

LIFTS AND LIFTING EQUIPMENT INSTALLATIONS POLICY					
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Policy purpose and scope

Housing 21 (the organisation) owns and manages properties which contain lifts and lifting equipment installations. These include passenger (communal) lifts, hoists, stair lifts and through floor lifts. Housing 21 has a duty of care to ensure all lifting equipment is kept and maintained to a safe standard for use by our residents and employees, visitors, and contractors.

The aim of this policy is to ensure that the organisation, so far as is reasonably practicable, does not expose residents, employees, and visitors to our properties to any risks to their health, safety, or wellbeing in accordance with legislative requirements.

This policy applies to all residential and commercial buildings owned and managed by the organisation.

1. POLICY STATEMENT

Housing 21 ('We') is committed to meeting our obligations as a responsible person under all current and relevant legislation including Lifting Operation Lifting Equipment Regulations (LOLER), the Provision and Use of Work Equipment Regulations 1998 (PUWER) and our

responsibilities under the Health and Safety at Work Act 1974. A full list of legal requirements and associated guidance is detailed at 8.

We will discharge our health and safety duties by:

- The provision of suitable, sufficient and risk appropriate precautions.
- Ongoing and continuous risk assessment activities; and
- Monitoring and challenging our own performance.

2. STATEMENT OF INTENT

2.1 The organisation has an obligation under the Health and Safety at Work etc Act, 1974, to ensure all lifts and lifting equipment is maintained to a safe standard to protect our residents, employees and anyone visiting our properties from risks to their health and safety. The organisation will comply with this responsibility by undertaking maintenance repairs, inspections, and thorough examinations in line with legislation.

2.2 Lifts or lifting equipment which have been provided for use at work (as defined by the Lifting Operations and Lifting Equipment Regulations 1998 (LOLER)), must be thoroughly examined by a competent person at regular intervals to ensure that they are safe for use in line with regulation 9 of LOLER. This applies to lifts and hoists used to lift people or loads and includes thorough examination:

- When the equipment is first installed, on initial use.
- Periodically, at reasonable intervals, through the life of the equipment in line with the regulations governing each type of equipment; and
- Following exceptional circumstances liable to jeopardise the safety of the lifting equipment have occurred which may include e.g., damage or failure; being out of use for long periods; major changes which are likely to affect the equipment's integrity (e.g., modifications or replacement/repair of critical parts).

2.3 We are committed to:

- Complying with all relevant legislation including the Health and Safety at Work Act 1974 and the Housing Act 2004
- Maintaining and servicing our lifts and lifting equipment
- Commissioning an independent and impartial 'competent person' (someone who has sufficient technical and practical knowledge of the lift to be able to detect any defects and assess how significant they are) to undertake thorough examinations.
- Carry out remedial works and supplementary testing as required by the 'competent person'. The person who performs routine maintenance will not carry out the thorough examination.
- Where others manage and operate our properties, we will check their level of compliance and ensure they are complying with all relevant legislation
- Maintain accurate asset information
- Use skilled, experienced, and well-trained employees
- Seek independent assurance and challenge on our performance
- Report to Board and Safety Forum on our performance in respect of lift management

2.4 When a communal lift is out of service, we will endeavour to dispatch our appointed lift contractor within 24 hours.

3. LIFTS AND LIFTING EQUIPMENT IN COMMUNAL AREAS AND RESIDENT'S HOMES

3.1 We will independently inspect disability lifts and lifting equipment located in communal areas in our properties (through-floor lifts, stair lifts, bath hoists and lifting equipment). In accordance with the examination schedule detailed below.

3.2 If we need to access a resident's home to carry out inspections of equipment, we will make all reasonable attempts to contact them. If we are denied access, the resident may be in breach of their tenancy, and we may take legal action. *

*Stair lifts in private dwellings are not subject to either LOLER or PUWER, however where provided by HOUSING 21, HOUSING 21 has responsibility for its safety and the equipment will require routine maintenance and inspection unless ownership has been transferred to the resident.

Type	Purpose	Frequency	Competent person
Inspection of all lifting equipment (including testing if required)	Visual and functional checks including nonlifting parts (e.g., checks that alarm equipment is operating correctly)	Passenger lifts – monthly	Appointed contractors
Thorough Examination of all lifting equipment	A detailed and systematic examination of the lifting equipment to detect any defects that are or might become dangerous	Passenger lifts – every six months	Appointed Contractors, independent of the servicing and maintenance of the lifts

- 3.3 If the competent person discovers a defect that involves a present or imminent risk of personal injury, then this must be reported immediately to the Compliance Team. Housing 21 will take action to rectify any defect it is informed of and where it is a serious or significant defect, the lift or lifting equipment will be taken out of service until the defect has been rectified.
- 3.4 Where there is, in the opinion of the competent person, a defect in the lifting equipment involving an existing or imminent risk of serious personal injury, a copy of the thorough examination report will be sent to the relevant enforcing authority. This may result in

contact or visit from a local authority officer (e.g., Environmental Health Officer) or Health and Safety Executive (HSE).

