



Lift Safety Procedure

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1. INTRODUCTION AND STATEMENT OF INTENT

1.1 This procedure should be read in conjunction with the Lift Safety Policy

1.2 This procedure describes our arrangements for ensuring that Hanover complies with all legislation, regulations, standards and guidance in relation to all lifts and lifting equipment safety to ensure that:

- Hanover comply with our legal duty under the Lifting Operations and Lifting Equipment Regulations 1998 (LOLER), (which requires us to ensure that all lifts and lifting equipment have a “thorough examination” (at least every 6 months for lifts and associated equipment used for lifting people and 12 months for lifts and associated equipment not used for lifting people);
- Where lifting equipment is also work equipment, we will apply the Provision and Use of Work Equipment Regulations 1998 (PUWER) in particular to inspection and maintenance;
- For all lifting operations undertaken by Hanover employees, customers, contractors or members of the public, and for all lifting equipment provided by Hanover, we will manage and control the risks to avoid any injury or damage. For factored sites refer to section 10.14.

1.3 It is Hanover’s responsibility to ensure that:

- For all lifting operations involving lifting equipment we shall plan them properly, use people who are sufficiently competent, supervise them appropriately and ensure that they are carried out in a safe manner;
- Evidence of a thorough examination being completed has been received and all defects & remedial actions are reviewed and actioned efficiently;
- Routine maintenance is in place as specified by the manufacturer instructions, recommended frequency by a competent lift engineer and by the thorough examination report;
- Lifts will be taken out of service when recommended by the thorough examination engineer or maintenance engineer, when a thorough examination is missed, or any defect is identified that could put employees, customers, contractors or members of the public at risk.

1.4 We will ensure there are two separate programmes of work in place with two separate contractors:

1.4.1 The “through inspection” programme (see section 7) is carried out by the insurance provider (Zurich) to Hanover who is suitably competent and experienced. This contractor should not be used to carry out the remedial actions for defects identified as part of the “thorough examination” to retain independence and ensure validity of defects identified.

1.4.2 The “Lift maintenance” programme (see section 8) is carried out on our behalf by an appointed independent contractor who is suitably competent and experienced. This contractor should be used to carry out remedial actions for defects identified by the

“thorough examination” contractor”. This contractor **should not** be used to carry out the “thorough examination” programme to retain independence and ensure validity of defects identified.

- 1.5 All reasonable steps will be taken to ensure that all work (including “thorough examinations”, regular maintenance and remedial works) will be completed by a competent person (see sections 7.8 & 7.9 and section 11 for contractor competence, and accreditations).

2. LEGISLATION, REGULATIONS & GUIDANCE

- 2.1 In terms of Lift safety responsibilities, the following is not an exhaustive list of legislation and guidance but is a reference point, signposting to those pieces of legislation and guidance that are most relevant to this policy:

- The Health and Safety at Work etc. Act 1974 (HASAWA)
- The Management of Health and Safety at Work Regulations 1999
- The Lifting Operations and Lifting Equipment Regulations (LOLER) 1998
- The Lift Regulations 2016
- The Supply of Machinery (Safety) Regulations 2008
- The Provision and Use of Work Equipment Regulations (PUWER) 1998
- Housing Scotland Act 2006
- Right to Repair Regulations (under the Housing (Scotland) Act 2006)
- Building Standards (Scotland) Regulations 2014
- Corporate Manslaughter and Corporate Homicide Act 2007
- Scottish Government - Building Standards. Technical Handbook 2009 Domestic Environment
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR 2013)
- The Workplace (Health, Safety & Welfare) Regulations 1992
- Construction, (Design and Management) Regulations 2015
- The Personal Protective Equipment at Work Regulations 1992
- L113 Safe Use of Lifting Equipment
- L22 A Provision and Use of Work Equipment Regulations 1998
- INDG290 Lifting equipment at work

- INDG422 Thorough Examination of Lifting Equipment
- INDG339 Thorough Examination and Testing of Lifts
- BS EN ISO 10535:2006 Hoists for the transfer of disabled persons
- BS EN 81-40:2008 Stair lifts and inclined lifting platforms
- BS 5900:2012 Powered home lifts
- BS 7255:2012 Code of practice for safe working on lifts
- BS EN 81-80:2003 Improvement of safety of existing passenger and goods lifts
- HSE/SAFed – LG1 Guidelines on the Supplementary Tests of In-service Lifts

3. OVERVIEW OF LOLER AND OTHER LEGISLATION (red links to HSE site)

- 3.1 LOLER places duties on Hanover as we own, operate or have control over lifting equipment. This also includes where we have employees who use lifting equipment, whether owned by us or not. In most cases, 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.
- 3.2 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](#)' see section 7. 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.

What Hanover is expected to do

- 3.3 Where Hanover undertakes lifting operations or is involved in providing lifting equipment for others to use, we must manage and control the risks to avoid any injury or damage. Where we undertake lifting operations involving lifting equipment we must:
- plan them properly
 - using people who are sufficiently competent
 - supervise them appropriately
 - ensure that they are carried out in a safe manner
 - Ensure sufficient levels of insurance cover and notify our insurers of all lifting assets and lifting equipment.

How LOLER is supported by other legislation

- 3.4 [LOLER \(where amended \(PDF\)\)](#) is supported by the [Safe use of lifting equipment: Approved Code of Practice](#) (ACOP) and additional [free guidance](#) from HSE.

While the ACOP is not law, this has been produced under section 16 of the [Health and Safety at Work Act](#) (HSW Act) and has a special status (as outlined in introductory page (ii) of the ACOP). This supports not only LOLER but also the general provisions of section 2 of the HSW Act and other regulations, including the [Management of Health and Safety at Work Regulations](#) which places a duty on us to risk assess and [PUWERoverview](#), in relation to lifting equipment and lifting operations.

- 3.5 Most lifting equipment and lifting accessories will also fall within the scope of the [Supply of Machinery \(Safety\) Regulations](#). Such equipment must have been subject to appropriate conformity assessment, labelled and accompanied by a Declaration of Conformity (DoC) before being placed on the market or brought into use.

What is a lifting operation

- 3.6 Regulation 8(2) of LOLER defines a lifting operation as 'an operation concerned with the lifting or lowering of a load'. A 'load' is the item or items being lifted, which includes a person or people.

What is lifting equipment

- 3.7 'Lifting equipment' means work equipment for lifting and lowering loads. This includes lifting accessories and attachments used for anchoring, fixing or supporting the equipment (examples of [lifting equipment](#))

Selecting the right equipment

- 3.8 LOLER requires that lifting equipment must be of adequate strength and stability. This adds to the general obligations under [PUWERoverview](#) regarding the suitability of work equipment.
- 3.9 Lifting equipment should be positioned or installed in such a way as to reduce the risk, as far as reasonably practicable, of the equipment or load striking a person, or of the load drifting, falling freely or being unintentionally released.
- 3.10 Where people are being lifted, there are [additional requirements](#) to prevent people from being injured in / by the carrier, including more frequent [thorough examinations](#).

