

## Lift Safety Policy

<b>Linthouse Housing Association</b>	
<b>Policy Implementation Checklist:</b>	
Policy Guardian:	Director of Property Services
Date Approved Policy Passed to Policy Guardian:	
Policy Author:	Asset Manager
Policy Title:	Lift Safety Policy
Approved by Chief Executive on:	August 2022
Approved by LHA Management Committee on:	25 <sup>th</sup> October 2022
Effective from:	26 <sup>th</sup> October 2022
Due for Review on:	October 2025
Policy Linkages:	The policy forms part of a suite of policies known collectively as Compliance Policies. These include <ul style="list-style-type: none"> <li>• Electrical Safety Policy</li> <li>• Fire Safety Policy</li> <li>• Gas Safety Policy</li> <li>• Legionella Policy</li> <li>• Freedom of Information and Environmental Information Regulations Policy</li> </ul>
Policy Trainer:	
Training Completed (date):	
Posted on Website on:	
Staff Sign off as Read and Training Completed:	
Resource Implications	
<b>For office use only</b>	
Location of Policy (pdf)	
Location of Procedure if applicable (Word)	

## Contents

Section 1: Introduction.....	3
1.1. Lift Safety Policy .....	3
1.2 Scope .....	4
1.3 Our Mission.....	4
1.4 Our Vision and Values .....	5
1.4 Our Organisational Culture .....	5
Section 2: The Legal Framework.....	6
2.1 General .....	6
Section 3: Aim, Objectives and Policy Principles .....	6
3.1 Aim and Objectives .....	6
3.2 Policy Principles.....	7
Section 4: Implementation .....	8
4.1 Organisational Responsibilities.....	8
4.2 Lift Inspection Regime.....	10
4.3 Lift Maintenance .....	11
4.3 Lift Incidents .....	12
4.4 Training .....	13
4.6 Confidentiality and General Data Protection Regulations (GDPR) and Freedom of Information .....	13
4.7 Monitoring and Reporting.....	14
Section 5: Monitoring, Complaints and Appeals .....	14
5.1 Monitoring.....	14
5.2 General Complaint Handling Procedure .....	14
5.3 Appeals.....	15
Section 6: Review of Lift Safety Policy .....	15
Appendix 1: Equalities Impact Statement.....	16

## Section 1: Introduction

### 1.1. Lift Safety Policy

1.1.1 Linthouse Housing Association (LHA) owns and manages properties, which contain passenger lift installations.

The current locations of these lifts are as follows.

5 Aboukir Street

6 Aboukir Street

1a Drumoyne Drive (Elder House)

39 Mallaig Road (Multi Storey)

15 Mountgarrie Road (Multi Storey)

510 Shieldhall Road (Luma Building)

1 Cressy Street (Main Association Office)

LHA treats the safety of its tenants, staff, contractors and other users of its buildings of paramount importance. In meeting its health and safety duties LHA will ensure that the safe use of all lifting equipment within properties or workplaces it owns and controls.

The Scottish Housing Regulator (SHR) regulatory framework sets out that landlords must ensure that they meet all of their legal duties and responsibilities and that they adhere to relevant guidance and the requirement of other regulators.

The SHR requirement relating to the annual assurance and legal obligations are relevant to this policy and set out in chapter 3 of the framework.

There is a requirement to notify the SHR of any tenant and resident matters which have been reported to, or being investigated by the Health and Safety Executive (HSE) or reports, from regulatory or statutory authorities, or insurance providers relating to safety concerns.

- 1.1.2 The aim of this Policy is to ensure that the Association follow a clear, comprehensive and robust maintenance regime required for the vertical transportation of people within our properties via lifts.
- 1.1.3 The purpose of the policy is to set out how LHA will ensure that lifts are correctly maintained and periodically examined in line with current legislation. LHA has a duty of care to ensure that its lifts are kept and maintained to a safe standard for use by its resident's and employees, other members of the public as well as lift personnel.
- 1.1.4 In this Policy, Linthouse Housing Association is referred to as "we", "us" or "our".

