

Loreburn Group
Electrical Safety Policy



Creating Great Places to Live

Policy	Electrical Safety Policy									
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Where this policy affects	General needs	X	Later Living	X	Supported	X	Offices/staff base	X		

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1 Purpose of this Policy

- 1.1 This policy explains how Loreburn Housing Association will manage the risk posed by electrical safety at premises owned, managed, or controlled by the organisation.
- 1.2 The policy also ensures compliance with the duties placed upon it in terms of legislation and regulation.
- 1.3 Loreburn will promote good practice and partnership working in relation to electrical safety and any associated risks.

2 Aims & Outcomes of this Policy

Through this policy we aim to:

- To establish procedures to ensure compliance with respective legislation and guidance;
- To ensure respective services are procured in line with the Association's Procurement Strategy, Procurement Policy, Financial Regulations and Standing Orders;
- Provide clear lines of responsibility for the management of electrical safety;
- Set out a clear approach for the maintenance of electrical installations
- Ensure a prompt, efficient and cost-effective electrical servicing and inspection service;
- Ensure remedial works are carried out within appropriate timescales so that homes remain safe and electrical installations are maintained to a high standard;
- Ensure systems are maintained in a safe condition throughout the life of a tenancy and tested at every change of tenancy or mutual exchange;
- Ensure adequate records and quality monitoring systems are implemented;
- Ensure appropriate and regular electrical safety awareness training is provided to all staff;
- Encourage staff to be alert to the danger signs of electrical safety as part of their routine duties and visits and have a clear process for reporting concerns.

3 Definitions

3.1 Electrical Installation

An electrical installation is made up of all the fixed electrical equipment that is supplied through the electricity meter. It includes the cables that are often hidden in the fabric of the building (walls and ceilings), accessories (sockets, switches and light fittings), and the consumer unit (fuse box) that contains all the fuses or circuit-breakers.

3.2 Electrical Equipment

Includes anything used, intended to be used or installed for use, to generate, provide, transmit, transform, rectify, convert, conduct, distribute, control, store, measure or use electrical energy.

3.3 Portable Electrical Appliance

Any portable or movable electric appliance that can be moved, either

connected or disconnected from an electrical supply. Portable or movable items generally have a lead (cable) and a plug.

3.4 White Goods

Electrical appliances provided within tenancies e.g. fridges and freezers.

4 **Competency**

4.1 LHA will only appoint skilled and competent persons to carry out electrical inspection and testing. This includes both external contractors and internal operatives. A person shall be deemed skilled to carry out the appropriate inspection and testing only if they have sufficient qualification, knowledge and experience.

4.2 All appointed electrical contractors shall be registered with SELECT, NICEIC, NAPIT or other relevant accredited body.

4.3 Any approved electrician working on Loreburn property must have an up-to-date ECS (Electrotechnical Certification Scheme) Card and must:

- have completed a recognised apprenticeship in Electrical Installation
- have achieved the SVQ Level 3 Certificate in electrical installation jointly awarded by Scottish Qualifications Authority (SQA) and the SJIB or an approved equivalent
- have successfully pass the Advanced Competence Assessment (ACA),1995 apprentice training scheme or an approved equivalent
- be able to carry out electrical installation work efficiently in accordance with relevant statutory regulations and industry codes of practice
- have knowledge of the National Working Rules for the Electrical Contracting Industry, relevant statutory regulations and industry codes of practice, including specifically The Electricity at Work Regulations 1989, The Electricity Safety, Quality & Continuity Regulations 2002 (as amended) (so far as they deal with consumers' installation), and BS 7671 (as amended) IET Wiring Regulations
- completed a recognised BS 7671 course in the last five years.

4.4 A portable electrical appliance test does not need to be carried out by an electrician, but greater knowledge and experience is needed than for inspection alone, and the person performing the test must have the right equipment for the task. They should know how to use the test equipment and how to interpret the results. We will review and monitor the qualifications of all electrical contractors and their engineers/operatives during the contract tendering process and thereafter at periodic intervals and record the findings of these checks.

