

Considerate Constructors Scheme

Monitor's Site Report



Project name	Great Eastern Quays - Phase 2				
Contractor name	Galliford Try Partnerships South East				
Onsite contact(s)	Bradleigh Coker, Amy Smith, Patrick Sloane, Nigel Jackson				
Site ID number	107506	Visit no.	1	Visit date	07/03/2018

Site description, context and location

This ongoing development moves onto Phase 2 to create a further 468 flats in shared ownership, private sale and private rent. The Flats are in one or two bedroom format with three-bedroom apartments presented as townhouses; the site is located close to the Thames and London City airport in the Gallions Reach area of East London close to a DLR station of the same name. Immediate roads are relatively quiet and largely residential with some additional large-scale housing developments in the vicinity. The project is anticipated to run until 2020 with an amendment to CCS annual registration now completed. GTP are a CCS Partner.

Checklist section	Category score		Score descriptor
1. Care about Appearance	8	/10	1 Gross Failure
2. Respect the Community	8	/10	2 Failure
3. Protect the Environment	8	/10	3 Major non compliance
4. Secure everyone's Safety	8	/10	4 Minor non compliance
5. Value their Workforce	8	/10	5 Compliance
Total score	40	/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

General progress in all areas the site is development continues with some successes and other changes still under review. All areas of the code of practice have received the attention that would be expected from CCS partner company to maintain the excellence level of compliance; it is now appropriate to consider aspects of performance which will raise the game still further to that which is described as sectional in relation to other company sites benchmarked to the industry as a whole.

Several opportunities have been discussed and are highlighted below in emboldened text. It may be that shared resources amongst GT companies would assist. The unusual but very real mental health fitness is an excellent example of something which could be classified as exceptional if it were a standalone marking credit. Robust safety and environmental management is as anticipated with an ongoing commitment to support workforce by training and other activity.

Thank you for your time and commitment to considerate construction; I look forward to revisiting in late summer.

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Monitor's Site Report - Detailed summary of findings



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1. Care about Appearance	8	/10
<p>First impressions continue as previously described with a well-established entrance, appropriately signed, featuring a formally segregated access lanes for lorries and cars controlled by the gate man and a security barrier. Hoardings in this area have been further improved with the new visitor's routes for non-construction access, segregated pedestrian access and designated smoking area also established. The logistics team carry out all aspects of traffic management, welfare cleaning and record and accept all logged-in deliveries. Some on-site car parking is available, generally reserved for staff, sub contract foremen and visitors. Signposting is good with checks made to deal with damage, graffiti and any wind-blown litter. Materials lay down areas are now established and on-site dress code continues at the full five point standard including task PPE, gloves and glasses. Logistics checklists are prepared in a formal report made for the project management team. Good housekeeping features in the induction. Enhanced communications are fulfilled with a commitment to WhatsApp groups covering trade foremen and internal managers which continues to work well and is popular. The segregated traffic lanes provide for unhindered access for cars whilst sufficient space is available to accommodate any build up of waiting lorries and deliveries. External signage is smart and informative. Modern modular site accommodation and directions with visitor information are all well-presented. QR codes and other embellishments have been introduced to raise the standard of appearance around the accommodation. Consider further development of social media accounts supporting the industry campaign for youth recruitment using #love construction; an opportunity to use the CCS Instagram account to upload pictures of hoardings and other Appearance issues is available on #firstimpressions.</p>		
2. Respect the Community	8	/10
<p>Phase 1 of the development is now substantially occupied and community engagement now takes on an additional effort to inform new residents of ongoing construction works in close vicinity, generally in respect of noise and vibration and dust mindful of the site's proximity to the ambient noise levels of the airport. The new residential community is developing a strong effort to introduce new initiatives which have included childrens' workshops and the provision of a bird hide to the view wildlife on the River. A community day in conjunction with Notting Hill Housing was successfully completed and an ongoing engagement with the education sector includes careers day for the NewVic, a Newham sixth form college, generally to promote careers in the built environment and associated professions. A residents' surgery has been established at Phase 1 to deal with any after sales issues and to support social enterprise by making available at reduced or negligible cost commercial space for artists and similar enterprises including pop-up restaurants. The continued successful commitment to attract local labour is ongoing in conjunction with Newham's Workplace scheme. The CCS e-learning programme is working well in parallel with GTP's own digital programme and opportunities to promote the wider awareness of all CCS resources to a larger audience are encouraged. A full list of resources is available at https://ccsbestpractice.org.uk/resources. CCS workshops have been attended, best practice hub consulted and readership of CCS e-magazines made available. GTP support industry's "open doors" initiative and circulate an in-house magazine, Gallilee, and an external quarterly newsletter. No details of any formal public survey or feedback are yet available although invitation is sought on newsletters with e-mail and postal contact as previously reported.</p>		
3. Protect the Environment	8	/10
<p>Environmental policy is well communicated with appropriate data collated at head office as part of the environmental management plan producing a formal dashboard in-house report. Waste management is carried out by the appointed logistics company with a formal landfill avoidance report making a valuable contribution to sustainability. There is limited retained ecology on-site with observed steps taken to protect the river and existing sewers. Noise monitoring and vibration limiting are observed in relation to the ambient noise levels. COSHH products are appropriately stored with spill kits and other control plans. The company has formal ISO accreditations and has established a database for both costing and overall site performance benchmarking. There are many new noise monitoring products appearing on the best practice hub together with evidence of good methods of promoting environmental achievements to the workforce and the general public/residents. All traffic is required to comply with London emission zone (LEZ) regulations and on-site plant is registered for London-centric NRMM audits. An ongoing dialogue is established with the occupying residents of phase 1. Excellent modern modular accommodation offers comfortable facilities including individual offices with air conditioning. The company supports hybrid vehicles and provides electric charging points within the car park. Public transport is recommended with excellent connections locally. Limited opportunity for prefabrication and no current plans to harvest rainwater. No details of carbon offsetting unknown on site at group or site level. We have discussed the preparation of a site booklet that might cover some of these aspects in the simple promotion of energy saving and communication of best practice; such booklets are already in use at other GT group sites.</p>		
4. Secure everyone's Safety	8	/10
<p>An in-house safety team are appointed with qualified first aiders identified and maps to A & E facilities displayed. All personnel sign in/sign out with PPE free routes delineated. A defibrillator is provided registered with central databases and externally signed as a public resource. The group Fleet manager has held two workshops on FORS and CLOCS with company policy established as 'FORS silver or higher'. Daily activity briefings are held for all subcontractors. A forthcoming CLOCS audit would appear to be an in-house activity. You may wish to refer to the external audit facility by CCS on CLOCS compliance which you can find from links on the CCS website homepage along with fee scales and explanatory notes accompanying the formal checklist and questions. We have previously referred to GoodSam app for optional personal use by qualified first aiders. The challenging beliefs programme for behavioural safety training and traditional free breakfast voucher continue to be popular. No mental health first aiders have yet attended a formal course although the commitment to mental health awareness is tremendously assisted not only by a formal employee assistance program but with a heartfelt blog sharing the personal story of one of the company's managers. This document considers the whole life experience of one individual and is a tremendous resource for its readership.</p>		

