

PA Housing

PA Housing

LIFT SAFETY

POLICY

February 2025

Policy Owner	Ayfer Chol, Director of Compliance
Officer Drafting	Vickie Young, Building Services Manager
Department	Asset Management
Approved by	EMT
Next review date	February 2028

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PA Housing is committed to equality and diversity. This policy has considered the Equality Act 2010 and its protected characteristics which are: race, gender, gender reassignment, disability, religion or belief, sexual orientation, age, marriage, civil marriage and partnership, and pregnancy and maternity explicitly.

We will make sure that all our communication is fully accessible and to achieve this if a policy or document needs to be available in other formats, we will provide them.

1. Policy Statement

- 1.1 **PA Housing (PA)** owns and manages buildings and dwellings that contain lifting equipment. The key objective of this Policy is to describe how PA manages Lift Safety Risk, so far as is reasonably practicable. This includes:
- The identification of its specific responsibilities for each of its Lift assets.
 - The creation of a Lift Safety Management Plan (LSMP) and associated staff training to provide guidance on the implementation of the commitments contained in this Policy.
 - The key activities that PA undertakes.
 - Maintaining competent staff and contractors.
 - Communication with our residents and service users, and other stakeholders
 - How the PA Board, as Duty Holder, will delegate responsibility for the implementation of this Policy, monitor its effectiveness and receive assurance of compliance.
- 1.2 The scope of this Policy includes passenger lifts, lifting equipment, stair lifts, vertical (through floor) lifts, ceiling track hoists, mobile hoists, bath lifts, slings, platform lifts, pump trucks and car stackers.
- 1.3 PA will seek to comply with all current and relevant statutory obligations, including the following where applicable:
- LOLER (Lifting Operation and Lifting Equipment Regulations) 1998
 - Approved Code of Practice L113 (Second Edition 2014, amended 2018) Safe Use of Lifting Equipment
 - PUWER (Provision and Use of Work Equipment Regulations) 1998
 - Approved Code of Practice L22 (Fourth Edition 2014, amended 2018) Safe Use of Work Equipment
 - Building Regulations 2010 and as amended Parts M and B
 - The Supply of Machinery (Safety) Regulations 1992
 - The Supply of Machinery (Safety) (Amended) Regulations 1994
 - The Supply of Machinery (Safety) Regulations 2008
 - Health and Safety at Work Act 1974
 - Landlord Tenant Act 1985
- 1.4 PUWER and LOLER Regulations that apply in workplaces and in non-workplace communal parts that may be used by workers will apply to all PA lifting equipment.
- 1.4 PA must meet the requirements of both the Regulator of Social Housing's (RSH) Home Standard and the requirements of the Care Quality Commission (CQC).

- 1.5 Our primary objective is to ensure that all our residents, contractors, staff, and visitors remain safe in our premises. Failure to properly discharge our legal responsibilities may also result in:
- Prosecution under the Health and Safety at Work Act 1974, or Corporate Manslaughter and Corporate Homicide Act 2007.
 - Regulatory intervention (via scrutiny and potential determination of a breach of the Home Standard and serious detriment having been caused/potentially caused) by the RSH or CQC.
 - Reputational damage.
- 1.6 This Policy statement establishes the broad framework for compliance with the key statutory and regulatory obligations.

2. Roles and Responsibilities

- 2.1 Detailed roles and responsibilities will be documented within the LSMP and associated Operational Guidance. The overarching roles and responsibilities are as follows:

The **Finance Audit and Risk Committee** will be responsible for ensuring that the PA receives the assurance it requires.

The **Director of Compliance** will take overall responsibility for the delivery of the Policy commitments described in the Data, Key Activities to Manage Risk and Communications sections of this policy.

The **Executive Director of Asset Management** will take overall responsibility for planning and implementing the assurance activities described in this Policy and for the effective upward reporting of performance. The **Executive Director of Asset Management** will attend the Risk & Audit committee meeting and ensure that any issues arising from assurance activities are discussed, and that areas of non-performance are reported and escalated where required.

