



Housing Landlord Services

Lifts and Lifting Equipment Policy 2019

DOCUMENT HISTORY

Name of Policy:	Housing Landlord Services Lifts and Lifting Equipment Policy 2019
Document Reference:	HLSPOL04
Purpose of Policy:	<p>New Forest District Council is committed to its legal obligations in accordance with The Lifting Operations Lifting Equipment Regulations 1998 (LOLER) and The Provision and Use of Work Equipment Regulations 1998 (PUWER) and will strive to reduce the risks associated with lifts and lifting equipment to as low a level as is reasonably practicable.</p> <p>This policy sets out the guiding principles and arrangements for Housing Landlord Services.</p>
Policy Applies to:	<p>This policy and the subsequent arrangements apply to all directly and indirectly employed housing staff within New Forest District Council and, where appropriate, tenants, contractors, care providers and members of the public.</p>
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Section 1 Introduction

New Forest District Council is committed to lift safety and servicing obligations within its housing stock and will strive to reduce the risks associated with lifts and lifting equipment to as low a level as is reasonably practicable. This policy sets out the guiding principles and arrangements with regard to lifts and lifting equipment to achieve and maintain full compliance with its duties under The Lifting Operations and Lifting Equipment Regulations 1998 (LOLER), Provision and Use of Work Equipment Regulations 1998 (PUWER) and the Health and Safety at Work Act 1974.

Section 2 Legislative and Regulatory Context

The Lifting Operations and Lifting Equipment Regulations (LOLER) 1998 specifies that lifting equipment should be fit for purpose and that regular inspections and servicing should take place to ensure safety.

The Regulations aim to reduce risks to people's health and safety from lifting equipment provided for use at work. In addition to the requirements of LOLER, lifting equipment is also subject to the requirements of the Provision and Use of Work Equipment Regulations 1998 (PUWER).

These standards will be applied to all lifting equipment owned and installed by the Council, the management of which will be undertaken in such a way as to prevent injury or ill-health to employees, customers, visitors, contractors and others who may be affected by the activities of the Council. This includes all types of lift, for example:

- Through floor passenger lifts.
- Stair lifts
- Mobile and fixed hoists/lifting equipment
- Mobile elevated work platforms
- Ancillary equipment

Reference documents:

- The Lifting Operations Lifting Equipment Regulations 1998 (LOLER)
- Provision and Use of Work Equipment Regulations 1998 (PUWER)
- Health and Safety at Work Act 1974

Section 3 Definitions

Term	Definition
Bath lift	A bath lift is an assistive technology device that is made to help lower and raise individuals into and out of the bathtub comfortably and safely without putting additional strain on the user.
Ceiling track hoist	A ceiling track hoist is an overhead hoisting system – the track can either be hung from the ceiling itself, hung from wall to wall, or inset to

	the ceiling itself for a neater, tidier looking system. Ceiling track refers to the tracking that the hoist unit moves along.
Competent Person	<ul style="list-style-type: none"> a) should have enough appropriate practical and theoretical knowledge and experience of the lifting equipment so that they can detect defects or weaknesses, and assess how important they are in relation to the safety and continued use of the equipment; b) should not be the same person who performs routine maintenance as they would be responsible for assessing their own work; c) should be sufficiently independent and impartial to make objective decisions; d) may be employed by a separate company or selected by an employer from members of their own staff.
Dedicated Call Centre	Appletree Careline or other contracted 24Hr Call centre.
Lifting equipment	Lifting equipment is any work equipment for lifting and lowering loads, and includes any accessories used in doing so (such as attachments to support, fix or anchor the equipment). Examples of lifting equipment include: supporting runways. Patient hoists. Etc.
Passenger Lift	A passenger lift has a completely enclosed lift car that travels vertically within a specially prepared lift shaft. Passengers are transported between floors at reasonably quick speeds and the control systems are often designed to give the most economical distribution of passengers throughout the building.
Platform Lift	A wheelchair lift, also known as a platform lift, or vertical platform lift is a fully powered device designed to raise a wheelchair and its occupant in order to overcome a step or similar vertical barrier.
Provision and Use of Work Equipment Regulations 1998	<p>Lifting equipment is also work equipment so the Provision and Use of Work Equipment Regulations (PUWER) will also apply (including inspection and maintenance). All lifting operations involving lifting equipment must be properly planned by a competent person, appropriately supervised and carried out in a safe manner.</p> <p>These Regulations, place 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.</p> <p>PUWER requires that equipment provided for use at work is: suitable for the intended use safe for use, maintained in a safe condition and inspected to ensure it is correctly installed and does not subsequently deteriorate used only by people who have received adequate information, instruction and training accompanied by suitable health and safety measures, such as protective devices and controls. These will normally include emergency stop devices, adequate means of isolation from sources of energy, clearly visible markings and</p>

