

Title:	Lift Safety Policy
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1. Introduction

- 1.1 Health & Safety is at the front and centre of our work in connection with our Corporate Objectives 1 and 2.
- 1.2 Women's Pioneer Housing (WPH) owns and manages properties which contain lifts and lifting equipment installations. These include passenger (communal & platform) lifts, hoists and stair lifts. WPH has a duty of care to ensure all lifting equipment is kept and maintained to a safe standard for use by our residents and employees, the general public and lift maintenance personnel.
- 1.3 The purpose of this Lift Policy is to support WPH in ensuring, so far as is reasonably practicable, that residents, employees, and visitors are not exposed to risks affecting their health, safety, or wellbeing when using lifts within our properties. This policy reflects our commitment to comply with all relevant health and safety legislation and to promote a safe environment across our homes.
- 1.4 This policy compliments the WPH Health and Safety Policy.

- 1.5 Where there is any statutory obligation, WPH will comply with all the requirements.
- 1.6 This policy contributes to Objectives 1 and 2 of the corporate Plan.
- 1.7 This document is supported by the Design Standards for Automatic Fire Detection and Alarm systems, the Emergency Lighting Standards and the Standards for Passive Fire Protection.

2. Background

- 2.1 WPH has an obligation under the Health and Safety at Work etc Act, 1974, to ensure all lifts and lifting equipment is maintained to a safe standard to protect our employees and anyone visiting or using our properties from risks to their health and safety. WPH will comply with this responsibility by undertaking maintenance repairs, inspections, and thorough examinations in line with legislation.
- 2.2 Lifts or lifting equipment in our properties which have been provided for use at work (as defined by the Lifting Operations and Lifting Equipment Regulations 1998 (LOLER)), must be thoroughly examined by a competent person to ensure that they are safe for use in line with regulation 9 of LOLER. This includes thorough examination:
 - when the equipment is first installed, on initial use;
 - periodically, at reasonable intervals, through the life of the equipment in line with the regulations governing each type of equipment; and
 - each time exceptional circumstances liable to jeopardise the safety of the lifting equipment have occurred.

3. Legislation and Guidance

- 3.1 In preparing this document, the following legislation and guidance has been referred to:
 - Health and Safety at Work Act (1974)
 - Provision and Use of Work Equipment Regulations 1998 (PUWER)
 - Lifting Operations and Lifting Equipment Regulations 1998 (LOLER)
 - The Fire Safety (England) Regulations 2002
 - Management of Health and Safety at Work Regulations 1999
 - Supply of Machinery (Safety) Regulations 2008

4. The Policy Statement

- 4.1 We are committed to meeting our obligations as a responsible person under all current and relevant legislation including LOLER, the Provision and Use of Work Equipment Regulations 1998 and our responsibilities under the Health and Safety at Work Act 1974.

5. Roles and Responsibilities

- 5.1 The Board oversees sign off and agreement of all Health & Safety (H&S) policies
- 5.2 The Chief executive retains overall accountability for this Policy and implementation of the related management plan being a key instrument outlining specific processes and tasks by colleagues across the business
- 5.3 The Senior Management is responsible for ensuring adequate resources are made available to meet the Policy objectives. WPH is the duty holder.
- 5.4 The Head of Compliance, Contracts and Property Services is responsible for delivery of the key Policy objectives and for achieving the associated targets and will direct WPH in meeting the requirements of relevant legislation and responsible for ensuring the Policy is reviewed and updated in line with legislation.
- 5.5 The Health, Safety and Compliance Manager is responsible for overseeing operational delivery, including the management of all contractors carrying out any works on lifts

6. Maintenance

We will carry out planned preventative maintenance at appropriate intervals via suitable contract arrangements with competent contractors

6.1 Frequency of Planned Maintenance

WPH will independently inspect lifts and lifting equipment in accordance with the examination schedule below.

Activity	Role	Frequency	Responsible party
Inspection of all lifting equipment (including testing if required)	Inspection of all lifting equipment (including testing if required)	Every 2 months	Carried out by WPH appointed contractors
Thorough Examination of all lifting equipment	A detailed and systematic examination of the lifting equipment to detect any defects that are or might become dangerous	Every 6 months or sooner if recommended by manufacturer or recommendation of examination	Carried out by an independent competent person/party
Maintenance Audit	Audit of on-site equipment and of works completed by WPH appointed contractors	Annual or sooner if recommended by manufacturer or recommendation	WPH Appointed Lift Consultant

6.2 If the competent person discovers a defect that involves a present or imminent risk of personal injury, then this must be reported immediately to the Repair Response Team. WPH will take action to rectify any defect it is informed about and where it is a serious or significant defect, the lifting equipment will be taken out of service until the defect has been rectified

6.3 **Reactive Maintenance**

6.3.1 If there is a report of a defect or fault with the lifting equipment, then this must be reported immediately to the Repair Response Team. WPH will take action to rectify any defect or fault it is informed about as soon as reasonably practicable to minimise inconvenience to residents.

6.3.2 WPH will assess the needs of residents with care and support requirements who may be affected by lift outages in the buildings we own and manage. Where a lift is not operational, we will work in partnership with relevant agencies to identify, manage, and mitigate any known risks to residents' safety and wellbeing. Our priority is to ensure appropriate support is in place for those who may be most impacted

6.4 **Record Keeping**

6.4.1 All planned maintenance records will be saved on C365; with documents saved in Invu.

6.4.2 Any actions arising from planned maintenance will be managed via C365.

6.4.3 All reactive maintenance records will be saved on Invu.

7. **Reporting**

7.1 A report will be provided to SMT and the Board at regular intervals to provide details on performance against this policy.

8. **Quality Assurance**

WPH will implement a structured quality assurance programme to ensure high standards of service delivery in lift maintenance and repair. This will include:

- Verifying that all works carried out by lift contractors meet the agreed contractual standards.
- Conducting follow-up inspections on a representative sample of completed jobs to monitor workmanship and compliance.
- Addressing any deficiencies or issues identified during inspections directly with the contractor to ensure timely resolution.

The Director of Property will carry out an annual review of lift maintenance practices and contractor performance to drive continuous improvement and ensure ongoing compliance with regulatory and contractual requirements.

9. Communication

WPH is committed to clear, timely, and effective communication regarding lift services to ensure the safety and reassurance of residents, staff, and visitors. As part of this commitment:

- Residents will be informed in advance of any planned lift maintenance or servicing that may affect lift availability.
- In the event of an unexpected lift breakdown, clear information on the issue, expected repair timelines, and alternative arrangements (where applicable) will be communicated promptly.
- Signage will be displayed on-site to advise of lift outages or works in progress, including contact details for reporting concerns.
- Vulnerable residents who may be particularly affected by lift unavailability will be prioritised for individual communication and support.
- Feedback from residents and staff regarding lift performance or issues will be welcomed and used to help improve services.

WPH will also ensure effective communication and coordination with lift contractors to support efficient service delivery and rapid response to issues

10. **Contact**

10.1 For any queries related to this policy, please contact

Kathleen Henriques-Brown – Health, Safety & Compliance Manager