



Code of Practice for the Management of Electrotechnical Care in Social Housing

January 2019

Contents

1. Introduction.....	3-4
2. Electrotechnical Safety Management Corporate Policy Statement	5-6
3. Frequency of Electrical Installation Inspection and Testing	7-8
4. Legal Access and Enforcement	9-11
5. Competency Requirements of Electrical Installers and Inspectors	13-15
6. Data Management	17-18
7. Education on the Dangers of Electrical Installations	19-22
8. Acknowledgements.....	23-26
9. Appendices:.....	27-35
- <i>Appendix 1: Example Access Letters</i>	
- <i>Appendix 2: Table 4a of Appendix 4 of the Electrotechnical Assessment Specification (EAS) July 2015</i>	
- <i>Appendix 3: Appendix 10 of the Electrotechnical Assessment Specification (EAS) July 2015</i>	

1.

Introduction

1.

This Code of Practice (CoP) has been created by Social Housing professionals responsible for the management and maintenance of electrical installations in the sector. The purpose of this document is to offer a consistent recommended approach for how the safety of electrical installations in domestic tenanted properties can be continuously verified in the social housing sector. It also provides clarity to those managing electrotechnical care in domestic tenanted properties to ensure the decisions they make with regards to the points covered in this CoP are benchmarked across the industry and amongst its stakeholders.

Social Housing is a unique form of tenure which, although heavily regulated, does not currently have a sector-agreed standard for determining the continuous electrical safety of housing stock and assets.

This CoP should be used to support the creation of an Electrical Safety Policy and procedure document, signed off by the Board or Cabinet.

This document provides clarity to those managing electrotechnical care in domestic tenanted properties in the social housing sector





**Electrotechnical Safety Management
Corporate Policy Statement**

2.

Policy Statement

Although this document can be used to manage the Electrotechnical Safety Management of your organisation, it is best practice for each organisation to commission their technical resources to develop and maintain a clear and concise document detailing the level of electrotechnical safety responsibility across the organisation.

Once developed, the policy and procedure should clearly state the organisation's position on electrotechnical safety with regards to:

- communication
- guidance and support
- employee responsibility
- the levels and frequencies of testing electrotechnical assets
- the process for remedial rectification of unsatisfactory electrical installations and assets

The policy and procedure, once complete, should be reviewed and signed off at an Executive level by the Board or Cabinet and be used as the foundation for ALL departments where Electrotechnical Safety Management is required. It should be the basis on which electrical safety compliance is implemented.

It is best practice for each organisation to commission their technical resources to develop and maintain a clear and concise policy relating to electrotechnical safety



3.

Frequency of Electrical Installation Inspection and Testing

3.

Frequency of Electrical Installation Inspection and Testing

The frequency of electrical installation inspection and testing within Social Housing is an area of risk that is not fully understood and the guidance across the country is less than clear when considering a set frequency for this sector. For clarity, there is no regulation, standard or act that defines a frequency for electrical installation inspection and testing in Social Housing managed properties.

Due to the number of assets which require an inspection, the time and resources needed to manage properties in the Social Housing sector can be onerous, especially when taking into account output and remedial work. Based on these factors it is often easier to implement a standard frequency, especially for budget management, and accept the risks that this presents with regards to a risk-based approach. The approach recommended within this Code of Practice marries these options together and suggests an underlying frequency approach which is dependent on several risk factors.

It is recommended that the electrical installation in a domestic tenanted property is inspected and tested at least every 5 years

It is recommended that an electrical installation in a domestic tenanted property is inspected and tested at least every 5 years, resulting in the creation of an Electrical Installation Condition Report (EICR). The frequency of the inspection and testing regime should consider the below points to determine whether EICRs should occur more often:

- Safety
- Maintenance (reactive & proactive)
- Asset management activities
- Tenant profiling
- External influences
- Budget management



For example: Asset management activities, i.e. stock condition surveys, provide an understanding of what's installed within each asset. Examination of that data may give an understanding of the age of that asset, which can be used to determine whether inspection and testing activities should be more frequent.