Marking of lifting equipment

- 3.11 All lifting equipment, including accessories, must be clearly marked to indicate their 'safe working loads' (SWL) - the maximum load the equipment can safely lift.
- 3.12 Where the SWL of any equipment or accessory depends on its configuration, the information provided on the SWL must reflect all potential configurations (for example, hoists with different articles for lifting people, the SWL should be shown for each position). In some cases, the information should be kept with the lifting machinery, eg the rated capacity indicator fitted to a hoist, showing the operator the SWL for any of the crane's permitted lifting configurations.

- 3.13 Accessories must also be marked to show any characteristics that might affect their safe use. This may include the weight of the parts, where their weight is significant.
- 3.14 Where equipment is to be used to lift people, it should be marked to indicate the number of people that can be lifted in addition to the SWL of the equipment.
- 3.15 Lifting equipment which is not designed for lifting people - but which might be used this way in error - must be clearly marked to indicate it should not be used to lift people.

Planning, organising and carrying out lift operations

- 3.16 All lifting operations involving lifting equipment must be:
- properly planned by a competent person
 - appropriately supervised, and
 - carried out in a safe manner
- 3.17 In planning any lifting operation, the identification and assessment of risk is key to identifying the most appropriate equipment and method for the job. Lifting operations range from:
- the very simple and commonplace, where minimal on-the-job planning by trained, competent people may be all that is needed to manage risk; to
 - very complex operations, which require sophisticated and detailed planning / records, with very high levels of expert input, monitoring and supervision - undertaken by specially trained personnel.
- 3.18 The complexity of the plan and the extent of the resources used to manage risk must reflect the complexity and difficulty of the lifting operation.

Lifting equipment to which LOLER may not apply

- 3.19 LOLER only applies to lifting equipment which is used at work. Some work equipment, particularly continuous types that transport people or goods, often from one level to another, is not considered lifting equipment and so is not subject to LOLER's specific provisions. However, when used at work, the provisions of PUWER still apply (including selection, inspection, maintenance, and training). Examples of work equipment which does not come under LOLER but still comes under the provisions of PUWER include escalators and moving walkways, many conveyor systems and simple pallet trucks (that only raise the load just clear of the ground so it can be moved).
- 3.20 Some lifting equipment may not be used by people at work, such as stair lifts installed in private dwellings and platform lifts in shops for disabled customer access, which are not subject to LOLER or PUWER in these circumstances.
- 3.21 However, this equipment fitted in places with public access is subject to the HASAWA, and should be thoroughly examined and inspected for safety, using LOLER and PUWER requirements as a guide.

- 3.22 Stair lifts and platform lifts (mainly used for people with impaired mobility) come under the [Supply of Machinery \(Safety\) Regulations 2008](#) and those over 3 m vertical distance normally require third party conformity assessment. Conventional passenger lifts must meet the requirements of the Lifts Regulations 2016.
- 3.23 Therefore, businesses allowing the public to use lifting equipment, such as [passenger lifts](#) primarily intended for use by people not at work, should still be managing the risks from this equipment - and will generally need to be to the same stringent standards as required by LOLER and PUWER. In any case, insurers may require a similarly high standard of protection to manage public liability in these situations.

4. ROLES AND RESPONSIBILITIES

- 4.1 Day-to-day responsibility for the operation and monitoring of our lift safety procedures and processes lies with the Repairs and Customer Safety Manager (R&CSM). However, all relevant employees have a responsibility to ensure that the procedures are applied as instructed.
- 4.2 **Individual roles and responsibilities** – There are several roles and responsibilities for managing lift safety as follows:
- 4.2.1 **Chief Executive**
- Monitors through the Director of Asset Management the implementation and effectiveness of this Lift Safety Policy and subsequent procedures.
- 4.2.2 **Director of Asset Management**
- Monitors the implementation and effectiveness of the Lift Safety Policy and Procedures on behalf of the Chief Executive
 - Ensures all risks are advised to the Board
- 4.2.3 **Head of Asset Management**
- Responsible for the day-to-day performance of the lift function within Hanover.
- 4.2.4 **Repairs and Customer Safety Manager (R&CSM)**
- The R&CS Manager is the internal ‘responsible person’. In liaison with the Head of Asset Management develops and implement policies, procedures and safe working practices when necessary to enable us to meet our obligations under all relevant legislation and regulations.
 - Monitors the implementation of the Lift Safety Policy and related procedures through line management to ensure compliance and reports to the Head of Asset Management on a monthly basis as a minimum.
 - Works closely with other departments and Managers to ensure safe working practices across Hanover in relation to lift safety.

- Communicates with other teams across Hanover as necessary to ensure regular and effective communication with regards to lift safety
- Keeps the business up to date with current and proposed lift safety legislation.
- Ensures that the requirements of the policy and procedures are communicated to all relevant employees, reinforcing such communication on a regular basis.
- Ensures that all appropriate employees receive adequate lift safety awareness training and are encouraged to develop and promote safe working practices and attitudes towards lift safety.

4.2.5 **Customer Safety Coordinator (CSC)**

- The CSC ensures that all persons or contractors carrying out lift thorough examinations, maintenance and repairs, are trained and competent to do so.
- The CSC carries out day to day monitoring of the thorough examination and maintenance programme to minimise the risk and ensure all defects identified are issued to the maintenance contractor
- Advises the R&CSM of any lifts being taken out of service and regularly reports progress until the lifts are put back into service
- Organises audits, as required, for lift servicing, repairs and documentation by post-examination. This audit will be carried out by a 3rd party suitably competent independent contractor or suitable inspecting body.
- Ensure weekly updates on the lift thorough examination and maintenance programme are reported to the R&CSM /HoAM and monthly through the performance framework to SMT.
- Flags any potential fails to the R&CSM as a priority and risk assesses the situation to assist the R&CSM with determining the best course of action to mitigate risk.

4.2.6 **Customer Safety Officer** – Responsible for the technical management of the contractors ensuring the contract is followed and maintenance and repairs are completed to the required frequency and quality. They will hold documented meetings with all lift contractors and escalate and concerns on quality or performance to the Customer Safety Coordinator.

4.2.7 **Customer Safety Assistant** - Responsible for assisting the CSC with liaising with all contractors relating to the “thorough examination” programme, maintenance programme and remedial works programme. This covers all duties including issuing contractors work, tracking work is completed within target dates, receiving certification and paperwork, processing payments and storing data accurately within Hanover systems.

4.2.8 **Repairs advisors** – will take and action calls relating to faults reported, repairs, entrapments and issue to the lift maintenance contractor.

