



City of London Corporation
Department of Community & Children's Services
Housing Division

LIFT SAFETY POLICY

DRAFT

Approved by:	<i>Housing Management & Almshouses Sub-Committee</i>
Original Approval Date:	
Review Date:	
Re-Approval Date	-
Next Review Date	<i>**3 years from re-approval**</i>

1. Purpose

The City Corporation owns and manages properties which contain lifts and lifting equipment. We have a duty of care to ensure all lifts are safe to use when needed. This Policy outlines how we will comply with our legal and regulatory obligations relating to lift safety.

As a Registered Provider of social housing, we must, under the Homes Standard, meet all applicable regulatory requirements that provide for the health and safety of the occupants in their homes.

2. Scope

This Policy applies to all the lifts in all properties owned and/or managed by City Corporation's Department of Community and Children's Services, Housing Division.

The following lifts are covered by this Policy:

- Building cleaning cradles and suspension equipment
- Ceiling tracks
- Goods lifts
- Passenger lifts
- Stair lifts

3. Aims

The aim of this Policy is to protect the occupiers of our properties, visitors, staff, contractors, and the public, from the hazards associated with lifts so far as is reasonably practicable. This document sets out key policy objectives, performance measures and responsibilities to help protect those mentioned above from harm.

4. Regulator for Social Housing – Regulatory Standards

The relevant regulatory standard is the Safety and Quality Standard.

The Housing Division acknowledges and accepts its responsibilities in accordance with the regulatory standards, legislation and approved codes of practice. We understand the consequences of not meeting our duties and are committed to ensuring we have adequate measures in place to ensure the health and safety of occupants in their homes.

5. Key Roles and Responsibilities

The Assistant Director of Housing Management will have overall responsibility for ensuring the Lift Safety Policy is fully implemented to ensure full compliance with the regulatory standards, legislation and approved codes of practice.

The Assistant Director of Housing Management will receive quarterly updates on the implementation of the Lift Safety Policy along with prompt notification of any non-compliance issues which are identified. This is so they have assurance that the policy is operating effectively in practice.

The Housing Management Senior Leadership Team will receive at least quarterly reports in respect of Lift Safety and ensure compliance is being achieved. They will also be notified immediately of any non-compliance issue identified.

6. Appointed Duty Holder

The Housing Compliance Manager will fulfil the role of appointed 'Duty Holder' to ensure the appropriate management of risk associated with any internal or external lifts at our properties. As a result, the Housing Compliance Manager will hold responsibility for the implementation of this document, and supporting lift safety management, as well as ensuring compliance is achieved and maintained.

Although the organisation has an appointed Duty Holder, the Assistant Director of Housing Management will be ultimately responsible for ensuring compliance with current legislation, ensuring that the organisation fulfils its duties and responsibilities as outlined in this policy document and the supporting procedures.

7. Responsible Persons

The Housing Compliance Manager shall ensure that there are suitable arrangements in place for the inspection of any internal or external lifts. This includes the prioritisation and implementation of any works arising from these inspections, often these fall under local council provision for repairs and/or replacements.

We will ensure that all staff involved in monitoring lift safety are competent and receive appropriate training.

8. Policy Statement

The Housing Division acknowledges and accept its responsibilities under PUWER (Provision and Use of Work Equipment Regulations) 1998 and LOLER (Lift Operation Lift Equipment Regulations) 1998. LOLER only applies to lifting equipment which is used at work; however we carry health and safety duties to third parties in accordance with relevant legislation. Regulations for the maintenance and safety of lifting equipment in residential buildings we own and control will therefore follow the LOLER provisions as a way of meeting our wider health and safety of our residents.

We will hold accurate records against each property we own, or manage, identifying when the lifts were last inspected and tested. Lift safety inspections, servicing, installation and upgrade programmes will be undertaken by competent contractors. Lift safety servicing inspections will be undertaken within the required inspection date.

Independent safety checks are carried out as required under LOLER (Lift Operation Lift Equipment Regulations) 1998.

Only suitably competent persons accredited to ISO/IEC17020 standard (or equivalently accredited) will be procured and appointed to undertake lift inspection, testing, installation, and repair works. We will commission a Lift Consultant to support us to deliver lift replacements and to assist with operational issues where necessary.