## 1.2 Scope

- 1.2.1 The scope of this policy includes passenger lifts used to lift people as its principal function.  
For the avoidance of doubt, it is only the thorough examination and maintenance of lifting equipment for which LHA is responsible for that is dealt with under this policy. Risk assessment and management controls – including any pre-use checks – relating to lifting operations as part of care and support activities – are not dealt with as part of this policy.
- 1.2.2 LHA has a duty of care to ensure that its lifts are kept and maintained to a safe standard for use by tenants, owners, residents, staff, other members of the public and lift maintenance personnel.

## 1.3 Our Mission

- 1.3.1 The Lift Safety Policy forms part of our mission to:  
"Deliver high quality and cost-effective housing services designed to meet the needs of existing and future customers. To work in partnership with others to create thriving communities that people want to live and work in".

## 1.4 Our Vision and Values

1.4.1 Our vision is the creation and sustainment of lasting, unique, vibrant homes in stable, popular and ambitious urban communities. Our vision is underpinned by four core values which we apply to all areas of our business. These are to be:

- i. **Customer Driven**
- ii. **Honest**
- iii. **Accountable**
- iv. **Transparent**

## 1.4 Our Organisational Culture

1.5.1 Our **C.H.A.T** values as outlined, form the foundation of our **Listen, Hear, Act (L.H.A)** customer excellence and organisational culture programme. All staff receive training at induction on customer service standards and the organisational culture we promote. This includes reference to our Equality and Diversity Policy and a requirement to treat colleagues, tenants, contractors, service users, and any other stakeholders with dignity and respect.

1.5.2 The organisational culture we promote is based on finding solutions to suit customer needs regardless of individual differences We will:

1. **Listen** - We are committed to listening to those we do business with, be that our customers, staff, stakeholders, regulators or funders, to ensure that our responses are reflective of what people are saying to us.
2. **Hear** - Once we listen and understand the need/demand/offer that is presented, we will ensure that we fully understand what is being said.
3. **Act** - Whilst we will think about what we do, we want to be known for acting swiftly to deliver solutions and for always keeping our promises.

1.5.3 Our Customer Service Standards aim is to ensure all of our service users receive an excellent standard of service. The Standards helps define what

our customers can expect when contacting or engaging with the staff in our office. It is available on our website, direct from the office, or in other formats as required.

## Section 2: The Legal Framework

### 2.1 General

2.1.1 This policy sets out our responsibilities to comply with all current and relevant statutory obligations and associated regulatory guidance on the use and maintenance of lifts in properties it owns and controls.

This includes the following where applicable.

- The Housing (Scotland) Act 1987, 2001, 2010 and 2014
- The Scottish Social Housing Charter
- The Lifting Operation and Lifting Equipment Regulations 1998 (LOLER)
- All relevant British and European Standards including BS EN 81-20: 2014, BS EN 81-50: 2014 and BS 7255:2012
- Provision and Use of Work Equipment Regulations 1998 (PUWER)
- The Health and Safety at Work Act 1974
- Management of Health and Safety at Work Regulations 2006
- HSE Approved Code of Practice and Guidance Document L113 – Safe Use of Lifting Equipment
- Approved Code of Practice and Guidance Document L22 Provision and use of Work Equipment Regulations 1998

## Section 3: Aim, Objectives and Policy Principles

This section outlines our aim, objectives and policy principles.

### 3.1 Aim and Objectives

Our primary aim is to ensure that customers, contractors, staff and visitors remain safe in our premises (both domestic and non-domestic). Failure to properly discharge our legal responsibilities may also result in.

- Prosecution under the Health and Safety at Work Act 1974
- Regulatory Intervention
- Reputational Damage
- Loss of confidence by stakeholders in the organisation.

