

A new **gas registration scheme** for Great Britain

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On 8 September 2008, Capita signed a ten year contract with the Health and Safety Executive (HSE) to operate a new gas installer registration scheme in Great Britain from April 2009. The new scheme replaces the CORGI gas registration scheme which will end on 31 March 2009 in England, Scotland and Wales. This presentation will provide an overview of the new scheme and a timetable for the scheme launch.

A new gas registration scheme for Great Britain

8 September 2008, Capita signed a ten year contract with the HSE to operate a new gas registration scheme in Great Britain from **1 April 2009**.

The new scheme:

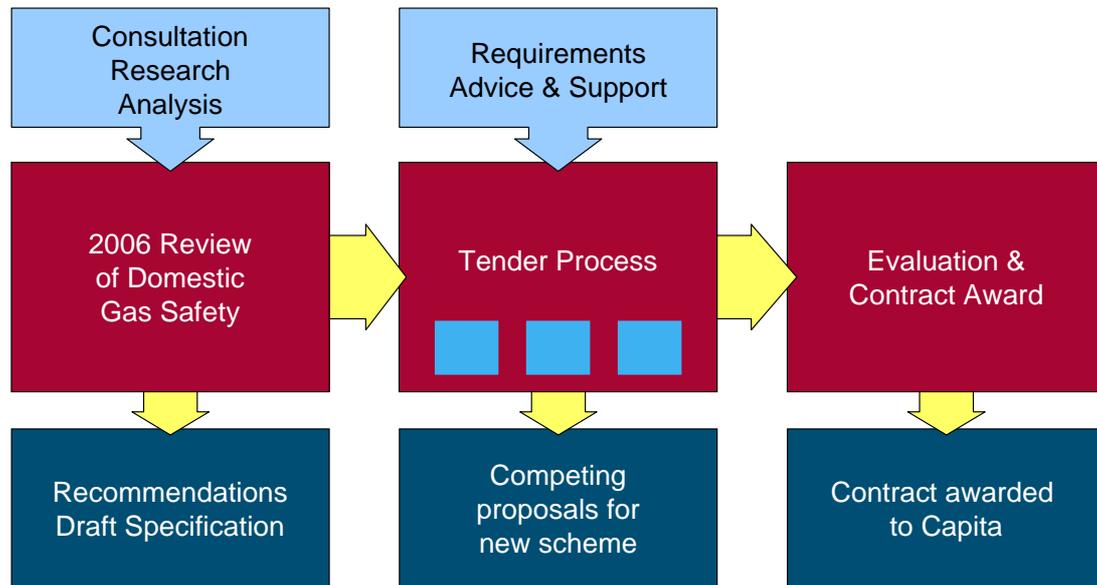
- replaces the CORGI gas registration scheme which ends on 31 March 2009 in England, Scotland and Wales
- will encompass all aspects of the downstream gas industry covered by the Gas Safety (Installation and Use) Regulations 1998
- covers both piped natural gas and liquid propane gas (LPG)
- will deliver high levels of gas safety awareness among consumers aligned to a powerful new gas safety brand
- is focused on promoting gas safety and providing services that deliver value for money for gas installers

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Why is there a new gas scheme?

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December 2006 - HSE set out proposals for reforming their current arrangements for gas safety, principally involving changes to the gas registration scheme managed by CORGI.

During 2006 review HSE undertook extensive stakeholder engagement and its independent research with consumers found that 45 per cent of those interviewed had little understanding of the risks associated with gas and carbon monoxide. The CORGI registration scheme has been operating for 17 years and during this time the number of gas related fatalities has fallen significantly. Stakeholders involved in the review overwhelmingly supported the continuation of a gas installer registration scheme but they identified areas where improvements could bring potentially significant benefits to both gas consumers and gas installers. HSE concluded that moving to an agreement for a fixed term would give greater certainty to the provider and encourage investment.

Jul 2007 - Launch of Competition

Sep 2007 - Evaluation of the 7 applications received

Jan 2008 - Invitation to Tender issued to 4 of the applicants

Mar 2008 - Presentations by the 2 remaining applicants

Mar 2008 - Evaluation of bids

May 2008 - Both applicants invited to submit Best and Final Offers

Jun 2008 - Clarification and Negotiation

Jul 2008 - Announcement of Preferred Bidder

Aug/Sept 2008 - On 28 August 2008, HSE announced that it had awarded a contract to Capita Group Plc to run the new gas installer registration scheme from 1 April 2009 to for a period of ten years. Capita signed the contract to operate the new scheme on 8 September 2008.

