



# Annual Review

## 2017



## Qualifying the Workforce

All CRO cards issued since March 2015 (85,000 in total) expire



UK NARIC begins mapping overseas qualifications against UK National Occupational Standards



CLC reinforce backing for the CSCS logo



## Chairman's Introduction

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Mick Clapham, Chairman

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**“These planned changes are fully in line with the industry’s desire for a fully trained and qualified workforce.”**

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I am pleased to report that 2017 was another productive year for CSCS. A year that takes the industry closer to a fully qualified workforce.

The Board have ensured the strategic direction of the scheme remains firmly focused on the achievement of nationally recognised construction related qualifications.

A significant step towards achieving this goal was the Board’s decision to withdraw the Construction Related Occupation (CRO) card, a card that didn’t require the applicant to achieve a qualification.

CSCS stopped issuing CRO cards at the end of March 2017 and now thousands of workers in the industry have achieved or are working towards a recognised qualification to get a skilled CSCS card.

The changes made to date are fully in line with the industry’s desire for a fully trained and qualified workforce and are another step towards meeting the requirements of the Construction Leadership Council (CLC). In 2015 the CLC announced that industry should specify and promote card schemes carrying the CSCS logo with no equivalents accepted and established a number of requirements for using the logo. This is good news for the industry as it

provides a consistent means of recognising that an individual has achieved a recognised standard and holds the necessary qualifications for their occupation.

We now have 35 Partner Card Schemes covering the breadth of the UK construction industry. They have all signed agreements with CSCS which permits them to display the CSCS logo on the basis of committing to the CLC requirements. This will ensure that all workers, supervisors and managers operating on UK construction sites have achieved a nationally recognised, construction related qualification.

Further details on the work carried out by the executive team to meet the requirements of the CLC can be found on page five of this review.

As I approach the end of my term as Chairman I would like to take this opportunity to thank my fellow Board members, the CSCS executive team and the CSCS committees for their continued commitment and hard work. It is their collective vision and determination to qualify the workforce that is leading to improved standards and safety on UK construction sites.

# Governance

CSCS is owned by the construction industry for the construction industry.

CSCS is a not for profit organisation which is registered as a company limited by guarantee and, therefore, has no shareholders.

CSCS is owned by 3 employer organisations and 2 unions representing the breadth of the construction industry.

CSCS is managed by CSCS Limited whose 7 non-executive Directors are nominated from the following owner organisations:

- Civil Engineering Contractors Association (CECA)
- Federation of Master Builders (FMB)
- GMB Union
- Build UK
- UNITE the Union

Also represented on the Board, but not nominated by the owner organisations, are 2 independent non-executive Directors nominated by:

- The Construction Clients Group (CCG)
- The Construction Industry Council (CIC)

The Chairman provides leadership to the Board and is appointed by the Board members.

CSCS Board Director responsibilities include:

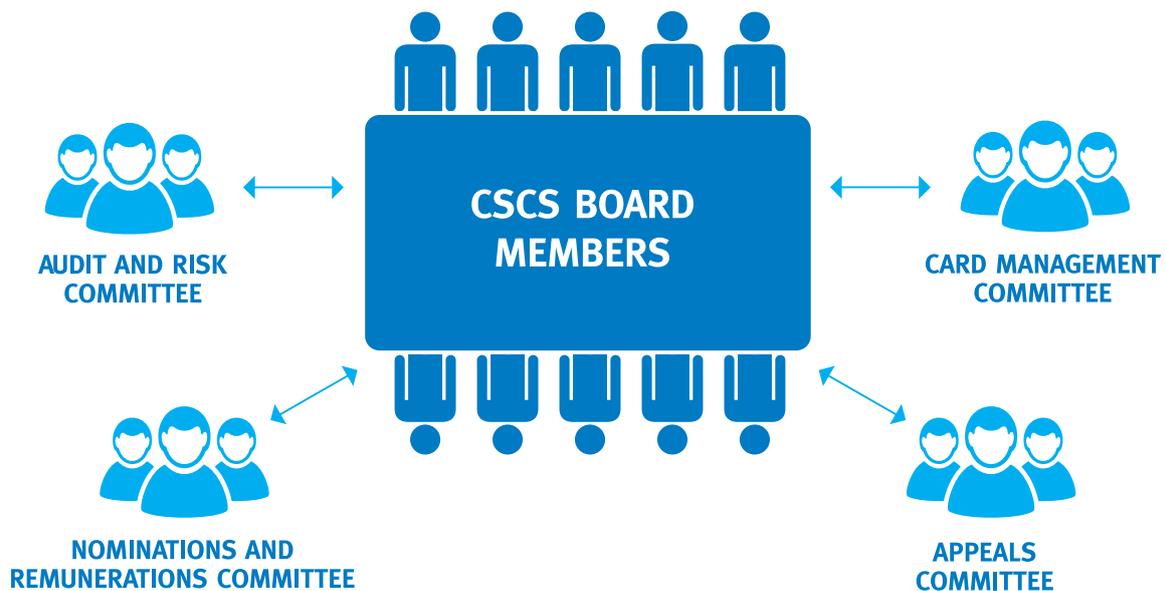
- Management of the scheme, providing leadership and setting CSCS’s strategic aims and policies
- Ensuring the necessary resources are available to meet CSCS’s objectives and review performance

