



***"Offering our community more than a home"***

## **Lift Safety Policy**

Management Committee submission:	29 March 2022
Last Approved:	N/A
Date Approved:	26 April 2022
Next Review date:	April 2025

### **CHA Objectives:**

- To provide quality, affordable housing that meets the changing needs of our customers and to ensure fair access to housing within our area.
- To manage the houses provided, in a professional and cost effective manner, for the benefit of our local community and the environment.
- To provide a first class maintenance service which offers value for money and ensures the comfort and safety of our residents while achieving high levels of satisfaction

### **Regulatory Standards:**

- The governing body leads and directs the RSL to achieve good outcomes for its tenants and other service users.
- The RSL is open about and accountable for what it does. It understands and takes account of the needs and priorities of its tenants, service users and stakeholders. And its primary focus is the sustainable achievement of these objectives.
- The RSL manages its resources to ensure its financial well-being and economic effectiveness.
- The governing body bases its decision on good quality information and advice and identifies and mitigates risks to the Association's purpose.

***Any breach or non-compliance with legislation/regulatory requirements in relation to this Policy constitutes a Notifiable Event and the Regulator will be informed via the SHR Portal.***

***This policy can be made available on request in a variety of different formats, such as on tape, in large print and translated into other languages.***

## 1. Introduction

- 1.1 The aim of this Policy is to ensure the effective inspection, maintenance, and management of all lift carriages within premises controlled by the Association.
- 1.2 All lift maintenance works will be sub-contracted to an external competent body.
- 1.3 The procedures detailed within this section are intended to facilitate the effective management of lift safety. Clydebank Housing Association aims to meet its legislative duties and implement a “thorough examination” inspection regime to all its lifts at prescribed regular intervals as part of the Lifting operation and lifting Equipment Regs 98 (LOLER).
- 1.4 Clydebank Housing Association has a duty of care to ensure that its lifts are kept and maintained to a safe standard for use by its residents and employees, other members of the public as well as lift maintenance personnel.
- 1.5 The policy, and the practices identified within, will be open to internal and external audit in line with the Association’s Health & Safety Audit programme.

## 2. Definitions

*“Competent Person”* – person suitably trained and qualified by knowledge and practical experience, and provided with the necessary instructions, to enable the required task (s) to be carried out correctly.

## 3. References (see also Section 8.4 - Guidance)

- The Lifting Operation and Lifting Equipment Regulations 1998 (LOLER)
- All relevant British and European standards including BS EN 81-20: 2014, BS EN 81-50: 2014 & BS 7255:2012
- Provision and use of Work Equipment Regulations 1998 (PUWER)
- The Health & Safety at Work Act 1974
- Management of Health and Safety at Work regulations 2006
- HSE Approved Code of Practice and Guidance document L113 - Safe use of lifting equipment
- Approved Code of Practice and guidance document L22 Provision and Use of Work Equipment Regulations 1998.

All of the above will be reviewed and assessed when lifts are being modernised, installed or maintained.

## 4. Key Objectives

- 4.1 Clydebank HA has a responsibility to take reasonable steps to avoid acts or omissions, which would be foreseeable as injuring other persons. As duty holder, the Chief Executive has a specific responsibility to ensure the safety of others, while using the lift. They are responsible for the maintenance of the lift, which includes its safe operation, condition and compliance with relevant statutory requirements.
- 4.2 The key policy objectives are to:
  - Ensure we appoint persons with clear roles and responsibilities to manage the risks associated with lifts and lifting equipment
  - Ensure we only use suitably qualified contractors and consultants

- Ensure all lifts and lifting equipment have been identified and are subject to a suitable maintenance, inspection and examination regime to ensure the effective operation and safety of such equipment
  - Ensure that all required lifting equipment have 'Thorough Examinations' in accordance with LOLER 1998 where this is required
  - Ensure any identified remedial works are carried out within recommended timescales, so that lifting equipment are maintained to a high standard
  - Ensure a monitoring system is implemented and maintained
  - Ensure compliance with all relevant legislation and standards
- 4.3 Lift maintained by Clydebank Housing Association are for staff, residents and other members of the public to access upper floors in various properties we own including residential and commercial units. All lifts in ownership of Clydebank Housing Association is deemed part of the workplace and shall adopt the requirements for maintenance and inspections afforded to lifts that are covered by LOLER and PUWER.