How will the new scheme operate?

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How will the new scheme operate?

Eight principles will guide the scheme's behaviour:

- Clarity of role and purpose
- Exclusive focus on gas registration and consumer education
- Scheme value through demand
- Gas safety through education
- Proportionate
- Open and accountable
- Consult with registered installers
- Work with others

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During the design of the new registration scheme, a range of big questions was considered and addressed. Capita looked at the purpose of the register and questioned what gas safety is and how can the scheme contribute to it most effectively. The project team discussed what the role of the scheme is and what nature and style of relationships it should have with installers and other stakeholders.

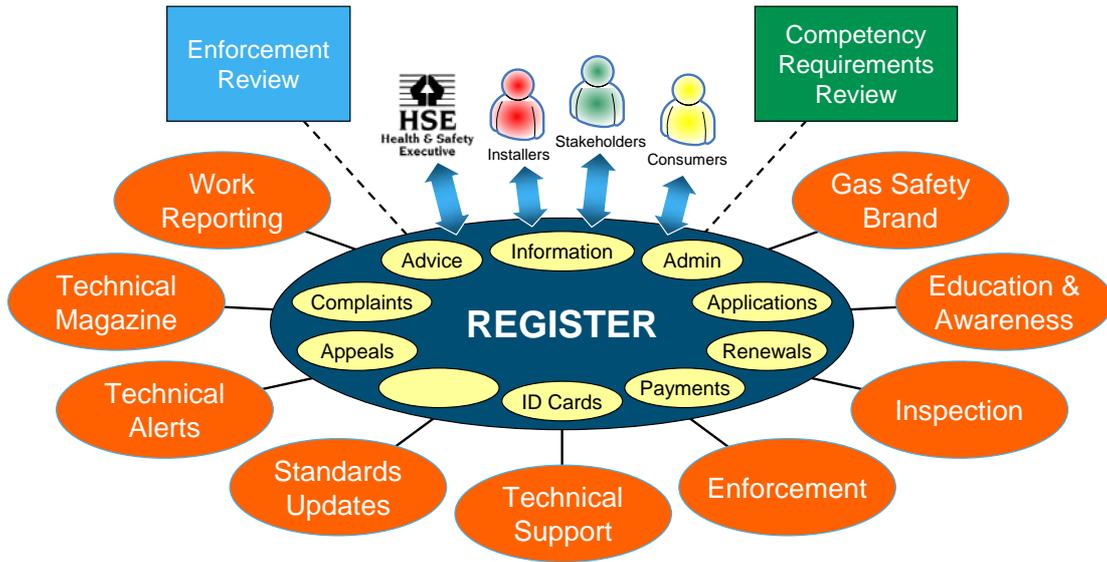
The design philosophy for the new service has been simple: take the service back to basics and focus exclusively on gas and gas safety; keep it simple wherever possible; stay focused on doing things that directly contribute to the purpose of the scheme and the specific contribution it will make to gas safety. Communicate the scope, focus and role of the scheme to others in the industry (and beyond) and encourage others to embrace opportunities created by the subtle change of scheme role – both in terms of gas safety and commercially.

Capita's intention is to minimise unnecessary burden on industry and have a professional relationship with installers and the industry as a whole. As the new scheme provider, our aim is to provide clear leadership where appropriate, and empower the industry to take control of its own affairs in areas such as standards setting and the maintenance of procedures. We will listen and consult and take decisions based on facts, research and analysis. We have designed a scheme that delivers real benefit for consumers and installers and look forward to providing these services to you from April 2009.

What services will the scheme provide?

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Information and advice – this is the lifeblood of the service. We'll provide a range of accessible support by post, phone, online and where possible face to face.

Admin, applications & renewals, payments – this will be as simple and efficient as possible, online options with no signatures, anniversary renewals and flexible payment options e.g. Direct Debit in 2010.

ID Cards - new easy to understand photo ID cards will be issued to registered installers. They'll display an engineer's qualifications and category of registration.

Reports - we will produce reports on our performance.

