Considerate Constructors Scheme
BEST PRACTICE GUIDE

We are committed to improving the image of Construction
INTRODUCTION

The Considerate Constructors Scheme Steering Groups have been established and tasked to look at ways in which we can improve CCS performance and scores across our business.

As you will know, the overall objective of the Scheme is to improve the image of construction amongst the public and the impact of the site on the local community.

It is also part of our CSR activities and our performance in this area is judged critically by clients, business partners, neighbours and other stakeholders. Information on our CSR and CCS performance is requested by clients in tender documents and a poor performance in this area can mean the difference between winning and losing a bid.

Although our scores have improved steadily in recent times, there is still scope for further improvement and this booklet is intended as a guide for site teams on how their scores can be improved.

This information is a collection of ideas from the CCS Steering Group, and feedback from Monitors reports.

It has also been gleaned by speaking to site managers and staff at different levels.

Most of the tips are ‘easy wins’ and quick to implement meaning you should always receive an average score. Some are not so obvious but are good for picking up extra points.

If you have any questions about CCS or how we can help you in this area, please speak to a member of your Steering Group.

For more ideas on picking up extra marks, visit the CCS ‘Best Practice Hub’ which provides information such as case studies, innovative ideas and ‘spotlight on’ initiatives.

https://ccsbestpractice.org.uk
APPEARANCE
Constructors should ensure sites appear professional and well managed.

- Follow guidance in site set up guide
- Signage - see corporate guidelines available on Inside Living. For CCS compliance, all sites must have at least a main entrance sign and additional address sign
- CCS banners and signage installed at prominent locations
- Consider how your site looks to passers-by. Have a daily cleaning schedule with a tick sheet explaining when and who is responsible, covering areas such as toilets, shower facilities, site canteen, plants, graffiti, litter picking, road sweeping, wheel washing (using recycled water where possible) and dust minimising
- Welfare schedules should be displayed in all welfare areas
- Hoardings kept neat and tidy - have a checklist
- Viewing panels in hoarding
- Skips and bins to be emptied regularly - skips to be netted and enclosed
- PPE must be in good order
- Storage allocation areas – show on plans
- Example welfare check form
- Designated smoking area or create walking routes for smokers, hi-vis to be removed and mingle as members of the public. No boundary smoking

- Site notice boards for SHEQ, CCS and Community.
- Display site personnel poster with contact details including an out of hours and emergency numbers
- Display CCS Policy on notice board
- Display CCS reports on notice board
- Display site and delivery rules
- Materials delivery board and procedures to be displayed
- All additional notices on site should be created in the ‘Notice Template’, available on Inside Living.
COMMUNITY

Constructors should give utmost consideration to their impact on neighbours and the public.

- Community noticeboard to be installed
- Pre start/Project information issued to local residents and businesses
- Introductory letter to residents outlining works
- Residents newsletters/literature/Code of Conduct to be issued (put copy in site file)
- Residents website
- Display emergency contact numbers on community noticeboard
- Community support initiatives
- Log all goodwill gestures
- Contact local schools and groups to discuss joint initiatives
- Ivor Goodsite initiative to be used where possible
- Display thank you cards
- Record of compliments and complaints (form available on CCS website) which must detail any action taken
- Weekly works updates
- Public notices
- Noise monitoring throughout day and control measures to limit noise where possible including through the night eg acoustic sheeting or turning generators off
- Comments/suggestion box on outside of hoarding
- Traffic management or delivery plans in place to stop traffic build up
- CCS banners and posters
- Toolbox Talks for operatives regarding CCS commitments, conduct and behaviour ie language, phones, parking/obstruction, noise, dust, overlooking properties etc
- Have a CCS champion to promote the scheme and keep up to date on community initiatives including fun-days, apprentice schemes etc
- Display CSR report
- Hold meet the contractor events/drop-in sessions
- Include community issues/constraints within the site induction
- Satisfaction surveys
- Career advice
- Advertise opportunities for local apprentices
- Consider disabled access, respite services (refurb), security/gateman
- Promote local businesses on site.
ENVIRONMENT
Constructors should protect and enhance the environment.

