



ANNUAL REVIEW 2022



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CHAIR'S INTRODUCTION

A warm welcome to the Annual Review for 2022



Carolyn Uphill
Chair- CSCS

The last 12 months saw Chief Executive Graham Wren depart after 10 years of service to be replaced by the scheme's new CEO, Sean Kearns. Graham oversaw some of the most pivotal developments in the history of the Construction Skills Certification Scheme (CSCS) and everyone associated with the scheme wishes Graham a well-deserved and active retirement. In his stead, Sean has made a fantastic start in getting to grips with the challenges and opportunities that lay ahead and I'm sure Sean will continue to push CSCS forward over the coming years.

Our online service continues to improve, with faster processing times we have seen a reduction in calls and shortened waiting times for calls to be answered.

The team handled over 265,000 applications during the year up to November with over 90% of all applications being processed in under 48 hours.

In April, the CSCS Alliance - the collective voice of the 38 card schemes that display the CSCS logo - launched the CSCS Smart Check app. This

represents the single largest change to the verification of training and qualification since the introduction of CSCS more than 20 years ago.

For the first time, all 2.1 million cards displaying the logo can be verified using a single app. Getting this project over the line was no easy task and ensuring the requirements for all 38 card schemes were in place required a great amount of technical ability and cooperation between the 38 card schemes. The CSCS Board would like to pass on their thanks to the team behind the app for all their hard work and dedication.

Midway through the year, CSCS took the positive step to make the Apprentice card free of charge.

Many employers are either not aware of the Apprentice card or put off applying for it by lengthy apprenticeship registration processes, the move to make the card free will cut red tape for companies and their apprentices while also ensuring young workers start their careers on the right card.

The removal of cards issued under Industry Accreditation remains one of the most complex steps to be taken in helping to create the fully qualified workforce the industry desires. As we approach 2023, the CSCS Board and the Executive

team will be focused on the phasing out of Industry Accreditation and ensuring those affected are given the support and guidance they need to achieve the relevant qualification, without needing to attend college.

Card fraud, while remaining relatively low, continues to pose a problem to the scheme and the wider industry. In addition to ongoing cross-industry collaboration, I am pleased to announce the appointment of a CSCS fraud officer, who will be working with our partners in the industry to help stamp out the issue of card fraud.

I would like to take this opportunity to thank the board for their continued hard work as well as our various industry stakeholders for their continued support and collaboration.

Thank you also to the CSCS executive team for their efforts and dedication this year. The CSCS Board and I look forward to 2023 when we will seek to strengthen the scheme further and move the industry ever closer towards a fully trained and qualified workforce.

Carolyn Uphill
Chair- CSCS

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

GOVERNANCE

CSCS is a not for profit distribution organisation, which is registered as a company limited by guarantee and without shareholders.

CSCS members are represented by three employer organisations and two unions representing the breadth of the construction industry.

CSCS is managed by CSCS Limited whose seven non-executive Directors are nominated from the following member 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 member organisations, are two independent non-executive Directors nominated by:

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

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

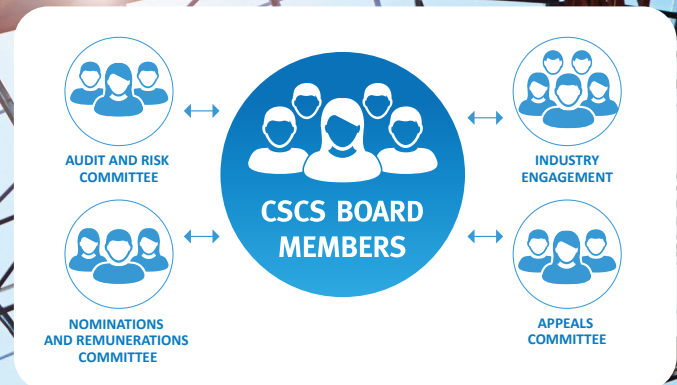
CSCS Board Director responsibilities include:

- Management of the scheme, providing leadership and setting CSCS's strategic direction 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.



