



POLICY DOCUMENT

Passenger and Residential Lift Safety Policy

POLICY TITLE:	Passenger and Residential Lift Safety Policy
LEAD OFFICER:	Water Hygiene and Lift Compliance Officer
DATE APPROVED:	
APPROVED BY:	Board of St Leger Homes of Doncaster
IMPLEMENTATION DATE:	
DATE FOR NEXT REVIEW:	
ADDITIONAL GUIDANCE:	
TEAMS AFFECTED:	Repairs and Maintenance Building Safety and Compliance
THIS POLICY REPLACES:	N/A

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Document Control

Revision History

Date of this revision:	March 2023
Date of next review:	April 2026
Responsible Officer:	Water Hygiene and Lift Compliance Officer

Version Number	Version Date	Author/Group commenting	Summary of Changes
0.1	March 2023	Water Hygiene and Lift Compliance Officer	This is a new Policy.

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Policy Creation and Review Checklist

Action	Responsible Officer	Date Completed
Best practice researched (House mark, HQN, Audit Commission, general websites)	Water Hygiene and Lift Compliance Office	January 2023
Review current practices from similar organisations	Water Hygiene and Lift Compliance Office	January 2023
Review customer satisfaction data from the area the policy relates to	Not applicable	
Review Customer complaints from the area the policy relates to	Not applicable	
Undertake customer consultation if applicable	Not applicable	
Staff consultation if applicable	Water Hygiene and Lift Compliance Office Mechanical and Electrical Manager	January 2023
Trade Union consultation if applicable	Joint Safety Committee	
Stakeholder consultation if applicable	Lift Consultant	January 2023
Equality Analysis carried out	Water Hygiene and Lift Compliance Officer/Health Safety and Compliance Manager	March 2023

NB. The above table must be completed on all occasions. The policy will not be accepted or approved by EMT without this information completed.

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1.0 Introduction

- 1.1 St Leger Homes of Doncaster have legal duties to ensure the safety of the homes which our customers live in. We manage a [legal register](#) to identify the relevant legislations, approved codes of practice (ACoPs) and guidance that are relevant to the organisation and monitor our compliance with these; including the consumer standards. Lift Management is included in this.
- 1.2 In addition to its legal responsibilities, St Leger Homes of Doncaster is also aware, and fully embraces, its moral duty to 'do the right thing ensuring our employees, customers and other stakeholders are safe at work and not adversely affected by the activities we carry out;
- 1.3 The general Health and Safety duties and responsibilities can be found in the Health and Safety Policy;
- 1.4 St Leger Homes of Doncaster manages a range of assets including single dwellings and non-domestic assets;
- 1.5 The Key Objectives of this Policy is to describe how St Leger Homes of Doncaster will manage Lift Safety Risk so far as is reasonably practicable;

This includes;

- The identification of its specific responsibilities for each of its Assets;
- The key activities (e.g., thorough examination and maintenance) that St Leger Homes of Doncaster undertakes;
- Maintaining competent staff and contractors
- How St Leger Homes of Doncaster, as a Duty Holder, will delegate responsibility for the implementation of this policy, monitor its effectiveness and receive assurance of compliance with this Policy.

2.0 Purpose

- 2.1 The scope of this Policy includes Passenger carrying lifts and other lifting equipment including residential lifting equipment (e.g., hoists, platforms lifts, stair lifts) used to lift people as its principle function;
- 2.2 For the avoidance of doubt, it is only the thorough examination and maintenance of lifting equipment for which St Leger Homes of Doncaster is responsible is dealt with in this policy.

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3.0 How the Policy will be implemented

3.1 This policy will be implemented in line with the Housing Act 2004 and other relevant legislation.

3.2 Ensuring that adequate resources are available to maintain Compliance with the Lifting Operations Lifting Equipment Regulations 1998 (LOLER) and the Provisions Use of Work Equipment Regulations 1992 (PUWER) standards related to Passenger and Residential Lift Safety are managed as detailed below in the following table.;

Table one Thorough Examination

Equipment Description	Frequency of Inspection
Passenger Carrying Lifts	6 Monthly
Vertical Platform Lifts	6 Monthly
Ceiling Track Hoist	6 Monthly
Step Lifts	6 Monthly
Stair Lifts	12 Monthly

Table Two Maintenance Frequency

Equipment Description	Frequency of maintenance
Passenger Carrying Lifts High Rise	Monthly
Passenger Carrying Lifts Low Rise	Every 2 months
Residential Lifting Equipment	Annually

- The management of assets (e.g.; due dates and actions required) will be managed via our Compliance management system C365 and the Live register which is updated monthly for additions and removals;
- All contractors carrying out Thorough Examinations and Planned Preventative Maintenance will be suitably qualified and Competent;
- Procedures are in place to enable employees to work safely by assessing risks and implementing and monitoring control measures.