- Participation in a number of key committees which ensure appropriate governance of the scheme.

The CSCS Board also works with other card schemes and organisations not represented on the CSCS Board to share ideas that help drive the scheme forward to meet the wider needs of industry.

CSCS has a Chief Executive and a small directly employed team based in London responsible for running the scheme.

**“... representing the breadth of the construction industry”**



## Board Directors



**Mick Clapham: Independent Chairman**

Mick joined the Board as Chairman in 2011. He spent 18 years in Parliament as MP for Barnsley West and Penistone. For 15 years Mick was Chair of the All-Party Parliamentary Occupational Safety and Health Group. Mick was also Deputy-Chair of the All-Party Parliamentary Construction Group.



**Suzannah Nichol: Build UK**

Suzannah joined the Board in 2008. Build UK provides a strong collective voice for the contracting supply chain in construction. It brings together 27 of the industry's largest main contractors and 40 leading trade associations representing over 11,500 specialist contractors.



**Kevin Bennett: Civil Engineering Contractors Association (CECA)**

Kevin joined the Board in 2010. CECA members deliver, upgrade and maintain the country's infrastructure. Its members carry out around 75% of all civil engineering activity across the UK.



**Ian Dickerson: Build UK**

Ian joined the Board in 2010. Build UK provides a strong collective voice for the contracting supply chain in construction. It brings together 27 of the industry's largest main contractors and 40 leading trade associations representing over 11,500 specialist contractors.



**David Barnes: Federation of Master Builders (FMB)**

David joined the Board in 2015. The FMB represents the interests of small and medium sized building firms across the UK. The FMB is the largest trade association in the building industry representing over 9,000 companies.



**Jerry Swain: Unite the Union**

Jerry joined the Board in 2017 following the merger of Unite and UCATT. Unite has around 50,000 members in building, construction and allied trades.



**Phil Whitehurst: GMB Union (GMB)**

Phil joined the Board in 2012. GMB is a general trade union with over 630,000 members, of which many work in the construction sector.



**John Allott: Unite the Union**

John joined the Board in 2010. Unite has around 50,000 members in building, construction and allied trades.



**Gren Tipper: Construction Clients Group (CCG)**

Gren joined the Board in 2006. The CCG works to improve value for money and best practice on construction projects. Its members include government and organisations across a wide range of sectors.



**David Watson: Construction Industry Council (CIC)**

David joined the Board in 2010. CIC represents professional bodies, research organisations and specialist business associations. Its members include 500,000 individual professionals and 25,000 firms of construction consultants.

# Highlights and Accomplishments

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Our progress in 2017 firmly places the achievement of nationally recognised construction related qualifications at the heart of everything we do.

The withdrawal of the Construction Related Occupation (CRO) card, the ending of 100% carded workforce policies and tackling fraudulent applications from overseas are just some of the many highlights from 2017.

## Progressing the One Industry Logo

In 2015 the Construction Leadership Council (CLC) announced (via the Industrial Strategy: Construction 2025) that industry should specify and promote card schemes carrying the CSCS logo with no equivalents accepted. In order to qualify for the CSCS logo all card schemes (including CSCS) must develop plans by 2020 to meet the CLC's requirements including:

- Agreeing appropriate qualifications for each occupation
- Setting a minimum standard for skilled occupations at NVQ level 2
- Introducing smart technology by 2020.

