

Considerate Constructors Scheme

Monitor's Company Site Report



Company	Bonchurch Ltd				
Company contact	Helen Stillman				
Onsite contact(s)	Lawrence Smith				
Company ID number	945	Visit ID	16375	Visit date	01/04/2016

Site description, context and location

The works comprise the retention of the façade of a single residential dwelling and the complete demolition and reconstruction of the property including lowering the basement level. And constructing four new upper floors. The works are being carried out for a private client and the site is situated in a high end residential road in Ladbroke Grove, London, W11.

Checklist section	Category score		Score descriptor
1. Care about Appearance	7	/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	7	/10	
3. Protect the Environment	7	/10	
4. Secure everyone's Safety	7	/10	
5. Value their Workforce	7	/10	
Total score	35	/50	

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

Executive summary

This is a very impressive site with very good levels of code compliance across all areas. First impressions set a very good tone with solid hoardings to the site frontage being well decorated and maintained, good signage and an informative notice board. A focus on operative PPE could be considered. Community engagement is comprehensive and there is an evident policy in place to ensure good neighbourliness. Display of comments received could raise operative awareness. Environmental matters appear very well under control and achievements could be promoted to the public and the workforce. Energy usage targets could also be set. The company appear to have very good policies and procedures in place to ensure the health, safety and wellbeing of their workforce most of whom are directly employed. A reward scheme for safety performance and/or encourage feedback and suggestions could be considered. The initiatives to provide work opportunities to disadvantaged groups in conjunction with the Princes Trust and the planned opportunities for Syrian refugees are commendable. A very enjoyable visit. Thank you for your time.

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 'Company Scoring Explained' for further details.

This report does not count towards BREEAM or Code for Sustainable Homes

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Monitor's Company Site Report - Detailed summary of findings



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1. Care about Appearance	7	/10
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First impressions are very good with a solid and well decorated and maintained hoarding fronting the site and providing a gantry for the site accommodation. Signage is very clear and the site frontage is clean and clear of any mud or debris. All waste is stored within the site behind the hoardings and thus is not visible to the public. Site waste is bagged awaiting disposal **and this did compromise access into the site at the time of the visit.** Welfare facilities are suitably placed above the public footpath and all operatives were wearing appropriate PPE **although some of it could be in better condition.** There is a regular and positive culture towards the perimeter areas of the site and the need to keep it clean and tidy and sweeping and when necessary, pressure washing is completed particularly after deliveries and/or removal of waste. There is a general rota for operatives cleaning around the site including the facilities aided by a checklist. There is an appropriate culture of "clean as you go". Most operatives on site are directly employed by the company and good housekeeping is clearly in the company culture. A discreet area for smoking has been prepared including the provision of bins. **Consideration could be given to e-smokers.** Site rules are displayed and weekly tool box talks will include site presentation. Company branding is strong including signage, PPE and display of the company website. **Use of social media could be considered.**

2. Respect the Community	7	/10
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Letters were sent to neighbours prior to commencement which included company contact information including a 24/7 contact number. Advance notice is provided of potentially disruptive works and there is a feedback section on the company website. Advice on removal of pets is provided when noisy operations are to be carried out which is a good initiative. Deliveries are timed to arrive between 9.30 and 3 to avoid disruption with all operatives assisting to unload to ensure speed. **The hoarding will be adapted when utility connections are due to be made.** A number of goodwill gestures have been undertaken for neighbours and there is good use of local shops and use of local suppliers. The scheme poster is displayed and there is a detailed notice board on the hoarding. Scheme posters are displayed around the site accommodation. Operative conduct is managed through inductions and tool box talks and good neighbourliness is an evident culture. **Radios are allowed but volume controlled.** Operatives cycle or use public transport so there are no parking issues. Feedback can be given through the company website and any site specific comments are passed on to operatives verbally. **Consideration to displaying them could be considered to raise operative awareness.** Letters have been sent to local schools offering them opportunities to have presentations but as yet have not been replied to. Scheme reports are circulated and discussed and there is a positive focus and support in meeting the requirements of the code. The company supports the Princes Trust **and is planning to give opportunities to Syrian refugees which is an excellent initiative.**

