

The Essential Alert Checklist for Highways Teams

Many complaints can be prevented when teams are alerted to issues before they escalate and affect residents, road users or project performance. Use this checklist to review whether your current monitoring strategy provides timely notifications for the risks most likely to generate complaints.

Alert	Why It Matters	Tick or Cross
Unauthorised Site Access	Detects trespassing or security breaches before theft, vandalism or public safety issues escalate.	
Vehicle Incursions (ANPR)	Identifies unauthorised or suspicious vehicles entering work zones, improving access control and investigation capabilities.	
PPE Compliance	Alerts managers when workers are not wearing required PPE, helping maintain safe and compliant sites.	
Noise Thresholds	Warns when noise approaches permitted limits so action can be taken before residents complain.	
Air Quality and Dust Levels	Detects rising dust and emissions before environmental limits are exceeded or health concerns are raised.	

Alert	Why It Matters	Tick or Cross
Smoke and Fire Detection	Provides early warning of fire risks, helping protect workers, equipment and surrounding communities.	
Weather Conditions	Alerts teams to high winds, heavy rain or extreme temperatures that may affect safety or project schedules.	
Out-of-Hours Activity	Flags unexpected activity outside approved working hours, supporting contractor compliance and reducing nuisance complaints.	

Self-Assessment

Count the number of ticks from the above table and find out your score below.



0-3 Points

Your team may be relying on complaints or site visits to identify issues, increasing the risk of delays, investigations and public dissatisfaction.



4-6 Points

You have a solid foundation, but there may be gaps that limit your ability to respond proactively.



7-8 Points

Your monitoring strategy provides strong visibility across the most common complaint triggers.