

Policy Name: Electrical Safety Management

1. Policy Summary...

1.1. This policy sets out how we will manage and ensure the safety of fixed electrical installations. This applies to landlord (communal) supplies, domestic supplies and workplaces. The overarching aim is to deliver the standards required to ensure the continued safety of our tenants, residents, employees and members of the public.

2. Policy Principles

2.1. We are committed as far as reasonably practicable to ensuring the health, safety and welfare of persons in our buildings and homes.

2.2. The duties we are responsible for will vary between individual leaseholders or shared owners in respect of periodic domestic electrical installations inspections and testing. A bespoke approach will be implemented on this basis as the responsibility for inspection and testing will often remain with the leaseholder. We will, however, undertake periodic electrical checks of communal areas where there is an electrical supply.

2.3. This policy applies to the repair, testing, servicing, inspections and upgrading of all electrical installations as well as the testing of portable electrical appliances.

2.4. We will take all reasonable steps to prevent and control the risk from electricity in our properties through the implementation of our Electrical Safety Management Operational Framework. The main objective of the operational framework is to ensure we comply with legal, regulatory and best practice requirements by:

- Setting out a clear approach to the on-going repairs, maintenance and upgrading of electrical installations.
- Having in place a comprehensive Fire Security & Life Safety Systems (FSLSS) programme, which includes the undertaking of a number of electrical tests for key components such as fire alarms, emergency lighting and automated doors.
- Ensuring remedial works are carried out within appropriate timescales so that homes and our customers remain safe and electrical installations are maintained to a high standard.
- Having in place a comprehensive electrical inspection and testing programme, which clarifies the frequency of inspections. We will undertake a programme of electrical inspection and testing in line with 'Guidance Note 3', of the current Edition of the IET Wiring Regulations BS7671.
- Ensuring adequate records and quality monitoring and reporting systems are implemented.
- Ensuring that the competency levels of those carrying out inspections, testing and electrical works meets the required standards.

2.5. Accept responsibility when things go wrong.

2.6. Put things right quickly.

3. It applies to

3.1. The policy applies to all our Tenants and Residents. A tenant or resident is anyone who receives or requests a service from us or who is affected by our electrical safety activities. This includes:

- Independent Living, Retirement Living, Retirement Living Plus and the Specialist Accommodation property portfolio including registered providers, scheme-based support services and sheltered schemes (including communal areas).
- Offices including any onsite storage facilities.
- Leasehold and mutual schemes where we retain responsibility for the electrical safety.
- General Need's properties
- Agency Managed and Leased Properties where we retain responsibility for the electrical safety.

3.2. This includes employees, members of the public and contractors working on our behalf within our buildings and homes.

4. Definitions

4.1. **Electrical Installation Inspections:** Known as an EICR (Electrical Installation Condition Report), the process is used to identify damage, defects and deterioration before they have the opportunity to grow and pose a risk.

4.2. **Leaseholders/ Shared Owners:** Leaseholder- A person who is allowed to use a property according to the terms of a lease. Shared owner- A person who lives in a house or flat and buys part of it and pays rent on the rest.

4.3. **Responsible Person:** The responsible person should have sufficient authority, competence and knowledge, to ensure that all operational procedures are carried out in a timely and effective manner. The responsible person should have a clear understanding of their duties and the overall health and safety management structure and policy in the organisation.

4.4. **Specialist Contractor:** A Contractor recognised by the Duty Holder as having sufficient technical knowledge and experience to enable them to carry out the works for which they are engaged.

5. Accessibility and Awareness

5.1. Where a fixed electrical inspection or PAT testing is required, we will notify customers in the effected block, scheme or individual dwelling when this will be taking place.

- 5.2. Concerns and complaints regarding our electrical safety activities can be received through any of our communication channels. This includes to any member of staff, via phone, email and social media. Where concerns are received through social media to maintain privacy and confidentiality, we will respond via private message.
- 5.3. Concerns can be received on behalf of tenants or residents through other agencies e.g. advocates or support agencies. In these cases, we will need written consent from the tenant or resident to discuss the complaint with their representative in line with our Data Protection Policy and Procedure and our GDPR 2018 requirements.
- 5.4. Where a Councillor or MP makes an enquiry on behalf of a tenant or resident, they will not be required to provide written consent as they are elected representatives. These will be treated as MP or Councillor enquiries and the usual complaints process will apply.
- 5.5. We will promote the ways in which a concern or complaint can be made through all of our main communication channels, this includes our website, social media, posters, leaflets, letters, and phone calls.