Complaints and appeals - the new scheme will treat installers fairly and openly when dealing with complaints.

Gas safety brand and education and awareness - a powerful new brand that is a hallmark for protection from unsafe gas work will launch the new gas scheme and champion gas safety in Great Britain.

Inspection - taking a new risk-based approach to inspection will allow our inspectors to focus on higher-risk work, while installers consistently undertaking safe work will be free to continue doing good work.

Enforcement – three pronged approach, educate consumers, remove barriers to registration and take enforcement action - the new scheme will have a protocol that will detail the actions it will take in a range of scenarios and will be maintained as new scenarios develop. We anticipate contributions will be made by HSE together with a number of other enforcing and regulatory bodies.

Technical support - technical support will be available to registered installers under the new scheme for any gas related issues.

Standards update and technical alerts - a standards update will be published quarterly. Technical alerts will be sent to registered installers when an issue arises, and installers can specify alerts by email, letter or in urgent cases by SMS text message. There is no additional charge.

Technical Magazine - a new technical magazine, big on technical content, will be produced as a valuable source of scheme and technical information and a way of sharing best-practice and industry knowledge.

Work Reporting – there will be facilities for registered installers to report gas work that is notifiable under the Building Regulations. Further details will be announced in January 2009.

Additional tasks

HSE have asked the new scheme provider to undertake two separate studies:

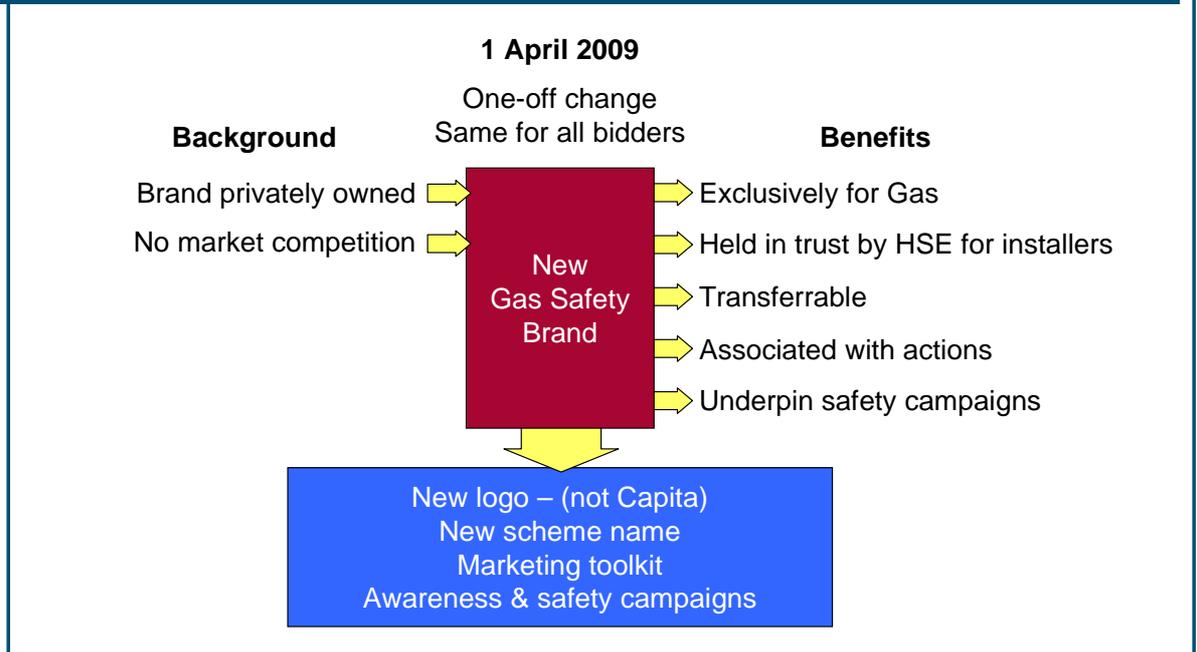
Enforcement review - this review will include applicable legislation, a quantification of the issue, the use of various enforcement approaches and strategies (e.g. penalty charge notices), the time and cost involved in delivering changes and the projected benefits.

Competency requirements review – this will look at all routes to entry into registration including all aspects of competency and how an individual attains and maintains everything necessary to remain registered. This study begins in 2009 and will incorporate current routes to entry including ACS, National Vocational Qualifications and Scottish Vocational Qualifications.