In 2017 five additional schemes took up the challenge of meeting the CLC's requirements bringing the total number of card schemes displaying the CSCS logo to 35.

Independent audits carried out through the year have allowed us to ensure that all Partner Card Schemes certify appropriate qualifications for each occupation, with minimum standards for skilled occupations set at NVQ Level 2 (or an approved equivalent). CSCS will continue to work with all schemes to ensure they remain on course to meet the CLC's requirements by 2020.

## Enhanced support for the logo marks the end of 100% carded

In November 2017, following the success of the One Industry Logo action and its adoption across the industry, the CLC announced further enhancements to the original requirements.

The updated requirements mark the end of 100% carded workforce policies adopted by many in the industry. The CLC have now confirmed that not everyone needs a card to gain access to site and cards will only be issued to those working in construction related occupations.

We welcome this update from the CLC. It reflects industry practice in that cards are only required for those undertaking construction work. The rigid enforcement of a 100% carded workforce results in legitimate, non-construction related, workers often being refused entry to site as they do not hold a card. This indicates a misunderstanding of the purpose behind card schemes carrying the CSCS logo and undermines the construction industry's desire for a fully qualified, as opposed to carded, workforce.

## CRO Card Withdrawal

The removal of the CRO category in the CSCS scheme affected many card holders and was the most significant change to the scheme since the introduction of the green Labourer Card in 2014.

Withdrawal of the CRO card was first announced in October 2015. We then worked

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**“CSCS will continue to work with all schemes to ensure they remain on course to meet the CLC's requirements by 2020.**

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closely with our many stakeholders in the industry to ensure all those affected were signposted to an appropriate alternative.

The card was originally introduced for a wide range of occupations without recognised qualifications and as such did not support industry's desire for a fully qualified workforce.

Having announced the card's withdrawal in 2015, CSCS stopped issuing the card at the end of March 2017, with all CRO cards issued since October 2015 (85,000) expiring at the end of September 2017.

In many cases CRO card holders are now required to register for existing or newly developed qualifications. In others, card holders are being asked to move to one of CSCS's Partner Card Schemes that are more appropriate for their occupation. For some, where their occupation is not considered to be construction related or no suitable qualifications exists, a CSCS card will no longer be issued.

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## Highlights and Accomplishments (cont.)

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Ensuring existing CRO cardholders take the necessary steps to obtain the appropriate qualifications has been a key feature of 2017 and there have been numerous developments in this area. The CSCS team have worked closely with many industry sectors to ensure nationally recognised construction related qualifications are in place. CRO cardholders working in these sectors can now register for industry approved qualifications and begin the process of working towards a skilled CSCS card.

The withdrawal of the CRO card was widely supported within the industry as it is seen as a vital step towards achieving a fully qualified workforce.

### **Working with our partners**

Closer co-operation with our many Partner Card Schemes was another key focus in 2017.

The first Partner Card Forum took place in October marking the first opportunity for all CSCS logoed schemes to meet and discuss progress towards achieving the Construction Leadership Council's requirements. Other topics covered on the day included tackling card fraud and the introduction of SmartCard technology.

Discussions on fraud and smart technology revealed many areas in which CSCS and the

Partner Card Schemes can co-operate and this is something we will investigate in more detail in 2018.

It is hoped the Partner Card Forum will form the basis of close co-operation between the card schemes with Forums to be held on a regular basis.

### **Tackling fraudulent applications from overseas**

Card fraud remains a key issue for all schemes. We continue to work with our many stakeholders to tackle this issue, including the increased use of smart technology.

An area of particular focus in 2017 related to fraudulent documentation submitted by overseas applicants in order to obtain CSCS cards.

Anyone applying for a CSCS card using an overseas qualification is required to contact UK NARIC to have their qualification compared to a UK equivalent. Many of these certificates have proved to be fraudulent and as part of our wider strategy for combatting fraud we have been working with UK NARIC to introduce a new verification process.

In October 2017 UK NARIC introduced a new application process that means all overseas applicants must now have their qualification

verified before UK NARIC can issue a statement confirming the authenticity of the qualification.

In December another layer of scrutiny was introduced whereby overseas construction workers will have the technical content of their overseas qualifications mapped (by CITB) against the relevant UK National Occupational Standard for that occupation.

These are positive steps that provide the industry with a robust level of assurance, similar to that already in place for UK based card applications. The mapping of overseas qualifications against the appropriate UK National Occupational Standard ensures overseas workers are appropriately qualified, resulting in improved standards and safety on UK construction sites.

