



## Lift Safety Policy

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## 1. Introduction

- 1.1. Poplar HARCA has a responsibility to ensure that all our lifts are safe, functional and maintained to a high standard.
- 1.2. Poplar HARCA is committed to safeguarding the health, safety and wellbeing of everybody living, working or visiting our buildings, and to protecting our property.
- 1.3. This policy sets out the lift servicing and maintenance standards for all assets, including housing stock, offices, community centres and other buildings for which Poplar HARCA has responsibility (as defined by the lease).

## 2. Regulatory standards, legislation and codes of practice

- 2.1. Poplar HARCA's lift maintenance works and activities must comply with:

Regulator	<ul style="list-style-type: none"><li>• Regulatory framework and consumer standards (Home Standard) set out by the Regulator for Social Housing</li></ul>
Legislation	<ul style="list-style-type: none"><li>• Lifting Operations &amp; Lifting Equipment Regulations 1998 (LOLER)</li></ul>
Codes of practice	<ul style="list-style-type: none"><li>• BS 7255: Code of Practice for Safe Working on Lifts</li><li>• BS EN 81: Safety Rules for the Construction and Installation of Lifts – Lifts for the Transport of People and Goods</li><li>• BS EN 81-80: Safety Rules for the Construction and Installation of Lifts – Existing Lifts – Part 80: Rules for the improvement of Safety of Existing Passenger and Goods Lifts</li><li>• Approved Document M: Access to and Use of Buildings</li><li>• EN81-28</li><li>• EN71-73; EN81-72 and BS9999</li></ul>
This policy also operates in the context of:	<ul style="list-style-type: none"><li>• Provision and Use of Work Equipment Regulations 1998 (PUWER)</li><li>• The Lifts Regulations 2016</li><li>• Health &amp; Safety at Work Act 1974</li><li>• The Supply of Machinery (Safety) Regulations 2008</li><li>• The Management of Health &amp; Safety at Work Regulations 1999</li><li>• The Workplace (Health Safety &amp; Welfare) Regulations 1992</li><li>• Construction, Design and Management Regulations 2015</li><li>• Landlord and Tenant Act 1985</li><li>• Equality Act 2010</li><li>• RIDDOR 2013</li></ul>

- 2.2. **Sanctions**

Failure to discharge these responsibilities in full could result in prosecution, unlimited fines, and/or a serious detriment judgement from the Regulator for Social Housing.

## 3. Requirements

- 3.1. Poplar HARCA is required to:
  - ensure that lifts and lifting equipment are suitable for their intended use

- ensure that lifts and lifting equipment are maintained in a safe condition
  - ensure that all lifts that carry people are thoroughly examined every six months; after any significant change; and following exceptional circumstances such as a long period out of use
  - keep all safety records for a minimum of two years after the date of completion
  - ensure that new lifts are not used until the lift installer has issued a Declaration of Conformity
  - ensure that the Declaration of Conformity is held for the life of the installation
  - provide suitable arrangements to release people trapped in lifts
- 3.2. While passenger lifts for the use of residents in blocks of flats and domestic lifts and lifting equipment are not subject to the requirements of LOLER or PUWER, it is practical to follow the “Periodic Thorough Examination” regime in order to evidence compliance with the Health & Safety at Work Act. This is also a requirement of Poplar HARCA’s insurers.
- 3.3. LOLER and PUWER may also apply to other access equipment depending on their purpose:
- eyebolts which are secured into a structure as an anchorage point for lifting equipment, e.g. abseiling ropes are subject to the requirements of LOLER
  - anchors to secure equipment to prevent falls e.g. man safe systems are not covered by LOLER but require inspection and certification every 12 months.

## 4. Delivery

- 4.1. Poplar HARCA maintains independence between the “Periodic Thorough Examination” of lifts and their maintenance
- 4.2. Poplar HARCA’s insurer acts as the Competent Person for the “Periodic Thorough Examination” of lifts required by the LOLER
- 4.3. Lift servicing and maintenance programmes are delivered through external contractors.
- 4.4. Contracts are regularly reviewed and retendered in line with the organisation’s policies.
- 4.5. In order to meet requirements and ensure safety Poplar HARCA will:
- **Passenger lifts within residential buildings, community centres and offices:** service every lift every month and complete a LOLER-compliant examination every six months.
  - **Domestic lifts and lifting equipment** *e.g. stair lifts and hoists:* service each lift and complete a LOLER-compliant examination every six months.
  - **Man safe systems:** carry out an annual documented test and inspection.
  - ensure robust processes and controls are in place to manage Periodic Thorough Examinations, servicing and maintenance to all lifts
  - ensure there are clear processes in place for the appropriate action to be taken in the event that somebody becomes trapped in a lift
  - manage access to tenant’s homes in accordance with Poplar HARCA’s Access Procedure
  - ensure that only competent contractors who are qualified to at least NVQ Level 3 carry out works on lifts and lifting equipment
- 4.6. Poplar HARCA will not:
- accept responsibility for the servicing or maintenance of domestic lifts or lifting equipment that a tenant has bought and/ or arranged to be installed themselves
  - service or maintain domestic lifts or lifting equipment within leaseholder’s properties

