



## Risks & Attitudes to Gas Safety Compliance in a post-Grenfell world

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Client Account Director





# Interim Finding Specific To Compliance

“

We need to ‘move away move from a culture of doing the minimum required for compliance’, to one of taking ownership and responsibility for delivering safe homes.

”

Dame Judith Hackitt Building a Safer Future November 2017

## Building a Safer Future

Independent Review of Building Regulations and Fire Safety:  
**Interim Report**

December 2017  
Dame Judith Hackitt DBE FREng

Cm 9551



# Market Research



## Independent market research

- Focus was on gas compliance
  - Covered approaches, attitudes and beliefs
- 162 respondents to the survey
  - A mixture of questionnaires, telephone calls and F2F
  - The HA's surveyed ranged from <100 housing stock to 50,000+ housing stock
  - Gas Compliance Managers → Non-Exec Directors

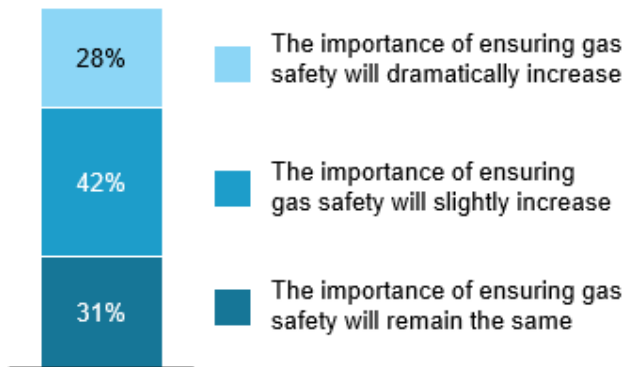
## Gas Tag customer visits

- Focus on gas compliance
- 100+ client meetings
  - Gas Compliance Team, Asset Managers, Board Members

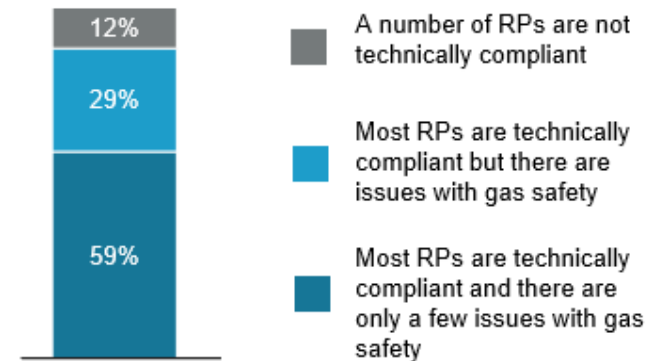


# Headline View Of Gas Compliance

How do you think the importance of ensuring gas safety in the social housing sector will change over the next three years?



Which of the following best describes your opinion on the state of gas safety and compliance within the social housing sector?



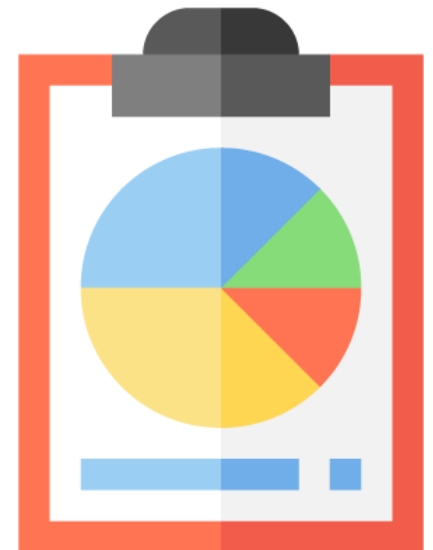
- 70% of respondents expect the importance of ensuring gas safety will increase further
- 41% of respondents deem there to be issues with compliance / gas safety
- Why are the numbers so high???



