

Considerate Constructors Scheme Monitor's Site Report



Project name	Bessborough Road				
Contractor name	Redrow Homes London				
Onsite contact(s)	John Calnan				
Scheme ID number	117981	Visit no.	1	Visit date	11/02/2020

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. At the time of this visit piling works and groundworks had been completed and concrete frame works were underway but with only one trade contractor on site. 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	Scores		Scheme scoring explained
Care about Appearance	8	/9	<ul style="list-style-type: none"> 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. 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. Higher scores indicate performance beyond compliance with 6 reflecting a 'good' level of performance, 7 'very good', 8 'excellent' and 9 'exceptional'. Approved innovations will need to be further developed and improved to receive an additional point at a subsequent visit. For more information on the Monitor Checklist, scoring descriptors, the Scheme's definition of innovation and report writing standards, visit www.ccscheme.org.uk. For an online library of best practice examples, case studies, e-learning modules and other resources, visit www.ccsbestpractice.org.uk.
Respect the Community	7	/9	
Protect the Environment	7	/9	
Secure everyone's Safety	7	/9	
Value their Workforce	7	/9	
Additional points	0	/5	
Total score	36	/50	

Executive summary

It was a pleasure to meet John in the early stages of this relatively small project at the beginning of what will become a very large regeneration project. High levels of code compliance are in place reflected in Company standards and raising awareness to all staff and operatives of what is expected of them. Initial impressions both externally and internally are excellent. The contractor continues to liaise directly with immediate neighbours with formal newsletters sent to the Local Authority. CCS promotion could be raised with the public and through the supply chain. Environmental practices and procedures are in line with the Company's commitment to the environment. Recycling reports could be displayed to raise awareness and use of an environmental checklist could be considered. Policies on carbon footprint report and carbon offsetting could be further promoted to raise awareness. There is a robust H&S inspection regime in place and a clear focus on continuous positive safety performance. The location of the nearest Minor Injury Unit could be identified and displayed and awareness of FORS and CLOCS raised and CLOCS inspections introduced. Operative wellbeing is supported by a number of site and Company based initiatives and the focus on mental health training reflects general awareness within the industry. Policies on right to work and modern slavery could be reviewed. John is very supportive of his workforce and promoting construction as a career continues to be a clear part of the Company's activities directly and through educational establishments. Code awareness could be raised through use of the Scheme website, Best Practice Hub and e-learning courses. Overall a very enjoyable visit and I will look forward to the future CCS visit on the site. Thanks again for your time.

Detailed summary of findings

Care about Appearance

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.		

Respect the Community

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. CCS principles could be featured in newsletters, inductions and toolbox talks. 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 although John wasn't familiar with the Company's position regarding supply chain registration. The Company supports various charitable fund raising activities and opportunities may present themselves within the local community as works progress.		

Protect the Environment

Findings and score	7	/9
Robust environmental practices and procedures are in place. Materials are reused where possible and waste segregated on site. Recycling reports could be obtained and displayed to raise awareness. 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 and use of the CCS environmental checklist could be considered. Trees are protected and bat boxes are to be introduced but otherwise there are no ecological features of note. Hazardous substances are appropriately stored and there are spill kits on site. Spill response training could be considered and rainwater harvesting is planned. Carbon footprint reporting is completed at head office 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. A policy on carbon offsetting could be considered and promoted. The completed properties will be highly energy efficient.		

Secure everyone's Safety

Findings and score	7	/9
The location of the nearest A&E hospital is displayed and John has undertaken to identify the nearest Minor Injury Unit. There are weekly H&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 and the supply chain could be encouraged to reach higher FORS standards. CLOCS awareness could be raised and inspections formally recorded. Signage promotes raising near misses and operatives with language differences are risk assessed. H&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.		

Value their Workforce

Findings and score	7	/9
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 formal right to work checks the responsibility of trade contractors. The Company Modern Slavery policy could be displayed. 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. Minority groups could be considered. Health screening is provided usually through hiring in a kiosk. The contractor is familiar with the Best Practice Hub and the Scheme's "Promoting Construction" campaign and best practice is shared amongst Company sites. John could review the scheme website and e-learning courses to raise his Code awareness.		