

Policy on:	Electrical Safety
Compliant with Charter Outcomes and Standards:	Yes
Compliant with Equalities:	Yes – Equality Impact Assessment Undertaken
Compliant with Business Plan:	Yes
Compliant with Risk:	Yes
Equalities Impact Assessment Completed as part of Review	Yes
Date for Approval:	25th September 2023
Date for Review:	25th September 2028 <i>*5 Years or legislation/ best practice change</i>
Responsible Officers:	Asset Manager

This policy is available, on request, in different languages and in other formats such as large print, audio format and braille as required.



1. Introduction

To fulfil our vision of Great Homes, Great People and Vibrant Communities, Shire Housing Association is committed to putting our customers at the heart of what we do and how we do it.

We have developed this policy to outline the principles that will be used by Shire to deliver electrical safety across our stock portfolio and ensure safety compliance for our tenants and stakeholders.

This policy aims to consider the standards and outcomes set out in the Scottish Social Housing Charter that describe the results that tenants and others who use our services can expect from Shire. The relevant standards and outcomes for the activity of providing electrical safety are detailed in Section 4 “roles and responsibilities” below. We will use these to measure our performance and to be accountable to our customers.

2. Aims and Objectives

Shire recognises that delivery of electrical safety across our houses, offices and other buildings is paramount in the assurance of current legislation and good practice.

Shire is committed to the principles of good corporate governance and sustainability in the delivery of this service through fair and consistent policy, procedure, and practice.

Shire aims:

- To ensure all of our electrical installations and appliances are operated and maintained in a safe and useable condition.
- To provide a prompt, efficient and effective service which is also sympathetic to the customer’s needs.
- To ensure compliance with all relevant legislation and regulations and to ensure our electrical installations and appliances are maintained in accordance with the landlord responsibilities set out in our tenancy agreements.
- To clearly define the levels and standards of service for the installation and maintenance of electrical systems and appliances.
- To ensure that the works carried out through this policy are undertaken safely, effectively, efficiently and in compliance with recognised good practice.
- To have in place an effective monitoring system of both staff and contractor’s performance.



- To exercise tenant and resident consultation by encouraging them to monitor the service and provide constructive feedback.
- To have appropriate procedures in place to ensure the aims of this policy are implemented.
- To report regularly to the Management Board on performance, costs, and other relevant issues.

3. Legislation, Regulations, Guidance, Strategies and Policies

In formulating and implementing this Policy, Statutory Requirements, Performance Standards and Good Practice have been incorporated. Legislation relevant to this Policy includes:

- Health & Safety at Work etc. Act 1974
- Management of Health and Safety at Work Regulations 1999
- Electricity at Work Regulations 1989
- Housing Scotland Act 2014 as amended
- IEE Wiring Regulations 18th Edition
- IET 5th Edition COP for In-Service Inspection and Testing of Electrical Equipment
- indg236 (rev3) Maintaining Portable Electric equipment in low risk environments Portable Appliance Testing
- Maintaining portable electrical equipment, HSG107 3rd Edition. 2013. ISBN 978 0 7176 6606 5

4. Roles and Responsibilities

The Chief Executive is responsible for ensuring compliance with government guidelines, regulation, and overall safety.

The Senior Management Team is responsible for ensuring adequate resources are available to meet compliance requirements.

The Asset Manager is responsible for ensuring that Value for Money is achieved, and that Health and Safety requirements are met.



The Asset Officer is responsible for delivering compliance through works, quality assurance, and rolling audit.

The Asset Assistant is responsible for customer liaison, tracking, and administration of works.

4.1 Electrical Equipment Inspection and Testing

4.1a The organisation will nominate a Competent Person who will be responsible for identifying all electrical equipment:

- Asset Officer assisted by the Asset Assistant

Each item shall be tagged and given a unique identification number and logged in an asset register kept for all electrical equipment.

Any new or used electrical equipment brought for or on to the Organisations premises shall be tagged, logged, and inspected prior to being used (including private items brought in by employees).

4.1b The Competent Person shall undertake a risk assessment of all electrical equipment to determine the frequency of Inspection and Testing. The assessment shall look at the conditions of use for each piece of equipment together with the guidance given in the IEE Code of Practice for the In-Service Inspection and Testing of Electrical Equipment. See table 1.

4.1c Where “PASS” labels are attached to the equipment following formal inspection and/or test, these shall be labelled as “Safety Check” together with the person carrying out the check’s initials. Re-test dates should be applied.

