

# Considerate Constructors Scheme

## Monitor's Site Report



<b>Project name</b>	Holdcroft Extracare				
<b>Contractor name</b>	Eric Wright Construction Ltd				
<b>Onsite contact(s)</b>	Mark Walker				
<b>Site ID number</b>	82240	<b>Visit no.</b>	1	<b>Visit date</b>	27/11/2014

### Site description, context and location

The works consist of the construction of 175 low rise extra care apartments. The site is in a residential suburb, surrounded by low rise housing and the site entrance is next to a special needs school. The site is currently in the ground.

Checklist section	Category score		Score descriptor
1. Care about <b>Appearance</b>	7	/10	1 Gross Failure
2. Respect the <b>Community</b>	8	/10	2 Failure
3. Protect the <b>Environment</b>	8	/10	3 Major non compliance
4. Secure everyone's <b>Safety</b>	8	/10	4 Minor non compliance
5. Value their <b>Workforce</b>	7	/10	5 Compliance
<b>Total score</b>	<b>38</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 is well set out with accommodation in corporate colours and stoned up paths to the compound. The hoardings at the site entrance look well but the overall effect was spoiled to some extent by mud on the approach road. Having said that, the site is aware of the problem and is addressing it with a road sweeper in daily use and use of a proprietary compound to harden slurry. The site has a community engagement plan and has provided help for the adjacent special needs school by providing timber for woodworking classes and excavating for a time capsule. There is a particular emphasis on using local labour and suppliers and the outcome is closely monitored. Letter drops, newsletters & a public notice board provide information for the neighbours. Environmental procedures are excellent: carbon footprint and waste recycling information is displayed in a readily understandable format both on site and on the public noticeboard. Hedgerow protection is in place and the site has carried out works on a playing field for the adjacent school. Safety procedures are excellent with a "Positive Intervention" strategy, biometrically controlled access to site areas and bacon sandwiches awarded for good safety ideas. The facilities provided for the operatives are very good and it is good to see targets in place for the employment of apprentices with two currently on site. The site is performing well in all areas of the Code of Considerate Practice.

### 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.

<b>Monitor name</b>	Phil Hughes DipArch RIBA FRSPH RMaPS
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## Monitor's Site Report - Detailed summary of findings



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<b>Site ID number</b>	82240	<b>Visit no.</b>	1
		<b>Visit date</b>	27/11/2014

<b>1. Care about Appearance</b>	<b>7</b>	<b>/10</b>
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The site is externally tidy with informative signage. Existing fencing is used, hedgerows & freshly painted timber hoardings which look well. Adjacent roads & public footpaths are free of obstructions & litter. A proprietary compound has been used to harden slurry & a road sweeper is in use every day with a hand operated jetwash: **the approach road to the site, however, being cleaned at the time of the visit, was very muddy.** Perimeters of the site are monitored & kept tidy with daily litter picks including non site generated rubbish. Graffiti is overpainted immediately. The impression is of a well laid out compound & site. The compound has stoned up paths: **there was a little litter to the side of the path.** Welfare facilities are smart & screened from public view with very clean vehicles & plant. There is a dress code & cover-up policy: a boot wash has been provided. Branded work wear is provided. Site personnel are discouraged from using local facilities in soiled clothes & take breaks in the facilities provided out of public view. Site cleanliness & order are promoted at induction & with notices. An out-of-view smoking area is provided for operatives. There is strong corporate identity with cabins in corporate colours, branded workwear, & logos. Company values are communicated in a website, public notices & newsletters.

<b>2. Respect the Community</b>	<b>8</b>	<b>/10</b>
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Neighbours have been notified with letter drops & newsletters including project & CCS details: there is a public noticeboard at the site entrance. Public consultations were held at local schools & clubs. The sensitivity of the neighbouring special needs school has been identified & operatives briefed. Signs provide a 24/7 mobile number **but no head office contact information.** A compliant complaints procedure is in place & the workforce is told of compliments & complaints. Site posters & inductions cover language/behavioural issues. Deliveries/unloading are organised with a traffic plan taking into consideration school times. Parking for all has been arranged in an adjacent pub car park. There is a community engagement plan. Use of local labour & suppliers is a client requirement: subcontractors are required to comply & outcomes are measured against KPIs & displayed. A local café benefits from site trade. The CCS scheme banners & posters are well & prominently presented. Inductions cover CCS & this is reinforced in toolbox talks & notices. A sewer connection was made in school holidays. The site is in contact with the adjacent school & has provided scrap timber for woodworking classes & has excavated a hole for a time capsule. The site uses "Recycling Lives" for waste recycling: a company which trains homeless people.

