

**GAS SAFE
REGISTER
AT A
GLANCE**

**2020
2021**

**A FEW WORDS FROM
CEO JONATHAN SAMUEL**

“It has without question been a challenging period for Gas Safe Register. Like everyone else, we had to react quickly and transition our working model during the COVID-19 pandemic.”

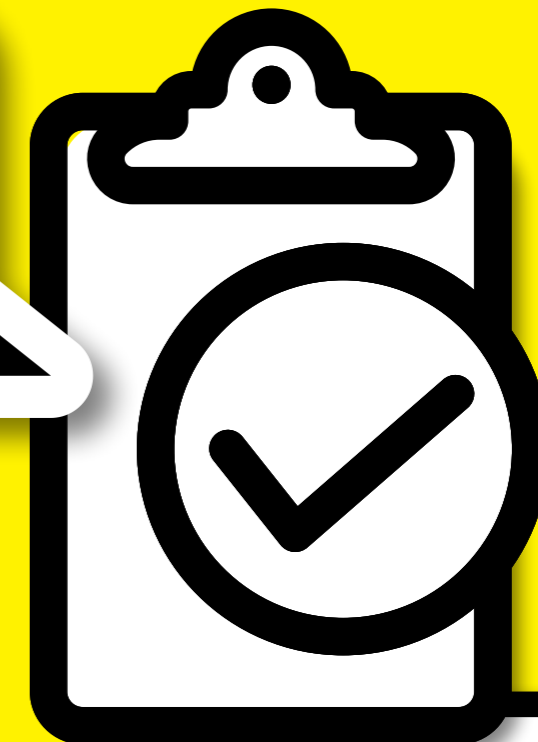
It has without question been a challenging period for Gas Safe Register. Like everyone else, we had to react quickly and transition our working model during the COVID-19 pandemic. This unplanned situation and the new environment generated a lot of challenges for us as an organisation, particularly during the early stages. I am proud of the way in which all Gas Safe Register employees adapted to the fluid circumstances as we moved from an office environment to complete remote working. Our inspection model also had to evolve to the point where we harnessed new technology to deliver aspects

of our process virtually. While there are likely further challenges to come, I remain confident that the steps we have taken during this time of change have laid the foundations for a strong future and made us more resilient. We were disappointed to experience a slight dip in performance around achieving some of our KPIs this year, however this was inevitable given the circumstances the nation experienced at the beginning of the pandemic. A restoration of public confidence in 2021-22 will be a significant factor in improving results. We're happy

to have continued with most planned initiatives in a virtual environment, such as our Open Channel sessions for registered engineers, while looking at the development of new techniques that will help us to deliver inspections more effectively in a post-COVID world. While we're anticipating that 2021-22 will continue to be a period of stabilisation, we're confident that our new ways of working, along with our other learnings from COVID, will enable us to deliver a stronger register for the future.

Jonathan Samuel,
CEO of Gas Safe Register

**SERVICE LEVEL AGREEMENT STATISTICS:
ANNUAL BREAKDOWN**



The following Service Levels have an annual service measurement period. Please note – those highlighted in **BLUE** have been impacted by COVID-19 restrictions.

SERVICE LEVEL AGREEMENT 1:

Total amount of inspections carried out
22,366
Target 54,147

SERVICE LEVEL AGREEMENT 2:

Total number of previously unseen businesses inspected
3,636
Target 14,632

SERVICE LEVEL AGREEMENT 7:

Support to HSE – % of on-site requests actioned within 10 working days
100%
Target 100%

SERVICE LEVEL AGREEMENT 4:

Support to HSE – % of service requests responded to within 1 hour
100%
Target 100%

SERVICE LEVEL AGREEMENT 8:

% of illegal gas sites visited within 10 working days of illegal gas work being reported
98%
Target 95%

SERVICE LEVEL AGREEMENT 5:

