

Lifting Policy 2024-2027

Version Control

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Relevant Legislation	<ul style="list-style-type: none">• The Management of Health and Safety at Work Regulations 2006.• Health and Safety at Work Act 1974.• Housing Act 2004.• Housing Health and Safety Rating System (HHSRS).• Lifting Operations and Lifting Equipment Regulations 1998 (LOLER).• The Provision and Use of Work Equipment Regulations (PUWER) 1998. Social Housing (Regulation) Act 2023• Approved Codes of Practice (ACoP) - HSIS4 & L113 Safe use of Lifting Equipment.• Industry Guidance 422 - Thorough examination of lifting equipment.• SAFed Guidelines -Thorough examination of in-service lifts 2006.• Social Housing Act 2023• Regulator of Social Housing - Consumer Standards April 2024
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1.0 Purpose of the Policy

This policy details Cannock Chase District Council's (the Council) Housing Revenue Account Service's (HRA) approach to ensuring that all HRA owned lifts and lifting and specialist equipment (e.g., Clos-o-mat) are appropriately maintained and remain safe for continued use, reducing the risk of injury to persons and damage to property.

The policy aims to demonstrate that the Council's HRA Service has measures in place to ensure lifts and lifting equipment are appropriately maintained in line with the requirements set out in the Lifting Operations and Lifting Equipment Regulations 1998 (LOLER).

The Council's HRA Service recognises that lifts and lifting equipment perform a vital function for customers, and equipment failure may severely restrict their ability to live independently, move around or leave their homes. The Council has a duty of care to address equipment faults and failures and to proactively maintain equipment to reduce failure rates and prolong the working life of the equipment, so far as is reasonably practicable. This policy sets out what the Council will do to ensure faults and failures are responded to and dealt with appropriately, supported but a proactive management and maintenance regime.

2.0 Scope of Policy

This policy is applicable to all the Council's HRA Service passenger lifts, stair lifts, lifting equipment and adaptation equipment (e.g., stairlifts, through floor lifts, Clos-o-mat, and hoists) that the Council has a defined maintenance and repair responsibility for. This includes equipment within HRA residential accommodation and associated facilities, such as independent living accommodation, dwelling houses, and communal areas in schemes that the Council hold as assets under the Housing Revenue Account

The policy does not apply to domestic lifting equipment that customers have purchased and had installed themselves.

Where buildings and properties are managed by third parties or are let under leases (e.g., the Council office accommodation, Agency Managed Supported Schemes, commercial property including shops) the management and maintenance of lifts and lifting equipment will fall under the scope of this policy so far as the Council statutory responsibilities detailed in the terms of the management and lease agreements.

3.0 Definitions

Lifting Operations and Lifting Equipment Regulations 1998 (LOLER) – details the regulatory duties of people and organisations that own operate and have control over lifting equipment. Broadly it requires equipment to be strong and stable enough for its defined use, positioned and installed to minimise risk, used safely and be subject to ongoing Thorough Examination.

Thorough Examination - 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.

Planned Preventative Maintenance (PPM) – a proactive approach to maintenance in which maintenance work is scheduled to take place regularly with the aim of preserving the condition of equipment/assets and preventing faults from occurring.

Safety Assessment Federation (SAFed) – a trade association representing the UK independent engineering inspection and certification industry, which plays a key role in maintaining high standards of safety within the workplace.

Supplementary Tests - tests and/or examinations recommended by a competent person where concerns regarding the condition of equipment arise from the Thorough Examination.

Lift and Elevator Industry Association (LEIA) - trade association and advisory body for the lift and escalator industry.

4.0 Consultation

Consultation has taken place with the following. Their feedback has been considered and the policy update:

- Resident Engagement Focus Group
- Senior Gas Officer and gas compliance team
- Tenancy Service Manager, Chief internal Auditor & Risk Manager, Housing Maintenance Manager
- Senior Leadership Team
- External Consultants

The Equality and Diversity Impact Assessment has been undertaken and shared as part of the consultation process.

5.0 Background and Context

Lifts, lifting equipment, adaptation equipment, their associated components and essential safety devices are subject to wear and tear, misuse, and vandalism. Regular thorough examination and ongoing maintenance of lifts and lifting equipment is essential to ensuring that the equipment remains safe for continued use as well as prolonging the working life of the equipment.

