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Revised by	Director of Assets Head of Assets Procurement & Compliance Team Leader Health & Safety Advisor
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1. Policy Statement

Viewpoint places a high importance on and recognises its duty of care for the safety of all employees, customers, contractors, visitors and members of the public under the Health and Safety at Work Act 1974, the Management of Health and Safety at Work Regulations 2002 and the Electricity at Work Regulations 1989.

We are committed to providing robust processes and procedures to meet this responsibility and minimise the risks associated with poor electrical safety management, namely, electric shock, burns, fire and explosion.

As the Landlord, Viewpoint has a duty to ensure the safety of tenants and residents. Electrical safety forms an essential part of our commitment and is of vital importance in ensuring the health and safety not just of our customers, but also, those who live in the immediate area, work in or visit our properties.

We recognise the risk posed by portable electrical equipment and our duty to maintain it in a safe condition as far as reasonably practicable. We will ensure all portable electrical equipment provided for use by staff or others is subject to an effective management system and is safe to use.

We will seek to foster a positive attitude amongst employees, tenants and residents towards electrical safety and will emphasise its importance in preventing incidents.

2. Purpose

The purpose of this policy, and the procedure which supports it, is to clearly outline the arrangements for electrical safety at Viewpoint in line with all legal and regulatory obligations and best practice guidance.

The Housing (Scotland) Act 2006 requires an electrical installation in a rented property to be ‘in a reasonable state of repair and proper working order at the start of the tenancy and at all times during the tenancy’. Viewpoint’s properties must meet the IET (Institution of Engineering and Technology) Wiring Regulations (BS 7671:2008) to allow us to legally comply and meet the tolerable standard for electrical safety required under the Scottish Housing Quality Standard (SHQS).

This policy ensures:

- 2.1. The effective inspection, maintenance and management of all electrical installations, fixtures and appliances within premises controlled by Viewpoint.

- 2.2. All electrical servicing, maintenance, inspection and repair work (with the exception of some portable appliance testing) is sub-contracted to an external competent body. Robust processes for contractor selection, control and monitoring are in place to ensure the approved contractor and its electricians are registered with a relevant competency scheme and electricians are appropriately qualified. Viewpoint currently accepts registration with the National Inspection Council for Electrical Installation Contracting (NICEIC) or the Electrical Contractors Association of Scotland (SELECT) or a member of the National Association of Professional Inspectors and Testers (NAPIT).

3. Electrical Installation Condition Report (EICR)

- 3.1 Fixed electrical installations are subject to an EICR to ensure the installation remains in a safe condition. The EICR takes place every five years. In addition, it is Viewpoint policy to complete an EICR at every void inspection.
- 3.2 Issues arising from the EICR are classified according to risk as follows: Code C1 indicating 'danger present', code C2 indicating 'potentially dangerous' and code FI indicating 'further investigation required'. A Code C3 is described as 'improvement recommended.' This means it does not comply with the Electrical Regulations.
- 3.3 All C1 codes are rectified by our qualified electrical contractor while onsite immediately to ensure the safety of our residents, staff and visitors. Electrical Installations which are coded C2 are remedied as soon as practically possible and those coded C3 are recorded and are put into our planned works installation upgrade programmes.
- 3.4 Robust processes and procedures are in place to deal with all remedial work and follow-ups resulting from inspection. All remedial work is recorded on a Minor Electrical Installation Works Certificate.
- 3.5 Electrical records are held and maintained for required timescales and for all activity in relation to electrical servicing, maintenance, repairs, installations, emergencies and all other relevant electrical safety management data for all relevant properties.
- 3.6 A copy of the EICR will be retained for six years. A copy of the most recent report will be issued to the tenant before a tenancy starts. If an inspection is carried out during a tenancy, a copy relating to that inspection will also be given to the tenant.
- 3.7 All details of EICR certificates are held in digital format within Viewpoint's computerised register system and updated on a regular basis.

