

Title lift safety Policy

Applicable Company: Calico Homes

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1. Introduction and objectives

- 1.1 As a landlord, Calico Homes (Calico) is responsible for maintenance and repairs to our homes, communal blocks and other properties we own and manage, some of which will contain domestic lifts, passenger lifts and other fixed lifting equipment. We are responsible for maintaining these lifts and ensuring they continue to operate safely.
- 1.2 The aim of this policy is to ensure that lifts and lifting equipment in Calico homes properties comply with all statutory obligations, in that they are

inspected every six months, maintained on a servicing program, and that the maintenance contractor meets the required service standard.

- 1.3 This policy forms part of our wider organisational commitment to driving a health and safety culture amongst Employees and contractors (as detailed within our corporate Health and Safety Policy). It will be saved on our shared drive and distributed to all relevant members of Employees.

2.0 **Scope**

- 2.1 This policy is relevant to all our employees, customers, contractors, stakeholders and other persons who may work on, occupy, visit, or use our premises, or who may be affected by our activities or services.
- 2.2 The policy should be used by all to ensure they understand the obligations placed upon Calico Homes to maintain a safe environment for customers and employees within the home of each customer, and within all communal areas of buildings and other properties we own and manage. Adherence to this policy is mandatory.
- 2.3 We own and manage domestic properties which have been adapted with living aids such as stair lifts, through floor lifts and hoists to enable customers to continue to live independently. The Asset Compliance team will take responsibility for the lifts which have been installed within our domestic properties which we have been made aware of.
- 2.4 We also have a fleet of company vehicles equipped with tail lifts, which will be incorporated into our lift safety programs. These vehicles and their tail lifts will undergo regular inspections and maintenance as part of our ongoing commitment to safety.

3.0 Roles and responsibilities

- 3.1 The Board has overall governance responsibility for ensuring this policy is fully implemented to ensure full compliance with legislation and regulatory standards. As such, the Board will formally approve this policy and review it every year (or sooner if there is a change in legislation or regulation).
- 3.2 For assurance that this policy is operating effectively in practice, the Board will receive regular updates on its implementation, lift safety performance and non-compliance.
- 3.3 The Senior leadership team (SLT) will receive monthly performance reports in respect of lift safety and ensure compliance is being achieved. They will also be notified of any non-compliance issue identified.
- 3.4 The Managing Director has strategic responsibility for the management of lift safety, and ensuring compliance is achieved and maintained. They will oversee the implementation of this policy.
- 3.5 The individuals responsible for each service area will have operational accountability for managing lift safety. These persons will oversee the implementation and delivery of safety programs as outlined below:

Responsible Persons		Service Area Responsibility
Facilities Manager	Facilities contracts Managers	Communal Passenger Lifts/stair lifts/Vehicle tailgates and extra care equipment Barley View and downtown hub only
Director of maintenance and compliance	Compliance Contract Manager	Domestic stair lifts, through floor lifts, Rest of Extra care Equipment

3.6 Housing teams will provide support where gaining access to properties is difficult and will assist and facilitate any legal access process as necessary.

4.0 **Legislation, guidance and regulatory standards**

4.1 **Legislation** applicable to this policy:

- The Lifting Operation and Lifting Equipment Regulations 1998 (LOLER)
- All relevant British standards including BS EN 13015: 2001. Maintenance for Lifts & Escalators – Rules for Maintenance Instructions and BS 7255:2001 Code of Practice for Safe Working on Lifts.
- Provision and use of Work Equipment Regulations 1998 (PUWER)
- The Health and Safety at Work etc. Act 1974
- Management of Health and Safety at Work regulations 1999

4.2 **Approved Code of Practice (ACoP)** applicable to this policy are:

- ACoP L113 - Safe use of lifting equipment: Lifting Operations and Lifting Equipment Regulations 1998 (2nd edition 2014).
- ACoP L22 – Safe use of work equipment: Provision and Use of Work Equipment Regulations 1998 (4th edition 2014).

4.3 **Principle Guidance** –applicable to this policy:

- INDG422 - Thorough examination of lifting equipment: A simple guide for employers (2008).
- INDG339 - Thorough examination and testing of lifts: Simple guidance for lift owners (2008).