A full electrical inspection and test, which results in the completion of an EICR, should always take place at change of occupancy, including voids and mutual exchanges, to confirm the electrical installation is safe for continued use.

Any remedial work which is required to make the electrical installation safe e.g. C1, C2 and FI findings within the EICR, must be completed within a defined time frame by suitably competent, qualified electrical installers.

Other documented asset management strategies, if no less safe, can also be utilised.

4.

Legal Access and Enforcement

4.

Legal Access and Enforcement

There is no documented legal route allowing access to domestic tenanted social housing properties to undertake essential electrical inspection and testing safety checks. This is despite the regulated need to ensure the electrical installations within these properties remain safe.

The recommended approach is to make three documented access attempts, ensuring the tenant is given:

- adequate notice
- information about why it is important to allow access (see section 7 - Education on the Dangers of Electrical Installations)
- a clear explanation of what will happen if access is not permitted on all 3 occasions

Within Appendix 1, example access request letters are included.

In the event that follow-up work needs to be arranged to remedy C2 work which cannot be completed at the time of the electrical inspection, the process of gaining access would start with the approach outlined in the second letter within Appendix 1 but would need to be worded differently.

Failure to allow access after 3 attempts should result in the case being passed to the organisation's legal department to progress through one of the routes identified below.

The following legislation provides justification for access where needed.

It is best practice to make three documented access attempts

- **Landlord and Tenant Act 1985**
Requires the electrical installation in a rented property is: "Safe when the tenancy begins and maintained in a safe condition throughout the tenancy," and is kept "in repair and proper working order."
- **Housing Act¹**
Requires the property to be fit for human habitation.
- **Regulatory Reform Fire Safety Order 2005 England and Wales**
Requires the landlord to apply appropriate measures to manage the risk of fire, containment and escape routes within non-domestic buildings and Houses of Multiple Occupation.
- **Defective Premises Act 1972**
Section 4 places a 'duty of care' on the landlord in relation to any person who might be affected by a defect which would result in personal injury or damage to their property.



¹There are a number of different Housing Acts which cover England, Wales, Scotland and Northern Ireland. They all contain this same requirement.

- **Electricity at Work Regulations 1989**

Regulation 4.4 requires that any electrical systems which a person comes into contact with or uses at work shall be suitable and maintained in a condition for that use.

- **Housing (Scotland) Act 2006**

Chapter 3 under the tolerable standard states a house meets the tolerable standard if, in the case of a house having a supply of electricity, it complies with the relevant requirements in relation to the electrical installation for the purposes of that supply. A dangerous electrical system would therefore fail both the Tolerable Standard and Annex E of the Scottish Housing Quality Standards.

- **Housing (Scotland) Act 2001**

Schedule 4, Paragraph 4 states that the landlord, or any person authorised by it in writing, may at any reasonable time, on giving 24 hours' notice in writing to the tenant or occupier, enter the house for the purpose of viewing its state and condition and ensuring it is fit for human habitation.

- **Health and Safety at Work Act 1974**

Section 3 has the effect of requiring a Responsible Person to ensure that its tenants are not exposed to risks to their health and safety. It states that: "It shall be the duty of every employer to conduct his undertaking in such a way as to ensure, so far as is reasonably practicable, that persons not in his employment who may be affected thereby are not thereby exposed to risks to their health or safety.

Section 7 states that it is the responsibility of the organisation to take reasonable care for the safety of persons who may be affected by the organisation's acts or omissions at work.

Local Authorities Only:

- **Environmental Protection Act 1990**

Section 79 and 80, when used in conjunction with one of the above, states that the tenant is preventing you from carrying out your statutory duty and therefore is "causing statutory nuisance".

- **Legal Injunction**

Other legal routes to access:

- Provisions outlined in tenancy agreements
- Notice of Seeking Possession (NOSP)



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5.

Competency Requirements of Electrical Installers and Inspectors

5.

Competency Requirements of Electrical Installers and Inspectors

Electrical Installation Work

The competence of those undertaking electrical installation work in domestic tenanted properties should be in line with the minimum requirements which must be met by an enterprise in order to be recognised by a UKAS Accredited Certification Body as technically competent to undertake the design, construction, maintenance, verification and/or inspection and testing of electrical installations.

