



## Considerate Constructors Scheme Site Manager's Guide

Started in 1997, the Considerate Constructors Scheme was set up to raise standards in the construction industry.

The Scheme is a not-for-profit, independent organisation founded by the industry, recommended by local authorities, the government, main contractors and major industry clients.

Every year thousands of sites, companies and suppliers voluntarily register with the Scheme and are monitored against the Code of Considerate Practice, which has been instrumental in many of the improvements enjoyed today.





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## Purpose of this guide

The purpose of this guide is to inform site managers of the Scheme's requirements, including how to adhere to the Code of Considerate Practice and the site monitoring process.

This guide will also explain how your site will be scored and provides information on the annual National Site Awards.

### Our aim: Improving the image of construction

#### Why?

The construction industry has a huge impact on all our lives, with many construction sites in sensitive locations. If all sites presented an image of competent management, efficiency, awareness of environmental issues and above all neighbourliness, then every site would become a positive advertisement, not just for itself but for the industry as a whole.

#### What?

The Code of Considerate Practice commits those sites registered with the Scheme to care about appearance, respect the community, protect the environment, secure everyone's safety and value their workforce.

#### Who?

The Scheme is open to construction sites of all types and size and for every type of construction activity, with many construction companies and clients automatically registering all their sites as company policy.

#### How?

Through the monitoring of registered sites and the displaying of posters around the site, promoting registration with the Scheme.

If passers-by wish to comment, the name and telephone number of the site manager is clearly displayed, alongside the freephone telephone number of the Scheme's administration office.



# Code of Considerate Practice

Considerate constructors seek to improve the image of the construction industry by striving to promote and achieve best practice under this Code. They will:

## Care about Appearance

**Constructors should ensure sites appear professional and well managed**

- Ensuring that the external appearance of sites enhances the image of the industry.
- Being organised, clean and tidy.
- Enhancing the appearance of facilities, stored materials, vehicles and plant.
- Raising the image of the workforce by their appearance.

## Respect the Community

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

- Informing, respecting and showing courtesy to those affected by the work.
- Minimising the impact of deliveries, parking and work on the public highway.
- Contributing to and supporting the local community and economy.
- Working to create a positive and enduring impression, and promoting the Code.

## Protect the Environment

**Constructors should protect and enhance the environment**

- Identifying, managing and promoting environmental issues.
- Seeking sustainable solutions, and minimising waste, the carbon footprint and resources.
- Minimising the impact of vibration, and air, light and noise pollution.
- Protecting the ecology, the landscape, wildlife, vegetation and water courses.

## Secure everyone's Safety

**Constructors should attain the highest levels of safety performance**

- Having systems that care for the safety of the public, visitors and the workforce.
- Minimising security risks to neighbours.
- Having initiatives for continuous safety improvement.
- Embedding attitudes and behaviours that enhance safety performance.

## Value their Workforce

**Constructors should provide a supportive and caring working environment**

- Providing a workplace where everyone is respected, treated fairly, encouraged and supported.
- Identifying personal development needs and promoting training.
- Caring for the health and wellbeing of the workforce.
- Providing and maintaining high standards of welfare.

The Code of Considerate Practice outlines the Scheme's expectations of all registered sites, companies and suppliers, describing those areas that are considered fundamental by the Scheme in helping improve the image of construction.



# What is expected of a site manager?

The primary concerns of the Scheme are:

## The neighbourhood and general public

Registered sites should do all they can to reduce the impact of construction activity on anyone affected by their work and should aim to leave a positive impression on their neighbours.

## The workforce

Companies managing registered sites should do all they can to be a considerate employer. They should provide clean and appropriate facilities for all those who work for them, and treat every employee with respect.

## The environment

Registered sites should do all they can to reduce any negative impact they may have on the environment, and should work in an environmentally-conscious and sustainable manner.

Responsibility for compliance with health and safety remains as defined in current legislation.

The Scheme and its Monitors should not be seen as 'safety inspectors'. Their role is to provide constructive comment.