BOARD DIRECTORS



Carolyn Uphill
Independent Chair

Carolyn has 30 years' experience running a Construction Equipment Manufacturing, Sales and Plant Hire Company. She has also chaired a leading Trade Association whose stated objectives are to improve standards and encourage training towards accreditation.



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.



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.



John Allott
Unite the Union

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



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.



Suzannah Nichol
Build UK

Suzannah Nichol is the Chief Executive of Build UK and joined the Board of CSCS in 2008. Build UK is the leading representative organisation for the UK construction industry bringing together Clients, Main Contractors, Trade Associations and other organisations committed to industry collaboration.



Charlotte Childs
GMB Union (GMB)

Charlotte joined the board in 2021. GMB is a general trade union with over 630,000 members, of which many work in the construction sector.



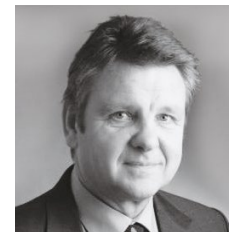
Steve Beechey
Build UK

Stephen Beechey is Group Public Sector Director at the Wates Group which is a Contractor Member of Build UK, and he joined the Board of CSCS in 2020. Build UK is the leading representative organisation for the UK construction industry bringing together Clients, Main Contractors, Trade Associations and other organisations committed to industry collaboration.



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.



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.

Service levels - the CSCS Online card application service continues to cut application times for customers and employers and ensures the Customer Contact Centre is freed up to focus on the most pressing queries for cardholders.

HIGHLIGHTS & ACCOMPLISHMENTS

As of November 30th 2022, the Contact Centre answered 271,704 calls while we also introduced a website chat facility, which provides our customers with greater flexibility when contacting CSCS. The chat facility is a quick and easy communication channel that can be directly accessed from a smartphone, laptop or tablet device.

Since the chat facility was added to the website in August 2022, call volumes have dropped, while feedback on the service has been overwhelmingly positive.

CSCS has also been in regular dialogue with industry and applicants around the benefits of applying directly via CSCS Online rather than through third parties while also engaging with such organisations to ensure they are not implying any association to our scheme or potentially misleading consumers.

Supporting apprentices with free CSCS cards

Feedback from the industry confirmed many employers are either not aware of the Apprentice card or they are put off applying for it by lengthy apprenticeship registration processes. This leads to many opting for the wrong card, often the Labourer card, instead.

In recognition of this issue and in advance of the new academic year CSCS made the key step of making Apprentice cards free of charge – to ensure young workers in construction begin their careers on the correct card and also to reduce the amount of red tape and financial pressures for employers.

At the same time CSCS introduced a new process for anyone experiencing difficulties with their apprenticeship registration. In this scenario, the new entrant can apply for the Provisional



CSCS made the key step of making Apprentice cards free of charge

Card (at £36), before moving onto the Apprentice card, free of charge. This means employers and apprentices will apply for a Provisional card prior to completing the apprenticeship enrolment process.

The feedback from the industry has been overwhelmingly positive. The removal of this key barrier has already ensured 1813 new entrants start their careers on the right pathway and they are now developing the practical and technical skills required for a future skilled and competent workforce.

CSCS Smart Check

CSCS Smart Check was launched by the CSCS Alliance in April, – allowing all 2.1 million cards in the construction industry displaying the CSCS logo to be verified using a single app for the first time.



All 2.1 million cards in the construction industry displaying the CSCS logo can be verified using CSCS Smart Check

The app is an important step towards ensuring all cards are checked consistently at site gates to ensure those entering site hold the appropriate qualifications for the job they do on site.

CSCS Smart Check forms part of the industry's response to the findings of the Dame Judith Hackitt Review. It ensures people are suitably qualified, have the right training and experience for the role they are doing on site. Crucially, the information held by cards can be easily accessed by sites of all sizes and used to improve building quality and safety.

