

Considerate Constructors Scheme

Monitor's Site Report



Project name	Teanlowe Centre Refurbishment				
Contractor name	Eric Wright Construction Ltd				
Onsite contact(s)	Richard Wright				
Site ID number	78764	Visit no.	2	Visit date	14/10/2014

Site description, context and location

Phased refurbishment of existing town centre shopping centre with a further major addition of a new supermarket including redevelopment of car parking area. Refurbishment of shopping centre being undertaken whilst centre remains open to public. Site is located in the very centre of the town with front elevation opening onto pedestrianized town square and with rear access via public car park. Site offices and welfare facilities have recently relocated to remote area close to site, demolition and alterations to public car park areas are now in progress after work on site was disrupted for 4 weeks due to discovery of asbestos.

Checklist section	1 st visit	2 nd visit	Score descriptor	
1. Care about Appearance	7	8	/10	1 Gross Failure
2. Respect the Community	8	9	/10	2 Failure
3. Protect the Environment	6	8	/10	3 Major non compliance
4. Secure everyone's Safety	7	8	/10	4 Minor non compliance
5. Value their Workforce	7	8	/10	5 Compliance
Total score	35	41	/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

This is an excellent site and it is immediately apparent that the comments and suggestions made in the previous report have been given serious consideration and a significant effort made to meet all aspects of the schemes requirements particularly regarding community involvement. Care about Appearance is excellent with the site presenting a very positive professional image of construction. Respect the Community is exceptional with a very significant effort being made to ensure the site interacts in a very positive professional and caring manner with a very wide section of the community. Protecting the Environment is excellent with communication with the public being established and a positive contribution to the natural environment being started. Securing Everyone's safety is excellent with an initiative running to promote cycle safety to drivers. Valuing the Workforce is also excellent with site now having a good display of appropriate posters.

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.

Monitor name	John Wilcock MSc
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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	7	/10
<p>External appearance of site is acceptable given that at the refurbishment stage contractor is working in numerous areas around the shopping centre and cannot present a uniform continuous hoarding and hoardings in use are a mixture of solid steel panel, timber etc. signage is acceptable and gives appropriate information but there is room for improvement as will no doubt occur when the major works occur. There is very limited storage space and consequently deliveries are JIT and moved immediately to work area. Appearance of the workforce is very good they are all in main contractor branded PPE which must be removed in public areas. Litter is removed as work progresses and cleaning of public areas is undertaken daily by client and SM and supervisor are in charge of deliveries and skips. Cleanliness and housekeeping are induction items and supported by supervision. Smoking is in shared delivery area which is area used by shop workers, however it would be beneficial to designate a specific area which is out of public view and preferably covered. Company values are promoted by website, induction and signage but there is opportunity to improve</p>		
Second visit update and score	8	/10
<p>External appearance of the site is excellent with site offices and demolition areas fully enclosed in solid hoardings in company colours and work to car park areas fully enclosed in Heras fencing, signage is very clear both at site entrance and on public roads. Site areas visible to the public appear clean and tidy and office/welfare areas are clean and litter free with materials and plant being stored in work areas. Appearance of operatives is good and a dress code is in operation and all operatives wear branded PPE. There is a daily fence inspection and all litter on and off site is removed, car park and adjacent roads are swept every other day to ensure they are clean and free from mud. There is a designated covered smoking area that is out of public view with displays of appropriate information. Company values are promoted by company newsletter and monthly site bulletins, however if newsletter could be displayed on site boundary this might further promote company values.</p>		

2. Respect the Community

First visit findings and score	8	/10
<p>There has been an initial letter drop to all shops within centre and to all neighbours on perimeter of site, there is daily contact with centre manager and regular informal contact with staff of the shops, which is appropriate to the work undertaken to date. Parking is on the 2 public pay and display car parks adjacent to the site and sub-contractors are all made aware of this prior to starting. Unloading is in the delivery area which is also shared with all the shops, deliveries are required to ring ahead to ensure they are met and offsite TMP is in place. 40% of labour is local to the area with local suppliers and sub-contractors being used where possible. There has been contact with local agency specialising in supporting local unemployed people and there is a clear plan for engaging with local community group and local schools. Sub-contractors are requested prior to starting to ensure their labour is suitable for working in close contact with the public, in addition language, behaviour, courtesy etc. are specifically stressed at induction and operatives given details of CCS. Quality, Safety and Environmental Manager is responsible for the scheme and attends all meetings to support SM. There is a plan in place to donate equipment to a local park to ensure a positive impression.</p>		
Second visit update and score	9	/10
<p>Two further newsletters have been distributed to 180 neighbours and interested parties by contractor and client, very regular close contact has continued with all existing retailers to ensure the very minimum disruption caused. Labour from immediate area remains at 40% of total site employment and local suppliers are used wherever possible and contact has been made with nearby community centre and primary school. Project Manager has given careers talk to 80 students from local FE/HE College, and materials donated to Construction Dept. and very positive support has been given to local charity through donations and sponsorship of Rotary Club event. To support local retailer's site undertook a considerable amount of out of hours working and provided significant additional temporary works as a goodwill gesture. In addition the site organised and undertook in a caring and considerate manner all work of relocation and resettlement of an elderly resident. A temporary bus shelter and seating has also been provided at the request of the public to the temporary bus stop adjoining site.</p>		