4.1d All employees shall be responsible for undertaking “visual inspections only” of all electrical equipment prior to its use. Where any employee has concerns as to the safe condition of electrical equipment, it should not be used, and the Competent Person informed immediately.

4.1e The use of extension leads shall not be used unless authorised by the Competent Person and limited to occasional use only. Extension leads should be of sufficient length and not joined together. The use of coiled extension leads shall not be used within offices. Where there is a need to permanently locate electrical equipment away from sockets, the Competent Person should be informed, and a permanent wiring solution sought.



- 4.1f Any new or used electrical equipment brought on to the premises will be tagged, logged, and checked prior to being used. No employee shall use personal electrical items without first registering the appliance with the Competent Person.

4.2 Isolation of Equipment

- 4.2a Before inspection or repair work on any electrical item, it will be effectively isolated from the power supply.
- 4.2b Contractors must comply with 4.2a. The method used to isolate will depend on the assessment made by the Contractor.

4.3 Monitoring

- 4.3a The Asset Manager will ensure all staff are trained and suitably instructed in the safe use of electrical apparatus and instructed not to use damaged or defective items.
- 4.3b All employees should observe electrical equipment in use for signs of cable damage, loose plugs, sparks from light switches, cracked casings and overlong trailing cables.
- 4.3c Should any faulty equipment be observed, it will be immediately reported to the Competent Person who will take the item out of service until it is repaired or replaced. Items, which cannot be moved, will be isolated and labelled, e.g. DANGER – DO NOT USE. All such actions will be recorded.

4.4 Competent Persons

- 4.4a Staff must not attempt electrical repairs of any nature irrespective of how trivial the repair might seem.
- 4.4b The Organisation will ensure that Service Contractors employed for inspection and repair work are competent within the terms of the Regulations and are members of recognised professional bodies.

4.5 Staff Procedures

- 4.5a Staff can assist in ensuring electrical safety within the organisation



by:

- not overloading any power point by use of multi-point adapters.
- keeping high housekeeping standards around any electrical items such as wall heaters, photocopiers, DSE equipment etc.
- not tampering with, removing, or transferring marking labels on electrical items.
- following all the guidelines outlined above and complying with the Organisation's electrical safety policy

4.6 Fixed Electrical Installation

- 4.6a The Competent Person will arrange for all fixed electrical installations (wiring, sockets, fuses, switchboards etc.) to be subject to a periodic inspection and testing regime. This regime will include routine checks and formal Inspection and testing programmes
- 4.6b Routine checks need not be carried out by electrically skilled persons and are intended to take the form of simple visual inspections for obvious signs of problems. The checks will identify wear and tear, breakages, missing parts, signs of overheating and any other abnormal observation.
- 4.6c A Formal Inspection and Testing must be carried out by a competent person and will include careful scrutiny of the installation, supplemented by testing to verify compliance. Records of all such checks and inspections should be filed by the Competent Person.
- 4.6d Should any installation be seen to be faulty, corrective action will be taken as appropriate. Advice will be sought from a competent person where necessary.
- 4.6e The frequency of such tests will be in accordance with that set out in the Electrical Installation Certificate for the premises. Refer to table 2:
- 4.6f The formal Electrical Installation Condition Report (EICR) programme will be carried out on all domestic installations every 5 years to comply with the current legislation.

The process to carry out each EICR will follow a robust non-access procedure that will ensure that the safety check and report will be completed within the required period.

This process will allow for up to 3 attempted appointments/visits to be made to each



property to carry out the safety check and report.

On the 3rd visit if access is not provided the tenant will be informed that a forced entry will take place.

If access is gained on this visit but no live electric supply is available due to lack of credit in the meter or for any other reason, an unsafe installation notice will be placed on the meter and consumer unit.

Once credit is obtained the tenant will be required to contact us immediately to have the unsafe notice removed and the safety check and report completed before they will be able to use the electric system in the property.

Where a vulnerable tenant has been identified, additional measures will be considered depending on the circumstances. This may include referral to the Association's financial inclusion team for financial assistance in top up of meters to allow the safety check to be carried out.

The appointed contractors will provide a programme at least two months before inspection visits are due. The Association will check to ensure it complies with the policy and procedure timescales and includes all appropriate properties.

The EICR check will be carried out in accordance with the current regulations by a qualified and approved engineer. On completion the engineer will issue an appropriate Report/ Certificate. The certificate will record the required statutory information and any additional information required under the contract. This will be issued to the Association to manage our properties compliance against electrical safety.