Initially, CSCS Smart Check functions as a standalone application, incompatible with existing site entry systems such as turnstiles and desktop card readers. The app will be developed further over the coming months to enable it to be integrated with other card checking apparatus in use on sites.

cscs.uk.com/smartcheck



CSCS Alliance

The CSCS Alliance – which brings together 38 different skills certification bodies together – was officially launched in November.

Collectively, the 38 organisations represent over 2.1m skilled workers in the construction industry. The cards displaying the CSCS logo provide assurance that those workers are qualified to do their jobs on site.

Dealing with such a huge number of people and qualifications has the potential to create a great deal of complexity, particularly when it comes to checking and verifying workers' qualifications and training.

That's why, in 2020, the 38 organisations joined together to form the CSCS Alliance. Launched during the covid-19 pandemic, the CSCS Alliance's official launch only came in November 2022.

Even though it's only two years since the Alliance was founded, it has already scored some major successes. The launch of the Industry Placement card in 2021 and the CSCS Smart Check app in 2022 has shown the industry that a great deal can be achieved when we pull our resources together.

In the short time since it was formed, it has already had a major impact on how the construction industry checks that workers have the proper skills and training for the job they do on site.

cscs.uk.com/alliance



Industry Accreditation - Industry Accreditation (IA) is where historically CSCS issued cards on the back of an employer's recommendation rather than the achievement of a qualification. In 2019, CSCS announced the withdrawal of all cards issued under IA by the end of 2024.

PRIORITIES FOR 2023

The withdrawal of IA has moved apace in the past 12 months. An industry task group, with representation from CSCS, has been set up to prepare the industry for the withdrawal of IA.

For those IA cardholders who have achieved the appropriate qualification for their occupation or become members of CSCS approved professional bodies, it will be a simple process to move onto the appropriate CSCS card.

For those without qualifications the task group is considering ways to support individuals in achieving recognised qualifications. What that support looks like is yet to be confirmed, but two options under discussion are the delivery of an on-site assessments and professional discussions for the achievement of the NVQ/SVQ. Individuals will not need to attend college and both the aforementioned options would be relatively straightforward for an experienced worker (IA card holder) to complete.

During 2023, CSCS will be delivering an extensive programme of direct engagement with existing IA cardholders. The aim of this is to ensure IA cardholders understand the options they have to move of IA and that they have sufficient time to put a plan in place by the end of 2024.

The removal of cards issued under IA represents another significant step towards achieving a fully trained and qualified workforce.

Find out more about Industry Accreditation via [cscs.uk.com/IA](https://www.cscs.uk.com/IA)

Fraud

Current fraud prevention measures are proving to be successful and the incidents of fraud remain relatively low, impacting less than one percent of all applications. However, there is more work to do to put an end to fraudulent practices. The appointment of the first CSCS Fraud Officer has strengthened our resources to tackle the problem but cross-industry collaboration remains key.

CSCS will continue to work closely with Awarding Organisations, CITB, HMRC, the Police, Trading Standards and other agencies to identify and take action against those attempting to deceive construction employers.

CSCS Smart Check

Phase two of CSCS Smart Check will also be rolled out in the coming months, with a focus on the introduction of new features and improvements.

As well as increased IT partner integration to ensure more cards can be read by existing technology on site, the app will include an array of new management insights, a GPS location feature, maintenance and system compatibility upgrades with the option to review and store previous card reads.

The app has been well received by industry since its launch in April, with all 2.1 million cards with the CSCS logo now able to be checked quickly and easily by the one app. The challenge now is to make the app as good as it can be for site managers and employers as part of the drive to ensure all cards and qualifications are checked at project entry and that people have the right cards for their role on site to meet Building Safety Act requirements.



“CSCS Smart Check is the biggest change to site entry processes since the introduction of CSCS more than 20 years ago, so to see it already make an impact across the industry

is welcomed by all involved. This is only the start though, and we are rapidly moving on to further improvements and enhancements to make CSCS Smart Check the go-to smart technology for all sites and projects, of all sizes, across the UK.”

