

Considerate Constructors Scheme

Company 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 as bold questions.

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 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.

Indicative scores vs validated scores

Following the initial office visit within a registration period, the Monitor will provide an indicative score, i.e. a score that reflects how the Monitor feels that company is performing against the Checklist, based solely on the discussions and observations at the office visit. The score is deemed to be indicative because the Monitor has not yet been able to validate the discussions with observations 'in the field' and it is therefore impossible to confirm with surety that the company is performing at a certain level.

For this reason, the indicative score will usually be given as a two-point range, e.g. 6-7, which would mean that the Monitor thinks the company is performing to a good or very good level using the descriptors shown overleaf but needs to verify the discussions before a validated score can be awarded. It may be possible for the Monitor to award a specific indicative score if they feel confident but equally, they may occasionally use a three point range, e.g. 6-8 if they just didn't get enough information at the office visit to be confident in narrowing down a score.

Following the first validation visit, an updated indicative score will be shown on the report which may match that shown following the office report or may be flexed up or down, depending on whether observations at the validation visit matched the discussions that previously took place or whether they actually demonstrated a level of performance better or worse than previously discussed.

Following the second validation visit, a further updated indicative score will be shown reflecting observations at that time and the Monitor will also provide a final validated score for each section of the report that reflects how they feel that company is generally performing against the Scheme's Code of Considerate Practice and the associated Checklist. The validated score is not a reflection of the second site visited but of overall performance based on discussions and observations across three separate meetings.

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 <u>very highest of standards</u> , 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 company 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 company 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 on the Scheme's website.

Considerate Constructors Scheme

Monitor's Company Report



Company	Taunton Deane Property Services				
Company contact	Richard Prewer				
Company ID number	1947	Visit ID	19989	Banding	£250k to £3.5m

Company description, context and location	
OFFICE	Taunton Deane Property Services are responsible for the planned and responsive maintenance for approx. 6000 homes owned by West Somerset Council. Works are all located in the Taunton Deane area. Direct labour force is around 60 with 10 staff managing the programme of works
FIRST VALIDATION VISIT	The depot is still developing its systems as the various sections of Taunton Deane Property Services are reorganised to take advantage of the new depot. Workforce remain at 60 staff now 12 Nr. Car and works van parking is organised into appropriate areas with signage requiring drivers to don hivis as leaving their vehicles.
SECOND VALIDATION VISIT	

Code and Checklist section	Office	Validation visits		Validated	Score descriptor
	19/04/2017	01/08/2017			
Care about Appearance	6-7	6-7			/10
Respect the Community	6-7	7-8			/10
Protect the Environment	6-7	6-7			/10
Secure everyone's Safety	6-7	6-7			/10
Value their Workforce	6-7	7-8			/10
Total score	30-35	32-37			/50

For more information visit www.ccscheme.org.uk

Innovative activities identified	
Care about Appearance	
Respect the Community	
Protect the Environment	
Secure everyone's Safety	
Value their 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 'Scoring Explained' for further details.

Executive summary
<p>The first validation meeting was carried out in the new offices situated at Chelston, Wellington in Somerset, with Richard Prewer Head of Property The depot has recently relocated from Taunton to this new facility. The depot also houses other service departments for Taunton Deane IE. Parks and Grounds, Roads etc. There was a wide ranging discussion at the meeting highlighting good practices that are already in place and some more which could be put into practice as the department builds and takes on more responsibilities. Richard promotes CCS through the office intending to include logo and information on the office paperwork, when received. All operatives are inducted to the CCS codes and practices, which is intended to be cascaded down to the residents of the properties where works carried out. A new name board has been erected which includes the CCS banner. Richard also intends to purchase CCS fags to be erected at the entrance. The van fleet will be replaced with new which will include the CCS logo etc. The premises contain messing, canteen, toilets both male and female, lockers, shower and drying room. A cycle rack is provided for those that cycle to work. Smoking is not permitted within the depot, an area has been designated for this purpose adjacent to the depot which Richard intends to develop into a recreational area picnic tables, covered area for smokers and vapors.</p>