4.5 LHA will regularly review and monitor the qualifications of all contractors' employees delivering works to ensure that only appropriately trained and skilled employees are engaged on these works.

4.6 It is important for electrical engineers / operatives to be aware of the dangers associated with electricity and therefore they and their organisations must put in place measures to:

- Ensure that no danger occurs to any person, property or installation.
- Compare the inspection and testing results with the design criteria.
- Take a view on the condition of the installation and advise on any remedial works and their relevant priority.
- In the event of a dangerous situation, make safe and immediately provide a recommendation to the responsible person.
- Issue appropriate certification, following review by a qualifying supervisor where appropriate and keep necessary records.

5 Electrical Installation – Testing & Certification

5.1 All electrical installations deteriorate due to several factors such as damage, wear, tear, corrosion, excessive electrical loading, ageing and environmental influences. Legislation requires that electrical installations are maintained in a safe condition and therefore must be periodically inspected and tested.

5.2 Inspection and testing provides, so far as reasonably practical, for:

- The safety of persons against the effects of electric shock and burns;
- Protection against damage to property by fire and heat arising from an installation defect;
- Confirmation that the installation is not damaged or deteriorated to impair safety;
- The identification of the installation defects and departures from the requirements of these regulations that may give rise to danger.

5.3 Certificates will be retained for the life of the building.

Testing Intervals

5.4 Loreburn will ensure that all owned and managed domestic premises, communal installations and workplaces are tested in accordance with the timescales set out within the IET (Institution of Engineering & Technology) Wiring Regulations (18th Edition) (BS 7671:2018) additionally will test and issue appropriate certification at a change in tenancy.

5.5 Electrical installations will be subject to a full electrical condition report test at the following times:

- New build - first inspection carried out 10 years after installation.
- Rewires - first inspection carried out 10 years after installation.
- Ongoing testing and inspection - every five years unless the engineer sets a shorter timescale. Engineers cannot set a period exceeding 5 years unless the installation is new.
- Following any major upgrade works where electrical installations are affected.

All new installations shall be provided with an Electrical Installation Certificate complete with a schedule of inspections and test results. The documents shall be

suitably completed and compliant with the requirements of BS 7671, IET Guidance Note 1.

Electrical Installation Condition Reports (EICR)

- 5.6 An Electrical Installation Condition Report (EICR) is carried out on electrical installations to confirm the safety of the electrical installations and includes a visual inspection of fixtures and fittings, plus a fixed electrical equipment test.
- 5.7 An EICR must be completed by a suitably competent person. “Competent person” means a skilled person (electrically) as defined in amendment 3 of BS7671.
- 5.8 The electrician carrying out the inspection will provide an EICR to record the findings of the inspection. In addition to the main body of the report, which will identify departures from the requirements of BS 7671 and provide an overall assessment of the suitability of the installation for continued use, the report should be accompanied by schedules of inspection and test results.

EICR Recommendations

- 5.9 This will make recommendations which will be reviewed by a competent person (Technical Officer – Cyclical Compliance) and the necessary remedial works prioritised accordingly.
- 5.10 Where appropriate, works will be batched and delivered through programmes. Where recommendations relate to observations only, these will be monitored through subsequent inspection and testing (see Electrical Safety Procedural Guide for more detailed information).

Changes in Tenancy

- 5.11 Loreburn will carry out a Domestic Visual Condition Report on all properties that become void and have a change of tenancy (see Section 3 of the Electrical Safety Procedures for more information).

6 Portable Electrical Appliances

Provision of Electrical Equipment/Appliances/White Goods in Tenanted Properties & Communal Areas

- 6.1 Before providing new portable electrical appliances to tenants, it must be established that each appliance displays at least the CE Mark, which is the product manufacturer’s claim that it meets all the requirements of European legislation. Best practice would be for items to be procured which display additional safety marks, such as the British Standard Kitemark or the ‘BEAB Approved’ mark (which indicate that the equipment has been assessed by an independent body as meeting with the relevant product standard) as these tend to provide greater assurance of electrical safety.