These competency requirements are set out in table 4a of Appendix 4 of the Electrotechnical Assessment Specification (EAS) July 2015, which can be seen in Appendix 2 of this CoP. These competency requirements only apply to the 'Qualified Supervisor' within an enterprise. Appendix 10 of the EAS document, which can be seen in Appendix 3 of this CoP, provides Guidance for Persons Undertaking Qualified Supervisor/Responsible Person Duties and addresses the level of competence of the electrical operatives under their supervision.

It is the responsibility of the UKAS Accredited Certification Body to verify the competence of the registered enterprise and to ensure they are following the guidance provided in Appendix 10 of the EAS.

It should be noted that as a Social Housing Provider you should be confident that any company operating a Qualified Supervisor model is doing so properly and safely.

In addition to these minimum competency requirements, Social Housing Providers should undertake documented internal and external auditing of the competence and quality of the electrical installation, inspection and testing work carried out by the individuals working within their assets (for example, documented spot checks of contractors working on site). The auditing schedule should be detailed in the written Electrotechnical Safety Management Policy and Procedure, signed off by the Board or Cabinet. This schedule should specify a minimum percentage of electrical installations that are required to be audited.

It should be noted that as a Social Housing Provider you should be confident that any company operating a Qualified Supervisor model is doing so properly and safely.



Electrical Inspection & Testing Work

The EAS document does not currently specify the competency requirements of those undertaking periodic inspections, or Electrical Installation Condition Reports (EICRs).

As a minimum, individuals undertaking EICRs in domestic tenanted properties should:

- Have a Level 3 Award in the Periodic Inspection, Testing and Certification of Electrical Installations (QCF) or equivalent
- Have their technical ability regularly assessed onsite by a UKAS Accredited Certification Body to verify their inspection and testing competence
- Ensure the enterprise they are employed by has a minimum of £250,000 Professional Indemnity Insurance

In addition to these minimum competency requirements, Social Housing Providers should undertake documented internal and external auditing of the quality of the electrical installation, inspection and testing work carried out by the individuals working within their assets (for example, documented spot checks of contractors working on site). The auditing schedule should be detailed in the written Electrotechnical Safety Management Policy and Procedure, signed off by the Board or Cabinet. This schedule should specify a minimum percentage of inspections that are required to be audited.

Social Housing providers should undertake documented internal and external auditing of the quality of the electrical installation, inspection and testing work carried out by individuals within their assets



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6.

Data Management

Data Management

Over the years it has become accepted that the data generated from documentation on electrical installations is hardly used due to the time and resources required to physically manage the essential information. Understanding the frequency of inspection and the issues highlighted following the inspection and testing are just as important as understanding the performance of the electrical installation(s) as initially designed and installed. As the owner of the electrical installation it is your responsibility to ensure all the data you receive is accurate, and that any risks which require your attention are addressed.

There are further difficulties arising from different departments tendering for electrical work through multiple contractors and thus a variety of documents and data being received.

The advancement of technology and Asset Management Systems now embedded in the Social Housing sector makes this task achievable. The following considerations must be taken when defining the Asset Management journey of data:

It is your responsibility to ensure all the data you receive is accurate, and that any risks which require your attention are addressed

- Who will control the data
- The transition of data from the documents received across multiple departments to one singular location
- The need to ensure a retrofit solution to reduce the risk placed on an organisation when one single data capture source is requested. The contractor should be given the freedom to select which systems they wish to use, to offset risk on contracts.
- Independent verification of the data to confirm electrical compliance
- The ability to spot inconsistencies with engineer / contractor work methods enabling you to be proactive in preventing issues
- Trigger points with the data to highlight ageing assets and the need to upgrade or renew
- How long data should be retained for
- What data will be gathered and for what purpose
- Compliance with General Data Protection Regulation (GDPR)

Every organisation has a wealth of data locked in PDF documents stored within house files, servers or folders. This data is essential when managing the lifecycle of an electrical installation as it shows clear changes in the way in which the asset is used and/or maintained. Organisations should be aware that there is now sophisticated software which is able to pull this data and reform it to assist in the management of compliance. It is vital that data is managed in a responsible way which can be easily searched and reviewed.