## 3x Key Findings From Research

# 1. Inadvertently, organisations focus on reassurance rather than assurance

- **Reactive** vs **Proactive** approach to gas compliance
- Focus on reporting compliance
- Focus on retrospective action e.g. via an audit rather than addressing at source
- Operate business reporting systems rather than dynamic compliance systems and tend to be prone to human error





### 3x Key Findings From Research

## 2. Perception and definition of “accountability” is inconsistent

- Who is accountable for the overall gas compliance? Is it the contractor?
- Is devolving responsibility the same as devolving accountability?

“ Contracting out delivery of services does not contract out responsibility to meet the requirements of legislation or standards, so providers need systems to give boards assurance of compliance. ”

Fiona MacGregor Director of Regulator of Social Housing  
June 2017

“ Employing an engineer to carry out gas work does not absolve the CEO and board from their legal responsibility ... If something goes wrong, the CEO and board are ultimately accountable for any failures to ensure that things have been done correctly which could result in a substantial fine and/or a custodial sentence. ”

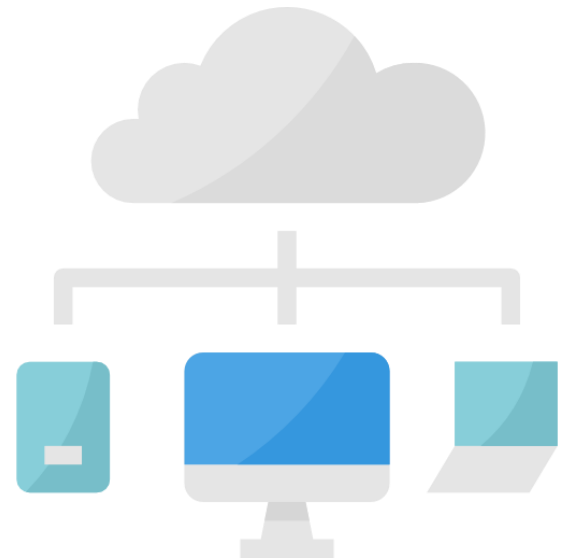
Dorota Pawlowski Senior Associate, Trowers & Hamlins  
LLP



## 3x Key Findings From Research

# 3. Majority of organisations are reliant upon static data

- The vast majority of systems are static in nature
- Data assimilation / management is manually intensive and prone to human error
- Very few RSL's can get a “real time” up to the minute view of compliance
- Those who outsource are reliant upon contractor data which in a lot of cases the robustness can be challenged
- Management reporting in a lot of cases is clunky





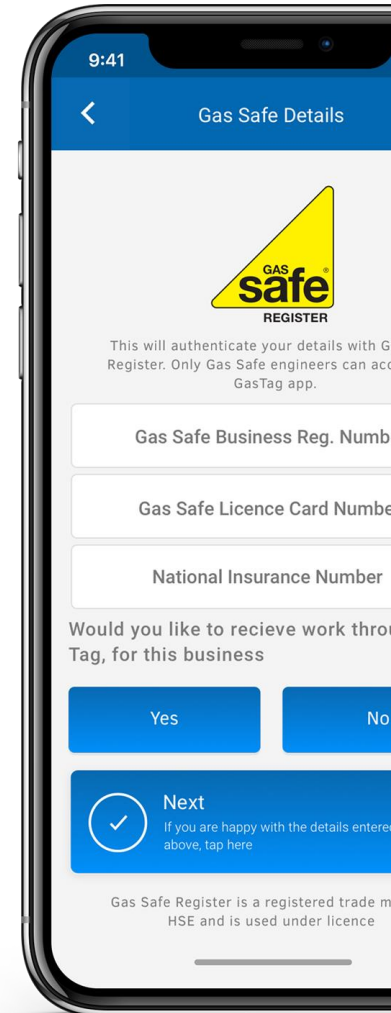
# Key Issues / Areas of Risk Identified

## Engineer Validation

- Typically manually intensive or reliant upon the contractor
- Usually spreadsheet / manual database driven and static in nature
- Competency of engineers can sometimes be missed