The Key Policy Objectives are to:

- Ensure we appoint persons with clear roles and detailed responsibilities to manage the risks associated with both lifts and lifting equipment
- Ensure all lifts and lifting equipment have been identified and are subject to a suitably robust maintenance, inspection and examination regime to ensure the effective operation and safety of this equipment
- Ensure we use suitably qualified contractors and consultants
- Ensure that all equipment is subject to thorough examinations carried out by lift maintenance contractors appointed by LHA insurers and in accordance with LOLER 1998 where this is required
- Ensure that all other remedial and maintenance works are carried out by suitably skilled and competent operatives appointed directly by LHA
- Ensure that any identified remedial works are carried out within recommended timescales
- Ensure a monitoring system is implemented and maintained
- Ensure compliance with all relevant legislation and standards to ensure that LHA meets its legislative duties

## 3.2 Policy Principles

3.2.1 The application of LOLER and PUWER can be complicated and how they apply across the LHA portfolio. (e.g. they may not apply where a lift is not used by people at work).

LHA has a lift within its main office, which is primarily used by staff, committee, visitors and lift operatives.

This lift is subject to a robust periodic examination and inspection, as required by LOLER and PUWER.

LHA take the view that a similar regime of maintenance is required to manage the risks associated with lifting equipment whether they apply and will apply such a regime where it is reasonably practical to do so. In any case, the associations insurers may impose demands for similarly stringent levels of risk management to cover public liability.

As previously stated, the lifts provided by the association for staff, residents and other members of the public to access upper floors in various blocks of properties owned and managed by the association are therefore included within this robust maintenance and inspection process.

## Section 4: Implementation

### 4.1 Organisational Responsibilities

#### 4.1.1 Detailed roles and responsibilities within LHA relating to the implementation of this policy.

The overarching roles and responsibilities are as follows.

The Chief Executive Officer (CEO) of LHA, as the most senior member of staff, has overall responsibility for the implementation of this policy and will allocate responsibilities within the Senior Leadership Team and ensure that there is adequate management of the policy.

The Management Committee of the association are responsible for approving this policy and monitoring compliance with this policy.

The CEO has delegated the tasks of managing the duties to the responsible person, who in this case, is the Asset Manager (AM)

The AM, as the designated responsible person, will ensure that the duty holder's tasks are completed and recorded for the safe and suitable operation of the lift.

The responsible person has the responsibility for implementing this policy and shall provide reports to the management committee regarding compliance with Lift Safety Maintenance and thorough examinations.

All potential, material non-compliance will be reported immediately to the CEO by the designated responsible person



- 4.1.2 All examinations and thorough inspections shall be carried out by a person or organisation that has the appropriate practical and theoretical knowledge and experience relating to lifts so that they can detect defects and theoretical knowledge and experience relating to lifts 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.  
The competent person shall be independent from other who undertake LHA's regular lift servicing and maintenance to provide impartiality in making objective decisions.
- 4.1.3 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 LHA. LHA will ensure that a competent person undertakes thorough examinations of all lifts and associated equipment covered by this policy on the following basis.
- Before first use
  - Following major modification, damage or change in use
  - Regularly whilst in service. This will be every six months unless there is a written scheme of examination recommended by a competent person that indicates that an alternative frequency is appropriate
- 4.1.4 The extent of the thorough examination will depend on the professional judgement of the competent person undertaking the examination, but LHA shall specify that it needs to include all matters which affect the safety of the lifting equipment, including likely deterioration with time, and shall follow industry guidance.
- 4.1.5 Where the frequency of thorough examinations varies from the general six-monthly period outlined above, LHA will hold clear written evidence of the alternative examination scheme. This will be periodically reviewed by a competent person to ensure it remains appropriate.
- 4.1.6 The thorough examination may identify that additional inspection, supplementary testing or remedial works are required. All follow-up actions will be time bound and LHA will seek to undertake the recommended actions in timeframes recommended by the competent person. Any proposed changes to the agreed actions or completion targets will be documented, agreed by a competent person, and proposed to the management committee for approval.
- 4.1.7 LHA will undertake maintenance and inspections in addition to the thorough examinations. The nature and frequency of maintenance and inspection activity will be based on the specific equipment and shall take account of the manufacturer's instructions, any recommendations from thorough examinations, and any risk assessment by a competent person. In the absence of manufacturer's instructions, the advice of a competent person will be sought and recorded.

4.1.8 Inspection or maintenance activity may also identify improvement recommendations that do not affect safety but may be recommended to enhance the lift (e.g., accessibility). These will be recorded separately and dealt with as part of future planned maintenance activity were reasonably practical.