- 4.2.9 **Repairs Supervisors** – Liaise with the customer safety coordinator for any additional information, repairs issues or instances e.g. entrapments or lifts out of service
- 4.2.10 **Admin Assistant** – Providing support to the Customer Safety Assistant as required. Including assisting with data and certification storage, customer communication and letter management.
- 4.2.11 **Housing Officer** – When Lifts or lifting equipment are out of service, supporting customers by managing access and interim measures for customers struggling to access their homes.
- 4.2.12 **Development /Very Sheltered/Housing with Care Manager** – When Lifts or lifting equipment are out of service, supporting customers by giving front line support, managing access and interim measures for customers struggling to access their homes.
- 4.2.13 **“Thorough examination” Contractor** – Responsible for delivery of the thorough examination programme for all passenger lifts or lifting equipment involving people (every 6 months) or involving lifting goods (every 12 months).
- 4.2.14 **Maintenance Contractor** – Responsible for carrying out routine maintenance for all lifting equipment lifting people or goods specified by the thorough examination and/or by manufacturer's instructions (frequency and level of maintenance). They will also be responsible for carrying out remedial works from defects identified in the “thorough examination”.
- 4.2.15 **Telecare Advisors** – will take out of hours telephone calls and warden calls relating to lift faults, repairs and entrapments and will issue necessary works to the lift maintenance contractor.
- 4.2.16 **Planned Maintenance Manager** – Will manage the upgrade programme for full and partial renewals of passenger lifts through the capital investment programme.
- 4.2.17 **Contract Officers** – Will give technical advice as required to other staff and customers relating to passenger lifts.

5. TYPES OF LIFTS AND LIFTING EQUIPMENT (red links to HSE site)

Passenger Lifts

- 5.1 A passenger lift is a type of lift that is designed to take passengers up and down a vertical lift shaft. Cabin and shaft sizes can vary in a passenger lift, but they are usually completely enclosed. Possible lifting mechanisms for a passenger lift include pneumatic, traction and hydraulic lifting methods.
- 5.2 Passenger lifts and combined goods / passenger lifts in workplaces (eg offices and developments) which are used by people at work, are subject to periodic [thorough examination](#) and [inspection](#) (see section 7), as required by [LOLER](#) and [PUWERoverview](#). Guidance for lift owners and others responsible for the examination and testing of lifts is available in: [Thorough examination and testing of lifts: Simple guidance for lift owners](#).

- 5.3 LOLER (and PUWER) may not apply where a passenger lift is not used by people at work (eg in public areas of a shopping centre). However, if the lift is operated by, or to some extent under the control of an employer or self-employed person in connection with their business, they still have some responsibility for the health and safety of people they don't employ. This includes members of the public who use the lift and those people who may work on or inspect the lift.
- 5.4 [Section 3 of the Health and Safety at Work Act](#) imposes these general responsibilities, so far as reasonably practicable. As the risks may be the same as when using lifts in connection with work, a similar regime of maintenance, inspection and examination to that required under LOLER and PUWER may be entirely 'reasonably practicable' in managing the risks. In any case, insurers may impose demands for similarly stringent levels of risk management to cover public liability.

Stair Lifts

- 5.5 A stair lift is a lift in the form of a chair that can be raised or lowered at the edge of a staircase, used for carrying a person with mobility issues.
- 5.6 Where provided as work equipment for use by employees, [stair lifts \(PDF\)](#) will be subject to the requirements of LOLER (thorough examination) and PUWER (maintenance and inspection). Where they are not provided as work equipment, but are still provided in connection with an undertaking (eg in work environments where the public or visitors may use them), they will also be subject to the requirements of LOLER.
- 5.7 However, all new stair lifts (either when first placed on the market, or first brought into use), as machinery are subject to the Supply of Machinery (Safety) Regulations 2008. They must be constructed to be safe, supplied with Instructions, a Declaration of Conformity, appropriate conformity marking and labelling. Those stair lifts which involve a hazard of falling from a vertical height of 3m or more are included within item 17 of Schedule 2 part 4 (Annex IV) of the [Supply of Machinery \(Safety\) Regulations 2008](#) (so subject to conformity assessment as required by Regulations 11 or 12 as appropriate).
- 5.8 Some lifting equipment may not be used by people at work, such as stair lifts installed in private dwellings, which are not subject to LOLER or PUWER in these circumstances.
- 5.9 However, this equipment fitted in places with public access is subject to the HSW Act, and should be thoroughly examined and inspected for safety, using LOLER and PUWER requirements as a guide.
- 5.10 Stair lifts (mainly used for people with impaired mobility) come under the [Supply of Machinery \(Safety\) Regulations 2008](#) and those over 3 m vertical distance normally require third party conformity assessment. Conventional passenger lifts must meet the requirements of the Lifts Regulations 2016.
- 5.11 Potential alterations by residents, such as the installation of a stairlift require the resident to submit a permission request to the Association in advance of undertaking the work in accordance with the Tenancy Agreement. Where permission is given, the letter will include "conditions" which will detail such things as any

maintenance/servicing obligations and responsibilities. This would also cover the scenario where Local Authority departments occasionally fit patient hoists.

Through Floor Lifts

- 5.12 Through floor lifts travel up and down between floors either in domestic applications or could be in communal schemes where there are shared communal areas. This allows wheelchair users, customer handling employees or elderly people to easily move from one floor to another. These can be fully enclosed or have barrier systems to prevent risk of injury to the occupant.
- 5.13 Some lifting equipment may not be used by people at work, such as platform lifts in disabled customer access, which are not subject to LOLER or PUWER in these circumstances.
- 5.14 However, this equipment fitted in places with public access is subject to the HSW Act, and should be thoroughly examined and inspected for safety, using LOLER and PUWER requirements as a guide.
- 5.15 Stair lifts and platform lifts (mainly used for people with impaired mobility) come under the [Supply of Machinery \(Safety\) Regulations 2008](#) and those over 3 m vertical distance normally require third party conformity assessment. Conventional passenger lifts must meet the requirements of the Lifts Regulations 2016.

Hoists and Associated Lifting Accessories

- 5.16 A hoist is simply a type of mechanical device for lifting that can work to elevate someone from a sitting position, and move them safely into another area, such as a bathtub, seat, or bed. Some hoists can even carry patients horizontally between areas in a room. Hoists can be used with different lifting articles e.g. slings, chains or straps. All lifting articles are subject to examination and maintenance.
- 5.17 LOLER applies to all people handling hoists and associated lifting articles. These will all be subject to a minimum of a 6-month thorough examination and an annual maintenance inspection carried out by competent engineers and to the manufacturer's instructions.
- 5.18 All hoists should be compatible and appropriate for the customer and that risk assessments are repeated if the equipment combination or the customer's condition changes. All hoists and slings will be visually inspected before use and are removed from service if defects are found. All slings will be cleaned in accordance with the manufacturer's instructions. Staff who are engaging in manual lifting operations will engage and comply with Hanover manual handling procedures.

6. LIFTS & LIFTING EQUIPMENT REGISTERS

- 6.1 To fulfil our duties, and to ensure the safety of our customers, we have collated all known lift assets and lifting equipment assets across the Hanover developments and offices which will be kept as the lifts and lifting equipment register by the Customer Safety Team. This will be used to manage, monitor and evidence compliance.