4.4 **Sanctions** – Failure to discharge our responsibilities and obligations properly could lead to sanctions, including prosecution by the Health and

Safety Executive (the HSE) under the Health and Safety at Work Act 1974; prosecution under the Corporate Manslaughter and Corporate Homicide Act 2007; prosecution under LOLER or PUWER; and via a regulatory notice from the Regulator of Social Housing.

- 4.5 **Regulatory standards** – We must ensure we comply with the Regulator of Social Housing’s regulatory framework and consumer standards for social housing in England; the Safety & Quality is the primary one applicable to this policy.

5.0 **Obligations**

- 5.1 **The Lifting Operation and Lifting Equipment Regulations (LOLER):** Passenger lifts in workplaces (for example, offices and communal blocks), which are used by people during their course of work, fall within the scope of LOLER.

LOLER requires landlords to maintain lifts and ensure that they have thorough examinations:

- before use for the first time.
- after substantial and significant changes have been made.
- at least every six months if the lift is used at any time to carry people or every 12 months if the lift is only carrying loads (or in accordance with an examination scheme); and
- 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.

Thorough examination reports must be kept for at least two years.

- 5.2 **Provision and Use of Work Equipment Regulations (PUWER)** applies to all work equipment, including lifting equipment such as hoists, lift trucks, elevating work platforms, lifting slings, and so on. There is some overlap between LOLER and PUWER, however, PUWER requires that equipment provided for use at work is:

- suitable for the intended use.
- safe for use, maintained in a safe condition and inspected to ensure it is correctly installed and does not subsequently deteriorate.
- used only by people who have received adequate information, instruction and training.
- accompanied by suitable health and safety measures, such as protective devices and controls. These will normally include guarding, emergency stop devices, adequate means of isolation from sources of energy, clearly visible markings and warning devices; and
- used in accordance with specific requirements, for mobile work equipment and power presses.

5.3 Section 3 of the **Health and Safety at Work Act** makes employers, such as landlords, responsible for the health and safety of employees and people using or visiting their premises, so far as reasonably practicable (including customers).

For tenanted properties with domestic lifts, duties may be adequately discharged by adopting the same provisions as applies to all other lifting equipment covered by LOLER (i.e. carrying out regular maintenance and a six-monthly thorough examination).

5.4 Insurers may impose demands for similarly stringent levels of risk management to cover public liability.

6.0 **Statement of intent**

6.1 We acknowledge and accept our responsibilities under the legislation outlined in Section 5.

6.2 We will ensure that we meet the obligations outlined in Section 5.2 for all lifts that fall within scope of PUWER.

6.3 We will adopt the same principles to the management of lifts within domestic properties as for passenger lifts and any other lifts provided as work equipment. We will therefore carry out a programme of periodic

thorough examinations and servicing and maintenance to lifts within domestic properties where these have been installed by us, or where our tenant has installed one and made us aware of it.

- 6.4 We will ensure all lifts are subject to a thorough examination before being commissioned into use for the first time and then 6 monthly through routine servicing and maintenance thereafter. The organisation completing the thorough examinations is appointed by our insurance company.
- 6.5 All lifts that we install in properties we own or manage will be fully accessible for disabled users, as per the requirements of the Disability Discrimination Act 2005, the Equality Act 2010, and to the specifications outlined in Part M of the Building Regulations 2004.
- 6.6 We will endeavour to ensure that all lifts will always be in full working order. Where we become aware of a breakdown, we will ensure our lift contractor attends within agreed SLA timescales.
- 6.7 We will operate robust processes to deal with entrapment situations. In the event of any persons becoming trapped in a lift we are responsible for we will ensure our lift contractor attends within four hours.
- 6.8 We will operate a robust process to manage and rectify immediately dangerous situations identified during a lift safety check or any other maintenance work.
- 6.9 All passenger lifts will have an intercom that dials directly to a dedicated call centre. Call handlers will contact emergency services if there is an urgent concern for a person's welfare.
- 6.10 We will operate a robust process to gain access to properties to undertake thorough examinations, lift safety/servicing visits and follow-on works. Where customer vulnerability issues are known or identified we will ensure we safeguard the wellbeing of the customer.

