Lift Safety Policy

Policy Ref: PS11

Prepared By	Operations Director
Date of Review	October 2024 (new)
Date of Next Review	October 2027
Reviewed By	Investment Committee

1. Introduction – Objectives and Scope

Partick Housing Association (PHA) has a duty of care and takes all reasonable steps to ensure that our lifts are kept and maintained to a safe standard.

Our primary objective of this policy is to ensure that lifts are correctly maintained and periodically examined in line with current legislation.

We want to ensure that as far as possible lift safety issues do not occur. However if they occur, they should be rapidly detected, effectively contained, and quickly addressed through the delivery of our repairs/ maintenance and other services.

This Lift Safety Policy applies to all premises and dwellings which are to any extent under the control of (PHA) as a landlord, service provider and employer – this includes our homes, blocks and other properties we own and manage.

Line managers are responsible for ensuring that staff members are aware of and understand this policy and any subsequent revisions.

To provide a safe environment, lift safety arrangements must ensure that suitable and sufficient lift safety measures are in place. We will aim to:

- take every reasonable precaution to ensure the health and safety of our tenants and residents through maintaining our properties and delivering an effective repair and maintenance service;
- have competent staff and contractors available to ensure lift safety;
- have effective systems in place for identifying and reporting lift safety in a timely manner and keeping tenants informed;
- provide suitable and sufficient information and guidance to tenants and residents to assist them in terms of lift safety;
- have effective systems in place to record, address and review incidences of lift safety; and
- comply with legal duties, regulatory requirements and good practice standards.

2. Roles and Responsibilities

2.1 PHA

The PHA Board is responsible for the conduct of the business of the organisation.

PHA's Board, Leadership Team and Management Team recognise that health and safety is a fundamental part of the safe, efficient and effective delivery of service.

There are key legislative and statutory requirements as well as guidance, which relate to how we manage lift safety. Staff need to be aware of these and any relevant revisions so they apply and follow current legislation, regulations and guidance.

The Health & Safety Panel meets quarterly, with its remit and agenda aligned to focus on the Scottish Housing Regulator's priorities in relation to tenant and resident health and safety. As such, the Panel's focus is on providing assurance on our compliance with relevant safety requirements, including gas safety; electrical safety; water safety; fire safety; asbestos; damp and mould; and lift safety.

This Lift Safety Policy is linked to a series of related PHA policies, including:

- Health & Safety Policy;
- Gas Servicing Policy;
- Electrical Inspections Policy;
- Water Safety Policy;
- Fire Safety Policy;
- Asbestos Management Policy;
- Damp, Mould & Condensation Policy;
- Repairs & Maintenance Policy;
- Void Management Policy;
- Estate Management Policy;
- Risk Management Policy; and
- Training & Development Policy.

Overall responsibility for ensuring this policy is put into practice rests with the Chief Executive who delegates key tasks to the Operations Director who is responsible for day-to-day oversight of the implementation of the policy and associated procedures.

PHA is committed to our responsibilities as a good employer and attaining a high standard of health and safety performance in the delivery of services. This will be achieved by:

- creating and maintaining a positive health and safety culture which ensures the commitment and participation of all staff;
- meeting our responsibilities to staff, to other persons, and to the environment in a way which recognises that legal requirements are the minimum standard; and
- adopting a planned and systematic approach to the implementation of PHA's Health & Safety Policy.

2.2 Tenants

We will provide information and guidance to tenants and residents on lift safety and ask them to report immediately any incidences, which we will follow up.

3. Our Approach

a) Lift inspection regime

Regulations recommend that all lifts should be subject to an effective servicing regime and thorough examination by a 'competent person'. Servicing and maintenance records as well as thorough examination reports should be kept and on request provided to regulatory authorities (e.g. HSE or local authority).

Any actions identified by a thorough examination report must be completed as soon as possible and before the target date specified within the report. If a dangerous defect has been identified, the lift must not be used until the defect has been rectified and the lift declared safe to use.

A ‘thorough examination’ is a systematic and detailed examination of the equipment and safety-critical parts, carried out at specified interval by a competent person who must complete a written report. This report must contain the information required by the Lifting Operations & Lifting Equipment Regulations (LOLER) Schedule 1, including:

- the examination date;
- the date when the thorough examination is due; and
- any defects which are (or could potentially become) a danger to people.

PHA has a schedule of lifts that will be subject to periodic thorough examination by a competent person.

We will record maintenance services and thorough examinations through the Lift Safety field of our property database. This will include all dates of servicing, and thorough examinations, as well as remedial works, repairs and their timescales for completion along with other significant incidents/ events.

If a lift is unavailable for inspection, a ‘non-inspection’ notice will be issues and the responsible person will arrange another inspection.

Our inspection report will list defects and observations. If defects are identified that affect continued safety or highlighted as needing immediate rectification, we will ensure that the lift plant is switched off until the defect is fixed. For other observations, we will arrange for works to be programmed and completed as soon as practicably possible.

If PHA is unable to meet the time target to complete repairs specified within an inspection report, the lift will be switched off until the repair can be completed. Any other identified defects will be completed as soon as practicably possible or at the next service visit, but within six months of notification.

