

CROYDON COUNCIL

Lift Safety Policy

This policy sets out how the Council will ensure that lifting equipment is kept and maintained to a safe standard for use by our residents and employees, the public, and lift maintenance personnel.

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1. Purpose

- 1.1 This policy sets out how the Council will ensure that lifting equipment used by our residents and employees, the public, and lift maintenance personnel is kept and maintained to a safe standard.

2. Statement of intent

- 2.1 The Council acknowledges and accepts responsibility for lift safety and will ensure that it meets all its legal requirements relating to lift safety operations via a combination of regular inspections, thorough examinations (in conjunction with the organisation's insurers), and periodic routine maintenance of all lifting equipment within the properties it owns and manages.

3. Scope

This policy applies to:

- 3.1 Residential buildings owned and managed by the Council which contain lifts and lifting equipment installations. These include passenger lifts, hoists and stair lifts.
- 3.2 Employees of the Council, residents, contractors, and other persons or stakeholders who may work on, occupy, visit, or use its properties, or who may be affected by its activities or services.

4. Legal references and standards

- The Health and Safety at Work Act 1974.
 - The Management of Health and Safety at Work Regulations
 - Lifting Operations and Lifting Equipment Regulations 1998 (LOLER).
 - The Provision and Use of Work Equipment Regulations (PUWER) 1998.
 - The Building Regulations 2010: Part M Building Regulations: access to and use of building (dwelling)
 - The Reporting of Injuries Diseases and Dangerous Occurrences Regulations (RIDDOR)
 - The Landlord and Tenant Act 1985
 - The Equality Act 2010
 - LOLER Approved Code of Practice (ACoP) L113
 - BSEN 81-28:2018, 81-20:2020 & 81-50:2020 Safety rules for the construction and installation of lifts
 - Industry Guidance 422 - Thorough examination of lifting equipment.
 - SAFed Guidelines – thorough examination of in-service lifts 2006 BS 7255:2012 code of practice for safe working on lifts.
- 4.1 NB: It is important to note that although passenger lifts for the use of residents in blocks of flats and domestic lifts and lifting equipment are not subject to the requirements of Lifting Operations and Lifting Equipment (LOLER) or PUWER (Provision and Use of Equipment Regulations), it is practical to follow a similar regime of inspection, examination, and maintenance which is consistent with the requirements set out in these regulations in order to evidence compliance

with the Health & Safety at Work Act. This is also a requirement of the Council's insurers.

5. Examination and inspection

- 5.1 All communal lifts used for lifting persons will be subject to thorough examination every month. Insurers may impose demands for similarly stringent levels of risk management to cover public liability. The corporate insurers inspect on a six-monthly basis.
- 5.2 Residents stairlifts are tested yearly. The corporate insurers inspect stairlifts yearly.
- 5.3 Individual hoists, through the floor lifts, step lifts and platform lifts are tested yearly. The corporate insurers inspect these lifts six monthly.
- 5.4 All certification is submitted to the Compliance Team, checked and stored.
- 5.5 All defects identified through examination will be logged and prioritised for rectification by competent persons. The list of defects will be monitored to ensure that all defects are rectified in good time. If a 'category A' defect is reported, the lift will be put out of service and not returned into service until the defect is rectified and the lift is subject to further thorough examination.
- 5.6 The Council will ensure that there is a robust process in place for managing any follow-on works arising from the lift examination and servicing programmes within appropriate timescales. Defects or hazards identified during routine examination will be managed in line with the risk that they pose as below:

Danger present, immediate remedial action is required	The lift will be taken out of service immediately and will remain out of service until it has been repaired.
Other defects	The repair will be carried out as soon as practicable.
Observation or improvement recommended	Will be considered by the Lift Contract Manager and actioned or scheduled if appropriate.

6. Maintenance and servicing

- 6.1 We will undertake maintenance and inspection in addition to the monthly H&S examination. The nature and frequency of maintenance and inspection activity will be based on the specific equipment and shall take account of the manufacturer's instructions. The manufacturer's guidance will be followed as will any advice, and/or recommendations arising from examinations, and/or risk assessment by a competent person. In the absence of the manufacturer's instructions, the advice of a competent person will be sought and recorded.
- 6.2 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 the Council will seek to undertake the recommended actions in the timeframes recommended by the competent person.

- 6.3 The Council will maintain residents' own lifting equipment that is fitted as an adaptation, as the Council would be responsible for the maintenance and servicing. In some circumstances, these are fitted by the tenants themselves and may not be maintained or serviced. If the Council is made aware of tenants' own installations, the Council will provide maintenance to those tenants to enable them to remain mobile within their homes.

7. Installation of new lifts

- 7.1 Project managers responsible for projects involving lift replacement or refurbishment must ensure that the lift is safe by design and installation. Where a new-build project contains a lift, the project manager will be responsible for ensuring that the lift is safe by design and installation.