5. Value their Workforce	8	/10
<p>All appropriate EDI policies are set out at induction and exclude all aspects of bullying and harassment or inappropriate language. The employee assistance program with online and telephone help is offered to all in addition to a simple open door policy encouraging both consultation and feedback. A robust training programme is administered at headquarters and provides in-house training for direct employees often extended if surplus supply space is available to the supply chain and others. Certain practical courses such as PASMA are carried out on site. Induction records medical conditions, medication needs and emergency contact details. The modular welfare facilities adjacent the work area provide a full range of changing/drying toilets and canteen managed by the logistics company. Translated induction is available with ongoing 'right to work' regulation checks for illegal workers fully addressed. Mandatory CSCS cards are also scanned for validity. Work experience placements and support of encouragement to consider careers in construction are ongoing. Wi-Fi is generally available within the building along with showers and lockers. <i>Parts of the CCS e-learning course can be extended to supply chain supervisors and the workforce simply by free registration on the best practice hub to access. Construction helpline cards for free distribution available at modest cost direct from CCS. Opportunities for other including financial advice and local facilities such as dental and barber facilities could be provided in a booklet as demonstrated from other GT group sites.</i></p>		

Overall score	40	/50
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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.*

Considerate Constructors Scheme

Site scoring explained



Any site, company or supplier that registers with the Scheme makes a commitment to meet the minimum requirements of the Scheme's Code of Considerate Practice. To establish compliance, and recognise performance beyond compliance, Scheme Monitors will visit offices, depots and individual projects or work areas, and will use the appropriate Checklist to confirm a score against each of the five Code headings – appearance, community, environment, safety and workforce.

Separate Checklists have been developed to recognise the differences between sites, companies and suppliers but each includes a number of questions within the five key sections of the Code.

The Checklists include the Scheme's minimum compliance requirements and these are highlighted either as separate bold questions or as bold prompts.

Each section of the Checklist is scored out of 10 points, with a score of 5 indicating compliance. All compliance requirements highlighted in bold on the Checklist must be satisfactorily addressed in order to achieve compliance in that section. However, Monitors are not only assessing compliance with the Scheme's Code and Checklist but also look to identify measures taken which are above and beyond these requirements, and addressing the non-bolded questions/prompts on the Checklist may result in a higher score.

How to apply the scores

Monitors will use their discretion when assessing whether questions or prompts are relevant. Where they are not, they will not be considered when assessing performance or awarding a score. Monitors will decide whether a question/prompt has been adequately addressed taking into account the size, type and location of the site, company or supplier.

The score awarded reflects the Monitor's opinion on how the site, company or supplier is performing based on observations at the time of the visit and their discussion with the company representative or site manager. Please note that credit will not be given for activities that are planned but have yet to be carried out.

