

**Gas Safe  
Register  
At A Glance**

**2022  
2023**



**A few  
words from  
CEO Jonathan  
Samuel**

**“The last few years  
have challenged us  
all in how we manage  
change, whether  
through a global  
pandemic or political  
turmoil.”**

The last few years have challenged us all in how we manage change, whether through a global pandemic or political turmoil. This year has proved no exception with many external factors impacting our ways of working and the services we deliver to engineers and the public.

Two separate events in the period covered by this report are particularly worth noting – the death of Queen Elizabeth II in September 2022 led us to respectfully halt our Gas Safety Week activity, which was unfortunate but entirely understandable. We were able to modify much of the activity for use later in the year, but we are very

much looking forward to resuming the campaign as normal in 2023.

Another much broader issue has been the cost-of-living crisis. For many people, the choice has felt like it has been between ‘heating and eating’, and in that environment it has been even more challenging to cut through to audiences with messages about the continued importance of regular maintenance and servicing of gas appliances. To do that we have continued to work with external partners who can help us connect with audiences, and deliver impactful campaigns, such as ‘House Whispers’ which was shortlisted for a PRmoment award.

Across the rest of the business, I am delighted that our Field Services Team achieved the challenging target for inspection numbers and have continued to innovate and optimise our processes in this area.

As we move into the final year of this contract, and towards rebid, it is tempting to spend time looking back at what we have done. However, for the team here we are just as keen to focus on the future, continue to innovate, and deliver the best service possible, all in service of our mission to deliver a Gas Safe home for everyone.

**Jonathan Samuel,  
CEO of Gas Safe Register**

**Service Level Agreement statistics: Annual Breakdown**



Service Level Agreement 1:

**Total amount of inspections carried out**

**55,309**

**Target 54,475**

**The following Service Levels have an annual service measurement period**

Service Level Agreement 2:

**Total number of previously unseen businesses inspected**

**18,895**

**Target 17,000**

Service Level Agreement 4:

**Support to HSE – % of service requests responded to within 1 hour**

**100%**

**Target 100%**

Service Level Agreement 5:

**Support to HSE – % of urgent requests actioned within 3 working days**

**100%**

**Target 100%**

Service Level Agreement 6:

**Support to HSE – % of on-site requests (other than urgent) responded to within 24 hours**

**100%**

**Target 100%**

Service Level Agreement 7:

**Support to HSE – % of on-site requests actioned within 10 working days**

**100%**

**Target 100%**

Service Level Agreement 8:

**% of illegal gas sites visited within 10 working days of illegal gas work being reported**

**99.6%**

**Target 95%**

Service Level Agreement 9:

**Total number of justified complaints about the service**

**5**

**Target <10**

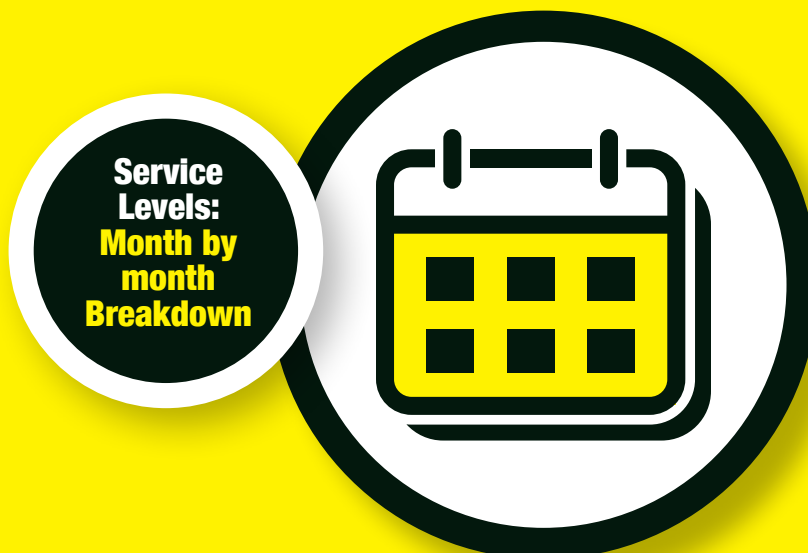
Service Level Agreement 10:

**% of complaints about the service responded to within 5 working days**

**100%**

**Target 95%**

## Gas Safe Register At A Glance 2022-23



The following service levels have a monthly service measurement period

### Service Level Agreement 3:

Complaint visits carried out within 10 working days of receipt: Target 100% achieved – 12 out of 12 months

APR 2022	MAY 2022	JUN 2022	JUL 2022	AUG 2022	SEP 2022	OCT 2022	NOV 2022	DEC 2022	JAN 2023	FEB 2023	MAR 2023
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

### Service Level Agreement 11:

% of telephone calls answered within 60 seconds by Customer Services staff: Target 90% missed – 10 out of 12 months

APR 2022	MAY 2022	JUN 2022	JUL 2022	AUG 2022	SEP 2022	OCT 2022	NOV 2022	DEC 2022	JAN 2023	FEB 2023	MAR 2023
16.4%	41.6%	93.8%	91.4%	94.2%	94.3%	94.3%	93.0%	97.3%	97.0%	97.4%	94.7%

### Service Level Agreement 12:

% of technical calls answered within 180 seconds by technical staff: Target 90% achieved – 12 out of 12 months

APR 2022	MAY 2022	JUN 2022	JUL 2022	AUG 2022	SEP 2022	OCT 2022	NOV 2022	DEC 2022	JAN 2023	FEB 2023	MAR 2023
96.2%	94.8%	93.5%	93.2%	94.8%	91.4%	90.5%	92.4%	93.0%	95.1%	93.0%	93.2%

### Service Level Agreement 13:

% of correspondence (letters and emails) responded to within five working days: (combined target for contact centre and technical): Target 100% missed – 11 out of 12 months

APR 2022	MAY 2022	JUN 2022	JUL 2022	AUG 2022	SEP 2022	OCT 2022	NOV 2022	DEC 2022	JAN 2023	FEB 2023	MAR 2023
85.9%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

### Service Level Agreement 14:

% availability of systems and infrastructure – Phone lines (with the exception of scheduled downtime): Target 100% achieved – 12 out of 12 months

APR 2022	MAY 2022	JUN 2022	JUL 2022	AUG 2022	SEP 2022	OCT 2022	NOV 2022	DEC 2022	JAN 2023	FEB 2023	MAR 2023
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

### Service Level Agreement 15:

% availability of systems and infrastructure – Website (with the exception of scheduled downtime): Target 100% achieved – 12 out of 12 months

APR 2022	MAY 2022	JUN 2022	JUL 2022	AUG 2022	SEP 2022	OCT 2022	NOV 2022	DEC 2022	JAN 2023	FEB 2023	MAR 2023
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

### Service Level Agreement 16:

% Availability of systems and infrastructure – Database (with the exception of scheduled downtime): Target 100% missed – 11 out of 12 months

APR 2022	MAY 2022	JUN 2022	JUL 2022	AUG 2022	SEP 2022	OCT 2022	NOV 2022	DEC 2022	JAN 2023	FEB 2023	MAR 2023
100%	100%	100%	100%	100%	100%	100%	95.1%	100%	100%	100%	100%

### Service Level Agreement 17:

% of applications and registration changes processed, and ID cards issued (within five working days April to January, and within 10 working days in February and March): Target 100% – Target achieved – 12 out of 12 months

APR 2022	MAY 2022	JUN 2022	JUL 2022	AUG 2022	SEP 2022	OCT 2022	NOV 2022	DEC 2022	JAN 2023	FEB 2023	MAR 2023
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

(Figures on target in BLACK – figures under target in RED)



