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1. Purpose and scope

1.1 Statement of Intent

Lewisham Homes aims to ensure the use of lifts and stairlifts under its control is without risk of injury to the user. Where a defect in a lift or stairlift's operation becomes apparent Lewisham Homes will take action to mitigate risk.

1.2 This policy provides an exemplar statement of how Lewisham Homes (LH) intends its managers and staff to manage the safe operation and maintenance of passenger lifts, goods lifts and stairlifts (collectively known as lifts hereon) within the properties under its control and consequently discharge its duty in law as far as is reasonably practicable. LH will ensure that its lifts are correctly maintained and periodically examined in line with current legislation, including new or refurbished lifts.

1.3 This Policy sets out the requirements for the construction, installation, maintenance and safe operation of all lifts so that they do not present either a physical risk to persons using the lifts or a statutory compliance risk to the business.

1.4 Lewisham Homes owns and manages properties which contain lift installations. These range from hydraulic/electric passenger lifts, platform lifts, stair lifts, through floor lifts, hoists and bath hoists.

1.5 Lewisham Homes builds properties requiring new lift installations. These also range in type (as set out in 1.4).

- 1.6 LH has a duty of care to ensure that its lifting equipment is kept and maintained to a safe standard for use by its residents and employees, the general public, and lift maintenance personnel. LH also has to comply with legislation in this respect.
- 1.7 This policy applies to all parts of LH.
- 1.8 This policy forms part of the occupational health and safety management system 'documented information' and is to be considered a "living document" providing a roadmap to compliancy and a policy statement. The related strategy is the Health, Safety & Wellbeing Strategy 2020-23.
- 1.9 The Building Safety and Compliance Team will work with operational teams to establish robust procedures to deliver these policy requirements. The Strategic Health and Safety Team will support this where required.

2. Context

- 2.1 Mechanically elevating persons and/or goods is a complex operation with potentially significant areas of risk. Effective management of this operation requires good knowledge of equipment and key operational procedures together with good industry knowledge and high-quality servicing and statutory compliance arrangements.

3. Responsibilities and Duty Holders

- 3.1 **Responsible Person** - The CEO is deemed to be the 'Responsible Person'. Whilst the CEO has overall accountability for the management of all aspects of health and safety including the management of lift safety, the day-to-day implementation of this policy is delegated to the Director of Property Services & Safety.
- 3.2 **Duty Holders** - The main duty holder will be the Director of Property Services & Safety as delegated by the CEO and may nominate competent person(s) to deliver specific duties.

Note: The Health and Safety Executive (HSE) identify the duty holder as the person 'responsible for the safe operation of a lift used at work, such as a facilities manager or supervisor' ([hse.gov.uk/pubns/indg339.pdf](https://www.hse.gov.uk/pubns/indg339.pdf))

- 3.3 The duty holder is legally responsible for ensuring that a lift is safe to use and that it is thoroughly examined. These responsibilities include:
 - Maintaining the lift so that it is safe to use;
 - Selecting and instructing the competent person;
 - Ensuring that the lift is examined at statutory intervals (every 6 or 12 months) or in accordance with an examination scheme drawn up by a competent person;
 - Keeping the competent person informed of any changes in the lift operating conditions which may affect the risk assessment;
 - Making relevant documentation available to the competent person, e.g. manufacturer's instructions and maintenance records;

- Acting promptly to remedy any defects;
- Ensuring that all documentation complies with the Regulations; and
- Record keeping.

3.4 The Director of Property Services & Safety will work with Project Managers responsible for new-build projects containing lifts and for projects involving lift replacement or refurbishment to ensure that lifts are safe by design and installation.

4. Lift management competence

- 4.1 A Lift Manager is based within the Compliance team and available to provide competent advice to the business. The Lift Manager will ensure their continued competence through continuing professional development.
- 4.2 For lifts under its control, LH will appoint an external lift engineering specialist as the competent person.

5. Installation

- 5.1 For lifts under its control, LH will appoint an external lift engineering specialist as the competent person.
- 5.2 The Director of Development will ensure that where a new-build project contains a lift the Project Manager will be responsible for ensuring that the lift is safe by design and installation.
- 5.3 The Director of Property Services & Safety will ensure that Project Managers responsible for projects involving lift replacement or refurbishment are safe by design and installation.
- 5.4 New lift installations within existing or new-build properties will comply with the Lifting Operations and Lifting Equipment Regulations 1998; The Provision and Use of Work Equipment regulations 1998; The Building Regulations Approved Document M; and the Lifts Regulations 2016.
- 5.5 All lifts will display a safe working load that reflects the manufacturer's information and, where adjusted, the findings of a report of thorough examination.

