

Cheshire West & Chester Council

Council Housing

Electrical Safety Policy

Issue date: July 2025

Review date: July 2028



Cheshire West
and Chester

1. Management Information

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| Approval Date: | July 2025 |
| Next Review Date: | July 2028 |
| Policy Owner: | Janet Lawton, Head of Council Housing Management Service |
| Responsible Service Area: | Council Housing Management Service |
| Responsible Director: | Director of Economy and Housing |

Annual Checks

Policy owners should ensure that an annual check of hyperlinks, roles, and names is undertaken. These checks are in addition to formal review process. Please see Policy and Procedure framework guidance for further details.

2. Introduction

This policy sets out the Council's commitment to ensuring that electrical safety is managed effectively across all of our housing. It provides a framework for how we will fulfil our responsibilities as a landlord and safeguard the wellbeing of residents and other who may be affected by our properties.

3. Aim of Policy

The aim of this policy is to provide a framework for electrical safety management, including assurance that measures are in place to identify, manage and mitigate the risks associated with electrical safety, in respect of tenant's homes. It applies across all the Council's housing.

This policy supports us in ensuring that we meet our obligations as a landlord and employer and seeks to provide assurance that electrical safety is appropriately managed. We aim to ensure, as far as reasonably practicable, that our tenants, staff, contractors, and the public are not exposed to any risks to their health, safety, and wellbeing from electricity.

The policy is relevant to all our staff, tenants, contractors and other persons or stakeholders who may work on, occupy, visit, or use our premises, or who may be affected by our activities or services.

When we use the terms 'we,' 'our' and 'us' within this policy, we mean the Council unless otherwise stated.

The policy objectives are to:

- Provide clear lines of responsibility for the management of electrical safety.

- Specify individual responsibilities in the management of electrical safety.
- Clarify our approach to electrical safety.
- Clarify the method of reviewing and monitoring electrical safety.
- Meet our legal and moral obligations as a domestic and commercial landlord.

4. Strategic context

This policy helps the Council to meet the following local and national strategic aims.

Social Housing Regulations Act 2023 – Consumer Standards

- Quality and Safety Standard
- Transparency, Influence and Accountability Standard
- Tenancy Standard

[CWAC Borough Plan 2024 – 2028](#) - sets out how the Council will work with all its residents to build a stronger future where the Council and residents all play their part in creating thriving, caring and sustainable communities.

The Borough Plan has six missions as follows:

- Starting well - The best start for the borough`s children and young people, with improved opportunity, a healthier start, greater resilience in families and the best possible support and care when it is needed.
- Tackling hardship and poverty - More people feel more financially secure as the causes and impact of hardship and poverty are addressed by working alongside residents.
- Resilient people living their best lives - Local people are enabled to flourish, be healthy, happy and independent for longer in supportive communities.
- Opportunity in a fair local economy - Local people and businesses contribute to and benefit from a strong and fair local economy.
- Neighbourhood pride - Residents live in well maintained, connected and safe places with good and affordable homes.
- Greener communities - Individuals, public services and businesses take action to move to tackle the climate emergency, achieve net zero, protect the natural environment and adapt to the impact of climate change.

[Together with Tenants Charter | Cheshire West and Chester Council](#)
[Tenant Engagement Strategy 2025-30](#)
[Council Housing Asset Management Strategy](#)

5. Definitions and legislation

Electrical safety refers to the set of practices, precautions, and standards aimed at preventing harm caused by electricity. This includes safeguarding people, equipment, and property from electrical hazards such as shocks, burns, and fires. Historically, the introduction of safety devices like fuses and circuit breakers marked a significant leap in protecting against electrical risks. Today, electrical safety extends to include comprehensive training, regular inspections, and the use of advanced safety equipment.

Legislation

The application of this policy will ensure compliance with the regulatory framework and the new consumer standards (safety and quality standard) for social housing in England, which was introduced on the 1st April 2024 and is now applied by the Regulator of Social Housing.

