THE POWER TO SUPPORT YOU
WITH SAFETY, QUALITY AND COMPLIANCE

THE POWER TO MAKE YOUR BUILDINGS SAFER
Choosing to work with NICEIC will ensure best practice, compliance and provide you with the confidence and peace of mind you need to deliver cost-effective projects to the highest standard.

NICEIC Consulting can help you by providing an independent viewpoint on many matters affecting electrical and gas installations within safety, legislation and best working practices.

We have a multi-fuel disciplined approach to its clients’ needs and many of our clients have been using our services for several years.

NICEIC Consulting focus on three themes for our customer base that we can offer to assist them in achieving a safe gas and electrical environment;

**SAFETY**  **QUALITY**  **COMPLIANCE**

Working with NICEIC will give you:

- Peace of mind
- Minimised risk of litigation
- Future-proofing against regulatory changes
- Advice on energy efficiency options
- Minimised risk of accidents and incidents
- Cost savings
- Time savings
OUR CUSTOMERS

NICEIC Consulting work with a variety of clients including; Local Authorities, Housing Associations, Central Government departments, Energy Companies, large M&E companies, retail outlets, insurance companies, builders and architects.

All of our Consultants are highly proficient with at least 30 years industry experience. We are therefore able to assist our customers in avoiding technical pitfalls, minimising complaints, decreasing costs and most importantly, enhancing safety.

Some of our clients

John Lewis

Places for People

DGHP

AA

North Lanarkshire Council
SERVICES

WE OFFER A WHOLE HOST OF SERVICES ALL OF WHICH CAN BE TAILORED TO MEET YOUR SPECIFIC REQUIREMENTS.

- Health Checks
- Gap Analysis
- Quality Control Programmes
- Technical Inspection Visits
- Policies and Procedures
- Other Services

HEALTH CHECKS

Health checks enable NICEIC Consulting to help your organisation self-evaluate your processes for the safe management of electrical and gas work. This is a verbal interview process held with the responsible person within the organisation and could be described as a mini-gap analysis, without the confirmation of evidence. NICEIC Consulting has designed the Health Check particularly for use by Local Authorities, Housing Associations and private landlords.

It will enable the organisation to see where they currently stand on electrical and gas safety management in relation to current regulations and industry best practice guides and codes. The process will be able to identify areas of weakness and areas where improvements are necessary to ensure the strategy the business uses for the management of electrical and gas work in tenant's properties is effective.
GAP ANALYSIS

NICEIC Consulting has developed an analysis process that is designed to identify weaknesses in the delivery of service. This detailed method of analysis identifies the gaps that are prevalent within the organisation’s management processes.

NICEIC Consulting then provide a comprehensive report detailing all that is right and all that is deficient with the main emphasis on an action plan for improvement.

Specific areas normally covered in this process would look at:

- Specification / Service Level Agreements
- Contractor selection
- Access policy
- Quality control
- Personnel
- Empty homes
- Mutual exchange
- Health & Safety, incidents, RIDDOR reporting
- Work records
- Work records audit
- Site inspection

Interviews will be held with responsible people within the organisation and they will be asked to demonstrate their understanding of their processes and procedures.

A full written report would be produced by NICEIC Consulting and be presented at a follow up meeting. This report will allow us to work with the client to develop a clear action plan for improvements.
QUALITY CONTROL PROGRAMMES

As an independent third party supplier NICEIC Consulting provides fully-managed electrical and gas quality control programmes for its clients. These programmes can be in either domestic or non-domestic properties.

Our process can include an appointment-making system with a tenant free phone number to aid access if required.

A quality control process is a pivotal management tool that if implemented correctly will not only confirm the onsite quality performance of contractors, but also re-affirm that all on-site risks are managed in a structured format to give the client confidence in their contractors’ service delivery.

Our ethos for quality control mirrors that as described in HSG 65. This document highlights in detail what organisations are expected to undertake to ensure that safety, quality and compliance aspects are fully met by utilising the Plan, Do, Check, Act model.

Our quality control reports provide detailed analysis on the performance of either contractors or an in-house team. All reports contain continual business KPI statistics, continual engineer KPI statistics and national benchmark analysis so comparisons can be drawn against other providers to the industry. An important element for the quality control process is that of frequent contact progress meetings where we will attend and provide constructive feedback to all parties.

The quality control programmes are normally built on a percentage number of properties, typically around 3% to 5% with these percentage figures being fluid to mirror the guidance given in HSG 65.
TECHNICAL INSPECTION VISITS

NICEIC Consulting can provide a bespoke technical inspection service should a client have a one-off issue with any electrical or gas installation that requires an independent expert body to give comment on the compliance of an installation in relation to the relevant standards and industry guidance.

