

BEST PRACTICE ENTRIES FOR NEW CHECKLIST

RESPECT THE COMMUNITY

Q1.1: How has the registered activity engaged with the impacted community to understand and address concerns prior to the start of activity?

Name of prompt	Relevant Entry
Pre-start information	https://ccsbestpractice.org.uk/entries/notifying-residents-of-excavation-work/
Community meetings	https://ccsbestpractice.org.uk/entries/virtual-stakeholders-engagement-meetings
Company and out of hours contact information provided	https://ccsbestpractice.org.uk/entries/247-contact-information-poster/
Reasonable working hours considering local environment/community including local authority requirements	https://ccsbestpractice.org.uk/entries/continuous-resurfacing-to-minimise-future-works/
Communication of any expected disruptive works	https://ccsbestpractice.org.uk/entries/sharing-updates-on-noisy-and-disruptive-works-with-the-community

Q1.1.2: How does the registered activity ensure that community impacts of construction related activity are minimised?

Name of prompt	Relevant Entry
Display CCS registration poster/certificate and banners	https://ccsbestpractice.org.uk/entries/considerate-constructors-scheme-promotion-on-slipform/
Regular updates of progress	https://ccsbestpractice.org.uk/entries/resident-progress-update-videos-during-the-pandemic/
Advance notice of disruptive works	https://ccsbestpractice.org.uk/entries/advance-notice-of-disruptive-works-template/
Visitor access and facilities, including disability and special needs	https://ccsbestpractice.org.uk/entries/improving-site-visitor-experience/
Induction training and ongoing toolbox talks on impact to communities	https://ccsbestpractice.org.uk/entries/toolbox-talk-for-operatives-that-work-with-the-community/
Controls and expected behaviours for workforce	https://ccsbestpractice.org.uk/entries/zero-tolerance-for-bad-site-etiquette/

Q1.1.3: How are compliments, comments and complaints sought, recorded and managed?

Name of prompt	Relevant Entry
Maintain a log/register/list of client and 3rd party feedback/comments/complaints	https://ccsbestpractice.org.uk/entries/compliments-comments-complaints-record/
Prompt and authentic responses to stakeholder/client comments (compliments and concerns)	https://ccsbestpractice.org.uk/entries/noise-pollution-immediate-feedback/
Reviews and lessons learned	https://ccsbestpractice.org.uk/entries/feedback-circle-for-community-members/
Use of CCS public voice reports	NOTHING AVAILABLE ON HUB CURRENTLY
Client feedback	NOTHING AVAILABLE ON HUB CURRENTLY
Impacted community surveys	https://ccsbestpractice.org.uk/entries/qr-code-public-survey
Social media posts/polls	https://ccsbestpractice.org.uk/entries/communication-is-key-to-maintaining-goodwill/

Q1.2: How is the registered activity keeping the (external/internal) perimeter safe and secure, and surrounding areas clean, tidy and free of litter, mud and dust; to protect the community and passers-by?

Name of prompt	Relevant Entry
Controlled access for workforce, deliveries and visitors	https://ccsbestpractice.org.uk/entries/biometric-solutions-for-security
Preventing unauthorised access (including out of hours)	https://ccsbestpractice.org.uk/entries/site-perimeter-security-measures-for-large-scale-events
Periodic inspection and clean-up of boundaries, roads, paths and surrounding areas	https://ccsbestpractice.org.uk/entries/energy-efficient-road-sweepers
Maintenance of hoarding and fences, including cleaning and weed control	https://ccsbestpractice.org.uk/entries/use-of-greenhoard-hoarding-system/
Falling object and trip hazard prevention	https://ccsbestpractice.org.uk/entries/tool-tethering-learning-hub-2
Adequate lighting	https://ccsbestpractice.org.uk/entries/reducing-the-opportunity-for-crime-at-construction-sites/

Q1.2.2: How is the registered activity ensuring that it maintains organised, clean and tidy operations, including storage of materials and management of waste?