	warning devices used in accordance with specific requirements, for mobile work equipment and power presses.
Stairlift	A lift in the form of a chair that can be raised or lowered at the edge of a domestic staircase, used for carrying a person with walking difficulties.
Through floor Lift	<p>Vertical, or through floor lifts, enable an individual to move from one floor to another within their home. Although versions are available that carries a seated or standing passenger, most are designed for wheelchair users. They enable wheelchair users to travel between floors in their wheelchair, avoiding the need to transfer from the wheelchair and onto, for example, a stairlift.</p> <p>However, vertical lifts need more space than a stairlift and it is sometimes necessary to make structural alterations to the property. Vertical lifts without a shaft are commonly used in home environments as they require less structural alterations than lifts with a shaft.</p>
The Lifting Operations Lifting Equipment Regulations 1998	<p>These Regulations (often abbreviated to LOLER) place duties on people and companies who own, operate or have control over lifting equipment. This includes all businesses and organisations whose employees use lifting equipment, whether owned by them or not.</p> <p>LOLER also requires that all equipment used for lifting is fit for purpose, appropriate for the task, suitably marked and, in many cases, subject to statutory periodic 'thorough examination'. Records must be kept of all thorough examinations and any defects found must be reported to both the person responsible for the equipment and the relevant enforcing authority.</p>
Thorough examination	<p>This is a systematic and detailed examination of the equipment and safety-critical parts, carried out at specified intervals by a competent person who must then complete a written report. This report must contain the information required by LOLER Schedule 1 including:</p> <ul style="list-style-type: none"> • the examination dates • the date when the next thorough examination is due • any defects found which are (or could potentially become) a danger to people <p>Where serious defects are identified, the competent person carrying out the examination must immediately report this verbally to the duty holder. This should then be followed by the written report, a copy of which must also be sent to the relevant enforcing authority.</p>

Section 4 Roles and Responsibilities

The Council will ensure that all Council housing staff are fully aware of their role in minimising and preventing the risks associated with lifts and lifting equipment.

Chief Executive
<p>Responsibility for complying with LOLER and PUWER rests with the 'responsible person'.</p> <p>The 'responsible person' is the employer and any other person who may have control of any part of the premises. In the case of New Forest District Council, the employer is represented by the Chief Executive together with the Executive Heads who collectively form the 'Executive Management Team'.</p>
Executive Head of Governance and Regulation
<p>The Executive Head of Governance and Regulation has overall strategic responsibility for the Council's approach to Lift safety in social housing controlled by the Council and is responsible for ensuring that the requirements of The Lifting Operations Lifting Equipment Regulations 1998 (LOLER), Provision and Use of Work Equipment Regulations 1998 (PUWER) and supporting Regulations are applied and implemented and to nominate one or more persons to act on their behalf to discharge their responsibilities.</p>
Housing Service Managers
<p>The Housing Service Managers are responsible for the overall effectiveness of the Housing Landlord Services Lifts and lifting equipment Policy in their areas of responsibility.</p>
Asset Maintenance Manager
<p>The Asset Maintenance Manager in conjunction with the Servicing and Compliance Officer, is responsible for overseeing the day to day management of lifts to all Council owned housing stock, reporting directly to Service Manager for Housing Maintenance Asset and Compliance and Service Manager Housing Estates Management.</p>
Housing Estates and Maintenance Operations Managers
<p>The Housing Estates Manager, Maintenance Operations Manager and Maintenance Operations (Technical) Manager are responsible for the detailed arrangements necessary to manage risks associated with lifts and lifting equipment within their respective areas of control.</p>

