

Considerate Constructors Scheme Monitor's Company Report



Company name	MD Developments(London) Ltd				
Company contact(s)	Paul Walker				
Scheme ID number	C02630	Banding	£3.5m to £10m	Visit date	06/12/2019

Company description, context, location and relevant constraints	
Office	The company was formed approximately 15 years ago and operates as specialist bricklayers and scaffolders sub-contractors. They work mainly for volume house builders throughout the south of England. The visit was carried out at their new offices within a small commercial estate, located in a mainly residential area in West Drayton, West London, with a scaffolding yard located in Iver, Buckinghamshire.
First validation	This validation visit was undertaken at the Wates Residential site at Lee on the Solent in Hampshire. The development is a large residential project in conjunction with Homes England located adjacent to the Solent airfield. . The project is split into two separate sites referred to as the Yellow site and the Red site. There is a single central welfare set up. MD Developments have an office in the compound next to the main offices and also have space within the main storage compound. The company is undertaking brickwork on this project.
Second validation	Paul Walker hosted the 2 nd Validation Visit that was carried out on Berkeley's 'Broadacres' Residential Site in Southwater near Horsham in West Sussex. MD Developments have provided Brickwork and Scaffolding Services on this Project from the start in 2018 and are currently working on the superstructures of 20 x 4/5 Bedroom Houses on Phases 1 and 1.6.

Code section	Scores					Scheme scoring explained
	Office	Val 1	Val 2	Validated		
Care about Appearance	7-8	7-8	7-8	7	/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	6-7	6-7	6-7	7	/9	
Protect the Environment	6-7	7-8	6-7	7	/9	
Secure everyone's Safety	7-8	7-8	7-8	7	/9	
Value their Workforce	6-7	6-7	6-7	7	/9	
Additional points	0	0	0	0	/5	
Total score	32-37	33-38	32-37	35	/50	

Executive summary
<p>MD Developments present a very professional image of construction at this working location in Horsham and this is reflected through its Displays and Presentations in the Main Contractor's Project Meeting Room endorsed by the many compliments received from the Main Contractors. Visual References to the Berkeley Site's 'Gold Star Status' and the benefits of 'The Construction Map' were demonstrated during the visit. Everyone affected by the works are kept informed through constant liaison with the Main Contractors Team who are identified on the Operations Board. The team shows high levels of respect for the environment and operates a modern fleet of vehicles with trackers. Safety Standards are very good and the Company encourages continuous improvement and best practice and that includes the mentoring of their Apprentices each year (an Investment in the 'Next Generation'). General and Occupational Health matters feature at induction and in toolbox talks with very good references in the Information Files and referenced links on the Company Website. The Main Contractor provides excellent Site Office and Welfare Facilities including a fully serviced canteen that offers fresh food throughout the day with healthy options. The Values of Registration with the Construction Best Practice Hub were discussed during the visit with particular reference to the E-learning courses and the suite of CCS 'Spotlight Topics'. MD Developments has worked to very good standards (Beyond Compliance) throughout this year of Registration.</p>