## 4.2 Lift Inspection Regime

4.2.1 All lifts are subject to the Health and Safety at Work Act, notably regulations relating to the lifting operations and lifting equipment regulations (LOLER) and the Provision and Use of Work Equipment Regulations (PUWER).

All lifts should be subject to an effective servicing and maintenance regime and the aforementioned thorough examinations by a competent person. Records of Servicing and maintenance together with thorough examination reports should be kept and provided to the regulatory authorities when requested.

Any actions required by the thorough examination report should be completed as soon as possible and before the time specified in the report. Where a dangerous defect has been detected requiring immediate cessation of work, the lift should not be used until the defect has been rectified and the lift declared safe to use.

4.2.2 A thorough examination is systematic and detailed examination of the equipment and safety critical parts, carried out by 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.

The examination dates

The date when the next thorough examination is due

Any defects found that which are (or could potentially become) a danger to people

4.2.3 The following lifts will be subjected to a periodic thorough examination by LHA's competent person.

Location	Type	Serial Number	Year Installed	Service Frequency	Maximum Safe Working Load
5 Aboukir Street	Passenger/Goods Lift Electric (Traction) Kone Monospace	11324179	2010	6 Monthly	630kg/ 8 Persons
6 Aboukir Street	Passenger/Goods Lift Electric (Traction) Kone Monospace	11324180	2010	6 Monthly	630kg/ 8 Persons
1 Cressy Street	Wheelchair Access Platform	82922	2002	6 Monthly	400kg/ 5 Persons

	Lift, Electric, 2 Levels Artico Lift				
1 Drumoyne Drive	Passenger/Good Lift Hydraulic	78NJ9705	1993	6 Monthly	630kg/ 8 Persons
39 Mallaig Road (Even)	Passenger/Goods Lift Electric LML Limited	001577R/4	2006	6 Monthly	600kg/ 8 Persons
39 Mallaig Road (Odd)	Passenger/Goods Lift Electric LML Limited	001577R/2	2006	6 Monthly	600kg/ 8 Persons
15 Mountgarrie Road (Evens)	Passenger/Goods Lift Electric LML Limited	001577R/3	2006	6 Monthly	600kg/ 8 Persons
15 Mountgarrie Road (Odd)	Passenger/Goods Lift Electric LML Limited	001577R/1	2006	6 Monthly	600kg/ 8 Persons
Luma Tower 510 Shieldhall Road	Passenger/Goods Lift Hydraulic Otis	78KJ2357	1996	6 Monthly	630kg/ 8 Persons

- 4.2.4 Records of maintenance services and thorough examinations shall be recorded by LHA via the HSB Engineering online Portal. This includes all dates of thorough examinations.
- 4.2.5 If the lift is unavailable for inspection, a non-inspection notice will be issued, and the responsible person will arrange another inspection.
- 4.2.6 The inspection report will provide a list of defects and observations. Where defects are found which affect continued safety and or are highlighted as requiring immediate repair work, the lift plant will be switched off until the defect is rectified. Observations will be programmed in for works to be completed as soon as possible.
- 4.2.7 Where LHA are unable to meet the time specified to undertake the specific repairs required in the inspection report, the lift will be switched off until the repair is completed. Any other defects identified, which have not been given a specified time will be completed as soon as possible or at the next service visit, but within 6 months of notification.

### 4.3 Lift Maintenance

- 4.3.1 The responsible person will put in place adequate maintenance provisions and ensure that a competent lift maintenance contractor is appointed, and the service regime is in line with BS EN 13015. BS EN 13015 states that the lift

shall be maintained and kept in good working order as detailed in the original installer's instructions or maintenance manuals for the lift or lifting platform.

