



Considerate Constructors Scheme Monitor's Site Report

Site details

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| Site name | Contractor | Site contact | Site ID |
| Northgate Yard | Willmott Dixon Construction Ltd | Jonathan Owen (Senior Build Manager (SBM)) | 127108 |
| Visit date | Monitor | Visit number | Visit type |
| 30/03/2022 | Colin Fuller | 2 | Site |

Project description, context, location and relevant constraints

The development project is the construction of a new cinema with a bowling alley above a standalone block of retail units. The site was a former public carpark which was previously a redundant swimming pool in the centre of Bridgwater, Somerset. The site is roughly rectangular and level with a busy road on the site frontage and a primary school adjacent to the site. To the rear is an area of allotments and further to the side is Brewery Fields, an open space area being upgraded as part of the project. At the time of the visit, the cinema was weathertight with 80% of the drylining completed and 90% of the external elevations finished. The bowling alley with the retail units was at various stages of construction. On the Brewery Fields site, planting was in progress with grass and wildflower areas. The Company uses a site management team overseeing supply chain partners to carry out the works.

Scoring

Respect the **Community**

Excellent - 15 / 15

Protect the **Environment**

Excellent - 14 / 15

Value their **Workforce**

Excellent - 15 / 15

Overall summary

Excellent - 44 / 45

- Each section of the Checklist will be scored out of 15 points.
- A score of 9 in one of the sections of the Checklist reflects compliance with the Scheme's core requirements while scores of 8 or lower indicates a non-conformance in that section.
- Higher scores indicate performance beyond basic conformance with 10 reflecting a 'good' level of performance, 11 'very good', and 13 'excellent'.
- Approved innovations will receive an additional 2 points and Best Practices 1 point, up to a maximum of 5 points for any monitor visit – these will be available on the Insights Dashboard, but not identified or scored on the issued report.
- Approved innovations will need to be maintained or 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.

Executive summary

This was the second site visit and the SBM was briefed on the revised checklist introduced on 1 January 2022. The SBM has implemented effective processes and procedures to address the Community, Environment and Workforce requirements of the CCS Code. This was an excellent site team effort. The SBM and SVO had implemented many initiatives to engage with local community organisations. The environmental challenges for the Brewery Fields open space have been met with attention to detail to reduce the impact on the landscape, ecology, local businesses and the community. Further opportunities had been implemented to increase greater career participation with the local technical college. Mental Health matters have been handled with care and the SBM's approach to this issue was exemplary.

My thanks to Jonathan for his hospitality, responses and the recent copies of the newsletters as evidence of the site team's activities.

Respect the **Community**

Excellent 15 / 15

The SBM had received positive feedback from the Client, primary school, residents and local businesses. Most of the supply chain partners, materials and plant were sourced from local and regional suppliers. The SBM and SVO had planned and actioned many initiatives with the local college. The Company promoted apprenticeship schemes covering trade and professional development. Visitors to the site could see well managed site activities from the perimeter.

Good practice observed

1.1.2 How does the Registered Activity ensure that impacts on the community from construction activity are minimised?

Registration poster and banner prominently displayed.

Good visitor access.

Rigorous inductions including Covid security measures.

Weekly TBTs include impact on school and local community

1.1.3 How are compliments, comments and complaints sought, recorded and proactively managed?

Complaints/compliments logged on Company S Drive system.

1.2.1 How is the Registered Activity keeping the perimeter safe and secure, and surrounding areas clean, tidy and free of litter, mud and dust; to protect the community and passers-by?

Permanent gateman controls deliveries and visitors.

Workforce uses a turn-style with keypad security.

Supply chain partners are required to maintain a high standard of tidiness on the site as stated in the engagement documentation.

Hoardings are regularly washed down.

Wheel wash in place.

1.2.2 How is the Registered Activity ensuring that it maintains organised, clean and tidy operations, including storage of materials and management of waste?

Smoking and vaping shelters provided in welfare area with quit smoking posters displayed.

Storage and waste management areas clearly identified.

1.2.3 How is the Registered Activity identifying and reducing the effects of nuisance, disturbance and intrusion on potentially impacted communities?

Plenty of site parking outside the welfare compound and also available in the Angel Place Shopping Centre by invitation of the Manager.