Name of prompt	Relevant Entry
Designated smoking and vaping areas	https://ccsbestpractice.org.uk/entries/providing-adequate-facilities-for-smokers/
Designated storage locations (by material type)	https://ccsbestpractice.org.uk/entries/flat-pack-storage-containers/
Placement of waste	NOTHING AVAILABLE ON HUB CURRENTLY

Organised waste management compound/area	https://ccsbestpractice.org.uk/entries/colour-coding-waste-skips/
Signage	https://ccsbestpractice.org.uk/entries/closed-loop-recycling-scheme-for-signage/
Communication and training of requirements	NOTHING AVAILABLE ON HUB CURRENTLY
Insepection and corrective action	https://ccsbestpractice.org.uk/entries/waste-chase/

Q1.2.3: How is the registered activity identifying and reducing the effects of nuisance and intrusion on potentially impacted communities?

Name of prompt	Relevant Entry
Planning of traffic routes and timing for deliveries	https://ccsbestpractice.org.uk/entries/delivery-route-instructions-3d-flythrough-video/
Cycle and pedestrian safety	https://ccsbestpractice.org.uk/entries/pedestrian-gantry-tunnels/
CLOCS/FORS	https://ccsbestpractice.org.uk/clocs-standard/
Parking facilities/arrangements	https://ccsbestpractice.org.uk/entries/free-parking-to-ease-disruption/
Communication to the workforce	NOTHING AVAILABLE ON HUB CURRENTLY
Methods employed to reduce dust, pollution, noise and vibration	https://ccsbestpractice.org.uk/entries/minimising-noise-pollution-for-local-residents/

Positioning of equipment, lighting and CCTV, and other privacy issues (height of construction and seeing into properties), not to cause a nuisance to communities

<https://ccsbestpractice.org.uk/entries/acoustic-screen/>

Q1.3.1: How is the registered activity ensuring that all those potentially by construction activity are treated with consideration, courtesy and respect?

Name of prompt	Relevant Entry
Ongoing community consultation to understand concerns and identify desired actions/benefits (what the community wants)	https://ccsbestpractice.org.uk/entries/redevelopment-of-a-community-area/
Regular community communications (noticeboard, social media, newsletters and community meetings)	https://ccsbestpractice.org.uk/entries/sitepodium-community-app/
Key community concerns included in workforce induction and training	https://ccsbestpractice.org.uk/entries/online-safety-and-workforce-induction-programme
Leadership observations of behaviours and corrective actions where necessary (proactive culture)	https://ccsbestpractice.org.uk/entries/respect-the-community-zero-tolerance-poster

Q1.3.2: How is the registered activity supporting and contributing to the local community, including promoting local employment?

Name of prompt	Relevant Entry
A documented plan for positive impact on local economy	https://ccsbestpractice.org.uk/entries/community-pay-back-scheme/
Promoting construction as a career choice activities in schools/colleges/employability forums, ensuring that equality and diversity is addressed	https://ccsbestpractice.org.uk/entries/teacher-information-packs/
Local employment (including apprentices) prioritised and representative of the commun	https://ccsbestpractice.org.uk/entries/employing-quality-people-locally/
Products sourced locally	https://ccsbestpractice.org.uk/entries/use-of-local-resources-policy/
Tracking and recording of local positive impacts achieved	https://ccsbestpractice.org.uk/entries/sharing-the-positive-impact-that-construction-work-is-having-on-the-community/

Q1.3.3: How is the registered activity supporting positive impact within the local community?

Name of prompt	Relevant Entry
Documented activities and targets for community engagement (in accordance with declared CSR policy/plans)	https://ccsbestpractice.org.uk/entries/corporate-social-responsibility-policy-template/
Engagement/support for local charities and community facilities	https://ccsbestpractice.org.uk/entries/offering-meeting-space-to-local-charities/
Community engagement in neighbourhood enrichment	https://ccsbestpractice.org.uk/entries/rhydyfelin-community-tree
Landscaping	https://ccsbestpractice.org.uk/entries/landscaping-legacy
Natural habitat improvement (net gain)	https://ccsbestpractice.org.uk/entries/net-biodiversity-gain/