The Scheme uses the term 'constructors' to include all those who are involved with your site, including:

- your client
- any consultants
- your company's management

The Scheme expects you to commit to its aims and to abide by the Code of Considerate Practice. This is not solely the site manager's responsibility; it is best practice for the client, consultants and your own management to assist you.

You should refer regularly to the Scheme's Code of Considerate Practice and this guide.



# Things to consider

## Principal sources of complaints

Site managers registering with the Scheme are expected to operate their sites in such a way to minimise all sources of complaint from the general public.

The principal sources of complaint made about construction activity are:

- Failure to inform neighbours and anyone affected by the project about anything that may cause disruption or concern.
- Noise and vibration, principally from demolitions, piling, plant movement and cutting.
- Mud, dirt and debris on roads and around the site.
- Dust, principally from demolitions, bulk material movements, cutting and cleaning.
- Additional traffic, inconsiderate parking and vehicles unloading.
- Language and behaviour of site operatives.
- Working outside of normal hours.

## Actions before you start on site

Requirements and appropriate items from the Code of Considerate Practice and the Best Practice Hub should be incorporated into the project plan. Read the Site Registration Monitors' Checklist as this will be used by the Monitor to review your site's performance.

### Particular attention should be paid to the following:

- Maintaining communication with neighbours and anyone affected by the project about anything that may cause disruption or concern.
- Minimising noise and dust from site operations.
- Selecting appropriate traffic routes to and from site.
- Minimising obstruction caused by parked vehicles and vehicles unloading.
- Keeping roads and footpaths clean and unobstructed.

### Prepare a Scheme file including:

- Compliments/Comments/Complaints Record.
- Information ready for a Monitor's visit. Please see 'Information likely to be sought by Monitors' section on page 8.

### Notify neighbours:

- Neighbours affected by the works and traffic to and from the site should be notified prior to work commencing. They should be told what is being built, together with start and finish dates. Activities likely to cause disruption or concern should be listed with dates.
- The 'Construction work in your area' flyer should be used to promote the Scheme to the general public and to increase their awareness of the efforts being made by the industry. Copies of this flyer can be obtained by contacting the Scheme's administration office.

## Site operations

Erect and maintain Considerate Constructors Scheme signage. Please see the *Site Registration Displaying Information* guide for instructions.

- A PowerPoint induction presentation for you to show to your operatives is available to download from the Scheme's website [www.ccscheme.org.uk](http://www.ccscheme.org.uk). Printed A3 flip chart sheets of this presentation can be obtained by contacting the Scheme's administration office.
- Monitor your site's compliance with the Code.
- Encourage your subcontractors and suppliers to register with the Scheme and uphold the standards you are setting.
- Watch the Scheme's films (which can be viewed online) and make reference to this guide.
- Operatives' Handouts are available to purchase from the Scheme's administration office.
- Notify the Scheme office if the completion date, site manager's details, phone numbers or site office address change.

## Once a site has completed

- Notify the Scheme office that works are complete.
- Return the banner to the Scheme office for recycling.



## Best Practice Hub

The Scheme's free online resource hosting a wealth of best practice ideas, guidance and case studies, has proven to be a key success in helping constructors to raise industry standards.

