

Lift Safety Policy

Version: 2

Last Updated: 22 February 2022

Contents

1.	Background	3
2.	Objectives of the Policy	3
3.	Compliance with Regulatory Standards and Legal Obligations	4
4.	Scope	5
5.	Monitoring	7
6.	Policy Statement	9
7.	Inclusive Services	12
8.	Value for Money	12

Appendix

- A: Glossary of Terms
- B: Current legislation applicable to this policy
- C: Key organisations and personnel
- D: Maintenance frequency
- E: Version history

1. Background

Connect Housing manages in the region of 3,000 tenanted properties. Lifts stair lifts, through floor lift, hoists or other specialist lifting equipment within offices, and flat blocks, and within individual dwellings within the housing stock need to be examined, risk assessed, inspected and kept safe for use, and be regularly maintained.

This policy explains how Connect Housing's commitments to lift safety will be met.

Where properties are managed on behalf of external owners and also where Connect properties are managed by 3rd parties, responsibilities for lift safety are set out in the terms of the management agreement.

2. Objectives of the Policy

As a Landlord and Employer, Connect Housing are responsible for meeting all their statutory obligations. In addition, as a Landlord and provider of Social Housing, they must meet the Regulatory Standards contained within the Regulator for Social Housing's [Regulatory Framework for Social Housing 2015](#).

A key objective of this policy is to describe how Connect Housing will meet the required statutory, contractual, and regulatory requirements in relation to lift safety.

In addition, Connect Housing must undertake a monitoring role to ensure that they are able to demonstrate a validated landlord compliance position, and in doing so, can provide assurance within the business, and to others external to the business that statutory and regulatory standards are being achieved.

Connect will ensure that lifts and lifting equipment we provide are properly maintained so that they remain in a safe, effective and efficient condition. Appendix 4 clarifies the maintenance frequency that Connect will implement for lifting equipment

To ensure that Connect Housing provide a safe environment for customers, colleagues and third parties to live and/or work.

Further objectives of this policy are detailed below:

- Provide clear lines of responsibilities for the management of lift safety.
- Form part of Connect Housing's wider organisational commitment to health and safety as set out in its Health and Safety Policy.

- Provide a commitment to customers who are affected by lift safety to communicate and raise awareness regarding the key issues.
- To ensure that all persons involved with the installation, inspection and servicing of lift systems and appliances are properly trained and accredited.
- Put in place quality assurance and performance management arrangements to ensure that we are delivering excellent services to our customers.
- Encourage customers, through the provision of publicity information, to allow access to carry out checks and maintenance works which will contribute to their own safety.
- To provide a timetable for the review of the Lift Safety Policy and the associated management plan.
- Provide a service that recognises the diversity of our customers as well as being inclusive and respectful

This document will be stored on Connect Housing Intranet for internal stakeholders and will be available to be viewed by external stakeholders via their web site.

3. Compliance with Regulatory Standards and Legal Obligations

The application of this policy ensures compliance with the regulatory framework for social housing in England, which requires all housing providers to 'meet all applicable statutory requirements that provide for the health and safety of the occupants in their homes'.

Connect Housing will comply with all current and relevant legislation and specifically as detailed in the following:

- [PUWER \(Provision and Use of Work Equipment Regulations 1998\)](#) and
- [LOLER \(Lift Operation Lift Equipment Regulations\) 1998; Regulation 9](#)

PUWER and LOLER apply in workplaces and in non-workplace communal parts that may be used by workers. They may also apply in properties that contain equipment used by people in a work capacity. Connect Housing will assess each situation within individual dwellings and decide if it has become a workplace, in particular where support services are being provided.

Connect Housing takes the view that delivery of the commitments within this policy will ensure that the requirements of other legislation, such as the Health and Safety at Work etc. Act 1974, and Landlord Tenant Act 1985, will also be met.

It is essential to ensure customers, residents, employees and visitors remain safe in our premises (both individual homes and offices). Failure to properly discharge our legal responsibilities may result in:

- Prosecution by the Health and Safety Executive under Health and Safety at Work Act 1974
- Prosecution under Corporate Manslaughter and Corporate Homicide Act 2007
- HCA serious detriment judgement
- Reputational damage
- Loss of confidence by stakeholders in the organisation

4. Scope

This policy relates to offices, general needs housing, supported housing, sheltered housing, other rented properties owned and managed by Connect Housing. It also covers communal areas including leaseholders / shared ownership; other rented housing managed by Connect Housing on behalf of a third party; and remote plant and garages; unless other parties are explicitly specified as having statutory responsibility in a lease or management agreement.

