



A few words from
CEO Jonathan Samuel

“2021/22 has presented some challenges, but it has also presented opportunities for us to innovate, adapt, and lay a solid foundation for the future.”

For Gas Safe Register, as for so many others, the contract year 2021/22 has presented some challenges, but it has also presented opportunities for us to innovate, adapt, and lay a solid foundation for the future for the Register for many years to come.

COVID, and the restrictions it has placed on our lives, has inevitably impacted upon our ability to inspect the work of engineers in the ways we had done previously, but has enabled us to harness our learning to bring forward innovative new solutions such as the use of virtual inspection events for lower-risk engineers. The roll-out of the ResponseEye

video-calling option has also enabled us to support engineers' technical enquiries in ways we could never have done before.

Even in the face of a hugely volatile news environment, our campaigning work to raise awareness of gas safety issues with the public has continued to achieve good cut-through, and we see positive trends in levels of awareness. Our place at the heart of Gas Safety Week remains a key element of campaigning for the whole industry.

In line with our agreement with HSE, we also rolled out an important IT transformation in the later part of the year. This change

has been a significant undertaking, and due to the complexity not without its problems in the early stages. However, this is an essential part of providing us with a futureproof platform that will support the essential work of the Register into the next concession. My thanks again go out to everyone for their patience as we make these changes, they are a crucial part of delivering the services that engineers, and consumers, rely upon to help keep us all gas safe.

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

**Service Level Agreement statistics:
Annual Breakdown**



Service Level Agreement 1:

Total amount of inspections carried out

27,509

Target 32,750

The following Service Levels have an annual service measurement period

Service Level Agreement 2:

Total number of previously unseen businesses inspected

4,258

Target 15,463

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

97%

Target 95%

Service Level Agreement 9:

Total number of justified complaints about the service

10

Target <10

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



Service Levels: number of months that the target was met

Service Level Agreement 3:
Gas safety concern visits carried out within 10 working days of receipt

Target achieved

12 months out of 12

Service Level Agreement 11:
% of telephone calls answered within 60 seconds by Customer Service staff

Target achieved

8 months out of 12

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 Customer Service and technical)

Target achieved

8 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

11 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

12 months out of 12

**Service Levels:
Month by month
breakdown**



Monthly Service Level Agreement Statistics

Service Level Agreement 3:

Gas safety concern visits carried out within 10 working days of receipt: (Target 100%)

APR 2021	MAY 2021	JUNE 2021	JULY 2021	AUG 2021	SEPT 2021	OCT 2021	NOV 2021	DEC 2021	JAN 2022	FEB 2022	MAR 2022
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%)

APR 2021	MAY 2021	JUNE 2021	JULY 2021	AUG 2021	SEPT 2021	OCT 2021	NOV 2021	DEC 2021	JAN 2022	FEB 2022	MAR 2022
95%	94%	95%	97%	97%	96%	95%	92%	24%	11%	10%	12%

Service Level Agreement 12:

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

APR 2021	MAY 2021	JUNE 2021	JULY 2021	AUG 2021	SEPT 2021	OCT 2021	NOV 2021	DEC 2021	JAN 2022	FEB 2022	MAR 2022
92%	92%	96%	97%	97%	96%	92%	92%	94%	94%	93%	92%

Service Level Agreement 13:

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

APR 2021	MAY 2021	JUNE 2021	JULY 2021	AUG 2021	SEPT 2021	OCT 2021	NOV 2021	DEC 2021	JAN 2022	FEB 2022	MAR 2022
100%	100%	100%	100%	100%	100%	100%	100%	57%	3%	3%	94%

Service Level Agreement 14:

% availability of systems and infrastructure – phone lines (with the exception of scheduled downtime): (Target 100%)

APR 2021	MAY 2021	JUNE 2021	JULY 2021	AUG 2021	SEPT 2021	OCT 2021	NOV 2021	DEC 2021	JAN 2022	FEB 2022	MAR 2022
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%)

APR 2021	MAY 2021	JUNE 2021	JULY 2021	AUG 2021	SEPT 2021	OCT 2021	NOV 2021	DEC 2021	JAN 2022	FEB 2022	MAR 2022
100%	100%	100%	100%	100%	97%	100%	100%	100%	100%	100%	100%

Service Level Agreement 16:

% availability of systems and infrastructure – database (with the exception of scheduled downtime): (Target 100%)

APR 2021	MAY 2021	JUNE 2021	JULY 2021	AUG 2021	SEPT 2021	OCT 2021	NOV 2021	DEC 2021	JAN 2022	FEB 2022	MAR 2022
100%	100%	100%	100%	100%	99%	100%	100%	100%	100%	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 2021	MAY 2021	JUNE 2021	JULY 2021	AUG 2021	SEPT 2021	OCT 2021	NOV 2021	DEC 2021	JAN 2022	FEB 2022	MAR 2022
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 2021-22**