Once in receipt of all EICR Certificates, we will check for accuracy, file safely and retain on file for a minimum of 10 years from the date of the check.

Daily non-access reports will be provided by the contractor showing all properties where safety checks were scheduled but access was not gained.

Monthly management reports will be prepared to monitor the EICR safety check programme, the non-access procedure and the contractors' performance in relation to the agreed programme. These reports will monitor the following: -

- Number of Safety Checks due
- Number of Safety Checks completed by the anniversary date.
- Number of properties at the second or third visit stage.



- Number of properties passed for forced entry
- Number of properties having had entry forced
- Contractors' performance in relation to the agreed annual safety check programme.

Table 1 – Periodicity for Portable Appliance Testing

Equipment/Environment	User Checks	Formal Visual Inspection	Combined Inspection and Testing
Battery operated: Less than 40 volts	No	No	No
Extra low voltage: Less than 50 volts AC; Telephone equipment, low-voltage desk lights	No	No	No
Desktop computers, DSE	No	Yes, two to four years	No, if double insulated, otherwise up to five years
Photocopiers, fax machines: Not hand-held. Rarely moved	No	Yes, two to four years	No, if double insulated, otherwise up to five years
Double insulated (Class II) equipment; Not hand-held. Moved occasionally, e.g. fans, table lamps	No	Yes, two to four years	No
Double insulated (Class II) equipment; Hand-held, e.g. some floor cleaners, some kitchen equipment	Yes	Yes, six months to one year	No
Earthed equipment (Class I). Electric kettles, some floor cleaners, some kitchen equipment, and irons	Yes	Yes, six months to one year	Yes, one to two years



Cables (leads and plugs connected to the above) and mains voltage extension leads and battery charging equipment	Yes	Yes, six months to four years depending on the type of equipment it is connected to	Yes, one to five years depending on the type of equipment it is connected to
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Table 2 – Periodicity for Fixed Electrical Installation Inspection and Testing

Offices		
i)	Routine checks	Annually
ii)	Inspection and test	Every five years
Residential Accommodation		
i)	Routine checks	Annually
ii)	Inspection and test	Every five years
Domestic Premises		
i)	Routine checks	None (responsibility of occupier)
ii)	Inspection and test	Change of tenancy/every five years

4.7 Electrical Appliance Register

We will hold a central register of electrical appliances and service/safety check information. This will detail: -

- A description of the appliance.
- The make, model and where possible the location.
- The date of purchase / installation.
- The date of the current safety check.

When appliances are added or replaced, we will update the register accordingly. The Asset Management Team should be made aware of any new or replacement equipment which is being purchased.

6. Funding

Electrical safety installations and reactive maintenance works will be funded through rental income.



All electrical safety related improvement works to housing will be funded by the Association through budgeted expenditure or through grant income where applicable. Electrical safety works to non-housing assets will be funded by us through budgeted expenditure.

Where possible, grant funding will be identified and sourced to try and minimise the need to fund the works from the Associations own financial resources.

7. Equality and Diversity

This Policy complies fully with Shire Housing Association' Equality and Diversity Policy. Shire Housing Association will be proactive in valuing and promoting diversity, fairness, social justice, and equality of opportunity by adopting and promoting fair policies and procedures.

We are committed to providing fair and equal treatment for all our stakeholders including customers and will not discriminate against anyone on the grounds of age; disability; gender reassignment; being married or in a civil partnership; being pregnant or on maternity leave; race; religion and belief; sex; and sexual orientation.

We carry out Equality Impact Assessments when we review our policies. We check policies and associated procedures regularly to ensure accessibility for all. We take appropriate action to address inequalities likely to result or resulting from the implementation of the policy and procedures.

8. Feedback and Complaints

Shire Housing Association strives to always provide an excellent customer service and welcomes feedback and comments from our customers. We will seek feedback via our website, e-mail, in writing and verbally to learn from service users' experiences, using them to shape and develop our service.

We operate a Complaints Policy that is open and transparent, should any customer or service user feel the need to make a complaint against an individual or the organisation, the complaints policy and procedure will be implemented. All complaints will be recorded and dealt with under Complaints Policy and Procedures, which meet the requirements of the Scottish Public Services Ombudsman.



9. Performance Monitoring and Review

In addition to the annual submission of performance against the Annual Return on the Charter to the Scottish Housing Regulator, the Management Board will review and approve Key Performance Indicators and targets on an annual basis and outcomes will be monitored at quarterly meetings.

This policy will be reviewed every 5 years or earlier if deemed necessary due to legislative, best practice or other changes.

