



## Considerate Constructors Scheme An overview



Started in 1997, the Considerate Constructors Scheme was set up by the UK construction industry to improve its image. Since then, the Scheme has registered and monitored over 70,000 sites and has been instrumental in many of the improvements enjoyed today.



The Scheme is a non-profit-making, independent organisation founded by the industry and recommended by local authorities and the Government. The Scheme is neither grant maintained, nor funded by the Government, and is solely financed by its registrations.



The Scheme is recognised by the UK construction industry as a major force in improving its image through the registration and monitoring of UK sites and companies.

There are two ways to register with the Scheme: Site Registration and Company Registration.



# What is the Considerate Constructors Scheme?

## Overview

The Considerate Constructors Scheme is the national initiative set up by the construction industry to improve its image. Any work that could be construed by the general public as 'construction' can be registered with the Scheme.

Sites and companies that register with the Scheme are monitored against a five-point Code of Considerate Practice, designed to encourage performance beyond statutory requirements. The Code consists of the following five sections:

Care about **Appearance**

Respect the **Community**

Protect the **Environment**

Secure everyone's **Safety**

Value their **Workforce**

When monitoring, the Scheme considers all those involved in the construction process, from the local authority and the client, to the operatives and delivery drivers.

The Scheme is concerned about any construction activity that may have a direct or indirect impact on the image of the industry as a whole. These areas of interest fall into three main categories:

## The neighbourhood and general public

Registered sites and companies should do all they can to reduce any negative impact on anyone affected by their work, and they should aim to leave a positive impression on their neighbours.

## The workforce

Registered sites and companies should do all they can to be a considerate employer. They should provide clean and appropriate facilities for those who work for them. Facilities should be comparable to those provided in any other working environment. Everyone working on site should be treated with respect.

## The environment

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





## Our aim: Improving the image of construction

### Why?

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

### What?

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

### Where?

Construction sites and companies operating within the UK can register with the Scheme.

### Who?

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

### How?

Through the monitoring of registered sites and companies, and the displaying of posters around the construction site, promoting registration with the Scheme. If passers-by wish to comment, the name and telephone number of the site manager or company contact is clearly displayed, alongside the freephone telephone number of the Scheme's administration office. Registered companies also display a vehicle sticker or magnet, showing their unique registration number, on every company vehicle used on the public highway.

### When?

- Sites should be registered before any construction activity commences, including initial demolition work.
- Construction companies, including main and trade contractors, can register at any time.





## Scoring

Registered sites and companies will be visited by one of the Scheme's experienced Monitors who will assess how the site or company is performing against the Scheme's Code of Considerate Practice. The site or company will receive a score out of 10 points against each of the five sections of the Scheme's Code, with a score of 5 in any section indicating compliance. To achieve a score of 10 in any section, sites or companies must have introduced innovative practices or thinking that goes far beyond the expectations of the Scheme and, as such, are considered to be advancing the standards by which the image of the industry is judged.



## Annual National Awards

The Considerate Constructors Scheme's National Awards are presented annually at ceremonies in selected locations across the UK. The awards are designed to recognise and reward those who have demonstrated exceptional levels of consideration against the Scheme's Code of Considerate Practice.

An independent panel reviews all eligible sites for the National Site Awards, and companies for the National Company Awards, and decides whether they have

reached the standard required to win an award, and what level that should be.

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

## Complaints

Registered sites and companies are expected to deal in a considerate manner with any complaints or concerns resulting from the site's or company's activities.

Complaints received by the Scheme will be dealt with by the Scheme's public liaison officer who will mediate between the complainant and the relevant site or company manager until the matter has been satisfactorily resolved.



Considerate Constructors Scheme

### Client Partnership

PO Box 75, Ware

Hertfordshire, SG12 0YX

[clients@ccscheme.org.uk](mailto:clients@ccscheme.org.uk)

## Client Partnership

Any company or organisation that acts as a construction industry client can be considered for Client Partnership with the Considerate Constructors Scheme.

### Client Partners will:

- Ensure that all construction companies or projects for which they are responsible, or which fall within the remit of the Scheme, are registered.
- Ensure that all sites registered, as a result of the Client Partner's requirement, achieve scoring levels consistently beyond compliance.

Any company or organisation wishing to be considered should apply to the Scheme in writing for consideration by the Scheme's Board.

For full details of the terms of Client Partnership, please visit the Scheme's website.



## Site Registration

Any work that could be construed by the general public as 'construction' can be registered as a site.

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.





## Overview

Site Registration allows for sites to sign up to the national Considerate Constructors Scheme.

Signing up to the Scheme indicates a willingness to improve performance to the highest levels. The Scheme monitors all registered sites and produces reports showing the level of performance reached, enabling them to benchmark themselves across the entire industry. The very highest performing registered sites are considered for National Site Awards.