The Council duties to ensuring that lifts and lifting equipment are appropriately maintained and remain safe for continued use can broadly be considered to be:

- In accordance with LOLER a regular “Thorough Examination” should be undertaken of all lifts and lifting equipment. A Thorough Examination is designed to be 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.

- The competent person should upon completion of the Thorough Examination provide a detailed report of the examination. This should include details of the defects noted, the recommended remedial actions and advice on the required timescale for completion. If the competent person carrying out the Thorough Examination considers there to be an immediate risk to persons or property through continued use of the equipment, they should take all necessary steps to ensure the installation is left safe and if this is not possible will isolate the item of equipment to prevent use until it is safe to do so.
- To verify that lifts, lifting and other equipment and their accessories remain safe for use, and to detect and remedy any deterioration in good time, thorough examinations should be undertaken throughout the lifetime of the equipment. LOLER specifically states that the maximum interval between Thorough Examinations should be:
 - No more than 6 months intervals for lifts that carry persons.
 - No more than 12-month intervals for lifts that only carry goods.
- In addition to the LOLER Thorough Examination a schedule of Planned Preventative Maintenance (PPM) visits should also be considered. Though there is no regulatory requirement to undertake PPM it is considered good practice as it can prolong the working life of the equipment and reduce failure rates. the Council undertake PPM visits, and follow the recommendations that the checks, tests, inspections, and adjustments made are in line with the manufacturers' instructions. Generally, PPM visits form part of the contractual arrangement with competent contractors appointed to undertake lift and lifting and other equipment repairs and reactive maintenance. There should however be independence between this contractor and competent person undertaking the Thorough Examinations.
- The Council has an obligation to ensure that any reported faults or failures with lifts and lifting equipment are attended to and rectified in a timely manner. Defined time periods for attendance will be determined by the severity/impact of the fault or failure.
- Thorough Examinations, PPM visits and routine maintenance of lifts and lifting equipment should only be carried out by suitably qualified and competent contractors and engineers. the Council should ensure they have processes in place to verify that only appropriately qualified and accredited engineers and businesses are carrying out works to their equipment. This should be supported by a framework of ongoing quality assurance and performance management arrangements.

6.0 Policy Detail

The following section details the actions taken and measures that are in place to ensure the Council appropriately carries out Thorough Examinations, PPM visits, repairs, and reactive maintenance to lifts and lifting equipment.

These actions and measures demonstrate the Councils commitment to ensuring a safe and comfortable environment within which our customers can live and within which our staff can work, as well as satisfying our obligations under our regulatory obligations.

The Lift & Lifting Equipment Policy will be supported by a Lift & Lifting Equipment Procedure.

LOLER Thorough Examinations

To ensure compliance with LOLER, the Council will ensure that lifts and lifting equipment are thoroughly examined as follows:

- Before using it for the first time – unless the equipment has an EC Declaration of Conformity less than one year old and was not assembled on site. If it was assembled on site, it must be examined by a competent person.
- After assembly and before use at each location for equipment that requires assembly or installation before use, e.g., re-use of stairlifts.
- Regularly in service – at 6-month intervals for passenger lifts and through floor lifts – at 12 months for stair lifts and other mechanical adaptations equipment
- Following any significant change - which may affect the safe operation of the equipment, e.g., a lift is out of use for a long period or there is a major change in how the lift is used which is likely to affect its integrity.

All LOLER Thorough Examination will either be carried out by the Council's Engineering Insurance provider or via another specifically appointed contractor. To ensure independence they will not be undertaken by the maintenance contractor. The competent person will upon completion of the Thorough Examination provide a detailed report of the examination. This will include details of the defects noted, the recommended remedial actions and advice on the required timescale for completion. Reports of defects will be reported to the Health & Safety Team as well as the Assistant Manager Compliance.

If the competent person carrying out the Thorough Examination considers there to be an immediate risk to persons or property through continued use of the equipment, they will isolate the item of equipment to prevent use until it is safe to do so. In these instances, they will notify the Council immediately.