Andy Reakes- Head of Growth, Joint Industry Board & Electrotechnical Certification Scheme and Chair of CSCS Smart Check Implementation Group



38,279
CSCS Smart Check
app downloads



56,789
Total cards scanned by
CSCS Smart Check

Stats from launch up to November 30th 2022.

PRIORITIES FOR 2023 CONTINUED

Building Safety Act

The Building Safety Act received Royal Assent on 28th April 2022. The Government has indicated that the bulk of the new regulatory regime will come into between April and Oct 2023.

The act is intended to “create lasting generational change” to the way residential buildings are constructed and maintained in the UK following the 2017 Grenfell Tower disaster. The Bill covers England, with selected provisions to be adopted in Wales, Scotland, and Northern Ireland.

CSCS has a critical role to play in ensuring that the principles which underpin the Act and the concepts such as the Golden Thread of information, which includes the verification of a workers training and qualifications, gets delivered. This is particularly important when it comes to the new Fire Safety training and the introduction of Continuous Professional Development, all of which needs to be displayed on the CSCS card and validated at the site gates.

Throughout 2023 the CSCS team will work with the wider industry to ensure the card schemes displaying the CSCS logo are well place to support the industry in driving this change.



CEO CLOSING STATEMENT

Even after just a few short months in my role as Chief Executive, it is clear to me the scheme continues to make significant progress.



Sean Kearns
Chief Executive

The hard work carried out by my predecessor Graham Wren has put us on a great footing to further qualify the workforce and maintain our progress in ensuring more workers are verified as qualified for the work they carry out on site.

Industry Accreditation (IA) will form a large part of our efforts in 2023. Moving 70,000 IA cardholders onto cards that require a recognised qualification before the end of 2024 is a sizable task but I am confident that the industry will remove the barriers that in the past prevented experienced workers gaining a qualification.

It is important that industry and those directly affected are aware that, contrary to a popular misconception, it will not mean that experienced workers need to return to college to maintain their card.

The support and guidance available to IA cardholders, alongside financial support in the form of CITB grants, will help these workers gain their qualification with a minimum of fuss – ensuring the industry retains their vital experience and know-how for years to come.

As an aside to IA, the Right Card Right Job ethos must remain central to our long-term strategy and this is something that we will continue to promote alongside the [CSCS Smart Check app](#).

After a successful launch in April, the app will continue to be updated in 2023 to include a range of new functionalities, including integration with existing site access systems and the storage of card reads that will help site management teams better understand the skills mix on site.

As ever, we encourage all site managers to check cardholders are presenting the appropriate card for the job they do on site and that their qualifications are relevant and up to date. The CSCS Smart Check app makes this process very straightforward. CSCS also welcomes feedback and suggestions from the wider industry on future developments for the app.

We will also continue to send the message that applying directly via [CSCS Online](#), rather than a third party, is cheaper, quicker and more efficient. We have seen positive impacts from our dialogue with third-party organisations, many of whom have amended their sites and digital presence to make clear the lack of association between them and CSCS.

The Building Safety Act is another key focus as it represents the most far-reaching piece of legislation the industry has seen for many years.

Its aim is to reform building safety, particularly of high-rise buildings, and to create greater accountability and responsibility for safety throughout the construction industry. It is clear that all construction workers will soon be required to demonstrate their skills, training and competence. I am looking forward to working with the wider industry to ensure the verification of workers' training and qualifications gets delivered via the CSCS card.

I'd like to end my closing statement and the Annual Review 2022, by thanking the CSCS Board, our partners and the CSCS staff for their tireless work this year and for such a warm welcome to the organisation.

It is a result of everyone's hard work and commitment that CSCS is in a strong position and I look forward to leading the scheme over the coming 12 months as we continue to uphold the values of high standards and safety within construction.

Sean Kearns
Chief Executive





**Construction Skills
Certification Scheme**



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Send us an email: customerservice@cscs.co.uk

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