6. Lift maintenance

- 6.1 The Responsible Person will put in place adequate maintenance provisions, ensure that a competent lift maintenance contractor is appointed and ensure that the service regime is in line with BS EN 13015. (BS EN 13015 states that the lift shall be maintained and kept in good working order as detailed in the original installer's instructions or maintenance manuals for the lift). Lift maintenance contractors will be required to provide robust control measures to prevent unauthorised access to lift cars and lift shafts during maintenance activities.

- 6.2 The lift maintenance contractor will provide a site-specific risk assessment for each lift installation. This must be kept on site at point of use and a copy will be held by the duty holder.
- 6.3 Any break in a lift's service may have a disproportionate impact on people with families, older people, and people with a disability. The duty holder will aim to resume the lift operation as quickly as possible to reduce impact on residents, and especially where these groups are most likely to be affected. Where there is a delay in getting the lift back in service, for example when parts have to be ordered, LH will consider what assistance may be reasonable and appropriate, such as for example, arranging for a temporary portage service.
- 6.4 Lift asset information will be held on LH asset management system.
- 6.5 Tenanted properties with stair lifts, through-floor lifts, hoists and platforms:
 - 6.5.1 LH will maintain tenants' own lifting equipment. Usually these are fitted as an aid and adaptation, and LH takes responsibility for their maintenance. Occasionally these are fitted by or on behalf of the tenant, but not maintained. LH will provide maintenance in both cases to ensure compliance with LOLER and tenants remain mobile within their homes.
 - 6.5.2 If a property with a stair-lift becomes void, normally the stair-lift will be left in place. If it needs to be removed for a specific reason, e.g. it restricts access; it will be stored and re-used where possible.

7. Thorough examination

- 7.1 The Responsible Person will nominate a competent contractor to conduct thorough examination of all lifts.
- 7.2 All lifts used for lifting persons will be subject to thorough examination every 6 months. Lifts used as goods lifts only will be subject to thorough examination every 12 months and will be signed clearly to prevent use by persons.
- 7.3 Reports of thorough examination will be retrievable by the Responsible Person and their delegated representatives via a secure, electronic storage system.
- 7.4 All defects identified through thorough examination will be logged and prioritised for rectification by competent persons. The list of defects will be monitored to ensure that all defects are rectified in good time. If a 'category A' defect is reported, the lift will be put out of service and not returned into service until the defect is rectified and the lift is subject to further thorough examination.
- 7.5 Where the inspecting engineer identifies a reportable lift defect under RIDDOR, the Responsible Person will cooperate with the Strategic Health and Safety Team to report the dangerous occurrence.

8. Incidents

- 8.1 A lift incident is an event involving a lift which has, or could have, caused damage, injury, ill-health, death or some other loss. This would include persons trapped in a lift

car, catastrophic failure of a lift component or function such as a breaking cable, car coming to rest out of line with landing floor and the doors opening etc. A defect, e.g. lift breakdown with no person affected, is not an incident.

- 8.2 All lift incidents must be reported to the Strategic Health & Safety Team. An electronic incident form is located on the LH intranet for this purpose.
- 8.3 Each lift car will be fitted with a monitored alarm (24/7) for summoning help when a person is trapped or suffering ill-health/injury whilst in the lift car. The alarm control will be sited close by a notice describing how and when to use the alarm. The notice shall expressly direct the user not to call the emergency services unless there is significant risk to health of one or more occupants.
- 8.4 There will be an emergency contractor call-out arrangement for releasing persons trapped in lifts - with attendance required within one hour.
- 8.5 In the event of a major injury or fatality, the lift will remain isolated and locked off until the HSE has inspected the lift. In such an event, LH insurers will be notified immediately, and the lift will not be put back into service until authorised to do so in writing by the HSE.
- 8.6 Lifts must not be used in the event of fire alarm activation unless it is a lift specifying that it can be used for evacuation purposes. A sign stating this instruction will be affixed adjacent to or very near to the lift call button.

