



A film for site managers

Presented by Melissa Porter

Registering your site with the Scheme means you've taken a proactive approach to improving the image of construction. It means you are committing to the Scheme's aims and to its Code of Considerate Practice.

So your first requirement is to display the Scheme information.

These posters and banners are for external display in prominent positions; not only do they let members of the public know that your site is registered, they feature the contact numbers of both the Scheme and the site.

This enables anyone to call to discuss complaints or comments they may have about your site. There is also information about the Scheme designed specifically for site managers and operatives. This information should be displayed within the site, in locations where the management team and site workforce will be able to see them easily.

All registered sites are monitored by experienced industry professionals who are fully trained in the Scheme.

Now, the Monitors check that your site is performing in three broad areas and the first is the impact that you have on your neighbours.

Title: Being a good neighbour

The Monitors will ask what your site is doing to be a better neighbour, an asset to the local community. Point out all your initiatives such as reducing noise, minimising the impact of lorries and vans arriving, cleaning up debris from the site activities.

These and many others will contribute to the Monitor's report. The Monitors will also want to know whether all those working on your site understand the Scheme's requirements and are committed to reducing inconvenience to those who may be affected by the site.

Dawn McKenzie, Community Liaison:

I'd like this Scheme to be the best practice moving forward for other schemes because I think it works so well. Everybody, the contractor, the client, all the stakeholders, the subcontractors are wonderful – they really are trained up well, basically to be polite and courteous wherever they go around. The whole ethos on the estate is that we are all a team.

Lynne Bell, Community Liaison:

Communication and communication all the time! The more you talk to people I think the easier it becomes. And to become integrated. To become part of the community is really important.

They'll also check whether the site is actively involved with the community. So for example, going into local schools with the industry mascot, Ivor Goodsite, to promote site safety.

John Broadis, Associate Headmaster:

That's been fantastic because Ivor Goodsite and other people from the contractors have actually been into school and they've talked about construction and they've talked about hazards and safety; real involvement in building their own community.

You should also explain to the Monitors how your neighbours are kept up to date with construction activity. Whether you arrange community events or meetings and how your site deals with any queries, comments or complaints received from its neighbours.

Title: Taking care of your site operatives

The second area of interest for the Scheme is how the registered sites actually look after all of the people that work on them, so it could be site operatives and the subcontractors.

Monitors will check that you have an effective induction procedure and, depending on the site's size, a canteen, locker rooms, toilets, washing facilities and showers that are clean, tidy and well-stocked.

Do make sure that you mention any additional welfare-related services you provide.

You'll be asked if your site develops the skills of its workforce. Do you offer any training such as toolbox talks? Are you actively trying to attract new people into this industry via apprenticeships or work experience placements?

It's important for the site management team to consider what effects subcontractors are having on its image. Are they working to the site's expectations and projecting a positive impression of the site and the industry in general.

Encouraging your subcontractors to register separately with the Scheme ensures you can feel secure in the knowledge that they too have committed to the standards and expectations of the Scheme.

Title: Taking care of the environment

Finally, the Monitors will want to know how your site checks the effect that it's having on the environment. What environmental protection policies do you have in place? Does that include tracking and reducing carbon emissions?

Here's an example - this site has a good waste reduction policy and where waste is inevitable, it's properly separated into different types for appropriate recycling.

The Monitors will also be interested to learn whether the site is managing its impact on local wildlife and ecology. This is an urban area but the developer has taken the initiative of landscaping and planting this park, and installing these living sedum roofs which have many environmental benefits.

So last, but not least, the Monitors will be looking at what the site is doing to encourage their operatives to be more environmentally friendly.

And this Environ Wash is a good example. This is where the decorators will come and wash their brushes and other equipment and ensure that the dirty water doesn't pass directly through to the drain.

Title: Examples of Good Practice

If your site is looking to perform beyond the basic expectations of the Scheme, there's a helpful guide. (Please now visit www.ccsbestpractice.org.uk for examples of best practice)

This lists a great range of initiatives and activities collected by Monitors during their visits. Each example of good practice here demonstrates the site team's desire to achieve the very highest standards of consideration.

Whether you take a more considerate, more proactive approach to working with the neighbours, the site workforce and the environment. The initiatives include putting on events, organising site visits for the public and contributing donations, facilities or personnel to help local good causes.

And installing viewing ports which neighbours can peep through to check how building work's coming along.

John Broadis, Associate Headmaster:

The contractor and the client, they have worked together and with the school and have built on our site a multi-use games area which is absolutely brilliant because during the school day we can use that. And then the community centre can let it and so it can be used by the community during the evenings and during the holidays and weekends. It's a fantastic facility for us.

Title: How sites are scored

In order for a site to achieve compliance with the basic expectations of the Scheme, five points are needed in each of these five categories, giving a total score of 25 out of a possible maximum score of 50.

The Monitoring process is not an exercise in box-ticking, it's a two-way discussion about what the site is doing to demonstrate its credentials as a considerate constructor.

Title: In summary

So do remember as a registered site, your team should consider – what can be done to ensure that the site becomes a better neighbour in the local community? How you can best look after your workforce and what processes you can put in place to protect the environment.

Ideally you should prepare for each visit from your Monitor so you are ready to discuss your site performance against the Scheme's Code and do ensure that Scheme information is clearly and properly displayed for both the public and the site operatives.

The aim of the Scheme is to improve the image of construction and with your help that is exactly what will happen.