4.0 Performance measures, targets and triggers

4.1 St Leger Homes of Doncaster use C365 as a Compliance management system and to monitor performance against all KPI's. This allows the Water Hygiene and Lifts Compliance Officer to proactively monitor, measure and report on Compliance activities in real time

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- 4.2 The safety and compliance performance report is the governance and assurance reporting tool for stake holders. This is reported to the Executive Management team on a monthly basis containing all relevant KPIs.
- 4.3 Thorough Examination and Planned Preventative Maintenance work completed, will be by a competent external contractor. The asset will be maintained in line with the current legislation and best practice, unless the competent person undertaking the assessment suggest the maintenance or testing be increased.
- 4.4 Following the Examination or Maintenance visit all actions will be created on St Leger Homes of Doncaster Compliance management system (C365). Each action will be closed down by the Water Hygiene and Lift Compliance Officer once remedial work is completed and a report is received as evidence.

5.0 Roles responsibilities and accountabilities

5.1 Board

The St Leger Homes of Doncaster has Overall responsibility for approving this Policy, delegating responsibility for its implementation, monitoring its effectiveness at high level and receiving assurance of compliance.

5.2 Leadership Team (Executive management team and heads of service)

- 5.2.1 The Leadership Team will take overall responsibility for the delivery of the policy commitments described within this policy document.
- 5.2.2 The leadership team will appoint a Responsible Person (RP) (Head of Building Safety) who will ensure that sufficient resources and information are made available in order that Lift Safety management is maintained.

5.3 Mechanical and Electrical Service Manager

- 5.3.1 The St Leger Homes of Doncaster mechanical and electrical manager is responsible for interpreting relevant legislation and standards and defining the standards and procedures that ensure St Leger Homes of Doncaster complies with such regulations. They are responsible for maintaining the work undertaken to ensure it complies with legislation, including having any relevant items covered by an examination schedule with records kept and sent to the Compliance Officer. They must also ensure that all persons working on Passenger Lifts and Residential Lifting Equipment are competent to do so.
- 5.3.2 The St Leger Homes of Doncaster’s repairs and mechanical Service Manager (or a nominated representative) will attend any applicable meetings as a means of engaging in discussion of Passenger Lifts and Residential Lifting Equipment’s best practice, changes of legislation and other relevant matters

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and report back and disseminate the information as required to St Leger Homes of Doncaster staff.

5.4 Responsible Person

5.4.1 St Leger Homes of Doncaster's Responsible Person (RP) (Head of Building Safety) has the Duty to ensure Compliance with the Policy, Management plan and Compliance with the Regulations.

5.5 Health and Safety Team

5.5.1 The Health, Safety and Compliance team shall provide support and advice to all levels in the organisation with respect to associated Passenger Lifts and Residential Lifting Equipment's standards and safety.

5.5.2 Training will be provided as required dependant on the job role.

5.6 Water Hygiene and Lift Compliance Officer

5.6.1 The Compliance Officer – Water Management and Lifting Equipment is responsible for providing guidance and advice to employees, to ensure the requirements of this policy are implemented at all levels of the organisation, and will:

- Be the accountable person in relation to Lifting Equipment compliance and manage up to date information relating to compliance risks including ensuring the operation and development of appropriate data management systems accurately recording all testing, inspection, and remedial works;
- Lead on ensuring that all Lifts have a Thorough Examination carried out correctly and remedial/follow on works are undertaken on a risk basis;
- Ensure all associated equipment has cyclical and preventative maintenance schedules in place;
- Ensure all staff, including external contractors, are sufficiently competent and skilled in Lift safety and compliance;
- Be able to investigate and resolve any irregularities and non-compliance issues that may arise to a high standard;
- Provide technical support and advice in relation to regulatory requirements to a range of audiences;
- Undertake audits on direct labour/sub contract engineers as required;
- The organisation's Compliance team shall have responsibility for ensuring the maintenance of any Lifting Equipment is undertaken and certification is provided and recorded within C365.

