

# Considerate Constructors Scheme Monitor's Site Report



<b>Project name</b>	Bessborough Road				
<b>Contractor name</b>	Redrow Homes London				
<b>Onsite contact(s)</b>	Ian Winsor (Senior PM) and Ayda Yedekcioglu (Trainee site Assistant)				
<b>Scheme ID number</b>	117981	<b>Visit no.</b>	2	<b>Visit date</b>	14/09/2020

## Project description, context, location and relevant constraints

Following demolition of an existing building the works will comprise the construction of 10 no. apartments as part of a large regeneration joint Venture project with the Local Authority. This is the first of many individual sites under the JV and at a later stage a large compound will be established to feed all of the smaller sites around it. The site had been closed for 6 weeks due to the virus and only re-opened after 2 weeks of preparation and sign-off by Company Directors. At the time of this second visit scaffolding had been erected to roof level and metsec and brickwork was underway. The site is surrounded by residential properties some in tower blocks and there is a Community Hall next door. The site is in Wandsworth, London, SW15.

Code section	Visit 1	Visit 2		Scheme scoring explained
Care about <b>Appearance</b>	8	8	/9	<ul style="list-style-type: none"> <li>Each section of the Checklist will be scored out of 9 points with 1 additional point available for each approved innovation, up to a maximum of 5.</li> <li>A score of 5 in one of the sections of the Checklist reflects compliance with the Scheme's core requirements while scores of 4 or lower indicate different levels of non-compliance.</li> <li>Higher scores indicate performance beyond compliance with 6 reflecting a 'good' level of performance, 7 'very good', 8 'excellent' and 9 'exceptional'.</li> <li>Approved innovations will need to be further developed and improved to receive an additional point at a subsequent visit.</li> <li>For more information on the Monitor Checklist, scoring descriptors, the Scheme's definition of innovation and report writing standards, visit <a href="http://www.ccscheme.org.uk">www.ccscheme.org.uk</a>.</li> <li>For an online library of best practice examples, case studies, e-learning modules and other resources, visit <a href="http://www.ccsbestpractice.org.uk">www.ccsbestpractice.org.uk</a>.</li> </ul>
Respect the <b>Community</b>	7	8	/9	
Protect the <b>Environment</b>	7	8	/9	
Secure everyone's <b>Safety</b>	7	7	/9	
Value their <b>Workforce</b>	7	8	/9	
Additional points	0	0	/5	
<b>Total score</b>	<b>36</b>	<b>39</b>	<b>/50</b>	

## Executive summary

Due to a change on another project where the contractor cancelled the actual visit and requested a remote visit, I much appreciated Ian's flexibility in rearranging this visit also to a remote visit by Zoom and the comprehensive information sent by Ayda prior to the visit. The submitted information clearly demonstrated that excellent initial impressions have now been established and the site is strongly branded and promoted. The robust communication strategy continues including an explanation of why the site is continuing to operate and the PHE and CLC guidelines that they are working to. Further promotion of supply chain registration could be considered. There are comprehensive displays on environmental issues including data on recycling and carbon footprint reporting and appropriate procedures in place to reduce plastics and packaging. The contractor has continued with formal H&S inspections weekly and these are supplemented by monthly audits from a company Director who also reviews Covid-19 practices and procedures to ensure full compliance with PHE and CLC guidelines. The contractor is FORS registered and could consider progression to higher FORS standards and also raise awareness of CLOCS including introducing CLOCS inspections. The contractor clearly supports the principle of creating a supportive and caring working environment and there is a clear focus on the health and wellbeing of the staff and the workforce. Ayda is the appointed Covid-19 supervisor ensuring day-to-day compliance. Strong policies relating to mental health are in place and comprehensive information is displayed. Training of mental health first aiders is underway. Ayda has completed the Scheme's e-learning courses and is very familiar with the scheme website and Best Practice Hub. Overall a very positive and enjoyable visit. Thank you both for your time and for the information submitted and I will look forward to revisiting the site in subsequent registrations.