The competent person will advise PHA of any additional tests required beyond the core maintenance provision covered by the contractor’s maintenance regime. In these cases we will issue an instruction to the lift maintenance contractor and retain all relevant records to confirm that the equipment was satisfactory.

We will request additional tests if we are concerned about the condition of lift equipment identified during inspection. This is good practice and will provide assurance that we are complying with legal requirements.

b) Lift maintenance

We will put in place adequate maintenance arrangements and ensure that we use a competent lift maintenance contractor so that our lifts are maintained in good working order in accordance with the installer’s instructions and maintenance manuals.

Our lift maintenance contractor will provide a site specific risk assessment for each installation. This must be kept on site along with the lift maintenance contractor’s logbook.

The frequency of service visits will depend upon passenger usage, age and condition of the equipment, along with the location and type of building and local environment. The frequency will vary from monthly to six monthly intervals.

Any break in lift service can have a disproportionate impact on people with families, older people and people with a disability. We will aim to resume the lift operation as quickly as possibly where these groups are affected. If there is a delay in getting lifts back in service, such as where parts need to be ordered, PHA may consider putting in place a 'porterage service' to assist.

PHA will ensure that the appointed lift maintenance contractor carries out the following checks:

- lift alarm and auto dialler is connected to a remote alarm receiving centre;
- housekeeping and condition of the lift machine room and lift equipment are kept clean and tidy;
- lift logs are updated and note that regular maintenance visits are being carried out;
- risk assessments are retained and updated if there is any change to the lift installation during the period of the maintenance contract;
- copies of the latest reports from the competent person are forwarded by PHA and are acknowledged, assessed and retained; and
- written confirmation that any works to address defects have been highlighted in reports and completed where appropriate.

PHA will ensure that our insurers receive confirmation of lift servicing and thorough examinations for insurance purposes. This is required as part of our annual insurance renewal process with PHA's insurance provider.

c) Lift incidents

If any major lift components fail, all PHA's lifts are fitted with fail-safe mechanisms to prevent injury.

Any faults with the lift should be reported to PHA and the relevant contact number is placed in each lift car/ block where the lift is situated. All incident records will be recorded and maintained within PHA's lift safety database.

In the event of an incident, as defined by the Health & Safety Executive (HSE), our Operations Director will send a Reporting of Injuries, Diseases and Dangerous Occurrence (RIDDOR) form to HSE.

If someone becomes trapped in a lift car, an emergency communication system will enable direct communication between passengers and the lift maintenance contractor's 24/7 call centre. Our lift maintenance contractor will seek to attend within 1 hour of being notified. However if they cannot attend site within this timescale PHA will arrange for the Fire & Rescue Service (FRS) to release trapped passengers.

If FRS or any other party forces open the lift doors, the lift must immediately be taken out of service and our lift maintenance contractor informed. A competent lift engineer will need to carry out a number of critical safety inspections before it can be put back into service. If doors are forced open, the area in front of the entrance will be cordoned off until our lift engineer can attend and secure doors.

Only appointed competent lift engineers or FRS can free/ rescue passengers from a lift. Those without adequate training must not attempt to open landing doors or rescue trapped passengers as this can result in extreme hazard.

In the event of a major injury or fatality, the lift will remain isolated and locked off until HSE has inspected the lift. In such an event we will notify PHA's insurers immediately and the lift will not be put back into service until the HSE has authorised to do so.

If a lift is out of service for an extended period, we may consider temporarily decanting residents who have a medical condition whereby they are fully dependent on using the lift.

4. Training

PHA is responsible for ensuring that staff are adequately trained in lift safety issues. We provide appropriate training for relevant staff on this policy and any related processes and procedures. We keep records of all training provided.

5. Monitoring and Review

This policy will be reviewed by the Investment Committee every three years or sooner if required by statutory or regulatory requirements.

Annex

Legislation & Statutory Requirements, including:

- Health & Safety at Work etc Act 1974
- Health & Safety (Safety Signs & Signals) Regulations 1996
- The Lifting Operations & Lifting Equipment Regulations 1998 (LOLER)
- The Provision & Use of Work Equipment Regulations 1998 (PUWER)
- Housing (Scotland) Act 2001, 2006, 2010 & 2014
- The Management of Health & Safety at Work Regulations 2002
- The Control of Substances Hazardous to Health Regulations 2002
- Equality Act 2010
- Property Factors (Scotland) Act 2011 and Code of Conduct 2011
- Construction (Design & Management) Regulations 2015
- The Building (Scotland) Regulations & Building Standards 2017
- Scottish Housing Regulator Regulatory Framework 2024
- Tolerable Standard
- Scottish Housing Quality Standard (SHQS)
- Repairing Standard

Guidance, including:

- HSE Approved Code of Practice & Guidance – L113 (Safe Use Of Lifting Equipment), 1998
- HSE Approved Code of Practice & Guidance – L22 (Provision & Use Of Work Equipment), 1998
- HSE Thorough Examination and Testing of Lifts – INDG339, 2008
- BS EN 81-20 (standard for safety rules for the construction and installation of lifts), 2014
- BS EN 81-50 (design rules, calculations, examinations and tests of lift components), 2014
- BS 7255 (recommendations for safe working practices when working on lifts), 2023
- The Social Housing Safety Network Scotland: Lift Safety
- EVH Landlord Safety Manual