Appropriate and timely action will be taken, in line with the examination report, to rectify defects and there will be procedures in place for how defects are managed, logged, and tracked through to completion. The Health & Safety Team may review and ask for evidence that defects have been rectified appropriately.

In addition to defects the Thorough Examination report may recommend that further "Supplementary Tests" are carried out, in line with Safety Assessment Federation (SAFed) Guidance. the Council will arrange the completion of these tests via the maintenance contractor.

Planned Preventative Maintenance (PPM)

In line with industry good practice, the Council will arrange, via the maintenance contractor, for regular PPM visits to be undertaken, in addition to the Thorough Examinations. The PPM visit will include a variety of checks, tests, inspections, and adjustments, in line with the manufacturers' instructions. As well as aiding to prolong the working life of the equipment, the PPM visits provide opportunity for potential faults to be identified allowing action to be taken before failure occurs.

The frequency of PPM visits has been determined giving consideration to risk associated with the type of equipment and the intensity of use.

Equipment Type	PPM Frequency
Passenger Lifts	Bi-monthly
Hoists and Through Floor Lifts	6 monthly
Stairlifts and Other mechanical adaptations equipment	Annually

The above is in addition to the 6 monthly LOLER Thorough Examination.

The contractor will provide evidence of the PPM visit. Any defects along with any engineer comments or observations will be noted on the visit logbook. As with Through Examination reports, there are procedures in place to for how PPM defects, comments and observations are managed, logged, and tracked through to completion.

Lift and Lifting Equipment Repairs

The Council have an obligation as a Landlord to ensure that any reported faults or failures of a lift or lifting equipment are attended to and rectified in a timely manner.

A job will be raised for all reported faults or failures and allocated to the lift maintenance contractor. The contractor will be advised of the Target Response Time and the Target Fix Time. These will be determined by the nature of the fault and the impact of the fault/failure, as detailed below.

Repair Type	Target response times following work order issued	Target fix time following work order issued	Comments
Emergency	Entrapment Within 1 hour	Fix where possible or make safe within 24 hours.	Repairs needed to avoid danger to health, or that pose a risk to the safety of the safety service users.

			“Make safe” repairs may require a follow up visit to complete the repair.
Emergency	Breakdown Within 3 hours between 8am and 8pm, Monday to Friday	Fix where possible or make safe within 24 hours.	Repairs needed to avoid danger to health, or that pose a risk to the safety of the safety service users. “Make safe” repairs may require a follow up visit to complete the repair
Emergency	Breakdown Within 5 hours Out of Hours	Fix where possible or make safe within 24 hours.	Repairs needed to avoid danger to health, or that pose a risk to the safety of the safety service users. “Make safe” repairs may require a follow up visit to complete the repair.
Urgent	Within 24 hours	Fix within 3 days	These repairs do not cause immediate damage to the building, its occupiers, or neighbouring properties or user inconvenience.
Routine	Appointment to be confirmed within 24 hours	Fix within YHG advised timescale	This is for further works that may be required following a repair, Thorough Examination or PPM where YHG will advise of the target fix time.

All lift repairs should be carried out in accordance with approved standards and the manufacturer’s instructions.

In instances where it is not possible to return the equipment to working order or it must be turned off for safety reasons the contractor will inform the Council immediately. For lifts in communal areas used by multiple residents the Compliance Team will advise relevant Housing Management and site staff so that residents can be kept informed.

Access Procedure

Where completion of a Thorough Examination and/or PPM visit requires access to a customer’s home (e.g., to examine a stairlift), the access procedure will largely mirror the gas access procedure however the Council do not initiate formal action to gain access for Thorough Examination and/or PPM (e.g., injunction application,

or entry via the tenancy agreement) but will rely on successful injunction secured for gas or other Tenancy access issues on previous occasions.

Robust processes are required to be in place to ensure a full and accurate record of all equipment that is subject to a Thorough Examination and PPM visits, together with the last examination/maintenance visit date and the next due date. The provider of the Thorough Examination and/or PPM visit will follow the defined access procedure and evidence the same.

Access attempts will start approximately 8 weeks ahead of the due date to ensure that all reasonable and practical efforts have been made to complete the examination/maintenance visit before the due date, with a full and detailed audit trail maintained.