- 6.2 It is also important to ensure the electrical installation is suitable for the equipment provided and the equipment provided is suitable for the conditions and location where it is likely to be used.
- 6.3 When providing portable electrical equipment to tenants, the customers should always be advised to read and follow the manufacturer's instructions. Copies of the instructions should be left in the property so the customers can refer to them as and when required.

Change of Tenancy

- 6.4 At the change in tenancy portable appliances will either be:
- Replaced with new appliances, or
 - Removed from the property and disposed of in accordance with relevant waste disposal regulations.
- 6.5 White goods or other electrical appliances left in the property by previous customers will not be gifted to the incoming tenant.
- 6.6 Neighbourhood Officers are to ensure that manufacturers' instructions relating to any electrical equipment, appliances or white goods provided by Loreburn are given to customers when they are supplied and at change of tenancy.

Portable Appliance Testing

- 6.7 The purpose of the portable appliance inspections is to detect faults which may not be apparent by visual checks e.g. loss of earth integrity or deterioration of insulation integrity.
- 6.8 PAT must be carried out by someone who is competent in the safe use of the test equipment and who knows how to interpret the results obtained. This person must be capable of inspecting the equipment and, where necessary, dismantling it to check the cable connections. Care must always be exercised when conducting tests.
- 6.9 There are no specific legal requirements relating to the frequency of the PAT of electrical equipment. Testing should be at periods appropriate to the equipment, the manner and frequency of use and the environment and should also be undertaken after any repair, modification or similar work.
- 6.10 The frequency of testing for the different categories of equipment provided by Loreburn is detailed in the Electrical Safety Procedural Guide.
- 6.11 Employees who use electrical equipment must carry out a visual check before use, including extension leads and associated plugs and sockets. The arrangements for PAT of equipment used by staff are detailed in the Electrical Safety Procedural Guide.
- 6.12 PAT of equipment/appliances/white goods provided by Loreburn to customers is carried out on an annual basis. Those provided within Homes of Multiple Occupation (HMO's), communal areas of Later Living Developments, and tenanted properties will also be subject to annual portable appliance testing.

7 Design of New Build/Planned Maintenance Installations

- 7.1 The specification for new build developments and planned maintenance projects is detailed in the Design Guide.

8 Reactive Repairs

- 8.1 The procedures for carrying out reactive repairs to electrical equipment/installations are detailed in the In-House Repairs Electrical Safety Procedure.

9 Power Outages

- 9.1 Information on dealing with power outages is contained within the Emergency Procedures.

10 Lightning Protection Systems

- 9.1 We will ensure as reasonably practical, that all existing lightning protection systems installed are maintained to BS 6651:1999 or BS EN 62305 if newly installed or upgraded.
- 9.2 Lightning protection will be subject to annual testing for which records of the testing must be retained.
- 9.3 We will also undertake checks as necessary to determine the presence of lightning protection installations and, where identified, add them to the programme of annual testing.

11 Legislative Background and Guidance

- 11.1 In preparing this policy we have taken account of:
- The Housing (Scotland) Act 2006
 - The Health & Safety at Work Act 1974
 - The Electrical Equipment (Safety) Regulations 1994
 - Electricity at Work Regulations 1989
 - IET (Institution of Engineering & Technology) Wiring Regulations (18th Edition) (BS 7671:2018)
 - The Workplace (Health, Safety and Welfare) Regulations 1992
 - Construction (Design and Management) Regulations 2015
 - Construction (Health, Safety and Welfare) Regulations 1996

12 Associated Policies

- Health & Safety Policy Statement
- Void Management Policy
- Cyclical Maintenance Policy
- Planned Maintenance Major Repairs
- Risk Management Policy

