

OPS023 - Lifts and Lifting Equipment Safety Policy

MONITORING FORM	
Department	Operations
Department Director	Diana MacLean
This policy is applicable to	Lifts and Lifting Equipment Safety
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Internal /external consultees (if required.	

1. INTRODUCTION

Weslo Housing Management (WHM) has a responsibility to maintain all lifts and lifting equipment owned by WHM within its stock to the required standard. This policy explains how the maintenance requirements for Lifts and Lifting Equipment will be met. The policy will be supported by a Lifts and Lifting Equipment Safety Management Plan providing detailed guidance, procedures and process maps.

2. TENANT CONSULTATION

This policy is based on legislative and regulatory requirements. There has been consultation with internal teams within WHM and tenant representatives.

3. SCOPE

For the purposes of this policy it is deemed to include WHM offices, housing stock, all employees (permanent, temporary or contracted) and any other stakeholder if relevant to the Policy.

4. OBJECTIVES

The key objective of this policy is to describe how WHM will meet its statutory, contractual and regulatory requirements in relation to the safety and maintenance of Lifts and Lifting Equipment. It also covers how WHM Board of Directors, as Duty Holder, will receive assurance of statutory and regulatory compliance.

This policy covers passenger lifts, lifting equipment, stair lifts, vertical (through floor) lifts, ceiling track hoists, mobile hoists, bath lifts and slings.

WHM will comply with all current and relevant legislation and specifically as detailed in the following:

- **LOLER** (Lifting Operation and Lifting Equipment Regulations) 1998.
- **PUWER** (Provision and Use of Work Equipment Regulations) 1998.

PUWER and LOLER apply in workplaces and in non-workplace communal parts that may be used by workers. They may also apply in properties that contain equipment used by people in a work capacity.

WHM will assess each situation within individual dwellings and decide if it has become a workplace if support services are being provided.

WHM also acknowledges its obligations under the Health and Safety at Work etc. Act 1974.

As a Registered Social Landlord WHM must meet the requirements of the Scottish Housing Regulator's Scottish Social Housing Charter and the Scottish Housing Quality Standard (SHQS).

It is essential to ensure customers, contractors, staff and visitors remain safe in our premises (both individual homes and offices). Failure by WHM to properly discharge its legal responsibilities may result in:

- Prosecution by the Health and Safety Executive under Health and Safety at Work Act 1974
- Prosecution under Corporate Manslaughter and Corporate Homicide Act 2007
- SHR's serious detriment judgement
- Reputational damage
- Loss of confidence by stakeholders in the organisation

In order to comply with regulatory standards and legal obligations, and to ensure the safety of its customers, staff, contractors and other visitors to their properties, WHM will:

4.1 Process

- a. Provide clear lines of responsibility for the management of lifts and lifting equipment safety supported by written guidance in the Lifts and Lifting Equipment Safety Management Plan.
- b. Ensure that a clear and consistent process including front-line engagement and enforcement is in place to obtain access to properties to undertake lifts and lifting equipment safety checks, which shall include legal action when required.
- c. Proactively assess available data for relevant information about the customer to help gain access (disability, vulnerability, local connections, etc.).

4.2 Delivery

- a. Ensure a Thorough Examination is undertaken, where applicable, to all lifts and all its associated equipment and lifting equipment by a competent person.
- b. The Thorough Examination will be undertaken at no more than 6 month intervals for lifts that carry people. At the time of policy approval there were no passenger lifts or goods lifts in WHM's properties.
- c. Thorough Examinations will be undertaken throughout the lifetime of the equipment as follows;
 - Before use for the first time.
 - After assembly and before use at each location.
 - Regularly, while in service.
 - Following exceptional circumstances (damage or failure/major changes etc.).

- d. Ensure the Thorough Examination report contains information compliant with LOLER Schedule 1
- e. Undertake supplementary testing in accordance with the Safety Assessment Federation (SAfed) guidance is requested by the competent person.
- f. Thorough Examination duties notwithstanding, ensure all equipment is maintained for the continued safety of staff, customers, contractors and visitors and that it remains in a state of good repair.
- g. The frequency and nature of maintenance will be based on a risk assessment which considers the following;
 - The manufacturer's recommendations
 - The intensity of use
 - The operating environment (e.g. the effect of temperature, corrosion, weathering) user knowledge and experience
 - The risk to health and safety from reasonably foreseeable failure or malfunction
- h. New passenger lifts will be installed to BS EN 81-20 and 81-50 and the Equality Act 2010

4.3 Contractors Competency

WHM has a responsibility to ensure that contractors are competent and the following controls will operate to ensure competence can be demonstrated:

- a. For all Thorough Examinations and supplementary testing, use companies that are UKAS accredited to ISO/IEC17020 standard.
- b. Ensure that all lifting equipment works will be undertaken by trained and competent contractors with appropriate practical and theoretical knowledge and experience of the particular lifting equipment and have an element of independence and impartiality.
- c. Use Lift and Escalator Industry Association (LEIA) affiliated contractors for all repairs, servicing and new installations
- d. Carry out an assessment of all contractor competencies annually or at change of contract/contractor, as detailed within the Lifts and Lifting Equipment Safety Management Plan.