However, the principal legislation applicable to this policy is the Electricity at Works Regulations 1989. This places a duty on us to ensure, as far as is reasonably practicable, the safety of the people on their premises and in the immediate vicinity.

The 'Electricity at Work Regulations 1998' came into force on 1 April 1990. The purpose of the regulations is to require precautions to be taken against the risk of death or personal injury from electricity in work activities. The regulations impose requirements on Duty Holders in respect of systems, electrical equipment, and conductors, plus work activities on or near electrical equipment.

This policy also operates in the context of the following Procedures, Legislation and Codes of Practice:

- Housing Act 2004
- Health and Safety at Work Act 1974
- The Management of Health and Safety at Work Regulations 1999
- Management of Houses in Multiple Occupation (England) Regulations 2006
- Licensing and Management of Houses in Multiple Occupation and Other Houses (Miscellaneous Provisions) (England) Regulations 2006
- The Health and Safety (Safety Signs and Signals) Regulations 1996
- The Building Regulations 2010
- Electrical Equipment (Safety) Regulations 2016
- The Construction, (Design and Management) Regulations 2015
- Corporate Manslaughter and Corporate Homicide Act 2007
- The Provision and Use of Work Equipment Regulations 1998
- The Electricity at Work Regulations 1989
- IEE Wiring Regulations 18th Edition BS7671: 2018
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013
- Landlord and Tenant Act 1985
- The Consumer Protection Act 1987
- Defective Premises Act 1972
- Electrical Quality Management System
- The Social Housing Regulation Act (2023)
- The Control and Monitoring of Electrical Work Activities Procedure
- Electrical Safety Quality Management Arrangements

6. How the policy will be delivered

We will take all reasonably practicable steps to prevent and control the risk from electricity in the properties that we own.

We will provide all our tenants, leaseholders, staff, contractors, and visitors with clear advice on electrical safety as required.

We are committed to keeping tenants, leaseholders, staff, contractors, and visitors to our properties safe and meeting our obligations under all current and relevant legislation, whilst also following best practice in relation to electrical safety.

We define an Electrical Service/Test as valid where it is in-date, with a satisfactory outcome.

Third party validation audits will be carried out on a percentage or a set number, including while works are in progress. The level of audits required will be proportionate to inherent risk, previous audit findings and the performance of the respective contractor.

Audits test compliance with electrical safety statutory requirements, procedures, and specifications, as well as contractor management arrangements. They also assess operative competencies. The Council will collect and interrogate audit information as a management mechanism to challenge contractors and their operatives and to identify actions to improve service delivery associated with electrical safety.

Electrical safety repairs are monitored by contractors through a set number of post-work audits per month. The number of audits can increase where poor performance is reported.

Monitoring and assurance measures for the periodic inspection, testing, maintenance and servicing of electrical systems and installations by third parties will be produced, maintained and managed by the Electrical team.

- Internal Audits – Each Electrical Team Surveyor will carry out two site audits and one desktop audit for each active electrical contractor each week, these will be recorded and monitored.

This Policy is reviewed every three years, or as required by any change either to the Council or legislation which may affect the Council's statutory obligations.

Roles and Responsibilities

The Council accepts its responsibilities under health and safety legislation to protect employees and any other persons in buildings it owns, leases and/or manages.

The Council will, as far as is reasonably practicable, reduce all the risks associated with electrical assets. Contractors will carry the technical staff responsible for the discharging of electrical statutory compliance with the Council overseeing this work as part of a monthly compliance report.

The Compliance Manager is responsible for:

- Operational implementation and delivery of this policy.
- Ensuring that any associated procedures are implemented and kept up to date.