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Monitor's Company Report



Care about Appearance

Office visit observations and indicative score	6-7	/10
<p>First impression of the depot is very good. The facilities are all new and cleaned by contract cleaners on a daily basis. Fleet vehicles are kept clean and tidy with regular inspections to ensure standards are maintained. Material storage areas are well organise. Skips are provided for waste materials brought back by the workforce, which are segregated and covered when not in use. Branding to be enhanced on new vehicles which gives the opportunity to define / formalise company values and PPE will also be redesigned to include logo etc.</p>		
First validation visit update and indicative score	6-7	/10
<p>The depot remains clean and tidy. The new company board is situated at the entrance. Vehicle parking has been formalised with segregated areas for works and private cars. HiVis is required to be worn when exiting the vehicles. Company vehicles are being replaced with new logoed vehicles including CCS logos. Operatives will have company uniform and HiVis which will includes CCS logo.</p>		
Second validation visit update and indicative score		/10
Validated score		/10

Respect the Community

Office visit observations and indicative score	6-7	/10
<p>Residents are informed of planned maintenance to their homes with planned dates to carry out works with reasonable efforts made to minimise the impact of these works. Response works are carried out on a timed schedule, which is controlled by the co-ordinators. Company work closely with "Inspire to Achieve " scheme. As 80% of the residents are on benefits Richard is promoting return to work by taking on apprentices to train up and carry out maintenance works. Currently they have 12 apprentices. Vehicles are branded with 24/7 contact numbers, which are also available on the web site. Consideration is to be given to encourage resident to notify defects via the web site.</p>		
First validation visit update and indicative score	7-8	/10
<p>Call staff have been trained to deal with residents complaints in a sympathetic manner and ensure that the complaint is dealt with quickly and with minimum impact on the resident. Operatives also receive training to deal with residents sympathetically and to "have a chat" with them the assure them that the service given is the best that can be achieved</p>		
Second validation visit update and indicative score		/10
Validated score		/10

Protect the Environment

Office visit observations and indicative score	6-7	/10
<p>All waste is recycled wherever possible with very little going to landfill. Rainwater is harvested and used for cleaning purposes. Local labour and suppliers used wherever possible. Operatives to be issued contact numbers for local vets should a distressed animal be observed. Team are responsible for collecting and disposing of road kill. Consideration could be given to purchase a chip reader so any pets could be identified and owners informed. Company encourage cycle to work and have installed cycle rack. Plans are in hand to educate workforce on environmental/sustainability issues.</p>		
First validation visit update and indicative score	6-7	/10
<p>TDPS no longer deal with "road kill". Agency labour has been replaced with local labour thus reducing travel impact on the environment. Research is being undertaken to encapsulate housing to reduce energy consumed in heating. They are also researching forming rain gardens under communal areas to capture and use rainwater, which would normally go into watercourses. This will reduce flood risk and save on water usage cost.</p>		
Second validation visit update and indicative score		/10
Validated score		/10

Secure everyone's Safety

<i>Office visit observations and indicative score</i>	6-7	/10
<p>Company has comprehensive first aid arrangements. A defibrillator is kept in the office, and staff trained in its use. High quality PPE is provided including face fit masks, gloves etc. Operatives are briefed in the workday RAMS including lone working and asbestos training There is no random testing for drugs or alcohol as not permitted by the unions. This could be an area to reconsider in the future. A list of troublesome residents is kept and if call out to one of these a pair of operatives will be sent. Each van carries first aid kit, accident book, spill kit etc. Each call out has a check list to be signed by resident and operative as proof worked carried out.</p>		
<i>First validation visit update and indicative score</i>	6-7	/10
<p>Safety remains paramount. Lone working is a constant problem with appropriate systems in place to check on the operative. A register of aggressive residents and a minimum of two operatives is sent to deal with their works. D&A is a sensitive issue with the involvement of the unions but further discussions are planned to look into this.</p>		
<i>Second validation visit update and indicative score</i>		/10
<i>Validated score</i>		/10

Value their Workforce

<i>Office visit observations and indicative score</i>	6-7	/10
<p>Workforce thoroughly inducted and trained in public relations. Consideration given to resident's requirements, special needs noted and works arranged accordingly. Workforce issued with list of municipal buildings where they can use facilities. All operatives are medically checked and occupational health advice readily available and also subject to regular toolbox talks. Chill out room provided in depot. Operatives are instructed not to work in a premise if the tenant becomes abusive. Further training to be considered on public relations and how to deal with complaints or abusive behaviour</p>		
<i>First validation visit update and indicative score</i>	7-8	/10
<p>Depot facilities are excellent but the workforce is out on the road most of the time so they carry list of locations where the facilities can be used. Workforce have received training to liaise with residents and have a chat with them to put them at ease.</p>		
<i>Second validation visit update and indicative score</i>		/10
<i>Validated score</i>		/10

This report does not count towards BREEAM or other similar accreditation schemes.

*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 visits. Where appropriate, **bold italic** statements will indicate where improvements can be made.*