<b>3. Protect the Environment</b>	<b>8</b>	<b>/10</b>
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There is an environmental policy with information displayed on site. Hedgerow protection was identified as an issue & an action plan put in place. Environmental issues are communicated to the workforce by induction, toolbox talks, newsletter & notice boards. A SWMP sets targets for diverting waste from landfill: 100% is being achieved. Site material is recycled on site for cut & fill. Lower environmental impact materials are sought & used. The use of energy, fuel & water are metered & minimised by use of signs, push taps, rainwater harvesting, insulation, thermostats, PIRs, double glazing & early connection to the mains. **Alternative sources are not used.** Material & personnel travel distances are monitored. Targets are set and statistics are fed into a Carbon Footprint Calculator: The outcome is printed on an environmental "dashboard" in an easily understood pictorial format & displayed on site & on the public noticeboard. Hazardous materials are stored in lockable accommodation & fuel is stored in banded tanks with spill kit available. Pre-planning involved environmental & ecological impact assessment & there is an environmental plan / management system with monthly inspections. The site has carried out works on a playing field for the adjacent school & **is in contact with the Wildlife Trust regarding possible nature reserve works.**

<b>4. Secure everyone's Safety</b>	<b>8</b>	<b>/10</b>
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Nearest A & E hospital information is displayed with directions. 1st aiders are identified on site & equipment is in place. A Construction Phase H&S plan is in place, with regular audits. Current safety/risk information is provided in inductions & toolbox talks – feedback is sought with weekly meetings, suggestion box & a "Positive Intervention" book with tear off sheets for feedback. CSCS cards are recorded including those of visitors & delivery drivers. All operatives & visitors sign in on arrival & visitors are escorted as appropriate. The company safety policy & site rules are displayed in the canteen. Appropriate PPE is required & is available for visitors. Safe access to the site & accommodation is provided & is usable by all abilities. A CCTV system is in place with a link to the webcams on the neighbours' newsletters. Access to site areas is via a biometrically controlled turnstile & traffic is managed by the gateman to protect road users & pedestrians: all turning is on site. Good safety attitudes & behaviour are encouraged in inductions. **Safety talks are planned for local schools.** Emergency evacuation procedures are in place with a plan on display. Operatives' safety risk medical conditions are taken at induction & kept on site. Accidents, near misses etc are recorded & studied. There are monthly bacon sandwiches for good suggestions.

<b>5. Value their Workforce</b>	<b>7</b>	<b>/10</b>
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Discrimination, harassment & bullying are covered in inductions & site posters. There is an open-door policy with regular meetings & a suggestion box. **There is no general on site recognition / reward scheme for workers.** Welfare facilities suitable for use by male & female operatives with access to offices & welfare for mobility impaired if required. Training is promoted with a training matrix, subcontractor pre-qualification training checks & weekly toolbox talks. CSCS cards are required & recorded. The site encourages new people into the industry with targets for the employment of apprentices & 2 currently on site. The company has a drugs & alcohol policy & occupational health risks are assessed with advice provided in posters & toolbox talks. Staff have 6 monthly head office health checkups & **the possible advantages of on-site health checks for all were discussed.** There is a company health awareness calendar with monthly topics. A skin care system is in place. Operatives' emergency contact details are stored in the site office. Clean, well maintained welfare facilities are provided for operatives with canteen/kitchen, female/disabled toilets, separate drying/changing room, shower & lockers. The facilities are cleaned against a housekeeping schedule. There is a healthy eating poster on the canteen notice board. Workers are required to treat the facilities with respect & there is an Equal Opps/ Diversity & Inclusion Policy in place.

<b>Overall score</b>	<b>38</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.*