9. Management Plan

The Housing Division will maintain a Lift Safety Management Plan (LSMP) and associated Operational Guidance 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 customer 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.

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

10. Repairs and Maintenance

City of London Property Services will carry out any reported repair requirements in accordance with the Repairs and Maintenance Policy. All works will be undertaken by people competent and qualified to do so.

11. Planned and Major Works

Planned maintenance or upgrade programmes commissioned by us to buildings that include work to lifts will be subject to review by a competent person to consider their impact. The Housing Division will ensure that any existing risk assessments, maintenance and inspection programmes and examination schemes are reviewed before and after major works programmes where required. We will ensure that for any lift works:

- Anyone appointed to undertake design or construction activities can demonstrate the necessary competence to discharge their responsibilities relating to lift safety.
- Request reasonable assurance that duty holders have demonstrated that resident safety and accessibility can be assured during the works.

- Engage with residents on matters that affect them.
- Request reasonable assurance that duty holders have complied with the building regulations and other applicable standards in relation to lift work where required.
- Request reasonable assurance that there is an appropriate site inspection and sign-off programme in place for the stages of the work.
- We will ensure that all necessary information relating to commissioning and installation certification, and future maintenance requirements is completed and handed over prior to the lift being put in to service.

12. Resident Commissioned Works

The Housing Division will maintain a consent process for any resident commissioned works that involve lifting equipment in accordance with the Alterations Policy. Approval will not be unreasonably withheld, although consent may be refused, or conditions imposed where appropriate. Conditions may include a requirement for the resident to commission appropriate maintenance and inspection activity.

Where unauthorised work with the potential to impact safety is discovered, we will take the appropriate action to remove or remedy. The cost of doing so may be recovered from the resident.

13. Record Keeping

We will maintain accurate records of all completed inspections and services. Certificates associated with those visits will be held in Civica / Keystone Housing Management System. We will carry out validation checks following inspection reports and approve works which will be carried out in accordance with the manufacturer's instructions.

14. Performance Reporting

Key performance indicator (KPI) measures will be established and maintained to ensure the Housing Division is able to report on performance in relation to lift safety. KPI measures are recorded on a monthly basis.

Data includes:

- No. of passenger lifts in operation requiring LOLER inspections
- No. of passenger lifts in operation with valid LOLER inspection
- No. of homes within blocks (HRA) requiring LOLER inspections
- No. of homes within blocks with valid LOLER inspections in timescale
- Proportion of homes for which LOLER inspections completed (%)

15. Communication

We will encourage lift safety by the following actions:

- Periodically inform residents of the importance of reporting any issues with lifts through the provision of information via website, newsletters, and leaflets.
- 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.
- Maintain a clear complaints process and monitor and record complaints that indicate a risk to safety.

16. Legislation

- Health & Safety at Work Act 1974
- Housing Act 1985
- Housing Act 2004
- Landlord and Tenant Act 1985
- Lift Operation Lift Equipment Regulations 1998 (LOLER)
- Lift Regulations 2016
- Management of Health and Safety at Work Regulations (1999)
- Provision and Use of Work Equipment Regulations 1998 (PUWER)
- Supply of Machinery (Safety) Regulations 2008

17. Training

The Housing Division will ensure that:

- All staff who have roles identified in the LSMP will receive associated training appropriate to their role.
- competent contractors and surveyors are procured and appointed to undertake works on its stock.
- The Housing Compliance Manager has the responsibility to check the competence of contractors and surveyors on an annual basis.

18. Equalities

In applying this policy, we will comply with our duties under the Equality Act 2010 and our own policies on equal treatment.


19. Data Protection

We will comply with our obligations under relevant data protection legislation and regulations. We will process and store personal information securely. There are some circumstances in which we are required by law to disclose information held by us. Where possible, we will explain this duty to the person providing us with the information before disclosing it.

20. Exceptions

We may make an exception to the approach outlined in this policy if the circumstances require it and it is reasonable to do so. We will confirm this in writing to the affected person(s) upon request.

21. Document Management

Department of Community & Children's Services		
Housing Service		
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