

Lifts and Lifting Equipment

Contents

1. Our purpose
2. Introduction
3. Scope of Policy and Exclusions
4. Definitions
5. Roles and Responsibilities
6. Policy
7. Reporting and Monitoring
8. Assurance
9. Equality Impact Assessment
10. Data Protection Considerations
11. Training and Competency
12. Communication and Implementation
13. Legal and regulatory framework
14. Information Sharing and Confidentiality
15. Document Control

1. Our purpose

We're proud to be able to support tens of thousands of people across England by providing affordable housing and care to help people live independently.

Everything starts at home, and we are privileged to be able to do work which makes a real difference to the lives of people in our communities. Everything we do is about people – whether that's providing a good quality, safe home or providing care which helps someone to live an independent life.

We live and breathe this social purpose.

2. Introduction

This policy sets out how GreenSquareAccord (GSA) will discharge its duties to manage and deliver the inspection, servicing and maintenance of lifts and lifting equipment within its premises in order to ensure the safety of this equipment, in accordance with legislative, statutory and regulatory requirements.

Our primary objective is to ensure that customers, contractors, colleagues, and visitors remain safe in premises owned and managed by GSA. We aim to deliver this objective through the

appropriate inspection, servicing and maintenance of all lifts and lifting equipment for which we are responsible.

3. Scope of Policy and Exclusions

Lifting Equipment is equipment concerned with the lifting or lowering of 'a load' including attachments used for anchoring, fixing, or supporting a load (which includes items or people being lifted). It includes (but is not limited to) the lifting equipment below:

- Passenger lifts
- Platform lifts
- Through lifts
- Stair lifts
- Ceiling track hoists
- Mobile hoists and slings
- Medical bath lifts
- Arborist equipment
- Other lifting equipment e.g. fork-lift trucks

This Policy covers Lifting Equipment within all properties owned and managed by GSA including:

- Domestic properties - general needs housing, residential care, extra care housing, supported housing, 55+ housing, sheltered housing and other rented properties where lifting equipment has been installed by GSA.
- Non-domestic properties - offices, depots, shops, other commercial buildings, blocks and communal areas/common parts e.g. training rooms, remote plant, and garages.
- All properties, where under a tenancy agreement, lease or contract, GSA has responsibility for maintenance and repairs to Lifting Equipment.

It excludes domestic Lifting Equipment (e.g. stairlifts, hoists and medical beds) that customers have purchased and installed themselves, or that has been installed for them by another organisation for personal use.

It also excludes any premises where GSA has transferred its responsibility for Lifting Equipment to a third party (e.g. to managing agents under a management agreement).

4. Definitions

Lifting Accessories	Items such as chains, slings, eye bolts etc. These are fixed to Lifting Equipment to assist with the lifting or lowering of a Load.
Lifting Equipment	Equipment concerned with the lifting or lowering of a Load including attachments used for anchoring, fixing, or supporting the Load.

Load	The item or items being lifted, which includes a person or people.
LOLER	Lifting Operations and Lifting Equipment Regulations 1998 – regulations which place duties on people and companies who own, operate or have control over lifting equipment.
	LOLER will not apply where a member of the public (e.g. a user of care services) purchases equipment for their use at home, as it is not defined as work equipment.
PUWER	Provision and Use of Work Equipment Regulations 1998 – legislation which places duties on people and companies who own, operate or have control over work equipment. PUWER also places responsibilities on businesses and organisations whose colleagues use work equipment whether owned by them or not.
Thorough Examination	A mandatory inspection to ensure the mechanical parts of lifting equipment is safe and in good working order. This includes a systematic detailed examination of the lift and all its associated equipment by a competent person to detect any defects which are, or might become, dangerous.
Work Equipment	Any machinery appliance, apparatus, tool or installation for use at work (whether exclusively or not). Any equipment used by a colleague at work will be covered by this definition.

5. Roles and Responsibilities

5.1. The **GSA Board** is responsible for ensuring that management of health and safety and asset compliance meets statutory and regulatory requirements and is sufficiently resourced. This includes GSA's approach to the management of lifting equipment.

5.2. The **Executive Board** is responsible for ensuring that appropriate arrangements and resources are put in place for ensuring the safety of customers, colleagues and others, and compliance with legal, regulatory, and statutory standards, delegating operational responsibility as appropriate.

The Executive Board is also responsible for reporting any breach in standards to the GSA Board and reporting any regulatory breaches to the Regulator of Social Housing in line with organisational policies

5.3. The **Chief Property Officer** is responsible for:

- Ensuring that appropriate mechanisms are in place for monitoring compliance with the appropriate legislation, regulation and policies and procedures.
- Reporting levels of compliance to GSA's Board.