## Solution

- Interfacing with the Gas Safe Register database to validate in real time
- Illegal gas fitters and those whose credentials have expired will not be able to work on the Gas Tag system
- Only Gas Safe registered engineers can record work carried out
- Only Gas Safe registered engineers with correct competencies can work on certain appliances







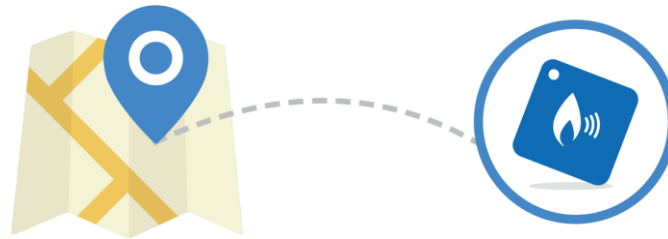
# Key Issues / Areas of Risk Identified

## Demonstrating the Engineer is physically present at the property

- No way of knowing for sure that the engineer has been to a property
- Partial solution is the GPS van tracker, but that only demonstrates they were in the vicinity. BUT how easy and meaningful is the data this provides?

## Solution

- Geo-tagging the engineer via association with a property tag
- Time / date stamps the engineer, independently verifying they were physically at the property





# Key Issues / Areas of Risk Identified

## Production of the Landlord Gas Safety Record (LGSR)

- Despite being in the digital age, paper copies are still widely used and are prone to human error
- It is very repetitive for the Engineer
- They spend a sizable amount of time repeatedly filling in information
- Peer reviewed due to high frequency of known errors
- Even with electronic forms how easy is it for observed changes on the property to be updated direct into the asset management software

## Solution

- Digitalise process
- Provide a dynamic question set, with auto-populated data
- Provide an intuitive workflow to improve efficiency and effectiveness
- Transpose data onto LGSR and make it available electronically
  - Sandbox or email directly to the resident in an auditable manner
- Saving around 8-15 mins



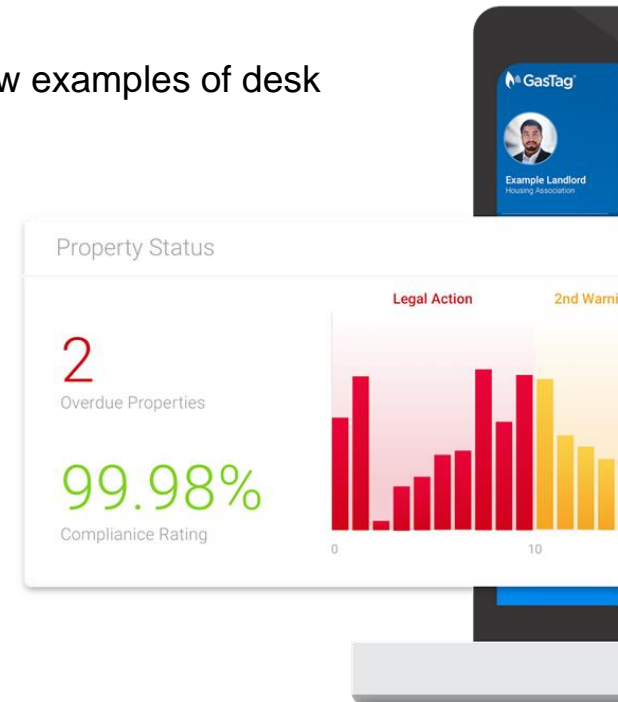
# Key Issues / Areas of Risk Identified

## Delivery of an audit trail which is independently verified

- Majority of organisations can't "at the click of a button" determine which engineer visited which property on what date
- Range of reporting across RSL's – paper LGSR through to system that captures engineers activity
- Auditing widely used (but not in all cases). Percentages vary, very few examples of desk based auditing being undertaken

## Solution

- Enable all data captured by the engineer to be viewed in real time electronically
- Enable identification of the engineer so as to avoid any confusion when multiple engineers have visited
- Force photographs to be taken, geo-tag these and time / date stamp them
- Speak to your auditor to utilise desk based audits to determine trends and reduce the volume of site based audits
- Time the engineer took on each action undertaken at the property





# Key Issues / Areas of Risk Identified

## No Access

- Contractors build into their costing models an estimated £6.50 per property
- How many are true no access attempts?