3. Protect the Environment

First visit findings and score	6	/10
<p>Environmental issues are identified prior to start by hazard identification and also environmental report any issues are reported in site file and communicated to workforce via toolbox talks, currently no means of communicating with public although a notice board is planned. SWMP in place and targets set, there are segregated skips in use and site currently recycles 100% and report is displayed for operative's information. All demolition/alteration work undertaken to date has been in enclosed shop units and carried out by hand, ceiling work to public areas has been undertaken at night when centre closed. Currently use of existing building for welfare and office facilities minimises use of natural resources on a temporary basis and carbon footprint is calculated monthly. A means of making a positive contribution to the natural environment has yet to be identified.</p>		
Second visit update and score	8	/10
<p>Environmental advisor visits site every 2 weeks and monitors work and advises site team and workforce informed by toolbox talks and public via newsletter, all trees on site are fenced and bird boxes have been positioned in nearby trees. Refuelling is undertaken in designated area with drip tray and spill kit. SWMP in place and WRAP reporting in place, 92% recycling is being achieved on demolition work and 100% recycling is achieved on shopping centre area with reports displayed on notice boards and in newsletter. Dust suppression measures are in place and noise monitoring is undertaken every 2 weeks and when noisy operations in progress, work programme has also been significantly altered to reduce impact of operations on retailers and general public. PIR's and push taps in use, site lighting is light sensitive and also on a timer to ensure it only operates when required, company has a sustainable buying policy and carbon footprint is calculated every month. A positive contribution is being made to the natural environment by site participating in "Poulton in Bloom" competition, company/site supporting wildlife trust with additional initiative being planned.</p>		

4. Secure everyone's Safety

First visit findings and score	7	/10
First aiders and location of nearest hospital identified at induction but not on notice board , first aiders including sub-contractors are identified by helmet stickers. A cscs card is required to work on site. Neighbours security ensured by giving them segregated, hoarded access to rear entrances of shops, all hoarding doors leading to work areas have keypad access, client's CCTV system is in operation. Safety initiatives include inductions and periodic re inductions regular toolbox talks with H S & wellbeing being included, pre selection of sub-contractors which includes H&S, ensuring all employees and sub-contractors participate in a culture change programme which includes H&S, use of positive intervention cards, weekly H&S inspections and posters encouraging concerns be reported to SM or personnel dept. Emergency procedure is tested monthly, off site TMP in place and suppliers are requested to ensure drivers hold a cscs or similar card. Accidents are reported to head office and investigation carried out by SM and H&S manager, near misses are reported to H&S dept. on positive intervention cards and investigated by them. Current risks are displayed on a whiteboard at work entrance.		
Second visit update and score	8	/10
Location of nearest hospital and first aiders are now identified on notice board with name and photo, site is fully fenced with vehicle and pedestrian gates kept closed and gate man in place and a one way traffic system in place with an offsite TMP in place and agreed with local and county authority. Neighbours fire escape routes have been maintained and temporary pavement provided to public bus stop and shelter at site boundary as well as additional lighting being provided for public area out of site. Directly employed operatives and staff on site (5) have all had SMSTS training to ensure a high level of site safety in addition to all sub-contractors supervisors being required to hold either SSSTS or SSMTS qualification. A whistle blowers reporting line is promoted, positive intervention cards are readily available and a suggestion box is incentivised to promote use. All delivery drivers are issued with a "Spotlight on Cycling" document to raise awareness of dangers to cyclists from HGV's, however consideration could be given to circulating this document prior to deliveries arriving on site.		

5. Value their Workforce

First visit findings and score	7	/10
Equal Op, Diversity and anti-bullying policies are displayed on notice board and pre selection procedure checks all sub-contractors have similar policies. Training policies are also checked at pre selection and own operatives have a performance review, competence is assessed by means of CSCS or similar card, method statements and supervision. Pre selection also checks "does organisation have occupational health screening in place?" and requires a positive response. Operative's medical conditions and emergency contact details are recorded at induction and retained on site. There are good clean and hygienic welfare facilities on site including lockers and they are swept and mopped daily. Wellbeing of workforce is encouraged through pre selection process and some posters but there is room for developing this aspect . A diverse workforce is provided by anti-bullying posters, a whistleblowing line and use of recruitment agency specialising in long term unemployed. New entrants are encouraged by having apprentices and providing graduate placements. Operatives are able to provide feedback by means of open door policy, use of positive intervention cards and whistleblowing line.		
Second visit update and score	8	/10
All appropriate policies are displayed and site ensures that induction process clearly identifies the standards of acceptable behaviour and language expected of everyone on site, and the scheme's "language initiative" is emphasised. Own operatives have a performance review and sub-contractors must provide a training matrix as well as RAMS and cscs cards used to assess competence. Site is currently undertaking safety initiatives on manual handling, dust, vibration and noise, there are excellent welfare facilities on site including lockers and showers and these are kept very clean and hygienic by daily sweeping and mopping. The health and wellbeing of operatives is promoted by a good range of posters and information on healthy eating, lifestyle and men's health issues however given the very close proximity of retail outlets there is possibly the opportunity to develop this further.		

1st Visit score	35	/50
2nd Visit score	41	/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.*