

LIFT SAFETY POLICY

1. Purpose

- 1.1 The purpose of this policy is to confirm Twenty11's commitment to and arrangements for ensuring lift safety in relation to all lifting equipment for which it has responsibility (passenger, stair, platform and through floor lifts). It recognises the statutory requirements which must be met. The health & safety of tenants, visitors, staff and contractors is paramount and as such every reasonably practicable precaution shall be taken to protect such persons both collectively and individually.
- 1.2 The policy covers all Twenty11's residential properties including general needs, sheltered housing, and any other locations and/or parts of buildings for which Twenty11 has a responsibility for lifting equipment.
- 1.3 Twenty11 is responsible for ensuring that all lifting equipment referred to in this policy installed/fitted within its' portfolio of assets are:
 - Properly designed, installed and that all dangerous parts are securely guarded
 - Regularly maintained and inspected and appropriate records kept
 - Provided with emergency alarms for use in the event of any person becoming shut in (passenger lifts)
 - Provided with suitable arrangements for rescuing any persons who become trapped (passenger lifts)

2. Definitions

- 2.1 The application of this policy will ensure compliance with the Regulatory Framework and Consumer Standards (Home Standard) for Social Housing in England.
- 2.2 This policy operates within the following legislation and guidance documentation:
 - Electricity at Work Regulations 1989.
 - I.E.T. Regulations
 - British Standards Applicable to Lifts BS 5655 Parts 11,12
 - Safety Working on Lifts BS 7255 (1989).
 - EN81-70 Accessibility to Lifts for persons including persons with disabilities 2003
 - EN81-80 Safety norm for existing lifts
 - EN81-28 Remote Alarm on Passenger and Goods Passenger Lifts 2003
 - The Lifting Operations and Lifting Equipment Regulations 1998 (LOLER)
 - The Provision and Use of Work Equipment Regulations 1998 (PUWER)
 - The Work at Height Regulations 2005
 - Manual Handling Operations Regulations 1992
 - Confined Spaces Regulations 1997
 - The Lifts Regulations 1997

3. Responsibilities

- 3.1 The duties of management, staff, and personnel of Twenty11 shall be clearly communicated and agreed by all parties to ensure that all persons can undertake their duties as stated in this policy. Communications and feedback detailing agreed

responsibilities shall be kept and monitored and will be used as appropriate to initiate relevant training or change in management process as necessary.

- 3.2 **The Board** - The Board is collectively and ultimately responsible for the implementation of the organisation's Lift Safety Policy and has the responsibility to clearly delegate the authority to implement the Policy to the Chief Executive Officer and ensure that the Policy is adhered to.
- 3.3 **Executive Management Team** - The Chief Executive of Twenty11, supported by the Executive Team has overall responsibility for implementing this policy and ensuring compliance. The Director of Property has particular responsibility for assisting the Executive team in this area. It is also their responsibility to monitor and review this policy. They are responsible for ensuring that the contractor and persons who carry out the maintenance, repair and servicing of lifting equipment is competent to do so. The Chief Executive needs to take all reasonable steps to ensure the competence of those carrying out work who are not under their direct control and that responsibilities and lines of communication are properly established and clearly laid down. The Chief Executive is responsible for ensuring adequate finances are secured for the delivery of this policy.
- 3.4 **Head of Property** - The Board has delegated their Duty Holder responsibility to the Head of Property, who has professional and technical responsibility for buildings owned and managed by the organisation. The Head of Property will be supported by a team of appropriately trained and qualified staff in undertaking the relevant duties. Please see Appendix 1 for an organisational chart.

The Lift Safety Policy shall be controlled by the Head of Property, who will ensure that lift management is compliant with current legislation, to include annual reviews or special reviews following any circumstances outlined in the appropriate section below.

The Head of Property will provide regular reporting on performance to the Executive team and the Board.