- 6.11 We will operate effective contract management arrangements with the contractors responsible for delivering the service, including ensuring contracts/service level agreements are in place, conducting client-led performance meetings, and ensuring that contractors' employee and public liability insurances are up to date on an annual basis.
- 6.12 We will establish and maintain a risk assessment for lift safety management and operations, setting out our key lift safety risks and appropriate mitigations.
- 6.13 To comply with the requirements of the Construction (Design and Management) Regulations 2015 (CDM), a Construction Phase Plan will be in place for all repairs work to void and tenanted properties (at the start of the contract and reviewed annually thereafter), component replacement works and refurbishment projects. This plan will detail what is required to reinstate lifts affected by the works, to ensure they are safe to use and continue to comply with relevant legislation.
- 6.14 We will ensure there is a robust process in place to investigate and manage all RIDDOR notifications made to the HSE in relation to lift safety, and we will take action to ensure any issues identified and lessons we have learned to prevent a similar incident occurring again.

7.0 Programmes

- 7.1 Thorough examinations – all lifts, including domestic lifts, will be subject to a thorough examination:
- before being commissioned into use for the first time.
 - every six months if the lift is being used to carry people.
 - every 12 months if the lift only carries loads.
 - in accordance with an examination scheme (as prepared by a competent person) where there is one in place; and
 - in accordance with our insurer's specification.

- 7.2 All domestic lifts in properties at the void stage will be removed, unless the property is specifically matched to the needs of the customer, in which case the lifts will remain. However, before the property is re-let, the lifts will undergo a thorough examination to ensure they are safe for the next tenant. Calico Homes is committed to ensuring the safety of the property. Maintenance - All lifts and lifting equipment will be subject to routine servicing and maintenance in line with manufacturers' recommendations and/or any examination scheme.
- 7.3 We will ensure there is a robust process in place for the management of any follow-up works required following the completion of a thorough examination or servicing and maintenance, where the work cannot be completed at the time of the examination or service.

8.0 **Data and records**

- 8.1 We will maintain a core asset register of all properties we own or manage, setting out which properties have lifts which require a thorough examination. We will also set out which properties require ongoing lift servicing and maintenance. We will also hold data on the type, age and condition of each lift in each property.
- 8.2 We will operate a robust process to manage all changes to stock, including property acquisitions and disposals, to ensure that properties are not omitted from lift safety programmes and the programme remains up to date.
- 8.3 We will hold records of the following against all properties on each programme:
- thorough examination dates and reports.
 - servicing and maintenance dates and reports.
 - examination schemes.
 - evidence of completed remedial works

- entrapment incidents.

All records and data outlined above will be stored on Active H.

- 8.4 If we install domestic lifts or give approval for or become aware of any domestic lifts, we will add them to the thorough examination and servicing programmes.

9.0 Customer engagement

- 9.1 We consider good communication essential in the effective delivery of lift safety programmes, therefore we will establish a customer engagement strategy and communication programme to support customers in their understanding of lift safety.
- 9.2 This will assist us in maximising access to carry out periodic servicing and thorough examinations, encourage customers to report any lift safety concerns, and help us to engage with vulnerable and hard to reach customers.
- 9.3 We will share information clearly and transparently and will ensure that information is available to customers via regular publications and information on our website.

10.0 Equality and Diversity

This policy ensures that all customers are treated equally, with no discrimination or victimisation based on any protected characteristic as outlined in the Equality Act 2010. Calico Homes has considered its public sector equality duties under Section 149 of the Equality Act 2010, which require the following:

- **Eliminating Discrimination:** Taking steps to prevent any form of discrimination, harassment, or victimisation.

- **Advancing Equality of Opportunity:** Ensuring equal opportunities for individuals with protected characteristics compared to those without.
- **Fostering Good Relations:** Promoting positive interactions and mutual understanding between individuals with different protected characteristics.
- **Ensuring Accessibility:** Calico Homes is committed to providing accessible formats of information, such as Braille, large print, and digital formats for those with visual impairments. We also ensure web accessibility for individuals with disabilities and offer translator services to support effective communication for all customers.