Detailed summary of findings

Care about Appearance

Office visit findings and indicative score	7-8	/9
<p>Sites are generally protected by good quality timber hoarding and whilst this is the responsibility of the Principal Contractor (PC), the company are aware of the importance of the initial impression of the site, and would raise the issue with the PC if they felt it should be improved. They are usually allocated some facilities on site, including office space and materials storage area, which they keep in a clean and tidy condition, and all their operatives are expected to contribute to this. Logo'd 'brick jackets' are used to protect stacked bricks and improve their appearance. The company have a dress code, with logo'd hi-vis and hard hats worn, no shorts or bare shoulders permitted and a professional appearance required at all times. The company ensure that operatives abide by the site's smoking requirements, which usually restricts smoking to a designated covered smoking shelter only. Sign written company vehicles are inspected regularly and have to be kept in a clean and tidy condition. The company have a web-site and use social media to communicate and promote themselves, and #loveconstruction was discussed as a vehicle to help promote the construction industry.</p>		
First validation visit findings and indicative score	7-8	/9
<p>The allocated office space and materials storage was tidy. A visit to view the work areas indicated that high standards of housekeeping are applied on this project. This fits with the main contractor ethos. The main contractor provides tipping skips at each work location and the Company's staff are briefed to ensure that these are used appropriately. Segregation takes place at this stage to help the main contractor separate waste streams at the main site skips. FOD briefings have been done to the workforce and the risk of loose plastic is carefully managed. Operatives were all presented. The branded high viz is particularly effective with the use of the company logo and the 'Zero Harm' decal. All bricklayers wear the same colour hard hat. These details help present a professional image. The company uses social and business media to promote site activity and this is encouraging to see. It would be worth adding #loveconstruction to any relevant posts so that anyone doing a general search will find information about the company.</p>		
Second validation visit findings and indicative score	7-8	/9
<p>MD Developments present a very professional image of construction at this working location in Horsham and this is reflected through its Displays and Presentations in the Main Contractor's Project Meeting Room endorsed by the many compliments received from the Main Contractors. There is an emphasis on maintaining a positive image on site with close attention to detail - including the opportunity to now display the 'CCS Gold Stars' (CCS Logos are also available in 'hard hat sticker format'). The team briefings include encouragement about the dress code, good housekeeping and the maintenance of very clean and tidy vehicles. The Team are extremely well organised: most necessary when the work is carried out at distance from the base. MD Developments has an excellent website with dedicated CCS references and exploits Social Media (LinkedIn and Twitter). The Company could consider using including '#loveconstruction' as another platform for PR.</p>		
Validated score	7	/9

Respect the Community

Office visit findings and indicative score	6-7	/9
<p>Company contact information will be displayed on the site perimeter if permitted, or at their allocated office space if not, together with an emergency contact number. They have a formal complaints recording process, although no complaints have been received within the last twelve months. The company comply with the PC's TMP and provide a banks man to supervise vehicle movements and unloading where required and parking for their work force is usually provided on site. Local labour and suppliers are used where possible and local shops etc. supported. Acceptable site language and courteous behaviour to the general public is covered at induction and radios only allowed on low volume, if permitted by the PC. The CCS poster will be clearly displayed and Vehicle stickers displayed on all logo'd vehicles. All operatives will be advised about CCS Company Registration at induction which will also be promoted to clients and any supply chain. The company have a Corporate Social Responsibility Policy and support and work in partnership with the PC in any community project.</p>		
First validation visit findings and indicative score	6-7	/9
<p>When operating as a subcontractor on a project such as the one visited the company need to take note that the public, neighbours and community include the other workers on the site. The main contractor deals with letters and communications to the public nearby, but the company can take responsibility for ensuring other workers on site are shown consideration. The site manager attends the daily coordination meetings and engages with the weekly health and safety meetings organised by the main contractor. The workforce uses the designated car parking and ensure that local roads are clear. The workforce is also reminded about appropriate language especially when working near to site boundaries or when they are off site. The company supports community activity near to head office. It would be worth discussing with the main contractor what support could be given to local activity. Some of the site team have been involved in site goodwill gestures. CCS information is displayed on the site office and vehicle stickers are used on branded vehicles. It would be worth considering wider use of the company specific logo. It is important to use the correct logo and the one used on the company website should be changed accordingly. It would be worth discussing with the main contractor the opportunity to display the CCS poster for the company on the main hoarding.</p>		
Second validation visit findings and indicative score	6-7	/9
<p>Site inductions include CCS references with an emphasis for the team to consider the neighbours at working locations. The works at Broadacres have minimal public interaction but Site Preparations included checks to ensure that everyone affected by the works will be kept informed by the Main Contractors. Parking, off-loading and delivery arrangements are regularly discussed and instructions are included in the Method Statements and the MC's DMS. Information Packs are checked to ensure all the relevant information is 'to hand' for the works and to minimise the paperwork used on site making the administration 'leaner' and 'more effective' for both the workforce and the Main Contractors. CCS Materials including the Company Registration Certificate are displayed on site. CSR Activities are recorded centrally and everyone has access to the current events and activities linked to Group's Charity Work on the Company Website. Corporate CSR Activities could be reflected more effectively on Site for inclusion (CSR Action Plan – checklist ref 2.8). It is noted that the site encourages the use of the local shops in Sothwater, has a direct local labour force and sources local trade sub-contractors if necessary and this could be evaluated more in terms of CSR and Social Value for the local Economy.</p>		
Validated score	7	/9