- Policy statement in folder and displayed on site
- Site Waste Management Plan displayed
- Illustration Posters (Available from Marketing)
- Recycling facilities – promote throughout the site
- Monitor site carbon emissions
- Consideration to wildlife
- Link activities to country/worldwide days e.g. World Environment Day
- Set printers to double sided
- Log mileage for contractors
- Use local materials where possible
- Smart Waste evidence
- Evidence of noise monitoring and dust suppression
- SHEQ bulletins
- Site environmental performance posters (See SHEQ team for guidance)
- Rainwater harvesting, guttering on smoking shelter, use for dust suppression/plants
- Environmental management plan in place
- Environmental constraints plan displayed and included in induction
- Members of REAL, Carbon Trust and the Supply Chain Sustainability School and accredited to ‘Green Deal’
- Energy efficient cabins to be used for site set up
- Provide cycle racks
- Encourage use of public transport (print maps for tube or bus routes)
- Spillage procedures to be shown next to spill kit locations
- Light switches and heaters to be labelled with ‘please turn off when leaving room’
- Install PIR sensors to lighting where ever possible
- Recycling skip/bins for paper, metal, timber
- Labelled skips and bins throughout site including COSHH bins
- Fuel tanks bunded
- SFC timber used on site
- Keep COSHH materials in a designated store with all COSHH assessments in a file.
SAFETY
Constructors should attain the highest levels of safety performance.

- H&S Policy Statement displayed
- Safety issues communicated at induction
- Scaff tag alert system in place
- CSCS app can read cards. Subscribe to site to check cards online
- Personalised H&S posters
- Monthly check on CCS website for H&S initiatives
- Construction Phase Plan (in folder and displayed)
- Performance league tables for United Living and subcontractors
- Display site achievements
- Illustration Posters (refurb and new build specific)
- Toolbox Talk records
- Site Security – checks/CCTV/ID cards
- Operative safety incentive schemes
- Emergency procedures and medical information available
- Record of H&S inspections (in folder and displayed)
- Risk Information for operatives and visitors - Hazard Board and daily site briefings
- Suggestion box – ‘You said we did campaign’
- Accident/near miss reporting arrangements
- Directions to nearest hospital displayed
- Consider public safety eg falling debris, lighting, barriers etc
- Pedestrian access
- Safety bulletins and alerts
- Safety poster pack from SHEQ team
- Site first aider’s signs to be displayed
- Escape routes signage
- Green route signage in place
- Site emergency response plan to be kept updated
- Lights installed on pedestrian walkways
- No reversing out of site
- No mobile phones on site (new build)
- Complete vehicle and pedestrian segregation
- Able and disabled pedestrian crossings on site
- Emergency escapes identified on ground
- Ivor Goodsite posters - Spot the hazard
- Drivers rules to be signed prior to entering site
- Gloves and glasses compulsory on site (or risk assessed out if necessary)
- Daily task briefings
- Site perimeter checks
- Marking of all trip hazards
- No trailing leads policy
- Staff boards with photos and titles to be placed into work areas
- Fire and traffic marshall posters to be displayed
- Safe driving practices (FORS/CLOCS).
WORKFORCE
Constructors should provide a supportive and caring working environment.

- Weekly tool box talks
- Inform staff about site achievements
- On induction, provide handout on CCS commitments, show CCS DVD and get a photo for the site file
- Display SHAP calendars and provide area for prayer
- Considerations for religious festivals / cultural needs
- Have a ‘green card’ system for praise
- Employee of the month scheme
- Equality and diversity policy on display
- Diversity questionnaires distributed to operatives
- Anti-bullying and harassment policy on display
- Source free English / literacy training for operatives
- Welfare facilities in place e.g. canteen, respite areas, showers
- Cycle storage available on site
- CCS Steering Group minutes on display
- Evidence of careers opportunities provided on site e.g. work experience pre-employment programme and apprenticeships (case study)
- Evidence of training carried out on site including CSCS
- Occupational Health and wellbeing Initiatives – Leaflets/posters on stopping smoking, prostrate cancer, healthy eating
- Toolbox talks on mental health
- E-smoking areas on site
- Suggestion box on site
- Show evidence of employee consultation
- Health benefits available to staff
- Skin safety stations in welfare - barrier cream, soap and moisturiser
- Drinking water points
- Welfare facilities for females and disabled staff
- Percentage of local labour to be sourced in line with project
- Fire alarm drill with employee feedback
- Illnesses and diseases identified within induction to ensure operatives are treated correctly if risks are present
- Lockers for employee use
- Eyewash and ear protection stations around site
- Daily task briefings
- Health screening on site
- Careers advice
- Promote apprenticeship schemes
- We have a zero tolerance drug / alcohol policy
- Driver safety briefings
- Free internet for operatives
- Monthly ‘Pizza Thursdays’
- Free ‘Fruit Fridays’.