- Asbestos Policy
- Fire Safety Policy
- Design Guide
- Adverse Event Policy
- Emergency Procedures
- IHR PROC 013 Electrical Safety Procedure
- Alterations & Improvements Policy
- Construction (Design & Management) Policy
- Contract Management & Performance Policy
- Furniture & Equipment Policy
- Customer Handbook
- Procurement & Value for Money Policy

13 Procedure

13.1 Refer to Electrical Safety Procedural Guide.

14 Complaints

11.1 Loreburn has a commitment to valuing complaints and ensures the organisation benefits from feedback to identify areas for change or improvement. Loreburn has a Complaints Policy which ensures there are robust and effective procedures in place for complaints to be properly managed and acted upon.

11.2 Anyone dissatisfied with the outcome of their complaint having exhausted Loreburn's complaints procedure has the right to refer the matter to the Scottish Public Services Ombudsman.

15 Equality, Diversity & Inclusion

12.1 Loreburn aims to ensure that equality, fairness, dignity and respect are central to the way we work and how we treat our customers. We support diversity and uphold equal opportunities in all areas of our work as an employer and service provider. Loreburn will not discriminate against tenants, staff, visitors, suppliers or others based on their age, sex, sexual orientation, race, disability, religion or belief, marital status, pregnancy and maternity or gender reassignment (collectively referred to as 'protected characteristics' in the Equality Act 2010).

16 Risk Management

16.1 Loreburn has a Risk Management Strategy, Policy and Procedure. These documents set out how the organisation will manage risk as an integral part of its governance and management systems, ensuring risks are identified, evaluated and controlled effectively.

16.2 Identifiable risks arising from this policy will be monitored and managed by the internal processes set out herein and by annual review (or as required through adverse event investigation) of this and all other associated policies and procedures, ensuring risks are mitigated and Loreburn complies with all legislative requirements and regulatory and best practice guidance.

17 Managing Performance

- 17.1 Performance monitored through Loreburn's Performance Management Framework using the Scottish Housing Regulator Annual Return Indicators and Loreburn's Strategic Performance Indicators and operational performance indicators.
- 17.2 Annual targets are based on the Scottish Housing Regulators' ARC national performance data, HouseMark peer benchmarking and internal results.
- 17.3 Loreburn will consult customers, stakeholders and other agencies in order to continually measure good practice.
- 17.4 This policy will adhere to Loreburn's commitment to Continuous Improvement and Value for Money.

18 Responsibilities

18.1 Chief Executive and Management Committee

The Chief Executive and Management Committee have overall responsibility for the ownership and implementation of this policy and the provision of adequate resources, both people and financial, to ensure this happens.

18.2 Heads of Service

Head of Office Services have the responsibility for the day-to-day implementation of this policy, including:

- Ensuring adequate processes and procedures are in place to manage the risks arising from electrical works.
- Ensuring sufficient information, instruction and training is provided.
- Monitoring the performance of staff and contractors
- Ensuring that members of the public, staff and contractors are not unnecessarily exposed to risk.
- Ensuring appropriate risk assessments are undertaken and reviewed as necessary.
- Ensuring appropriate inspections and / or tests are made to assess the condition of
- electrical installations and equipment in accordance with the timescales set out within this policy.
- Maintain property records and relevant certification.
- Maintain an up-to-date knowledge of legislative requirements and best practice.

Head of Services responsibilities may be assigned to the Team Manager of the department however ownership of the risks remains with Head of Services within each Department.

18.3 Contract Managers

For the purposes of this policy contract manager refers to any member of staff who has a responsibility for the appointment, monitoring or management of contractors who work directly with electricity or indirectly when their undertakings could result in exposure to live electricity.

Contract managers have responsibilities to:

- Appoint competent contractors.

- Undertake periodic checks on the competency of all electricians employed by the contractors.
- Reviewing risk assessments, method statements and / or safe systems of work which contractors develop to prevent exposure to electricity.
- Report any incidents of electrocution or fires caused by electricity as a result of the undertakings of contractors.