The SBM has introduced the CLOCS App to capture all the necessary data by the gateman and site staff.

TMP in place.

Dust and noise monitoring in place.

1.3.1 How is the Registered Activity ensuring that all those potentially impacted by construction activity are treated with consideration, courtesy and respect?

Personal contact by the Construction Manager and SBM with the neighbouring care home, primary school and residents.

Monthly newsletters distributed with very detailed explanations of the works, goodwill activities and environmental achievements.

1.3.2 How is the Registered Activity promoting construction positively within the local community, including promoting local employment?

The planning consent had a s106 agreement which highlighted the expected Social Value to be achieved on the site. This has been documented by the Company's Social Value Officer (SVO) with presentations to schools and tracking by the SVO.

The site team had been supporting students in referral units with site visits and work placements.

1.3.3 How is the Registered Activity supporting positive impact within the local community?

The SBM and SVO have an effective strategy and plan in place to engage with the local school, residents and the business community.

Improvement opportunities

1.1.3 How are compliments, comments and complaints sought, recorded and proactively managed?

The SBM could consider logging all verbal compliments.

The SBM could consider distributing a short questionnaire to the school and residents with an incentive to return the forms/emails.

Not applicable

1.1.1 How has the Registered Activity engaged with the impacted community to understand and address concerns prior to the start of site activity?

Protect the Environment

Excellent 14 / 15

The Company had an accreditation to ISO 14001:2015. This provided the backdrop for all site processes and procedures to align with the required outputs from the site. Site specific issues were covered in TBTs to maintain an excellent profile on environmental matters. Quality assurance procedures covered all areas of waste management. The SBM promotes environmental matters in the regular newsletters. The Company collated all recycled waste and

energy usage. The Company's commitment to the environment was reinforced by the Company's Sustainability Strategy and Plan with the tracking and recording of performance against the plan.

Good practice observed

2.1.1 How does the Registered Activity identify and manage environmental concerns?

The Company was accredited to ISO 14001:2015

The EP was prominently displayed and referred in TBTs.

Fire drills held monthly.

Emergency procedures were in place for spills.

2.1.2 How is the Registered Activity communicating environmental plans, controls and performance to the workforce, community and general public?

Inductions included the environmental factors on the site.

Daily briefing and site walks monitored environmental issues.

COSHH measures in place.

Community noticeboard displayed current site progress and the newsletter.

2.1.3 How is the Registered Activity protecting the landscape and watercourses?

The ecology of the Brewery Field site was reviewed prior to the start of the upgrade works.

Waste management appeared sound.

The SBM had reviewed the use of single use plastics with the supply chain partners at the pre-start meeting.

Significant efforts had been made to manage the surface water run-off from the culvert through to the Swale with hydro-breaks and ultimately to the sea at the Docks.

2.2.1 How is the Registered Activity planning to reduce its carbon footprint, including measurement, recording and publication of performance

The Company carbon footprint reporting system captures all site data and is available as a report on MyProject.

The Company has target dates for carbon neutral and zero carbon of 2025 and 2050 respectively.

2.2.2 How is the Registered Activity optimising the use of resources, energy and waste?

Plant & equipment were currently powered with HVO.

All internal plant was using battery power.

Air handling units will be installed to regular ambient temperatures in the buildings.

2.2.3 How is the Registered Activity ensuring supply chain involvement in the reduction of carbon?

The SBM confirmed that the Company was putting pressure on supply chain partners to reduce carbon emissions.

BREEAM data was collected by the Company to indicate carbon reduction achievements.

Positive selection of suppliers and materials to lower embodied carbon content.

Low carbon concrete was being used on the project.

2.3.1 How is the Registered Activity identifying, assessing and planning to maintain or improve the natural environment locally?

Plan in place to protect the existing ecology and enhance the natural environment on Brewery Fields.

Measures put in place to safeguard the local watercourses.

Significant amounts of planting in Brewery Fields.

2.3.2 How is the Registered Activity delivering its plans relating to the natural environment?

TBTs include protection of the existing ecology.

Progress recorded on MyProject against the plan.

Significant efforts to enhance the local ecology in Brewery Fields with semi-mature tree planting.

Bat boxes and bug houses to be installed in wildflower areas.

Newsletters identify achievements.