4. Maintaining Portable Electrical Equipment

- 4.1** Effective maintenance of portable electric equipment will be delivered in accordance with INDG236 (rev3) Maintaining Portable Electric equipment in low risk environments Portable Appliance Testing and HSE guidance (HSG107 (Third edition): Maintaining Portable Electrical Equipment).
- 4.2** We will adopt a risk based approach according to the level of risk posed by the appliance, the nature of its usage and the environment in which it is used.
- 4.3** We have a procedure that sets out the different processes in place for the effective maintenance of portable electrical appliances within communal areas of tenanted properties, care homes and our offices including:
- risk assessment and categorisation;
 - checks by the user;
 - formal visual inspections by a competent person;
 - where necessary, a combined inspection and test, also known as a portable appliance test (PAT), by an appropriately qualified and competent person.
- 4.4** The aim of this regime is to determine whether the equipment is fully serviceable or whether remedial action is necessary to make sure it is safe to use.
- 4.5** Specifically, where Portable appliance testing (PAT) is required this will either be sub-contracted to an external competent body, or where carried out in-house, by staff who have the necessary training and accreditation needed to carry out testing competently and safely.
- 4.6** We will set out the frequency of checks, including PAT testing, for all appliances based on an assessment of risk and with reference to The HSE guidance listed in paragraph 4.1.
- 4.7** Where an appliance fails a planned PAT test, the competent person will attach a fail sticker to the appliance, mark it as failed in the register, remove it from service and dispose of it appropriately.
- 4.8** A copy of the portable appliance testing (PAT) record will be retained for the lifetime of the appliance. Viewpoint does not supply portable appliances to tenants as part of their tenancy agreement. Therefore, there is no requirement to issue the tenant with portable appliance test records.

- 4.9 All portable appliances issued by the organisation will have the UKCA Mark, the British Standard Kitemark, the 'BEAB Approved' mark or the CE mark.

5. Auditing and Monitoring

- 5.1 A formal process of auditing and monitoring the electrical safety management system is established and maintained, with properly defined reporting, escalation and action procedures.
- 5.2 A formal system of monitoring completed electrical works is established and maintained, with a competent third party carrying out quality assurance checks of completed works provided.
- 5.3 Contractors are responsible for checking that certificates have been completed correctly. They are required to submit them to Viewpoint in an electronic format supported by a schedule of work which are both cross checked for accuracy. We will carry out sample checks quarterly on a proportion of all certificates received. Staff members carrying out these checks will be appropriately qualified and experienced as per Viewpoint's written procedures.
- 5.4 Robust electrical safety processes and procedures are in place, including procedures for: dealing with emergency situations; taking action on any Health and Safety bulletin/hazard notice pertaining to electrical equipment; and management of responsive repairs and planned maintenance.
- 5.5 Tenants are informed and educated on the safe use of electrical appliances within their homes and tenants are made aware of their duties including their responsibility to report electrical faults immediately.
- 5.6 A 'no access' process is followed and allows Viewpoint to demonstrate all reasonable steps have been taken by the contractor and Viewpoint to meet the deadline for landlord's electrical safety checks. The procedure has provision to overcome or resolve access issues arising from tenant's additional support needs, language or format issues, or specific tenancy management reasons.
- 5.7 Appropriate training is in place to ensure Viewpoint employees are competent to carry out their duties. Training requirements are outlined in the accompanying procedure.

6. Legislation/related policies

The following information is not an exhaustive list of legislation and guidance. Instead, it is a reference point, signposting to those pieces of legislation and guidance that are most relevant to this policy.

- 6.1. Health & Safety at Work etc. Act 1974
- 6.2. Electricity at Work Regulations 1989
- 6.3. Housing Scotland Act 2006
- 6.4. The Consumer Protection Act 1987
- 6.5. The Electrical Equipment (Safety) Regulations 2016
- 6.6. IET 5th Edition COP for In-Service Inspection and Testing of Electrical Equipment
- 6.7. INDG236 (rev3) Maintaining Portable Electric equipment in low risk environments Portable Appliance Testing
- 6.8. Maintaining portable electrical equipment, HSG107 3rd Edition.
- 6.9. IET (Institution of Engineering and Technology) Wiring Regulations (BS 7671:2008) 18th Edition
- 6.10. HSG 107 (third edition): Maintaining Portable Electrical Equipment
- 6.11. Inspections - The Housing (Scotland) Act 2006 requires an electrical installation in a rented property to be 'in a reasonable state of repair and proper working order at the start of the tenancy and at all times during the tenancy'. Viewpoint's properties must meet the IET (Institution of Engineering and Technology) Wiring Regulations (BS 7671:2008) to allow us to legally comply and meet the tolerable standard for electrical safety required under the Scottish Housing Quality Standard (SHQS).