Access efforts will include appointment letters, phone calls and property visits by the contractor and their Tenant Liaison / other such Officer, with further support from Housing Management if required. The procedure should allow sufficient flexibility to accommodate customer requests and circumstances.

For those buildings where a Thorough Examination and/or PPM is required to be carried out within the communal areas and access to dwellings is not required, orders will be issued to contractor to allow sufficient time for the completion of the same ahead of the Thorough Examination and/or PPM expiry date. Support from the Compliance Team and other instructing teams including Audit and Risk, together with on-site staff will be put in place to ensure access is gained to all necessary areas.

Certification & Documentation

Upon completion of Thorough Examination or PPM visit, the Council will obtain from the contractor an examination/visit report, which together with all certifications together with the examination/visit date, ensuring the next due date is scheduled, will be saved against the property/building within the NEC, ICT Housing Management System when fully operational and in the interim the TIO data base/logbook system is utilised.

Asset Data & Reconciliation

The Council will hold and maintain an accurate record within the NEC, ICT Housing Management System of all buildings and properties that have a lift, lifting or other mechanical adaptations equipment. The record will include the type of equipment (e.g., passenger lift, stair lift), the last Thorough Examination and PPM visit, the Examination/Maintenance Visit frequency, and the next due date.

Processes will be in place to ensure the Council's ICT system records are updated to reflect any property divestments, acquisitions (including new builds), equipment installations and removals and any changes to maintenance and repair responsibility.

The Council will work towards carrying out a 6-monthly reconciliation between the Council's ICT system and any Management System used by the Council (i.e. TIO) and that of partner organisations including Staffordshire County Council who undertake annual inspections of stairlifts to provide assurance that all applicable

equipment remains captured in the Thorough Examination and PPM visit schedule. The 6 monthly reconciliation will be shared with the Council's Insurance, Audit & Risk Team who together with the Council HRA Compliance team will ensure parity of data records. As part of this reconciliation process the Council will work toward ensuring that where the responsibility for lift, lifting and other mechanical adaptations equipment maintenance falls to a third party (if applicable) action is taken to ensure evidence is obtained that all necessary examinations/maintenance visits have been undertaken.

The maintenance contractor will be asked to create and maintain a lift, lifting or other mechanical adaptations equipment asset register to update, developed and cross referenced with the Council's ICT records.

Contractor Competence, Quality Control and Performance

The Council must be able to satisfy themselves that all those carrying out works on lifts and lifting equipment are competent to do so.

All contractors undertaking PPM visits, reactive and routine maintenance must hold Lift Cert accreditation and be a member of the Lift and Elevator Industry Association (LEIA).

Thorough Examinations should be undertaken by engineers that are UKAS accredited to ISO/IEC17020 standard.

All lift and lifting equipment work will be undertaken by engineers with a minimum of a Level 3 industry recognised qualification in lift servicing and repair, and this should be supported with appropriate practical and theoretical knowledge and experience.

The Compliance Team will require contractors to provide and will maintain a register of all engineers carrying out works for the Council. This will include the specific qualifications of the engineers and the expiration date if applicable. Processes will be in place to ensure that the register is kept up to date, e.g., new engineers are added, and that evidence is obtained of any renewed/updated qualifications.

The performance of contractors involved in lift and lifting equipment works will be managed by the Assistant Manager Compliance, supported by the compliance and assets team, and aided by a suite of KPIs reported in accordance with governance requirements. Regular Operational Meetings will be held with contractors within which performance is discussed and documented, with procedures in place to take more formal action in accordance with the contracts for service to address performance issues if required.

To support performance management, provide assurance on the quality and safety of work and to provide technical advice the Council may employ a lift Consultant, and other such specialists as required. The Consultants will undertake independent quality audits of completed works, equipment condition assessments and provide technical advice and guidance as needed.

7.0 Responsibility under this Policy

The roles and responsibilities for key stakeholders across the Council is detailed below.

Note - these are the roles and responsibilities in specific relation to the delivery of this policy only. The lift, lifting and other mechanical adaptations equipment procedure will provide further details on the roles and responsibilities of all staff with day-to-day responsibility the maintenance of lifts, lifting and other mechanical adaptations equipment.

