

Lift Safety Policy

Our Vision

Building better lives through social care and housing in local communities.

Our Mission

We co-design and deliver services that offer innovative social care solutions and support people to thrive.

Our Values

We are
caring and
compassionate



We are
inclusive
and **trusted**



We focus on
excellence
and
innovation



We work in
partnership
and are
one-team



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 **Look Ahead**
CARE, SUPPORT AND HOUSING

1. Introduction

- 1.1 This policy sets out how we will meet our responsibilities and duties as a landlord for safely maintaining passenger lift installations, stair lifts and other lifting equipment within our housing stock and any other buildings for which we have a duty to maintain under LOLER, including lifting equipment, hoists and associated accessories, eg slings.
- 1.2 This policy applies to:
- Unsupported rented properties
 - Supported housing
 - Market rented properties (domestic)
 - Temporary accommodation
 - Stock owned, but not managed by us
 - Communal areas
 - Commercial properties (offices, depots etc)
 - Stock managed by us on behalf of a third party
- 1.3 This policy aims to:
- Ensure as far as reasonably practicable that customers, employees and visitors to our properties are not exposed to any risks to their health, safety or wellbeing in accordance with legislative requirements.
 - Provide clear lines of responsibility across the organisation for the management of lift safety.
 - Specify individual responsibilities for the management of lift safety
 - Clarify our approach to lift inspection and maintenance.
 - Clarify the method for reviewing and monitoring lift safety compliance.

2. Definitions

- 2.1 The term 'customer' refers to our tenants, leaseholders and licensees as well as members of their household.
- 2.2 The Executive Director of Asset and Property is the nominated responsible person for compliance under the Lifting Operations and Lifting Equipment Regulations 1998 ('LOLER').
- 2.3 The 'operative' is a competent person qualified to undertake lift safety work to the required standard.

3. Policy Statement

- 3.1 As the 'employer' we have a duty on under The Lifting Operations and Lifting Equipment Regulations 1998, to ensure all lifts and lifting equipment is maintained to a safe standard to protect our employees and anyone visiting or using our properties from risks to their health and safety. We will comply with this

responsibility by undertaking maintenance repairs, inspections and thorough examinations in line with legislation.

3.2 We address these responsibilities through:

- The provision of suitable, sufficient and risk appropriate precautions.
- Ongoing and continual risk assessment.
- Delivering our individual and collective duties; and
- Monitoring and challenging our own performance.

3.3 We are committed to meeting our obligations as a Responsible Person under all relevant legislation and statutory guidance, to provide safe homes for our customers, safe workplaces for our employees and ensure safety for visitors.

4. Our Commitments

4.1 We will:

- Comply with all relevant legislation including the Health and Safety at Work *etc.* Act 1974, The Lifting Operations and Lifting Equipment Regulations 1998 and the Housing Act 2004.
- Maintain and service our lifts and lifting equipment.
- Commission a 'competent person' (insurance inspector) to undertake 'Thorough Inspections' and/or insurance inspections as required.
- Carry out remedial works and supplementary testing as required by the competent person.
- Where others manage and operate in 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 suitably trained staff.
- Seek independent assurance and challenge on our performance.
- Report to the Board on our performance in relation to lift management.
- Have robust procedures in place to manage and record changes to our property portfolio, including where a property is new to us, eg new build or acquisition. We will ensure that the relevant details are passed to the Compliance Team who will ensure that the property is included in the relevant planned and cyclical maintenance programmes.

4.2 This policy applies to:

- All passenger lifts owned by or gifted to us.
- Through-floor passenger lifts in communal areas.
- Stair lifts and disabled platform lifts in communal areas.
- Lifting equipment such as stair lifts and disabled platform lifts in a customer's home where they have been installed by or gifted to us.
- Disabled access equipment such as ceiling tracks, fixed hoists and other lifting/associated equipment

