



Electrical Safety Management Policy

Date of approval	26 July 2021
Responsible director	Executive Director of Assets
Policy monitoring body	Group Board
Resident input into policy date	Tenant Committee – June 2021
Linked Strategies/Policies	Asset Management Strategy Rechargeable repairs and Recoverable Costs Policy Responsive Repairs Policy Void Management Policy Value for Money Strategy Group Electrical Specifications Quality Control Procedures Critical Incident Reporting and Escalation Policy Gas Maintenance and Safety Management Policy Asbestos Policy Procedure for dealing with an electrical accident
Date for policy review	July 2024



1. Aim of the Policy

- 1.1** Wythenshawe Community Housing Group (the Group) recognises the potential health and safety risks associated with electrical repairs and installations that are under its control. The Group is committed to maintaining and promoting the Health and Safety of all employees, customers and members of the public that may be affected by a situation arising from unsafe or poorly maintained electrical installations.
- 1.2** To demonstrate this commitment the Group has introduced this "Electrical Safety Management Policy" and accompanying Procedures. It provides specific policy commitments to ensure that safe systems of work are implemented across its housing stock, where work on electrical installations or related trades could have an impact on electrical safety. All work undertaken will be in accordance with BS7671, Electricity at Work Regulations 1989, IET`s guidance note No3 inspecting, testing and Best Practice Guide No 4 Electrical Installation Condition Reporting published by the Electrical Safety Council.
- 1.3** The Group will ensure that all reasonable steps are employed so that employees, customers and members of the public are not put at risk from the effects of unsafe electrical installations within our homes.
- 1.4** This policy applies to;
- all Group colleagues and contractors undertaking work on our behalf
 - all Group managed properties, including domestic rented properties and non-domestic properties
 - anyone likely to be put at risk from work on those properties
- 1.5** For the purpose of this policy, the term 'Contractor' will mean those bodies outside of the Group who deliver electrical work activities on behalf of the Group.
- 1.6** The term 'operative' will mean individuals employed by Wythenshawe Works, the internal direct labour organisation (DLO) undertaking electrical work activities on behalf of the Group.



2. Scope of the Policy

Assets and Services

2.1 Assets covered include but are not limited to:

- Group tenanted & empty domestic properties
- Communal areas used to access customers' homes
- Offices, depots, community centres and other staff working environments managed and owned by the Group

2.2 Services covered include but are not limited to:

- Investment work activities
- Repairs, Planned and cyclical work activities
- Empty homes maintenance activities
- Other general electrical work activities such as repairs

3. Stock Asset Information (DATA)

3.1 Stock asset information in relation to electrical installations and equipment will be held on the Asset Management Systems (currently Promaster, Orchard, Documotive and 1st Touch). The electrical management team will have available a suite of reports and data to ensure that all statutory obligations are being achieved by all electrical service providers.

3.2 The Group will allow for the attachment of electronic signatures to certification carried out and works by the in house electrical qualified staff.

3.3 A record of each electrical safety check will be kept throughout the working life of the installation, in accordance with relevant regulations.



- 3.4** All staff and contractors undertaking work on electrical installations for the Group will be electrically competent for the work that they are undertaking and registered with NICEIC or similar registration approved body. A recording mechanism will be employed to ensure this requirement is met and regular audit reviews in place by the Mechanical & Electrical Manager including external third party audits.
- 3.5** The Asset information will be used to predict future maintenance liabilities, trends and intelligence to maximise effective decision making on component renewals, rewires and choices to achieve value for money.
- 3.6** Whilst Asset information will inform future renewal cycles for financial planning purposes to inform the Business Plan, actual works undertaken will be governed by the periodic inspection process which ensures the Group maximises the life of installations and prioritises degrading installations.

4. Energy Efficiency

- 4.1** The Group is committed to providing energy efficient lighting systems for their tenants in their homes, communal areas and emergency lighting thus ensuring that the running cost for tenants are kept to a minimum either directly or through service charges. This will ensure Value for Money for the customer and the Group. It supports the Group's commitment to sustainability and carbon impact.
- 4.2** The Group will review annually its investment choices and component renewals as part of the budget process to maximise value from its annual investment and affordability for customers.
- 4.3** The Group will ensure all relevant servicing and testing is in place to maximise life expectancy of components and maximise efficiency from the systems. All new electrical components and all associated parts and equipment will always be manufactures approved replacements.



5. Training & Competency

- 5.1** Training requirements are maintained in the corporate training matrix and reviewed periodically on a role-by-role basis by the Mechanical and Electrical Manager to ensure operational and management staff are sufficiently equipped with the appropriate competencies to carry out their responsibilities. Individual managers will be required to ensure the necessary training is provided for their staff. Timescales and review periods will be attached to this training matrix for absolute clarity and reviewed as part of the appraisal process.
- 5.2** All training and competencies of Contractors will initially be assessed as part of any procurement process and their staff will be periodically checked by the Electrical Manager under this Policy and accompanying procedures with records maintained.