Property classification

All properties where a lift is installed will be categorised in accordance with the lifting installation present, commercial passenger lift, stair lift, through floor lift, hoists or any other lifting equipment.

Record keeping

The requirement whether to undertake a lift inspection or not will be held within the organisations asset management compliance database

Reports of thorough examination of lifting equipment must be kept until use of the equipment ceases and reports of thorough Examination of an accessory for lifting should be kept for 2 years after the report has been made. EC declarations of conformity (where received) will be kept for as long as the equipment is operated.

Certificates associated with those visits will be held in INVU, the electronic document management system and shall be made available to the customer(s) of the premises if they request them.

A Thorough Examination and LOLER record will be completed on each lift at the first time of recording on the Asset Management Compliance database (or any database which supersedes it), new lifts may be identified and recorded at:

- New Property Acquisitions
- New Build
- Refurbishment
- New lift installations

Connect will repair and maintain all lifting equipment to approved standards and in accordance with the manufacturer's instructions to which the duty extends, and the procedures are detailed in the Lift Safety Management Plan. Records will be held in our core asset management database, INVU, and on spreadsheets as appropriate.

Connect Housing will carry out regular validation checks to identify whether lifts not recorded Asset and Compliance Database are required to be added. Connect will review the data we obtain from stock condition surveys and disabled adaptations request to ensure we hold an accurate record of lifts and other specialist lifting equipment.

Contractor's competency

Connect Housing have a responsibility to ensure that contractors are competent and the following controls will operate to ensure competence can be demonstrated:

- For all Thorough Examinations and supplementary testing, Connect will use inspectors that are [UKAS accredited to ISO/IEC17020](#) standard.
- All lifting equipment works will be undertaken by trained and competent contractors with appropriate practical and theoretical knowledge and experience of the particular lifting equipment and have an element of independence and impartiality.
- Connect will use [Lift and Escalator Industry Association \(LEIA\)](#) affiliated contractors for all repairs, servicing and new installations.
- Connect Housing will carry out an assessment of all contractor competencies annually as detailed in BS7255, or at change of contract/contractor, as detailed within the Lift Safety Management Plan

Internal competency

Certificates associated with those visits will be held in INVU, the electronic document management system and shall be made available to the customer(s) of the premises if they request them.

Connect Housing's wider organisational commitment to health and safety is set out in the Health and Safety Policy.

5. Monitoring

Connect Housing Board are the legal entity responsible for meeting the required standards. They require regular assurance on the performance of this Policy. Board will also oversee the discharge of the required standards and will receive regular reports on the performance of this policy and are accountable for ensuring its implementation. They will also ensure that appropriate governance arrangements are in place. The Board will receive regular summary reports on performance and be responsible for ensuring any necessary remedial action is undertaken to comply with the policy.

Audit and Risk Committee – will receive quarterly KPI reports and commentary on landlord compliance performance. They will draw any concerns they may have arising from such reports to the attention of the Board.

Connect Housing Chief Executive Officer will retain the overall responsibility for the monitoring of the consistent implementation of this policy.

The Director of Home shall have overall responsibility for Lift Safety and for implementing this policy. They shall appoint /nominate Principle Duty Holders for relevant areas of lift safety as described within this Policy.

Director of Finance and Resource and the Senior Manager Business Assurance shall provide an effective performance management framework that will strengthen risk control and provide greater levels of assurance. Implementation of this policy and monitoring of audit feedback shall be the role of the Business Assurance Team who will also oversee the timetable for review of each Landlord Compliance service area.

Data Governance – lift safety responsibilities will be held within a master database. The completeness of the master database will be regularly validated and reconciled. The reconciliation will identify the addition or removal of any properties which require inclusion or removal from the programme i.e. new build, acquisitions, disposals and

sales. The number of Officers who can add or remove properties within the master database will be limited and closely managed. Other databases or spreadsheets used to manage the implementation of this Policy will also be reconciled with the master database on a regular basis.