- **Chief Executive** has overall responsibility for ensuring the Council's Housing Stock is safely managed. They will discharge their responsibilities for the delivery of services and Health and Safety Duties to the Deputy Chief Executive, Place and Head of Housing & Corporate Assets however the Chief Executive will retain an oversight on progress/performance.
- **Deputy Chief Executive, Place and Head of Housing & Corporate Assets** will be responsible and accountable for the overall implementation and regular reviews of this policy ensuring its objectives are achieved. They will ensure adherence to the lifting procedure ensuring timely action is taken to secure access to properties and approve requests to take measures to gain access to inspect and undertake necessary maintenance/repair works required to ensure safe use of the equipment. They will maintain an oversight of those properties where equipment has been disabled and seek assurances from the Assistant Manager Compliance that appropriate action is being taken to support affected residents. They will ensure that any compliance and/or Health & Safety related issues are brought to the attention of the Council's Cabinet and provide regular updates on service delivery against budget to the Housing Board, and the Chief Executive.
- **Housing Board Members** will review reports and/or performance indicators that provide progress updates to the Council's Cabinet to ensure that the Council is meeting the requirements of its regulatory obligations and the policy measures.
- **Housing Property Services Manager** will work closely with the Assistant Manager Compliance to ensure that regulatory obligations and policy measures are being adhered to and services delivered in line with budget. They will carry out quarterly strategic performance reviews to ensure compliance with their contractual obligations.
- **Assistant Manager Compliance** will work closely with the Assistant Manager Assets and the Council's Insurance, Risk & Audit team be responsible and accountable for the overall implementation, and regular review, of this policy and ensuring its objective are achieved including the reconciliation of data records. They are also responsible for compliance performance reporting to the Head of Housing & Corporate Assets and Housing & Property Services Manager, Housing Board, and the Chief Executive. They will ensure that any compliance and/or Health & Safety related issues are brought to the attention of the Council's Cabinet and provide regular updates on service delivery against budget.

- **Tenancy Service Manager**, working with the Independent Living Manager will ensure Tenancy Services and other staff involved with the management of property which have the provision of lift, lifting and other mechanical adaptations equipment in the property support the service and adherence to the access procedure, ensuring appropriate and timely action is taken to secure access to properties.
- **Compliance Officer and Adaptations Surveyor as appropriately** will be responsible for the day-to-day operational delivery of lift, lifting and other mechanical adaptations equipment related examinations, PPM visits, routine, and reactive repairs. They will effectively manage the performance of the service delivery contractors, including their ongoing competence, and proactively monitor service delivery against targets. They will be responsible for monitoring the quality of work undertaken by the contractor and ensuring all certification is received and verified. They will act as the organisations lead on M&E matters and lift, lifting and other mechanical adaptations equipment safety, ensuring that the Council continue to work in line with the most up to date regulations and industry guidance.

8.0 Risk Management

Delivering the framework and actions set out in this policy, the Council will comply with the requirements in legislation to maintain lifts, lifting and other mechanical adaptations equipment, assisting in managing risks and impacts associated with the safety of customers and staff removing/reducing key risks including;

- Prosecution by the Health and Safety Executive under Health and Safety at Work Act 1974.
- Prosecution by the Local Authority under the Housing Act 2004.
- Prosecution under Corporate Manslaughter and Corporate Homicide Act 2007.
- A judgement of serious detriment by the Regulator of Social Housing.
- Reputational damage.
- Loss of confidence by stakeholders in the organisation.
- Regulator of Social Housing - acting in accordance with Consumer Standards April 2024 and Social Housing Act 2023.

9.0 Performance and Management of this Policy

The completion of LOLER Thorough Examinations in line with their due date forms part of the compliance reporting. This is reported to the Housing Board through to Cabinet in accordance with governance requirements.

The compliance report specifically includes LOLER Thorough Examinations required to passenger lifts and lifting equipment (e.g., hoists) the completion of all other Thorough Examinations and PPM visits (e.g., stairlifts in residential dwellings) is presented monthly to the Head of Housing & Corporate Assets and Housing & Property Services Manager as part of the KPI performance information.

10.0 Approval

Strategic Lead: Nirmal Samrai, Head of Housing and Corporate Assets



Sign/Date:

18/11/2024

11.0 Contact

To find out more about this policy please contact:

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