- Ensuring that appropriate resourcing and arrangements are in place (in line with budget capacity) to meet the regulatory, legislative and statutory requirements relating to water hygiene (legionella) and potential scalding risks including sufficient resources

5.4. The **Director of Repairs and Maintenance** is responsible for

- Ensuring that appropriate resourcing and arrangements are in place to meet the regulatory, legislative and statutory requirements relating to lift safety.
- Formulating programmes of work consistent with the delivery of this Policy.
- Monitoring the performance of all work streams undertaken to ensure compliance with statutory requirements and this Policy.
- Ensuring contractors engaged to carry out inspections and maintenance works are procured with the required qualifications and competency.
- Monitoring the performance of contractors appointed to carry out inspections and maintenance works, including contract and performance management.

5.5. The **Head of Health and Safety** is responsible for:

- Reviewing reporting (second line assurance) on Lifting Equipment compliance to the Financial Performance and Monitoring Group and Executive Board.
- Ensuring that GSA has appropriate procedures, processes and internal controls in place which comply with all legal, regulatory and policy requirements.
- Reviewing changes to legislation and regulation to ensure that this policy remains compliant with them.
- Ensuring that appropriate mechanisms are in place for monitoring compliance with lifting equipment legislation, regulation and policies and procedures.

5.6. The **Head of Property Compliance** is responsible for:

- Acting as the first point of contact and competent person for Lifting Equipment safety and compliance for GSA.
- Maintaining a master asset database of all properties (domestic and commercial) where we have a responsibility to carry out lift and lifting equipment safety checks and maintenance.
- Notifying the Head of Fire Safety of any lift failure of firefighting lifts.
- Managing the availability of correct stock data and landlord compliance data subsets against which work programmes and contracts are prepared.
- Overseeing data reconciliation exercises to ensure that all assets for which we have a responsibility are included on the servicing programme.
- Reporting (first line assurance) on Lifting Equipment compliance to the Financial Performance and Monitoring Group, Executive Board, the GSA Board and its Committees.
- Leading on the development of this policy and associated procedures, reviewing legislation and regulation changes to ensure that this policy remains compliant.
- Implementing an effective performance management framework and assurance activities that will strengthen risk control and provide the highest levels of assurance.

- Receiving audit feedback and acting upon findings.
- Ensuring that processes are in place to check the competency of contractors at the point of procurement.
- Ensuring the operational delivery of this Policy and compliance with relevant legislation and regulations.
- Monitoring the performance of all work streams undertaken to ensure compliance with statutory requirements and this Policy.
- Taking overall responsibility for delivering an effective performance management framework and the assurance activities required by this Policy and for the effective upward reporting of performance.
- Ensuring that GSA colleagues and contractors employed have the skills, knowledge, and experience necessary to deliver the commitments outlined in this Policy.
- Ensuring that, for any new contracts procured, contractors meet the competency and any ongoing training requirements.
- Seeking assurance that the regulations are being adhered to and regularly reviewing our contractor's operational practices and performance.
- Regularly reviewing operational practices and performance and undertaking Contract Management of any external contractors employed.
- Reporting all material issues of non-compliance (whether potential or actual) to the Head of Health and Safety.
- Monitoring the quality and correct storage of all certification and documents required to demonstrate compliance.
- Implementing and maintaining Data Governance Protocols for data related to Lifting Equipment.
- Notify Homes & Communities of any lift failure which would affect the vital functions of customers.

5.7. The **Head of Data and Analytics** is responsible for:

- Ensuring that GSA has appropriate controls in place for ensuring the accuracy and integrity of data reported as part of the Performance Committee Pack.
- Ensure that property compliance KPIs are data assured using the appropriate Kitemark assessment for that performance measure

5.8. All **GSA colleagues** are responsible for:

- Taking reasonable care of themselves and others around them.
- Reporting any hazards, defects, or concerns relating to lifts or lifting equipment to their line manager (escalating to the Head of Health and Safety where required).
- Completing any mandatory training relevant to their role within stipulated timeframes.
- Complying with all health and safety policies, procedures, associated instructions and working practices.

6. Policy

The management of lifting equipment is regulated by LOLER and PUWER, which included the requirement of periodic thorough examination, servicing and maintenance assets.

GSA use separate external third-party contractors, who are suitably competent and qualified to undertake the thorough examinations required under LOLER and servicing and maintenance to meet the duties under PUWER.

The Fire Safety Act and the Fire Safety (England) Regulations 2022 require responsible persons in buildings over 18 meters to conduct monthly checks on lifts designed for use by firefighting and evacuation purposes. If any faults are identified and will not be repaired within 24 hours the Property Compliance Team is responsible for notifying the the Fire Safety Team immediately, so that the issue can be logged onto the local Fire and Rescue Service Portal

6.1 Thorough Examinations

The approved third-party contractor will complete the thorough examination, documenting details as outlined in Schedule 1 of LOLER including the lifting equipment's asset identification reference, date of last thorough examination, any defects, recommended remedial actions and advice on any timescales for completion of remediation works.