- Any work that could be construed by the general public as 'construction' can be registered as a site, provided it has a duration of six weeks or more.
- Sites with a duration under six weeks can be considered for registration providing they are registered prior to commencement of works. Please contact the Scheme's office to discuss.
- All sites with a duration longer than 18 months must be registered either annually or in natural phases.

## Benefits

The benefits of registering your site with the Scheme include:

- Membership of the nationally recognised Considerate Constructors Scheme endorsed by local authorities and the Government.
- A competitive edge in winning new work.
- Considerate Constructors Scheme branding and recognition.
- A means of demonstrating to your potential clients a willingness to aim for standards beyond statutory requirements.
- Independent assessment of your site by experienced industry professionals.
- A means by which you can assess and benchmark your own performance and strive for development and improvement.
- The possibility of winning National Site Awards.



# 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 and companies, describing those areas that are considered fundamental by the Scheme in helping improve the image of construction.**

## Site monitoring

All sites registered with the Scheme will be visited by one of the Scheme's Monitors, who will contact the site manager to arrange the visit. 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.

The Monitors are experienced industry professionals, drawn from the senior ranks of the industry, who are fully trained in the expectations of the Scheme. The role of the Monitor is to give a subjective view of the site and to assess how it is performing against the Scheme's Code of Considerate Practice.

The Monitor is looking at how the site represents the company and the industry as a whole. The Monitors will highlight areas where they feel improvements are necessary, as well as congratulating sites when their initiatives and working practices are of a high standard.

After each visit, the Monitor will produce a report that covers all of the issues discussed while on the site and will include a score that reflects the level of performance witnessed at the time of the visit.



## 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.



## How to register

### Online

Online registration is accessed via the Scheme's website [www.ccscheme.org.uk](http://www.ccscheme.org.uk). To register a site, simply complete the online forms as prompted by the online registration process.

### Long duration Site Registration

All sites with a duration longer than 18 months must be registered either annually or in natural phases. Annual registration allows for sites to be considered for the Scheme's National Site Awards each year.

### Registration fees

The registration fees are determined by the project value of the site. Please visit the Scheme's website for more information.

### Once a site is registered

Registered sites will be sent a Site Registration Pack containing Scheme documentation and signage which must be displayed in accordance with the Scheme's requirements.



## Associate Membership

Associate Members are companies who are committed to improving the image of the construction industry.

### Associate Members will:

- Register all their sites with the Scheme.
- Ensure at least compliance with the Scheme on all their sites.
- Promote the Scheme and its aims.

Companies wishing to become Associate Members are asked to apply in writing. They may then be invited to become Associate Members by the Scheme's Board.

Companies will normally be considered for membership at group level rather than as an individual, subsidiary company of a group. For full details of the Terms of Membership, please visit the Scheme's website.

## Company Registration

Any company of any size can register with the Scheme, including large main contractors undertaking short duration work, specialist contractors, those who work in the supply chain, domestic contractors and individual tradesmen.

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



## Overview

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

Signing up to the Scheme indicates a willingness to improve performance to the highest levels. The Scheme monitors all registered companies and produces reports showing the level of performance reached, enabling them to benchmark themselves across the entire industry.

The very highest performing registered companies are considered for National Company Awards.

### 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.



## Benefits

### The benefits of registering your company with the Scheme include:

- Membership of the nationally recognised Scheme endorsed by local authorities, the Government, main contractors and major industry clients.
- Gaining a competitive edge with prospective clients by demonstrating a commitment to high standards.
- Considerate Constructors Scheme branding and recognition.
- Listing on the Scheme's website which may be used by main contractors or members of the public to find companies and evaluate performance.
- Independent assessment of your company and sites by experienced industry professionals.
- A means by which you can assess and benchmark your own performance and strive for development and improvement.
- The possibility of winning National Company Awards.



*I have nothing but praise and admiration for the Scheme and the way it is adding value to the businesses that register. 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, Brian Power Building Ltd**



*Registration was simple and the office visit helped to explain to staff what was expected; our approach has since developed with every site and every visit, and the scores achieved are a matter of great pride. Participation in the Scheme has become a necessary accreditation in securing places on cost and quality tender lists.*

**Steve Tucker, Morganstone Ltd**

# Code of Considerate Practice



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- Providing and maintaining high standards of welfare.

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



## Company monitoring

Once a company has registered and the appropriate fee has been paid, the company's details are issued to one of the Scheme's experienced Monitors, who will call the contact named on the registration to arrange a suitable time to visit the registered company at their office.

The purpose of this visit is for the Monitor to assess the company's performance against the Scheme's Code of Considerate Practice, and to offer guidance and suggestions on how to perform to a higher level.

Following on from the initial office visit, a number of site visits will be carried out to assess the company's work. Companies with a turnover less than or equal to £10m will receive two visits to sites or projects that the company is working on or managing. Companies with a turnover in excess of £10m will have the option of having up to four site visits if required.

For those companies working on construction sites, whether as the main contractor or an individual trade contractor, the Monitor can visit the company on that site and complete the report accordingly. A typical site visit will last around one hour.