What is the new gas safety brand?

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The scheme is launching with a powerful new brand that is a hallmark for protection from unsafe gas work in Great Britain. The gas safety mark will have a dual purpose as the identity of the new gas registration scheme and the mark that underpins all gas safety education and awareness campaigns.

The brand will be associated with actions that educate the public about gas safety risks and how to avoid them and drives the demand for registered installers.

The new brand will be owned by HSE on behalf of gas installers and will be available for use in the future by other providers – this is a one-off change.

Installers registering with the new scheme from January 2009 will receive a marketing toolkit to help with the brand change. The will include templates for stationery, van signage and advertising. To give installers further assistance with the change, we are negotiating discounted rates for van stickers and will provide details of the suppliers.

The new brand will come into use on 1 April 2009.

What can gas installers expect from the scheme?

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What can gas installers expect from the scheme?

- Drop in the real cost of service – all costs not just headlines
- Increased demand from public for registered installers
- Simple application and renewals – online and no signature
- Direct Debit payment option from 2010
- 12 months' service for 12 months' money
- Mobile friendly standard phone numbers
- Risk based inspection – leave the good guys to get on
- Fair treatment on complaints and appeals
- New technical standards update service
- New technical magazine
- Consultation on any significant changes
- CORGI registered installers can keep existing ID number

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- The new scheme will be cheaper than the existing one and will continue to reduce in cost, in real terms, over the duration of the contract.
- A key focus of the new service will be to educate consumers on the value of using a registered installer – this will increase demand for services.
- The new scheme will be designed to make the application and renewal process as quick and simple as possible. This will include the option of a fully online application and renewal process without the need to sign and return forms.
- From 2010 onwards, there will be an option to pay for gas registration by Direct Debit.
- For installers newly registering with the scheme, annual renewal of registration will occur on the date they first registered. This will ensure that a full twelve months' service is received for their registration fee.
- We will provide a standard telephone number that begins 01 (in addition to freephone numbers) so that people can call us without incurring additional charges.
- Taking a new risk-based approach to inspection. We are developing a living model that takes inputs from a range of sources, carefully taking account of previous good work. This will allow our inspectors to focus on higher-risk work while installers consistently undertaking safe work to all relevant standards will be free to continue doing good work.
- The new scheme will treat installers fairly and openly when dealing with complaints. It will endeavour to resolve complaints promptly and adopt the principle of 'innocent until proven guilty'.
- To ensure that engineers always know that they are working to the latest set of standards, we will publish a quarterly update. This will contain details of all changes and updates so that it is always clear which standards should be worked to.
- We will publish a magazine for engineers written by engineers. We will seek a range of contributions from installers, our technical team and other industry and external bodies so that this becomes a rich source of information and a way of sharing best-practice and industry knowledge.
- The new scheme is committed to consulting with registered installers should it wish to make any changes that would significantly impact registered installers.
- Many installers value their existing registration number and in recognition of this the new scheme will be designed to allow installers to keep their old number.

What can gas consumers expect from the scheme?

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4. The new scheme – consumer experience

- Consumer focused service
- Focus on inspecting work completed
- Better educated on gas safety
- Understand the value of using a registered installer
- Simplified find an installer service complete with operative details
- Automated installer validation service with MMS picture messages
- Increased confidence in the scheme