Section 5 Lift Maintenance and Inspection Schedule

Lifts and lifting equipment should be thoroughly examined prior to first use (this will normally be completed by the lift installer) and the equipment will be added to the insurance schedule.

Equipment installed pursuant to the Disabled Facilities Grant (DFG) process within Council Housing Stock will become the responsibility of the Council to maintain and service.

SERVICING FREQUENCY

Description	Servicing Frequency	Thorough Inspection Frequency	Safety Inspection Frequency	Comments
Stairlift	Annually	N/A	Annually	Safety Inspection 6 months after Service
Through Floor Lift	6 Monthly	6 Monthly	N/A	Thorough Inspection 3 months after service
Passenger Lift	Monthly	6 Monthly	N/A	Schedule to be provided by Zurich
Stairlift (Communal)	6 Monthly	6 Monthly	N/A	Schedule to be provided by Zurich

Additional tests, known as LG tests, are carried out at appropriate intervals (every 1, 5 and 10 years or as requested by the Insurance Assessor). These tests require that certain lift components be examined not just with a visual examination.

Generally, where defects are found from a thorough examination these must be rectified within the specified time identified on the examination, and failure to do this may mean the lift is taken out of service.

Section 6 Lift Entrapment Procedure

Background

Many County Fire and Rescue Services are now implementing a policy to charge for all non-emergency calls to release person(s) from lifts.

Criteria used by Fire and Rescue Services:

- Upon taking a 999 call about a person trapped in a lift, the Fire Brigade control staff will ascertain the health status of the trapped person e.g. unwell or has a health condition;
- If as above the Fire and Rescue Service should attend and release the person(s) free of charge;
- If the person is well the Fire and Rescue Service may not attend as they expect the lift owner, building manager or owner to take responsibility;
- If circumstances change i.e. a trapped person becomes unwell and a second call is made explaining the changed situation, a fire crew should attend and release the trapped person free of charge.

Entrapment Procedure – Extra Care Schemes with staff on site

In the event that a person(s) are reported trapped in a lift or an alarm is sounded the following procedure should be followed:

- Check that the reported entrapment is genuine;
- If a genuine entrapment, check that those trapped are in good health i.e. not panicking or showing signs of considerable distress. Give reassurance to those trapped;
- If those trapped are in good health, immediately call the Contact centre; and emphasise that it is an emergency. Establish when the engineer expects to be on site (current contract agreement is within 1 hour);
- If there are concerns over the health of those trapped, the fire brigade and ambulance service should be contacted by dialling 999.
- It must be clearly emphasised at the time of reporting the entrapment to the emergency services, that there is a person(s) who are unwell or who suffer from a medical complaint e.g. heart condition. The Fire Brigade in such circumstances should attend site. The Call Centre should also be contacted to arrange for the lift engineer to attend so that the lift can be repaired and put back into service;
- Ensure that a member of staff keeps in regular contact with those trapped and offers reassurance that help is on its way;
- If the wellbeing of those trapped significantly deteriorates and the emergency lift engineer is unlikely to be on site for some time, contact the Fire Brigade and explain the change in circumstances;
- In circumstances where the trapped person(s) are in good health but the lift engineer is unable to meet their SLA i.e. will take longer than 1 hour to attend, call the Fire Brigade and explain the special circumstances. The Fire Brigade should attend but may charge for the call out;
- When those trapped are released, check that they are ok and whether they require first aid or medical treatment;
- The lift should not be used until the lift engineer has checked it and confirmed that it is safe to use again;
- The incident should be reported to the Asset Maintenance Manager, The Servicing and Compliance Officer, The Housing Estates and Maintenance Service Managers.