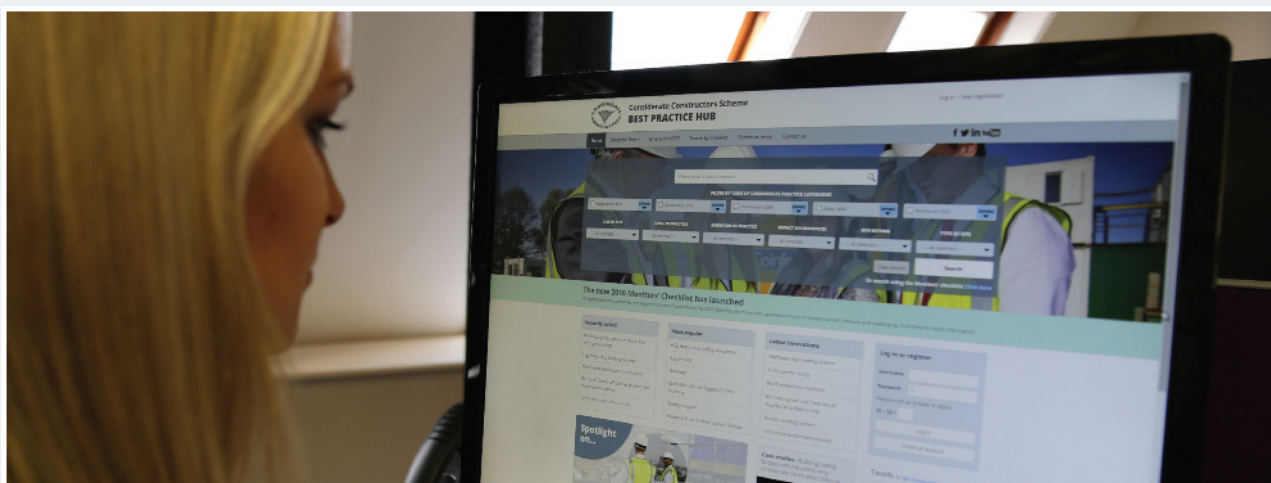
Created in accordance with the Scheme's Code of Considerate Practice, this unique database, available to anyone and free of charge, details best practice initiatives either already in place or currently being developed throughout the construction industry.

All data on the Hub is easily searchable using keywords, the Monitors' Checklist or by filtering through the Code.

Users can therefore search the Hub for best practice ideas in the areas of appearance, community, environment, safety and workforce.

As well as featuring an extensive selection of best practice examples, you can also access innovations, Scheme resources, important dates and events, 'Spotlight on...' campaigns and e-learning.

To access the Best Practice Hub, please visit  
[www.ccsbestpractice.org.uk](http://www.ccsbestpractice.org.uk)



## Dealing with complaints

Registered sites are expected to deal in a considerate manner with any complaints or concerns resulting from the site's activities. All complaints can be recorded in the Compliments/Comments/Complaints Record provided by the Scheme and once the complaint has been dealt with, it should be ticked as resolved in the log.

Complaints received by the Scheme, from any source, will be recorded alongside the site's details. The site manager will be informed of the nature of the complaint and will be advised of the name and details of the complainant, together with any suggestions regarding the way the complaint should be dealt with.

The complainant will be contacted by the Considerate Constructors Scheme after approximately two days and asked if the complaint has been properly dealt with.

If the site manager does not satisfactorily deal with the complaint, the Scheme will take the matter to the office

contact given on the registration form. In the event that this is still unsatisfactory, and the contact is not a director, then the complaint will be taken to company director level.

The Scheme may attempt to mediate between the parties during this process. Once it is considered that a reasonable settlement has been reached, the complaint will be taken off the active list.

In the case of the company failing to deal with the problem in an effective manner or for any other reason causing the Scheme to think that the site is in breach of the Code of Considerate Practice, a decision will be made as to whether to allow the site to continue its registration. Where a registration is revoked, both the company and client will be informed in writing.



# The site monitoring process

A registered site will be contacted by a Monitor approximately one quarter of the way into the registration to arrange a suitable time to visit. The purpose of the visit is to assess the level of compliance the construction site has achieved against the Scheme's Code of Considerate Practice.

Sites are normally monitored twice, usually one quarter and two thirds of the way through the registration, unless they are of short duration and will therefore receive only one visit.

At a previously agreed time, the Monitor will carry out the site visit. The time taken depends on the size, type and location of the project and the work stage and complexity. A visit time of between one and a half hours and two hours is normal for an average registration.

The Monitor is looking at how the site represents the company and the industry. During the visit, the Monitor will assess the perimeter of the site, the access to the site offices and the facilities provided for the operatives. The Monitor will also review whether the site's procedures are in accordance with the Scheme's Code.

A Monitor is permitted to inspect the working site, but this is not a requirement of the process and should not be expected. The Monitor will not assess the safety of the working site.

