

LIFT SAFETY POLICY

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Executive Summary:
<p>This policy sets out our legal and regulatory duties in respect of lift safety and what we will do to ensure we comply with them. The policy includes details of the safety inspection / check programmes we will operate to achieve this, and the measures we will take to ensure the programmes are delivered safely and in a timely manner. It also sets out how we will monitor delivery of the policy and of the programmes.</p>

Policy Grouping/Directorate	Property Compliance / Property Services	
Owner Name / Job Title	Siobhan McCoy, Director of Property Services	
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EIA Completed	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
Publication	Intranet <input checked="" type="checkbox"/>	Website <input checked="" type="checkbox"/>
Notes: The EqIA has found that the measures set out in the Policy will positively support and assist all residents, and in particular vulnerable residents to be and to feel safer in their home and to benefit from the effective management of any lift safety risks within their home or their building.		

1 Introduction and Aims

- 1.1 As a landlord, RBH is responsible for the maintenance and repairs to our homes, communal blocks and other properties we own and manage, some of which contain domestic lifts, passenger lifts, goods lifts and other lifting equipment. We are responsible for maintaining these lifts and carrying out periodic thorough examinations to ensure they continue to operate safely.
- 1.2 The key objective of this policy is to ensure our Senior and Executive Leadership Teams, colleagues, partners and customers are clear on our legal and regulatory lift safety obligations and what we will do to comply with them. This policy provides the framework our colleagues and partners will operate within to meet these obligations.
- 1.3 The aims of the policy are:
- To ensure that RBH has identified and complied with all relevant legal duties in respect of lift safety.
 - To ensure that RBH is meeting our regulatory duties in respect of lift safety.
 - To help deliver our objectives within our Corporate Strategy to ensure our customers live in safe homes and that we are delivering customer focused services which meet their needs.
- 1.4 The scope of this policy includes for lifts which are fixed within assets owned and managed by RBH (i.e., passenger/stairlifts/through floor lifts/goods lifts) and not mobile lifting equipment.
- 1.5 This policy forms part of our wider organisational commitment to driving a health and safety culture amongst colleagues and contractors and it will be shared with all relevant RBH colleagues and partners.

2 Context

- 2.1 Passenger lifts in workplaces (for example, offices) which are used by people during their course of work, fall within the scope of the Lifting Operation and Lifting Equipment Regulations 1998 (LOLER). LOLER requires us to maintain lifts and ensure that they have thorough examinations:
- Before use for the first time;
 - After substantial and significant changes have been made;
 - At least every six months if the lift is used at any time to carry people or every 12 months if the lift is only carrying loads (or in accordance with an examination scheme); and
 - Following exceptional circumstances such as damage to, or failure of, the lift, long periods out of use, or a major change in operating conditions which is likely to affect the integrity of the equipment.

Thorough examination reports must be kept for at least two years.

- 2.2 Section 3 of the Health and Safety at Work Act 1974 makes employers, such as landlords, responsible for the health and safety of employees and people using or visiting their premises, so far as reasonably practicable (including customers). For passenger lifts in communal blocks and for tenanted properties with domestic lifts, these duties may be adequately discharged by adopting the same

provisions as applies to all other lifting equipment covered by LOLER (carrying out regular maintenance and a six-monthly thorough examination).

- 2.3 The Provision and Use of Work Equipment Regulations 1998 (PUWER) applies to all work equipment, including lifting equipment (such as hoists, lift trucks, elevating work platforms and lifting slings). There is some overlap with the requirements of LOLER, and adhering to those provisions will enable us to discharge any PUWER duties.
- 2.4 Our insurers require similarly stringent levels of risk management to cover public liability.
- 2.5 This policy will support RBH to comply with the following regulatory standard:

Consumer Standards – Safety and Quality Standard

The delivery of this policy will support us to comply with the requirement to take all reasonable steps to ensure the health and safety of tenants in their homes and associated communal areas. This policy has identified the legal requirements that relate to lift safety, and sets out what we will do to comply with them.

3 Values

- 3.1 The policy fits with all the mutual values of RBH:

Putting People First: We listen with empathy, respond with compassion, and make it easy for our customers to access our services. We will respond to requests from customers about lift safety, and be empathetic to any concerns.

Doing What We Say: We earn trust through honesty, integrity, caring and keeping our promises.

Working As One: We embrace our mutuality and work together to deliver great outcomes for the people living in our homes and communities.

Delivering Quality: We invest wisely in our people and make it easy for them to deliver services and create places that our customers are proud to call home.

Open & Transparent: We are curious, embrace diverse ways of thinking and seek feedback to help us improve.