4.4 Internal Competency

- a. Maintain a skills/training matrix to ensure that all staff undertaking key roles within the scope of this policy have appropriate training.

- b. Operate a detailed competence framework including regular appraisals as part of the Lifts and Lifting Equipment Safety Management Plan.

4.5 Data

- a. Maintain an up to date Master Database of all properties where they have a responsibility to provide lifts and lifting equipment safety checks and maintenance.
- b. For each relevant property maintain up to date data confirming which lifting systems and appliances within the scope of this policy exist and the organisation's associated responsibility.
- c. Where a requirement exists hold data and certification as defined within the legislation, which is generally for the lifetime of the system/equipment.
- d. Where a requirement does not exist hold appropriate evidence.

4.6 Assurance

- a. Ensure that all persons involved with lifts and lifting equipment safety are properly trained and accredited.
- b. Carry out works-based assurance activity including checks on certification and post-inspection of onsite works to the level stated within the Lifts and Lifting Equipment Safety Management Plan. A proportion of such checks will be carried out by an independent party.
- c. Set a timetable for the review of the Lifts and Lifting Equipment Safety Policy and the associated Lifts and Lifting Equipment Safety Management Plan.

4.7 Communication

- a. Encourage customers, through the provision of publicity information, to allow access to carry lifts and lifting equipment safety checks, inspections and remedial works

4.8 Implementation

- a. Staff will be made aware of the policy at priority training and a copy will be available on Intranet and will be uploaded to the WHM web site.
- b. This policy should also be read in conjunction with the Landlord Compliance Strategy and Lifts and Lifting Equipment Safety Management Plan.
- c. There will be training provided for all those staff involved with the delivering the Compliance functions.

4.9 Monitoring Performance

The following KPIs will be reported:

- % of Passenger Lift LOLER Inspections completed
 - % of Passenger Lift Service Inspections completed
 - % of Stair, Hoists and Vertical Lift Service Inspections completed.
- a. Commentary will be provided for any installations out of date to include the date they became overdue, days overdue, and their position within the access legal process to bring them back into a compliant position.
 - b. Commentary will also be provided if any installations have outstanding overdue actions, or are out of use.
 - c. To provide additional context commentary will also include information on the proportion of activities within the reporting period that were undertaken before and after their due date.
 - d. A detailed PI suite will be defined within the Lifts and Lifting Equipment Safety Management Plan
 - e. The following assurance activity will be undertaken and reported in line with the Lifts and Lifting Equipment Safety Management Plan:
 - Internal audit
 - Strategic review
 - 3rd Party Assurance

4.10 Scheme of Delegation

- a. **The Duty Holder** and responsible authority for approving this policy is the **WHM Board of Directors**.
- b. **The Operations Director** is responsible for ensuring the effective implementation of this policy.
- c. **The Technical Manager** is the **Responsible Person** for policy formulation, reviewing and monitoring its implementation and managing performance against this policy.

5. EQUALITY & DIVERSITY

This Policy will always be carried out in accordance with WHM's Policy of Equality & Diversity which aims to promote diversity, fairness, social justice and equality of opportunity by adopting and promoting fair policies and procedures.

An Equality Impact Assessment has been carried out and actions identified are incorporated into the Lifts and Lifting Equipment Safety Management Plan.

6. PUBLICISING AND AVAILABILITY

This policy is available on the WHM website, to Board and staff members and any other key stakeholders. Copies are available free of charge. A summary of this policy can be made available in other formats and languages on request.

7. MONITORING & REPORTING

This policy will be reviewed regularly to ensure compliance with applicable legislative changes, changes within the organisation and best practice.

8. COMPLAINTS

Anyone wishing to make a **formal** complaint about the services provided by the organisation should do so using our Complaint Procedure.

Further information on how to make a complaint can be found at:

<https://www.weslo-housing.org/wp-content/uploads/How-to-Make-a-Complaint.pdf>

9. OTHER RELEVANT POLICIES AND PROCEDURES

This Policy relates to:

- a. The Landlord Compliance Strategy and;
- b. The Lifts and Lifting Equipment Safety Management Plan

The above must be read in conjunction with this Policy.