

Lifts & Lifting Equipment Policy

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Lead officer	Mark Jones
Author	Andy Turner
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1. What this policy is about and why we need it

- 1.1 This policy identifies Acis' approach to effectively manage and maintain all mechanical lifting equipment and apparatus in order to conform with current legislation.
- 1.2 We need this policy to ensure that we comply with the following legislation and regulatory guidance:
 - Health and Safety at Work etc. Act 1974 (HSWA)
 - Lifting Operations and Lifting Equipment Regulations 1998 (LOLER)
 - Provision and Use of Work Equipment Regulations 1998 (PUWER)
 - Consumer Standards – The Home Standard
 - Other applicable health & safety legislation

2. Who does this policy apply to?

- 2.1 This policy applies to Acis employees, stakeholders, and contractors who have identified responsibilities both within this document and in line with supplementary procedures/ information and guidance.

3. Our policy

Introduction

- 3.1 The purpose of this policy and its associated procedures is to ensure that Acis meets its statutory obligations for all lifts and lifting equipment within its portfolio.
- 3.2 The scope of this policy includes the following categories of commercial and domestic passenger lifts and lifting equipment:
 - Commercial Passenger lifts in offices and schemes
 - Domestic stair lifts
 - Domestic through-floor lifts
 - Domestic lifting hoists and associated accessories
 - Bath hoists
 - Lifting platforms
- 3.3 This policy applies to all workplace and work situations where the Health & Safety at Work etc. Act 1974 applies, including all domestic, commercial and communal installations.
- 3.4 Operational procedures related to this policy are covered in the appendices.

Objectives

- 3.5 The key objective of this policy is to ensure that Acis meets its statutory responsibilities. To help to deliver this, we will:

- Appoint persons with clear roles and responsibilities to manage the risks associated with lifts and lifting equipment.
- Only use suitably qualified and competent contractors and consultants.
- Develop and maintain a Lift Register for all appropriate equipment/ assets which Acis has a responsibility for (whether owned or managed).
- Ensure that systematic and detailed examination, servicing and maintenance is carried out and documented.
- Prioritise & complete corrective actions identified within defined timeframes.
- Ensure that we act appropriately and in accordance with regulatory and legal requirements in gaining access to the premises to undertake necessary inspection, servicing and maintenance of lifts.
- Escalate all non-compliances to the relevant person/agency
- Ensure that appropriate information is provided to those using the equipment.
- Ensure that any unauthorised and defective alterations or additions to lifts are made safe.
- Annually review the job profiles, skills, knowledge and experience of those staff involved in the delivery of this policy and, where necessary, provide training so that they can effectively deliver this policy.

Responsibilities

3.6 The table below identifies key responsibilities

Position	Role/ Responsibility
Chief Executive	• Policy owner
Director of Property Services	• Implement this policy • Make available adequate resources to enable delivery of this policy • Manage RIDDOR reportable incidents and escalate non-compliances to ELT and Board
Head of Asset Management	• Achieve overall objectives and targets • Manage non- RIDDOR incidents and escalate non compliances to the Director of Property Services
Compliance Manager	• Implement, monitor, manage and report on operational performance • Report compliance to the appropriate committee • Manage the Lift Register to identify all equipment • Ensure appropriate and competent people/ contractors are in place to meet their responsibilities • Ensure any corrective actions are completed within defined timescales
M&E Asset Officer	• Ensure all operational targets are met • Ensure required inspections, testing, servicing and maintenance is completed

	• Undertake and complete any corrective actions within the defined timescales • Ensure the Lift Register is updated and maintained with accurate information • Co-ordinate access into properties to carry out lift inspections, servicing and maintenance
People Services/ Health & Safety	• Ensure any dangerous occurrences are investigated fully and where appropriate report via RIDDOR • Inform Executive Leadership team of any RIDDOR reportable instances • Provide appropriate training for staff to undertake and meet their roles and responsibilities
Housing Staff	• Supporting the implementation and delivery of this policy by supporting those involved • Assist in gaining access to carry out maintenance & inspections and keep records where requested • Take legal action to gain access where appropriate to do so
Finance	• Managing a programme of internal and external audits which will check that the policy and procedure is being followed
Joint Leadership Team	• Where appropriate, ensure members of their directorate undertake any identified roles and responsibilities • Support the implementation and delivery of this policy
All Employees	• Abide by all information and training provided and will promptly report any incidents regarding lift safety.
Customers	• Our customers have an obligation as outlined in their Tenancy Agreement to allow suitable and sufficient access to their properties in order to facilitate the delivery of statutory servicing and inspections.