Entrapment procedure – Sites with no staff on site

In the event that a person(s) are trapped in a lift the emergency alarm when activated will generally be routed to the Council's Call Centre or Hardwired Alarm monitoring centre who should follow the following procedures:

- Check that the reported entrapment is genuine;
- If a genuine entrapment, check that those trapped are in good health i.e. not panicking or showing signs of considerable distress. Give reassurance to those trapped;

- If those trapped are in good health the lift company should task an engineer to attend. If the alarm is routed to a Hardwired Alarm monitoring centre they should immediately call the Contact Centre and Emphasise that it is an emergency. Establish when the engineer expects to be on site (current contract agreement is within 1 hour);
- If there are concerns over the health of those trapped, the Fire Brigade should be contacted by dialling 999. It must be clearly emphasised at the time of reporting the entrapment to the emergency services, that there is a person(s) who are unwell or who suffer from a medical complaint e.g. heart condition. The Fire Brigade in such circumstances should attend site. The lift engineer should also be contacted so that the lift can be repaired and put back into service;
- Ensure that the lift call centre or Hardwired Alarm monitoring centre keeps in regular contact with those trapped and offers reassurance that help is on its way;
- If the wellbeing of those trapped significantly deteriorates and the emergency lift engineer is unlikely to be on site for some time, contact the Fire Brigade and explain the change in circumstances;
- In circumstances where the trapped person(s) are in good health but the lift engineer is unable to meet their SLA i.e. will take longer than 1 hour to attend, call the Fire Brigade and explain the special circumstances. The Fire Brigade should attend but may charge for the call out;
- The lift should not be used until the lift engineer has checked it and confirmed that it is safe to use again;
- The lift company call centre and/or the Council's Contact Centre should report the incident to the Service Manager and/or Asset Maintenance Manager during the next working day.

Lift breakdowns in Extra care, housing for older people schemes and general needs schemes

When an extra care, housing for older people or general needs scheme is left with no working lift in operation, the Service Manager- Housing Estates Management. should be notified immediately via email, so that they are aware and can make any necessary arrangements to assist our tenants or visitors. (This will also apply to lifting equipment in individual addresses).

In the event of a breakdown resulting in the lift being out of action then the Asset Maintenance Manager, will undertake a risk assessment to establish any actions required during this period to mitigate any associated risk. The results are to be communicated to The Servicing and Compliance Officer, The Housing Estates Service Manager and Housing Maintenance Service Managers.

Monitoring of lift breakdowns

A quarterly report will be sent to the Housing Health and Safety Panel.

Section 7 Lift Procedures

The Asset Maintenance Manager will ensure that all lifting equipment is passed to the Servicing and Compliance Officer and recorded on Keystone.

The Servicing and Compliance Officer will carry out a reconciliation of the lifting equipment database against the database held by Zurich every 6 months, to confirm that the equipment registers are the same. He/she will ensure that any deletions or additions are passed to the Council's team responsible for insurance matters.

The Servicing and Compliance Officer will inform the Insurance Team of these installations who will ensure that they are added to the insurance schedule.

The Insurers will submit inspection reports to the Servicing and Compliance Officer or ensure that these are available electronically.

Specialist Contractors will submit inspection and servicing reports to the Servicing and Compliance Officer or ensure that these are available electronically.

Upon notification from the Lift maintenance provider or the provider of the Safety/LOLER Inspections of a "no access", the Servicing and Compliance Officer will send a letter to the property where the equipment resides informing them that the Council or its agents have been unable to access the property to carry out the scheduled works (i.e. Service or Thorough Inspection). The letter will advise them to make an appointment within 10 days and highlight the importance of having this works carried out.

After 10 days, the Servicing and Compliance Officer will make the Asset Maintenance Manager aware if an appointment has been made. If the customer has failed to make the appointment a telephone call will be made to pursue this matter with them and to advise them that it is strongly recommended that they refrain from using the equipment until the works are completed.