- 6.2 There may be multiple lifts or pieces of lifting equipment at a particular development, therefore, the register will contain for each development where each asset is located (at block or unit level).
- 6.3 Due to the different types of lifts, responsibilities and requirements to inspect and maintain these will be kept in separate registers according to lift type.
- 6.4 For all lift registers we will state the following elements to ensure the correct inspection and maintenance programmes are in place:
- Ownership of the assets (e.g. Hanover ownership, third party or customer)
 - Type of lift/s or lifting equipment within the register (e.g passenger lift or stair lift)
 - Whether the lifts are carrying passengers or goods
 - The frequency of the thorough examination
 - The frequency of the maintenance required and regime for each maintenance inspection
- 6.5 From the equipment registers, annual works programmes for “thorough examinations”, maintenance and remedial works will be derived and issued to contractors (see sections 7, 8 and 9).
- 6.6 Contractors will be issued a works order at least 1 month in advance of the works target date for all programmes for all sites.
- 6.7 Contractors will update the contractor's portal timeously to ensure data is kept up to date for all completed works on programme so that the lift and lifting equipment registers can be kept up to date and accurate.

Adding a property or individual asset

- 6.8 A property or individual asset will be added to the Lift and Lifting Equipment register as a result of:
- Completion or purchase of a new-build project
 - Acquisition of an existing building (not new build)
 - Installation of a new lift or piece of lifting equipment

Completion or purchase of a new build project

- 6.9 The first “thorough examination” for any new build properties containing lifts or lifting equipment will be carried out through the “thorough examination” programme, irrespective of whether this has been carried out by the developer. This will be carried out before any employee, contractors and customers can use the lift or lifting equipment.
- 6.10 The developer will provide the Lift installation certificate, manufacturer's instructions, O&Ms, as built drawings, H&S file and any warranties at hand over of property.

- 6.11 The New Build Team will send the Handover Form alongside the link to the appropriate paperwork to the Customer Safety Team, and once all paperwork has been substantiated this should be added to the Lift or lifting equipment registers for all assets handed over.
- 6.12 The new anniversary date for the next thorough examination will be the date the new lift or piece of lifting equipment has the first thorough examination by Hanover contractors.
- 6.13 The maintenance frequency and regime will be derived from the information provided from the “thorough examination”, from the manufacturer's Instructions from advice from the maintenance contractor. This regime and frequency will be agreed with the CSC, recorded within the register and instructed to the maintenance contractor.
- 6.14 The new build contractor will be responsible for all defects during the defect's liability period.
- 6.15 The new occupants of the property must be provided with lift safety information relevant to the lift, including precautions and what to do in the event of defects or entrapment.

Acquisition of an existing building (not new build)

- 6.16 When an existing building has been purchased and Hanover become the freeholder, we will become responsible for lift safety for all lifts and lifting equipment within the property.
- 6.17 We will obtain lift safety records from the third party selling the property which will be reviewed by the Customer Safety Team, and a new “thorough examination” must be carried out for all lifts and lifting equipment which states the asset is safe to use, before the lifts can be used by employees, contractors, customers or members of the public.
- 6.18 Any remedial work identified by the “thorough examination” will be verified by the CSC and scheduled for completion by the maintenance contractor. If any defect is highlighted which renders the asset not safe to use, the CSC will ensure the lift is safely taken out of service to prohibit use until the defects have been completed and the maintenance contractor has confirmed the lift is safe to use.
- 6.19 Once all paperwork has been verified, all lifts and lifting equipment will be added to the database and the date of this first “thorough examination” for each asset will be used to set the anniversary date on the asset register for the next inspection.
- 6.20 The ‘thorough examination’, manufacturer's Instructions and advice from the maintenance contractor will be used to determine the regime and frequency for future maintenance which will be agreed with the CSC, recorded within the register and instructed to the maintenance contractor.
- 6.21 Where we are acquiring an existing property from a third party and we are not the freeholder, we will ensure that we understand who is responsible for lift safety within the property and any responsibilities that we have. If we are not responsible for the lift safety, we will ensure that arrangements are put in place so that we can demonstrate that we have made reasonable attempts to ensure that the third party is fulfilling its fire safety responsibilities

- 6.22 The new occupants of the property must be provided with lift safety information relevant to the lift, including precautions and what to do in the event of defects or entrapment.

Installation of a new lift or piece of lifting equipment

- 6.23 Lifts will be replaced as part of our planned programme. The programme will be prioritised according to age, efficiency, suitability, and reliability. The programme aims to improve the safety, efficiency, and ease of use of lifts and comply with current lifting and building regulations.
- 6.24 Lifts will be designed and installed on our behalf by competent contractors in accordance with their respective health and safety risk assessments and method statements. This includes the specification, design, installation, and commissioning of the lifts. Where beneficial, we will also work in partnership with the manufacturers of lifts. Specifications and designs must, as a minimum, meet all required legislative and regulatory standards.
- 6.25 From time to time we may utilise the support of specialist lift safety consultants to provide independent assurance on the design and installation of lifts.
- 6.26 In all instances where a new lift is installed, the following will occur:
- Customers will be provided with guidance and be shown how to use it.
 - A 'thorough examination' (or similar process of commissioning the lift and ensuring it is safe to use if the lift is not covered by LOLER regulations) will take place before the lift is used for the first time.
- 6.27 From time to time we may introduce new and alternative lifts or arrangements when a new lift is being installed and the existing lift is taken out of service for that installation period. When doing so, we will review this management plan to ensure that the risks have been identified, temporary arrangements have been agreed, and clear procedures are in place during the installation period to address issues with the temporary lift (e.g. breakdown) and any issue arising from the temporary arrangements with customers.

Deleting a property

- 6.28 Properties will be deleted from the annual schedule when they are sold or demolished.
- 6.29 When a property is sold the details including the date of sale will be sent to the Customer Safety Coordinator. Authorisation should be confirmed with the Repairs and Customer Safety Manager prior to deleting the property. On the sale date all outstanding repairs orders, including any for Lift Inspections, will be cancelled in accordance with current procedures, and the relevant contractors will be notified. The Customer Safety Coordinator will liaise with the repairs supervisor on the cancellation of works orders as required.

7. PROGRAMME OF LIFT “THOROUGH EXAMINATIONS”

- 7.1 A thorough examination is a systematic and detailed examination of the lift and all its associated equipment by a competent person. Its aim is to detect any defects which are, or might become, dangerous, and for the competent person to report them to the dutyholder and, if appropriate, the enforcing authority (the Health and Safety Executive or local authority) so that appropriate remedial action can be taken.
- 7.2 The competent person carrying out the thorough inspection, will be appointed and managed by Hanovers insurer who provides business insurance cover to the Housing Association, or by a nominated independent suitably competent contractor.
- 7.3 To determine the extent of the thorough examination, the competent person will assess the risks, considering factors such as where the lift will be used, frequency of use, age and condition, the weight of loads to be lifted, etc.
- 7.4 A thorough examination may include some testing, if the competent person considers it to be necessary. The competent person will normally determine what tests are required, taking account of the relevant guidance and standards, and dutyholders are recommended to insist on this approach.
- 7.5 Thorough examination should not be confused with preventive maintenance, although they have some elements in common. Preventive maintenance usually involves replacing worn or damaged parts, topping up fluid levels and making routine adjustments to ensure risks are avoided. Thorough examination may act as a check that maintenance is being carried out properly but is not intended to replace it.
- 7.6 Thorough examination should include the following:
- landing and car doors and their interlocks
 - worm and other gearing
 - main drive system components
 - governors
 - safety gear
 - suspension ropes
 - suspension chains
 - overload detection devices
 - electrical devices (including earthing, earth bonding, safety devices, selection of fuses, etc)
 - braking systems (including buffers and overspeed devices)
 - hydraulics.