9. Monitoring and continual improvement

- 9.1 The LH Health and Safety group will monitor the implementation of and compliance with this policy. The risk associated with lifts will be recorded and assessed through their risk register.
- 9.2 Lift maintenance performance indicators will be reported regularly to the Executive Leadership Team, together with any significant issues that arise.
- 9.3 A health and safety audit framework is in place which includes auditing arrangements for compliance with lifts safety policy and procedures. A program of Critical Friend Reviews is in place and conducted by the Strategic Health and Safety Team.
- 9.4 Audits and reviews provide data reflecting the effectiveness of this policy. Along with other analysis these help to identify opportunities to achieve continual improvement in the management of lift safety at LH.

10. Legislation and regulation

- 10.1 The primary legislation is the Health and Safety at Work etc. Act 1974 which imposes on LH a general duty of care.
- 10.2 Under The Housing Health and Safety Rating System (England) Regulations 2005 (HHSRS), LH should inspect each property to check if there are one or more of 29

hazards and to decide on remedial work to be done to reduce risks as low as reasonably practicable - In this case Hazard 22: Falling between levels, Hazard 26: Collision and entrapment, and Hazard 28: Position and operability of amenities etc.

10.3 Specific regulations to comply with are:

- The Lifting Operations and Lifting Equipment Regulations 1998 (LOLER) which require passenger lifts to be inspected by a 'Competent Person' at no longer than six monthly intervals and a copy of the inspection report to be held by LH. Goods-only lifts, bath hoist, stair lifts and through floor lifts must be thoroughly examined at least once every twelve months.
- The Lifts Regulations 2016 which relate to lifts and safety components for lifts. Installers of lifts and manufacturers of safety components for lifts who place their products on the market on or after 8 December 2016 must ensure their products comply with the Regulations.
- The Lifts Regulations 1997 will continue to apply to products that were placed on the market before 8 December 2016, but are otherwise revoked.

10.4 Other regulations which are applicable to this policy include but may not be limited to:

- The Management of Health and Safety at Work Regulations 1999.
- The Provision and Use of Work Equipment Regulations 1998 (PUWER).
- The Workplace (Health, Safety and Welfare) Regulations 1992.
- The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013.
- Approved Document M - Access to and use of buildings: Volume 1 - Dwellings (2015 edition incorporating 2016 amendments)

11. Terms and definitions

Competent Person

The HSE identify the competent person as 'someone who has sufficient technical and practical knowledge of the lift to be able to detect any defects and assess how significant they are' (www.hse.gov.uk/pubns/indg339.pdf).

Passenger lift

A lift for moving animate and inanimate loads.

Goods lift

A lift for moving inanimate loads only.

Stair lift

A passenger lift in the form of a chair that can be raised or lowered at the edge of a domestic staircase, used for carrying a single person only.

12. Equality, diversity and inclusion

- 12.1 The safety of our residents and workforce is of the utmost importance. This policy has been written to protect all concerned taking into account all protected characteristics.
- 12.2 This policy describes our position regarding lifts and hoists that have been specifically installed for individuals with limited mobility as well as passenger lifts that have been installed for more general use. The policy acknowledges a disproportionate effect of a break in service to people with families, older persons and people with disabilities, and outlines measures that may be considered where this happens.
- 12.3 We will ensure that relevant information is communicated in an accessible and understandable way with the aim of keeping people safe. This includes appropriate signage, and user operating instructions where relevant.

13. Communication and consultation

- 13.1 A controlled version is published on the business' intranet and the Lewisham Homes website.
- 13.2 The Building Safety and Compliance Team will liaise with all relevant teams and ensure this policy and procedures which implement it is clearly communicated. The Strategic Health and Safety Team will assist where required.
- 13.3 New tenants will be given lift use advice at sign-up where relevant. In addition, where appropriate additional information will be made available on the LH website.
- 13.4 In the formation of this policy we consulted with staff, through our Health and Safety Group, and our Executive Leadership Team, prior to seeking approval from LH Board. Where this policy is subsequently reviewed for accuracy and changes it will be reapproved at the appropriate level.

Replaces: Lifts policy approved in 2020, reviewed with minor updates to titles etc. September 2021	
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Policy owner: Head of Building Safety and Compliance	