- Ensuring that electrical safety progress and performance of electrical safety is monitored, measured, and reviewed, and electrical safety performance is reported to the Council Housing Management Board.
- Monitoring and reviewing the effectiveness of electrical training and policy development.
- Ensuring that there is a programme of electrical safety works that meets all relevant electrical safety related standards, legislation, and best practices.
- Ensuring that there are maintenance, testing and servicing contracts for electrical safety related equipment, systems and installations that meet all relevant electrical safety related standards, legislation, and best practices.
- Ensuring that routine quality assurance checks in relation to electrical safety are undertaken.
- Ensuring that the quality and integrity of electrical safety related data, meet legislative requirements and inform intelligent investment decisions.
- Ensuring staff under their management are trained and competent in electrical safety to a level appropriate to their roles and responsibilities.
- Ensuring that there are formal embedded arrangements for reporting serious incidents related to electrical safety, as defined in relevant procedures.

The Compliance Manager will:

- Exercise overall control within their functional area of responsibility to ensure compliance with electrical safety legislation and this policy.
- Provide sufficient resources to fulfil their functional area's electrical safety responsibilities and to report any non-compliances or inadequately controlled electrical risks that require further resources.
- Promote the participation of staff and managers in improving electrical safety e.g., by facilitating discussion of electrical safety issues at team meetings.
- Approve or recommend approval of functional area improvement plans with targets for improving electrical safety performance, where appropriate.
- Receive any exceptional reports on any urgent electrical safety issues requiring a Cabinet decision at functional area level.

The Compliance Manager will:

- Take action to resolve any situations that may adversely affect the electrical safety of staff or other persons and rectify any problems within their control or escalate to an appropriate manager, as soon as practicable.
- Give all staff under their control adequate information, instruction, training, and supervision to carry out their duties safely and competently, paying particular attention to new/inexperienced staff and trainees.
- Manage the electrical safety performance and training of their direct reports through one-to-ones, appraisals, direct supervision, briefings, etc.
- Seek competent advice, where necessary, and act appropriately on the advice and recommendations given.
- Ensure that the Control & Monitoring of Electrical Work Activities Procedure is always adhered to.

All staff will:

- Ensure that they comply with this policy to ensure that the aims, objectives, and intent of the policy are achieved.
- Take reasonable care for the electrical safety of themselves and other persons who may be affected by their acts or omissions.
- Report accidents, incidents and near misses with the potential for injury or damage to their line manager or supervisor.
- Co-operate with their managers, colleagues and other relevant persons in matters relating to this policy.
- Ensure that the Control & Monitoring of Electrical Work Activities Procedure is always adhered to.

Other Relevant Roles and Responsibilities

The Council's Executive Cabinet has ultimate responsibility for electrical safety across all council properties, and will:

- Resource and allocate appropriately qualified and suitably experienced persons to assist in discharging duty for electrical safety, and the implementation of this policy.
- Ensure that an effective electrical safety strategy is in place, and responsibilities have been delegated to other Directors to support the implementation of this policy.

The Council Housing Management Board has strategic oversight for the management of electrical safety and ensuring compliance is achieved and maintained.

The Compliance Manager will ensure that the Electrical Compliance Lead discharges their duties outlined within this policy.

The Compliance Manager will utilise the reconciliation dashboard and provide monthly updates on property lists across all systems ensuring stock lists match and reporting any discrepancies to the Electrical Compliance Lead for further investigation.

The Compliance Manager will liaise with contractors and any relevant staff in relation to the delivery of electrical works related to maintenance and investment programmes.

The Compliance Manager will ensure, through regular checks and audits, that compliance with this policy, and health and safety legislation in general, is maintained with respect to the implementation of this policy across the organisation.

The Electrical Surveyor will be responsible for supporting in the delivery of the electrical programmes, and the prioritisation, management, and monitoring of electrical works

There are also other operational roles with responsibility for property and tenancy management whose titles vary. These roles shall support resident liaison in respect of electrical safety and manage the response or completion of recommendations and

actions relevant to the management of properties or tenancies under their influence, where required.

Training and Competence

We will provide staff responsible for any aspects of electrical safety with suitable training to enable them to effectively carry out their roles and responsibilities which as a minimum, shall include general information, on the job training, instructions, briefings and e-learning relevant to their roles and responsibilities.

