



Affected by Works film

Presented by Julia Bradbury

There are so many things about the construction industry that none of us like. But we need it to create, to change and repair the world around us. And we rely on it to sort out all those things going on under our feet that we hardly ever think about – until they go wrong.

So, like it or not, construction work with the benefits it brings and the disruption it causes is always going to be with us.

All that we can ask is that the construction companies consider the impact that they have on our lives and that we the public are given a voice, somewhere to take our complaints, somebody to act on our behalf and make sure that we're taken seriously.

That's why this was started – the Considerate Constructors Scheme. It's dedicated to making sure that you, me and the construction industry get on a whole lot better.

The Scheme can't stop noise or dirt or traffic jams, but it has set out some simple and important guidelines to help the industry treat us the public with more consideration, and it makes sense to everyone – to us, the industry and the government.

And that's why thousands of sites across the UK are signing up every year to demonstrate their belief in the Scheme.

Finding out which sites have signed up is easy. These posters and large banners can only be displayed when a site has been registered.

As even more of these appear, we'll all start to recognise just what they stand for and it will seem odd when sites aren't displaying them.

The underlying idea, like most great ideas, is a simple one; the Scheme doesn't rely on heavy-handed laws.

It is designed to encourage those sites that register to be more considerate all round; in looking after their workforce, in showing awareness and concern for the environment, and especially in dealing with everyone that the building works might affect. And that's you and me.

Now, you might be thinking "how on earth can an organisation that isn't empowered by law, improve an entire industry?" Well that is where the Scheme is very clever, because it uses competition and reward to encourage the sites to make them want to improve.

The competition is introduced by challenging the sites to achieve standards set out by the Scheme.

Site operative:

This is where all the lorries come in....

Performance is checked during site visits by the Scheme's Monitors – these are extremely experienced, entirely independent construction professionals. They check and score sites but they also guide and advise, sharing best practice through the industry to raise the levels of consideration all round.

The reward is reaching and exceeding the standards required to retain registration. The public acknowledgement of that reward is the Considerate Constructors Scheme National Awards.

At these annual events, construction companies of all types and sizes get together in the hope that they'll be recognised for their achievements. With those winning the awards gaining a lot of positive press coverage and a huge boost to their marketing efforts.

All the registered sites agree to adopt a Code of Considerate Practice.

You can see here the elements of the Code – they include a lot of common sense; being a good neighbour to the local community by making sure that everybody who may be affected by the works knows what's going on.

Keeping noise to a minimum; not just the noise of the work, but also irritating radios and shouting.

The Code also expects a real involvement with the community, so the site becomes a real asset to the neighbourhood and not a hated nuisance.

As we've seen before, it's easy to spot member sites. They'll have a poster or a banner like this one on display.

And if you do have a problem then you can contact the Scheme directly, using that telephone number. And then they will try and resolve the problem on your behalf.

Now that seems like a win-win!