

Community Action Plan

Construction sites can have a huge impact on communities and sites should therefore have a proactive, comprehensive and appropriate community action plan in place to address communication, interaction and other general issues.

This template document provides a breakdown of many of the key areas to be considered but sites should include any specific local requirements whilst also taking into account the size, duration and nature of the activities being undertaken.

Communication

Pre-commencement letter	<p>This should be an introduction to the company and client. It should include relevant project details including start and completion date, details of the work to be undertaken, working hours and an indication as to the likely impact that is expected on the local community. It should include Head Office and site contact details, as well as 24/7 contact information. Community Liaison Officer details can also be included where available.</p> <p>Registered sites/companies should promote their registration with the Scheme and the commitment made to operate to a higher standard.</p>
Disruptive works letters	<p>Those affected should be informed in advance about any anticipated or planned road closures, large deliveries, late working, noisy works, or any other operations that may affect them. This should include as much information as possible, e.g. length of time the disruption is anticipated to last, as well as advice to overcome obstructions such as providing alternative routes or travel times as well as contact details in case of any problems.</p>
Progress newsletters	<p>Regular newsletters can be provided updating those affected on progress to date, including photos and any other important information. These should be issued and displayed on a community/public notice board outside the site in clear view of passers-by and members of the public. Newsletters should reiterate contact details and should mention and promote their Scheme registration.</p>
Public feedback	<p>Sites should proactively invite compliments and complaints, and maintain a formal log of both. This can be done via a suggestions box at the site entrance, a comments slip on newsletters, the CCS Neighbourhood feedback questionnaire or even via social media. Sites should also make the community aware of any changes, which have been made following the feedback received.</p>
Local Authority	<p>Sites should establish working relationships with various departments including planning, utility works, building control and highways for any agreement of deliveries or road diversions/closures. A formal Traffic Management Plan should be in place and where possible agreed with the LA.</p> <p>Cooperation with local authorities and updates should be included in community newsletters, bulletins and social media.</p>
Emergency services	<p>The Police, Fire Brigade and Ambulance services should be notified as a matter of courtesy, and perhaps invited to visit the site. Suitable site specific information should also be provided.</p>
Social media	<p>Use social media to engage with a wider audience. Site specific websites and YouTube channels, Facebook and Twitter can be used to communicate.</p>

Community Interaction

Public meetings	<p>Where appropriate, consideration could be given to holding a meeting prior to commencement with those affected/interested in the project. This is an opportunity to deliver a proactive positive message, introduce the relevant parties and address many of the areas discussed in the 'pre-commencement letter' as described above.</p> <p>Sites should also look to identify local groups, e.g. residents associations, local business groups, etc. and ask to attend meetings where updates can be provided and concerns discussed. The site should also find out about any local or special needs of residents or local groups.</p>
Site visits/tours	<p>Sites should look to open their doors and invite neighbours to see what's going on. This can be combined with activities such as coffee mornings, afternoon surgeries, etc. with transport and refreshments provided as necessary.</p>

Educational contact	Sites should look to engage with any local educational establishments whether schools, colleges or universities. They can encourage interaction opportunities both onsite and offsite with careers events, mock interviews, mentoring, apprenticeships, work experience, Go Construct etc.
Primary schools contact	Sites should look for opportunities to engage with local primary/infant schools to conduct safety talks and raise awareness of construction. This could involve Ivor Goodsite, hoarding competitions, activities, burying time capsules, etc.
Local businesses	Sites should look to support the local community with employment opportunities. Where possible, sites should also endeavour to use local shops, suppliers and services, and also encourage operatives to support local shops, cafes, etc. On larger projects, sites could look to collate local spend and local employment data.
Support for local worthy causes	Sites should look for opportunities to support elderly care homes, local societies /groups, scouts and guides, charities, churches, community centres, etc. Sites could also adopt a local charity for the duration of the project, perhaps setting a donation target.

Other general considerations

Traffic Management Plan	Sites should have a traffic management plan which should include agreed delivery times, unloading options, public diversions, routes avoiding school times etc. They should have a holding area, booking system, traffic marshals and banksmen to deal with deliveries to and from site as well as visitors, sub-contractors, etc. Consideration should also be given to the management of work related road risk (FORS/CLOCS/cycle safety). These details should be issued to all subcontractors and suppliers when placing orders and ensure that this is available to drivers Traffic marshals and banksmen should be advised how to deal with public queries and trained as ambassadors for the project.
Parking	Sites should always consider how local parking might be affected by contractor/subcontractor vehicles, deliveries and the workforce who drive to site each day. There should be appropriate workforce parking arrangements in place that should be properly communicated and managed to ensure compliance. Operatives could be encouraged to car share or use public transport / cycle to work. Alternative car parks could be utilised to prevent parking outside resident's homes. Parking notices could be included in windscreens with operative contact details if the vehicles need to be moved. Visitor parking and disabled parking should be in place where possible or appropriate guidance and direction available where this isn't possible.
Visitors	There should be a welcoming entrance, presentable access, PPE free routes and clean visitor PPE available. All visitors and guests should be asked to sign in and out of the project. Sites should also consider whether the route from the entrance to the site office and welfare facilities should/could be made suitable for people who have pushchairs or are less mobile.
Considerate Constructors Scheme	Scheme registration could be promoted by appointing a Scheme Champion and using communication, films, feedback questionnaires, induction, etc. As part of registration, it is a requirement that all Scheme posters and banners provided are displayed in a suitable place in full view of the public. They should also be properly maintained so that they portray a positive image of the Scheme and the industry. A CCS action plan should be created and filed for reference.
Nearby construction	Identify other sites, communicate, share resources, reduce waste, keep updated, coordinate deliveries to avoid additional disruptions, coordinate diversions e.g. with utility works etc.
Workforce	Operatives should be fully aware of how to appropriately conduct themselves to present a positive image. Noise should be monitored and privacy respected by banning or limiting the use of radios, phones and cameras and considering issues such as lighting and parking.