**Breakdown  
of three Key  
Performance  
Indicators**

**Here's how we performed in relation  
to our three KPIs in 2022-23**

**Consumer  
Awareness**

**61.0%**

**Target 61.4%**  
a decrease of 0.42%  
on the 2021-22 score

Increasing and sustaining consumer awareness of the importance of gas safety, including the risk of carbon monoxide poisoning, and awareness of the Gas Safe Register brand and the consumer services provided by GSR.  
(Percentages measured by 1,000 consumer surveys per quarter)

**Consumer  
Satisfaction**

**71.7%**

**Target 74.0%**  
a decrease of 2.24%  
on the 2021-22 score

Through regular interaction with consumers ensure that levels of service are maintained at a 'satisfactory' level.  
(Percentages measured by rolling monthly surveys and data from the internal IVR)

**Engineer  
Satisfaction**

**66.7%**

**Target 70.4%**  
a decrease of 3.32%  
on the 2021-22 score

Through regular interaction with engineers ensure that levels of service are maintained at a 'satisfactory' level.  
(Percentages measured by a monthly survey of engineers and data from the internal IVR)

**"Everyone within the Gas Safe team remains focused on the evolution of the Gas Safe systems and services we provide as we move into the final contract year of this concession with the HSE. We are excited about the future and the prospect of continuing our remit to keep everyone gas safe into the next contract term."**

**Mark Rolfe, Head of Gas Safety Improvements**

Total number  
of registered  
businesses:  
**78,819**

Number of  
businesses  
in Northern  
Ireland:  
**892**

Number of  
businesses in  
Great Britain:  
**77,844**

Number of  
businesses  
in the Isle  
of Man:  
**67**

Number of  
businesses  
in Jersey:  
**5**

Number of  
businesses  
in Guernsey:  
**11**

All figures accurate up  
to the end of the day on  
31 March 2023

**Key Statistics  
and Details**



**Awareness and Communications**

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Number of registered engineers by 31 March 2023:

**151,701**

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Number of new businesses accepted onto the Register 2022-23:

**5,302**

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Number of consumer letters/ emails responded to within agreed timescales:

**66,099**

Number of technical emails/ letters responded to within agreed timescales:

**2,605**

## Inspections

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Total number of registered businesses inspected:

**26,422**

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**Top three issues found upon inspection:**

- 1. Flue construction on appliances**
- 2. Appliance safety on boiler installs**
- 3. Installation of fires**

**“I am proud of all my colleagues at Gas Safe Register, with another successful year delivering our service to the public and registered businesses. The hard work and dedication from all our teams helped overcome many difficulties throughout the year and shall continue to prevail against the challenges that the future brings.”**

**Rob Denman, Head of Professional & Field Services**



## Investigations

Total number of defects found on gas work classed as At Risk (AR) or Immediately Dangerous (ID):

**7,914**

Number of reports received regarding unregistered fitters:

**1,379**

Defects attributed to registered businesses (AR and ID):

**2,614**

Defects attributed to unregistered fitters (AR, ID and NCS):

**5,222**

Number of investigations with no site visit:

**1,023**

Number of investigations undertaken of unregistered gas work:

**356**



## Customer Service calls

Total calls answered by Customer Services within agreed timescales:

**158,965**

Total calls answered by Technical Helpline within agreed timescales:

**52,744**

Total admin received by Customer Services:

**66,929**

### Top three customer queries dealt with by Customer Services:

1. Carbon monoxide alarm guidance
2. Notification certificates, requesting a copy of a certificate or checking to see if the appliance has been notified
3. Find and check a business

### Top three engineer queries dealt with by Customer Services:

1. Notify work they have completed
2. Missing ID cards or certificates
3. Website queries, help with log in details

“The Customer Service Team have faced a challenging year but have remained positive and focused on overcoming the bumps in the road and looking to the future to find ways to improve the service we deliver. We will continue to look for better ways of working and are excited to see how the new digital solutions can help improve our customers’ journey and the agent experience over the remaining year of the contract.”

