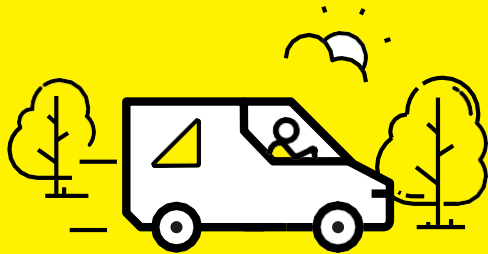


Gas Safe Register At a Glance Report 2024/25



“
The core purpose of the Gas Safe Register is to keep our homes and communities safe, stopping the threat of illegal gas work through a proactive and positive inspection regime that benefits everyone.
”

Welcome to our latest At a Glance – a roundup of the past year for the Gas Safe Register

As we reflect on the past contract year to April 2025, we are proud to share the impact the Gas Safe Register has continued to make in delivering on our commitment to keep the public safe.

This year has been marked by strong operational performance, continued innovation, and impactful engagement with consumers and stakeholders, whilst also preparing for a new concession term, beginning in April 2025. Across all our workstreams, we continued to focus on delivering high quality inspection services to support engineers and the gas industry so that we play our part in keeping our nation safe.

Part of this, as always, is to raise consumer awareness of the Gas Safe Register and the importance of using registered businesses. Through Gas Safety Week and ongoing digital campaigns, we reached millions of households, reinforcing vital safety messages at a time when energy costs and household pressures were front of mind. Our “Always On” approach to content marketing ensured that safety advice was accessible year-round, helping us maintain strong engagement levels.

In our operations, we maintained exceptional service levels throughout the year, achieving 100% availability across our core systems and infrastructure. Our registration and ID card processing consistently met targets, ensuring that engineers and businesses could operate without delay. These results demonstrate the resilience and reliability of our service, even in a challenging environment.

Behind the scenes, we delivered significant improvements to our technology platforms. These enhancements will underpin a more agile and responsive service in the years ahead.

This annual summary is also a good opportunity to acknowledge the dedication and hard work of our teams and partners at HSE. Their commitment has enabled us to meet the SLAs and KPIs and drive forward projects that will shape the future of gas safety. We continue to work together to provide a gas safe home for everyone.

We have exciting developments planned for 2025-26, including accelerating digital transformation and enhancing our customers’ journeys so that we continue to support a gas safe nation.

The Gas Safe Register Team



Service Level Agreement Statistics: Annual Breakdown

The following Service Levels have an annual service measurement period

Service Level Agreement 1

Total amount of inspections carried out

55,172

Target 49,855

Service Level Agreement 2

Total number of previously unseen businesses inspected

5,724

Target 5,770

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 onsite requests (other than urgent) responded to within 24 hours

100%

Target 100%

Service Level Agreement 7

Support to HSE – % of onsite 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

99.23%

Target 95%

Service Level Agreement 9

Total number of justified complaints about the service

0

Target <10

Service Level Agreement 10

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

93.75%

Target 95%



The following service levels have a monthly service measurement period.

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

Service Level Agreement 11:

% of telephone calls answered within 60 second by contact centre staff: Target 90% achieved – 10 out of 12 months

Service Level Agreement 12:

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

Service Level Agreement 13:

% of correspondence (letters and emails) responded to within 5 working days: (combined target for contact centre and technical): Target 100% achieved – 12 out of 12 months

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

Service Level Agreement 15:

% availability of systems and infrastructure – Website (with the exception of scheduled downtime): Target 100% achieved – 10 out of 12 months

Service Level Agreement 16:

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

Service Level Agreement 17:

% of applications and registration changes processed, and ID cards issued (within 5 working days April to January, and within 10 working days in February and March): Target 100% – Target achieved – 12 out of 12 months

[illegible]

Key Performance Indicators



“

Listening to consumers, registered engineers and businesses helps us understand our service. We have expanded our gas safety programmes nationwide and improved our systems to give registered businesses and engineers easier access to essential information.

We continue to implement improvements to increase awareness and satisfaction.

”

Consumer Awareness

63.3%

(Target 63%)
An increase of 1.4% on the 2024-25 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

72.7%

(Target 73%)
An increase of 1.1% on the 2024-25 score

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

Engineer Satisfaction

70.2%

(Target 75%)
A decrease of 7.4% on the 2024-25 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).



Number of Gas Safe registered businesses

As of 31st March 2025





Key Statistics and Details

Number of registered
engineers by
31st March 2025:

150,847

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

71,768

Number of new
businesses accepted onto
the Register 2024-25:

4,710

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

3,783

Inspections

“

It's been another busy year at Gas Safe Register, delivering our services to the public and our registered businesses.

Thanks to the hard work and commitment of the team, it's been an exciting year in which we've successfully achieved our operational goals.