3. Protect the Environment	7	/10
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The environmental policy is displayed and site specific inductions are conducted in accordance with the initial environmental assessment. Similar environmental information is displayed on the notice board on the hoarding. Waste is bagged on site with soil waste segregated as the soil is contaminated. **The amount of waste being recycled was not known although reports are received.** Materials are reused where possible although apart from the retention of the façade the rest of the building was demolished. Dust is suppressed and noisy operations are time restricted. There are no ecological features of note. There are no hazardous substances stored on site but there is a spill kit which is good practice. Environmental training is provided and included in tool box talks. **Energy usage targets could be set and measured against and the contractor could consider a positive campaign to promote environmental achievements to the public and the workforce.** There is a switch off policy in place. Reference to environmental issues are included in site rules however which are displayed in the site office and the notice board. **Rainwater harvesting could be considered** although space on site is limited. The company carries out carbon footprint reporting on an annual basis. Noise and dust monitoring is on an "ears and eyes" basis which is appropriate and noisy operations are time limited. **Carbon offsetting could be considered.**

4. Secure everyone's Safety	7	/10
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Details of the local A&E hospital are displayed and **a route map could be also.** First aiders are identified at induction **but do not have visible ID.** A safety consultant visits site approximately every six weeks and completes formal reports. Access to the site is controlled and all operatives sign in and out. Site boundaries appear secure and are regularly inspected. A banksman oversees all deliveries and unloading onto site. Safety signage is clear and well located. Safety bulletins are issued by the safety consultant who also reviews RAMS in conjunction with the SM and helps with information pre-commencement. The company has a formal drugs and alcohol policy. Monarflex sheeting is fixed to the upper levels of the scaffolding. Emergency procedures are in place and drills have been carried out and are recorded. There is no working plant on the site. **FORS/CLOCs registration could be considered and encouraged through the supply chain.** There is a positive culture towards near misses and the SM has ongoing briefings with all operatives. **A hazard board could be considered.** Drivers and visitors are inducted as required and operatives with language differences are risk assessed. **A safety incentive scheme could be introduced as could random drugs and alcohol testing.**

5. Value their Workforce	7	/10
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There was a very evident caring and supportive working environment on the site. The SM has a clear open door management style and he is supported by a regular and well established workforce most of which are directly employed by the company. . A training matrix is in place to monitor personal development requirements. Regular reviews are undertaken with operatives and support to learn new skills is provided. **Training could be extended to trade contractors where appropriate.** Occupational health risks are assessed and addressed and medical conditions and emergency contact details are recorded at inductions. Healthy lifestyle advice is provided at inductions. Welfare facilities are quite basic and consist of a combined changing/drying room, toilets and a canteen. There are separate female facilities and all are cleaned by the welfare labourer which appears to be working reasonably well. CSCS cards are encouraged **but not mandatory. Spot checks could be considered.** There is an excellent initiative in place for recruiting from disadvantaged groups in conjunction with the Princes Trust. **Giving opportunities to Syrian refugees is being considered.** The SM is evidently aware of potential issues regarding mental health and stress. **Consideration could be given to e-smokers.** Rest breaks are enforced and the taking of holidays encouraged. The company provide assistance in language training and offer support to operatives in broader areas in the 6 monthly reviews. **A reward scheme to encourage feedback could be introduced and a review of the Best Practice Hub could be undertaken to assess what similar companies are doing on their projects.** Operative employment and retention appears to be very good.

Overall score	35	/50
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This report does not count towards BREEAM, Code for Sustainable Homes

*The contents of this report are a reflection of the meeting held between the Scheme's Monitor and the company 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.*