at induction and may be enforced by testing. Fresh information is presented on a hazard board. Operatives are expected to display a positive attitude to constantly improving safety. Industry visitors could be expected/encouraged to have CSCS cards to confirm their awareness of site safety.</p>		
5. Value their Workforce	8	/10
<p>Aspects of the equality and diversity policy are included at induction. 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 have regular reviews and are offered advancement training. CSCS and other skills cards are copied at inductions and checked as genuine. Employees are checked as legitimate at recruitment. Ensure that supply chain companies are likewise following government guidance on illegal workers. The Company directly campaigns on its website for new people to join the industry. It takes a number of apprentices each year and other short term work experience placements are made available. Emergency contact details and notable medical conditions are recorded at inductions. Occupational health risks are addressed by posters and toolbox talks. Healthy lifestyle advice is given by talks, posters and leaflets. A nurse at HQ offers basic health checks. Suitable hygienic welfare facilities are close to the works. They include changing drying room, canteen and toilets and storage cages. The whole is cleaned every day by a visiting cleaner. Additional facilities on offer are shower and wi-fi connection. The site could make a number of best practice contributions to the CCS Hub.</p>		

Overall score	37	/50
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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.