8. Reports and defects

- 8.1 If a defect is reported, it should be inspected thoroughly as soon as possible. A report of the thorough examination must be made available. The report should normally be completed within 28 days or sooner to allow any defects to be rectified within the specified period. These reports will be arranged by Council's Insurance Section.
- 8.2 The inspection report will provide a list of defects and observations (**See section 4 above**). Where defects are found which affect continued safety and or are highlighted as requiring immediate rectification, the lift plant will be switched off until the defect is rectified. Tenancy Services will notify all tenants that are served by the lift and assistance offered to vulnerable tenants if required.
- 8.3 Observations will be programmed in for works to be completed as soon as possible.
- 8.4 The Competent Person i.e., an approved contractor, must notify the Council followed by a report to the enforcing authority (Local Health and Safety Executive) of any defects that present an 'existing or imminent risk of serious injury' as required.

9. Lift incidents

- 9.1 The Council will ensure that there is a process in place for the management of immediately dangerous situations.

10. Entrapment

- 10.1 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. The lift maintenance contractor will attend within one hour of being notified, however, if for any reason the lift maintenance contractor is not able to attend the site within this timescale, the Council must arrange for Fire & Rescue Services to affect the release of trapped passengers.

- 10.2 If the Fire and Rescue Services or any other party forces open the lift doors, then the lift must immediately be taken out of service and the Lift Service Company informed. The lift will have to undergo a number of critical safety inspections by a competent lift engineer before it can be put back into service. If doors are forced, it will be necessary to cordon off the area in front of the entrance until a lift engineer can attend and secure doors.
- 10.3 Only the appointed competent lift engineers or the Fire and Rescue Services may free/rescue passengers from a lift. A person without adequate training must not attempt to open landing doors or rescue trapped passengers as this can result in extreme hazard

11. Major injury or fatality

- 11.1 In the event of a major injury or fatality, the lift will remain isolated and locked off until the Health and Safety Executive has inspected the lift. In such an event our insurers will be notified immediately, and the lift will not be put back into service until written authority is obtained from the Health and Safety Executive.

12. Faulty lifts

- 12.1 If a lift is out of service for an extended period, we will consider temporarily decanting residents who are fully dependent on using the lift, due to age, vulnerability or medical condition. As an alternative and subject to an assessment of the mobility needs of residents, the Council will consider the temporary installation of stair lifts where these can safely be accommodated.

13. Competence

- 13.1 All contractors undertaking planned, reactive, and routine maintenance visits must hold Lift Cert accreditation and be a member of the Lift and Elevator Industry Association (LEIA).
- 13.2 Thorough examinations should be undertaken by engineers/organisations that are UKAS accredited to ISO/IEC17020 standards.
- 13.3 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 Council will appoint a competent person internally or, if the skills do not exist internally, appoint an external competent person to provide advice and support in relation to lift safety.

14. Record keeping

- 14.1 Copies of reports of thorough examination must be kept available for inspection for at least two years. This information may be kept in hard copy form or stored electronically. Information on the computer must be protected from unauthorised alteration and be able to provide a written copy when necessary.

15. Performance indicators

15.1 Key performance indicator (KPI) measures will be established and maintained to ensure the monitoring and reporting performance in relation to lift safety.

16. Reasonable Adjustments

16.1 Croydon Council will make reasonable adjustments to support our residents' needs when they access our services. The term 'reasonable' refers to what we can do without compromising our resources, efficiency, or ability to practically fulfil requests. This does not include [Aids and Adaptations](#) to our properties and common parts of a building.

16.2 No resident should be at a disadvantage when accessing our services. The following statements offer a general overview to ensure that our services are adjusted to meet the needs of our residents where possible. This list is not exhaustive, and we will adapt our approach based on individual resident needs.

16.3 We aim to provide services that are accessible to all who require them. As a result of this, we will:

- Ensure our officers get to know our residents and their individual needs
- Provide a range of ways for residents to contact our officers including phone, mail, email and via [Housing Online](#)
- Provide alternative communication methods on request, such as Braille, foreign language interpreter, large print etc.
- Ensure residents are always able to select their preferred method of contact.
- Ensure our offices are fully accessible to visitors

16.4 We will continue to diversify our services to meet residents' needs where possible.

17. Quality assurance

17.1 The Council will carry out independent third-party quality assurance audits annually, to provide additional assurance around the accuracy of data and reporting and to ensure that all examinations and planned maintenance activities are being fully and robustly implemented and completed.

18. Roles and responsibilities

18.1 Director of Housing – Assets and Repairs

- 18.1.1 Strategic responsibility for the management of lift safety and ensuring compliance is achieved and maintained.
- 18.1.2 Overseeing the implementation of the lift safety policy with operational support from the Compliance manager.