The Monitor will write a report for the site manager and this will include the score achieved against each of the five sections of the Scheme's Code. The purpose of this score is to indicate how well the site is performing against the Code.



## Information likely to be sought by Monitors

The following information should be readily available, preferably in a Considerate Constructors Scheme file:

- Copies of letters and newsletters issued to site neighbours and the general public.
- Site induction information.
- Details of what is asked of, or recorded about, each inductee (but not actual records).
- On and off site traffic plans.
- Environmental policy.
- Waste recycling policy and results achieved to date.
- Details of good neighbour actions and charitable events or fund raising undertaken.
- Training policy and outline of subjects covered in tool box talks, briefings etc.

The Monitor will also ask the following:

- What is the average number of operatives on site? Of these, how many on average are women?
- What percentage of the workforce holds CSCS cards?
- Have there been any fatalities on site? If so, were any construction related?
- How many schools, colleges or universities have visited the site or has the site visited?
- Approximately, how many students have been spoken to about the construction industry?
- Are there processes in place to ensure subcontractors (and subsequent subcontractors) are conducting right to work checks?
- Are physical spot checks conducted to ensure minimum standards of right to work checks are taking place within the supply chain?
- Is the company a CLOCS Champion?
- Is this site operating to the requirements of the CLOCS Standard?

## Additional visits

Additional visits will be made if a site fails to meet the expectations of the Scheme or if otherwise deemed necessary by the Scheme's Monitor. Sites wishing to have additional visits for other reasons will be asked to pay an additional fee. Please contact the Scheme's office for more information.



## Site Registration Monitors' Checklist

The Scheme's Site Registration Monitors' Checklist is used by the Scheme's Monitors to assess the performance of registered sites. A copy of the Checklist can be found in the Registration Pack.

The Checklist supports the Code of Considerate Practice and asks a number of questions to establish what level a site is performing to.

In each section of the Checklist, there are ten questions. The four bold, closed questions are aligned to the four bullet points of the Code, and allow the Monitor to establish whether the site has achieved compliance with the Scheme. The six non-bold, open questions directly support the bold questions by asking 'what' is being done and 'how' things are being addressed to meet and exceed the required standards.

The Checklist also contains a number of prompts that highlight specific areas the Monitor may take into consideration when reviewing a question.

The Code of Considerate Practice details the Scheme's requirements and the Checklist's bold questions establish if a site is meeting these requirements. The Checklist's non-bold questions then ask 'how' these requirements are being met or exceeded.

For example, the first bullet point in the 'Care about **Appearance**' section of the Code of Considerate Practice reads:

- Ensuring that the external appearance of sites enhances the image of the industry.

To establish whether a registered site is meeting this requirement, the first bold question in the 'Care about **Appearance**' section of the Checklist asks:

### **1.1 Does the external appearance of the site present a positive image of the industry?**

To determine how the site has achieved or exceeded the required standard, there is a non-bold question which asks:

1.5 What actions are taken to keep the perimeter and surrounding areas clean, tidy and free of litter, mud and dust?

Monitors will use their discretion when assessing whether questions or prompts are relevant. Where they are not, they will not be considered when assessing performance or awarding a score. Monitors will decide whether a question has been adequately addressed taking into account the size, type and location of the site, as well as the context of the project. Credit will not be given for activities that are planned but have yet to be carried out.



## Site scoring explained

Each section of the Checklist is scored out of 9 points, with a score of 5 indicating compliance.

Questions highlighted in bold on the Checklist must be satisfactorily addressed in order for the site to achieve compliance and this indicates that a site has reached a standard beyond statutory requirements. Sites are not only assessed for compliance, but also to identify measures taken which are above and beyond these

requirements, and addressing the non-bolded questions on the Checklist may result in a higher score.

**The score awarded reflects the Monitor's opinion on how the site is performing based on what they see at the time of the visit and their discussion with the site manager.**

In any one section, a project's performance is assessed using the following performance descriptors.