5.7 Contractors

5.7.1 Inspection & Maintenance Contractor

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- These are specialist activities and are contracted out to competent 3rd parties following current procurement rules

5.7.2 Key Activities carried out by engineers to Manage Risk

5.7.3 Thorough Examination

- A thorough examination is a systematic and detailed examination of the lift and all its associated equipment by a competent person. Its aim is to detect any defects which are, or might become, dangerous, and for the competent person to report them to St Leger Homes of Doncaster. St Leger Homes of Doncaster will ensure that a competent person undertakes thorough examinations of all lifts and associated equipment covered by this policy on the following basis:
 - Before first use
 - Following major modification, damage or change of use
 - At void stage (if the lifting equipment is to be retained for use by the new tenant)
 - Regularly whilst in service. This will be every 6 months unless stated otherwise in (section 6 how the Policy will be implemented) that indicates that an alternative frequency is appropriate.

5.7.4 The extent of the thorough examination will depend on the professional judgement of the competent person undertaking the examination, but St Leger Homes of Doncaster shall specify that it needs to include all matters which affect the safety of the lifting equipment, including likely deterioration with time, and shall follow industry guidance.

5.7.5 The thorough examination may identify that additional inspection, supplementary testing or remedial works are required. All follow-up actions will be time-bound and St Leger Homes of Doncaster will seek to undertake the recommended actions in timeframes recommended by the competent person. Any proposed changes to the agreed actions or completion targets will be documented, agreed by a Competent Person and agreed with the St Leger Homes of Doncaster Compliance Management Team.

5.7.6 Inspection & Maintenance

- St Leger Homes of Doncaster will undertake maintenance and inspection in addition to the thorough examination. The nature and frequency of maintenance and inspection activity will be based on the specific equipment and shall take account of manufacturer’s instructions, any recommendations from thorough examinations and any risk assessment by a competent person.

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In the absence of manufacturer’s instructions, the advice of a competent person will be sought and recorded.

- Inspection or maintenance activity may identify that additional inspection, supplementary testing or remedial works are required. All follow-up actions will be time-bound and St Leger Homes of Doncaster will seek to undertake the recommended actions in timeframes recommended by the competent person. Any proposed changes to the agreed actions or completion targets will be documented, and agreed by a Competent Person.
- The St Leger Homes of Doncaster Compliance Management team will continuously review action points and timescales for completion.
- Inspection or maintenance activity may also identify improvement recommendations that do not affect safety but may be recommended to enhance the lift (e.g., accessibility). These will be recorded and dealt with as part of future planned maintenance activity were reasonably practicable.

5.8 Timescales

All frequencies of any maintenance and inspections are contained within the Management Plan sections 9.0

5.9 Access Procedure

5.9.1 All contractors must follow and adhere St Leger Homes of Doncaster requirements for accessing properties.

5.10 Voids

5.10.1 When any St Leger Homes of Doncaster property becomes void with lifting equipment in, the mechanical team leader must be made aware to have the asset isolated. This is to prevent misuse of the equipment and also pause the requirements for maintenance and examinations.

6.0 Compliance management programme

6.1 All Thorough examination and PPM work will be carried out following current legislations;

6.2 All modules are on a cyclical programme based on the policy principles stated in the Passenger and residential Lift safety equipment

7.0 Policy Principles of Passenger and Residential Lift Safety Management

7.1 As responsible social landlords, St Leger Homes of Doncaster will minimise the risks associated with Passenger and Residential Lifts and ensure that all safety duties are carried out as stated in section 5.8

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8.0 Monitoring and Review

- This policy will be reviewed every three years for accuracy and appropriateness and will consider any legislative changes or requirements.
- Monitoring of the effectiveness of the policy and policy principles is part of the governance framework and included within monthly performance reporting to EMT.
- Independent auditing functions will be in place as a 3rd line of defence.

9.0 Management Plan

Building Risk Level	Thorough Examination	Frequency
High Rise	Passenger Carrying Lift	Every 6 Months
Low Rise	Passenger Carrying Lift	Every 6 Months
Residential Stair lift	Residential Transport Equipment	Every 12 Months
Residential Lifting Equipment e.g.; Hoist, Through Floor Lift, Vertical Lift	Residential Lifting Equipment	Every 6 Months

Building Risk Level	Maintenance Management	Frequency
High Rise	Passenger Carrying Lift	Monthly
Low Rise	Passenger Carrying Lift	Every 2 Months
Residential Stair lift	Residential Transport Equipment	Every 12 Months
Residential Lifting Equipment e.g. Hoist, Through Floor Lift, Vertical Lift	Residential Lifting Equipment	Every 12 Months

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