18.2 Head of Compliance

- 18.2.1 Reporting on compliance performance to the Director of Housing – Assets and Repairs, H&S board, and the Chief Executive
- 18.2.2 Overseeing the delivery of the agreed lift servicing and maintenance programmes, and the prioritisation and implementation of any works arising from the inspections.
- 18.2.3 Responsible and accountable for the overall implementation, and regular review, of this policy and ensuring its objective are achieved.
- 18.2.4 Ensure that any compliance and/or health and safety-related issues are brought to the attention of the Director of Housing – Assets and Repairs.
- 18.2.5 Provide regular updates on service delivery against budget.

18.3 Electrical, Lift and Water Manager

- 18.3.1 Responsible for overseeing the day-to-day operational delivery of lift and lift equipment-related examinations, routine, and reactive repairs.

18.4 Lift Contract Manager

- 18.4.1 Responsible for the day-to-day operational delivery of lift and lift equipment-related examinations, routine, and reactive repairs.
- 18.4.2 Ensuring all lifting equipment is serviced in line with the manufacturer's recommendations and instructions.
- 18.4.3 Manage the performance of the service delivery contractors, including their ongoing competence, and proactively monitor service delivery against targets.
- 18.4.4 Monitoring the quality of work undertaken by the contractor and ensuring all certification is received and verified.
- 18.4.5 Responsible for the day-to-day operational delivery of lift and lift equipment-related examinations, Planned Preventative Maintenance visits, routine, and reactive repairs.
- 18.4.6 Effectively manage the performance of the service delivery contractors, including their ongoing competence, and proactively monitor service delivery against targets.
- 18.4.7 Monitoring the quality of work undertaken by the contractor and ensuring all certification is received and verified.
- 18.4.8 Act as the organisations lead on M&E matters and lift safety, ensuring that the Council continues to work in line with the most up-to-date regulations and industry guidance.

18.5 Lift Contractor

- 18.5.1 Acting promptly to remedy any defects. Acting promptly on any recommendations put forward by the competent person.
- 18.5.2 Ensuring that any documentation complies with regulations
- 18.5.3 Ensuring that the lift contractor is available to respond to any passenger lift entrapment within a reasonable timescale (target 1 hour)

19. Appeals and complaints

- 19.1 Should there be a complaint from a tenant concerning, any aspect of lift equipment safety, this will be dealt with via the Council's Corporate Complaints Policy.

20. Examination

- 20.1 A systematic and detailed examination of the lifting equipment by a competent person to detect any defects that are, or might become, dangerous. The competent person will determine the scope of the examination, and they may use many sources to help them do this, such as industry guidance.

21. Examination scheme

- 21.1 An examination scheme involves a thorough examination and would include a detailed schedule of checks, appropriate examination techniques, and testing requirements, drawn up to suit the operating conditions of a specific item of lifting equipment. This can help ensure that the resources you spend more accurately reflect the level of risk.

21.2 **LOLER**

Lifting Operations and Lifting Equipment Regulations 1998 – regulations that place duties on people and companies who own, operate, or have control over lifting equipment.

21.3 **PUWER**

Provision and Use of Work Equipment Regulations 1998 – legislation that places duties on people and companies who own, operate, or have control over work equipment. PUWER also places responsibilities on businesses and organisations whose employees use work equipment whether owned by them or not.

21.4 **LEIA**

Lift and Escalator Industry Association is an established representative body for the UK Lift Industry which sets high standards for professionalism they provide a wide range of services, including information and advice on all industry-related statutory requirements, health and safety matters, training, and good business practice, as well as European and international technical standards.

22.Consultation

- 22.1 Staff with responsibility and operational knowledge of lift maintenance have been consulted during the development of this policy. The consultation will be carried out through the different management levels before seeking approval from the Compliance Steering Group.
- 22.2 The Council's Legal team has reviewed the policy.
- 22.3 Residents have engaged and been consulted in the development and review of this policy.

23.Monitoring and review

- 23.1 The implementation of this policy, frequent compliance reports, and any incidents will be reported to and monitored by the Compliance team.
- 23.2 This policy will be reviewed every year, or as and when there are changes to any legislation and national policy governing this area of work.
- 23.3 Arrangement for a full internal audit of the lift service and maintenance will be undertaken by the Council's Internal Auditors. The full scope of the audit will be agreed upon with the Internal Auditors, the Head of Building Safety and Compliance, the Lift engineers, and the Director of Housing - Assets and Repairs.

24.Document control

- 24.1 This is a controlled document and should not be changed unless by authorisation of the policy owner.

Monitoring	
Approved Date:	19 November 2024
Next Review Date:	1 April 2025
Effective date:	20 November 2024
Consultation Review	
Stakeholders review:	30.10.2024
Legal review date:	11.11.2024
Residents reading group:	11.11.2024
Policy owner:	Director of Asset and Repairs
Ratified by:	Housing DMT on 19 September 2024
Equality impact assessment:	The impact of this policy will be measured as it is implemented and used as part of a scheduled 1-year implementation compliance review.

Version Updates		
Version Number	Summary of change	Author and Approver
1.0	New Policy	Developed and reviewed with subject matter experts in Housing and Residents Reading Group