Descriptor	Explanation of score descriptor	Score
<b>Gross failure</b>	A letter highlighting the gross failure(s) will be sent with a request for a meeting at the company's office to discuss the issue(s) detailed in the Monitor's report. A further site visit will be required so that the Monitor can establish that compliance has been achieved. Failure to address the issue(s) may result in the site's removal from the Scheme.	<b>1</b>
<b>Failure</b>	A letter highlighting the failure(s) will be sent with a request for the site to address the issue(s) detailed in the Monitor's report. A further visit will then be required so that the Monitor can establish that compliance has been achieved. Failure to address the issue(s) may result in the site's removal from the Scheme.	<b>2</b>
<b>Major non-compliance</b>	A letter highlighting the major non-compliance(s) will be sent with a request for the site to address the issue(s) detailed in the Monitor's report. A Monitor revisit will be arranged or evidence will be required to establish that the non-compliant issue(s) has been addressed.	<b>3</b>
<b>Minor non-compliance</b>	A letter highlighting the minor non-compliance(s) will be sent with a request for the site to address the issue(s) detailed in the Monitor's report.	<b>4</b>
<b>Compliance</b>	The site has satisfactorily addressed all bold items on the Monitors' Checklist which demonstrates that they are adhering to the minimum requirements of the Scheme's Code.	<b>5</b>
<b>Good</b>	The site has satisfactorily addressed all bold items on the Monitors' Checklist and has also undertaken additional measures to address some of the non-bolded questions demonstrating that they are performing to a good standard beyond the minimum requirements of the Scheme's Code.	<b>6</b>
<b>Very good</b>	The site is performing well above the minimum requirements of the Scheme's Code, and has undertaken a number of additional measures to address most of the non-bolded questions on the Checklist demonstrating that they are performing to a very good standard with a thorough commitment to the Scheme's Code.	<b>7</b>
<b>Excellent</b>	The site has undertaken a significant number of additional measures to address all applicable non-bolded questions on the Checklist demonstrating that they are performing to an excellent standard and showing a real commitment to improving the image of construction.	<b>8</b>
<b>Exceptional</b>	The site is at the forefront of industry best practice demonstrating the very highest level of achievement far above the minimum standards required by the Scheme's Code and has addressed all questions on the Checklist to the highest standards.	<b>9</b>

## Site certification



### Certificate of Compliance

Sites will receive a Certificate of Compliance after the site visit if they score 5 or more points in each of the five sections of the Monitor's Site Report. If a site has been monitored more than once,

the Certificate will be awarded based on the results of the final visit.

This Certificate indicates a level of consideration, beyond statutory requirements, to the neighbour, the workforce and the environment.



### Certificate of Performance Beyond Compliance

Sites will receive a Certificate of Performance Beyond Compliance after the site visit if they score 7 or more points in each of the five sections of the Monitor's Site Report.

If a site has been monitored more than once, the Certificate will be awarded based on the results of the final visit.

This Certificate indicates a higher level of consideration, beyond statutory requirements, to the neighbour, the workforce and the environment.



### Certificate of Excellence

Sites will receive a Certificate of Excellence after the site visit if they score 8 or more points in each of the five sections of the Monitor's Site Report. If a site has been monitored more than once, the Certificate will

be awarded based on the results of the final visit.

This Certificate indicates a high level of excellence, beyond statutory requirements, to the neighbour, the workforce, and the environment.

## Annual National Site Awards

The Scheme's annual National Site Awards are given to only the highest performing registered sites. The awards recognise those who have demonstrated exceptional levels of consideration against the Scheme's Code of Considerate Practice.

The selection is based on the points given by the Scheme's Monitor during the site visits, as verified against the national marking averages. Other points taken into consideration include the manner in which any complaints have been handled by the site.



## Disciplinary procedure

Any site registering with the Scheme must comply with the basic expectations laid out by the Code of Considerate Practice.

If a registered site is failing to meet these expectations after the first visit, the site will be written to, highlighting the issue(s) of non-compliance and further action may be taken depending on the nature and severity of the issue(s) highlighted.

