



Millwood Designer Homes

Employing more than 60 sub-contractors in the construction of high quality homes, a mid-sized building company wanted to ensure that all contractors worked to high standards of health and safety which exceeded mere compliance and were compatible with its own culture of excellence.

Based in Tonbridge, Millwood Designer Homes (MDH) designs and builds exclusive homes in Kent and Sussex. The company employs 67 permanent staff, mainly management and support personnel, and uses as many as 60 sub-contractors on its various projects. It is currently working on 14 sites, and expects to complete 110 homes this year.

All building work is contracted out and ensuring that each contractor operates to a high level of safety and compliance is a challenging task. The management team at MDH expect the highest standards internally, and wants to ensure that this culture permeates every corner of the company's operation, including health and safety.

The solution

Called The Windmill Scheme, the MDH Contractor's Competence Programme was introduced to all contractors at a meeting in Tonbridge. 4See Risk Management explained that support was being sought to improve standards of health and safety at every site and with every contractor, and this could only be achieved with their active support. The safety documentation and competence records of each contractor were examined by 4See Risk Management, from health and safety policies to training records. Accident records and risk assessments were all reviewed and questionnaires about attitudes and methods were issued.

Far from resenting the scheme, Millwood's contractors fully endorsed the initiative and the mutual benefits this proposed. Where shortcomings were revealed the contractor and 4See worked together to raise standards, and 4See met with each company to explain why health and safety was so important to their mutual client. Ultimately, working for MDH has become a badge of honour for contractors, and means that their standard of health and safety are as impressive as the quality of their work.

4See Risk Management continues to monitor existing contractors and vets new ones before they are appointed; standards are never allowed to falter. MDH has not had a serious injury at any of its sites for over four years and the culture of excellence is as apparent in the building process as it is in the finished product.

"We have worked with many consultants in the past, but never found one that was as good or as pro-active as 4See Risk Management. They do the job the way we would want to do it ourselves"

Roy Magro, Construction Director
Millwood Designer Homes