4 Policy Statement

- 4.1 We acknowledge and accept our legal and regulatory duties as outlined in Section 2.
- 4.2 We own and manage domestic properties which have been adapted with living aids such as stair lifts, through floor lifts and hoists to enable customers to continue to live independently. We take responsibility for the lifts which have been installed within our domestic properties which we have either installed directly, or have been made aware of if they have been installed by others.
- 4.3 We will maintain a core asset register of all properties we own and/or manage, with component/attribute data against each property to show lift safety check and maintenance requirements.

- 4.4 We will operate a robust process to manage all changes to our assets, including property acquisitions and disposals, to ensure that properties are not omitted from lift safety programmes and the programme remains up to date.

Lift safety programme

- 4.5 We will adopt the same principles to the management of lifts within communal blocks and domestic properties as for passenger lifts, goods lifts and any other lifts provided as work equipment. We will therefore carry out a programme of periodic servicing and maintenance and thorough examinations (in accordance with LOLER) to lifts within domestic properties where these have been installed by us, or where our customer has installed one and made us aware of it.
- 4.6 We will ensure all lifting equipment is subject to a thorough examination before being commissioned into use for the first time.
- 4.7 All lifting equipment will be subject to a periodic thorough examination and routine servicing and maintenance (in accordance with LOLER).
- 4.8 **Thorough examinations** – all lifting equipment, including domestic lifts, will be subject to a thorough examination:
- Before being commissioned into use for the first time;
 - Every six months if the lift is being used to carry people – this includes passenger lifts and domestic stairlifts;
 - Every 12 months if the lift only carries loads;
 - In accordance with an examination scheme (as prepared by a competent person) where there is one in place; or
 - In accordance with our insurer's specification (if more frequent).
- 4.9 **Maintenance** - All lifting equipment will be subject to routine servicing and maintenance in line with manufacturers' recommendations and/or any examination scheme.
- 4.10 We will ensure there is a robust process in place for the management of any follow-up works required following the completion of a thorough examination or servicing and maintenance inspection (where the work cannot be completed at the time of the examination or servicing/inspection).
- 4.11 All lifts that we install in properties we own or manage will be fully accessible for disabled users, as per the requirements of the Equality Act 2010, and to the specifications outlined in Part M of the Building Regulations 2004.
- 4.12 We will endeavour to ensure that all lifting equipment will be in full working order at all times. Where we become aware of a breakdown, we will ensure our lift contractor attends within two hours.
- 4.13 We will operate robust processes to deal with entrapment situations. In the event of any persons becoming trapped in a lift we are responsible for we will ensure our lift contractor attends within one hour.
- 4.14 When an empty property has a domestic lift, we will determine whether it is to be retained for use by the next customer. If it is not, it will be removed. If the lift is retained, it will have a service visit when the property is re-let to ensure it is safe and working correctly at the point the new tenancy commences. The new

customer will also be shown how to operate the lift safely. If the thorough examination is due before the new tenancy commences, we will also ensure this is carried out.

- 4.15 We will operate a robust process to gain access to properties to undertake thorough examinations, lift safety/servicing visits and follow-on works. In the case of access for domestic stairlifts, where customer vulnerability issues are known or identified we will ensure we safeguard the wellbeing of the customer, whilst ensuring we can gain timely access to any property in order to be compliant with this policy. We will also work with other statutory agencies to support our attempts to gain access.
- 4.16 We will operate effective contract management arrangements with any contractors who support the delivery of the lift safety programme and who carry out work on lift in our homes and assets. This will include ensuring contracts/service level agreements are in place, conducting client-led performance meetings, and ensuring that contractors' employee and public liability insurances are up to date on an annual basis.

Managing risk

- 4.17 We will establish and maintain a risk assessment for lift safety management and operations, setting out our key lift safety risks and appropriate mitigations.
- 4.18 We will operate a process for identifying and managing customers who are at risk and support our attempts to gain access, including mitigation plans to manage any specific risks identified.
- 4.19 To comply with the requirements of the Construction (Design and Management) Regulations 2015 (CDM) a Construction Phase Plan will be in place in respect of all repairs to empty and tenanted properties (at the start of the contract and reviewed/updated annually thereafter), component replacement works and refurbishment projects.
- 4.20 We will operate a robust process to investigate and manage any **RIDDOR notifications** submitted to the HSE in relation to lift safety and will take action to address any issues identified and lessons we have learned, to prevent a similar incident occurring again.
- 4.21 We will operate a robust process for **dealing with and escalating any significant non-compliance**. Our definition of significant non-compliance is: any incident which has the potential to result in a material breach of legislation or regulatory standard, or which causes a risk to health or safety.
- All non-compliance issues will be reported and escalated as soon as possible, and no later than 24 hours after the incident occurred, or of an RBH employee becoming aware of it.
 - Any non-compliance issue identified at an operational level will be formally reported to either the relevant Service Manager or Head of Service in the first instance, who will agree an appropriate course of corrective action with the Director of Property Services. The Director of Property Services will report details of the same to the Executive Leadership Team.
 - In cases of serious non-compliance, the Executive Leadership Team will consider whether it is necessary to disclose the issue to the Regulator of

Social Housing as required by the regulatory framework, or any other relevant organisation such as the Health and Safety Executive. In such instances, the issue will also be reported to Board.