6. Fixed Electrical Installations – Periodic Inspection & Testing

- 6.1** The purpose of the inspection and testing is to ensure a safe environment in Group properties. This will be done by 'identifying, in so far as is reasonably practicable, any defects, damage, deterioration and non-compliance with electrical installation standards that may give rise to danger', to establish that the installation is safe for continued use.
- 6.2** The Law requires the Group to maintain their properties in a safe condition.
- 6.3** The Group have a duty of care for people in premises under their control, and provide a safe environment in homes, places of work and leisure.
- 6.4** It is therefore incumbent upon the Group to regularly inspect and test electrical installations in their premises. The Group will adopt a **5 yearly periodic inspection** of all fixed wire installations in domestic properties and also at any change of tenancy. The testing will not include tenants own electrical appliances unless it's a furnished tenancy or communal facility. Buildings accessible to the public, such as community centres, will be tested annually.



- 6.5** All properties entering the Group for the first time (new or purchased), will have a valid electrical safety certificate prior to handover for occupancy and management.
- 6.6** Records of maintenance and electrical inspection and testing, enable responsible persons to demonstrate that the legal requirements are being observed and, in the event of a prosecution following an accident, may be used as evidence in defence.
- 6.7** Properties with positive ventilation units will require their filters replaced every 5 years as part of this process.
- 6.8** Smoke alarms and Carbon Monoxide detectors will be functionally tested as per the Gas Maintenance and Safety Management Policy on each gas service and replaced when necessary, currently we have mixture of mains and Battery-operated smoke alarms, where battery operated smoke alarms and Carbon Monoxide Detectors are identified these will be placed on a programme to upgrade to Mains hardwired systems.
- 6.9** Procedures will be in place to ensure access is gained to tenanted properties for Electrical Inspections including legal action if required.

7. Electrical Investment Works

- 7.1** In addition to the activities delivered by the Electrical Team, planned investment works and related electrical work activities will be delivered by an approved Contractor(s) in accordance with the Group's Standing Orders. In addition to the checking mechanisms within the original procurement exercise there are a range of procedures in place for measuring the ongoing capabilities and performance of the Contractor(s). The Investment Team will manage this supported by the Electrical Team Leader with technical advice.
- 7.2** The Group will seek to align full Periodic Electrical Inspections and subsequent works to internal refurbishment works such as new kitchens etc. this will maximise value for money and minimise disruption for our customers.



8. Electrical Equipment

- 8.1.** The Group will also ensure all its electrical equipment installed in buildings are serviced and inspected to maintain safety and efficiency of the installations. These include electrical equipment such as fire alarms, lifts, laundry equipment, portable appliances, water pumps, CCTV installations, door entry systems etc. **Appendix A** of this policy contains a summary and servicing cycles adopted to maintain the electrical installations.
- 8.2.** Electric Fires are classed as secondary heating and from 1st April 2016 the Group will not be renewing or replacing any Electric or Gas fires with or without a surround within properties (in exceptional circumstances subject to Senior Management approval an electric fire/package may be considered, this will be dealt with on a case by case basis).
- 8.3.** The Group will continue to repair electric and gas fires but where not economically viable the Group will offer a choice of leaving the disconnected appliance in for visual effect only or remove the appliance and make good fire opening, plaster finish, fit ventilation to opening and fit all associated joinery.
- 8.4.** Whereby a repair is required there will be a maximum repair cost of £100.00 plus vat per appliance.
- 8.5.** Where a tenant wishes to buy and fit their own electric fire this will only be permitted with written permission from the Group, all repairs associated with the tenants own electric fire will be met by the tenant including any servicing. The tenant must complete the tenant's alteration form for formal consent.
- 8.6.** Where the Group supplies temporary electrical heaters whilst their main heating system is requiring repairs, these heaters will be supplied as new equipment from the manufacturer and 'gifted' to the tenant for their use. The heater will become the property of the tenant and the tenants' own responsibility thereafter.



9. Intervention

9.1. Where checking procedures referenced in this policy determine that a service provider is not meeting statutory and/or requirements referenced in this policy, an escalation procedure will be implemented. This will allow the Mechanical and Electrical Manager to take action deemed appropriate under the escalation procedure against the service provider or operative(s) with an ultimate sanction of permanent removal from Group work activities. The electrical team will adopt the Group's Critical Incident Reporting and Escalation Policy in the event of electrical incidents.

10. Performance Measurement

10.1. The Group will maintain 100% valid Electrical certification records for its stock and retain 100% compliance with appropriate management performance indicators (MPI's) in place to measure and report performance. All certification will be kept electronically for the period of the certificate and held in Promaster, 1st Touch, Documotive and P Drive.

10.2. In addition to the contractor compliance checks through the procurement process, there will be ongoing internal and third party external audit regime detailed within the relevant procedures. This covers but is not restricted to:

- Statutory compliance
- The Group's procedural compliance
- Compliance with the Group's electrical specification
- Compliance with contractor's management arrangements
- Operative competencies & behaviours

10.3. Provision will be made for the full collation and interrogation of audit information so that this can be used not only as contractor/operative challenge mechanism but also to develop the service through continuous improvement.