Records must be kept of all Thorough Examinations and any defects found must be reported to both the person responsible for the equipment and if identified as a danger to person the thirdparty contractor must also notify the relevant enforcing authority (HSE).

We undertake regular thorough examinations in line with the following timescales: ☐

6 months, for assets used to lift people and lifting accessories; and

☐ 12 months, for all other assets.

Thorough Examinations will also take place:

- ☐ Before Lifting Equipment is used for the first time (e.g. after installation), unless the equipment has a Declaration of Conformity less than one year old.
- ☐ At void stage (if any Lifting Equipment is to be retained for use by the new customer).
- ☐ After any significant changes have been made to any Lifting Equipment, Accessories, or the part of the property in which they are housed or fixed.
- ☐ Following exceptional circumstances which have potential to jeopardise the safety of lifting equipment such as:
 - damage to, or failure of, the lift
 - long periods out of use
 - significant upgrades
 - a major change in operating conditions which is likely to affect the integrity of the equipment.

6.2 Inspections and Servicing

A separate approved third-party contractor will complete required servicing and maintenance of lifting equipment to meet the duties under PUWER. The frequencies of checks and servicing arrangements are determined through a combination of risk assessment and manufacturer's guidance.

We arrange inspections and any required servicing of:

- Domestic Lifting Equipment on a six-monthly basis. (This includes stair lifts, throughlifts, slings and hoists designed to transport or lift people that GSA has installed and has a responsibility to maintain);
- Passenger lifts every two months. (This includes a visual inspection and check which supplements the Thorough Examination which takes place every six months);
- Fire fighting lifts monthly;
- Platform lifts in communal areas every six months;
- Arborist equipment every six months.

6.3 Maintenance and Repairs

We will ensure that any remedial works identified through routine maintenance inspections and Thorough Examinations are completed within a reasonable timescale. This will be determined by the risk identified and in line with any recommendations made by the competent person carrying out the inspection.

Where a risk is identified which is assessed as presenting an immediate risk to persons or property through continued use of the Lifting Equipment, the competent person carrying out the check or inspection will take immediate action to make the item of Lifting Equipment safe and raise an emergency repair. Any Lifting Equipment taken out of operation should be reported to Compliance Manager for the area.

We recognise the serious impact that failure of Lifting Equipment (in particular passenger lifts) can have on customers.

- Where a passenger lift in a property has failed, this should be raised as an emergency repair, with attendance at the property by a contractor within 4 hours within working hours, and 2 hours outside of working hours.
- In the case of a customer being trapped, attendance should be within 1 hour. Where the issue cannot be immediately fixed (e.g. due to the availability of specialist parts), this should be referred to the Head of Property Compliance who will contact the Housing team in order to carry out a risk assessment.
 - The risk assessment should include consideration of the vulnerability of customers in the building, including any Personal Emergency Evacuation Plans or Person-Centred Fire Risk Assessments (see PEEPs / and PCFRAs Procedure).
 - Appropriate mitigations to support customers through any period while the lift is out of action should be put in place. Where customers are particularly vulnerable or at risk, this may include temporary re-housing.

Further support can be obtained from the Health and Safety or Fire Safety team.

Maintenance works are carried out by trained and competent contractors, with appropriate skills, knowledge and experience. Contractors are appointed in line with GSA's Procurement Policy. Supervision and management of contractors carrying out works to Lifting Equipment is the responsibility of the Head of Property Compliance.

6.4 Replacement

Any new or replacement lifts installed must meet the requirements of the Lift Regulations 2016 and relevant British and European Standards.

Passenger Lifts will be installed to BS 5655-6:2011 and BS EN 81 Part 20 and Part 50, and in accordance with Building Regulations 2010 (Part M and Part B) as amended.

Slings and/or arborist equipment are replaced following identification of damage or defect during pre-use checks. Defective equipment is removed from use immediately.

6.5 Contractor Competency

We use Lift and Escalator Industry Association (LEIA) affiliated contractors for repairs, servicing and new installations of passenger lifts.

Inspectors carrying out Thorough Examinations should be UKAS accredited to ISO/IEC17020 Standard.

6.6 Incidents and Emergencies

The Head of Property Compliance is responsible for ensuring that there are clear procedures in place in the event of any persons becoming trapped in a lift, liaising with the relevant onsite colleagues and that these procedures are communicated to, and understood by, all relevant colleagues.

Any incidents relating to Lifting Equipment (including defects classed as immediately dangerous) should be reported under GSA's Accident and Incident Reporting Policy.

7. Reporting and Monitoring

The Head of Property Compliance is responsible for maintaining a master database of all assets where GSA has a responsibility to provide lift and lifting equipment thorough examinations, inspections, servicing, maintenance and repairs.

