



Lift Safety Management Policy

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Introduction

Empower Housing Association (EHA) understands that colleagues, tenants and visitors (including contractors and members of the public) need to be safe from any risk related to lift safety. EHA has a clear Lift Safety Policy and procedure in place to make sure that all colleagues and tenants are aware of how to manage risks.

EHA is committed to ensuring our tenants' homes remain safe and fit for purpose. In achieving this EHA will comply with all relevant legislation and regulations.

Where appropriate any compliance risks will be considered, mitigated or removed as part of any major refurbishment works or included in new development design briefs.

Scope of the Policy

This policy will provide assurance to EHA that measures are in place to identify, manage and/or mitigate the risks associated with lift safety.

This policy relates to all properties owned or leased and is relevant to all EHA employees, tenants, care providers, contractors and other persons or other stakeholders who may work on, occupy, visit, or use its premises, live in its properties or who may be affected by its activities or services.

It should be used by all to ensure they understand the obligations placed upon EHA to maintain a safe environment for tenants and colleagues within the homes of tenants, and within all communal areas of buildings and 'other' properties owned and managed by EHA.

Policy Statement

EHA acknowledge and accepts its responsibilities under PUWER (Provision and Use of Work Equipment Regulations) 1998 and LOLER (Lift Operation Lift Equipment Regulations) 1998. LOLER only applies to lifting equipment which is used at work. Regulations for the maintenance and safety of lifting equipment in residential buildings EHA owns and controls will follow the LOLER guidance as a way of meeting its wider health and safety of its tenants and PUWER requirements.

EHA will hold accurate records against each property it owns, or manages, identifying when the lifts were last inspected and tested. Lift safety inspections, servicing, installation and upgrade programmes will be undertaken by competent contractors. Lift safety servicing inspections will be undertaken within the required inspection date. Independent safety checks are carried out as required under LOLER (Lift Operation Lift Equipment Regulations) 1998.

Only suitably competent UKAS accredited ISO/IEC17020 contractors (or equivalently accredited) will be procured and appointed to undertake lift inspection, testing, installation, and repair works. We will commission a Lift Consultant to support us to deliver lift replacements and to assist with operational issues where necessary.

Key Roles and Responsibilities

Appointed Duty Holder

The Buildings Quality Manager will fulfil the role of appointed Duty Holder on behalf of EHA to ensure the appropriate management of risk associated with any internal or external lifts installed at properties and on a day-to-day basis and the Compliance Manager will oversee 6 monthly LOLER and annual servicing of lifts.

The Compliance Manager will hold responsibility for the implementation of this document and supporting Lift Safety management.

EHA's Chief Executive will ultimately be responsible for ensuring compliance with current legislation, ensuring the organisation fulfils its duties and responsibilities as outlined in this policy and supporting procedures.

Responsible Persons

The Compliance Manager will ensure that there are suitable arrangements in place for the inspection of any internal or external lifts. The Building Quality Manager is responsible for the prioritisation and implementation of any works arising from these inspections, often these fall under Local Authority provision for repairs and/or replacements if the lifts have been installed via a disabled facilities grant (DFG).

EHA insurers have an Inspection Contract in place to carry out 6 monthly independent inspections of lifts regardless of EHA's responsibility for servicing and/or repairs.

No Access

EHA has an Access/No Access Procedure in place to gain access should any tenant or Care Provider refuse access to carry out essential lift safety related inspections and remediation works, taking into consideration a tenant's vulnerabilities.

Record Keeping

EHA will maintain accurate records of all completed inspections and services. Inspection reports associated with visits, will be held in house folders and the housing management system (SDM). EHA will carry out validation checks following inspection reports and approve works which will be carried out in accordance with the manufacturer's instructions.

Contract Management, Competency and Training

EHA will employ suitably competent contractors to undertake inspections and remedial works associated with ensuring compliance in respect of lift safety management. Ensuring competency can be demonstrated via accreditation and qualifications.

Each year EHA will request, review and record confirmation of contractors qualifications, competencies for all areas of work they undertake on behalf of EHA.

EHA will ensure that all operatives working for or on behalf of the organisation have the relevant training required for their role. EHA colleagues will undertake periodic assessments of training needs and a programme of internal and/or external training has been established.

Related Legislation, Regulation and Codes of Practice

- Provision and Use of Work Equipment Regulations 1998
- LOLER (Lift Operation Lift Equipment Regulations) 1998
- RSH Consumer Standards
- The Management of Health and Safety at Work Regulations 2006.
- Health and Safety at Work Act 1974.
- Housing Act 2004.
- Housing Health and Safety Rating System (HHSRS)

Related Policies, Procedures and Documents

- Health and Safety Policy
- Equality, Diversity and Inclusion Policy
- Tenancy Agreement
- Data Retention Policy
- Specialist Equipment /Lifts Procedure

Performance Reporting

Key performance indicator (KPI) will be reported to Senior Management monthly and to Board on a quarterly basis. As a minimum these KPI measures will include reporting on:

- The number of LOLER /Services completed
- Number of LOLER/Services due
- Number of LOLER/Services overdue
- Number of high, medium and low remedial works outstanding or overdue

EHA will carry out an independent audit of lift safety management at least once every 3 years. This audit will specifically test for compliance with regulation, legislation, codes of practice and policies and processes and identify any non-compliance issues.

Non-Compliance / Escalation Process

Any non-compliance issue identified at an operational level will be formally reported to the Compliance Manager or the Buildings Quality Manager in the first instance as soon as it is identified.

The Compliance Manager and Buildings Quality Manger will agree an appropriate course of remedial action in order to address the non-compliance issue and report details of the same to the CEO within 24 hours.

The Chief Executive will ensure the Board is made aware of any non-compliance either immediately or at the next planned meeting, to enable consideration of the implications and take action as appropriate, including notification to the Regulator of Social Housing, if appropriate.

Policy Review

The policy will be reviewed every two years (or sooner if there is a change in regulation, legislation or codes of practice).