- 3.5 **Home Safety Manager** - The Home Safety Manager is accountable for:
- Ensuring operational compliance with the Lift Safety Policy
 - The overall strategy for the safe operation and execution of lift safety issues
 - Managing the inspection programme, maintenance and servicing schedule for all lifting equipment
 - Identifying and training personnel on the Lift Safety Policy
 - Keeping the lift equipment register up to date and providing a record of the location, condition and maintenance plus undertake periodic checks of the accuracy of data
 - Overseeing the delivery and installation of any replacement lift equipment
 - Reporting any incidents to the appropriate parties (HSE, Board and Executive)
 - Managing performance of Twenty11's appointed lift servicing and maintenance contractor
 - Arranging independent quality checks and auditing of contractors and agreed processes
- 3.6 **Home Safety Specialist (M&E)** - Is responsible for monitoring the inspection reports from the contractor to ensure full compliance with appropriate legislation and take action as appropriate where there is any risk or failure to comply with statutory requirements or actions needed through this policy

Where the contractor identifies a fault, the Home Safety Specialist authorises a repair, which will be carried out, in accordance with the priority times set out in the contract.

- Emergency repairs – Attendance to be within 24 hours of notification. In the event of persons being trapped in a passenger lift, attendance to be within 1 hour of notification.
- Urgent report – Works to be completed within 2 working days of notification
- Routine – Works to be carried out within 20 working day of the order being issued.

Access to any tenants' property will be gained by following the Access Procedure where access is denied through normal arrangements.

4. Statutory Inspection

- 4.1 Twenty11 shall appoint a competent lift contractor to carry out the necessary inspection, testing and maintenance to all lifting equipment outlined in this policy for which it is responsible.
- 4.2 In accordance with statutory requirements, the appointed contractor, will be responsible for the undertaking of regular periodic maintenance checks and associated repair to all lifts, to ensure they are operating correctly. They will also be responsible for undertaking any maintenance requirements either identified during inspections or reported as a fault in a timely manner.
- 4.3 All lifts shall be subject to thorough inspection and examination by a competent person at least every 6 months. If any defects are identified during these inspections, they shall be rectified accordingly. If serious defects are noted to any lift equipment, it shall be taken out of service until the fault has been remedied. It should be noted that the competent person responsible for carrying out such checks can demand that more frequent examinations are undertaken in cases where serious deterioration may occur if the equipment is left for the usual period.
- 4.4 In addition to statutory inspections, Twenty11 insurers undertake periodic inspection of passenger and stairlifts. If any defects are identified during these inspections, they shall be rectified accordingly. If serious defects are noted to any lift equipment, it shall be taken out of service until the fault has been remedied. It should be noted that the competent person responsible for carrying out such checks can demand that more frequent examinations are undertaken in cases where serious deterioration may occur if the equipment is left for the usual period.

5. Documentation & Records

- 5.1 Reports and certification issued on completion of each inspection / examination shall be stored electronically and be retained for a minimum period of 2 years. Additionally, documentation relating to equipment, such as declaration of Conformities or Examination Reports, shall also be kept available for inspection by inspectors from the relevant enforcing authorities at the site where the equipment is located.

