

# MONITOR'S REPORT

## SITE DETAILS

<b>SITE NAME</b> New Teaching Block	<b>CONTRACTOR</b> Kent Structures Ltd	<b>SITE CONTACT</b> Justin Hazelden (Project Manager)	<b>PROJECT DATES</b> 28/08/2023 - 31/10/2024 First registered: 01/09/2023
<b>MONITOR</b> Chris Smith	<b>SITE ID</b> 511873	<b>VISIT DETAIL</b> 13/08/2024 Site 0 (On-site)	<b>PROJECT CONTRACT VALUE</b> £3,100,000

## PROJECT DESCRIPTION, CONTEXT, LOCATION AND RELEVANT CONSTRAINTS

The site is located within the grounds of Queen Elizabeth Grammar School, Faversham, Kent. The project is the construction of a new two storey teaching block, and refurbishment and alterations to the adjacent teaching block. The works consist of concrete foundations, insulated concrete formers with precast blank flooring and brick slip cladding. The site has very limited neighbours due to the site location being deep within the school grounds, but is surrounded by various school buildings and the sports field. At the time of this final visit the structure of the building was complete and the internal fitout was nearing completion, with the landscaping works to follow. The site is on target to be completed for the start of the new school term in September 2024.

## SCORING

Respect the <b>Community</b>	Excellent - 14 / 15	<ul style="list-style-type: none"> <li>A score of 9 in a Section or 27 for the Total Report Score reflects a conforming score for the Code of Considerate Practice</li> <li>For more information on the Monitor Checklist, scoring descriptors, the Scheme's definition of innovation and report writing standards, visit <a href="http://www.considerateconstructors.com">www.considerateconstructors.com</a>.</li> </ul>
Care for the <b>Environment</b>	Excellent - 13 / 15	
Value their <b>Workforce</b>	Excellent - 14 / 15	
<b>Total Report Score</b>	Excellent - 41 / 45	

## EXECUTIVE SUMMARY

This site has adhered to the CCS Code to an excellent standard throughout the project. The site maintains an outstanding relationship with the school and the surrounding neighbours. Justin and his team work in close collaboration with the school and neighbours to ensure minimal disruption from construction activities and deliveries. During our walkaround it was evident that Justin manages a well-organised site, with all storage and welfare facilities kept to a very clean and orderly standard. The site is highly dedicated to all environmental plans and procedures, striving diligently to meet their carbon NetZero commitments as outlined in the company's NetZero commitment plan. Adequate welfare facilities are provided and are maintained to a very high standard. All training requirements are regularly reviewed and addressed as necessary.

## RESPECT THE COMMUNITY

**EXCELLENT 14 / 15**

The site continues to demonstrate an excellent understanding and high level of respect for the community. Justin ensures that the school and all neighbours are well informed about any disruptive activities through digital newsletters and face-to-face discussions when necessary. Additionally, the site has introduced community noticeboards at the entrance to facilitate communication with the broader community. Effective measures are in place to maintain a neatly presented site boundary and surrounding areas, creating a positive image of construction for the public.

### Good practice observed

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

- Communication regarding any anticipated disruptive activities is being conducted through a weekly digital newsletter that is displayed in the school reception on a big screen, as well as distributed to all directly impacted persons.

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

- Wider community feedback is encouraged via the community noticeboard which has an impacted community feedback QR code available on it.

#### 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?

- Regular periodic inspections and clean-up of boundaries is conducted and documented as part of the Site Manager's daily routine.

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

- An extensive traffic management plan is currently in effect, with particular attention to the peak hours of the school. This plan has been effectively communicated to the entire workforce, including subcontractors and suppliers.

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

- The use of a community noticeboard on the outside of the building to help communicate with the wider community has been implemented and is being used to good effect.

**Improvement opportunities**

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

- Promoting construction as a career choice including activities at schools/colleges and career fairs could be considered.

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

- The engagement and support of local charities and community facilities local to the site could be improved.

**CARE FOR THE ENVIRONMENT**

**EXCELLENT 13 / 15**

The site continues to have an excellent commitment to all things related to the environment. All environmental plans and procedures you would expect from a site of this type and size are in place. The site remains on target to achieve BREEAM very good certification. The site have agreed to create a number of additional planting and garden areas including some seating areas, as part of their environmental legacy for the project. Kent Structures continue to take their environmental responsibilities very seriously and have in place an organisation wide commitment plan to carbon reduction and NetZero; details are available on the company website. The company are also working towards ISO 14001 certification which will cover all of their projects in the future.

**Good practice observed**

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

- The Registered Activity is working with an ecologist to minimise the impact on the surrounding woodland and wildlife.

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

- Off-site construction has been utilised for various elements on-site, such as prefabricated concrete steps and lift shaft.

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

- A number of natural habitats have been installed around the site including bat and bird boxes.

**Improvement opportunities**

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

- In addition to standard environmental toolbox talks, considering training for the workforce on climate change, carbon reduction in construction, and conservation of energy and resources could be considered (CITB SEATS).

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

- Training for workforce on the company's carbon commitment could be improved.

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

- Community action days and school participation in various aspects of environmental improvement could be considered.

**VALUE THEIR WORKFORCE**

**EXCELLENT 14 / 15**

The site maintains an exemplary standard of value for its workforce. All expected plans and procedures for a site of this size are established. The company's Equality and Diversity policy is actively enforced and promoted. The induction process clearly states that bullying, inappropriate language, and harassment will not be tolerated. At the prequalification tender stage, procedures ensure the workforce is legally permitted to work in the UK, and a modern slavery policy is implemented. Training details for operatives are documented during induction. Possession of CSCS cards or an equivalent is compulsory for on-site work. Operative training requirements are evaluated consistently, with a matrix system in place. The management operates an open-door policy and shows flexibility in accommodating various religious and cultural needs. The wellbeing of all site operatives is proactively supported through regular toolbox talks and informational posters in the welfare area.

**Good practice observed**

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

- Safety inspections are conducted bi-weekly by both external consultants and the internal safety department to ensure regular monitoring. In addition to this, the Site Manager also conducts a weekly safety audit electronically which is monitored by the H&S Manager remotely from head office.

**3.3.3 How has the Registered Activity supported other workforce needs?**

- Outside seating has been made available within the site welfare compound for the operatives to enjoy the summer weather conditions.

**Improvement opportunities**

**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?**

- Workforce recognition for good practice with regards to CCS expectations (note this may be part of a broader recognition programme) will need to be implemented in order to retain this point on any future site inspections.

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

- On-site mental health first aiders could be considered. These individuals may be selected from the operative workforce, which may be less daunting for employees than discussing issues with site management.

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

- Sanitary bins in all permanent and semi-permanent toilet facilities (including the male toilets) and a supply of sanitary products (free or chargeable) in female facilities should be in place in order to retain this point on any future site visits.

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