Tackling No Access in Gas Servicing
Agenda

- Aims and objectives of project
- Reasons for gas servicing no access
- Practical Tips - Top 10
- Next steps
Mears Market Position

Largest Social Housing Maintenance provider in the UK

2nd Largest Gas Service & Maintenance provider in the UK

Information supplied by Gas Safe Register

* ESP not included
Are you up for the challenge?

Aim: Reduce gas servicing no access incidents and costs by at least 10%
## Aims and objectives

<table>
<thead>
<tr>
<th>Aim</th>
<th>Reduce gas servicing no access incidents and costs by at least 10%</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Objective 1:</strong></td>
<td>Identify a <strong>baseline no access position</strong> as of April 2015 to measure progress and impact on (a) compliance (b) no access volume and cost (c) % access at the first visit</td>
</tr>
<tr>
<td><strong>Objective 2:</strong></td>
<td>Identify all current <strong>best practice approaches</strong> internally and externally on reducing no access in gas servicing (and gas repair and response repair)</td>
</tr>
<tr>
<td><strong>Objective 3:</strong></td>
<td>Identify and implement <strong>key actions</strong> to reduce no access and monitor impact ongoing (Ongoing)</td>
</tr>
<tr>
<td><strong>Objective 4:</strong></td>
<td>Create a <strong>Best Practice Toolkit</strong> of practical approaches to reduce no access in gas servicing (Mar 2016)</td>
</tr>
</tbody>
</table>
Collaborative Project

- Regional focus initially – now National
- Collaborative project involving compliance, gas servicing branches/housing providers, regional gas managers, IT and service improvement
- Performance baseline on % no access & % access at the first visit
- Workshops across England with all gas servicing branches – identify best practice internally
- Meet top performing partnerships for case studies
- Improvement actions for all gas servicing branches
- Need to keep up momentum during 2015/16…and beyond
What are the reasons for gas servicing no access?

1. Perceived lack of importance amongst tenants in comparison to gas repairs & response repairs (does not apply (as much) to National Gas)

2. Inefficiency of processes, procedures and structures

3. Lack of customer focussed appointments and/or attending late (or early without agreement)

4. Under-developed cross client accountability for gaining access

5. In-effective sharing and use of customer data across departments and partnerships
What’s the problem?

- Housing providers & Mears target 100% LGSR compliance
- Significant Homes & Communities Agency (HCA) risk area
- High performance on compliance masks significant effort and resources needed to achieve it
- No access in gas servicing (and gas/response repair) is not routinely measured in the sector
- Gas servicing access on first visit is estimated at an average of 73%* (CORGI Technical data)
- Sector estimated cost of £49m per annum (under estimate!)
- Significant opportunity for cost reduction / efficiency improvement
Targeted approach…. 

Where do we start?

- Group 1: Tenants that always allow access at 1\textsuperscript{st} attempt?
- Group 2: Tenants that allow access at 2\textsuperscript{nd} attempt?
- Group 3: Tenants that allow access at 3\textsuperscript{rd} attempt and/or just before legal action about to commence?
- Group 4: Tenants that do not allow access until legal process started and/or have high no access across different work streams?
Initial Findings: National Analysis

- 12 month period from 1st April 2014 – 31st March 2015
- Focussed on Gas Servicing primarily
- Includes PDA and manually entered No Access events
- Some limitations in data where opti-time in use
- Ability to measure access down to operative level
- Reports to be refined ongoing
- Significant insight available!
- Peaks in no access measured against school run times
## No Access – Nationally (Apr 14 – Mar 15)
(Draft Data)

<table>
<thead>
<tr>
<th>Service Area</th>
<th>No Access events</th>
<th>Total Appointments</th>
<th>Avg % No Access</th>
<th>Avg % 1st Access</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gas Servicing</td>
<td>109,127</td>
<td>351,379</td>
<td>31.06%</td>
<td>75.1%</td>
</tr>
<tr>
<td>Gas Repairs</td>
<td>22,002</td>
<td>235,536</td>
<td>9.34%</td>
<td></td>
</tr>
</tbody>
</table>
| Response Repairs    | 115,001          | 1,394,862          | 8.24%           | (HouseMark: Upper: 2.86%)
                                                                  |                  | (Median: 6.01%)  |
| TOTAL               | 246,130          | 1,981,777          | 12.42%          |                  |
## No Access Cost (Apr 14 – Mar 15)
(Draft Data)

<table>
<thead>
<tr>
<th>Service Area</th>
<th>No Access events</th>
<th>Total Appointments</th>
<th>Est Cost £</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gas Servicing</td>
<td>109,127</td>
<td>351,379</td>
<td>£2,401,885</td>
</tr>
<tr>
<td>Gas Repairs</td>
<td>22,002</td>
<td>235,536</td>
<td>£484,264</td>
</tr>
<tr>
<td>Response Repairs</td>
<td>115,001</td>
<td>1,394,862</td>
<td>£2,531,172</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>246,130</strong></td>
<td><strong>1,981,777</strong></td>
<td><strong>£5,417,321</strong></td>
</tr>
</tbody>
</table>
## Best Performers – % Access at First Visit (Draft Data)