”

Total number of registered businesses inspected:

26,434

Top three issues found on inspections:

1. Safety of boiler installations
2. Flue construction on appliances
3. Installation of Gas Fires



Investigations

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

2,504

Number of reports received regarding unregistered fitters:

1,203

Defects attributed to registered businesses (AR and ID):

2,202

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

4,548

Number of investigations with no site visit:

681

Number of site investigations undertaken of unregistered gas work:

522

Customer Service Calls



Total calls
answered by
Customer Services
within agreed
timescales:

169,982

Total calls
answered by
Technical Helpline
within agreed
timescales:

48,072

Total admin
received by
Customer
Services:

71,768

Top three consumer queries dealt with by Customer Services:

1. Notification certificates – duplicates or checks
2. Concerns about Gas work
3. Find or Check a business

Top three engineer queries dealt with by Customer Service

1. Two Factor authentication – assistance given
2. Assistance to log into the website
3. Renewal/registration updates



Connecting online

Total number of visits to the website:

5,559,199

Number of unique visits to website:

3,047,814

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

30,651,739

Total number of visits to engineer section of the website:

921,165

Number of unique visits to engineer section of the website:

355,879

During this period, we have implemented several enhancements to our service, including:

1. Expanded use of email notifications to inform registered businesses about significant updates to their registration and status.
2. Introduction of a new online system enabling businesses to review and confirm the resolution of defects identified during Gas Safe Inspections.
3. Additional improvements to the business portal, giving businesses and their engineers improved access to their qualification and registration information.
4. Updates to the website's design and content aimed at improving usability and accessibility.

“Consumers are stretched, both in terms of their finances and the number of priorities they have to juggle, our challenge remains ensuring that gas safety remains high up their list of priorities. By balancing innovation with regular market-testing of our messages and campaigns we continue to maximise our opportunities to connect with people and help them stay gas safe.”

Spring campaign

Spring PR campaign: April 2024 ‘S.A.F.E’. Historically one of the ‘lighter’ annual campaigns, this time we set out to understand if homeowners could be unaware of some of the typical clauses of home protection policies and so be at risk of invalidating insurance if their gas appliances weren’t regularly serviced.

Enlisting the support of TV property expert, Martin Roberts, and consumer rights expert, Martyn James, the campaign encouraged everyone to check the terms and conditions of their household protection policies. Additionally, we worked with online influencer, Clare Seal, who shared tips and gas safe messages with her followers via our S.A.F.E mnemonic.

By tackling a potentially dry subject from an interesting angle, working with recognised domain experts, alongside our own spokespeople. We were able to generate 61 pieces of coverage, including national hits in The Sun, Mirror, Daily Star, and Express.

Gas Safety Week 24

Gas Safety Week remains one of the centrepieces of our campaigning year and the campaign with the largest reach. The theme for 2024 was ‘Checking - Every Check Counts’ with the clear message to check various points in one’s day to ensure gas safety. While not treating gas safety itself frivolously we took a lighter tone in messaging to maximise the chance of connecting with audiences.

Our PR campaign used various scenarios showing, amusingly, what could happen in one’s home if gas appliances are not regularly serviced. Our campaign “When the Gas Goes” focused on a character ‘Silly Ali’ in a public information style short video. Where we saw Ali in various awkward situations because he didn’t check the gas was working. Voiced-over by actor Will Mellor, who also joined the GSR spokesperson for the broadcast launch day, the PR element of GSW achieved 109 pieces of coverage, including 12 national hits.

On the digital front, the videos and assets from this year’s toolkit were used in paid advertising across Google Display, Facebook and Instagram. And once again we were delighted to see a strong campaign presence across social media and other channels. The annual awareness campaign has consistently received support from key industry organisations, stakeholders and customers. The support remained strong, with everyone coming together in a shared commitment to promote gas safety.

Winter campaign 24/25

The winter campaign ran from mid-January until late February, with the aim of raising brand awareness of the Gas Safe Register and the importance of using a Gas Safe registered engineer. The national mass media campaign included ads running on TV, video on-demand, radio, newspapers, magazines, and online. In addition, two PR bursts set to raise awareness of the dangers of carbon monoxide (CO).

Launched in November at the start of CO Awareness Week, the first PR burst focussed on spotting the symptoms of CO exposure in pets and actionable ways to prevent CO at home. We partnered with Caroline Allen, Chief Vet at RSPCA who together with Gas Safe Register’s, Rob Denman took part in a broadcast day and secured a Sky News TV and radio interviews. Alongside media pick up of our press release, it achieved 60 pieces of coverage.

The second burst of PR asked consumers to ‘check your cold’. According to the research, January is the month when people are most prone to suffering from seasonal viruses. At the height of the cold and flu season we partnered with NHS GP and TV medic, Dr Punam Krishan to raise awareness of the key differences between symptoms of CO poisoning and colds as similar symptoms can mean CO poisoning is overlooked. There were 78 pieces of coverage across the airwaves and in the press including The Sun, Daily Record, and the Mirror.

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