Education on the Dangers of Electrical Installations

7.

Education on the Dangers of Electrical Installations

Information on the dangers of Electrical Installations should be made available for social housing tenants in a clear and accessible way, which could include: newsletters, dedicated webpages, resident forums and leaflets.

An example of an informative leaflet that could be distributed can be seen opposite and can be downloaded from [www.electricalsafetyroundtable.co.uk/downloads/Social Housing Access Infographic.pdf](http://www.electricalsafetyroundtable.co.uk/downloads/Social_Housing_Access_Infographic.pdf)

A copy of this infographic could be issued to the tenant when they receive their first access request letter, in order to raise awareness of electrical dangers and improve tenant response rates.

Information on the dangers of Electrical Installations should be made available for social housing tenants in a clear and accessible way.



LET ME IN!

We are duty bound to conduct regular electrical maintenance checks to make sure your property is safe.

25%

of all properties in social housing do not have the Government's recommended five electrical safety features installed.

Source: MHCLG 'Disrepair and Electrics' statistics, 2016

12%

of social housing properties failed the Government's Decent Homes criteria in 2016.

Source: MHCLG 'Decent Homes - dwellings' statistics, 2016

Fires started by faulty electrical distribution

led to **496** fatalities or injuries in 2016/17

Source: Home Office fire statistics 2016/17

10%

of all fires are caused by problems with electrical distribution (wiring, cabling or plugs)

Source: Home Office fire statistics, 2017/18



3,455

people visited A&E during 2016-17 as a result of electric shocks

Source: NHS Hospital Accident and Emergency Activity 2016-17

When your body receives an electric shock:

- 1 Muscles tighten up, making it almost impossible to let go of the equipment
- 2 Lungs constrict, making it hard to breathe.
- 3 Heart constricts and blood vessels tighten.
- 4 Burns occur where electricity enters and exits the body.

Electricity: The Do's and Don'ts

DON'T DO IT YOURSELF!

- ⊘ DIY wiring can lead to electrical parts overheating, causing fires, shocks and death.

DON'T OVERLOAD SOCKETS

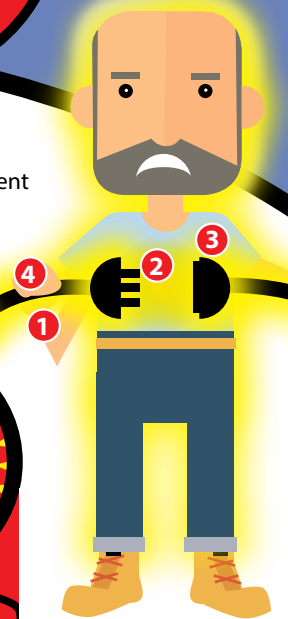
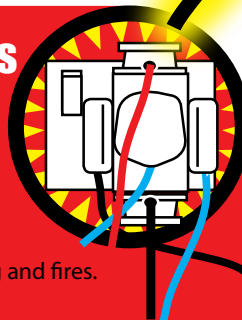
- ⊘ Plugging too many devices into one socket, and over-using extension leads, can lead to overheating and fires.

✔ DO BUY REPUTABLE ELECTRICAL GOODS

Cheaper, 'unofficial' electrical products such as phone chargers may not meet safety regulations, increasing the risk of fire.

✔ DO ALLOW ELECTRICAL INSPECTIONS TO TAKE PLACE

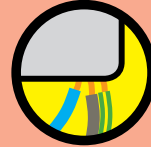
Regular checks are the best way to be sure that electrical installations are safe, and to spot potential problems before it is too late.