Key Performance Indicators – weekly reports will be generated for designated senior managers direct from compliance databases to ensure compliance can be monitored against minimum agreed performance indicators, a more detailed performance report is produced monthly for Connects Leadership Team. The Audit and Risk Management Committee (3 monthly) HSWG (3 monthly) and Board (3 monthly as a minimum) will receive high level KPI's as follows:

- % of passenger Lifts where a LOLER Thorough Examination is required and the number completed in accordance with the required timescales.
- % of properties where passenger lift servicing and maintenance is required under PUWER and the number completed within the relevant timescales.

In addition, as we transfer to new software it is our aim to expand our live data and we intend to include additional KPI's to be reported to HSWG (3 monthly) work is in progress to include:

- % stairlifts compliant with PUWER regulations
- % stairlifts in communal areas compliant with LOLER regulations
- % through floor lifts compliant with PUWER regulations
- % ARJO baths and hoisting equipment compliant with PUWER regulations
- % doors gates and automated barriers serviced in accordance with manufacturers instructions

Commentary will be provided for any properties out of date to include the date they became overdue, days overdue, and their position within the access legal process to bring them back into a compliant position. Commentary will also be provided if any properties have outstanding overdue actions.

Audit and 3rd Party Quality Assurance - this service area will be included within the cyclical Internal Audit Programme which will review (in particular) adherence to policy, data and record keeping.

In addition, Connect Housing will seek additional independent (3rd Party) quality assurance to ensure they can robustly demonstrate lift safety compliance by an independent specialist to regularly inspect, monitor and report on the technical performance and quality of this critical service area.

Lift safety is a priority for Connect in order to ensure we provide our customers with safe homes and this policy will be reviewed biennially. If, as a result, of either the finding of the Internal Audit Programme or the 3rd Party Independent Quality Assurances, the service is not performing to the desired level then this will trigger an earlier external strategic review.

6. Policy Statement

The Chief Executive, Directors and the Board of Connect acknowledge their moral and legal duty to ensure that all employees, tenants, and any other visitors to premises under Connect Housing's control, are adequately protected from all foreseeable risks that may arise in relation to Lift safety.

In order to achieve this, Connect Housing will ensure that adequate resources are made available, suitable and sufficient Lift Safety Inspections are conducted, and appropriate preventive and protective measures are identified and implemented in all premises under Connect Housing's control.

Connect Housing aims to provide a safe environment in which our tenants (and other relevant persons) are assured that the risk of Lift Safety related injury is minimised. Across our stock we have a variety of tenants and our approach will take into consideration additional needs for vulnerable, older, and mobility impaired residents.

In order to comply with regulatory standards and legal obligations, and to ensure the safety of its customers, staff, contractors and visitors to its properties, Connect Housing will:

Process

- Provide clear lines of responsibility for the management of lift safety
- Ensure that a clear and consistent process including front-line engagement and enforcement is in place to obtain access to properties to undertake lift safety checks, which shall include legal action when required.
- Proactively assess available data for relevant information about the customer to help gain access (disability, vulnerability, local connections, etc.).

Process

There are two distinct types of lifts in use (this policy covers both lift types;

- Commercial lifts used in communal areas within residential schemes, commercial premises and offices.
- Domestic lifting equipment used within residential schemes, offices and in communal areas (including adaptation stairlifts).

Connect Housing defines a 'lifting operation' as an operation concerned with the lifting or lowering of a load' including attachments used for anchoring, fixing or supporting the load. A 'load' is the item or items being lifted, which includes a person or people in accordance with Regulation 8(2) of LOLER and includes the following lifting equipment: stair lifts, vertical lifts, ceiling track hoists, mobile hoists, bath lifts and slings etc.

Thorough examination

A Thorough Examination in Accordance with Regulation 9 is required for all lifts that fall within the remit of LOLER.

Connect Housing must ensure a Thorough Examination is undertaken and provide a systematic detailed examination of all lifts and all its associated equipment by a competent person to detect any defects which are, or might become, dangerous

The Thorough Examination involves a thorough examination of the equipment which includes a detailed schedule of checks, appropriate examination techniques, safety-critical parts and testing requirements, drawn up to suit the operating conditions of a specific item of lifting equipment.

