



Lift Stuck in a Development Procedure

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 It is not recommended that Hanover employees use the lift when working in or visiting the development, unless there are medical reasons that would prevent this.
- 1.3 During the hours a development is staffed, the development employees would take this action as set out in section 2 and 3. At all other times action would be taken by the appropriate alarm centre employees as set out in section 4 and 5.

2. Actions for development employees while on duty if passengers are in the lift

- 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 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 and also add a warning on the digital screen (where this is available).
- 2.9 When freed, arrange medical assistance for any passenger who requires this if it is not already present/on its way.

LIFT STUCK IN A DEVELOPMENT PROCEDURE

- 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 with their GP, practice nurse etc.
- 2.11 Complete an Incident Report form as soon as practicable and before the end of your shift.
- 2.12 Record the matter in the relevant customers' personal file.
- 3. Actions for development employees while on duty if no passengers are in the lift**
- 3.1 If no one is stuck inside, report the fault to Property and Development Department to call out the lift maintenance company and put up 'lift out of order' signs and add warning onto the digital screen (where this is available).
- 3.2 Complete an Incident Report form as soon as practicable and before the end of your shift.
- 4. Action for Telecare employees – Passengers in the Lift**
- 4.1 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.
- 4.2 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.
- 4.3 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.
- 4.4 Notify any employees who may be on the development 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.
- 4.5 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.
- 4.6 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.
- 4.7 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;

LIFT STUCK IN A DEVELOPMENT PROCEDURE

- 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.

4.8 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.

4.9 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/FRS is given access

5. Action for Telecare employees – No Passengers in the Lift

5.1 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.

5.2 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 is given access.

6. Review

6.1 This procedure will be reviewed every three years or earlier if required.

Department	Customer Services
Author	Housing Manager/Telecare Trainer
First Approved	27 February 2024
Approved By	Head of Housing
Next Review Due	27 February 2027