



Places to live. Space to grow.

Lift Safety Policy

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1 Introduction: the purpose of this policy

- 1.1 This policy sets out our legal and regulatory obligations and how we will meet them for both passenger and domestic (stair and through-floor) lifts. This policy applies to all our staff, residents, contractors, and other people who may work on, occupy, visit, or use our premises or who may be affected by our activities or services.
- 1.2 We are responsible for maintaining all passenger lifts which are lifts within our communal and commercial buildings, carrying out monthly servicing inspections, and arranging six-monthly thorough examinations under the Lifting Operations and Lifting Equipment Regulations 1998 (LOLER).
- 1.3 The LOLER 6-monthly insurance inspections will be used for Lift compliance reporting, including TSM BS05.
- 1.4 Domestic lifts are not classified as lifting equipment under LOLER as they are primarily used by residents. However, West Kent applies LOLER equivalent inspections to provide assurance that the equipment used to lift residents is subject to regular independent examination to fulfil its duties under the Health and Safety at work Act 1974.

2 Policy Statement

- 2.1 At West Kent, we are committed to keeping everyone safe. This policy explains our legal and regulatory responsibilities and how we manage and reduce risk. It applies to all staff, residents, contractors and anyone who works in, visits or is affected by our buildings or services.

3 Passenger Lifts

- 3.1 We will ensure all passenger lifts are examined monthly by our competent lift contractor.
- 3.2 All passenger lifts will have an emergency alarm/call button connected to an auto dialler so that trapped passengers can raise an alert that they are trapped. This dials directly to our lift contractor and an emergency response can be arranged with a target response time of two hours. These will be tested as part of the monthly servicing of these lifts and at the LOLER inspections.
- 3.3 For all lifts that are designated as firefighting lifts to be used by Kent Fire and Rescue, we will inform them of any issue and the expected date the lift will be remedied, updating them when it is returned to normal service.

4 Domestic Lifts

- 4.1 We will offer our tenants domestic stairlift yearly service inspections. This is to give assurance that this equipment is safe. These inspections are offered as a non-statutory additional safety measure.

- 4.2 We will offer our tenants Domestic through-floor lift service inspections six-monthly. This is to give assurance that this equipment is safe.
- 4.3 We will offer to carry out repairs on all Domestic lifts as and when needed to ensure equipment is kept safe.
- 4.4 Domestic lifts are installed using grant funding for the tenants within our properties and include through-floor and stair lifts; these lifts are their responsibility to maintain and inspect. We recognise that our tenants with these pieces of equipment may not be able to undertake this responsibility, so we offer a free service to inspect and maintain this equipment to give extra assurance that it is safe.
- 4.5 We do not replace Domestic lifts but signpost them to the relevant grant funding for this work via our enablement team.
- 4.6 If Domestic lift residents with domestic lifts refuse access for maintenance or repairs, we will explain the benefits, potential costs, and risks of poor maintenance. As a last resort, we will ask them to sign an acknowledgement that they understand the risk.

5 LOLER Inspections

- 5.1 We will ensure all passenger and domestic lifts have six-monthly LOLER inspections carried out by our insurance company.
- 5.2 We will ensure that follow-on works are instructed, monitored and completed. Substantial defects will result in the immediate removal of the lift from service. These are the inspections that lift compliance is based upon.
- 5.3 West Kent is charged for all LOLER missed appointments. We will apply recharges to residents for these missed appointments.

6 All Lifts

- 6.1 We will ensure a lift is put out of action if any inspections identify critical Health and Safety risks, until that repair/replacement issue is resolved. All residents will be informed of the lift being out of action with expected timescales. Vulnerabilities will be considered and measures taken to mitigate any risk.
- 6.2 We will effectively contract manage our lift contractor and conduct regular client-led meetings.
- 6.3 We will ensure that a third party consultant is appointed to give specialist advice on lift safety, and remedial works required, and they will conduct an audit on the condition of our lifts once every five years.

- 6.4 We will obtain servicing and insurance records when properties are managed by others, If records are not provided, we may carry out the examination and recharge the managing agent or freeholder for these costs.
- 6.5 We will act on any lift incident and follow our Health and Safety incident reporting procedure.