This list is not exhaustive. More detailed guidance can be found in the Safety Assessment Federation's (SAFed) Lift guidelines

Role of the duty holder (Hanover) for “thorough examinations”

- 7.7 As the dutyholder we are legally responsible for ensuring that the lift is safe to use and that it is thoroughly examined. These responsibilities include:
- maintaining the lift so that it is safe to use
 - selecting and instructing the competent person
 - ensuring that the lift is examined at statutory intervals (every 6 or 12 months) or in accordance with an examination scheme drawn up by a competent person
 - keeping the competent person informed of any changes in the lift operating conditions which may affect the risk assessment
 - making relevant documentation available to the competent person, eg manufacturer's instructions and maintenance records
 - acting promptly to remedy any defects
 - ensuring that all documentation complies with the Regulations
 - record keeping

Appointment of a competent person to carry out the “thorough examination”

- 7.8 A competent person is someone who has sufficient technical and practical knowledge of the lift to be able to detect any defects and assess how significant they are. It is also important that the competent person is sufficiently independent and impartial to allow them to make an objective assessment of the lift. For this reason, it is not advisable for the same person who performs routine maintenance to carry out the thorough examination, as they are then responsible for assessing their own work.
- 7.9 Hanover can use someone from an external company or someone from within our own organisation to act as the competent person as long as they meet the above criteria. However, it is unlikely that we will not have the necessary competence in-house. If we intend to use an external person, to carry out thorough examinations and testing of lifts we will ensure that they understand what is meant by a 'thorough examination' and what the law requires. Accreditation by the United Kingdom Accreditation Service to the relevant standard (BS EN ISO/IEC 17020:2004) is an indication of the competence of an inspection body. Most insurance companies can recommend accredited inspecting organisations.

“Thorough examination frequency

- 7.10 The law requires that all lifts when in use should be thoroughly examined:
- after substantial and significant changes have been made

- at least every six months if the lift or lifting equipment is used at any time to carry people, every 12 months if it only carries loads, or in accordance with an examination scheme
- following ‘exceptional circumstances’ such as damage to, or failure of the lift, long periods out of use or a major change in operating conditions which is likely to affect the integrity of the equipment.

Defects identified from a “thorough examination”

- 7.11 The competent person is legally required to notify Hanover as soon as possible, following a thorough examination, of any defects which are, or could soon become, dangerous. This should be directed to the Customer Safety Assistant or in their absence the Customer Safety Coordinator.

Serious and significant defects – taking the lift out of service

- 7.12 If we are notified of a serious and significant defect **we will immediately take the lift out of service until the fault has been addressed. If we do not take the lift out of operation we will be in breach of the law.**
- 7.13 This will be actioned by the Customer Safety Assistant or Customer Safety Coordinator and the Repairs and Customer Safety Manager will be notified of all lifts taken out of service, and when these defects have been resolved and the lift is put back into service. This may be raised a number of different ways e.g. from Telecare, repairs staff or managers on the development, but for instances the Customer Safety Team need to be made aware and the decision should be taken by this team.
- 7.14 When a lift is taken out of service the Customer Safety Assistant or Customer Safety Coordinator will notify the relevant Development/Very Sheltered/Housing with Care Manager and Operations Manager to ensure customers are aware of the out of service lift and any vulnerable customers can have additional needs assessed.
- 7.15 The competent person may also notify us of defects which need to be made good within a certain timescale. In this case, we should take steps to have the defective equipment repaired or replaced within the specified time, and not use the lift after that time unless the defect has been satisfactorily remedied.

Documentation following the “thorough examination”

- 7.16 The competent person is legally required to send us a written and signed report of the thorough examination as soon as practicable. This should normally be within 28 days, but if there is a serious defect which needs to be addressed we should expect to receive the report much sooner.
- 7.17 If the competent person identifies a defect which presents an ‘existing or imminent risk of serious personal injury’ they are also legally required to send a copy of the report to the enforcing authority. By law, the report must contain certain information, specified in Schedule 1 of LOLER. In summary, it should:

- identify the equipment examined (serial number, make, etc), the employer and the premises
- give the date of the last thorough examination and specify when the next one should take place
- specify the safe working load of the lift
- give the reason for the thorough examination (ie following installation, according to an examination scheme, statutory interval, etc.)
- identify any defect which is or may become a danger to people
- give the details of any repair, renewal or alteration required to remedy the defect and the date by which it should be undertaken
- give details of any tests carried out
- give details of the person carrying out the report and the person validating the report on their behalf.

7.18 If the report does not contain all the information above, the Customer Safety Team will not accept it, as this may place us in breach of the law. We will try to resolve the matter with the competent person, but if this is unsuccessful, we will contact our local enforcing authority for advice.

Record keeping for “thorough examinations”

7.19 Hanover is legally required to ensure that reports of thorough examination are kept available for consideration by health and safety inspectors for at least two years or until the next report, whichever is longer. They may be kept electronically as long as we can provide a written report if necessary.

8. PROGRAMME OF LIFT INSPECTION & MAINTENANCE

8.1 Passenger lifts are predominantly classed as work equipment as they are likely to carry employees and “others” covered by HASAWA. Therefore, work equipment which is being used and exposed to conditions causing deterioration that could result in a dangerous situation should be inspected at suitable intervals, and after every event liable to jeopardise its safety.

8.2 The frequency of inspection may vary, depending on the lift age, condition, environmental conditions (eg equipment subject to harsh outdoor conditions is likely to need more frequent inspections than if used in an indoor environment).

8.3 Maintenance is also a significant factor in ensuring lifts are maintained to the required standards to not only ensure safe operation, but to ensure all working parts are in good condition, operable and working as they should. There are also consumable components e.g. hydraulic fluids, oils and greases which need to be checked, replenishes or replaced periodically.

8.4 It is an efficient approach to combine the routine inspection with the routine maintenance and have this delivered by one suitably competent contractor.

Normally, the maintenance contractor who is appointed to carry out the remedial works from the thorough examination, will also carry out all of the routine inspection and maintenance programme (referred to as the lift maintenance contractor).