# Detailed summary of findings

## Care about Appearance

First visit findings and score	8	/9
Initial impressions are excellent. The die-bonded hoardings have appropriate signage and strong branding and the office and welfare facilities are impressive particularly given the limited space available. The traffic marshal controls vehicle access and egress and completes regular perimeter checks addressing any issues of waste or debris that may arise. Vehicles are jet washed before leaving site when required. The contractor's internal and external signage focuses on best practice and helps to keep operatives aware of these high standards of cleanliness and good housekeeping. The management team regularly monitor and check site conditions and briefings are given to operatives on Company values and workforce expectations. The single trade contractor currently on site is from the approved supply chain and thus fully familiar with the Company's high expectations. There are separate smoking and vaping areas outside the view of the public and operatives remove their PPE when leaving site. Company branding and promotion is very strong. The contractor fully supports and complies with the scheme First Impressions standards promoting themselves through their website and through social media and collaboration with the local school has resulted in their pupils decorating the site hoarding.		
Second visit updated findings and score	8	/9
Excellent initial impressions have been maintained although there is some minor damage to the entrance gates which are to be redecorated. Perimeter checks are ongoing and additional signage specifically related to Covid-19 is now displayed internally and externally. The planted hard hats and boot cleaner supported by the on site barriers and pedestrian/vehicular segregation all ensure that the site presents as well organised, clean and tidy. In addition to the Company monthly newsletter, Redrow Strength, Company branding through signage and on the monarflex wrap and the displayed Employee Handbook all ensure that Company values and policies are promoted to the public and the workforce.		

## Respect the Community

First visit findings and score	7	/9
Pre-start letters have been issued and there are monthly updates all sent to the Local Authority for onward transmission to neighbours as necessary. Additionally there is regular direct communication with immediate neighbours. Advance notice of potentially disruptive works is provided and site, Company and out of hours contact information is provided. There is a traffic management plan and traffic marshals oversee all deliveries. All unloading is completed on site and parking bays have been suspended due to the restricted road access outside the site. There is a positive culture of goodwill and good support for local shops and local businesses. Code compliance is strictly enforced with comprehensive scheme posters and literature and widespread display of the scheme logo. <b>CCS principles could be featured in newsletters, inductions and toolbox talks.</b> There is a very informative external community notice board. Radios are not allowed. Compliments, comments and complaints are formally recorded and managed and are regularly reviewed. Regular contact with the local school continue. There is a scheme champion and reports are circulated and discussed at meetings with evidently strong support provided to assist the site in meeting the requirements of the Code <b>although John wasn't familiar with the Company's position regarding supply chain registration.</b> The Company supports various charitable fund raising activities <b>and opportunities may present themselves within the local community as works progress.</b>		
Second visit updated findings and score	8	/9
The robust communication strategy continues and has included an explanation of why the site has been able to reopen and the PHE and CLC guidelines that they are working to. Parking bay suspensions have remained and CCS principles are included in newsletters and at site inductions. The community notice board is updated as required. Ian is aware that some of the supply chain are registered with the scheme but it is not clear that scheme registration is promoted. Operatives were bringing in their own food during the lockdown but now that the local café has reopened this is a popular choice. No chance yet to do further work with the local school but fundraising for MacMillan continues through virtual coffee mornings.		

## Protect the Environment

First visit findings and score	7	/9
Robust environmental practices and procedures are in place. Materials are reused where possible and waste segregated on site. <b>Recycling reports could be obtained and displayed to raise awareness.</b> Environmental training and toolbox talks are used to promote the site and company credentials and requirements. Modern plant and equipment is provided with relevant specialist input to minimise environmental impacts and all in accordance with NRMM requirements. Noisy operations are time restricted and dust is suppressed. Managers receive environmental training through e-learning courses and environmental data is promoted to the public through a pie-chart. There are regular environmental inspections <b>and use of the CCS environmental checklist could be considered.</b> Trees are protected <b>and bat boxes are to be introduced</b> but otherwise there are no ecological features of note. Hazardous substances are appropriately stored and there are spill kits on site. <b>Spill response training could be considered and rainwater harvesting is planned. Carbon footprint reporting is completed at head office</b> and energy usage monitored. Welfare facilities are energy efficient. Noise is formally monitored and cordless tools are preferred. Vehicles are not allowed to idle as controlled by the traffic marshal. We discussed the scheme plastics and packaging campaign and appropriate procedures appear to be in place. <b>A policy on carbon offsetting could be considered and promoted.</b> The completed properties will be highly energy efficient.		
Second visit updated findings and score	8	/9
99% of the waste is diverted from landfill and environmental data is displayed on the site notice boards and included in resident's newsletters. Environmental inspections continue alongside the H&S visits and the Company have their own environmental checklist for monitoring purposes. NRMM compliance continues. Bat boxes have been ordered and spill response training has been completed. Attenuation tanks will enable permanent rainwater harvesting and Ian has undertaken to implement something on a temporary basis during construction. The Company collates information from all its sites to produce carbon footprint information including promoting the reduction in direct emissions since 2013 at an impressive 21%. This is displayed on site with a target to reduce carbon intensity by 10% by 2022. A Zero emissions day has been held. Branded metal water bottles are given to staff and are available for operatives on site. Carbon offsetting policies are to be reviewed.		

