

Considerate Constructors Scheme

Monitor's Site Report



Project name	Units 14 and 15 Northfields Farm		
Contractor name	Ace Southern Ltd		
Onsite contact(s)	John Knott		
Site ID number	94400	Visit no.	2
		Visit date	04/08/2016

Site description, context and location

The scheme involves the construction of four new offices plus ancillary space within a commercial complex situated in a rural location on the outskirts of the village of Twyford. The site is accessed from a private driveway and is set amidst established and operating commercial units. The site accommodation is situated close to a parking area near to the centre of the complex. The project is scheduled for completion in August 2016.

Checklist section	1 st visit	2 nd visit	Score descriptor	
1. Care about Appearance	9	9	/10	1 Gross Failure 2 Failure 3 Major non compliance 4 Minor non compliance 5 Compliance 6 Good 7 Very Good 8 Excellent 9 Exceptional 10 Innovative
2. Respect the Community	8	9	/10	
3. Protect the Environment	8	8	/10	
4. Secure everyone's Safety	9	9	/10	
5. Value their Workforce	8	9	/10	
Total score	42	44	/50	

For more information on score descriptors, see 'Site Scoring Explained' or visit www.ccscheme.org.uk

Executive summary

This is a relatively small development in a remote countryside business park location and the extensive efforts the contractor has made to achieve best practice since terms of CCS requirements is truly commendable. There is a real positive feel to the development and it was quite evident that all members of the workforce subscribe to best practice initiatives. It was extremely pleasing to note that the Site Manager has respectfully attended to. All items raised in the first report as requiring attention and this is reflected in the increased score received. Any moves the contractor can implement a broadly publicised environmental credentials and achievements relating to the site would be beneficial. It was extremely pleasing to note that the contractor has been liaising with CCS HQ with regard to a case study and it was very clear the issue of skills shortage within the industry was of paramount importance to the Site Manager. This really is an exceptional performing site and the considerable effort the Site Manager and his team have made to achieve this is to be applauded. I have no doubt the site will continue to flourish in terms of scheme compliance between now and the conclusion of the project and that there will be further positive advances on site. Extremely well done to the Site Manager, his team and all those associated with the project.

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



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Site ID number	94400	Visit no.	2
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1. Care about Appearance

<i>First visit findings and score</i>	9	/10
<p>The general appearance of the site is of an exceptionally high standard and the contractor has clearly made considerable effort to ensure the development relates well to the busy commercial complex. There is excellent signage on site, including finger boards directing to the site from the main road. There is a small screened smoking area on site and controls/space will be developed for users of e cigarettes. The site benefits from CCTV coverage and the appearance and operation of the site can be monitored from the site office. There are clearly displayed cleaning schedules within the site accommodation. A comprehensive induction process reminds operatives of the need to keep the site and facilities in a presentable condition. Regular patrols are undertaken of the site and periphery and road brushing has been undertaken as necessary. The standard of operative dress was exceptionally good with corporate work wear being worn by site personnel. Strict requirements operate with regard to dress standards during working hours on and offsite. Dust suppression measures have been implemented on site as necessary. The site generally appears to be extremely professionally run and well-managed.</p>		
<i>Second visit update and score</i>	9	/10
<p>The overall appearance of the site remains at an exceptionally high level, and the efforts of the Site Manager and his team in this respect are to be applauded. The site is clean and orderly and is well presented in all areas of operation. The peripheral fencing is neat and secure, the site signage is clear and informative and the overall site presentation is of the highest order. An area has been developed in a segregated location the users of e-cigarettes and this supplements the existing defined smoking area. The users of conventional cigarettes. A strong corporate identity continues to be displayed and all members of the site workforce appeared to be dressed appropriately in accordance with defined dress code requirements. The progressing development is fully visible from all sides. There is a display board at the site periphery showing photographs of the progressing development. There is also a board, illustrating the children's poster art competition for which the contractor one a CCS runner-up award. The extremely high standard met previously has been maintained and surpassed in some areas.</p>		