In order for Connect Housing to verify that lifting equipment and accessories remain safe for use, and to detect and remedy any deterioration in good time, thorough examinations will be undertaken throughout the lifetime of the equipment as follows:

- Before use for the first time - unless the equipment has an EC Declaration of Conformity less than one year old and the equipment was not assembled on site.
- After assembly and before use at each location
- Regularly, while in service
- Following exceptional circumstances (damage or failure/major changes etc)

Connect Housing will ensure the Thorough Examination report contains information compliant with [LOLER Schedule 1](#).

In general examinations for commercial lifts that carry persons will be undertaken at no more than 6 month intervals.

If a defect is identified with the lifting equipment during the examination and/or inspection which in their opinion is, or could become, a danger to people Connect

Housing will be advised immediately and confirm this in the examination process report. The process to be followed is fully detailed within the Lift Safety Management Plan.

Lift servicing

In addition to the Thorough Examination and in accordance with PUWER, Connect Housing will ensure all lifting equipment is maintained to ensure it does not deteriorate to the extent that it may put people at risk and remains in an efficient state of good repair.

The frequency and nature of maintenance will be based on a risk assessment and is detailed within the Lift Safety Management Plan and considers the following;

- The manufacturer's recommendations
- The intensity of use
- The operating environment (e.g. the effect of temperature, corrosion, weathering) user knowledge and experience
- The risk to health and safety from any foreseeable failure or malfunction

Lift safety other commitments

In addition, Connect Housing will work toward the following commitments:

- Connect will only install; home lifts, stair lifts or platform lifts that meet the requirements of the Machinery Directive, the Machinery Regulations and the relevant British or European standard
- We will ensure that an additional Thorough Examination is carried out by a competent person following a major incident or in 'exceptional circumstances' which may alter the risks associated with the lifting equipment. These include but are not limited to circumstances where:
 - A lift is damaged or fails
 - A lift is out of use for long periods, or
 - There is a major change in how the lift is used which is likely to affect its integrity.
 - The lift has been modernised
- We will only install new passenger lifts to [BS EN 81 part 20 part 50](#) and [Disability Discrimination Act 2005 and the Equality Act 2010](#)
- Undertake [Safety Assessment Federation \(SAfed\) Inspections](#) (if required).

All records relating to this service shall be kept for as long as the lift is in service and shall be made available to the tenant(s).

7. Inclusive Services

Connect Housing puts people at the heart of everything we do, to ensure customers are happy with the service we provide. To do this, we always strive to provide an inclusive service.

To achieve our aims, we have put in place, a wide range of support tools and adaptations to services that can support our diverse customer base, including our vulnerable customers. In addition, we are constantly seeking to improve our service to customers and will continue to introduce new and innovative ways to achieve this.

While we treat all tenants and their homes with courtesy and respect, listening and responding to individual needs, we also recognise that our customers' safety, and that of visitors to their property is paramount. We must ensure that we gain entry to undertake appropriate safety checks, servicing and repairs. We will always try to work with the tenant to resolve any issues and gain entry and any relevant information is passed to our employee or our contractor to enable an appropriate response.

We operate in a community with wide social diversity and are committed to providing equal opportunities and value diversity. We will treat all tenants fairly, with respect and professionalism, regardless of gender, race, age, disability, religion, sexual orientation and marital status. We recognise the importance of working in partnership with our tenants to develop and continually improve our services and raise standards and will work in line with our Neighbourly Places team.

8. Value for Money

It is our aim to continually assess opportunities to enhance our services to customers and actively involve our employees and customers to achieve value for money.

We continually look for the best value for money by sourcing the best materials at the best price. And we're always looking for ways to make our services work more efficiently and effectively.

There is a culture of "do the right things" and "do things right", helping ensure our service delivery is efficient, effective, and economical.

Appendix:

A: Glossary of terms

The following provides a list of words relating to a specific term or abbreviation used in the Policy and Management Plan as detailed below:

Specific Term / Abbreviation Definition

Lifting Equipment - means work equipment for lifting and lowering loads including people

Health and Safety Executive (HSE) –Non-departmental public body in the United Kingdom responsible for the encouragement, regulation and enforcement of workplace health, safety and welfare, and for research into occupational risks in England and Wales and Scotland.

SAFed - represents the UK independent engineering inspection and certification industry, which plays a key role in maintaining high standards of safety within the workplace.