Records will be held electronically including:

- A copy of all through examination, inspection, servicing and maintenance activity for Lifting Equipment and accessories.
- Details of any remedial works which have been undertaken to reduce risk and improve lift safety management.

- Details of any remedial work/servicing which have been undertaken to reduce risk and improve lift safety management.
- Manufacturers' specifications and guidelines for servicing and maintenance if available.

Completion of LOLER inspections is reported to Financial Performance and Monitoring Group via the monthly Performance Pack. Any significant performance deterioration may trigger a recovery plan following discussion between the Financial Performance and Monitoring Group and the GSA Performance Manager.

Performance scorecards including the % of assets which are LOLER compliant (recorded by anniversary date) are reported to GSA Board, Executive Board and Operations Committee.

8. Assurance

- First Line Assurance – The Property Compliance Team
- Second Line Assurance is via the Health and Safety Team who usually act as the internal assurance function for GSA and carry out periodic audits, which includes the presence and management of the LOLER and PUWER, and escalating any concerns to the Property Compliance Team and relevant Head of Service and Director.

Second line assurance is also provided by the Performance Improvement Team who check data as part of KPI / performance reporting.

- Third Line Assurance is undertaken by GSA's internal auditors, who complete periodic audits on building safety matters, which are fed back to Executive Board and Audit and Risk Committee including any actions required.

9. Equality Impact Assessment

We will ensure that all Lifting Equipment for which we are responsible will be fully accessible for all users. This will be achieved through a programme of inspection, maintenance and planned replacements and upgrades where required.

We recognise that lifts and Lifting Equipment perform a vital function for our customers, and equipment failure may severely restrict their ability to live independently, move around or leave their homes. This policy sets out our approach for minimising disruption and inconvenience.

10. Data Protection Considerations

Consideration has been given to data protection by ensuring this policy adheres to data protection principles, including confidentiality, fairness, transparency and data minimisation.

11. Training and Competency

All GSA lifting equipment works will be undertaken by trained and competent contractors, with appropriate practical and theoretical skills, knowledge and experience of the lifting equipment.

Training requirements for relevant roles will be reviewed by the Head of Health and Safety, the relevant operational Head of Service and the Learning and Development Lead to ensure that these meet legal requirements and best practice.

12. Communication and Implementation

GSA customers can request appropriate lift and lifting equipment safety information, as applicable.

The Property Compliance Team liaise with their third-party contractors and internal teams around communications with customers about the importance of providing access to undertake inspection, servicing and maintenance of lifting equipment. In the event of difficulty gaining access, the Property Compliance Team will follow the GSA Access Procedure.

This Policy will be communicated to colleagues via the internal intranet and the Health and Safety communication programme.

13. Legal and Regulatory Framework

Health & Safety at Work Act 1974: The primary piece of legislation covering occupational health and safety at work. It places obligations on employers to protect employees, members of the public and other people they may come into contact with.

Management of Health & Safety at Work Regulations (1999): The legislation which sets out duties to assess and manage risks to their employees and others, to help prevent work accidents and work-related illness.

The Lifting Operations and Lifting Equipment Regulations 1998 (LOLER): These Regulations (often abbreviated to LOLER) place duties on people and companies who own, operate or have control over lifting equipment. This includes all businesses and organisations whose employees use lifting equipment, whether owned by them or not.

Provision and Use of Work Equipment Regulations (PUWER) 1998: These regulations place duties on people and companies who own, operate or have control over work equipment.

Approved Codes of Practice (ACoP) - L113 Safe use of Lifting Equipment: This provides guidance for people that work with lifting equipment to ensure it is used safely.

The Housing Health and Safety Rating System (HHSRS): This system helps identify and protect against potential risks and hazards to health and safety from any deficiencies identified in dwellings.

The Lift Regulations 2016: These regulations place obligations on installers of lifts regarding their design, manufacturing and installation.

The Equality Act 2010: The Act provides a legal framework to protect the rights of individuals and advance equality of opportunity for all.

HSE Information Sheet: How the Lifting Operations and Lifting Equipment Regulations apply to health and social care: This information sheet gives advice to employers, the self-employed, employees and equipment providers in the health and social care sector. It will help them understand the requirements of the Lifting Operations and Lifting Equipment Regulations 1998 (LOLER)

14. Information Sharing and Confidentiality

We will provide information as required in line with relevant law and regulation.

We collect information (personal data) to enable us to:

- ☐ manage and support our relationship with customers to comply with legal obligations
- ☐ improve our services
- ☐ achieve our legitimate business aims

We are committed to complying with data protection legislation when handling data.

Customers have rights including access to their data and to object to the way it is processed. For more information on how and why we process customer data and how customers can exercise their rights please view our full Privacy Policy on our website at [Privacy notice – GreenSquareAccord](#).