## 5 Organisational Responsibilities

- 5.1 The Chief Executive who has overall responsibility for the implementation of this policy.
- 5.2 The Management Committee are responsible for monitoring compliance with this policy and will receive compliance reports against policy on a regular basis.
- 5.3 The Chief Executive has delegated the tasks of managing the duties to the responsible person, who in this case is the Housing Services Manager (HSM)
- 5.4 The HSM as the designated responsible person will ensure that duty holder's tasks are completed and recorded for the safe and suitable operation of the lift. The HSM will also engage the services of an accredited lift consultant to assist in distinguishing these tasks and to provide a quality control aspect of the maintenance works and thorough examinations.
- 5.5 Responsibility for implementing this policy, includes:
- Ensuring adequate processes and procedures are in place to manage the risks arising from lift servicing and thorough examinations (LOLER);
  - Ensuring sufficient information, instructions and training are available.
  - Monitoring the performance staff and contractors.
  - Ensuring that there is sufficient resource to manage that appropriate inspections and examinations are made to assess the condition and safety of lifting equipment;
  - Ensuring that there is sufficient resource in order to highlight any works required following a service or thorough examination (LOLER) and ensure that they tracked to completion within the allocated timescales;
  - Ensuring that property servicing records and any relevant certification are maintained;
  - Ensuring that there is sufficient resource in order to maintain an up-to-date knowledge of legislative requirements and current best practice;
  - Provide regular instruction and refresher training to maintain skills and provide advice on the application of this policy on an individual case by case basis;
  - Report to the Management Committee, Chief Executive and Head of Housing Services of any significant incidents in relation of the management of lifts.

- 5.6 Clydebank Housing Association will employ the services of an independent “competent person” to audit the maintenance of all lifts under its responsibility.
- 5.7 The responsible person will ensure that the person undertaking the examination is competent. In meeting this requirement, Clydebank Housing Association shall ensure that the Competent person has the appropriate knowledge to carry out examination of the lifts.
- 5.8 Regular Maintenance and Inspections shall be carried out by the approved and accredited Lift maintenance contractor appointed by Clydebank Housing Association.

## **6 Lift Inspection Regime**

- 6.1 All lifts are subject to the Health and Safety and Work Act, notably Regulations pertaining to the Lifting Operations and Lifting Equipment Regulations (LOLER) and the Provision and Use of Work Equipment Regulations (PUWER). All lifts will be subject to an effective servicing regime and thorough examination by a competent person. Records of servicing and maintenance together with thorough examination reports should be kept and provided to the regulatory authorities (HSE/Local Authority) when requested. Any actions required by the thorough examination report should be completed as soon as possible and before the time specified on the report. Where a dangerous defect has been detected requiring immediate cessation of work, the lift should not be used until the defect has been rectified and the lift declared safe to use.
- 6.2 All lifts will be inspected by an independent “competent person” on an annual basis. The inspection report will provide a list of defects and observations. Where defects are found which affect continued safety and or are highlighted as requiring immediate rectification, the lift plant will be switched off until the defect is rectified. Observations will be programmed in for works to be completed as soon as possible.
- 6.3 Where Clydebank Housing Association is unable to meet the time, outlined in the report, to undertake the specified repairs required in the inspection report, the lift will be switched off until the repair is completed. Any other defects identified, which have not been given a specified time will be completed as soon as possible or at the next service visit, but within six months of notification.
- 6.4 The ‘Competent Person’ will advise Clydebank Housing Association of any supplementary tests required above and beyond the maintenance provision offered under the lift maintenance contractor’s maintenance regime. In these cases, an instruction will be issued to the lift maintenance contractor and the Responsible Person will retain all relevant records to evidence the equipment was found to be satisfactory.
- 6.5 Supplementary tests are requested when concerns about the condition of the lift equipment are identified during the inspection. Where tests are not mandatory and have no legal status, best practice will be followed. Supplementary tests will assist in ensuring all legal requirements are satisfied.
- 6.6 If the lift is unavailable for inspection, a non-inspection notice will be issued, and the responsible person will arrange another inspection.