- 8.5 The lift maintenance contractor will need to be independent of the thorough examination contractor for reasons of impartiality, therefore different contractors should be used.
- 8.6 The frequency of inspection and maintenance will be determined through risk assessment, taking account of the manufacturer's recommendations, industry advice and our own experience. It may be appropriate to review the frequency of maintenance and inspection with:
- The manufacturer of the lift
 - The insurer for the business
 - The maintenance contractor
 - The thorough examination engineer
- 8.7 The frequency for inspection and maintenance is not generically prescribed based on the factors described above, therefore Hanover will not operate a generic frequency for all lifts, but assess the frequency and level of inspection and maintenance for each lift based on the factors describe within this section 8 of this procedure.
- 8.8 The frequency and regime of inspection and maintenance will be agreed for each site by the Repairs and Customer Safety Manager. This will be recorded in the Lifts and Lifting Equipment Register (section 6) and will be added to the Programme of Inspection and Maintenance to be instructed to the lift maintenance contractor.
- 8.9 The Customer Safety Coordinator will generate the annual programme of lift inspection and maintenance in advance of the financial year and issue this to the lift maintenance contractor.
- 8.10 The lift maintenance contractor will complete all inspections and maintenance work to the required frequency and regime as instructed and will confirm completion of all completed works with evidence for each visit.
- 8.11 The Customer Safety Team will review all completed paperwork and evidence for all completed inspection and maintenance visits and will update the Lifts and Lifting Equipment Register to ensure up to date and accurate records are kept demonstrating compliance.
- 8.12 Any issues identified with the evidence, paperwork, timeliness of visits or quality will be raised with the lift maintenance contractor in writing until a satisfactory resolution is achieved.

9. PROGRAMME OF REMEDIAL WORKS

Remedial works resulting from a “thorough examination”

- 9.1 For all thorough examinations on non-domestic lifts, all remedial work identified will

be sent to, and reviewed by the Customer Safety Team. Any queries about the remedial works identified or parts required will be efficiently resolved with the engineer who carried out the thorough examination.

- 9.2 The Customer Safety Team will send the full schedule of repairs to the maintenance contractor and request a price and estimated duration for all works to be completed. Any pricing anomalies or questionable lead times for components can be verified with the third-party lift consultant as required to ensure effective management of the lift maintenance contractor.
- 9.3 All remedial works will be recorded in a central database (Programme of Remedial Works) for all Hanover sites. This will be utilised to ensure all repairs are efficiently managed and monitored and evidence can be provided that the work identified in the thorough examination is being managed through to completion. The remedial works should be raised on the repairs management system using the lift remedial coding.
- 9.4 Upon notified completion of work, a work schedule of all works completed will be requested from the maintenance contractor before payment is made and the Customer Safety Team will reconcile the work schedule with the remedial programme validating all work completed. The contractor should also complete the works order on the contractor portal,
- 9.5 Any work outstanding will be raised in writing with the contractor until all remedial work for that lift is completed and then payment can be made. The schedule/s for all completed works will be electronically stored for evidence that the work has been completed.
- 9.6 These records will be made available upon request to any future attendances of the thorough examination engineer or maintenance contractor. If there is a portal that can be used by either the insurer, thorough examiner or maintenance contractor for work records this will be used in conjunction with the Hanover Programme of Remedial Works and data rights must be established to ensure Hanover retain access to that information.

Remedial works resulting from a maintenance visit or “additional” works identified

- 9.7 Scrutiny will be given to all remedial works identified by the maintenance contractor, which do not form part of the schedule of works identified in the thorough examination or part of the agreed schedule of works that form the routine maintenance.
- 9.8 Any additional work identified by the maintenance contractor from the routine maintenance visit will require justification and evidence to substantiate the reason for the remedial works. This will be sent to the Customer Safety Team with evidence and pricing which will be reviewed. Acceptance will result in a work instruction, or any issues will be directly communicated and resolved with the maintenance contractor
- 9.9 Any additional work identified by the maintenance contractor from the schedule of remedial works provided by the thorough examiner, should be raised with the thorough examination engineer to justify if the Customer Safety Team feel this should have been identified as part of the thorough examination. If the engineer

accepts the additional works are appropriate, then the work can be instructed. All communication between the two parties will be recorded.

- 9.10 For all verified and legitimate additional remedial works, these will all be recorded and managed within the Remedial Works Programme.
- 9.11 To manage the completion of these remedial works, the same steps will be taken set out in 9.3, 9.4 and 9.5.

Remedial works reported by customers

- 9.12 Remedial works may be reported during the day to the repairs team, or Telecare team outside of working hours.
- 9.13 The repairs team inside working hours will issue the maintenance contractor a works order to attend.
- 9.14 The Telecare team outside working hours will verbally order remedial works with the maintenance contractor and notify the repairs team who will retrospectively raise the works order.

10. LIFT BREAKDOWNS, ENTRAPMENTS, DEFECTS AND REMEDIAL WORKS

- 10.1 All reports of lift breakdowns, defects or remedial works, irrespective of how they are identified, will be responded to by our approved maintenance contractor in accordance with the contract agreed service levels. The following response times will be monitored and managed:

SERVICE ISSUE	RESPONSE TIME
Entrapment	1 Hour
Breakdown (Sheltered, Very Sheltered, Housing With Care)	2 Hours
Breakdown (General needs & amenity)	2 Hours

Lift entrapments

- 10.2 When an entrapment occurs, all lifts at Hanover will have a means of raising an alarm to alert others of the entrapment.
- 10.3 All efforts should be made to have the contracted maintenance engineer attend within the agreed SLAs.
- 10.4 Communication from Hanover employees is key if the emergency services become involved to ensure they are told when our maintenance contractor will be in attendance as the fire service will potentially use force to free the occupier from the lift, which could result in significant damage to the lift, causing significant costs and long periods for that lift to remain out of service.

Action when a lift is out of service

- 10.5 All lift defects, service issues and breakdowns identified by any party to a Hanover employee will either be raised directly to the maintenance contractor or the repairs team, who will then raise this to the maintenance contractor. The Customer Safety Team, must be notified as they will need to determine whether the lift needs to be taken out of service. This should be called through by telephone and not by email to avoid service delays.
- 10.6 The attending maintenance contractor will determine if the lift can be repaired and put back into service. If the lift cannot be fixed or there is any risk of harm to users of that lift, the engineer will take the lift out of service and contact the Customer Safety Team to notify them of the work required, the anticipated length of service interruption and whether there are any alternative arrangements on site (e.g. where there are two lifts and one can remain in operation).
- 10.7 All lift defects, service issues and breakdowns identified out of normal working hours will be routed through to our out of hours telecare service, who will instruct the attendance of the maintenance contractor.
- 10.8 Where a lift remains out of service, The Customer Safety Coordinator will provide a daily report to all relevant stakeholders, until it has been returned to service, providing details of any parts that are required and estimated timescales.
- 10.9 If the lift in one of our sheltered, very sheltered or housing with care developments is dangerous and cannot be used and no alternative lift is available, engage Housing, Development and Care Managers to make arrangements for customers whose mobility is impaired.
- 10.10 Decanting customers from a building may become a last resort to ensure customer safety and wellbeing.