**Consumer
Awareness**

61.4%

Target 63%
a decrease of 0.09%
on the 2020-21 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**

73.9%

Target 71%
a decrease of 4.44%
on the 2020-21 score

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

**Engineer
Satisfaction**

70.0%

Target 77%
a decrease of 7.33%
on the 2020-21 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)

"As we look to transform our service and operating model into one which provides a smoother experience for both consumers and engineers, we have seen some turbulence this year, but we are very proud of the hard work everyone is doing to get things moving in the right direction as we look forward to 2022-23."
Mark Rolfe, Head of Gas Safety Improvements

Total number
of registered
businesses:

78,644

Number of
businesses
in Northern
Ireland:

927

Number of
businesses in
Great Britain:

77,632

Number of
businesses in
the Isle of Man:

69

Number of
businesses
in Guernsey:

10

Number of
businesses
in Jersey:

6

All figures accurate up
to the end of the day on
31 March 2022

**Key Statistics
and Details**



**Other statistics
recorded by Gas Safe
Register during 2021-22**

Awareness and Communications

**Number of registered
engineers by 31 March 2022:**

130,703

**Number of new businesses
accepted onto the Register
2021-22:**

5,972



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

50,410

**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:**

12,040

“We have seen the impact of the pandemic and restrictions continue, then gradually ease during the year. I’m proud of the way we’ve reacted and become increasingly agile in delivering a key service to the general public and registered businesses.”

Bob Kerr, Gas Services Director

Investigations

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

4,673

Number of reports received regarding unregistered fitters:

1,469

Defects attributed to registered businesses:

2,566

Defects attributed to unregistered fitters:

3,414

Number of investigations with no site visit:

1,069

Number of investigations undertaken of unregistered gas work:

400



Customer Service calls

Total calls answered by Customer Services within agreed timescales:

154,830

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

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



Connecting online

Total number of visits to the website:

3,670,771

Number of unique visits to the website:

2,748,118

Total number of visits to engineer section of the website:

489,537

Number of unique visits to engineer section of the website:

427,320

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

11,176,960



Top three improvements made to our service over this period:

- Remote Technical Assessments (RTA) – We used our ResponseEye tool to carry out inspections on registered businesses remotely. The business could still show us gas work carried out but saved expenses and time on travelling, which was particularly useful during lockdown restrictions.
- Virtual Inspection Events (VIE) – These allowed us to make use of Obrizium Learning software to roll out virtual assessments for registered businesses, allowing them to effectively complete inspections from the comfort of their own home, again saving businesses time and money.
- The introduction of Capita Translation Services to support our customer services team as we look to offer as diverse a service as possible to customers and engineers. CTS also helped us update our gas safety literature with bilingual (English and Welsh) and Welsh only versions of our leaflets and posters.

The Year In Marketing: How did Gas Safe's awareness campaigns go in 2021-22?

Find out about how Gas Safe raised awareness of gas safety during the year

Gas Safety Week 2021

Gas Safety Week entered its second decade with a focus on the excuses people make to put off must do items like an annual gas safety check. The Register's activity included working with Matthew Burton of Educating Yorkshire to emphasise that there really are no excuses for not having your check, and a pop-up Virtual Excuses booth in Norwich city centre captured some of the public's best (and worst) excuses. The industry once again came together to support too, with almost 4,000 pledges of support for the week, and we saw a real hive of activity ranging from social media posts and competitions to leaflet drops, press releases in local newspapers and joint tours with local housing associations to spread the word. It was another successful week, and we're excited to see what 2022 brings.

Look for the sign

This year's winter activity looked to reinforce the Gas Safe brand as the only sign of a registered engineer who can be trusted to work on gas. Print advertising during Gas Safety Week acted as an early kick off to the campaign, which was launched in October and included further print advertising, TV and radio, digital and social media advertising. This was also supported by bursts of PR activity featuring prominent Instagram influencers and a 'House Whispers' campaign supported by DIY experts (including TV's Martin Roberts) that focused on the little signs your house gives you that something may be wrong. We got some great coverage for this, featuring in national publications such as The Sun, the Daily Express and the Daily Star.

Other activities

During the year, we also conducted a spring PR campaign with Aggie MacKenzie of How Clean Is Your House? which emphasised that a gas safety check needed to be high on people's spring to do lists.

As the COVID-19 pandemic continued to affect people's working lives, we also ensured that we communicated regularly with engineers and consumers when there were any changes or updates that impacted on our ways of operating. We went through a similar process in autumn 2021 as we made updates to our systems and website.

"It's been another successful year of getting key gas safety messages out to the public. We've been creative with new strategies as we continue our campaigns to ensure even more people stay safe during the pandemic and beyond."

Scott Darroch, Head of Communications

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