The issue will also be recorded and investigated in accordance with the RBH accident and near miss reporting process.

Training and competency

- 4.22 We will ensure that suitably competent and trained people will carry out lift safety checks and undertake work on our lifts. Only suitably competent lift consultants and contractors, registered with the Lift and Escalator Industry Association (or equivalent), will be appointed to undertake thorough examinations, risk assessments, prepare examination schemes and undertake lifting equipment works.
- 4.23 We will check our contractors hold the relevant qualifications and accreditations when we procure them, and thereafter on an annual basis; we will evidence these checks and each contractor's certification appropriately.
- 4.24 We will deliver training on this policy and the procedures that support it, through appropriate methods including: team briefings; basic lift safety awareness training; and on the job training for those managing the programme of lift safety checks, planned maintenance and repair works as part of their daily job. All training undertaken by RBH colleagues will be formally recorded.

Customer communications

- 4.25 We consider good communication essential in the effective delivery of lift safety programmes, therefore we will operate a customer engagement and communication programme to support customers in their understanding of lift safety. This will include writing and/or texting them in advance of safety checks, taking account of any specific customer communication requirements. This will assist us in maximising access to carry out safety checks, encourage and support customers to report any concerns about lift safety, and help us to engage with vulnerable and hard to reach customers. We will share information clearly and transparently and will ensure that information is available to customers via regular publications and information on our website via regular publications and information on our website. We will tailor our communications to meet any known needs of our customers.

5 Monitoring

- 5.1 We will hold records of the following against all properties on the lift safety programme:
- Thorough examination dates and reports;
 - Servicing and maintenance dates and reports;
 - Any examination schemes in place;
 - Evidence of completed remedial works; and
 - Entrapment incidents.
- 5.2 We will keep all records for at least five years or for the duration that we own and manage the property/in line with our document retention policy and have robust

processes and controls in place to maintain appropriate levels of security for all lift safety related data and records.

5.3 We will use the results of the thorough examinations as third-party quality assurance for the servicing and maintenance contractor.

5.4 Internally we will undertake 100 per cent desktop audits of all thorough examination and servicing/maintenance records as we receive them.

5.5 We will hold data and monitor performance against the following:

Data – the total number of:

- Properties – split by category (domestic, communal and others);
- Properties on the thorough examination and servicing programme;
- Properties with a valid and in date thorough examination;
- Properties without a valid and in date thorough examination;
- Properties due to be examined within the next 30 days; and
- Properties with an in date service/maintenance visit;
- Properties without a valid and in date service/maintenance visit;
- Properties due to be serviced within the next 30 days; and
- Completed, in-time and overdue follow-up works/actions arising from the programme.

Narrative - an explanation of the:

- Current position;
- Corrective action required;
- Anticipated impact of corrective actions;
- Progress with completion of follow-up works;
- Details of any entrapments within lifts.

5.6 We will also monitor the number of RIDDOR notifications to the HSE about lift safety and the actions take, through our Health and Safety Committee and report on this to Board.

5.7 We will report key performance indicator (KPI) data for lift safety to our Executive Leadership Team (ELT) on a monthly basis, and to the Customer Service Committee on a quarterly basis. We will also report any non-compliance to Board on an exception basis, in accordance with our performance monitoring and KPI framework. We will report our performance to customers in our annual report, and through our website and other communication channels throughout the year.

5.8 We will carry out an internal or independent audit of lift safety at least once every two years, to specifically test for compliance with legal and regulatory obligations and to identify non-compliance issues for correction.

6 Review

6.1 All RBH strategies, policies, service standards and procedures are reviewed on a regular basis to ensure that they are 'fit for purpose' and comply with all relevant legislation and statutory regulations.

- 6.2 This policy will go through the full policy approval process every 3 years and will undergo a desktop review annually. This is to ensure that it is fit for purpose and complies with all relevant and statutory regulations.

7 Links with Other RBH Documents

- 7.1 This policy links to the following policies and strategies:
- Homes and Communities Strategy
 - Electrical Safety Policy
 - Fire Safety Policy
 - Asbestos Safety Policy
 - Construction Design and Management (CDM) Policy
 - Disrepair Policy
 - Responsive Repairs Policy

8 Inclusivity statement

- 8.1 We are dedicated to fostering an inclusive and equitable environment for all. We ensure that everyone is valued and respected. Our policies aim to be inclusive, and will comply with UK laws, including the Equality Act 2010, to create a diverse and supportive environment for people to thrive.
- 8.2 We understand not everyone absorbs information the same way. If you have any difficulty understanding or interpreting this document please email people@rbh.org.uk or call Freephone 0800 027 7769. We will work with you to ensure your individual needs are met.