It's the LAW

What we must do regarding electrical installation maintenance

- 🏠 We must ensure that the electrical installation and electrical equipment we own in your property is safe
- 🏠 We must ensure your property is free of any serious electrical hazards, including:
 - 🚫 Exposed wiring
 - 🚫 Overloaded sockets
 - 🚫 Poorly installed electrical systems
- 🏠 We must ensure that any threats from accidental fires are minimised, through:
 - 🚫 Ensuring Residual Current Devices (RCDs) are fitted.
 - 🚫 Ensuring the distribution board and wiring are regularly checked and maintained.
- 🏠 We must make sure any electrical work complies with the Building Regulations, in particular Part P. Some work (including new circuits, alterations to existing circuits in bathrooms, and replacement consumer units) is notifiable. This must be verified by the issuing of a Building Regulations compliance certificate.
- 🏠 It is recommended best practice that we arrange for an Electrical Installation Condition Report (EICR) to be carried out at least every five years. EICRs are important to verify the electrical safety of properties and spot hazards.



What we'll do

When we visit to check the electrics in your property we may:

- 🏠 Conduct a visual inspection of the electrics, checking:
 - ✓ The electrical intake (where the electricity enters the property, near to the consumer unit/fuse box)
 - ✓ The consumer unit
 - ✓ The main protective bonding (which connects pipework with the electrics in a property)
 - ✓ Any fixtures and fittings (such as light fittings and sockets)
 - ✓ The state of wires and cables
 - 🏠 Send a qualified, competent electrician, who may undertake a Periodic Inspection which will result in the creation of an EICR.
 - 🏠 Carry out any necessary repairs or remedial work.
- Please allow up to 4 hours for checks to be completed adequately.**

If you are concerned about the electrical installation in your property, complete the visual electrical checklist at www.homesafetyguidance.co.uk and if you still have concerns after this, contact your housing provider



This infographic was compiled by the Electrical Safety Roundtable's Social Housing Sub-Group
www.electricalsafetyroundtable.co.uk/social-housing.aspx



8

Acknowledgements

8.

Acknowledgements

This document has been created with active contributions from:



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9

Appendices

Appendix 1- Example Access letters

Initial Letter

Dear Resident

Re: Electrical Inspection & Testing Programme

DO NOT IGNORE THIS LETTER - PLEASE ACT NOW!

I am pleased to inform you that your home is to be included in **XXX** electrical periodic inspection and testing programme.

We will need to carry out an inspection and test in your home to ensure that your current electrical installation is safe and to undertake any essential maintenance if required. The inspection will take a few hours to complete and we will need you to be home when we visit. It is ESSENTIAL that we carry out this inspection.

Please contact **XXX** on **XXXXXXXXXXXXXX** as soon as possible to make an appointment. The inspection and tests will be carried out by **XXX** or one of our approved sub-contractors from **DATE** through to **DATE**.

You may also receive a visit from the utility company **XXX** who will carry out a visual inspection of their equipment and will install an isolating switch if required. The isolating switch takes about one hour to install, and is a means of isolating the supply so that our electricians can work safely on the consumer unit. The work will be carried out next to the consumer unit.

Please note that if you are aware or have any concerns regarding any irregularity with the incoming electrical feed, please contact your electrical utility company.

If at the time of the inspection it is identified that the incoming electrical feed might have been wired incorrectly then the electrical engineer will on your behalf report this to the relevant utility company. If any irregularities are found, then the test will be re-appointed after the utility works have been completed.

Whilst the works are being carried out, **XXX** would be grateful for your utmost co-operation and would ask that you remove any fixture/fittings that may obstruct the in-house team during the works.

If your property has a prepayment meter, please ensure sufficient credit is available for the electrical installation to be tested.

Please note all **XXXX** employees carry identification cards. Please ensure that you ask to see identification before allowing anyone into your home.

Yours faithfully
Electrical Team

Second letter

Dear Resident

YOUR ELECTRICAL INSPECTION AND TESTING IS DUE DO NOT IGNORE THIS LETTER

Re: Electrical Inspection and Testing Programme

We previously sent you a letter on **xx/xx/xxxx** asking you to make an appointment, so we can carry out an essential electrical inspection and test in your home.

Unfortunately, we have not had any contact with you to arrange an appointment. These works are **ESSENTIAL**, and it is important that you allow us access into your home to carry out this test.

This free electrical test makes sure that the wiring in your home is safe and that your own Health and Safety is maintained. We also have a duty of care, and this inspection and test will allow us to fulfil our statutory obligations.