## 5. Follow on works

- 5.1. Poplar HARCA will ensure that there is a robust process in place for managing any follow on works arising from the lift examination and servicing programmes within appropriate timescales.
- 5.2. Defects or hazards identified during routine examination will be managed in line with the risk that they pose:

<b>A:</b> Danger present, immediate remedial action is required	Lift will be taken out of service immediately, and will remain out of service until it has been repaired.
<b>B:</b> Other defects	Repair will be carried out as soon as is practicable.
<b>C:</b> Observation or improvement recommended	Will be considered by the Compliance Manager (Lifts) and actioned or scheduled if appropriate.

- 5.3. Any lift or lifting equipment found to be in dangerous state will be taken out of service immediately, and will remain out of service until it has been repaired.

## 6. Record keeping

- 6.1. Monthly servicing records are transferred electronically from the contractor to Poplar HARCA's central document repository in a standardized format.
- 6.2. "Periodic Thorough Examination" records are held on Poplar HARCA's insurer's portal which can be accessed by relevant staff. An electronic copy of the report is also held by Poplar HARCA.
- 6.3. All maintenance, breakdown and repair visits are recorded in a log book. The log book is stored in an accessible place on the installation.
- 6.4. Orders for lift safety checks and follow on repairs will be issued to contractors via the Orchard Housing Management System (core system).
- 6.5. Poplar HARCA will establish and maintain accurate asset registers for all domestic and non-domestic properties.

## 7. Performance monitoring and reporting

- 7.1. There is a robust procedure in place for monitoring compliance and validating asset lists.
- 7.2. Key performance indicator (KPI) measures are in place, regularly reviewed and reported to senior management, other relevant staff, resident committees and the Board.

## 8. Roles and responsibilities

Poplar Board	Overall governance responsibility for ensuring that the organisation is compliant with regulatory standards, legislation and codes of practice.
Chief Executive	Acts as the organisation's <b>duty holder</b> for lift safety.  Strategic responsibility for the management of lift safety and for ensuring that compliance is achieved and maintained.
Director of Technical Resources	Acts as the organisation's <b>responsible person</b> for lift safety.

	Responsible for the implementation of the lift safety policy.
Assistant Director of Asset Management	Assist the Director of Technical Resources with lift safety policy implementation.
Head of Asset Compliance	Assist with lift safety policy implementation and oversee day-to-day delivery of servicing programmes.
Compliance Manager (Lifts)	Acts as the organisation's <b>competent person</b> for lift safety.  Responsible for managing the delivery of lift servicing, maintenance and replacement programmes including quality control and contract management.  As a minimum the post holder will hold an NVQ level 3 qualification in Lift Engineering.
Competent contractor(s)	Responsible for the operational delivery of lift servicing, installation and maintenance works. Contractors and their engineers must hold appropriate qualifications.

## 9. Policy review

9.1. Policies are reviewed every 2 years or sooner if they no longer reflect best practice.

## 10. Appendix 1: Impact assessment

How does the policy/procedure/strategy contribute to Poplar HARCA's aims?	The policy is a statement of our intention to meet all statutory obligations associated with lift safety.
Which group(s) of people benefit from the policy/procedure/strategy? If any group could be disadvantaged, what is the mitigation or justification?	All groups benefit from this policy in terms of health & safety. It is also beneficial for residents, staff and the Board to be aware of Poplar HARCA's statutory obligations.
How have residents been involved in developing the policy/procedure/strategy? If they have not been involved, why not?	The policy is a statement of our intention to meet all statutory obligations associated with lift safety. There is no scope for resident involvement other than Board approval.
How will the policy/procedure/strategy be monitored and measured? (e.g. performance indicators?)	This policy is reported to and monitored by the Services Committee as well as the Audit & Risk Committee.
If any, what are the Value for Money implications?	The policy is a statement of our intention to meet all statutory obligations.  Value for Money is not a consideration for this policy.
Will personal data be collected, stored, used or shared? If yes, a privacy impact assessment must be carried out.	Yes, personal information may be shared with contractors (e.g. name, address, contact details) in order to allow them to carry out required works.