



CLIENT:
SP Energy Networks (SPEN)

PROJECT LOCATION:
Northwest & North Wales

Survey Services for Electrical Infrastructure

Our Involvement

At VOCON Energy, we are proud to support SP Energy Networks (SPEN) in delivering reliable, efficient and high-quality survey services across their electrical infrastructure. Our team survey the electrical installation at properties to ensure the network is compliant with network requirements, this includes checking the incoming supply type, earthing arrangements and cut out type and condition. They also confirm if the customer has any LCT's installed at the property.

From the onboarding of surveyors through to accurate data capture and reporting on site, we ensure that every part of the process reflects our commitment to quality, safety and customer satisfaction. We recognise the importance of technical capability, attention to detail and robust communication between all stakeholders to ensure the seamless execution of each survey. By focusing on high standards of training and operational agility, we play a crucial role in supporting SPEN's delivery and asset condition monitoring initiatives.

Onboarding & Training

At VOCON Energy, we have developed a thorough onboarding and competency framework to ensure every surveyor is fully prepared prior to site deployment. This includes:

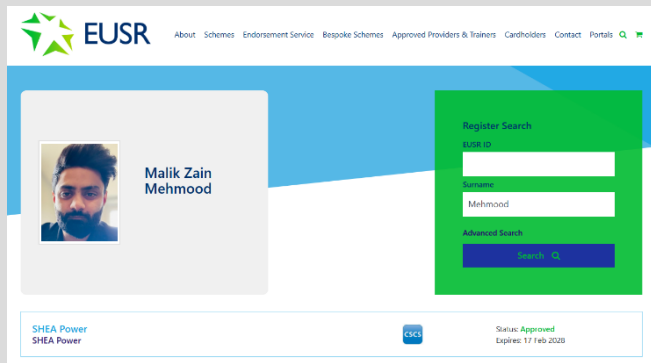
- DBS checks, Right to Work, DVLA checks and client-specific soft vetting.
- Uniform, PPE, ID Cards and IT hardware issued upon onboarding.
- Surveyors undertake buddying sessions with experienced personnel before going live.
- Completion of in-house training modules, including asset condition codes, customer service etiquette, survey app demonstrations, ongoing quality reviews and feedback loops.

We have an in-house training centre in order to carry out comprehensive training with our operatives. We understand the importance of our teams having detailed knowledge and full understanding of correct procedures; therefore we created dedicated guidance boards to deliver tailored training.

Name:			
Contract:			
Go Live Date:			
% Complete	0%		
Task	Information	Action	
Initial Checks	HR Folder	Document controller to create new HR folder following temp	Inform management team of star
	Trade Test	Competency trade test booked in and completed.	Add assessment documents to HI
	Document Check	HR documents checked (See Document List)	Compliance to update Training N
	Certification Check	Certificates checked for competency	Compliance to update Training N
	DBS Check	Request DBS check.	Add to HR folder "Personal", upd
Driving License Check	Online DVLA check	Add to HR folder "Personal", upd	
BMS new starter	Add engineer to BMS	Assign VE number and populate i	
Client Update	Customer Soft Search	Request client soft search.	Send basic client information anc
	Customer Documents	Complete contract specific documents	Complete any client specific form
	Contract Induction Booked	Book contract induction.	Inform of induction date and len
Induction Stage	Vocon Induction	Attend Vocon induction	Complete and sign induction att
	New Starter Form	Complete at induction	Add to HR folder "Personal"
	Induction Checklist	Complete at induction	Add to HR folder "Personal"
	Deductions from Pay	Complete at induction	Add to HR folder "Personal"



Technical Ability



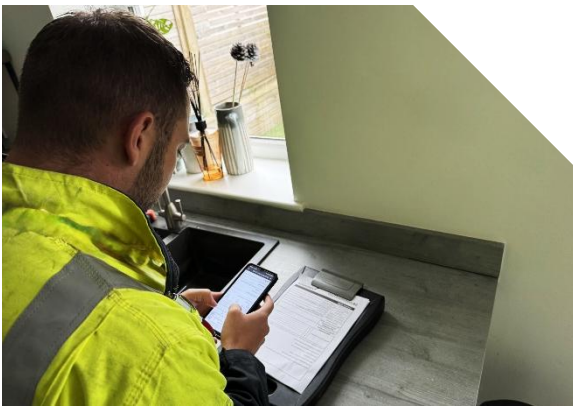
To ensure all team members meet regulatory and SPEN safety standards, our surveyors complete a minimum standard of training including:

- SHEA Power
- Emergency First Aid at Work
- GDPR & Customer Service Awareness
- Equality, Diversity & Inclusion
- Manual Handling & Lone Working
- COSHH & Asbestos Awareness
- Safe Driving for Business

Customer Focus

Our surveyors are trained to prioritise customer engagement during site visits, ensuring residents are informed, respected and satisfied with the service they receive. Every survey is followed by a quality check to ensure submissions meet both VOCON Energy and SPEN expectations. Through our continued feedback-driven training and improvement cycle, we ensure each engineer maintains the highest standards of accuracy and professionalism on every job.

Survey Operations



We have 5 experienced surveyors operating across SPEN's network area, each equipped with the necessary tools and training to conduct high-quality site assessments. Since July 2024, our team has collectively completed over 30,000 site visits, contributing directly to network safety and reliability.

All surveyors are trained to complete assessments using Salesforce via company issued handhelds, ensuring rapid and secure data capture. Our survey process is continually monitored to uphold data integrity and customer satisfaction.

Completed Surveys (2025)