- 4.3.2 The site address list is the same as the locations detailed in Section 4.2.3 of this policy.
- 4.3.3 The frequency of service visits will be based on passenger usage, age and condition of the equipment together with the location and type of building and local environment.  
All lifts maintained by LHA are serviced on a monthly basis.  
Bath hoists are serviced annually.
- 4.3.4 Any break in a lift's service has a disproportionate impact on people with Families, older people, and people with a disability.  
LHA will aim to resume the lift operation as quickly as possible where these groups are affected. Where there is a delay in getting the lift back in service, for example, when parts have to be ordered. LHA will consider putting in place a porterage service to assist.
- LHA will ensure that the appointed lift maintenance contractor carries out checks on the Lift Alarm and Auto Dialler and ensures that this is connected to a remote alarm receiving centre  
Housekeeping and Condition of the Lift Machine Room and Lift equipment is also kept clean and tidy.
- 4.3.5 LHA will ensure that their insurers will receive confirmation of services and thorough examinations for insurance purposes. This is required as part of the annual insurance renewal process with LHA's insurance provider.

#### 4.4 Lift Incidents

- 4.4.1 In the event of any major lift component failing, all LHA's lifts are fitted with fail safe mechanisms to prevent injury.
- 4.4.2 Any fault with a lift should be reported to LHA and the relevant contact number is placed in each lift/block where the lift is situated.  
All incident records shall be recorded and maintained with LHA's Lift Safety Database.
- 4.4.3 In the event of an incident, as defined by the HSE, a reporting of injuries, disease and dangerous occurrence regulation (RIDDOR) form will be completed and sent to the Health and Safety Executive (HSE) by the Asset Manager.
- 4.4.4 In the event someone becomes trapped in a lift, an emergency communication system will enable direct communication between passengers and the lift maintenance contractor's 24/7 call centre.  
The lift maintenance contractor will attend within one hour of being notified, however, if for any reason the lift maintenance contractor is not able to attend

site within this timescale, the association shall arrange for Fire and Rescue Services to affect the release of the trapped passengers.

- 4.4.5 If the Fire and Rescue Services or any other party forced open the lift doors then the lift must be immediately taken out of service and the lift service maintenance company informed.  
The lift will have to undergo a number of critical safety inspections by a competent lift engineer before it can be put back into service.  
If doors are forced, it will be necessary to cordon off an area in front of entrance until a lift engineer can attend and service the lift doors.
- 4.4.6 Only the appointed competent lift engineer or the fire and rescue services may free/rescue passengers from a lift. A person without adequate training must not attempt to open landing doors or rescue trapped passengers as this can result in extreme hazard.
- 4.4.7 In the event of a major injury or fatality, the lift will remain isolated and locked off until the HSE has inspected the lift. In such an event LHA's insurers will be notified immediately and the lift will not be put back into service until authorised to do so in writing by the HSE.
- 4.4.8 If a lift is out of service for an extended period of time, we will consider temporarily decanting residents if a move is required because of medical conditions and/or those residents are fully dependant on using the lift.

## 4.5 Training

- 4.5.1 LHA will provide appropriate training for the responsible person. The responsible person will receive appropriate training to fulfil the management of compliance requirements related to this role.
- 4.5.2 The lift maintenance contractor will be required to confirm that its operatives are fully trained, and the contractor will hold relevant accreditations for quality management systems, environmental management and occupational health and safety management systems.

## 4.6 Confidentiality and General Data Protection Regulations (GDPR) and Freedom of Information

- 4.6.1 The Association is fully committed to compliance with the requirements of the General Data Protection Regulations (EU) 2016/679 (GDPR) which came into force on 25 May 2018.  
The association will therefore follow procedures that aims to ensure that all employees, committee members, contractors, agents, consultants, partners or other persons involved in the work of the association, and who have access to any personal data held by or on behalf of the association, are fully aware of and abide by their duties and responsibilities under GDPR.

- 4.6.2 LHA is classed as a Scottish Public Authority under the Freedom of Information (Scotland) Act 2002 (FOISA).  
This act places a duty on Scottish Public Authorities to allow the public access to the information they hold.  
This policy has been written to ensure openness and transparency in line with this legislation and will be published on our website and made available in other formats upon request.  
Information in relation to records held can also be made available upon request where the request meets the criteria set out in the legislation.  
Any such request should be made in line with our Freedom of Information and Environmental Information Regulations Policy.