## Secure everyone's Safety

First visit findings and score	7	/9
<p>The location of the nearest A&amp;E hospital is displayed <b>and john has undertaken to identify the nearest Minor Injury Unit</b>. There are weekly H&amp;S inspections and formal audits every 2-3 months. There are trained first aiders on site with visible ID. Operatives arrival and departure is monitored through a biometrically controlled turnstile and there is protected access to the site overseen by the gateman/traffic marshal. All operatives are re-inducted every 6 months. The Company Drug and alcohol policy is reinforced with random testing. Safety initiatives are promoted and further supported by relevant safety bulletins and there are regular emergency drills. The on site defibrillator is displayed externally and registered. Traffic marshals and gateman are fully aware of the construction logistics plan, which is sent with all orders, and they too monitor and provide assistance to pedestrians etc. FORS registration is a requirement for the supply chain <b>and the supply chain could be encouraged to reach higher FORS standards. CLOCS awareness could be raised and inspections formally recorded</b>. Signage promotes raising near misses and operatives with language differences are risk assessed. H&amp;S reports are collated to ensure there is a culture of continuous positive safety performance and there is a monthly award scheme for the workforce.</p>		
Second visit updated findings and score	7	/9
<p>The location of the nearest Minor Injury Unit is now displayed and the weekly H&amp;S inspection regime continues reinforced by formal audits including Covid-19 reviews by Company Directors now monthly. The turnstile is now on "free spin" to avoid contact and all operatives are signed in and out. The company's Safe Action From Everyone is displayed and emergency contact details have been updated. The contractor is FORS Bronze <b>and opportunities to progress further and introduce CLOCS inspections and raise CLOCS awareness remain</b>. The winner of the site H&amp;S incentive award is promoted in the newsletter and although there have been no random drugs and alcohol tests recently random testing remains Company policy.</p>		

## Value their Workforce

First visit findings and score	7	/9
<p>The contractor is an equal opportunities employer and there is an evident positive attitude from the management team towards the wellbeing of the operatives. Appropriate policies are displayed and a "Respect" theme is strongly promoted. Training is comprehensive and personal development needs identified and acted upon monitored through a matrix. The Company have two training centres. Occupational health risks are assessed and addressed and emergency contact details and medical conditions are recorded at inductions. Healthy lifestyle and mental health advice is provided with posters on display and there is strong support on health related issues. Training of mental health first aiders is underway and information on stress displayed. Welfare facilities comprise a changing/drying room, secure storage, toilets and a canteen. The facilities were in excellent condition at the time of the visit. There are lockers and female facilities although John wasn't aware if a sanitary bin was provided. There is a room available for religious considerations or cultural needs but no additional facilities currently. CSCS cards are mandatory and skills cards where appropriate with <b>formal right to work checks the responsibility of trade contractors. The Company Modern Slavery policy could be displayed</b>. Work is underway to encourage new people into the industry and a formal commitment to employ trainees and apprentices is in place with trade contractors also required to comply. <b>Minority groups could be considered</b>. Health screening is provided <b>usually through hiring in a kiosk</b>. The contractor is familiar with the Best Practice Hub and the Scheme's "Promoting Construction" campaign and best practice is shared amongst Company sites. <b>John could review the scheme website and e-learning courses to raise his Code awareness</b>.</p>		
Second visit updated findings and score	8	/9
<p>Using trade contractors from the approved supply chain helps to foster collaborative working on site and the displayed "Let us Know your Views" helps demonstrate the evident open door policy in place. The Company has mental health wellbeing champions and training of mental health first aiders is underway. The Company's Mental Health at Work policy is displayed. Trade contractors take responsibility to ensure right to work compliance and the Modern Slavery policy is displayed. Health screening has been put on hold currently. It was a pleasure to meet Ayda, a Graduate from UCL, and trade contractors are encouraged to employ apprentices where possible. Ayda has completed the Scheme's e-learning courses and is very familiar with the Scheme website and Best Practice Hub. With respect to covid-19 it would appear that appropriate practices and procedures are in place to ensure compliance with PHE and CLC guidelines. Operatives complete a questionnaire before entry to the site and there is extensive informative signage. Sanitising stations are dotted around the site and there is restricted use of the welfare facilities and staggered breaks. Operatives bring in their own cutlery. All RAMS have been updated and additional cleaning introduced. Wellness questions are included at inductions and require operatives to self certify. There are pedestrian passing points to ensure social distancing is maintained. All Covid practices and procedures are audited at monthly director site visits.</p>		