- 4.3 Lifts or lifting equipment in our properties which have been provided for use at work (as defined by the LOLER), must be thoroughly examined by a competent person to ensure that they are safe for use in line with regulation 9 of LOLER. This includes thorough examination:
- When the equipment is first installed on initial use.
 - Periodically, at reasonable intervals, throughout the life of the equipment in line with the regulations governing each type of equipment; and
 - Each time exceptional circumstances liable to jeopardise the safety of the lifting equipment have occurred
- 4.4 We will independently inspect disability lifts and lifting equipment in our homes (through-floor lifts, stair lifts, bath hoists and lifting equipment) in accordance with the examination schedule below.
- 4.5 Customers must allow us, or our contractors, into their homes to carry out inspections of equipment. If we need to access to a customer's home we will make all reasonable attempts to contact them. If they do not allow us access, the customer may be in breach of their occupancy agreement and we may take legal action.
- 4.6 Examination schedule:

<u>Activity</u>	<u>Role</u>	<u>Frequency</u>	<u>Responsible party</u>
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	Both passenger and in-home lifts - every 6 months	Carried out by independent contractors of the servicing and maintenance of the lifts appointed by LACS
Inspection of all lifting equipment (Including testing if required)	Visual and functional checks including non-lifting parts (eg checks that alarm equipment is operating correctly)	Passenger - monthly In the home lifts - either 1,2 or monthly visits dependent on type	Carried out by our appointed contractors

5. Owned, Leased and Managed Properties

- 5.1 Where we own and manage properties we remain the Responsible Person in relation to lift safety and, as such, we accept our legal duty to ensure lifts or lifting equipment meet all legislative requirements and is fit for purpose.

- 5.2 Where we own properties which are not managed by us, we remain the Responsible Person in relation to lift safety and, as such, we accept our legal duty to risk assess these properties and complete any works within our control. The exception to this is where the lease explicitly specifies otherwise, in which case the managing agent will be the Responsible Person. Where we are not specifically designated as the Responsible Person for a property we will seek assurance from the Responsible Person that any lifts or lifting equipment meets all legislative requirements and is fit for purpose.
- 5.3 Where we manage properties that are not owned by us, the Responsible Person will be set out in the Management Agreement. Where we are not specifically designated as the Responsible Person for a property we will seek assurance from the Responsible Person that any lifts or lifting equipment meets all legislative requirements and is fit for purpose.
- 5.4 Where we own a property on a full repairing lease, we will be the Responsible Person unless otherwise specified in the lease. The Lessee will retain responsibility for maintenance and safety under the terms of the lease and is legally responsible for lift safety in relation to all matters under their control. Where we are not the Responsible Person, we will seek assurance from the Responsible Person that any lifts or lifting equipment meets all legislative requirements and is fit for purpose.
- 5.5 Where we seek assurance from the Responsible Person and do not receive an adequate response we will take reasonable further steps to follow this up, commensurate with the level of risk to its customers. These further steps may include:
- further, follow-up correspondence seeking the involvement of enforcing authorities, such as the local authority or Health and Safety Executive to establish the position and compel a full and adequate response from the Responsible Person.
 - Explore possible legal action/proceedings to compel a response.
 - Give consideration, on an exceptional, one-off basis (and by doing so in no way accepting future responsibility/liability from the Managing Agent for the involved activity/requirement) to completing the activity/requirement involved in the over-riding Health and Safety interests of our customers – in such circumstances the costs of completing such an activity/requirement will be recharged to the Managing Agent via their Responsible Person.
 - Records will be kept for the current and previous year in relation to all responses received from Managing Agents and their Responsible Person.
 - It is the responsibility of the Service/Contract Manager to request copies of certificates from the relevant landlord.

6. Roles and Responsibilities

- 6.1 The Chief Executive retains the overall responsibility for implementation of this policy.