Contractors and other stakeholders acting on our behalf or instructions, are required to be suitably qualified to carry out the roles and responsibilities placed on them and must undertake regular auditing and training to ensure this suitability continues.

The operational team with responsibility for delivery will check the relevant competencies, and where relevant, any third-party accreditations for the work that they are carrying out and submit this to the electrical team for final approval prior to any electrical work starting.

We will ensure that only suitably competent contractors and engineers that are third-party accredited are procured and appointed to undertake works on any electrical safety equipment, systems, and installations within any of our properties.

For the purpose of this Policy the term 'contractor' will mean those bodies who deliver electrical work activities on behalf of the Council. The term 'operative' will mean individuals employed by 'contractors' who are undertaking electrical work activities on behalf of the Council.

As required under the Building Regulations Part P and accredited body Domestic Installers Schemes, contractors will have a named Electrical Duty Holder (EDH) and Electrical Qualified Supervisor (EQS). These persons are responsible for the competency and statutory compliance of their organisations in respect of all electrical work activities. Any contractor intending to sub-contract or outsource electrical work activities will ensure that the arrangements of those bodies they intend to use, as a minimum, replicates requirements stipulated within our policies and procedures and that all electrical contractors and operatives are pre-approved by the electrical team prior to any electrical work starting.

Planned investment works and related electrical activities are delivered through the Council's Contractors Framework. In addition to checking and verification mechanisms within the Contractors Framework procurement exercise, a range of procedures for measuring statutory competencies and performance capabilities exist for these contractors to adhere to.

Where management information determines that service providers are not complying with statutory or procedural requirements, an escalation procedure will be put into action. This allows the responsible persons to take the necessary action against contractors or operatives with the ultimate sanction being their permanent removal from Council activities.

Training requirements will inform the training matrix and be reviewed on a role-by-role basis by the Policy Owner to ensure that all operational and management staff are sufficiently equipped with the appropriate training to discharge their duties.

Individual managers will be required to ensure the necessary training is provided for staff and that records are kept of attendance and qualification attainment.

All training and competencies of contractors and their staff will be checked by the technical staff responsible for the discharging of electrical statutory compliance on behalf of the Council before the operative is permitted to work on the Council's housing.

Resident Engagement

We will, where applicable and relevant, engage and communicate with tenants and leaseholders to support them in their understanding of Compliance and Building Safety. This will be in several ways whether that is through our website, tenant compliance portal, social media channels, focus groups, customer committee or any other communication channels we choose to utilise.

Records

As part of this policy, the Council will maintain records of all:

- Commissioning/Installation certificates of electrical systems.
- Inspections, tests, maintenance and servicing of fire safety equipment, systems and installations, and any associated remedial works, undertaken by third parties.
- Tenants can request their compliance documentation upon request.

These will be retained on approved electronic systems and/or shared network drives for a period of not less than ten years, where appropriate.

We will undertake a periodic record and data reviews to ensure there are adequate assurances that electrical safety records and data are accurate and kept up to date.

We will also ensure robust processes and controls are in place to provide and maintain appropriate levels of security for all such electrical safety related records and data

Programme of Works

We will undertake a 5-yearly inspection program to all our domestic properties to meet our statutory requirements.

Escalation and Difficult to Access Properties

Where we encounter access issues the Council will use all available means to access properties, which may include breach of the tenancy agreement or breach of any lease or license, or potentially using legal channels to obtain warrants of access through the magistrate's courts where we have continued no access. Should there be a need to

use the legal process these decisions will be made in conjunction with, and support from our legal team.

Non-Compliance

Any non-compliance with this policy that is identified at an operational level will be formally reported to the Compliance Manager in the first instance.

The Compliance Manager will agree an appropriate course of corrective action with the operational team to address any such non-compliance and, where appropriate, report details of the non-compliance to the Council's Head of Landlord Service.