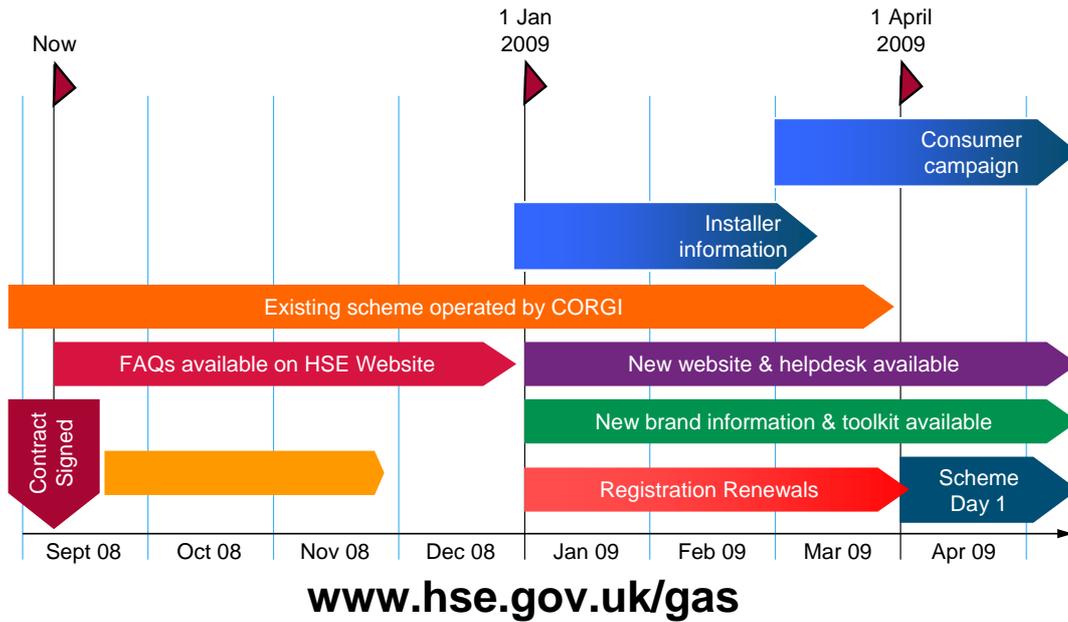
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- The core purpose of the new scheme will be to provide information to consumers on installers that have demonstrated they are safe to work with gas. We will provide consistent and timely information to consumers to improve their awareness of gas safety risks and to help them make informed decisions when they need to have gas work carried out.
- Attention will be paid to making sure installers have the necessary safe systems of work and that procedures in place are consistently completed by competent engineers. Moreover there is no better evidence of safe practice than inspecting safe work completed in a consumer environment. Focusing attention on this will ensure that the maximum possible time will be spent making sure consumers are safe.
- We will undertake a range of awareness and education campaigns that give consumers the knowledge to make informed decisions on gas safety matters. These activities will focus on the value of using registered installers, the importance of regular servicing, the use of approved CO alarms and awareness of CO poisoning to name but a few.
- The new scheme will provide a simple service for consumers to find local registered installers that will be simple and intuitive to use. Available online or by phone, the '*Find an Installer*' service will provide information on local registered businesses and will also provide details of the engineers working for that business, their qualifications and their picture (where permitted). These measures will contribute to householders knowing exactly what work the business and individual engineer is qualified to undertake. It will provide a high level of confidence that the individual is registered when they arrive on the doorstep.
- The new scheme will provide an automated telephone service that will enable consumers to enter details of an engineer's ID. The system will then confirm that the engineer is registered, provide details of qualifications and offer to send an MMS text message containing the same details and a picture of the engineer. This will contribute to the fight against unregistered installers and provide a high level of confidence for consumers.
- An improved understanding of the gas registration scheme and greater awareness of gas safety risks will increase the use of registered installers and give consumers and installers increased confidence in the scheme

What happens next?

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There are two milestones as we move towards the new scheme. 1 January 2009 and 1 April 2009 as follows:

Existing scheme – now until 31 March 09

The existing scheme operated by CORGI will run until the end of March 2009 at which time it will cease in Great Britain. There will be no period of dual running and no grace period for those that are not registered on the new scheme.

FAQs – Capita and HSE are working together to post frequently asked questions on the HSE website www.hse.gov.uk/gas

Brand development – Capita is working with a creative agency to develop the new brand which is currently being tested in focus groups with consumers, installers and other stakeholders

Installer information – January 09

We will be writing to all installers registered on the existing scheme to give them more information and details on how to register with the new scheme.

Consumer campaign – March 09 onwards

To coincide with the start of the new scheme, a high profile campaign will be launched to educate the public on the change.

Registration renewal – January 09

The ability to complete the registration process under the new scheme will open in January 2009 ready for registrations effective 1 April 2009. More details on registration will be released later in the year.

New brand and marketing toolkit – January 09

The gas safety brand (logo, name, etc) will be available from January 2009 to give installers time to make the necessary changes to vehicles, stationery etc.

New scheme – 1 April 2009

The new scheme will begin on 1 April 2009. Installers must be registered under the new scheme to work legally from 1 April 2009 - there will be no period of dual running and no grace periods.