Customer communications

- 10.11 In order to undertake safety checks, repairs or maintenance, lifts may be inoperable for a period of time, and therefore cause disruption to our customers.
- 10.12 We will ensure that our contractors provide us with clear timeframes to complete the work so that we can communicate this to our customers.
- 10.13 We will communicate with customers using a range of methods including, letters, email, phone, text messages, and, where required, visits to their home.

Factored sites

- 10.14 Some of our customers live in properties for which we provide the factoring for common parts. For all factored Hanover sites containing passenger lifts, in relation to lift safety, we will:
- understand our responsibilities
 - Implement such 'thorough examinations', maintenance and repairs as is required within the factoring agreement for each site

11. CONTRACTOR COMPETENCE & ACCREDITATIONS

- 11.1 All lift-related work, including safety checks, 'thorough examinations', repairs and maintenance will be undertaken on our behalf by a competent contractor who is appointed by the 'responsible person'.
- 11.2 As part of the appointment process an assessment of competency will be carried out where the contractor and its engineers will be required to demonstrate that they are suitably qualified to undertake the work. This could include:
- Evidence of LEIA membership.
 - Evidence of LOLER and PUWER training.
 - Evidence that they have been trained to undertake work on the specific lifts which are installed in our properties.
- 11.3 Evidence will be obtained and reviewed to confirm the competence of all contractors and their engineers periodically.
- 11.4 Regular minuted meetings will take place with any contractor who undertakes lift safety checks or other lift-related work on our behalf in order to monitor performance, quality and progress.

12. QUALITY CONTROL

Checking Records

- 12.1 If the Customer Safety Advisor or Customer Safety Coordinator has any query or concerns about the completion of a Record they will raise this without delay with the contractor.

Contractor's internal checks

- 12.2 The contractor will carry out their own quality control checks, selected at random, with a variety of checks being undertaken. The contractor will report on their internal checks at the contract review meetings when required.

External quality control

- 12.3 A programme of external quality control inspections will be undertaken by a third-party specialist lift consultant appointed by Hanover. The Customer Safety Coordinator will supply the consultant with a selection of jobs to carry out checks.
- 12.4 The consultant will report on the results of each inspection programme to the Customer Safety Coordinator who will follow up any faults etc. directly with the lift contractor.
- 12.5 The consultant can also be used to verify lead time of components, prices and maintenance regimes required.

Contractor Management

- 12.6 The Customer Safety Coordinator will check that the contractors' engineers are trained and competent prior to carrying out any works. The contractor will supply a list of engineers to be checked at the start of the contract and will update the list if any new engineers carry out works.
- 12.7 This is to ensure the engineers have the required skills, knowledge and experience to carry out the works safely. The Customer Safety Coordinator will carry out a check to the list annually.

13. MONITORING AND REPORTING

OPIs and KPIs

- 13.1 Operational Performance Indicators (OPIs) - The Customer Safety Advisor will monitor weekly progress with all contractors for all programmes of work, logging completed works, reviewing evidence of completions and updating the lift and lift equipment asset register for:

- Lift “thorough examination” programme
- Lift maintenance programme
- Lift remedial works programme

Monthly reporting will be produced by the Customer Safety Coordinator for the Repairs and Customer Safety Manager for all lift programmes listed above which will be reviewed. Any issues experienced within the month preventing work from being achieved within target date, will have reasons reviewed so that an appropriate commentary can be applied when KPI's are being compiled.

- 13.2 Key Performance Indicators (KPIs) - The Repairs and Customer Safety Manager will agree the KPIs required by SMT, ELT and Audit, Performance and Risk Committee (APR). The OPI data will be reviewed by OMT and used to populate the KPI requirements for these stakeholder groups and will apply commentary determining compliance within target date and any reasons for not achieving compliance. Core KPIs are set out below, which can be added to with authorisation from the R&CSM:

- Number of passenger lifts requiring a thorough examination and maintenance;
- Number of thorough examinations and maintenance visits successfully completed for passenger lifts, identifying if any were outside of the required frequency;
- Number of domestic lifts requiring a thorough examination and maintenance;
- Number of thorough examinations and maintenance visits successfully completed for domestic lifts and lifting equipment, identifying if any were outside of the required frequency;
- Report on lifts which are out of service

- For any passenger lifts, domestic lifts or lifting equipment lifts outside of the required timescale a clear explanation and reasons why with remedial action required and timescales

Internal monitoring and reviews

- 13.3 Outstanding Remedial Report – All remedial works (from thorough inspection and maintenance visits) will be reported monthly by the Customer Safety Assistant or Customer Safety Coordinator. Any visits which haven't been marked complete should be investigated with the contractor, reasons will be logged and the system updated.
- 13.4 Thorough Examination and Remedial Works Audit – The Customer Safety Coordinator will check 25% of thorough examinations for the month to ensure the remedial works resulting from the thorough examination have been logged correctly on the remedial works programme and issued to the contractor. Any issues will see an increase to 100% audit.
- 13.5 Lift out of service daily update – The Customer Safety Coordinator will provide a daily report for lifts out of service to the Repairs and Customer Safety Manager and any other relevant stakeholders. Once the lift is back in service this will be confirmed as back in service. No daily reports are required when there are no Hanover lifts out of service.
- 13.6 Contractor Weekly No Access Update – All contractors will provide a weekly no access report to the Customer Safety Advisor and Customer Safety Coordinator. The Customer Safety Advisor and Customer Safety Coordinator will manage the no access, liaising with Development Managers and Housing Managers to assist in gaining access as required.

Contract review meetings

- 13.7 The Customer Safety Coordinator or Customer Safety Officer will hold monthly meetings with all Lift contractors and consultants to monitor and document progress with the current programmes, consider quality control reports and deal with any concerns, issues etc. The meetings will normally follow a standard agenda including programme progress, issues, financial and health & safety matters.
- 13.8 The meetings will be minuted with copies being circulated to all present and a copy being added to the relevant contract file.
- 13.9 Any change to the contractors' engineers will require the contractor to provide a list of any new staff along with evidence of their qualifications and any staff that have left the business.

Internal auditing

- 13.10 The Customer Safety Coordinator will carry out a 6 monthly check to the Lift and Lifting Equipment Asset Register by cross referencing the property address on Capita Open Housing Report and the Contracts Master List to ensure that any deletions or input errors are found and corrected.

- 13.11 The Repairs and Customer Safety Manager will carry out an annual audit of the Lift and Lifting Equipment Asset Register alongside certificate spot checks with anniversary dates.
- 13.12 The Health, Safety and Wellbeing Manager will carry out a minimum of annual checks of the Lift inspection register alongside certificate spot checks and report any findings to the Repairs and Customer Safety Manager.

14. EMERGENCIES

- 14.1 Details of our approach to identifying and responding to any unplanned event, potential emergency or disaster, which may affect lift safety incidents, is explained in our business continuity plan (BCP)
- 14.2 The BCP details arrangements for communications between employees and with customers. It covers our emergency response, major incident management and recovery, and full-service resumption and return to business as usual. It also explains the roles of the management structure for communication in relation to any incidents.
- 14.3 For lift entrapments please refer to section 10.2-10.4.