This will be further supported by a second letter informing the customers to make an appointment as soon as possible and that failure to do so could result in the equipment malfunctioning or imposing a Health and Safety Risk.

Where lifting equipment remains in a property at change of tenancy, the incoming tenant will need to be assessed by an OT for suitability of the equipment then the lettings team will inform the Servicing and Compliance Officer. A letter will then be sent to the new tenant informing them of the need for regular servicing, frequency and how servicing and inspections visits will be arranged. (This will also apply to new installs).

Employees, customers, visitors, contractors and others can report faults/defects of lifting equipment via our response call centre. The call centre will then call out the lift contractor appropriate to that equipment.

When a new piece of lifting equipment is installed in an individual dwelling, the user(s) will receive instruction on the safe use of the equipment from the installer. They will then sign to confirm that they have received instruction and understood. This will then be held on Anite and Keystone.

RECORDING AND REPORTING

The Servicing and Compliance Officer is to ensure that all relevant details for his/her area of responsibility are recorded and updated to reflect progress, with details reported to the Asset Maintenance Manager.

The Asset Maintenance Manager is to maintain an overview of the effectiveness of this this procedure by arranging periodic audits when required. Progress of compliance against standards as set out in this procedure will be reported to the Housing Health and Safety Panel on a quarterly basis.

Service Standards

- Lifts and lifting equipment will be thoroughly examined prior to first use;
- Passenger lifts and lifting equipment used to lift people will be thoroughly examined every six months, or following a modernisation or refurbishment;
- Non-passenger lifts are to be examined every 12 months;
- The Council will ensure that additional tests, previously known as LG tests, are carried out at appropriate intervals (every 1, 5 and 10 years). These tests require that certain lift components be examined not just with a visual examination and are usually undertaken on lifts which have not been in use for some time e.g. if they have been in storage;
- Generally, where defects are found during a thorough examination these must be rectified within a specific time, and failure to do this may mean the lift is taken out of service.

Performance Monitoring

- Monthly meetings will be held with service provider

What happens if defects are found in the lifting equipment?

- If the competent person finds a defect with the lifting equipment during the thorough examination and/or inspection which in their opinion is, or could become, a danger to people, they must tell the Asset Maintenance Manager immediately and confirm this in the report of thorough examination/inspection;
- If the competent person discovers a defect that involves an existing or imminent risk of serious personal injury, then they must tell NFDC immediately and send a copy of the report to the relevant enforcing authority (HSE or the local authority), even if the defects are remedied immediately. A competent person who fails to report a defect, simply because it has been remedied on the spot, is disguising a potentially dangerous situation;
- NFDC will take action to rectify any defect it is told about. If the Council is notified of a serious and significant defect, it will immediately take the lifting equipment out of service until the defect has been put right;
- For defects that need to be rectified within a certain timescale, NFDC must repair or replace the defective equipment within the specified time, and not use it after that time unless the defect has been satisfactorily put right.

Section 8 Tenant Responsibilities

New Forest District Council's current Tenancy Agreements or Terms of Lease are a guide to tenants and are in place to compliment this Policy.

Tenancy conditions shall be reviewed to include the provision that tenants MUST report all defects/problems with Lifts and lifting equipment.

All tenants where Lifting equipment is installed in their home will be briefed on lift safe usage and safety measures specific to them, on installation (to be reviewed annually).

All tenants where Lifting equipment is installed in their home will need to inform the Council of any changes in condition which may affect the safe usage of the lifting equipment.

Tenants are to be advised that the Council have a legal responsibility to service and inspect the lifting equipment.

They are required to provide reasonable access as per their tenancy conditions to allow the Council to complete:

- Lift Servicing
- Lift Inspection
- Periodic stock condition survey;
- Repairs and/or replacement of the lifting equipment.

Lifts should not be used in the event of a fire. Smoke venting will be maintained to ensure communal stairways remain available for evacuation.

Section 9 Appendices

1. Process Map

PROCESS MAP