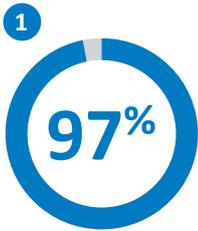
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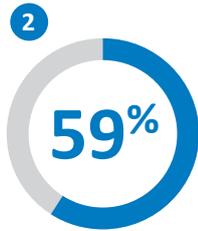
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# One Industry Logo

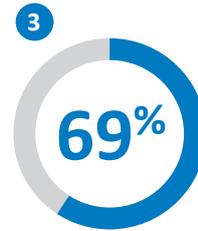
CSCS and our Partner Card Schemes continue to make progress towards enacting the Construction Leadership Council's recommendations by 2020.



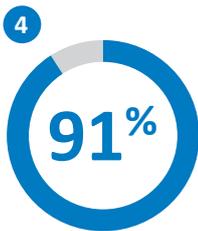
have agreed on a qualification for all occupations



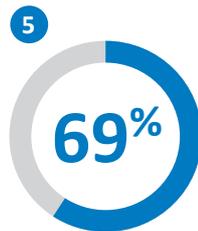
have agreed a minimum standard of NVQ level 2



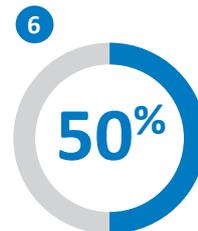
have recognised equivalents for occupations without an NVQ level 2



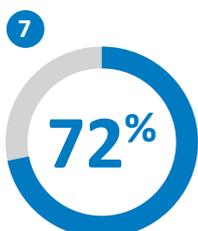
have easily identifiable trainee/apprentice cards



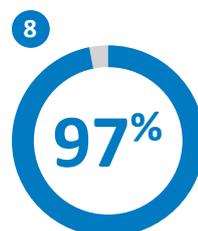
have a transition process to bring existing cardholders to the minimum standard



issue appropriate cards for occupations with Competent Person Schemes



have a transition process to introduce Smart Technology



have ensured additional scheme rules do not compromise these requirements

# Where have the CRO occupations gone?



# Priorities for 2018

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Our priorities for 2018 continue the drive towards qualifying the workforce.

## **Withdrawal of the Visitor card**

The Visitor card was originally introduced for staff and workers who were not site based but visited on a regular basis. Following the closure of CRO it will be the only card issued without the requirement for the applicant to hold a recognised qualification.

On this basis the CSCS Board have agreed to withdraw the Site Visitor Card following the closure of CRO.

Timing on the closure of the Visitor card will be announced in 2018 and further announcements will be made throughout the year.

## **Industry accreditation**

Following the withdrawal of the Visitor card the next step towards a fully qualified workforce is perhaps the most challenging. Industry Accreditation (IA), also known as Grandfather Rights, allowed workers to obtain CSCS cards on the strength of an employers' recommendation rather than the achievement of a recognised qualification.

CSCS closed IA to new applicants in 2010 but those already holding a card are currently able to renew on the same basis. To meet the requirements of the Construction Leadership Council (CLC) we will develop plans to move all IA cardholders to a recognised qualification.

How we achieve this within the necessary timescales will require extensive industry consultation prior to implementation. In the

meantime, existing IA card holders can continue to renew their cards in accordance with the scheme rules.

The withdrawal of IA will be the final step towards achieving the CLC's requirement of ensuring nationally recognised qualifications are in place for all occupations.

## **Electronic card checks**

The promotion of Smart technology and electronic card checks remain key priorities for 2018. The use of technology is gradually increasing across the industry but there is still plenty of work to be done before industry fully adopts electronic card checks.

Checking cards electronically is the only guaranteed way to eradicate card fraud. This is one of the reasons why the CLC requires cards schemes carrying the CSCS logo to adopt Smart technology by 2020.

We will be working with Build UK and CECA to hold a National SmartCard Audit in the autumn. The aim of the national audit is to encourage the use of electronic card checks by highlighting the ease and efficiency of the technology, and to gain a clearer picture as to how widely the technology is used across UK construction sites.

## **United in the fight against fraud**

The pressure to achieve a qualification in order to obtain a CSCS card is attracting unwanted attention from fraudsters seeking financial gain.