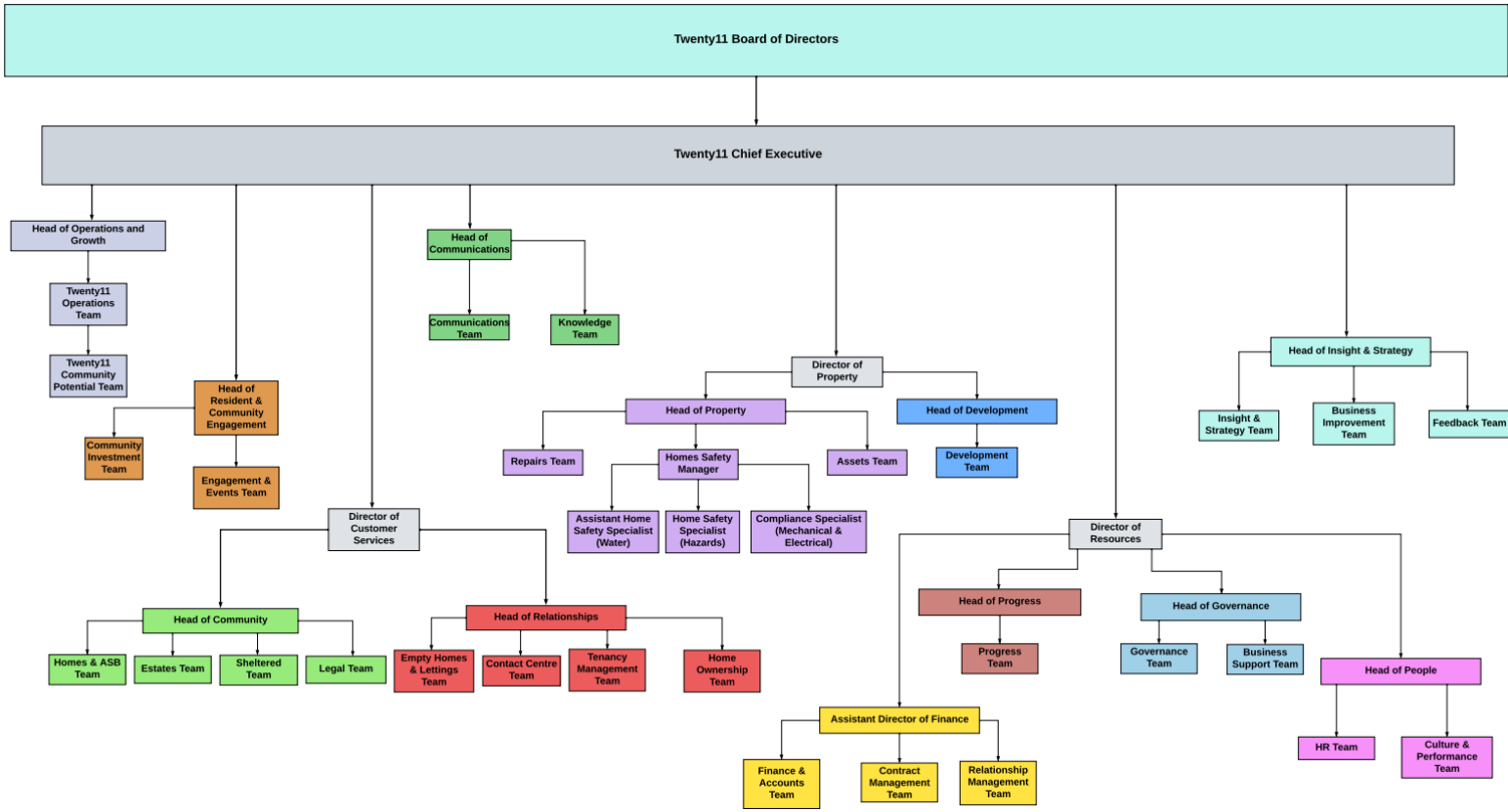
6. Monitoring & Quality Assurance

- 6.1 Twenty11 will operate a robust quality assurance and monitoring system to ensure that all relevant certifications and documentation are accurate and up to date and that

performance by a contractor or service provider is of a sufficiently high standard in order to ensure that the Landlords obligations are met.

- 6.2 Twenty11 will engage an independent third party consultant to provide assurance on lift compliance performance.

Appendix 1 – Organisational Chart



Staff roles listed in the **Competency Standards section** must be acquainted with contents of this document and have had documented instructions and training on its use. Authority to amend can only be undertaken by the **Process owner** with the relevant **Delegated approvals**.

For information on interpretations and instructions staff should contact the **Subject Matter expert** or **Process owner** and under no circumstances should any deviation be permitted without prior approval as above.

Document Controls			
Version:	1	Effective date:	June 2023
Subject Matter expert drafter:	Home Safety Manager	Process owner :	Head of Property
Related Pod	Property	Related Policy	Health & Safety Policy
Review period	3 Years	Next review due by:	June 2026
Delegated approvals			
<i>The 3 lines of defence have been checked within the framework and are valid</i>			<input checked="" type="checkbox"/>
Approved by Director	<i>M. Hennes</i>	Approved Date:	16 June 2023
Approved by EMT	N/A	Approved Date:	N/A
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