All **Directors within Asset Directorate** will take responsibility for ensuring that staff and contractors they employ have the skills, knowledge, and expertise necessary to deliver the commitments outlined in the Policy. Directors will identify Competent Person(s) (internal or external) suitable for the delivery of specific tasks.

Competent Person(s) will have a responsibility to identify any concerns about their own competency for the task that they are being asked to undertake and recommend additional competency is procured where required.

3. Management Plan

3.1 PA will maintain an LSMP which shall:

- Provide additional guidance on how the commitments outlined within this Policy will be implemented.
- Provide clear lines of responsibility for the management of Lift Safety.
- Set out key Operational Processes.
- Ensure that a clear and consistent process is in place to obtain access to properties where this is required. This will include pro-active assessment of available data for relevant information about the resident to help gain access (disability, vulnerability, local connections, etc.). Tenancy enforcement action will be used where required.
- Maintain a process for dealing with unsafe situations.
- Identify all other policies linked to delivery of this policy.

3.2 All staff who have roles identified in the LSMP will receive associated training appropriate to their role.

4. Data

4.1 PA acknowledges that to meet its obligations it must maintain a robust approach to identifying the assets and components for which it has responsibility. PA will:

4.1.1 Maintain an up-to-date Master Database of all Properties that will indicate both where it does and does not have a responsibility for: passenger lifts, lifting equipment, stair lifts, vertical (through floor) lifts, ceiling track hoists, mobile hoists, bath lifts, slings, platform lifts, pump trucks and car stackers. This will include the identification of properties where PA has no responsibility but has an interest (e.g., a Block managed by others, but PA owns a Leasehold Dwelling) or those where there is more than one Responsible Person.

4.1.2 Where PA has Lift equipment which is used by employees, or it has provided Appliances/Equipment for use by residents or visitors, hold reportable and auditable information including but not limited to: UPRN; Type of Equipment; Inspection/Testing Frequencies; Last Date Completed; and Next Date Due. Records of at least the last two completions of each Activity will be held. These will be held electronically but there may be instances where a hard copy is kept on site and in this instance additional controls will be in place as detailed in the LSMP. In some cases, PA may gift Appliances/Equipment to residents, and these will not be recorded on the register where there is clear evidence that this is the case.

4.1.3 Maintain current and up to date, reportable and auditable records of Remedial works arising from the LOLER and PUWER or any other electrical Safety- related Inspection or Testing. The records will include: UPRN; Detail of the Work Item required; Priority and Target Completion Date; Person Responsible; Completion Date and Associated Sign-Off; and Evidence of Completion.

- 4.1.4 Where PA has no responsibility for a Lift Safety Activity described in this Policy, but has residents living within a scheme where one may be required, PA will write to the Responsible Person on an annual basis asking for written confirmation and evidence that all relevant activity - including but not limited to Risk Assessment, Inspection, Testing, Remedial Works, and Maintenance - has been undertaken by a person competent to do so and is not overdue.
- 4.1.5 They are in full compliance with all relevant legislation. PA has been informed of any material issues relating to resident Health and Safety. Where PA does not receive an adequate response, it will take reasonable steps to follow this up. Further details will be contained within the Management Plan. Records will be kept for the current and previous year.
- 4.1.6 The approach to Data Control will be documented in a Data Management Protocol and LSMP.

5. Key Activities to Manage Risk

5.1 Lift Inspection

PA will ensure a Thorough Examination is undertaken, where applicable, to all Lifts and all its associated equipment by a Competent Person.

The Thorough Examination will be undertaken at no more than 6-monthly intervals for Lifts that carry people.

- 5.2 Thorough Examinations will be undertaken throughout the lifetime of the equipment, as follows.

- Before use for the first time.
- After assembly and before use at each location.
- Regularly, while in service.
- Following exceptional circumstances (damage or failure/major changes etc.).

- 5.3 Ensure the Thorough Examination Report contains information compliant with LOLER Schedule1. Undertake Supplementary Testing in accordance with the Safety Assessment Federation (SAfed) Guidance if requested by the Competent Person.