For those companies who undertake smaller individual projects or jobs, a site visit may not be appropriate. If this is the case, there is the option of having a 'multi-visit' where the Monitor will spend a couple of hours shadowing the company on one or more projects or jobs to ascertain their overall level of performance.

The Monitor is looking at how the company represents itself and the industry as a whole. The Monitors will highlight areas where they feel improvements are necessary, as well as congratulating companies when their initiatives and working practices are of a high standard.

After each visit, the Monitor will produce a scored report taking into consideration the company's performance, and will again offer guidance on how to further improve.

The Monitor will score the level of compliance against each of the five sections of the Scheme's Code.

The purpose of the score is to indicate how well the company is performing against the Code.

## Company certification



### Certificate of Compliance

Companies will receive a Certificate of Compliance if they score 5 or more points in each of the five sections of the Monitor's Company Report once each 12 month registration period has

completed. The certificate will be awarded based on the results of the final visit covered under the annual registration.

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



### Certificate of Performance Beyond Compliance

Companies will receive a Certificate of Performance Beyond Compliance if they score 7 or more points in each of the five sections of the Monitor's Company Report once

each 12 month registration period has completed. The certificate will be awarded based on the results of the final visit covered under the annual registration.

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



## Who can register

The Scheme is open to construction companies of all types and size and for every type of construction activity, including large main contractors undertaking short duration work and those who work in the supply chain. Examples include:

- Domestic contractors
- Plant hire companies
- Skip hire companies
- Large volume R&M contracts
- Individual tradesmen
- Demolition contractors

## How to register

### Online

Online registration is accessed via the Scheme's website [www.ccscheme.org.uk](http://www.ccscheme.org.uk). To register a company, simply complete the online forms as prompted by the registration process.

Once the registration is complete, and the appropriate fee paid, the details of the registered company will be issued to a Scheme Monitor who will contact them to arrange an office visit.

### Registration fees

The registration fees are determined by the company's annual turnover. Please visit the Scheme's website for more information.

Company Registration does not count towards BREEAM, the Code for Sustainable Homes or Ska. If you want the score from a Monitor's report to count towards any of these, please register under the Site Registration option.



## Ivor Goodsite

Industry mascot Ivor Goodsite is a costumed character developed by the Considerate Constructors 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 UK construction industry.





## Ivor Goodsite

Ivor Goodsite regularly attends events nationwide to promote the message of construction site safety to a young audience. Previous events include: safety talks at schools; construction site tours; festivals; carnivals; and charity events. The Ivor Goodsite costume can be hired from the Scheme, along with additional Ivor products which can be purchased for use at the event.

Hirers of the costume are required to provide a volunteer who is a minimum of 5'8" tall to wear the costume and play the role of Ivor, a non-speaking character.

If you would like to hire Ivor 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 his website [www.ivorgoodsite.org.uk](http://www.ivorgoodsite.org.uk)



## Scheme endorsements



The Considerate Constructors Scheme is shaping UK construction into a more considerate industry, one that engages with its community, supports and develops its workforce, and better protects the environment.

Construction companies and sites registered with the Scheme strive to minimise any negative impact that construction activity may have on neighbourhoods, while leaving behind long-lasting benefits that enhance communities.

This is important. The requirement for organisations to register with an appropriate good practice scheme is a feature of the standards the Government has set out for construction procurement.

I commend the Scheme for the good work it has done for our industry, and I support their ongoing efforts in improving the image of construction.

**Michael Fallon**

Minister of State, Department for Business, Innovation and Skills



The Considerate Constructors Scheme has been described as the 'icing on the cake' of a project. I disagree - in many cases, Considerate Construction has been their key to success.

The Company Registration Scheme allows those firms currently excluded for registering their sites to be registered for all they do, which has to be a good thing.

The Company Registration Scheme is a logical development of the Considerate Constructors Scheme and will allow for every type and size of construction activity to be registered. It will demonstrate overall commitment to the Considerate Constructors Scheme.

**Chris Blythe**

Chief Executive, Chartered Institute of Building



# Structure of the Considerate Constructors Scheme

The Scheme is independently run as Considerate Constructors Scheme Ltd.

Construction Umbrella Bodies (Holdings) Ltd (CUB(H) Ltd) is responsible for the strategy of the Scheme; the Board of Considerate Constructors Scheme Ltd is responsible for development and implementation.

The Board of Considerate Constructors Scheme Ltd is made up of representatives of the administration company, experienced Scheme Monitors and appointed experts.

## Scheme Ownership

The Considerate Constructors Scheme is a self-financing, independent organisation.

The Scheme is owned by CUB(H) Ltd (made up of the Construction Products Association and the Construction Industry Council).

## Construction Products Association

Acting as a single influential voice for the manufacturers and suppliers of construction products, its aim is to build a growing profitable and sustainable future for the construction products industry.

## Construction Industry Council

A representative forum for the industry's professional bodies, research organisations and specialist trade associations.



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