## **7 Lift Maintenance**

- 7.1 The Responsible Person will put in place adequate maintenance provisions and ensure that a competent lift maintenance contractor is appointed, and the service regime is in line with British Standards at the time of procurement.
- 7.2 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 or lifting platform.
- 7.3 The lift maintenance contractor will provide a site specific risk assessment for each lift installation. This must be kept on site along with the lift maintenance contractor's logbook.
- 7.4 The frequency of service visits will be based on passenger usage, age and condition of the equipment together with the location and type of building and local environment. The frequency varies for passenger lifts from monthly to six monthly intervals. Bath hoists and stair-lifts are serviced annually.
- 7.5 Any break in a lift's service has a disproportionate impact on people with families, older people and people with a disability. We will aim to resume the lift operation as quickly as possible where these groups are affected.
- 7.6 The appointed lift maintenance contractor will carry out the following checks:
- Lift alarm and auto dialler is connected to a remote alarm receiving Centre.
  - Housekeeping and condition of the lift machine room and lift equipment and that they are kept clean and tidy.
  - The lift logs are updated and document that regular maintenance visits are being carried out
  - The risk assessment is retained and updated if there is any change to the lift Installation during the period of the maintenance contract.
  - Copies of the latest reports carried out by the 'Competent Person' forwarded by the Association are acknowledged, assessed, and retained.
  - Written confirmation that any works to address defects highlighted in the reports are completed where appropriate.
- 7.7 Insurers will receive confirmation of services and thorough examinations for insurance purposes.

## **8 Lift Incidents**

- 8.1 In the event of any major lift components failing, all lifts are fitted with fail-safe mechanisms to minimise the risk of injury.
- 8.2 Any faults with the lift will be reported to the contractor directly who will provide the Association with a breakdown report within a reasonable time period. All breakdown records shall be recorded by Clydebank Housing Association.
- 8.3 In the event of an incident, as defined by the HSE, a Reporting of Injuries, Diseases and Dangerous Occurrence Regulation (RIDDOR) form will be completed and sent to the Health & Safety Executive (HSE) by the Director of Maintenance.
- 8.4 If someone becomes trapped in a lift car an emergency communication system will enable direct communication between passengers and the lift maintenance contractor's 24/7 call centre. The lift maintenance contractor will attend within one hour of being notified, however, if for any reason the lift maintenance contractor is not able to attend site within this timescale, the contractor shall arrange for Fire & Rescue Services to release of trapped passengers.

- 8.5 If the Fire and Rescue Services or any other party forces open the lift doors the lift then the lift MUST immediately be taken out of service and Lift Service Company informed. The lift will undergo critical safety inspections by a competent lift engineer before it can be put back into service. If doors are forced, it will be necessary to cordon off area in front of entrance until a lift engineer can attend and secure doors.
- 8.6 Only the appointed competent lift engineers or the Fire and Rescue Services may free /rescue passengers from a lift. A person without adequate training MUST NOT attempt to open landing doors or rescue trapped passengers as this can result in extreme hazard
- 8.7 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, 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.

## **For Office Use Only – Actions**

Customer Consultation Required/Arranged	No
Intranet Update	Yes
F Drive Update	Yes
Website Update	Yes
Leaflet change required?	No
Newsletter Promotion?	Yes
Other information updated, e.g. posters, automatic email responses, post cards, answering machine messages, etc.	No
Equality Impact Assessment completed	No