4. ROLES AND RESPONSIBILITIES

- 4.1 The Chief Executive retains overall responsibility for the implementation of this policy.
- 4.2 The Deputy Chief Executive is responsible for ensuring that adequate resources are made available to enable the objectives of this policy to be met.
- 4.3 The Director of Property Services is responsible for the operational delivery of the policy and ensuring this policy is reviewed and kept up to date.
- 4.4 The Head of Technical Services is responsible for ensuring that any associated procedures and guidance are up to date and that the policy and associated procedures and guidance are implemented, as well as responsibility for monitoring and review.
- 4.5 The Health and Safety Manager is responsible for policy development, employee awareness and training.
- 4.6 The Compliance Team organises, manages, and monitors the maintenance, servicing and examination contracts which include the servicing programme.
- 4.7 There are several operational roles with responsibility for property, tenancy, and care management. These teams are responsible for in addition to pre-use inspections, supporting resident liaison and managing the response or completion of lift servicing, inspection, and repair. This includes managing issues relating to access, ASB, repair resolution and ensuring third party equipment is recorded and monitored.

5. MEASURING COMPLIANCE

- 5.1 The Head of Technical Services will regularly report to the Executive Team and Safety Forum on the progress and performance of the programme, in accordance with approved Key Performance Indicators (KPIs) which include:
- The LOLER inspection programme
 - The service and maintenance programme
 - Lift remediation outstanding actions against the action plan for completion
 - Lift remediation actions that are overdue against an action plan for completion

6. TRAINING

- 6.1 Housing 21 will provide and record appropriate training for responsible persons to ensure they fulfil the management and compliance requirements related to their role.

Role	Training	Delivery
Care Workers	Assisted Moving & Handling	eLearning/face to face
Housing employees	LOLER awareness	eLearning/H&S MOT
Compliance Team	LOLER Regulations	eLearning

- 6.2 Lift maintenance contractors will be required to confirm that operatives are fully trained, and the contractor holds the relevant accreditations.

7. LEGISLATION AND REGULATIONS

Health and Safety at Work Act 1974	The Act places a general duty on employers to ensure, so far as is reasonably practicable, the
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	health, safety and wellbeing of all employees at work.
Lift Operations and Lift Equipment Regulations (LOLER) 1998	Applies to workplace lifts, requiring thorough examination and inspection on lifts in workplaces through a competent person (Reg 9)
Provision and Use of Work Equipment Regulations (PUWER) 1998	To ensure that those using and working with equipment and machinery, such as employees, employers, contractors etc. who could possibly have access to equipment or machinery in a workplace, does so in a safe working environment.
Electricity at Work Regulations 1989	Aim to prevent death or personal injury to any person from electrical causes in connection with work activities.
Supply of Machinery (Safety) Regs 2008	Applies to all new stair lifts, they must be constructed to be safe, supplied with instructions, a Declaration of Conformity, appropriate conformity marking and labelling.
Lifts Regulations 2016	Safety and conformity of design, construction, and installation (when first brought into use) of platform, stair lifts and all conventional passenger lifts
Other supporting legislation and reference documents	
INDG290 (rev 03/13) Lifting equipment at work: A brief guide to the law	
INDG291 (rev 1) Providing and using work equipment safely	
Thorough examination of lifting equipment	
HSIS4 (rev 1) How the Lifting Operations and Lifting Equipment Regulations apply to health and social care;	

8. CONSULTATION

8.1 HOUSING 21's Health and Safety Forum and Policy Steering Group have been consulted about the development of this Policy.

- 8.2 Specific input of technical advice has been sought from HOUSING 21 employees with operational knowledge of lift maintenance and inspection.
- 8.3 HOUSING 21's Primary Authority, South Cambridgeshire District Council, Environmental Health have been consulted and approved the final policy.

9. RESPECT AND INCLUSION

- 9.1 Housing 21 aspire to embed diversity and inclusion within all our organisational activities to enable these principles to become part of our everyday processes.
- 9.2 If any factors arise that warrant consideration based on these grounds, the association will look at the issue and its priority.

10. EQUALITY IMPACT ASSESSMENT

A full Equality Impact Assessment (EIA) has been completed by the Director of Property Services and the Health and Safety Manager.

11. SAFEGUARDING

If a contractor needs to raise a safeguarding issue this should be emailed directly to the Safeguarding Team at Housing 21:

safeguarding@housing21.org.uk.