

CASE STUDY

Helping Pickering and Ferens Homes to strengthen its gas management processes.

Pickering and Ferens Homes (PFH) is an independent housing association specialising in properties for older people. Operating throughout Hull and East Yorkshire it looks after more than 1,350 homes.

Delivering value for money is an integral part of PFH's corporate values. PFH aims to make the best use of the resources available for the provision of homes and services, whilst achieving quality standards agreed with its customers.

THE CHALLENGE

It's not an easy job to take care of 1,350 properties which constantly require maintenance and improvement work to ensure they meet with PFH's high standards.

It is particularly important that any gas and electrical improvement work is carried out by trained professionals with the appropriate skills and qualifications to do so.

PFH use local engineers to carry out gas work across all its properties and contractors are invited to tender for this work periodically.

PFH wanted to **ensure that all works being carried out were in line with the appropriate standards and consistent across the board**. It also wanted to introduce a base line assessment process which would enable its employees to assess the quality of work carried out by contractors going forward.

THE SOLUTION

NICEIC Consulting came on board and undertook an **independent audit of the gas work** carried out in all PFH's commercial and domestic properties. The audit identified any weaknesses in the delivery of service within the gas management process.

A **detailed technical report** was produced as an outcome of the audit. This report was then analysed thoroughly in order to come up with final conclusions and findings.

NICEIC also produced an **action plan** outlining clear steps for PFH to maintain full compliance and continue its achievements in line with very best practice.

Finally, **awareness sessions** were put in place for PFH staff. The Compliance Manager, Housing Officers and other members of staff were provided with the right tools and knowledge to assess any works and to feel confident when dealing with external contractors.

THE RESULT

PFH is now **excelling at its internal audits** and keeps surpassing performance levels associated with best practice.



Anne Wealsby, Property Services Officer of PFH, said:

"The whole project was completed within the promised timescales. NICEIC's professional approach to our vulnerable residents has always been exceptional.

"The whole team were always on hand, before and after any project, to offer technical assistance.

"The reports were very comprehensive and specific to our individual business needs. The information obtained from NICEIC reports helped us to ensure we achieve value for money whilst maintaining exceptional standards.

They also provided a non-technical summary which was extremely useful for us to fully understand the situation of the gas installations at our premises."

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

Find out more at niceic.com/consultancy or call 0808 164 6630