- 10.4.** Third party validation audits will be based on a risk assessment format. They therefore do not rigidly adhere to set numbers of audits being undertaken, instead a risk matrix is in place, so as the amounts of audits can be either increased or decreased dependent upon results, this will be reviewed periodically by the Mechanical & Electrical Manager.
- 10.5.** Where contractors are employed, a percentage rate of quality control inspections will also be commissioned by themselves. Confirmation that a quality service is being delivered may also be verified by the Group's third party quality control provider. A minimum of 10% will be deemed appropriate but increased for new partners or should issues arise.
- 10.6.** All performance information will be collated by the Group and held on a central system, reported through the performance framework. A copy of this policy will be available to all operatives and contractors.

11. Leaseholders

- 11.1.** Leaseholders remain responsible for their own property electrical installations as per the Lease terms.
- 11.2.** Communal area installations to Leasehold flats will remain under the control of the Group as the Landlord and this policy will apply to those installations. Relevant costs will be met the service charge, as per the lease terms.

12. Equality and Diversity Section

- 12.1.** The Group is committed to the effective operation of this Electrical Safety Management Policy and Procedures across the whole of the Group. The Group will ensure that adequate resources are made available to implement appropriately. Responsibilities will be effectively delegated to key personnel that are sufficiently skilled and trained so as to competently manage the operational demands placed upon them. The Group believes the implementation of the Electrical Safety Management Policy and Procedures will contribute directly to ensuring the well-being of the customers and employees of the Group.



12.2. To ensure that the Electrical Safety Management Policy and Procedure remains up-to-date and abreast of the 'best methods of work', the Group will ensure that it is reviewed every two years or sooner should there be a change in legislation or regulations.

13. Related Policies Procedures

- Asset Management Strategy
- Rechargeable repairs and Recoverable Costs Policy
- Responsive Repairs Policy
- Void Management Policy
- Value for Money Strategy
- Group Electrical Specifications
- Quality Control Procedures
- Critical Incident Reporting and Escalation Policy
- Gas Maintenance and Safety Management Policy
- Asbestos Policy
- Procedure for dealing with an electrical accident



Appendix A – Electrical Component Testing Cycles

Discipline	Maximum Period Between Test	Responsible Person	Cycle Ref
CCTV	12 months	Assure 24	In House scheduling
Door Entry	12 months	Facilities Manager	In House scheduling
Warden Call	12 months	Facilities Manager	In House scheduling
Automatic Shower Waste Pump	12 months	Facilities Manager	In House scheduling
Lightning Protection systems	12 months	Facilities Manager	BSEN 62305 and Electricity at Work Regulations
Domestic Stair Lifts	12 months	Facilities Manager	The Lifting Operations and Lifting Equipment Regulations 1998 (LOLER)
Hoists	6 months	Facilities Manager	The Lifting Operations and Lifting Equipment Regulations 1998 (LOLER)
Through Floor Lift	6 months	Facilities Manager	The Lifting Operations and Lifting Equipment Regulations 1998 (LOLER)
Hydraulic Lifts	Quarterly	Facilities Manager	The Lifting Operations and Lifting



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			Equipment Regulations 1998 (LOLER)
Passenger Traction Lifts	Quarterly	Facilities Manager	The Lifting Operations and Lifting Equipment Regulations 1998 (LOLER)
Elec Ventilation systems	12 months	Facilities Manager	Air Conditioning – EU F-gas Regulation No. 842/2006
Booster Pumps	12 months	Facilities Manager	In House scheduling
Air Conditioning	6 months	Facilities Manager	Air Conditioning – EU F-gas Regulation No. 842/2006
Fire Alarms	3 months	Facilities Manager	Fire Systems – The Regulatory Reform (Fire Safety) Order 2005
Emergency Lighting	12 months	Facilities Manager	Emergency Lights – The Regulatory Reform (Fire Safety) Order 2005
Electronic Gates	6 months	Facilities Manager	In House scheduling
Automatic Doors	6 months	Facilities Manager	In House scheduling



Intruder Alarm GWR	12 months	Facilities Manager	In House scheduling
Laundry Equipment	12 months	Facilities Manager	Table 3.2 IET Guidance Notes 3
Domestic Fixed installation	5 Years/Change of Tenant	M & E Manager	Table 3.2 IET Guidance Notes 3
Portable Appliances	12 months	Facilities Manager	Table 3.2 IET Guidance Notes 3
Fixed Wiring Communal Area	5 years	Facilities Manager	Table 3.2 IET Guidance Notes 3
Communal Aerial Systems	12 months	Facilities Manager	Table 3.2 IET Guidance Notes 3
Fixed Wiring Commercial Assets	5 Years	Facilities Manager	Table 3.2 IET Guidance Notes 3
Sheltered/Supported/Extra care Schemes	5 Years/Change of Tenant	Facilities Manager	Table 3.2 IET Guidance Notes 3
Domestic Photovoltaic (PV) Installations	3 Years	M & E Manager	In House scheduling
Houses of Multiple Occupation (HMO's)	5 Years/Change of Tenant	M & E Manager	Table 3.2 IET Guidance Notes 3 See Note Below

Note

The Management of Houses in Multiple Occupation (England) Regulations and the Management of Houses in Multiple Occupation (Wales) Regulations