In order to make an appointment please contact **XXX on **XXXXXXXXXX** or **XXXXXXXXXX** to complete this work.**

IMPORTANT: A failure to allow us access to carry out the work is a breach of your tenancy agreement, so we would be forced to take further action and progress this case through the legal process which will include a Notice Seeking Possession being served on you. This could result in you losing your home. We would prefer not to take this action but as your landlord, it is our legal obligation to carry out the work. However, we really hope that it does not come to this and you contact us as soon as you can.

If you have already had your electrical inspection and testing completed or have already organised an appointment, please accept our apologies and we would appreciate it if you phone us on the above number so that we can meet your requirements and update our records.

If your property has a prepayment meter, please ensure sufficient credit is available for the electrical installation to be tested.

Please note all **XXXX** employees carry identification cards. Please ensure that you ask to see identification before allowing anyone into your home.

Yours faithfully
Electrical Team

Final letter

Dear Resident

Your tenancy of: (Address)

Re: ELECTRICAL INSPECTION AND TESTING PROGRAMME

Pursuant the Landlord and Tenant Act 1985, there is a requirement to comply with Health and Safety legislation to ensure your health and safety and that the current electrical installation is SAFE.

The terms of your tenancy agreement require you to afford us access whenever reasonably needed so that the electrical inspection and testing may be carried out. However, you have so far failed to do this.

We sent you letters on **DATES** in an attempt to arrange an appointment to carry out the testing & inspection to your property. The letters informed you of the need to carry out this work to ensure that the electrical installation was safe and notified you of the potential for court action. You chose to ignore these letters. Our electrical engineers made visits to the property on **DATE**. These have proved futile. In failing to allow us access to the property you are in breach of the terms of your tenancy agreement.

Due to the failure to give us access to the property, we have no choice but to take legal action against you in order to recover possession of the property. We will also seek a costs order against you, which represents our outlay in taking you to court. We believe that this pre-action letter and the proposed possession proceedings are a proportionate means of achieving a legitimate aim of completing the electrical works.

This is a serious issue which will not go away. We will commence possession action on or after **DATE** unless you contact us on **XXXXXXXXXX** prior to the date to arrange a service appointment.

Electricity can kill. Every year over 2,500 people are admitted to A&E in Great Britain as a result of suffering from an electric shock.

You are advised not to ignore this notice and to allow us access to carry out the inspection to avoid bringing your tenancy agreement to an end.

As a valued customer of **XXX** we really do appreciate your assistance in helping us to meet our legal obligations and in making our communities a safer place to live.

If your property has a prepayment meter, please ensure sufficient credit is available for the electrical installation to be tested.

Please note all **XXXX** employees carry identification cards. Please ensure that you ask to see identification before allowing anyone into your home.

Yours faithfully
Electrical Team

Appendix 2: Table 4a of Appendix 4 of the Electrotechnical Assessment Specification (EAS) July 2015

Requirements for the registration of Qualified Supervisors

The Criteria in this appendix apply to applications made after 6th April 2013, they are not retrospective.

Table 4A Minimum Technical Competence Criteria Required For A Proposed Qualified Supervisor For Electrical Installations In Dwellings Only

Entry route	Knowledge and Understanding Requirements	Experience
1	Level 3 Certificate in Installing, Testing and Ensuring Compliance of Electrical installations in Dwellings	Must provide evidence of work carried out to be able to demonstrate their competence for the scope for which they have applied.
Equivalents		
2	<p>NVQ 3 Electrotechnical Services (Installation, Buildings and Structures) Plus Level 3 Award in the Initial Verification and Certification of Electrical Installations Or Level 3 Award in Approving Electrical Installation Work in Dwellings in Compliance with Building Regulations And Current Level 3 Award in the Requirements for Electrical Installations</p>	Must provide evidence of work carried out to be able to demonstrate their competence for the scope for which they have applied.
3	<p>Relevant electrical installation Qualification preceding NVQ Plus Level 3 Award in the Initial Verification and Certification of Electrical Installations Or Level 3 Award in Approving Electrical Installation Work in Dwellings in Compliance with Building Regulations And Current Level 3 Award in the Requirements for Electrical Installations</p>	Must provide evidence of work carried out to be able to demonstrate their competence for the scope for which they have applied AND evidence of ongoing Continuous Professional Development.
4	Auditable evidence, for example Certificates of competence, that reflect the learning outcomes identified in the Level 3 Certificate in Installing, Testing and Ensuring Compliance of Electrical installations in Dwellings based on the National Occupational Standards.	Must provide evidence of work carried out to be able to demonstrate 2 years' experience for the scope for which they have applied.
5	Existing or previously recognised Qualified Supervisors registered within last two years with the Current Level 3 Award in the Requirements for Electrical Installations	Letter or similar from the previous Scheme provider confirming previous status and must provide evidence of work carried out to demonstrate practical competence for the scope for which they have applied.