10.1 Additionally, the policy considers the diversity of customers in terms of their access to and the delivery of services, ensuring fair and inclusive treatment for all

11.0 Competent persons

11.1 The Responsible persons the Calico Homes as highlighted in point 3.5 will undertake appropriate training, such as the Lift and Escalator Industry Association (LEIA) Practical Management of a Lift/Escalator Contract, IOSH Managing Safely course, Level 4 VRQ Diploma in Asset and Building Management or equivalent, to ensure lift safety programmes are managed effectively.

11.2 The Approved Code of Practice for LOLER states:

- Only suitably competent lift consultants and contractors, registered with the Lift and Escalator Industry Association (or equivalent), will be appointed to undertake thorough examinations, risk assessments, prepare examination schemes and undertake lifting equipment works.

11.3 We will check that our contractors hold the relevant qualifications and accreditations upon procurement and then on an annual basis thereafter. We will document these checks and each contractor's certification appropriately.

12.0 Training

12.1 As required we will deliver training on this policy and the procedures that support it, through appropriate methods including team briefings.

13.0 **Performance reporting**

13.1 We will report key performance indicators (KPIs) through a Power BI compliance dashboard. These will be shared with the Senior Leadership Team (SLT) on a monthly basis and with the Board on a quarterly basis. The conformity figure will be calculated based on:

- Non-domestic passenger/goods lifts
- Stair lifts within communal/commercial environments.

13.2 We will also report if applicable:

- The number of entrapments within lifts (in month and year to date).
- The number of RIDDOR notifications to the HSE with regards to lift safety.

14.0 **Quality assurance**

14.1 We will ensure there is programme of annual third-party quality assurance audits of lifts that are not included on the thorough examination programme.

14.2 Internally we will undertake 100 per cent desktop audits of all thorough examination reports and maintenance certification.

14.3 We will carry out an independent audit of lift safety at least once every two years, to specifically test for compliance with legal and regulatory obligations and to identify non-compliance issues for correction.

15.0 **Significant non-compliance and escalation**

- 15.1 Our definition of significant non-compliance is any incident which has the potential to result in a potential breach of legislation or regulatory standard, or which causes a risk to health or safety. All non-compliance issues will be reported and escalated as soon as possible, and no later than 24 hours after the incident occurred, or of a Calico employee becoming aware of it.
- 15.2 Any non-compliance issue identified at an operational level will be formally reported to the Compliance project Manager in the first instance, who will agree an appropriate course of corrective action with the Director of maintenance and compliance and The Managing Director, and report details of the same to ELT.
- 15.3 In cases of serious non-compliance, ELT and Board will consider whether it is necessary to disclose the issue to the Regulator of Social Housing as required by their regulatory framework, or any other relevant organisation such as the Health and Safety Executive.

16.0 **Glossary**

16.1 This glossary defines key terms used throughout this policy:

- Examination scheme – LOLER permits a scheme of examination (examination scheme), drawn up by a competent person, as an alternative to the fixed maximum periods of a thorough examination.
- IOSH Managing Safely course - The Institution of Occupational Safety and Health (IOSH) have designed the IOSH Managing Safely course for managers and supervisors of organisations in virtually all industry sectors; in order to give them all they need to know to effectively manage health and safety in the workplace.
- LEIA – The Lift and Escalator Industry Association is the trade association and advisory body for the lift and escalator industry.
- Thorough examination - A systematic and detailed examination of the equipment and safety-critical parts, carried out at specified intervals by a competent person who must then complete a written report.

Appendix 1 – Additional legislation

This policy also operates within the context of the following legislation:

- The Defective Premises Act 1972
- Landlord and Tenant Act 1985
- Homes (Fitness for Human Habitation) Act 2018
- Workplace (Health Safety and Welfare) Regulations 1992
- Provision and Use of Work Equipment Regulations 1998 (PUWER)
- Management of Health and Safety at Work Regulations 1999
- Housing Act 2004
- The Occupiers' Liability Act 1984
- Equality Act 2010
- Building Regulations 2010 – Part M
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)
- Construction (Design and Management) Regulations 2015
- Data Protection Act 2018