## Solution

- Gas Tag technology is proven to almost halve the number of no access attempts
- Geo-tag engineer to prove they are at the property
- Photograph card going through letterbox
- Analyse no access trends
- Analyse job allocations and identify any overloading of engineers
- Real time notification when the engineer is at a property





# Key Issues / Areas of Risk Identified

## No Real Time View Of Compliance

- Reassurance vs assurance
- Paper based / manual data capture and management
- If there is an incident, how quickly can you determine all work on the property, the last engineer to visit etc

## Solution

- Feed in real time all information the engineer is capturing into a portal
- Provide intuitive dashboard for KPI data such as no access, compliance, assets and their condition
- You, as the RSL, own this data which is generated via an impartial vehicle
- Engineers are fully accountable for their work, which drives positive behaviour



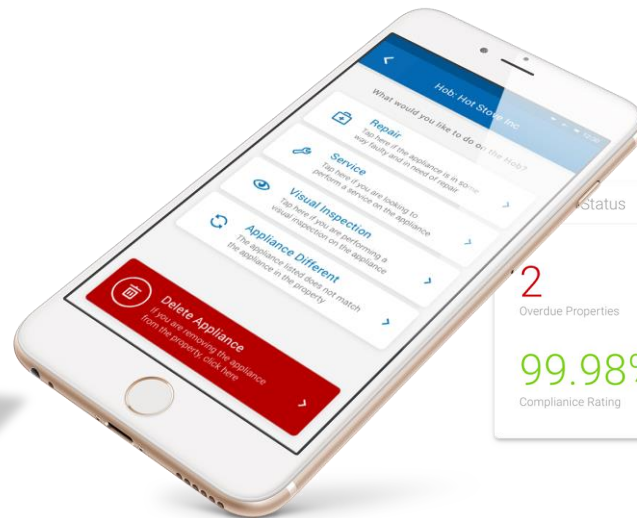


# The Gas Tag system consists of three key elements:



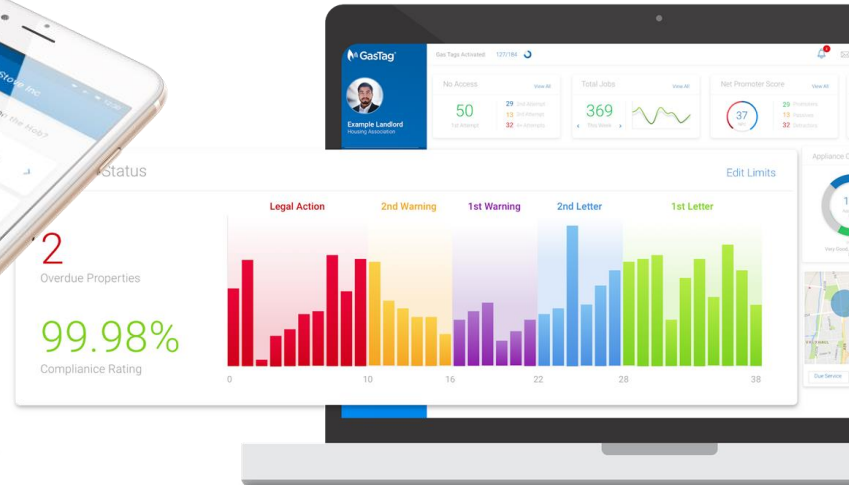
## The Gas Tag

A small NFC tag which is attached to the gas meter at each Landlord's property



## The Gas Tag App

A multi-platform app that validates every Gas Tag engineer when they 'tap' the tag and prompts data capture



## The Gas Tag Portal

A web-based dashboard allows Landlords to monitor their property portfolio in real-time



# To Conclude

From This



To This





# Q & A



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