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**“The promotion of Smart technology and electronic card checks remain key priorities for 2018.”**

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Historically these fraudsters have focused on the production of fake cards, or as highlighted by the BBC Newsnight investigation broadcast in 2015, cheating the CITB Health, Safety and Environment test. As part of our efforts to tackle this activity we have been working closely with our key stakeholders to promote the use of electronic card checks.

As we restrict the capacity of these fraudsters to operate they are turning to other means in which to obtain a card. Recently we have noted an increase in the production of high quality fake certificates, ostensibly issued by a recognised Awarding Body, which if not properly checked could lead to a legitimate CSCS card.

In 2018 we will be working with the Awarding Bodies and our Partner Card Schemes to introduce online validation of construction certificates, a move that will counter the activities of the fraudsters and further safeguard standards and safety on construction sites.

# CEO closing statement



Graham Wren, Chief Executive

**“I firmly believe that closer collaboration with our partners is leading to better outcomes for the whole industry.”**

I'm pleased to report that significant progress has been made towards the industry's goal of a fully qualified workforce.

The highlight of 2017 was undoubtedly the withdrawal of the Construction Related Occupation (CRO) card, held by many workers without appropriate qualifications. This was the most significant change to the scheme since the introduction of the green Labourer Card in 2014. Ensuring existing CRO card holders take the necessary steps to obtain the appropriate qualifications has been a key priority for the CSCS team in 2017.

The next step towards ensuring that CSCS cardholders have a construction related, nationally recognised qualification is the withdrawal of the Site Visitor card. This is the last remaining card that does not require the applicant to hold an appropriate qualification or be working towards one. All of our planned changes to the scheme are set out earlier in this review.

Other highlights include the progress made by many of our Partner Card Schemes on the requirements of the Construction Leadership Council (CLC). At the beginning of 2015 the CLC announced (via its Industrial Strategy: Construction 2025) that industry should specify and promote card schemes carrying the CSCS logo with no equivalents accepted. This was a significant development as it places the achievement of nationally recognised construction related qualifications at the heart of the industry.

In order to display the CSCS logo all card schemes, including CSCS, are required to meet a number of requirements set out by the CLC. These include agreeing appropriate qualifications for each occupation and setting a minimum standard for skilled occupations at NVQ Level 2.

The graphic on page 7 of this review reveals the progress made by all 35 card schemes. Each has committed to achieving full compliance with the CLC requirements by 2020.

In late 2017 the CLC updated their requirements. A key revision confirmed that non-construction workers should not be issued with a card,

effectively ending the 100% carded workforce policies adopted by many in the industry. We will continue to promote this and many of the messages contained in this review to the wider industry.

The CLC requirements effectively commit the industry to upskill the workforce and improve standards on UK construction sites. Following publication of the CLC requirements in 2015 CSCS have established agreements with 35 card schemes operating across the UK construction industry. These agreements allow use of the CSCS logo on the understanding that the Partner Card Schemes commit to the requirements of the CLC by 2020. This will be a key milestone with all schemes operating to the same criteria whereby every card issued will be on the basis of the applicant having achieved a UK nationally recognised construction related qualification, or be working towards one.

I firmly believe that closer collaboration with our partners is leading to better outcomes for the whole industry. This is why I was particularly pleased when, at this year's Partner Card Forum, the partners agreed to work together to tackle card fraud. CSCS takes the issue of card fraud extremely seriously but it is something we cannot tackle alone. Working with our partners to share intelligence and promote the use of electronic card checks to tackle card fraud will be a key focus for the CSCS executive team in 2018.

My thanks are extended to the CSCS Board whose strong support and guidance has helped CSCS to deliver the changes highlighted in this annual review.

I would also like to thank the CSCS executive team, the CITB staff who operate the call centres at Bircham Newton and Glasgow, together with the wider industry for their continued support in promoting a fully trained and qualified workforce.

## 2017 in Numbers

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Cards bearing  
CSCS logo

**2,189,116**



Cards issued  
this year

**369,043**



Calls to the CSCS  
contact centre

**835,125**

Newsletters  
sent

**165,388**



Email enquiries  
received

**65,305**



Visits to the  
website

**14,215,155**



Construction Skills  
Certification Scheme

## Contact Us



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National Smartcard Audit held across Build UK and CECA member sites



CSCS stops issuing the Construction Related Occupation card



UK NARIC introduce qualification verification for all overseas applicants

