

# ◀ BEST PRACTICE INFORMATION ▶



## New observation boxes put to good use

BFK have been operating an observation card system on site which provides a means of communicating positive and negative observations from site to management. The observation cards are reviewed and “You said. We did.” posters produced each week which include actions which are taken to address the observation raised.

The new orange observation reporting stations have now arrived on site and are already being put to good use, and promoting greater use of the observation card system. The observation stations are in place on all SCL sites over the C300/410 and C435 contracts. The stations are certainly noticeable and are much more practical than the previous letter boxes. The observation cards are collected on a regular basis (at least weekly). They are then recorded and given to a review group who produce the “You said. We did.” poster in response. The poster is then displayed on the observation station to show the outcomes of the cards submitted.



Observation reporting stations showing ‘You said. We did.’ poster displayed at Bond Street.