Protect the Environment

Office visit findings and indicative score	6-7	/9
<p>The company has an Environmental Policy Statement which is available on site and they are currently working towards ISO14001 accreditation, with policies in place promoting the use of sustainable and recycled materials. Any site specific issues are identified in the CPHSP which is monitored by the site foreman and audited as part of the regular SHE inspection regime, carried out monthly by the company HSQE Manager. They can also be covered at induction and by tool box talks where appropriate. The HSQE Manager will be considering means of reducing energy and water use as part of ISO14001, but mainly relating to the new office building, as there appears to be little scope on site. Waste is separated on sites according to the PC's requirements and separation of domestic waste from the offices is also being considered. Any hazardous materials on site are stored in accordance with COSHH requirements. Noise and dust pollution on sites is considered and water suppression used on cutting tools. A system of Carbon Footprint monitoring is currently being considered, for both the office and on sites, as part of ISO14001 accreditation.</p>		
First validation visit findings and indicative score	7-8	/9
<p>The company confirmed that it is working towards the ISO standard. Policies were displayed in the office. The main waste management on this project is undertaken by the main contractor. Bricks are supplied by the main contractor. There did not appear to be any specific waste targets set for bricks and possibly this is an area that is worth developing so that main contractors can be advised as what levels of waste ought to be expected. Mortar is provided from a silo with water addition to a dry mix. This ensures that water use is carefully managed. A cutting station has been established for the bricks. This ensures dust is minimised and noise controlled. The site office is fitted with PIRs and thermostats, so this helps reduce energy use. The company vehicles are fitted with trackers and so 'green reports' can be provided showing carbon impact of travel. This is likely to be the largest contributor to carbon impact and it would be simple to set some reduction targets based on the green reports.</p>		
Second validation visit findings and indicative score	6-7	/9
<p>Whilst environmental consideration is very good and due consideration is given to maintaining a modern fleet of efficient vehicles with trackers: the ability to minimise environmental impact at working locations seems somewhat otherwise restricted. Pre-start preparations for planned activities include ensuring that the team were aware that 'packaging' is to be returned on delivery vehicles and waste is kept to an absolute minimum on site. The Team are briefed about Air Pollution. A brick cutting station has been established to ensure that dust is minimised and noise is controlled. Setting and Monitoring appropriate Environmental Targets could be considered to meet the Main Contractor's Goals. The CCS website has an Environmental Checklist for use and the E-learning materials on the Best Practice Hub may also be of help in this area. Site Performance meets the Main Contractors' exacting Standards and the team demonstrates a very good approach in this area. It was noted that recent accreditation for ISO14001 has been achieved. Carbon emissions could be evaluated through the Fuel Card Scheme that could offer potential links to Carbon Offsetting Programmes and the 'vehicle tracker reports'. Environmental performance is noted to being very good.</p>		
Validated score	7	/9