Support to HSE – % of urgent requests actioned within 3 working days
100%
Target 100%

SERVICE LEVEL AGREEMENT 9:

Total number of justified complaints about the service
7
Target <10

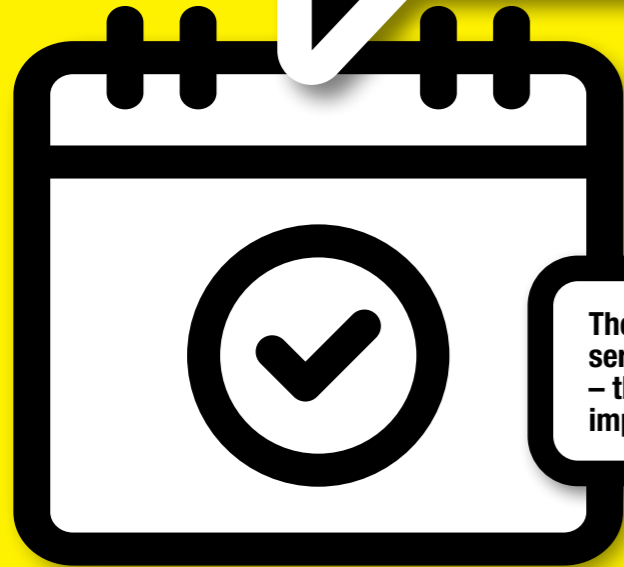
SERVICE LEVEL AGREEMENT 6:

Support to HSE – % of on-site requests (other than urgent) responded to within 24 hours
100%
Target 100%

SERVICE LEVEL AGREEMENT 10:

% of complaints about the service responded to within 5 working days
100%
Target 95%

SERVICE LEVEL AGREEMENT STATISTICS: MONTH BY MONTH BREAKDOWN



The following service levels have a monthly service measurement period. Please note – those highlighted in **BLUE** have been impacted by COVID-19 restrictions.

SERVICE LEVELS NUMBER OF MONTHS THAT THE TARGET WAS MET

SERVICE LEVEL AGREEMENT 3:
Complaint visits carried out within 10 working days of receipt

TARGET ACHIEVED
7 months out of 7

SERVICE LEVEL AGREEMENT 11:
% of telephone calls answered within 60 seconds by contact centre staff

TARGET ACHIEVED
8 months out of 8

SERVICE LEVEL AGREEMENT 12:
% of technical calls answered within 180 seconds by technical staff

TARGET ACHIEVED
12 months out of 12

SERVICE LEVEL AGREEMENT 13:
% of correspondence (letters and emails) responded to within 5 working days
(Combined target for contact centre and technical)

TARGET ACHIEVED
12 months out of 12

SERVICE LEVEL AGREEMENT 14:
% availability of systems and infrastructure – phone lines
(With the exception of scheduled downtime)

TARGET ACHIEVED
12 months out of 12

SERVICE LEVEL AGREEMENT 15:
% availability of systems and infrastructure – website
(With the exception of scheduled downtime)

TARGET ACHIEVED
11 months out of 12

SERVICE LEVEL AGREEMENT 16:
% availability of systems and infrastructure – database
(With the exception of scheduled downtime)

TARGET ACHIEVED
12 months out of 12

SERVICE LEVEL AGREEMENT 17:
% of applications and registration changes processed, and ID cards issued
(Within 5 working days during April to January and 10 working days during February to March)

TARGET ACHIEVED
9 months out of 12

SERVICE LEVELS MONTH BY MONTH BREAKDOWN

SERVICE LEVEL AGREEMENT 3:

Complaint visits carried out within 10 working days of receipt: (Target 100%)
(Please note – this SLA was suspended during national lockdown restrictions in April – May 2020, and January – March 2021)

| APR 2020 | MAY 2020 | JUNE 2020 | JULY 2020 | AUG 2020 | SEPT 2020 | OCT 2020 | NOV 2020 | DEC 2020 | JAN 2021 | FEB 2021 | MAR 2021 |
|----------|----------|-----------|-----------|----------|-----------|----------|----------|----------|----------|----------|----------|
| 0% | 0% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 0% | 0% | 0% |