4. How we will monitor this policy

- 4.1 This policy will be reviewed and externally reviewed every 3 years for accuracy and appropriateness or sooner where any legislative changes or requirements dictate.
- 4.2 Operational performance will be monitored on a monthly basis by the Compliance Manager and the following information will be reported to the relevant committee every quarter.
- Acis General Needs and Sheltered Housing Stock (operations Committee)
 - % of domestic lifts, hoists etc. with a valid inspection certificate
 - % of Passenger lifts with a valid inspection certificate
 - Acis Student Accommodation (Enterprise Committee)
 - % of passenger (commercial) lifts with a valid inspection certificate
 - % of passenger (commercial) lifts with a valid service certificate

- 4.3 In addition, where customers have used the services covered by this policy and wish to provide feedback, including suggested improvements, these will be collated and used at the time of the review.

5. Equality & Diversity

- 5.1 AGL is committed as an employer and provider of housing services to equality of opportunity for all. In addition to this statutory duty under the Equality Act 2010, it is further committed to developing a culture, which recognises wider social diversity in its communities and therefore respects and recognises the values and needs of individuals regardless of whether they belong to a particular section of society or group provided for by legislation.
- 5.2 The group will work with minority and vulnerable groups, support groups, resident forums and external agencies to ensure they contribute to policy and service development.
- 5.3 All customers will have access to this document upon request.
- 5.4 This document can be translated or provided in alternative formats (e.g. large print, Braille, audio) upon request.
- 5.5 Equality and Diversity awareness training is mandatory for all staff.
- 5.6 Contractors delivering the service will be expected to follow AGL' Equality and Diversity Policy.

6. Data Protection

- 6.1 All parties referred to in this policy must abide by the 6 principles of the General Data Protection Regulations as detailed below:
- Lawfulness, fairness and transparency
 - Purpose limitations
 - Data minimisation
 - Accuracy
 - Storage limitations
 - Integrity and confidentiality

7. Procedures and other documents that link into this policy

- 7.1 The following procedures link to this policy
- Appendices A to E

8. Links to other policies, legislation and/or regulations

- 8.1 Other policies that link into this policy are:

- Asset Management Strategy
- Health & Safety Policy
- Equality & Diversity Policy
- Other appropriate Compliance Policies

9. Legislation

9.1 In developing this policy, information, guidance and references have been taken from the following:

- Lifting Operations and Lifting Equipment Regulations 1998 (LOLER)
- Provision and Use of Work Equipment Regulations 1998 (PUWER)
- Health & Safety at Work Act 1974 (HSWA)
- The Management of Health and Safety at Work Regulations 1999
- RIDDOR
- Consumers Standards – Home Standard
- The Landlord and Tenant Act 1985
- The Housing Acts 1985 and 1988
- Disability and Discrimination Act 2005
- The Equality Act 2010

10. When this policy will be reviewed

10.1 This policy will be reviewed every 3 years or in the event of a change in regulations.

11. Jargon buster

Reference	Definition

12. Appendices

Appendix A – Identifying Lifting Equipment for the Purposes of LOLER requirements
Appendix B – LOLER Process Flow
Appendix C - Hydraulic Passenger Lifts – Maintenance Tasks & Frequencies
Appendix D - Electric Traction Passenger Lifts – Maintenance Tasks & Frequencies
Appendix E –Disabled Lifts & Domestic Lifting Equipment - Maintenance Tasks & Frequencies