Appendix 3: Appendix 10 of the Electrotechnical Assessment Specification (EAS) July 2015

Guidance for Persons Undertaking Qualified Supervisor/ Responsible Person Duties'

Background

Regulation 16 of the Electricity at Work Regulations 1989 (EAWR) states: "No person shall be engaged in any work activity where technical knowledge or experience is necessary to prevent danger or, where appropriate, injury, unless he possesses such knowledge or experience, or is under such degree of supervision as may be appropriate having regard to the nature of the work."

Clause 11.1 of this document states: "The Enterprise shall be required to employ persons to carry out Electrical installation work who are competent and/or adequately supervised to ensure safety during and on completion of the work."

Note: The Qualified Supervisor (QS)/Principal Duty Holder (PDH)/Responsible Person (RP), needs to consider the supervision requirements in the context of the operatives' safety and that of the customer and other persons.

BS 7671 recognises the concept of supervision in the EAWR and EAS.

EAS is the specification relied upon by Government for the delivery of competence and compliance in the Building Regulations 2010 and Building (Scotland) Act 2003, as well as being adopted by industry for electrical work not specifically regulated by government.

Definitions

Competent Person	A person, considered by the Enterprise to possess the necessary technical knowledge, skill and experience to undertake assigned Electrical installation work, and to prevent danger and where appropriate injury.
Instructed Person (electrically)	Person adequately advised or supervised by a skilled person (as defined) to enable that person to perceive risks and to avoid hazards which electricity can create.
Minor Works	Additions and alterations to an installation that do not extend to the provision of a new circuit.
Principle Duty Holder	The person appointed by an Enterprise to have responsibility for the maintenance of the overall standard and safety of Electrical installation work.
Qualification	An OFQUAL, CCEA or SQA regulated award that is based on approved National Occupational Standards and delivered through an Awarding organisation.
Qualified Supervisor	A Competent Person with specific responsibility on a day to day basis for the safety, technical standard and quality of Electrical installation work.
Responsible Person	In respect of a Defined Scope Enterprise, a Competent Person with specific responsibility on a day to day basis for the safety, technical standard and quality of Electrical installation work in dwellings.
Skilled Person (electrically)	Person who possesses, as appropriate to the nature of the electrical work to be undertaken, adequate education, training and practical skills, and who is able to perceive risks and avoid hazards which electricity can create.

Guidance

This guide is intended to provide for a consistent interpretation by PDHs and Qs or RPs to ensure the adequate supervision of electrical installation work undertaken by their enterprises and should be read in conjunction with the Electrotechnical Assessment Specification 2015 (EAS).

The PDH is responsible for ensuring that there are systems in place whereby all electrical work undertaken is carried out by competent persons and for ensuring employees, including all subcontracted staff, are adequately and appropriately advised or supervised to ensure, so far as is reasonably practicable, the health and safety of their employees and customer.

The QS/RP is responsible for the quality and compliance of the day to day work of the enterprise regardless of how much time that may take, often resulting in the QS/RP not being available to be engaged directly in electrical installation work.

The importance of the role of the QS/RP and the adequacy of the supervision in the overall process of ensuring that the electrical installation work is compliant can in some instances be undermined through commercial pressures or worker ignorance and/or ineptitude regarding the knowledge, attitude, skills and time required to do the job.

