

Governance, Risk and Best Value Committee

10.00am, Tuesday, 14 March 2023

Gas Service Improvement Plan Closure Report

Executive/routine Wards Council Commitments	Executive All
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1. Recommendations

- 1.1 It is recommended that the Governance, Risk and Best Value Committee:
 - 1.1.1 Notes the progress made with the Gas Service Improvement Plan (GSIP);
 - 1.1.2 Notes the outcome of the CORGI and Gas Safe audits; and
 - 1.1.3 Agrees to accept the closure report.

Paul Lawrence

Executive Director of Place

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Report

Gas Service Improvement Plan Closure Report

2. Executive Summary

- 2.1 On [23 August 2022](#) Committee considered a report the Gas Service Improvement Plan (GSIP). This report noted that all the actions in the GSIP had been completed. It also noted that a recent audit had been carried out by CORGI on 9 August 2022 for which the outcome was awaited at the time of Committee and a future audit was due to be carried out by Gas Safe Register (GSR). Committee agreed to continue the report until the outcome of these audits were available.
- 2.2 Committee is asked to note the successful outcome of both audits and to agree the closure report.

3. Background

- 3.1 The GSIP sought to strengthen the Council's approach in safeguarding the health and well-being of tenants, colleagues and citizens and to protect them from harm by reducing the risk of gas related accidents by improving the quality of record keeping, gas safety guidance and processes, training and qualifications, work allocation, supervision and quality control, technical support, gas compliance procedures and working with contractors
- 3.2 The plan set out a programme of skills development, training and support for gas Team Leaders and Operatives, with an increased focus on professional development. On-site training, coaching and support to gas Team Leaders and Operatives has now been delivered following delays due to the Covid-19 pandemic. Alternative approaches to providing training, coaching and support, including the use of empty homes and technology, were adopted to facilitate this to be delivered safely.
- 3.3 This report provides confirmation that all actions within the GSIP have now been completed and that the most recent audits carried out by CORGI and GSR have provided assurance that gas safety practices are being carried out competently and safely.

4. Main report

CORGI Best Practice Assessment (Stage 2)

- 4.1 On 9 August 2022, CORGI carried out a Best Practice assessment (Stage 2). In this they noted significant improvements from the previous (Stage 1) assessment (of April 2022), with 25 commendations to highlight areas of good practice or strength.
- 4.2 These were two areas identified as opportunities to implement good or better practice, to improve efficiency or further reduce exposure to risk in relation to:
- 4.2.1 A lack of detailed specifications for non-domestic heating systems. To address this, the service has now engaged with third party companies (including CORGI) to procure the required appraisals of all non-domestic heating systems in 2023; and
- 4.2.2 Insufficient communication to all stakeholders regarding the process for managing gas safety when undertaking alterations to premises. The process has been updated and issued to all relevant parties.

Gas Safe Register

- 4.3 The GSR audit was carried out in February 2023 and also noted substantial improvement since the last business inspections carried out in May 2019.
- 4.4 The outcome of this audit has rated the Council's Gas section as satisfactory in all 48 categories – this is the highest outcome level assigned by GSR.
- 4.5 An updated table showing all inspections and audits completed is attached as Appendix 1.

5. Next Steps

- 5.1 The processes, procedures, training and development that have been reviewed and implemented as part of the GSIP will be subject to ongoing review and improvement.
- 5.2 Officers will ensure future inspections take place at a regularity agreed as best practice with GSR.

6. Financial impact

- 6.1 There are no additional financial implications arising from this report.

7. Stakeholder/Community Impact

- 7.1 The GSIP has provided assurance that the Council and its appointed contractors are carrying out gas repairs, maintenance and capital works in accordance with its duties as a social landlord and employer of Gas Operatives. This protects tenants,

colleagues and citizens from the risk of gas related incidents or accidents occurring.

8. Background reading/external references

- 8.1 Gas Service Improvement Plan: Housing, Homelessness and Fair Work Committee [3 June 2021](#).
- 8.2 Gas Service Improvement Plan update: Governance, Risk and Best Value Committee Business Bulletin [18 January 2022](#)

9. Appendices

- 9.1 Appendix 1 – Gas Audit and Inspection Timeline – updated February 2023.

Appendix 1

Gas Audit and Inspection Timeline

Inspection report	Review undertaken by	Type of inspection undertaken	Review Assessment Ratings	Has assessment rating improved? Yes / No	Progress of Review
1 August 2016	UK mandatory registration body - Capita	Gas Policy Fitness Check	10 categories summarised as: <ul style="list-style-type: none"> • No evidence of compliance - 0 • Limited evidence of compliance - 4 • Policy available and evidence of compliance - 6 	This was the first inspection carried out, therefore no comparison is available.	Action plan completed
25 May 2017	UK mandatory registration body - Gas Safe Register	Business Inspection Report	43 Categories summarised as: <ul style="list-style-type: none"> • Non-conformance - 3 • Improvement Required - 21 • Satisfactory - 19 	More detailed assessment carried out by Gas Safe. No	Action plan completed
23 May 2019	UK mandatory registration body - Gas Safe Register	Business Inspection Report	51 categories summarised as: <ul style="list-style-type: none"> • Non-conformance - 0 • Improvement Required - 10 • Satisfactory - 41 	Yes	Action plan completed
8 and 9 April 2022	Gas Consultancy organisation - CORGI Technical Services Ltd	CORGI Best Practice assessment (Stage 1)	The following 32 observations were made: <ul style="list-style-type: none"> • Fundamental control weakness - 4 • Significant control weakness - 6 • Observation of opportunities to implement a good or better practice, to improve efficiency or further reduce exposure to risk – 9 • Ongoing Monitoring to apply principles of continuous improvement – 0 • Commendations for examples of good practice / areas of strength - 13 	Yes	Action plan completed

9 August 2022	Gas Consultancy organisation - CORGI Technical Services Ltd	CORGI Best Practice assessment (Stage 2)	<p>The following 44 observations were made:</p> <ul style="list-style-type: none"> • Fundamental control weakness – 0 • Significant control weakness – 0 • Observation of opportunities to implement good or better practice, to improve efficiency or further reduce exposure to risk – 2 • Ongoing Monitoring – 17 • Commendations for examples of good practice / areas of strength - 25 	Yes	Action plan completed
6 – 9 February 2023	UK mandatory registration body - Gas Safe Register	Business Inspection Report	<p>48 categories summarised as:</p> <ul style="list-style-type: none"> • Non-conformance – 0 • Improvement Required - 0 • Satisfactory – 48 	Yes	BAU continuous improvement.