18.4 Line Managers

Line managers are responsible for:

- Undertaking risk assessments where staff undertake electrical work or use electrical equipment where there is a foreseeable risk of harm through their use.
- Reporting incidents of electrocution or fires caused by electricity.
- Monitoring and managing in-house electricians

18.5 Employees

Employees must:

- Use any electrical equipment in accordance with instruction and training provided.
- Carry out visual inspections of electrical equipment and report any defects or faults to the ICT Team and put equipment out of use immediately.

18.6 Tenants

Customers also have responsibilities in relation to electrical safety including:

- Allowing access to enable the landlord fixed periodic electrical safety check and where applicable PAT testing of appliances to be undertaken
- Immediately reporting any concerns with electrical safety including wiring, sockets or switches, turning off electrical appliances if they suspect a hazardous situation and keeping them turned off until checks have been carried out by a competent person
- Report to Loreburn any faults they have, or suspect, with their fixed electrical installation systems
- Not to tamper with any portable appliances supplied by Loreburn
- Not undertaking, arranging or allowing work on electrical installations in any Loreburn property by those who are not qualified by a government recognised and approved independent organisation that regulates electrical installation safety, for example NICEC or ELECSA
- Being responsible for finding out what their obligations are and maintaining their own appliances in a safe order and good state of repair at their own cost
- Operating appliances in a safe manner and in accordance with manufacturer's instructions
- Customers must not tamper with the electrical supply to their property

Information of the safe use of electrical equipment, installations, appliances, etc will be provided in the Customer Handbook, which is issued at sign-up stage, as well as regular updates and reminders being provided through social media.

18.7 Contractors

Every effort will be made to arrange a convenient time and date with the tenant for access to complete the works. Appointments will be made and in certain situations written notice provided. In cases where access is denied on several pre-arranged occasions and following several written notifications, we will consider using legal action to gain access.

18.8 The chart below illustrates the responsibilities of all staff in relation to this policy.

Responsibilities	Ceo /MC	LET	MT	Assistant Managers	All Staff
To set the policy and direction with regards to Electrical Safety	✓				
Ensure Loreburn H A staff have a robust understanding of Electrical Safety and associated risks		✓			
Policy Champion			✓		
Manage service, reporting and update LET quarterly			✓		
Maintain electrical programme			✓		
Maintain PAT Testing programme			✓		
Responsibility for day-to-day electrical safety programme				✓	
Responsibility for day to day PAT Testing programme				✓	
Take lead on applications, make day to day decisions				✓	
Ensure effective and clear communication with key stakeholders including customers				✓	
Reporting concerns to Line Manager				✓	
Participate in meetings and provide evidence for investigations as required				✓	
Ensure complaints feedback is used to improve service			✓		
Working with Head of OD & HR ensure staff have appropriate training			✓		
Ensure policy is reviewed every three years or as necessary			✓		
Ensure E&D guidance is adhered to		✓			

19 Policy Review

- 19.1 The Policy Champion is Head of Asset Management. The Policy Champion is responsible for completing the Health and Safety Assessment and Equality, Diversity and Inclusion Assessment Checklist.
- 19.2 This policy will be reviewed by the Policy Champion every 3 years or sooner as required due to legislative or substantive change.

Policy Assessment Checklist

Health & Safety Assessment

Does this policy have the potential to affect:

Lone Working	No
Safety and/or wellbeing of customers	Yes
Safety and/or wellbeing of customers	Yes
Have the above items been considered in the preparation of this policy?	Yes

Comments:

Equality, Diversity & Inclusion Assessment

Does this policy have the potential to affect:

Staff's rights to equal opportunities	No
Tenants' / Customer's rights to equal opportunities	No
Tenants' / Customer's ability to access to homes and/or services	No
Have the above items been considered in the preparation of this policy?	Yes

Comments:

Agile Working Assessment

Agile working requirements have been considered and addressed in the preparation of this policy: No