2. Respect the Community

<i>First visit findings and score</i>	8	/10
<p>There has been excellent interaction by the contractor with the established businesses in the complex and neighbours and those affected by the works have been formally advised of progress and programming. A site noticeboard has been erected with photographs displayed at the progressing development. The contractor has a dedicated CCS file to assist with reviews and audits. Local shops and facilities are utilised by site personnel, subject to advised dress and behavioural standards. The contractor has supported the Ben's Heroes children's charity and has received a letter of thanks from the organisation. The site manager has been in touch with the local Scout group with regard to a possible hoarding decoration competition. Consideration is currently being given to interacting with the nearby primary school with regard to promoting the site and the industry. Future notice is given by the contractor of any potentially disruptive works. The letter issued to neighbours is excellent and gives a very good summary of site activities. The contractor actively publicises their participation in the CCS. The CCS posters and banners are clearly displayed at the site periphery. A number of goodwill gestures have been undertaken within the business community. A suggestion box has been erected on site to encourage feedback and the contractor is planning to issue feedback questionnaires to neighbours and those affected by the works at a later stage. Regular meetings are undertaken between the contractor and client representatives on site. All deliveries to the site are properly banks man controlled and timed to minimise community disruption. Strict controls operate with regard to music playing on site and mobile phone usage is at the discretion of the site manager. Scheme related issues feature on the site meeting agenda and are included within the induction process. All visitors are required to sign in & out and are properly inducted.</p>		
<i>Second visit update and score</i>	9	/10
<p>There has been extensive interaction between the contractor and local community groups, which has included continued sponsorship of the Ben's Heroes charity, support for the local Graze Festival and extensive engagement with the local Scout group with regard to the aforementioned poster competition. The contractor endeavoured to interact with the nearby schools, but without success. The contractor has issued feedback questionnaires to neighbours and those affected by the works to gauge opinion on site performance and the overall feedback at the time of my visit had been extremely positive. Poster and banner displays on site remain as before. The contractor has given advance notice of any potentially disruptive works to all those who might be affected by it. There been no prevailing complaints on site but a number of positive compliments have been received. A number of minor goodwill gestures have been undertaken within the business park when appropriate. Strict controls continue to operate with regard to music playing on site. Scheme related issues continue to feature extensively on site meeting agenda and form a constituent element of the site induction process. The contractor has continued to support local charities wherever possible.</p>		

3. Protect the Environment

<i>First visit findings and score</i>	8	/10
<p>A full ecological report was compiled on site pre-works and measures have been implemented with regard to controlled ecology accordingly. A quality monitoring is undertaken on site. Hazardous materials on site are controlled to accord with COSHH regulations. The company environmental policy is clearly displayed and fully implemented on site. The company has an established site waste management plan and waste generation is appropriately monitored. The contractor is still awaiting details with regard to waste diversion from landfill. Waste performance statistics are clearly displayed on site and the contractor actively publicises environmental credentials and achievements. There were no prevailing environmental nuisance issues on site as appropriate controls have been implemented with regard to dust, sound and vibration. Simple switch off signs have been installed within the site accommodation. There are provisions on site for dealing with emergency spillages. There is secure containment of the flammable materials within the site compound. The site is aiming for BREEAM very good standard and appears to be meeting objectives in this respect to date. The majority of the workforce is from the local postcode area and vehicle sharing amongst operatives is commonplace. Local suppliers are utilised where ever possible. Alternative energy sources have not been sought for the site accommodation and there was no evidence of rainwater harvesting being undertaken. Sustainable materials are sought for the development and offsite fabrication is undertaken where possible. Processes relating to carbon offsetting could be developed.</p>		
<i>Second visit update and score</i>	8	/10
<p>The Site Manager was able to produce figures relating to waste diversion from landfill and it would appear that between 95 to 100% of waste has been diverted. The contractor is supporting the Trees for life initiative which helps to support the Caledonian Forest. The contractor has now installed a PV panel on the roof of the site accommodation which supplements the site electrical supply. The contractor has also introduced rainwater harvesting to the site accommodation. The contractor has an established environmental policy and an initial environmental assessment of the site was undertaken. Extensive segregation of waste on site continues to be undertaken. Effective spill control procedures continue to operate. Clear targets have been set for environmental performance and the contractor is fully aware of processes relating to carbon offsetting. There were no prevailing environmental nuisance issues on site at the time of my visit. Any additional moves the contractor can implement to more broadly publicise environmental credentials and achievements relating to the site would be advantageous.</p>		