## 4.7 Monitoring and Reporting

- 4.7.1 All lift asset information is held on LHAs Lift Safety Database
- 4.7.2 The implementation of this policy, frequent compliance reports and any incidents will be reported to and monitored by LHA's management committee.
- 4.7.3 A Key Performance Indicator (KPI) report shall be presented to the LHA management committee providing the following information.
- Performance relating to meeting the prescribed dates for carrying out maintenance and servicing lifts
  - Performance relating to the timescales for completing remedial works to lifts as specified by the maintenance contractor
  - Performance relating to meeting the prescribed dates for carrying out LOLER legislative thorough examination inspections
  - Performance relating to the timescales for completing remedial works to lifts as specified by the thorough examination inspection results.

## Section 5: Monitoring, Complaints and Appeals

### 5.1 Monitoring

Comprehensive records of all repairs and maintenance will be held with a view to demonstrating transparency in the way work has been carried out and authorised.

### 5.2 General Complaint Handling Procedure

Our complaint handling procedure was established by the Scottish Public Services Ombudsman (SPSO).

In accordance with housing law, we provide our tenants with thorough information pertaining to our complaint handling process. Moreover, we also advise all service users on their right to complain.

A complaint is defined as:

“An expression of dissatisfaction by one or more members of the public about the housing association’s action or lack of action, or about the standard of service provided by or on behalf of the housing association”.

We have a regulatory requirement to provide information to the Scottish Housing Regulator on the number of customer complaints we receive, including those that relate to equalities issues, in the Annual Return on the Charter.

### 5.3 Appeals

Any tenant who is dissatisfied with a decision has the opportunity to appeal the decision, first through the Technical Services Manager. There are subsequent opportunities to appeal to the Depute Chief Executive Officer and Management Committee.

Tenants also have the opportunity to raise a formal complaint under our published Complaints Procedure (copies are available at the office), as well as obtain advice from Citizens Advice Bureau or a solicitor/representative.

If a tenant is still dissatisfied following a decision from our Complaints Procedure, they can have a complaint referred to the Public Services Ombudsman.

## Section 6: Review of Lift Safety Policy

This policy will be reviewed every 3 years to ensure that the appropriate amendments are made. All staff and relevant third parties will be informed. Continuously subjecting our Policy to review will ensure that its effectiveness is maintained, and that feedback can be acted upon in a reasonable time frame.

## Appendix 1: Equalities Impact Statement

<b>TITLE OF POLICY:</b>	<b>Lift Safety Policy</b>
Strategic Outcome:	To operate within legislative requirements and ensure that our lifts are maintained to a safe standard. Ensuring the lifts are fit for serving the buildings in which they are located within and providing access to properties above ground floor level
What is the purpose of the proposed Policy?	The purpose of this policy is to set out how LHA will ensure that lifts are correctly maintained and periodically examined and adhere to a robust maintenance regime to ensure the safety of all persons using the associations lifts
Protected Characteristic Groups affected by the Policy	Disability, Age
Who is the target audience of this policy or who is intended to benefit from the proposed policy and how? (i.e., employees, service users, management committee etc.)	All persons who use our lifts, this will include tenants, visitors, factored owners, staff and contractors
List any existing documents, evidence, research which have been used to inform the EqIA (this must include relevant data used in this assessment)	Scottish Government – Fire Safety in High Rise Domestic Buildings- Equality Impact Assessment
Has any consultation involvement been undertaken with the Protected Characteristic Groups to inform this assessment? (Please provide details of who and how consulted)	No consultation has been undertaken as the maintenance of the lifts is a legal requirement
What is the actual likely impact?	The policy is likely to have a positive impact by providing above groups with access to safe lifts. For those who are elderly or have a disability that may impact on mobility, they will benefit from being able to access safely maintained lifts located within our properties allowing freedom of movement and access to properties above ground floor
How have you, or will you, put the Policy into practice, and who is or will be responsible for delivering it?	The policy and associated procedures will be put into practice primarily by the Asset Management Team with the Asset Manager being responsible for delivery.



How does the Policy fit into our wider or related policy initiatives?	To ensure a safe environment for our tenants and service users
Do you have a set budget for this work?	Yes