The responsibilities of the QS/RP should be clearly stated to them by the PDH and consideration should be given to stating these responsibilities in writing.

The level of supervision necessary for electrical installation work undertaken by the enterprise will be determined by the level of competence of each operative with regard to the risks involved in the work they are being instructed to undertake.

Where the risks involved are low, verbal instructions are likely to be adequate but as the risk or complexity increases there comes a point where the need for written procedures becomes important in order that instructions may be understood and supervised more rigorously.

In this context, supervision does not necessarily require continual attendance at the work site, but the degree of supervision and the manner in which it is exercised is for the PDH and QS/RP to arrange to ensure that danger, or as the case may be, injury, is prevented.

The following tabulated information will assist and guide the PDH and QS/RP to ensure that ALL work is adequately supervised. This would only apply where supervision models are used (i.e. where installation work is carried out by someone registered as a QS/RP there is no additional assessment required, e.g. sole traders).

To use the approach follow these simple steps:

1. Identify the level (1, 2 or 3) of operative appointed to carry out the work in Table 1;
2. Identify the degree of risk (low, medium or high) based on Table 2 and/or more detailed knowledge of the work to be carried out;
3. Cross reference items 1 and 2 on Table 3 and identify the colour code in the matrix (green, amber or red);
4. Use Table 4 to identify on the basis of the colour code from Table 3 what would be deemed satisfactory in terms of (a) how the operative is instructed, (b) the competence of the person inspecting and testing the work and (c) the involvement of the QS/RP on site.

Table 1 Level of Operative Appointed

Operative Level	Guidance
Level 1	<p>Operatives would be Instructed persons (electrically) who would generally be apprentices, labourers, electrician's mates or electrical improvers – and who under the supervision of a skilled person (electrically), could be able to install wiring systems.</p> <p>Others that fall within this category are career changers who may have training and/or qualifications but lack experience.</p>
Level 2	<p>Operatives would be Instructed persons (electrically) who are experienced, trusted electrical installers who can carry out electrical installation work efficiently and in accordance with the current BS 7671 and Building Regulations/Standards and can therefore be expected mostly to work without the need of close and detailed supervision.</p>
Level 3	<p>Operatives would be considered as Skilled persons (electrically) who possess practical, theoretical and electrical engineering skills, experience and knowledge with adequate technical supervisory experience comparable to that of QS/RP.</p>

Table 2 Degree of Risk in the Electrical Work covered by BS 7671

Installation Work Examples (note the Enterprise will be responsible for judging the degree of risk, this table is provided for Guidance)	Degree of Risk
<p>Electrical work where the installation is isolated when not under the control of the installer e.g.</p> <ul style="list-style-type: none"> • First fix electrical installation work. • Second fix electrical installation work. 	Low
<p>Electrical work defined as Minor Works in an unoccupied building – subject to safe isolation procedures documented and implemented</p>	Low
<p>Electrical work defined as Minor Works in an occupied building – subject to safe isolation procedures documented and implemented</p>	Medium
<p>All other Electrical installation work whether or not it is subject to safe isolation procedures.</p>	High
<p>Electrical work – Periodic Inspection and Testing</p>	High

Table 3 Risk Matrix

Level of Operative Appointed (from Table 1)	Level 1 Operative (instructed person: apprentice, improver, electrician's mate)			
	Level 2 Operative (instructed person: experienced, trusted)			
	Level 3 Operative (skilled person: equivalent to QS/RP without role or qualification)			
		Low Risk	Medium Risk	High Risk
Degree of Risk in the Installation (from Table 2)				

Table 4 Degree of Supervision (based on the risk matrix in Table 3)

Risk	Nature of Instruction to Operative	Minimum required Competence of Inspector*	Involvement of QS/RP on site
	Verbal	Satisfying the definition of a Skilled Person (electrically)	Remote
	Written		Periodic
	Written		Close and Detailed

* It is recognised that the person responsible for carrying out the initial verification or periodic inspection, testing and certification of the installation may not be the registered QS/RP. The person shall hold an appropriate qualification or be able to demonstrate equivalent competence.