4. Secure everyone's Safety

<i>First visit findings and score</i>	9	/10
<p>The contractor is clearly focused on safety related issues. The site is audited regularly from a safety perspective and has performed extremely well to date. There is clear distinction of first aiders and fire marshals on site and annotated work wear is extensively used. There is ample PPE available for visitors. Free PPE is available to all engaged in the development. There is a defibrillator unit on site within the Hazeley Down complex. The site manager is shortly to attend a course relative to defibrillation training. Strict controls have been implemented to prevent vehicles accessing the site through the adjoining village. There is an established traffic management plan, construction plan and fire plan and these are reviewed and updated as living documents. The site safety related signage is clear and informative. Three point PPE requirements operate and other PPE is subject to risk assessment. All site activities are properly risk assessed with detailed method statements agreed regarding safe practice. The company has a zero tolerance policy to drug and alcohol usage and random testing can be undertaken. Appropriate segregation measures have been implemented on site to prevent conflict between pedestrian and vehicular movements. All deliveries to the site are properly banks man controlled. The location of the nearest A&E Department is clearly displayed. The contractor makes sure that all delivery companies are fully aware of potential dangers outside and within the site and FORS and CLOCS initiatives are appropriately publicised. CCTV operates on site. Emergency evacuation drills are undertaken on site at the discretion of the site manager and a muster point has been established. Accidents and near misses are properly recorded with follow-up procedures in place. The lessons learned from any incidents. Effective systems of hazard identification operate on site. Regular Toolbox talks are undertaken, often with a strong safety related bias. There were no communication difficulties on site as regards foreign workers. The contractor is clearly seeking to attain the highest levels of safety performance.</p>		
<i>Second visit update and score</i>	9	/10
<p>The degree of commitment to site safety is commendable and it is very clear the contractor continues to place a strong emphasis on achieving the best levels of safety performance on site. The Site Manager has now attended a course for defibrillator training and carries appropriate certification. There is a defibrillator unit on site as referred to previously. There is excellent segregation between pedestrian and vehicular movements on site. Strict controls continue to operate with regard to PPE requirements and there are bountiful supplies of spare PPE for visitors. Effective signing-in and signing-out procedures continue to operate. Regular risk assessment reviews are undertaken and all site activities continue to be properly risk assessed. Extensive permit to work systems operate on site. The site safety related signage remains clear and informative. The contractor has implemented procedures to permit random testing as regards drug and alcohol usage as necessary. Emergency evacuation drills have been undertaken on site and will continue to be undertaken periodically. Specific controls have been implemented to ensure the movement of plant and vehicles outside the site does not cause danger to pedestrians, cyclists and other road users. Effective speed control operates within the Business Park generally. Effective systems of hazard identification continue to operate and regular toolbox talks with a safety related bias continue to be undertaken. Simple schemes have been utilised to incentivise best operative practice from a safety perspective.</p>		

5. Value their Workforce

<i>First visit findings and score</i>	8	/10
<p>The site accommodation is of an excellent standard and caters extremely well for a workforce of all ability and gender. A range of occupational health advice is offered through poster displays and via occasional Toolbox talks. Wi-Fi facilities are available on site for management and site operatives. Occupational health advice has focused on mental as well as physical health issues. The contractor operates a drop box facility to permit discrete operative reporting on welfare and safety concerns as necessary. Checking processes are to be developed with regard to preventing illegal workers working on site. Any measures the contractor can implement to attract disadvantaged groups persons into the construction industry would be beneficial. The contractor has a clear commitment to providing training opportunities on site and there was evidence of on-site training having been undertaken. The company personnel. Apprentice activity is openly encouraged. Details of operative medical conditions are recorded at induction stage along with in case of emergency information. A number of site personnel have been subject to DBS checks associated works on other projects. The construction industry helpline poster is displayed within the site accommodation. There are currently no lockers provisions for operatives on site, but this remains under review. Shower facilities are available nearby if necessary. The company has an equal opportunities and diversity policy which is clearly displayed on site. Strict controls operate with regard to inappropriate language usage on site. All site operatives carry valid CSCS skills cards. Processes are to be developed with regard to facilities for users of E cigarettes. The contractor clearly refers to the scheme best practice hub and encourages qualifications amongst the workforce.</p>		
<i>Second visit update and score</i>	9	/10
<p>The contractor has been liaising with Sue Archer and Lee Fraser at CCS HQ with regard to a case study relating to construction methodology relating to industry skills shortages. The Site Manager has referred extensively to the scheme best practice hub. There have been active moves on site to encourage the gaining qualifications and skills amongst the workforce and e-learning techniques have been utilised to good effect accordingly. The contractor is fully aware of the Home Office guidance regarding right to work and has implemented control processes accordingly with regard to preventing illegal workers from working on site. The contractor is still endeavouring to attract disadvantaged groups of persons into the construction industry and the new Human Resources manager within the company is mindful of associated considerations. Lockers have now been provided for the workforce on site and there are facilities available for battery charging. A 'you said, we did' board continues to be utilised effectively on site on a daily basis. Wi-Fi facilities continue to be readily available for all site personnel. Strict controls continue to operate with regard to inappropriate language usage. There is an extensive range of occupational health related posters on site and these relate to mental as well as physical health issues. Associated Toolbox talks are also undertaken. The site accommodation is exceptionally clean and hygienic. The site workforce remains 100% CSCS card carrying. Simple reward schemes operate on site with regard to encouraging best operative practice in all areas of operation. In case of emergency information continues to be recorded at induction stage along with details of any prevailing operative medical conditions. It is very clear the contractor is seeking to provide an extremely supportive and caring working environment for all. The site accommodation generally continues to cater well for a workforce of all ability and gender.</p>		
1st Visit score	42	/50
2nd Visit score	44	/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>		