Michelle Sinfield, Head of Customer Services



## Connecting online

Total number of visits to the website:

**3,436,821**

Number of unique visits to the website:

**2,667,348**

Total number of visits to engineer section of the website:

**376,752**

Number of unique visits to engineer section of the website:

**342,946**

Total find/checks of an engineer performed via the website:

**14,282,695**

### Top three improvements made to our service over this period:

- In-bound mail scanning – supporting the move to home-based working an in-bound mail scanning solution provided by Capita Intelligent Communications (CIC) has been introduced allowing all mail received to be converted into a secure electronic format remotely and then shared directly to the relevant teams within the business via email.
- Website accessibility improvements – amongst the additional website accessibility improvements (WCAG AA) made throughout the year, our largest improvement is bringing bilingual support (English & Welsh) to our website.
- Training Provider Details – to enhance our ability to analyse training provider quality and our ability to target inspections appropriately, we now provide qualification awarding bodies the ability to include a Training Provider Code, as part of an engineer's qualification, showing where training has been undertaken prior to ACS assessment. This data will then be given to the Standards Setting Body and Authoriser of Training to assist in the quality management of the training provided by approved Training Providers.



**The Year  
in Marketing:  
How did Gas  
Safe's awareness  
campaigns go in  
2022-23?**

**Gas Safety Week 2022**

Gas Safety Week is an annual event that provides an industry wide platform to focus communication on all things around gas safety. Unfortunately, with the passing of Queen Elizabeth II last September, we respectfully halted our planned activity for Gas Safety Week and re-focused our efforts with our winter campaign later in the year. Gas Safety Week is scheduled for the 11th – 17th September 2023, entering its thirteenth year, and we look forward to revealing our plans soon.

**Spring campaign –  
Switch Off, Check On**

2022 spring activity looked to encourage homeowners that spring is an ideal time to have gas safety checks before the heating switches off for summer, as well as spreading awareness of the false economy and the safety implications with skipping annual gas appliance safety checks and maintenance as the costs of living crisis ramped up.

We collaborated with the Met Office and meteorologist and TV weather presenter Clare Nasir to help spread the message on how homeowners could save money without compromising on safety.

Supported by a broadcast day with interviews across regional media with Met Office Spokesperson Will Lang & Gas Safe Register's Bob Kerr. As well as lunchtime broadcasts featuring Clare Nasir for community and local radio stations. Overall, we had 227 pieces of coverage across national & regional media, including print, online articles, and radio.

**Winter campaign**

Our winter campaign raised awareness of gas safety, and showed the nation what actions they can take to help keep their home and family safe, through a mass media mix of TV, radio, press, and online advertising, and supported by bursts of PR activity.

We had support from Dion Dublin, the presenter of BBC's 'Homes Under the Hammer', who crafted a homebuyer's guide with gas safety tips and helped spread the message on his socials, as well as doing interviews for print and online media. We also partnered with HomeOwners Alliance, Zoopa, RoSPA and Neighbourhood Watch, to share our campaign across their own channels to bolster our message's reach and impressions.

We kicked off our second wave with the release of the online 'Gas Safety Challenge' video, showing easy and cost-free methods to check on some potential indicators of an unsafe home. We partnered with the One Pound Meals chef, TV presenter and author Miguel Barclay to create a family menu designed to save money and keep people gas safe. Miguel had a double-page feature in The Daily Star and was featured on Channel 4's Steph's Packed Lunch. He did 20 interviews across radio stations and one print and one online interview, totalling 39 pieces of coverage across national and regional media. We also worked with influencers Mob Kitchen, to further the reach of the 'Gas Safety Challenge' by asking their audience gas safety related questions through Instagram stories.

**“We continue to evolve and develop the way we communicate. We learn something from every campaign and add that to the mix for the next one and it is that continual learning and improvement that is helping us reach the public, even in the face of a very busy and challenging environment.”**

**Scott Darroch, Marketing Director**

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