2.3.3 How is the Registered Activity proactively promoting improvements realised for the natural environment?

The CM and SBM use briefings with the local community to update them on progress and the longterm benefits of Brewery Fields.

Regular items in the newsletters and displayed on the community noticeboard keep the local community informed.

Local press coverage has reported on the project.

Improvement opportunities

2.2.1 How is the Registered Activity planning to reduce its carbon footprint, including measurement, recording and publication of performance

The SBM could consider introducing climate change into TBTs and the impact of construction on carbon emissions and the need for carbon reduction across all sectors.

Company policies on Equality, Diversity and Inclusion were clear guidance for the SBM and this provided the basis to fully engage with the workforce. The specialist supply chain supervisors were an integral part of the site management process. The SBM referred to the Company support to the supply chain partners on employing apprentices. The Company could consider providing an optional health check for the workforce with an on site visit by an occupational health nurse. The SBM confirmed that recent CCS e-learning modules had been reviewed and could be included in TBTs. The SBM confirmed that the Company provided mental health first aid training and the SBM was a mental health 1st aider.. The presence of an AED on site was an excellent enhancement for safety performance.

Good practice observed

3.1.1 How is the Registered Activity ensuring the competency and legitimacy of the workforce?

CSCS standards rigorously applied.

Pre-start inductions taken by all the workforce.

Modern slavery explained and compliance checks in place.

The site supports disadvantaged children in the area through direct talks and work experience.

3.1.2 How is the Registered Activity planning and delivering learning and development to encourage construction as a career choice, improving representation from poorly represented groups?

The Company training matrix maintains a check on all site staff.

The Company supports workforce development.

Similar systems also apply to supply chain partners.

3.1.3 How is the Registered Activity ensuring the workforce is treated fairly and with respect?

ED & I matters discussed at inductions.

The SBM maintains an open door policy and supports the workforce with confidential meetings when requested.

Site facilities accommodate supports equality and diversity needs.

3.2.1 How is the Registered Activity assessing the needs of the workforce to drive an improvement in wellbeing?

Fatigue and weather exposure issues were closely monitored.

Supply chain partners were required to report on checks carried out on their staff.

Annual medical checks for all directly employed staff.

Supply chain partners provide yearly checks on their staff.

Mental health first aiders available at HO.

The SBM is a mental health 1st aider.

3.2.2 How is the Registered Activity proactively addressing safety requirements for the workforce and visitors?

RAMs were regularly updated with the supply chain partners.

Inductions and daily briefing maintain a high degree of review of site activities.

Emergency procedures in place with muster points clearly identified.

An AED was available on site.

The Company donated an AED which was placed on the outside of the school building and was available to the public.

3.2.3 How is the Registered Activity embedding a culture of continuous improvement in health and safety performance?

The CM and SBM lead by example with a collaborative management style.

Company safety alerts used in TBTs to keep the workforce up to date.

Near miss reporting reviewed and actions taken as appropriate.

Company H & S visits supplemented with independent reviews

3.3.1 How is the Registered Activity ensuring suitable, hygienic and well maintained welfare facilities are provided?

Facilities appear proportionate for the number of the workforce.

Office staff have a well proportioned space with welfare facilities.

Toilet block fully plumbed with separate male and female toilets with facilities..

The groundwork supply chain partner has a separate office and welfare facilities.

Cleaning regime in place.

3.3.2 How has the Registered Activity identified and assessed biological hazards, and are the hazards effectively managed?

Covid precautions appear to be in place.

Monitoring of the workforce will remain in place for the duration of the project.

COSHH storage in place.

3.3.3 How has the Registered Activity supported other workforce needs?

Cycle racks provided.

Van share encouraged with supply chain partners.

Return to work checks following an isolation period of 5 days requires two -ve tests.

Improvement opportunities

3.2.1 How is the Registered Activity assessing the needs of the workforce to drive an improvement in wellbeing?

The SBM could consider introducing healthy living advice at TBTs.

Disclaimer

The opinions and scores presented in this report are the result of observations made by the Considerate Constructors Scheme's (the Scheme's) appointed Monitor during a visit to assess compliance with the Code of Considerate Practice (the Code). The findings detailed in this report do not represent compliance with any standard or regulatory requirement, nor can any reliance be placed on the findings contained within the report in legal proceedings, except in relation to compliance with the Code.