Thorough Examination duties notwithstanding, ensure all equipment is maintained for the continued safety of staff, residents, contractors, and visitors and that it remains in good condition.

The frequency and nature of maintenance will be based on a Risk Assessment which considers the following.

- The Manufacturer's Recommendations.
- The intensity of use.
- The operating environment (e.g., the effect of temperature, corrosion, weathering), user knowledge and experience.

- The risk to Health and Safety from reasonably foreseeable failure or malfunction.

5.4 New Passenger Lifts will be installed in accordance with the BS EN 81 Series of Standards (81-20 and 81-50), BS EN 81-21:2018 Safety rules for the construction and installation of lifts, and the Equality Act 2010 and as amended.

5.5 In deciding whether lifting equipment can remain in service once the examination period has passed, PA will risk assess whether it is safe to leave the lift in service, until the insurance check has been completed. The risk assessment will consider the following factors that include:

- Time lapse since last serviced.
- Any outstanding remedial works as identified by Zurich.
- Any outstanding repairs/parts that may impact on the lift operation/safety.
- Time lapse since Zurich's last 6-month check.
- No entrapments within the last 3 months.

6. Communication

6.1 Residents

PA will encourage Lift Safety by the following actions:

- Provide a copy of the LOLER to a relevant resident within 28 days when reasonably requested to do so.
- Inform residents of the importance of Lift Safety, through the provision of information via website.
- Maintain a clear approach to gaining access to carry out works and be clear that enforcement action may be taken when it is necessary to do so.

6.2 Staff

Communicate key Lift Safety advice to staff through Induction and refresher Health and Safety training.

7. Monitoring and Assurance

7.1.1 The following KPIs will be reported to the Investment Committee and the PA Board at each meeting cycle.

- % Of Passenger and other Lift LOLER Inspections (against the stated Total Landlord Requirement) completed on time.
- Total number of actions outstanding identified from LOLER inspections.

7.1 Assurance

The following assurance activity will be undertaken:

- Internal audit to provide independent assurance on the operation and effectiveness of controls. Frequency agreed as part of the **Internal Audit Programme** and reported to Finance, Audit and Risk Committee.

8. Competence

- 8.1 It is not possible to concisely define competence requirements for all roles and activities outlined in this Policy. In many areas, competence will be assessed based on skills, knowledge and experience as opposed to a single qualification or standard. As defined above, PA has a system of Directors evaluating competence within their areas of responsibility and Competent Person(s) are required to highlight the limits of the competence.
- 8.2 However, in relation to lift inspection and testing the following will apply as a minimum:
- For all Thorough Examinations and Supplementary Testing, use companies that are UKAS Accredited to ISO/IEC17020 Standard.
 - Ensure that all Lifting Equipment Works will be undertaken by trained and competent contractors with appropriate practical and theoretical knowledge and experience of the Lifting Equipment and have an element of independence and impartiality.
 - Use Lift and Escalator Industry Association (LEIA) affiliated contractors for all Repairs, Servicing and New Installations.
 - Carry out an assessment of all contractor competencies annually or at change of contract/contractor, as detailed within the LSMP.

9. Consultation

- 9.1 This Policy is based on legislative and regulatory requirements and as such consultation with residents has not taken place. There has been consultation with Teams within PA.

10. Policy Review

- 10.1 The policy will be reviewed upon any change to legislation or major guidance documentation, and at least every 36 months (or earlier if deemed necessary through the Monitoring and Assurance Process).

10.2 Monitoring and reporting

- The Director of Compliance has overall responsibility for monitoring and reviewing the operation of this policy to ensure it meets legal requirements, is fit for purpose and reflects best practice.
- All managers have a specific responsibility for operating within the boundaries of this policy and procedure, ensuring that colleagues understand what is expected of them.

- All colleagues are responsible for reading, understanding, and adhering to the policy and any questions regarding its content or application should be directed to their line manager or the HR team.

10.3 **Advice and Guidance**

Advice, guidance, and support will be provided by the Building Services Team to all colleagues on the Electrical Safety Policy. The policy will also be made available to all colleagues via the company SharePoint site to ensure that they are aware of its existence.