Secure everyone's Safety

Office visit findings and indicative score	7-8	/9
<p>The CPHSP is monitored by the site foreman and audited by a monthly H&S inspection by the company HSQE Manager, including RAMS reviews. The company aim to provide qualified first aiders on site, but there are always provided by the PC as well, identified by green cross on PPE and at the site induction. The PC also displays details of the nearest A&E hospital and MIU and larger sites will now usually provide a defibrillator, as well as first aid kits and eye wash station. The company will also have their own first aid kit and accident book on site, and sign in and out of site on a daily basis. Site safety is updated by regular tool box talks and daily safety briefings, and scaffolding is checked and monitored using 'Safe Time' which is an electronic version of 'Scaf-Tag' The PC is responsible for emergency procedures and these are checked as part of the monthly H&S inspection. FORS and CLOCS are currently being considered by the company. There is a strict no drugs or alcohol policy in place and random testing is carried out by the PC on many sites, although the company is considering introducing their own random testing policy. The importance of near miss reporting is covered at induction and any near misses or accidents are reported and analysed through internal systems. Not aware of any current company initiatives or site incentives to encourage a more personal and proactive approach to site safety</p>		
First validation visit findings and indicative score	7-8	/9
<p>The safety documents are issued to the main contractor in advance of work commencing. The company has engaged with the Wates safety systems before starting and once the works commenced on site. All operatives attend the induction. Toolbox talks are delivered as appropriate and the site team comply with any whole site briefings required by the main contractor. The company has its own first aid boxes and there are often first aiders on site even though the principal contractor will provide these services. It is important to know where the nearest AED is, and this information should be ascertained and included on details to the nearest A&E. The site rules require 5-point PPE and it was clear from the visit that this was being complied with. The company has a D&A policy and is considering whether testing is appropriate. Some e-learning has been done and it would be worthwhile ensuring that key personnel have undertaken the e-learning module on vulnerable road users. The company is aiming at FORS silver registration in due course. Accidents and incidents are recorded, and the regular safety inspections record this information along with any near miss reports. Many companies are now referring to near misses as learning opportunities or positive interventions to remove the stigma associated with reporting of near misses.</p>		
Second validation visit findings and indicative score	7-8	/9
<p>A full pre-start assessment of Safety Practice is carried out to ensure that all the correct information that is relevant to the work in progress features in the information packs. The Risk Assessment and Method Statements include references to the Company Apprentices working in the team. The Main Contractors regularly audit Safety Performance and continuous improvement could be incentivised through the development of Company targets and benchmarks from the Main Contractors safety audit reports (Photos of 'what could be improved'). Monthly Safety Audit Reports provide 'improvement actions' and these actions could be counted to produce Company KPIs. Emergency procedures are referenced to the Client's Special requirements including security checks for access into the working areas. The safety preparation and organisation for the work is very good and very well managed.</p>		
Validated score	7	/9

Value their Workforce

Office visit findings and indicative score	6-7	/9
<p>The company have an Equality, Diversity and Inclusion Policy, with key issues covered at the initial induction which all the work force receive. There is a training policy with matrix used to ensure training needs are identified, provided and maintained. There are currently three apprentices and the company are currently looking to increase this number via a partnership with a college, and some work experience is also being provided on some sites. All new operatives receive a company induction and all relevant skills and CSCS cards are recorded, and details requested of any relevant medical conditions and emergency contact numbers. Welfare facilities are provided by the PC and usually consist of a mess room with the usual equipment, a separate drying room with benches and hooks, although not usually secure lockers and a toilet block with a separate ladies toilet but no shower. These facilities are also checked during company H&S visits and commented on if not considered satisfactory. Some information is usually displayed on sites by the PC relating to Occupational Health and Healthy Lifestyle advice, including cancer awareness and mental health & stress awareness with confidential helpline numbers, but not aware if the company also provide similar information if required, or if the company is planning to provide additional support regarding mental health issues. The CCS 'Best Practice Hub' and e-learning were discussed as a good source of information to help improve compliance levels under the CCS, and it appears they are already being utilised by company staff.</p>		
First validation visit findings and indicative score	6-7	/9
<p>The supervisory structure on site ensures that the site manager is in a position to engage with the workforce and know if there are any issues with bullying or harassment. Bricklayers are employed directly and as a result right to work checks are done and training is provided to suit the various activities of the company. The supervisors are trained to SMSTS or SSSTS. Andrei – the site manager- has also done SEAT training. Andrei and Paul have done the introductory e-learning from the hub and it would be worth undertaking the other courses and perhaps even incorporating them into the training matrix for the company. It would be worth considering how to share general health and wellbeing information with the workforce, basing this on a calendar of topics might be a worthwhile method perhaps linked to a suite of toolbox talks. The company invests in trainees and apprentices and 3 have been employed on this site.</p>		
Second validation visit findings and indicative score	6-7	/9
<p>Pre-start discussions indicate very good support for the travelling workforce and mentoring for the new Apprentices: an investment in the 'Next Generation'. Inductions and formal training for the workforce is carried out appropriately and it was pointed out that the CCS E-learning Programme is open for all registered users. The Main Contractor's Office and Welfare Facilities provides excellent resources including a fully serviced canteen that provides fresh food and healthy options. Occupational Health Risks are assessed with limited Health and Wellbeing information referenced on site. The comprehensive site-specific induction covers all aspects of behaviour and good housekeeping: promoting mutual respect. The 'MD Development Team' is a very professional and 'happy' crew who enjoy and take pride in their work and are clearly very well cared for. There are opportunities for the team to develop 'case study' submissions to the Best Practice Hub to highlight 'Best Practice' on this site.</p>		
Validated score	7	/9