<table>
<thead>
<tr>
<th>Client (Branch)</th>
<th>Access at 1&lt;sup&gt;st&lt;/sup&gt; Visit</th>
<th>Total % No Access</th>
</tr>
</thead>
<tbody>
<tr>
<td>livin</td>
<td>91.4%</td>
<td>15.79%</td>
</tr>
<tr>
<td>National Gas*</td>
<td>89.9%</td>
<td>13.31%</td>
</tr>
<tr>
<td><strong>Crosskeys Homes</strong></td>
<td><strong>85.4%</strong></td>
<td><strong>22.34%</strong></td>
</tr>
<tr>
<td>South Cambridgeshire DC</td>
<td>84.9%</td>
<td>17.70%</td>
</tr>
<tr>
<td>Three Rivers (Peterlee)</td>
<td>83.2%</td>
<td>23.62%</td>
</tr>
<tr>
<td>East Durham Homes (Peterlee)</td>
<td>82.9%</td>
<td>23.13%</td>
</tr>
<tr>
<td><strong>Cambridge CC (Cambridge)</strong></td>
<td><strong>80.9%</strong></td>
<td><strong>22.09%</strong></td>
</tr>
</tbody>
</table>
# Top 10 – Practical Actions

<table>
<thead>
<tr>
<th>1. Phone to agree appointments</th>
<th>2. Ensure flexible appointments</th>
<th>3. Keep tenants informed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone tenant to agree appointment</td>
<td>Ensure at least AM/PM/School Run</td>
<td>Phone tenant evening before to confirm</td>
</tr>
<tr>
<td>Only send blind letters if access at first visit the year before</td>
<td>Offer evening and weekend appointments where needed</td>
<td>Phone tenant en-route to give ETA / firmer arrival time</td>
</tr>
<tr>
<td>Start process earlier for no access</td>
<td>Arrive on time!</td>
<td>Do not leave no access property until phone</td>
</tr>
</tbody>
</table>
## Top 10 – Practical Actions

<table>
<thead>
<tr>
<th>4. Update contact details</th>
<th>5. Effective planning</th>
<th>6. Effective engineers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Work in partnership to ensure up to date contact details</td>
<td>Gas and response planners to sit and support each other</td>
<td>Realistic workload to engineers</td>
</tr>
<tr>
<td>Contact detail inaccuracy much bigger issue for gas servicing than repair</td>
<td>Plan gas service for same appointment as response repair</td>
<td>Engineer incentives payable on access</td>
</tr>
<tr>
<td></td>
<td>Reschedule repair not service if resource issue</td>
<td>Out of hours list for no access that day</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Carry out service on gas repair if due</td>
</tr>
</tbody>
</table>
Top 10 – Practical Actions

7. Accentuate the positive

- Safety, safety, safety!
- Tenant incentives for access at first visit
- Energy and cost saving advice
- Property inspection
- Vulnerability check

8. Raise the profile

- Raise profile of gas safety, servicing and cost of no access – branch, housing provider and residents
- Underline everyone has a role to support in gaining access for gas servicing

9. Use insight & monitor performance

- % access at the first visit (gas servicing)
- Identify offenders, track trends, share with housing provider and use it to improve!
- Data and insight is essential
Selling the benefits….

Waste less energy... save £££s

Save on your heating bills

Get the best from your room thermostat

A room thermostat monitors and controls the temperature in your rooms.

By turning down the heating in rooms, even by just 1°C if it is too warm inside, can save you around £75 per year.

To work accurately thermostats need a free flow of air to sense the temperature. Don’t cover thermostats with curtains or block with furniture and site away from windows, radiators and televisions.

Heating controls should be installed in a room that you use regularly but positioned away from radiators and windows.

Follow these simple tips to stop wasting energy and start saving money.
Selling the benefits....

#4: How to use your heating thermostat - stay warm and save money

#2: How to use your boiler controls
Identify the hotspots....
Raising the profile?

IT’S IN YOUR HANDS

Only Gas Safe registered engineers carry the Gas Safe ID card. It shows your customers you’re qualified to do gas work and it’s your best tool to beat the cowboys. Always show your card.

Register now at GasSafeRegister.co.uk or call 0800 408 5877.

Gas Safe Register is the official list of gas engineers in the United Kingdom, Isle of Man and Guernsey. To work legally on gas supplied hot and cold, you must be on the Gas Safe Register.
10. Engage formally as a partnership

Formal monthly partnership no access meetings

Get housing management buy in

Sell it internally - supports compliance, HCA, shared, efficiency...

Consider Area based approach

Consider forced entry as key deterrent

Engage with resident groups – key gas safety access champions!

Have all legal options been considered?
Are you up for the challenge?

Aim: Reduce gas servicing no access incidents and costs by at least 10%