If the site continues to be non-compliant, a decision will be made as to whether to allow the site to continue its registration with the Scheme. Where a registration is revoked, a letter will be issued explaining the reason for the decision and informing the site to remove all evidence of registration. In this case, no refund will be given.



# Scheme training

## Introduction to the Considerate Constructors Scheme' e-learning

1 hour    **Free**

The aim of this introductory course is to increase your knowledge and understanding of the Scheme, Code of Considerate Practice and Monitors' Checklist. Users registered with the Best Practice Hub can take this course for free, register online at [www.ccsbestpractice.org.uk](http://www.ccsbestpractice.org.uk)

## Workshop

3 hours    **£136** + VAT  
per person

For those who already have a good understanding of Site Registration. It explains how to perform beyond the basic requirements and gives examples of what sites have done to win National Site Awards.

## Advanced Workshop

All day    **£336** + VAT  
per person

Learn how innovative ideas and practices are formulated, and gain a more rounded and comprehensive view of the Scheme's requirements. Develop the skills needed to attain the very highest standards of considerate construction.

## Private Workshop

3 hours    **£1471** + VAT

A Workshop presented to a group at a contractor's chosen location (venue not provided by CCS).

## Advisory Meeting

**£262.50** + VAT

A visit to a site by a Scheme Monitor to advise on how the site might improve its score.

## Attending/speaking/presenting at other events

**£262.50** + VAT

If you would like to invite a Monitor to attend an event or an occasion which is not listed above, please contact the Scheme to discuss your requirements.

## Continuing Professional Development

Attendance at a Workshop and/or Advanced Workshop includes a Continuing Professional Development (CPD) certificate which will be issued after the event.

To book a presentation or training event, please contact the Scheme on **0800 783 1423** or email [events@ccscheme.org.uk](mailto:events@ccscheme.org.uk)

## Company Registration

Encouraging your supply chain to sign up to Company Registration can be useful in helping your site meet overall compliance with the Code.

Company Registration allows any company working in the construction industry to sign up to the Considerate Constructors Scheme and enjoy the benefits of registration.

Company Registration covers the following:

- For companies with an annual turnover up to £3.5m, the fee covers all sites that the company works on or manages.
- For companies with an annual turnover greater than £3.5m, the fee covers working on any site under a main contractor, and all sites where the company is the main contractor and the duration is less than six weeks.

For more information on Company Registration, please visit the Scheme's website

[www.ccscheme.org.uk](http://www.ccscheme.org.uk)



*I have nothing but praise and admiration for the Considerate Constructors Scheme and the way it is adding value to the businesses that register and wish to make a long-lasting contribution towards improving our image.*

*By displaying and promoting my registration with the Scheme, I have experienced financial gain that far surpasses any tenders coming from prequalification organisations.*

**Brian Power Building Ltd**



*Registration with the Scheme has helped us gain more contracts and has proved to be one of the best moves we have made. We would highly recommend it to other construction companies as the way forward.*

**NWPS Construction Ltd**

## Supplier Registration

The Scheme is able to register companies who supply goods and materials to the industry, so that they too can contribute towards improving the image of construction. For further details on this type of registration, including how to register, please call **0800 783 1423** or visit [www.ccscheme.org.uk](http://www.ccscheme.org.uk)

## Ivor and Honor Goodsite

Industry mascots Ivor and Honor Goodsite are costumed characters developed by the Scheme and used by construction companies to engage with a younger audience to encourage safety on and around construction sites and to promote all that is positive about the construction industry.

They are regularly used at events nationwide to promote the message of construction site safety to a young audience. The costumes can be hired from the Scheme, along with additional products which can be purchased for use at the event.

If you would like to hire Ivor or Honor for any of your events, or for more information, please email [enquiries@ivorgoodsite.org.uk](mailto:enquiries@ivorgoodsite.org.uk), call **0800 783 1423** or visit [www.ivorgoodsite.org.uk](http://www.ivorgoodsite.org.uk)







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**Royal Charter Award for  
Excellence in Construction**  
Awarded by the Worshipful  
Company of Constructors