Communications with the HSE and other statutory bodies

- 14.4 The Health, Safety and Wellbeing Manager is responsible for reporting incidents to the HSE as required, and for managing contact with the HSE and other statutory bodies for example the local authorities.

Lift incidents and near misses

- 14.5 All lift incidents, including near misses, will be logged including details of any follow-up actions. This may include, but is not limited to the following:
- remedial work;
 - Investigating the circumstances that led to the incident;
 - Undertaking remedial action that is required to improve lift safety at the location of the lift incident and at other properties;
 - Taking tenancy or lease enforcement action;
 - Communicating with customers to improve lift safety awareness;
 - Working with the police, lift authority or other statutory agencies;
 - Making a claim with our insurers.
- 14.6 We will review all incidents, including near misses, (particularly those where claims are made) to ensure that any lessons learnt are reflected in updates to policies, procedures and working practices in order to reduce the number of incidents and near misses and to mitigate our liability.

14.7 If we become aware of a lift safety incident involving a lift which is installed in a customer’s home that we are not responsible for maintaining, we will investigate the circumstances surrounding the incident. Where appropriate, we will add details of the lift to our register of properties with a lift and incorporate it into our programme of lift safety checks (Also see section 5.11).

Audits, Inspections, enforcement or improvement action taken by statutory bodies

14.8 We will work closely with local authorities and other statutory bodies to obtain their advice and assistance in relation to lift safety in our properties. This can include audits and inspections of our properties and lift equipment and promoting lift safety awareness amongst our customers.

14.9 We will respond promptly and positively to any enforcement or improvement action that is taken by a statutory body. Our response will include the following:

- We will review the conclusions of the statutory body and engage with them if we have reason to challenge or seek clarification of their conclusions and/or requirements.
- We will ensure that requirements are addressed within the specified or agreed timescale.
- We will identify if there are similar issues within our other developments. If so, we will take appropriate remedial action.
- Full details will be recorded and reported to the ‘responsible person’, Chief Executive, ELT and SMT.

15. IMPLEMENTATION & REVIEW

15.1 The Director of Asset Management is responsible for ensuring that this procedure is implemented by all concerned.

15.2 The Repairs and Customer Safety Manager will ensure that this procedure is reviewed at least annually. All hyperlinks will be checked and if any have expired these will be replaced with the new hyperlink.

Department	Asset Management
Author	Repairs and Customer Safety Manager
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Approved by	Head of Asset Management
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APPENDICES

Appendix 1 – Lift Stuck on Development Procedure for Development and Telecare Employees

1. Introduction

- 1.1 This procedure details the action to be taken **by development and telecare employees** in the event of a lift on a development breaking down with passengers inside.
- 1.2 During the hours a development is staffed, this action would be taken by the development employees as set out in section 2. At all other times action would be taken by the appropriate alarm centre employees as set out in section 3.

2. Actions for development employees while on duty

- 2.1 Establish if there are people trapped inside the lift and who they are. Phone Telecare to let them know if there are people trapped and what steps you are taking. Advise your manager and the Customer Safety Coordinator of the situation if in normal office hours, or the on call manager if out with normal hours.
- 2.2 Employees **must not** attempt to release passengers trapped in a lift.
- 2.3 If people are trapped, contact the lift maintenance company immediately to request them to attend. Request an estimated time of arrival.
- 2.4 Immediately review the medical and welfare situation of the people trapped, checking the house file for customers if required.
- 2.5 If you consider at any time that the passengers are at all distressed, require medical assistance or would be unable to wait on the lift engineer attending for any reason call the Fire & Rescue Service right away to free them and don't wait on the lift engineer. Call an ambulance if you consider that it is required.
- 2.6 Keep in as frequent verbal communication with the passengers as circumstances allow to support and reassure them until assistance arrives. Keep them updated of the action being taken to free them.
- 2.7 If the lift passengers wish you to, inform their family, carers, NoK etc as requested either during the situation or afterwards.
- 2.8 Keep the area around the lift as clear as possible, and other people away from the area if possible. Put up 'lift out of order' notices on each floor to stop people trying to call the lift.
- 2.9 When freed arrange medical assistance for any passenger who requires this if it is not already present/on its way.
- 2.10 Advise all passengers and/or their family, carers, etc even if they appear completely well and unaffected by the incident to have a check-up their GP, practice nurse etc.

2.11 If no one is stuck inside, report the fault to Property and Development Department to call out the lift maintenance company.

2.12 Complete an Incident Report form as soon as practicable and before the end of your shift.

2.13 Record the matter in the relevant customers' personal file.

3. Action for Telecare employees

3.1 On receipt of a call advising that a lift has broken down, establish if anybody is stuck in the lift. (If no response twice within 30 minutes, then call out the Fire and Rescue Service as we are unable to determine whether or not someone is actually in distress and trapped in the lift.

3.2 If nobody is stuck in the lift then try to determine what level the lift is stuck on, what is wrong with the lift and if this is the only lift on the development. Pass the details to the lift engineer asking them to attend, advise any on site employees, write a call report, park a call and follow normal reporting procedures.

3.3 If somebody is stuck in the lift, reassure the person that help is being arranged. There is a distinction between someone being in a lift which is stuck and they can't get out until it is fixed or manually opened, and/or someone being trapped in a lift which is widely taken to mean physically trapped.

3.4 Make a judgement at this time as to whether the person in the lift needs medical attention and/or is particularly distressed in which case the Fire and Rescue Service should be called to assist.

3.5 Notify any employees who may be on the development and the Customer Safety Coordinator (by phone during working hours or email outwith working hours) at this time and advise them of the situation if it was not the development employee who advised of the situation in the first place.

3.6 If the Lift Engineer only is required, call the lift engineer to attend from the list of contractors.

3.7 If the person stuck in the lift is a resident, ask them if they would like us to contact a personal contact to advise them of the situation.

3.8 If possible stay in contact with the person in the lift until they are freed, if this is not possible try to dial in and check on them every 15 minutes until they are freed from the lift.

3.9 Clear the call down advising of the broken lift as a maintenance request. Create a call report and park a call against the dwelling. Provide details of the scheme access notes and park a call so that the lift engineer/Fire Rescue Services are given access.

3.10 If calling for Fire and Rescue Service attendance, when passing out details of the call in question to their control room, the following important additional information is crucial:

- full and thorough access information must be provided, in order that the Fire and Rescue Service can gain quick and efficient access to a development;
- access to where the lift operating equipment is held including lift key/s (this information is usually located under scheme notes> emergency access information and/or is sometimes located also under scheme notes>scheme info section (Please note without access to the lift equipment / key the fire crew will force entry to the lift when a person is stuck in a broken down lift and distressed). Make absolutely sure this information is therefore made available to Fire Service Control.
- remember to follow up with the Fire Service Control within 30 minutes of the original call for an update and report all such information in the Call Report.