7. Scope

Under the Housing (Scotland) Act 2006, the Wiring Regulations (BS 7671:2008) and all other relevant legislation, Viewpoint has ultimate responsibility for all landlord duties relating to electrical safety.

This policy applies to:

- 7.1. Viewpoint employees, tenants, contractors and other persons or stakeholders who may work on, visit or use its premises or who may be affected by its activities and services.
- 7.2. All Viewpoint properties, including workplaces, care homes and housing stock and all relevant work undertaken in these properties on Viewpoint's behalf.
 - 7.2.1. Where Viewpoint owns properties which are managed by a third party, Viewpoint retains ultimate responsibility for electrical safety, unless specified otherwise in the lease or management agreement. The same standards as outlined in this policy will apply.

- 7.2.2. Where Viewpoint manages properties on behalf of external owners, responsibility is set out in terms of the management agreement.
- 7.2.3. Where Viewpoint is the landlord in a block of flats with other flat owners, an agreement will be in place to ensure the safety of the communal areas as per the head Lease agreement.
- 7.2.4. Where Viewpoint acts as a Property Factor, responsibility is set out in the written statement of services.
- 7.2.5. For shared ownership arrangements, responsibility is set out in the repairs responsibility document.

This policy covers:

- 7.3. Our approach to ensuring the safety and maintenance of all fixed electrical installations
- 7.4. Our approach to ensuring the safety and maintenance of all portable appliances provided by Viewpoint within our care homes, offices and communal areas.
- 7.5. Portable electrical appliances which are owned by care home residents. In these cases Viewpoint actively ensures that our Maintenance Technicians visually inspect all resident's portable appliances, test these appliances on at least an annual basis and produce portable appliance asset registers for all items.

8. Roles and Responsibilities

A full outline of all roles and responsibilities for named individuals with accountability for any aspect of the electrical safety management system is within the Electrical Safety Procedure.

Board

The role of Viewpoint's Board is to ensure that this policy, as well as any associated policies and procedures, are regularly reviewed, as required, or in accordance with the usual cycle of policy review.

The Board will, in fulfilling its function, ensure that it complies as necessary with this policy, and the associated policies, procedures and documentation which support it.

Executive and Leadership Teams

The role of the Executive and Leadership Teams is responsibility for ensuring that this policy, and the associated policies, procedures and documentation which support it, are implemented within Viewpoint. The Executive and Leadership Teams shall ensure that electrical Safety Management processes and systems are in place, and that they are operated properly from day-to-day. The Executive and Leadership Teams shall also ensure that relevant managers and team members familiarise themselves with

this policy, and the associated policies, procedures and documentation which support it, as well as undertaking any associated training.

The Director of Assets is the main duty holder for the Electricity and Electrical Safety Policy.

Staff

All staff are responsible for ensuring that they familiarise themselves with this policy, and the associated policies, procedures and documentation which support it, as well as undertaking any associated training.

All staff with specific electrical safety responsibilities, such as those who carry out portable appliance testing or purchase electrical goods, should understand the significance and importance of their role and ensure all processes outlined within the Electrical Safety Procedure are robustly followed.

All staff have a responsibility for their own safety and the safety of those whom they work with and come into contact with. All staff are to visually inspect electrical equipment before use and ensure that the environment is safe and appropriate for the use of the appliance.

9. Monitoring & Evaluation

This policy will be reviewed every three years unless a material change in the prevailing legislation necessitates an earlier review.