

GSR DECADE REVIEW

• 18th September



Gemserv[®]
a **TAIAN** company

■ DECADE REVIEW: AIMS



THE PURPOSE OF THE DECADE REVIEW IS TO:

1. explore the current arrangements to promote gas safety across the UK;
2. identify areas of strength and weakness; and
3. make recommendations for the future.

This will be achieved by assessing:

- The current state of the gas **industry** and how it has changed over the past 10 years.
- **Engineer** attitudes, behaviour and motivational changes over the past decade, alongside their expectations / needs from GSR.
- **Training, skills and competence** – engineers' views on current training and re-assessment.
- What the industry will look like in the **future**, highlighting key issues & barriers (e.g. new technologies, aging installer-base, new fuels, government policies etc.).

We will therefore undertake a detailed review of the evolution of the market & make impactful recommendations, informed by key GSR stakeholders.

2017 DECADE REVIEW



Builds off a previous Decade Review conducted by Accent on behalf of Capita.

Conducted:

- Online survey
- Focus groups
- Interviews

Covered:

- The industry
- Engineers
- Training, skills and competence
- The future



ENGINEER SURVEY



Looking for responses from:

- Registered gas engineers
- Those working in the gas industry downstream of the meter
- Also
 - Training bodies
 - Manufacturers
 - Energy companies
 - Other

Open and closed survey questions

- Changes in the industry
- Gas safety
- Challenges
- Influencers
- How well GSR is performing its remit
- Future issues in the next ten years

Closes 3rd October

The screenshot shows a survey form titled '1. Are you a registered gas engineer? *'. It has two radio button options: 'Yes' (selected) and 'No'. Below this is question 2: 'Please enter your Gas Safe licence card number (NB not your business registration number). This is to check that we don't have duplicated responses – it will not be used to identify you as it will only be seen by the researcher and not Gas Safe Register, and your results will remain anonymous. *'. There is a text input field labeled 'Enter your answer'. Below this is question 3: 'How long have you been a registered gas engineer?'. It has three radio button options: 'Less than 5 years', '5-10 years', and '11-20 years'. On the right side of the form, there is a yellow triangle logo with the text 'GAS safe Register'.

Additional survey questions – relevant topics within the survey not been captured in the previous Decade Review (e.g. changing Building Regulations / Future Homes Standard). This will ensure that the recommendations from the new Decade Review are actionable and relevant.

■ CONSUMER SURVEY



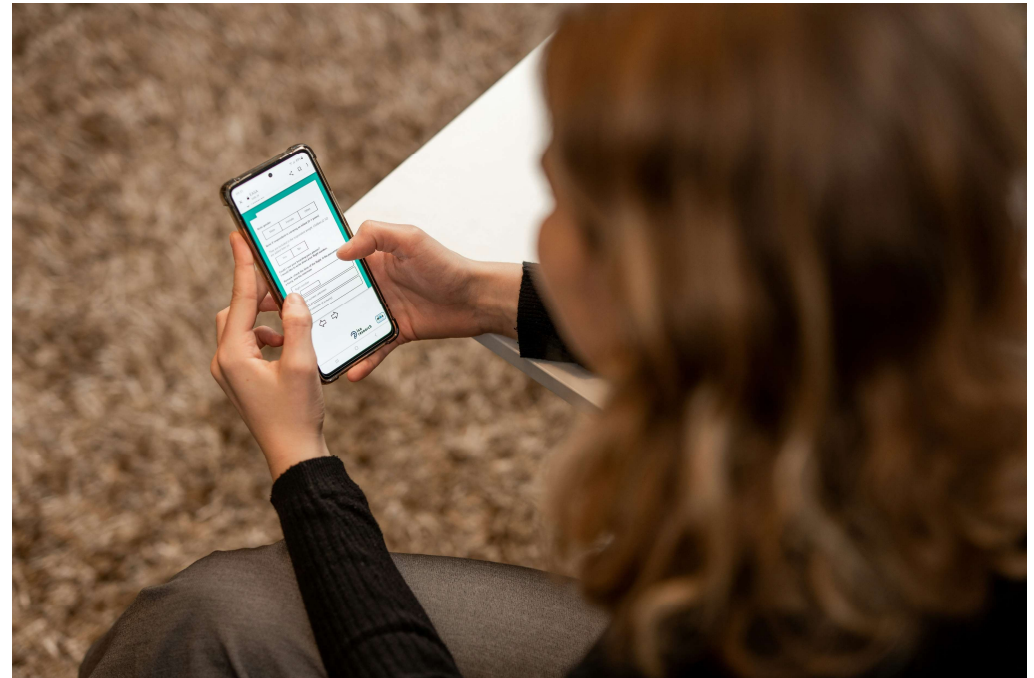
The previous Decade Review conducted two focus groups with consumers. We are collecting **consumer feedback through a survey.**

10 questions

Survey assesses:

- Consumer understanding of Gas Safe Register and gas safety
- Consumer decision making when selecting a gas engineer
- Consumer choice surrounding future heating systems

YouGov disseminating survey to their UK consumer group (2,000 people)



WORKSHOPS



Five workshops – like the previous Decade Review, to assess engineer attitudes, but across each devolved region in the UK to ensure all regions are covered. Workshops enable richer conversations.

- England (small businesses or sole traders)
- England (large businesses)
- Scotland
- Wales
- Northern Ireland

Held **online**

Provisional workshop dates throughout
November

24. We really appreciate the time that you have given us today. Would you be willing to be contacted again for clarification purposes or be invited to take part in a follow-up online workshop that will further inform this Decade Review for Gas Safe Register? *

☒ Yes, for both clarification and workshop

☐ Yes, for clarification only

☐ Yes, for workshop only

☐ No

25. Please could you provide us with your email address in case we do need to contact you. *

Enter your answer

Back Submit

GAS safe Register

Sourcing workshop attendees through the survey – The end of the survey allows respondents to provide us with their contact details.

■ THANK YOU



Answer the survey and share it with your colleagues and networks:

You can also email gsrdecadereview@talan.com for alternative arrangements



<https://forms.office.com/e/1c5nY45MLG>