- 6.2 The Senior Health & Safety Manager will ensure that all health and safety requirements are met and that this policy is updated to reflect any new and/or emerging legislation and regulatory requirements and will ensure compliance with the policy in our services.
- 6.3 The Executive Director of Asset and Property is responsible for ensuring this policy is implemented and will provide adequate resources to implement this policy. They will ensure that there are effective processes in place to implement this policy in relation to the function of asset management, repairs and maintenance where we are responsible.
- 6.4 The Head of Compliance and Building Safety is the Responsible Person where we are responsible and will ensure this policy and associated procedures are adhered to by staff and contractors. They are responsible for keeping this policy up to date.
- 6.5 The Compliance Contracts Manager will organise, manage and monitor the maintenance and servicing contracts where we are responsible, including the lift servicing programme. Where we own properties where we are not the Responsible Person they will seek assurance from the Responsible Person that any lifts or lifting equipment meets all legislative requirements and is fit for purpose.
- 6.6 The Director of Housing and Customer Experience is the Responsible Person where we manage properties where we are not the Responsible Person and will seek assurance from the Responsible Person that any lifts or lifting equipment meets all legislative requirements and is fit for purpose.
- 6.7 All members of staff are responsible for looking out for danger signs relating to lifting appliances as part of their routine duties and visits to our buildings and customers' homes. Training will be provided, as appropriate, to improve safety awareness across the organisation in accordance with our Training Matrix.
- 6.8 Under the terms of their tenancy agreement, licence or lease, customers are required to allow us access for the purpose of servicing and maintaining lifting equipment. Customers are responsible for immediately reporting any concerns relating to lifting equipment.
- 6.9 Contractors and subcontractors must comply with this policy and demonstrate competency in the management of their work activities, in relation to lift safety.
- 6.10 An appropriately qualified member of staff or the appointed lift contractor will provide advice and guidance on the appropriate methods of risk assessment and control measures arising and the management of works, as appropriate, relating to lift safety.
- 6.11 There are numerous operational roles with responsibility for property and tenancy management whose titles vary. These teams support customer liaison and manage the response or completion as appropriate of lift servicing, inspection and repair relevant to the management of our properties or tenancies. This includes managing issues relating to access, ASB and repair resolution.

7. Measuring compliance

7.1 Performance reports in relation to Lift Safety will be reviewed as follows:

- Weekly Compliance Team Meetings
- Monthly Compliance Meetings
- Monthly by the Senior Management Team
- 3 Monthly by the Audit and Risk Committee
- 6 Monthly by the Board

7.2 These reports are in accordance with approved Key Performance Indicators (KPIs) which shall include:

- The Thorough Inspection Programme.
- Lift remediation outstanding actions against an action plan for completion.
- Lift remediation actions that are overdue against an action plan for completion.

Record Keeping and Confidentiality

We will comply with our Data Protection and Confidentiality Policy which can be found by clicking [Here](#) or visiting our website at www.lookahead.org.uk

Records will be kept of all Thorough Examinations that are undertaken in relation to all lifts and lifting equipment in accordance with legal requirements. In addition, records will be kept of all periodic inspections, maintenance and repair work that is undertaken on each lift.

Records will be kept of Contractor Affiliation to the Lift and Escalator Industry Association (LEIA), relevant technician NVQ in Lift Repair and Servicing & Stair Lift Servicing and UKAS accreditation of Lift Inspectors.

Policy Sign Off and Ownership	
Document Name	Lift Safety Policy
Version	3.0
Equality Impact Assessment	N/A
Who was consulted?	N/A. Our responsibilities in relation to lift safety are set out in law. It is therefore not appropriate to consult on this policy.
Approved By/Date	Policy Group, 17 April 2025 – Amendments signed off by the Chair on 25.4.25
Date for Review	April 2028
Author	Head of Compliance & Building Safety
Owner (if different)	Executive Director of Asset & Property
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Compliance Measures	As set out above.
Related Policies/Procedures	Repairs Policy
Relevant Legislation and Regulatory Requirements	• Health & Safety At Work Act 1974 • Landlord & Tenant Act 1985 • Housing Acts 1984, 1988 and 2004 • Workplace (Health, Safety & Welfare) Regulations 1992 (as amended) • The Construction (Design & Management) Regulations 2007 • Equality Act 2010 • Control of Substances Hazards to Health Regulations 2002 (COSHH) • Leasehold Reform, Housing & Urban Development Act 1993 (section 121) • Regulator of Social Housing's - Home Standard • Environmental Protection Act 1990 • Machinery Directive/Supply of Machinery (Safety) Regulations 2008 • The Lifting Operation & Lifting Equipment Regulations 1998 (LOLER) • Provision & Use of Work Equipment Regulations 1998 (PUWER) • Management of Health & Safety at Work Regulations (1999) • Lift Regulations 1997 and 2016 • ISO 9386:2000 and BS 81-40-2008

Version History			
Version	Date	Description of Changes	Author
2.1	26.02.22	Draft – programmed re-fresh	██████████
3.0	08.04.25	Review updating roles.	██████████