This service will include a site visit with a detailed written report that will explain the background, site assessment, summary of findings, conclusions and recommendations.
POLICIES AND PROCEDURES

NICEIC Consulting has introduced an innovative way of developing Policies and Procedures for its clients and their contractors.

The outcomes provide specific guidance to ensure that safe systems of work are implemented across client’s electrical and gas safety related liabilities.

ELECTRICAL

Robust systems are essential to ensure only competent persons design, install, test and certify electrical installations to the relevant requirements of British Standards, such as the current edition of BS 7671 and other relevant regulations and codes of practice.

GAS

NICEIC Consulting recognises the potential health and safety risks associated with gas installations and appliances that are under the control of its social housing clients.

To demonstrate this understanding, NICEIC Consulting has introduced an innovative way of developing ‘Gas Policies and Procedures’ for its clients and their contractors. The outcomes provide specific guidance to ensure that safe systems of work are implemented across the Landlord’s gas safety related liabilities.
OTHER PRODUCTS AND SERVICES

SPECIFICATION AND SERVICE LEVEL AGREEMENT

NICEIC Consulting recognises that many clients no longer directly employ personnel that have the necessary technical background to update complex procedural documentation for their own operatives or for their contractors to work from.

Working with NICEIC Consulting on technical specifications and legislative requirements will help your business avoid technical pitfalls which could lead to legal proceedings, potential fines or even imprisonment.

This process is an ongoing process that is time-driven by the client and the amount of assistance required to achieve the required outcome.

AWARENESS AND TOOL BOX SESSIONS

In these fast moving industries technical updates, standards and technologies are changing on a regular basis. NICEIC Consulting is kept abreast of these changes in the majority of cases before implementation stage. With this being the case NICEIC Consulting structure client awareness sessions to meet all of its clients’ needs, these awareness seminars are structured to be delivered to either a non-technical or technical audience. We will tailor-make these sessions to meet your needs. Generally they are 1/2 day sessions, but if required they can be structured for a full day.
REPORTING

We report back to our clients on the quality of the physical work undertaken and the documentation produced. We assist each organisation to set realistic but challenging contract KPIs. Throughout the duration of any audit programme we track trends on performance and produce action plans for sustained improvements.

Benchmarking is another key facet that is included in all of the reports that NICEIC Consulting produce. This benchmarking allows clients to compare their performance against other peer organisations that work within the gas and electrical sectors.

For many organisations customer satisfaction is a key marker that is continually measured. To assist our clients NICEIC Consulting undertake a survey in every property that we access, all findings are reported back to the client.

CLIENT PORTAL

NICEIC Consulting reports are delivered via our interactive portal. This allows our clients to view the results of audit programmes in a flexible way. The portal provides a report drill down facility ensuring that a client is systematically directed to any performance failings.

The client portal is easy to access and allows all reports to be stored in one central place. A backlog of reports will be available for a minimum of five years, before archiving onto another stored system.

NICEIC Consulting has produced a comparison statistical reporting function for a group of companies. This report option allows for high level findings to be viewed collectively, making it easy to compare performance for the group over the period of a contract.
“Rugby Borough Council have used NICEIC Consulting since 2012. We started our journey by going through the gap analysis process on how we as the Council managed our gas and electrical liabilities.

From there on NICEIC Consulting worked with us to help produce robust gas and electrical Policies and Procedures, to ensure we were compliant with legislation, standards and best working practice models.

NICEIC Consulting now undertake our independent quality assurance inspections and deliver specialist reports and guidance that has allowed RBC to drive improvements in our own organisation and our contractors.”

Jason Husain
Rugby Borough Council

“At Places for People we have worked closely with NICEIC Consulting for around 5 years, their auditing services and specialist advice has been excellent. This collaboration has helped us to build our gas business into the safe, reliable and compliant organisation that we now are.”

Dave Bilclough
National Gas Manager
Places for People

“DGHP have engaged with NICEIC for over 7 years to provide an independent audit of our heating servicing contractors and guidance for new build installations. DGHP have over 10,000 properties covering a large geographical area with multiple heating types including over 8,000 gas systems. NICEIC approach is very professional and they have worked with us to create new procedures for any changes in legislation when necessary. DGHP would recommend their services for any size of Social Landlord in Britain.”

David McLachlan,
Contract Manager - Repairs
DGHP
ABOUT US

NICEIC Consulting is part of Certsure LLP born out of partnership between Electrical Safety First and the Electrical Contractors’ Association (ECA).

NICEIC is the UK’s longest established electrical safety accreditation body. It was set up in 1956 in response to industry demands for greater electrical safety within commercial, industrial and domestic installation contracting.

Today NICEIC remains an authoritative voice in the electrical and gas contracting industry and approves the competence of over 60,000 electrical and gas contractors across the UK.

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