6. Reasonable Adjustment and Support

- 6.1. We communicate with our tenants and residents advising when we need to gain access to their homes to carry out important electrical tests and any identified remedial works. Although this is by written correspondence, we understand that some of our tenants and residents may require communication by other means. Where we have been advised of this, your preferred methods will be utilised.
- 6.2. We understand that some tenants and residents may have difficulty allowing access during working hours for us to undertake our electrical safety activities in their homes. As such we will endeavour to make reasonable adjustments, to ensure our specialist contractor is flexible in their working patterns to facilitate your availability.
- 6.3. In the absence of known reasonable adjustments being required we will discuss the requirements with the person concerned and seek to reach agreement on what may be reasonable in the circumstances.
- 6.4. In the majority of cases, we will be able to agree and deliver the required reasonable adjustment with a minimum of delay. In some cases, we may need to consider in more detail how best to overcome the difficulty or seek advice from expert organisations that can assist with signposting and other forms of support.
- 6.5. There may be occasions where there is good reason to apply discretion when decision making. We will always consider the individual circumstances of the individual involved when making our decision.

7. Competency

7.1. We will only appoint competent electrical contractors who have appropriate and up to date qualifications. This will include:

- Registration with the NICEIC (National Inspection Council for Electrical Installation Contracting)
- Registration with NAPIT (National Association of Professional Inspectors and Testers) or other accredited body.
- Registered under a recognised Domestic Installer Self-Certification Scheme in compliance with Part P of the Building Regulations.
- Our in-house electricians must have completed a recognised apprenticeship and/or NVQ Level III or City and Guilds, hold current accreditation on the requirements of BS 7671 Current Edition
- Full awareness of the current IET Wiring Regulations.
- Have experience working within electrical/mechanical engineering environment and hold C&G 2391 or C&G 2394/2395 Inspection and Testing (or equivalent)
- Have full understanding of BS 5839 part 6 (design of fire detection installation).

7.2. Independent external and internal assurance will be sought periodically via:

- External independent testing of electrical works undertaken by specialist technical auditors.
- Assurance through Midland Hearts' continuous auditing programme.
- At procurement stage and through contract management meetings, periodic checks of contractor competency is undertaken via a training matrix. This is reviewed at regular intervals (Monthly).

8. Frequency of Inspection and Testing

Midland Heart will undertake electrical inspection and testing in line with 'Guidance Note 3' of the Current Edition IET Wiring Regulations BS7671

Type of installation	Frequency of Inspection and Testing
Fixed wired systems- domestic properties	Change of occupancy or every 5 years
Fixed wired systems in communal parts of domestic buildings	5 Years
Fixed wired systems within office and other work locations	5 Years

New electrical installations in domestic properties	5 years
Fixed wired testing in shops and other premises for commercial rent	5 Years
Visual Inspections on supported living (short-term) domestic properties within a scheme will be permitted.	Installation must have a current and valid EICR certificate that has at least 6 months remaining before expiry when the tenancy commences.
Portable Appliance Testing (PAT) in office and other work locations	2 Years
Portable Appliance Testing (PAT) in communal areas and furnished tenancies of domestic properties	2 years

9. Related Law & Regulations....

Legislation/Regulation	Relevance to This Policy
Landlord and Tenant Act 1985	The Landlord and Tenant Act 1985 is a UK act of Parliament on English land law. It sets minimum standards in tenants' rights against their landlords.
Housing Act 2004 specifically the Health and Housing Safety Rating System	The Housing Health and Safety Rating System (HHSRS) is a way of assessing residential properties. It was introduced by the Housing Act 2004 and came into force in 2006. The key principle of the system is to consider the health and safety of the people living in these properties in relation to 29 hazards.
BS 7671 (The current Edition of the Institute of Engineering & Technology Wiring Regulations)	The wiring regulations BS 7671, also commonly referred to as the Wiring Regs, The Regs, the 18 th Edition Wiring Regs, or simply BS 7671, are the industry standard for electrical installations and wiring regulations in the UK.
Electricity at Work Regulations 1989	The purpose of this guidance is to highlight what can be done by dutyholders to achieve electrical safety compliance with the duties imposed by the Regulations.

Regulatory Reform (Fire Safety) Order 2005	The Regulatory Reform (Fire Safety) Order 2005 (FSO) is the main piece of legislation governing fire safety in buildings in England and Wales. The FSO applies to all workplaces and the common parts of buildings containing 2 or more domestic premises.
Part P of the Building Regulations	The document details electrical safety to avoid injuries and fires caused by electrical installations, including the design, installation, inspection and testing of any electrical works made within a dwelling.
The Code of Practice for in-service inspection and testing of Electrical Equipment (5th Edition 2020)	Guidance pertaining to the inspection and testing of in-service electrical equipment with the view to ascertaining whether it is fit for continued use.

9. This policy links to the following internal literature:

- Electrical Safety Management Operational Framework
- Midland Heart Electrical Technical Protocol
- Health and Safety Policy
- Reasonable Adjustment Policy (Appendix 1)
- Safeguarding & Wellbeing Policy & Procedure
- Data Protection Policy & Procedure
- Code of Conduct for Contractors Policy

Policy Document Control

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