SERVICE LEVEL AGREEMENT 11:

% of telephone calls answered within 60 seconds by contact centre staff: (Target 90%)
(Please note – there are no figures for April – July 2020 as the phones were not operational during this period)

| APR 2020 | MAY 2020 | JUNE 2020 | JULY 2020 | AUG 2020 | SEPT 2020 | OCT 2020 | NOV 2020 | DEC 2020 | JAN 2021 | FEB 2021 | MAR 2021 |
|----------|----------|-----------|-----------|----------|-----------|----------|----------|----------|----------|----------|----------|
| n/a | n/a | n/a | n/a | 94.80% | 96.55% | 95.00% | 94.88% | 95.54% | 95.32% | 94.42% | 94.33% |

SERVICE LEVEL AGREEMENT 12:

% of technical calls answered within 180 seconds by technical staff: (Target 90%)

| APR 2020 | MAY 2020 | JUNE 2020 | JULY 2020 | AUG 2020 | SEPT 2020 | OCT 2020 | NOV 2020 | DEC 2020 | JAN 2021 | FEB 2021 | MAR 2021 |
|----------|----------|-----------|-----------|----------|-----------|----------|----------|----------|----------|----------|----------|
| 98.00% | 98.00% | 94.00% | 94.00% | 96.00% | 95.00% | 97.60% | 95.72% | 93.22% | 94.39% | 91.80% | 95.63% |

SERVICE LEVEL AGREEMENT 13:

% of correspondence (letters and emails) responded to within 5 working days
(combined target for contact centre and technical): (Target 100%)

| APR 2020 | MAY 2020 | JUNE 2020 | JULY 2020 | AUG 2020 | SEPT 2020 | OCT 2020 | NOV 2020 | DEC 2020 | JAN 2021 | FEB 2021 | MAR 2021 |
|----------|----------|-----------|-----------|----------|-----------|----------|----------|----------|----------|----------|----------|
| 100% | 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 99.80%)

| APR 2020 | MAY 2020 | JUNE 2020 | JULY 2020 | AUG 2020 | SEPT 2020 | OCT 2020 | NOV 2020 | DEC 2020 | JAN 2021 | FEB 2021 | MAR 2021 |
|----------|----------|-----------|-----------|----------|-----------|----------|----------|----------|----------|----------|----------|
| 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 99.80%)

| APR 2020 | MAY 2020 | JUNE 2020 | JULY 2020 | AUG 2020 | SEPT 2020 | OCT 2020 | NOV 2020 | DEC 2020 | JAN 2021 | FEB 2021 | MAR 2021 |
|----------|----------|-----------|-----------|----------|-----------|----------|----------|----------|----------|----------|----------|
| 100% | 100% | 100% | 99.99% | 99.44% | 100% | 100% | 99.63% | 100% | 99.95% | 100% | 99.45% |

SERVICE LEVEL AGREEMENT 16:

% availability of systems and infrastructure – database (with the exception of scheduled downtime): (Target 99.80%)

| APR 2020 | MAY 2020 | JUNE 2020 | JULY 2020 | AUG 2020 | SEPT 2020 | OCT 2020 | NOV 2020 | DEC 2020 | JAN 2021 | FEB 2021 | MAR 2021 |
|----------|----------|-----------|-----------|----------|-----------|----------|----------|----------|----------|----------|----------|
| 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 99.95% | 100% | 100% |

SERVICE LEVEL AGREEMENT 17:

% of applications and registration changes processed, and ID cards issued
(Within 5 working days during April to January and 10 working days during February to March)

| APR 2020 | MAY 2020 | JUNE 2020 | JULY 2020 | AUG 2020 | SEPT 2020 | OCT 2020 | NOV 2020 | DEC 2020 | JAN 2021 | FEB 2021 | MAR 2021 |
|----------|----------|-----------|-----------|----------|-----------|----------|----------|----------|----------|----------|----------|
| 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |

(Figures on target in **BLACK** – figures under target in **RED** – figures in **BLUE** have been impacted by COVID-19 restrictions)

BREAKDOWN OF THREE KEY PERFORMANCE INDICATORS:
Here's how we performed in relation to our three KPIs in 2020-21

Consumer Awareness*

61.50%

Target 62%
An increase of 0.49% on the 2020 score

Measuring consumer awareness of gas safety, including the risk of carbon monoxide poisoning, and awareness of the Gas Safe Register brand and the services provided by GSR. (Measured by 4,000 consumer surveys)

Consumer Satisfaction

78.38%

Target 81.30%
A decrease of 2.00% on the 2020 score

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

Engineer Satisfaction

77.36%

Target 80%
A decrease of 2.04% on the 2020 score

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

"In a year of continuous change and restrictions, there have been some inevitable dips when looking at this year's performance figures, but we know that everyone in the organisation has strived hard to achieve them in difficult circumstances, and are encouraged by the early signs of national recovery from the pandemic."

VICKY LINCOLN, MARKETING DIRECTOR

* In reference to both KPIs and SLAs, rounding up and statistical variances will contribute towards the total or average figure obtained at the end of the year and will influence if they are above, on or under target. This can account for 'near miss' figures such as that recorded for KPI1 and SLA15.

Total number of registered businesses:

76,843

Number of businesses in Northern Ireland:

914

Number of businesses in Great Britain:

75,842

Number of businesses in the Isle of Man:

70

Number of businesses in Guernsey:

17

All figures accurate up to the end of the day on 31 March 2021



**KEY STATISTICS
AND DETAILS**

AWARENESS AND COMMUNICATIONS

Number of registered
businesses by 31 March 2021:

79,930

Number of new businesses
accepted onto the Register
2020-21:

6,729

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

92,577

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

3,424

INSPECTIONS

TOP THREE ISSUES FOUND UPON INSPECTION:

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

Total number of
registered businesses
inspected:

12,565



**“It has been a challenging time for
field inspections, but I am pleased
with the way my team has adapted
to the changing circumstances.
It has provided an opportunity for
us to look at innovative ways of
providing our inspection service
going forward.”**

BOB KERR, GAS SERVICES DIRECTOR

INVESTIGATIONS*

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

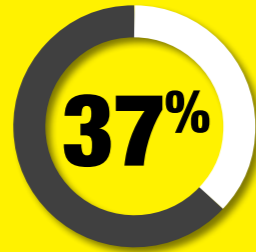
3,168

Number of reports received regarding unregistered fitters:

1,488

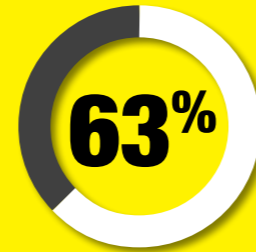
Defects attributed to registered businesses:

1,184



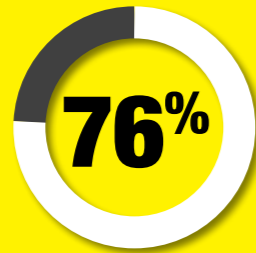
Defects attributed to unregistered fitters:

1,984



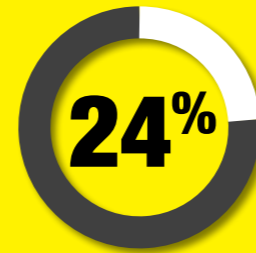
Number of investigations with no site visit:

1,130



Number of investigations undertaken of unregistered gas work:

358



CUSTOMER SERVICE CALLS

Total calls answered by Customer Services within agreed timescales:

186,416

Total calls answered by Technical Helpline within agreed timescales:

61,980



TOP THREE CUSTOMER QUERIES DEALT WITH BY CUSTOMER SERVICES:

1. Notification certificates, requesting a copy of a certificate, or checking to see if the appliance has been notified
2. Raising cases of concern – where a consumer informs us about potentially concerning gas work
3. Find and check a business and enquire about the rules relating to COVID restrictions

TOP THREE ENGINEER QUERIES DEALT WITH BY CUSTOMER SERVICES:

1. Notify work they have completed
2. ACS qualification extension, and retaking of assessments
3. Website queries, help with login details

*Please note that due to the COVID restrictions a much greater proportion of site inspection activities were focused on work suspected or triaged to be of a higher risk.

CONNECTING ONLINE*

Total number of visits to the website:

4,461,120

Number of unique visits to the website:

2,987,089

Total number of visits to engineer section of the website:

519,772

Number of unique visits to engineer section of the website:

330,414

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

10,629,587



TOP THREE IMPROVEMENTS MADE TO OUR SERVICE OVER THIS PERIOD:

New ways of assessing gas work complaints: Our ResponseEye tool has been developed to allow employees to assess safety concerns reported by consumers via their smartphone, allowing them to process those which require an inspection more quickly and efficiently. This tool has proved successful and is now being used to provide technical support to Gas Safe registered engineers.

ID card recycling: Following valuable feedback from Gas Safe registered engineers, we have introduced a new initiative for their expired ID cards to be recycled free of charge. This scheme is now up and running and recycles the cards into pellets which are used to produce electrical energy.

Speedy transition to remote working: Given the circumstances at the beginning of the pandemic, the efficiency and speed with which the business was able to adapt to a remote working model and retain essential services during the transition meant that we were still able to deliver strong figures which met our Service Level Agreements. The remote working model is now fully operational and employees have taken to it smoothly.

THE YEAR IN MARKETING:
How did Gas Safe's awareness campaigns go in 2020-21?

GAS SAFETY WEEK 2020

The gas industry rallied around the cause of gas safety again for the tenth anniversary of Gas Safety Week, even if the altered landscape meant that the week was slightly different to normal. Highlights of the week included the new Ripple Effect short film which emphasised community safety, strong support from MPs across all parties which was condensed into a short shareable video, and some great supporting activity from well-known industry names and registered businesses. Gas Safe Register's activity for the week achieved a digital reach of over 73 million, and with such a strong showing of support we're well set for the next decade of raising gas safety awareness.

STAY SAFE AT HOME

Our winter safety awareness campaign focused on encouraging customers to make sure they stayed safe in their homes during winter (and lockdown) by having their annual check from a Gas Safe registered engineer. It ran on TV, radio, online and in print. Special activities for the campaign included a feature we did with Instagram influencers on ensuring your home was safe. This created a real buzz with over a million impressions. We also worked with DIY enthusiast Jo Behari, who appeared on Channel 4's Steph's Packed Lunch emphasising the importance of avoiding DIYing on gas appliances, and our carbon monoxide poisoning case study about Kirsty Payne featured in the national press (The Sun).

OTHER ACTIVITIES

When the first lockdown was announced, we focused on communicating the changes and their implications to our registered engineers, and consumers where appropriate, resulting in regular email updates to registered businesses as the restrictions impacted on their daily working lives. We have created an ever-evolving information page on our website, along with a suite of social posts which give the latest information on the situation.

"We've used the pandemic as an opportunity to adapt our strategy and get our messages out there in different ways. The results have been encouraging and we are keen to move forward trying out more new ideas and techniques."

SCOTT DARROCH, HEAD OF STRATEGIC COMMUNICATIONS AND ENGAGEMENT

*Please note, due to issues with our analytics solution between December 2020 and March 2021, figures for these months (included in the totals presented) are based on our forecasts for this period.

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