



CONTRACTORS HEALTH & SAFETY ASSESSMENT SCHEME

working in partnership with business

newsletter

March 2014

CHAS 2013 Ltd – Company formation after change in Government Guidance

CHAS has recently been formed into a company following Guidance issued by the Office of the Deputy Prime Minister (*General Power for Local Authorities to Trade in Function Related Activities Through a Company*) which is based upon the changes brought about by the Local Government Acts of 2003.

This change has taken a number of months during which the company has restructured, particularly by strengthening its relationship/client team for buyers.

We are keen to improve communications with the industry sectors and challenge ourselves to ensure increased growth in all of our key markets during 2014.

As a part of the restructuring the Board of CHAS 2013 Ltd has invited feedback and advice from key individuals within the industries it serves, creating an Industry Advisory Group in order to gain guidance and encouraging an open/constructive dialogue.

CHAS 2013 Ltd exists to support the public sector and business. It will continue to return all of its surpluses to supporting public services, Health and Safety Training and the Industry Bodies.

Our New E-mail Address

As a consequence of the changes to the company status we have been required by the Cabinet Office to change our email address away from that used by the public authorities in the UK. As a consequence the new CHAS 2013 e mail address is:

@ chas.co.uk

Initial enquiries should be addressed to:

chas.administration@chas.co.uk



Price Changes 2014



During 2009 CHAS reduced its prices in order to offer some level of support to small business as the recession took a hold.

In 2012 we reduced prices as annual assessments came into being, again because we wished to support business through these changes. We have absorbed price increases ourselves and frozen pay increases for all of the staff and assessors since 2009.

From 1st April 2014 we are increasing the basic fee in order to move back towards the pricing points of 2009, so that we can correct some of the anomalies that have occurred in the intervening period. All other prices will be increased in line with the basic fee.

A new schedule of charges is on the web site including the notice to customers.

Target 2014

We finished 2013 with the support of **634 Buyers, 55,493 Contractors** and **130 Assessors**. **50%** of the top 100 Construction Companies are registered suppliers with CHAS. We believe this is the largest Contractors Health and Safety Assessment Scheme serving industry. Our ambition is to improve our services to our buyers and suppliers and increase our penetration into industry sectors in which we are presently poorly represented.

Thus behind the scenes we have improved our web site during 2013. This provides the platform upon which we can build a greater spread of electronic services including e-forms (instead of the present paper based system) and e-commerce. We will be trialling these systems by May, expecting to improve the service to applicants/contractors by August.

Listening to our suppliers

We carry out monthly supplier satisfaction surveys and also discuss supplier requests at team meetings. We use this information as another way to help us shape and improve our service.

Suppliers asked – *Can I have an electronic copy of my certificate? I need a copy of my certificate urgently; can you send me one now?*

We – sourced new software that will take a copy of your certificate as it is produced and upload it to your page of the CHAS website. In the future you will receive an e-mail alert to let you know that the electronic copy of your certificate is available via your “Accredited Supplier log in” page. That way, if you need a copy urgently or you lose the hardcopy, you have a downloadable version at your fingertips. And YES your official stamped hardcopy will still follow in the post.

Suppliers asked – *Can I apply and pay online? Do you have an online form I can complete?*

We – have been developing an online application form, document upload (you can add supporting evidence as you go) and online payment facility. This is due to go live during July. Once we go live, you will be able to access the new online application form via our website.



When you start completing the form, you will be able to choose the categories you need to be assessed for, e.g. Construction or Designer or Care Service provider, and you will only see the sections of form that apply to you.

This project includes a number of exciting and easy to use facilities and we will be publishing more information closer to the launch date.

Yes... we will still have hardcopy forms and invoicing available if you are unable to use online systems.

Listening to our Buyers

Ambassadors Scheme

During 2013 we received complaints about presentations made by third party consultants (not employed by CHAS) who unfortunately were less familiar with the CHAS application processes and assessment criteria than our knowledgeable staff. We have spent time repairing relationships with buyers as a consequence of some of this activity.

Therefore during early 2014 we are trialling a **CHAS Ambassadors Scheme** in order to provide knowledgeable individuals across the range of industries in which we work in order to provide a more accurate reflection of the schemes operation and assessment processes. We provide our Ambassadors with training, prepared presentations and promotional materials to enable us to visit more buyers and attend even more events across the UK than ever before.

Industry Advisory Group

As you will see from the opening paragraph – at the same time we have re-introduced the **Industry Advisory Group (IAG)** of representatives from various construction and service sectors that we serve. The first meeting is on the 12th March 2014. The topics covered will include:

- **Strategic Direction and Planning**
- **Communications and Marketing**
- **Industry Events and Training**
- **Process Management**
- **Changes in Legislation and Government Advice**

... and a great deal more.

We anticipate that the additional knowledge, skills and experience the IAG can bring to the CHAS Scheme will help us to grow stronger in the future.



Attendance at Events



If you are a buyer (or prospective buyer) and feel you or your supply chain would benefit from a visit from a CHAS representative, please contact the team to discuss your requirements.

You will be able to check the web site in order to see which events we are attending. We will be at IOSH, HSE Working Well Together, and a variety of 'meet the buyers' events around the UK.

We are keen to meet new buyers who might be putting on 'supplier' events to discuss our attendance and we will constantly update the web site – so you can see where we are likely to be.

We will be adding an events calendar page to the CHAS website shortly.

How Do We Perform?

We have just enjoyed the most successful quarter in the 16 year history of CHAS. Clearly there are occasional failures in the system and we strive to correct them as quickly as possible (less than 0.02% of applications).



What you think of us is important to us:

“Allenbuild have been a member of CHAS since 2001 and have followed their progress since its inception and have watched CHAS grow year by year into the largest health and safety assessment scheme in the UK.

Throughout this time we have welcomed the opportunity to demonstrate to our clients that we have a safety culture that is compliant with the CHAS standards and we find it rewarding that we are able to provide the evidence to support our application.

We also use the CHAS scheme as a benchmark for our preferred sub-contractors and have found this a major benefit as it saves both time and resources in us having to approve their competence in house.

We also know through our experience of passing the assessment ourselves that when our sub-contractors obtain CHAS they have shown they can adequately manage health and safety”.

Dennis Jones CMIOSH
Allenbuild Group Safety Advisor

We are about to recruit a new ‘Development/Client Relationships Manager’ and two new appointments as Development Officers with the objective of supporting our ‘buyers’ in utilizing the full range of services available through CHAS.

The ads will be available shortly in the trade press.

*Best Wishes from all at
CHAS 2013 Ltd*



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www.chas.co.uk

CHAS 2013 Ltd

Company No. 08466203

A wholly owned company of the London Borough of Merton.

All surpluses are ploughed back into supporting public services and the Health and Safety Industry.

CHAS is a founder member of the Safety Schemes In Procurement Competence Forum (SSIP).



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