Failure to adequately address all bold compliance questions/prompts in a section to the Monitor's satisfaction will result in a non-compliant score for that section, regardless of any other positive activities or initiatives undertaken relevant to that section. The non-compliant score is awarded depending on the nature and severity of the issues identified and taking into account the required course of action. Therefore, when awarding a non-compliant score, consideration will be given to the expected course of action though it is still the nature of the issue itself which will dictate the score.

Descriptor	Explanation of score descriptor	Score
Gross failure	The majority of bold items on the Checklist have not been satisfactorily addressed demonstrating a gross failure to achieve compliance with the Scheme's Code of Considerate Practice. The areas highlighted reflect gravely on the construction industry and should be dealt with immediately to address the negative impact on the image of construction.	1
Failure	Several bold items on the Checklist have not been satisfactorily addressed demonstrating a failure to achieve compliance with the Scheme's Code of Considerate Practice. The areas highlighted reflect seriously on the construction industry and should be dealt with immediately to address the negative impact on the image of construction	2
Major non-compliance	More than one bold item on the Checklist has not been satisfactorily addressed demonstrating major non-compliance with the Scheme's Code of Considerate Practice. The areas highlighted reflect poorly on the construction industry and should be dealt with immediately to address the negative impact on the image of construction.	3
Minor non-compliance	A bold item on the Checklist has not been satisfactorily addressed demonstrating minor non-compliance with the Scheme's Code of Considerate Practice. The area highlighted reflects unfavourably on the construction industry; however, it is deemed to be minor and should be quickly and easily addressed.	4
Compliance	All bold items on the Checklist have been satisfactorily addressed which demonstrates adherence to the minimum requirements of the Scheme's Code of Considerate Practice. When all bold compliance requirements in a section of the Checklist are addressed, but none of the applicable non-bolded areas have been addressed to the Monitor's satisfaction, that section will be deemed as compliant .	5
Good	All bold items on the Checklist have been satisfactorily addressed and additional measures to address some of the applicable non-bold areas of the Checklist are evident, demonstrating performance to a good standard beyond the minimum requirements of the Scheme's Code of Considerate Practice. When 'compliance' is demonstrated in a section and <u>some</u> of the applicable non-bolded areas have also been addressed to the Monitor's satisfaction, the level of performance against that section will be considered to be good .	6
Very Good	All bold items on the Checklist have been satisfactorily addressed and additional measures to address most of the applicable non-bold areas of the Checklist are evident, demonstrating performance to a very good standard well beyond the minimum requirements of the Scheme's Code of Considerate Practice. When 'compliance' is demonstrated in a section and <u>most</u> of the applicable non-bolded areas have also been addressed to the Monitor's satisfaction, the level of performance against that section will be considered to be very good .	7

Excellent	All bold items on the Checklist have been satisfactorily addressed and additional measures to address all of the applicable non-bold areas of the Checklist are evident, demonstrating performing to an excellent standard well beyond the minimum requirements of the Scheme's Code of Considerate Practice. When 'compliance' is demonstrated in a section and <u>all</u> of the applicable non-bolded areas have also been addressed to the Monitor's satisfaction, the level of performance against that section will be considered to be excellent .	8
Exceptional	At the forefront of industry best practice demonstrating the very highest level of achievement far above the minimum standards required by the Scheme's Code, addressing all applicable areas of the Checklist to the very highest standards. When 'compliance' is demonstrated in a section and <u>all</u> of the applicable non-bolded areas have also been addressed to the very highest of standards , the level of performance against that section will be considered to be exceptional . The differentiator between 8 points and 9 points is the standard to which the items are addressed.	9
Innovative	Beyond being exceptional, innovative practices or thinking that goes far beyond the expectations of the Scheme are evident and, as such, the standard by which the image of the industry is judged is being advanced. 10 points can only be awarded in a section where an 'exceptional' standard as defined above has been demonstrated and something truly innovative, as witnessed by the Monitor, has also been implemented or undertaken. This score will only be awarded where an initiative or activity has been seen which demonstrates original thinking in line with the Scheme's Code of Considerate Practice.	10

Non-compliance process

Where a site is found to be non-compliant in one or more sections, the following process will be followed:

A letter highlighting the area(s) of failure will be sent with a request to address the issue(s) detailed in the Monitor's report. In instances of **gross failure** or multiple instances of **failure**, the Scheme will request a meeting to be arranged at the company's office to discuss the issue(s) detailed in the Monitor's report.

A further subsequent visit may be required so that the Monitor can establish that compliance has been achieved. Where **major non-compliance** is found, it may be possible to confirm compliance by providing evidence remotely. Where **minor non-compliance** is identified, no reassessment or evidence is required and the site will be trusted to take the necessary steps to address the issues identified.

Failure to take action to address the issue(s) may result in removal from the Scheme.

Full details of the Scheme's non-compliance process are available at <https://www.ccscheme.org.uk/site-registration/non-compliance-procedure-site-reg/>