Duty Holder: Is accountable for ensuring the implementation of this management plan. The Board has final approval of budget requirements to meet delivery, and of policy amendments.

Responsible Person: Has the duty to ensure compliance with policy, management plan and compliance with the Regulations.

Customer Safety Team: The Connect Housing Team that are responsible for the management of lift safety.

QLX: This is the Master Database within Connect Housing referred as the Housing Management System (HMS) Connect are in the process of implementing new core software suite including Castleton Housing and PimSS Asset Management as a dedicated solution for compliance.

Unique Property Reference Number (UPRN): Is a unique reference number applied to every asset (including property and land) which is used in our core databases and used to ensure every asset can be accurately identified.

B: Current legislation applicable to this policy

This policy operates within the context of regulatory and legal frameworks as follows:

- [Health and Safety at Work Act 1974](#)
- [Pressure Systems Safety Regulations 2000](#)
- BS EN 81-20:2020 & BSEN81-50
- Safety rules for the construction and installation of lifts. Lifts for the transport of persons and goods. Passenger and goods passenger lifts
- BSEN81-50:2020 Safety rules for the construction and installation of lifts. Examinations and tests. Design rules, calculations, examinations and tests of lift components
- [Lift Regulations 1997](#)
- [Control of Substances Hazardous to Health Regulations 2002](#)
- [Control of Pollution \(Oil Storage\) \(England\) Regulations 2001](#)
- [Management of Health and Safety at Work Regulations 1999](#)
- [The Health and Safety at Work Regulations \(1999\).](#)
- [The Lifting Operation and Lifting Equipment Regulations 1998 \(LOLER\)](#)
- [Provision and use of Work Equipment Regulations 1998 \(PUWER\)](#)
- [Management of Health and Safety at Work regulations 1999](#)
- [Reporting of Injuries, Diseases and Dangerous Occurrences Regulations \(1995\)](#)

Other Regulation and Guidance with potential impact includes:

- Homes and Communities Agency Regulatory Standard (The Home Standard)
- Leasehold Reform, Housing and Urban Development Act 1993 (section 121)
- Workplace (Health Safety & Welfare) Regulations 1992
- Landlord and Tenant Act 1985
- Occupiers Liability Act 1957 and 1984
- General Data Protection Regulations 2018
- The Construction Design and Management Regulations 2015
- The Control of Asbestos Regulations (CAR) 2012
- Equality Act 2010
- Housing Act 2004
- Control of Substances Hazardous to Health Regulations 2002

C: Key organisations and personnel

Insurance Inspection Company: Zurich Engineering

Duty Holder: Martyn Broadest,
Director of Home,
Connect Housing Association

Specialist Lift maintenance Companies:

ANSA Elevators Ltd:
21 Broadgate
Broadway Business Park
Chadderton
OL9 9XA

Wessex Lifts:
Wessex Lift Co. Ltd.
Budds Lane,
Romsey
SO51 0HA

Prism Medical:
Prism Medical UK
Unit 4 Jubilee Business Park
Jubilee Way
Grange Moor
Wakefield
WF4 4TD

Specialist auditors\ independent lift consultants:

Dunbar Boardman
TÜV SÜD NEL
Napier Building,
Scottish Enterprise Technology Park,
Reynolds Ave,
East Kilbride,
Glasgow,
United Kingdom

D: Maintenance frequency

Item	Relevant legislation	Appointed Contractor	Servicing frequency per annum
Passenger Lifts	LOLER	Insurance inspection	2
Passenger Lifts	PUWER	ANSA	4
Platform Lifts	PUWER	ANSA	4
Domestic Stairlifts	PUWER	Wessex	1
Stairlift in Communal Areas (additional inspection)	LOLER	Insurance inspection	2
ARJO Baths	PUWER	Prism Medical	1
Domestic Through Floor Lifts	PUWER	Wessex	2
Hoists and lifting equipment in domestic properties	PUWER	Wessex	2

Nb. Items which have been installed in domestic properties by the local authority under disabled facilities grant or similar, will not be subject to above servicing frequencies, providing that local authority has provided written confirmation of their responsibility in perpetuity. If there is a time limited agreement, or lack of clarity Connect will implement the servicing frequencies outlined above.

E: Version History

Version	Date	Summary of Changes
2	February 2022	Reviewed, no changes introduced
1	January 2019	Introduced as part of compliance review