The Head of Council Housing Management Service will ensure, where appropriate, the Council's Executive Cabinet and Council Housing Management Board are made aware of any non-compliance so they can consider the implications of this and take action as appropriate.

7. Equality and reasonable adjustment statement

We value diversity and work to create an inclusive environment for customers and staff, where everyone has access to the same opportunities. We welcome our responsibility to comply with equalities legislation and regulatory requirements that relate to equity, diversity and inclusion and aim to do more. Through our activities we aim to remove systemic barriers to equal opportunities and eliminate all forms of discrimination, harassment, and victimisation within our organisation.

We are committed to providing excellent customer services, which are fair, equitable and inclusive. As such, we will endeavour to understand and make any reasonable adjustments required for customers in line with our Reasonable Adjustment Statement and the Equality Act 2010. Any reasonable adjustment provided will be recorded and kept under active review.

8. Related Documents

- Building Safety Policy

9. Equality Analysis

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| Results of EA / Actions taken forward to mitigate any potential negative impacts | Inform that this policy can be provided in alternative formats. Inform about the ongoing equality and diversity training for staff in the delivery of this policy. |
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10. Consultation and Business Intelligence

The policy was created in consultation with the Council's tenants, leaseholders and staff.

11. Monitoring and review

The Council Housing Management Board has responsibility for the monitoring and review of this policy. This policy will be reviewed every three years starting from the date it is approached and adopted.

The Compliance Manager, or staff deputising in their absence, will put in place monitoring arrangements to ensure that the systems and procedures outlined in this Policy are carried out. Where shortfalls in performance are found the necessary corrective action(s) will be taken at the appropriate management level.

If staff become aware of problems with the effective operation of this Policy or the associated procedures, they should report this to the Policy Owner. This feedback will be incorporated into the policy and procedural review process.

Robust Key Performance Indicators (KPIs) will be established and maintained to ensure we are able to report on our electrical safety performance in relation to this policy.

The following KPIs will be monitored and reviewed periodically, as a minimum, and will be reported to the Councils Management Board, Executive Cabinet and Council Housing Management Board on a monthly and quarterly basis:

| Key Performance Indicator | Service/test frequency |
|--|-------------------------------|
| Percentage of domestic dwellings with in date electrical certification | 5 years/end of tenancy |
| Fire alarm systems with valid service | 6 months |
| Fire shutters with valid service | 12 months |
| Portable fire extinguishers with valid service | 12 months |
| Emergency lighting systems with valid service | 6 months |
| Passenger lifts with valid service | 1/3 months |
| Passenger lifts with LOHER (Lifting operations) | 6 months |
| Lighting systems with valid inspection and test | 11 months |
| Equipment with valid PAT | 12 months |
| Automatic gates/barriers with valid inspection and test | 6 months |
| Automatic doors with valid inspection and test | 6 months |
| Door entry systems with valid service | 12 months |
| Warden call systems with valid service | 12 months |
| AOV/Extract System with valid service | 12 months |
| CCTV systems with valid service | 12 months |
| % properties with valid PAT test | 12 months |

12. Approval and Review History

The approval route for all policies and procedures is via the Cabinet Member for Homes and Planning who has delegated powers for policy approval from the Council's Executive Cabinet.

| Date | Version | Approved by |
|-------------|----------------|---------------------------------------|
| 30/07/2025 | V1 | Cabinet Member for Homes and Planning |
| 29/09/2025 | V1.2 | Cabinet Member for Homes and Planning |
| 28/05/2026 | V1.3 | Cabinet Member for Homes and Planning |

13. Document Revision History

| Date amended | Version | Key Changes |
|---------------------|----------------|--|
| 25/09/2025 | V1.2 | Revised version to take into account the insourcing of the housing management service from ForHousing. |
| 22/05/2026 | V1.3 | Policy revised following insourcing of housing management services, updates to revised service structure and contact information. No substantive changes have been made to the policy. |