7 Roles and Responsibilities

- 7.1 West Kent is the duty holder for Lift Safety in passenger lifts and has a duty of care for all domestic lifts, but residents remain the owner of those lifts fitted for their needs.
- 7.2 West Kent's Board has overall governance responsibility for ensuring the Lift Safety Policy is fully implemented to ensure full compliance with regulatory standards, legislation, and Approved Codes of Practice.
- 7.3 The Executive Team (ET) and Communities and Housing (C&H) will receive compliance dashboard reports concerning lift safety testing and ensure compliance is being achieved. They will also be notified of any non-compliance issues identified and decide on action needed, plus all follow-on action monitoring.
- 7.4 The Director of Property and Asset Management has strategic responsibility for the management of Lift Safety.
- 7.5 The Head of Planned Works and Servicing will be responsible for overseeing the delivery of the Lift Safety Inspection programme and any remedial works required. This includes the servicing and six-monthly LOLER inspections.
- 7.6 The Head of Strategic Asset Management will report on compliance and ensure lift safety data is kept up to date within the systems.
- 7.7 The Lift contract administrator will ensure that a passenger lift consultant is appointed to give 3rd party assurance; they will be able to advise on all matters of lift safety, remedial works and conduct a five-yearly audit of our passenger lifts.
- 7.8 Appendix 1 shows all roles and responsibilities, including our 3 lines of defence for all compliance areas.

8 Record Keeping

- 8.1 We will hold control records against every asset to state if the LOLER inspection is needed in our Housing Management System.
- 8.2 We will hold the last LOLER inspection date against each asset that states an inspection is needed in our Housing Management System.
- 8.3 This system will track and monitor any non-compliance where the next due LOLER examination date has passed.

- 8.4 We will record the lift servicing inspection dates against each asset with a passenger or domestic lift in our Housing Management System.
- 8.5 We will ensure that all inspection reports are saved on our electronic document management system.
- 8.6 We will maintain accurate records of any remedial works completed as part of the servicing or LOLER inspections.
- 8.7 The contract administrator for lifts will ensure that all contractors, employees and public liability insurance are up to date on an annual basis and maintain a record of this.

9 Regulation

- 9.1 Regulatory standards must be complied with, including the requirements of the Regulator of Social Housing (RSH). Tenant Satisfaction Measure requirements are needed for lift safety Inspections. The measure will be based on the percentage of homes in buildings that have had all the necessary lift safety Inspections carried out.
- 9.2 The principal legislation applicable to this policy is Lifting Operations and Lifting Equipment Regulations 1998 (LOLER).
- 9.3 This policy also operates in the context of additional legislation and standards detailed below:
- The Social Housing (Regulation) Act 2023
 - Health and Safety at Work Act 1974
 - The Management of Health and Safety at Work Regulations 1999
 - Housing Act 2004
 - Landlord and Tenant Act 1985
 - Homes (Fitness for Human Habitation) Act 2018
 - The Workplace (Health, Safety and Welfare) Regulations 1992
 - Provision and Use of Work Equipment Regulations 1998 (PUWER)
 - The Building Regulations 2010
 - Construction (Design and Management) Regulations 2015
 - Equality Act 2010
 - Data Protection Act 2018

- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)
- ACoP L113 - Safe use of lifting equipment: Lifting Operations and Lifting Equipment Regulations 1998 (2nd edition 2014).
- 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).
- Decent Homes Standard including HHSRS Operating Guidance - Housing Act 2004.

10 Reporting

- 10.1 Performance reporting will take place monthly in our compliance dashboard, generated from our housing management system, which monitors all compliance. This system holds the control records for each asset where a Lift Safety Inspection is required. A property that has not had its Lift Safety LOLER Inspection within six-months will become non-compliant. All reporting will be in line with Tenant Satisfaction Measure BS05 and measures the proportion of homes with lifts for which lift safety checks have been carried out and recorded.
- 10.2 This dashboard and any non-compliance will be discussed by ET monthly and Communities and Housing (C&H) and Board quarterly. Non-compliance escalation will then be taken forward from these groups by the Head of Strategic Asset Management to ensure action is taken so that compliance is then assured.
- 10.3 We will act on any lift incident and follow our Health and Safety Incident reporting procedure. All Lift incidents will be led by the Lift Contract lead in the Planned Works and Servicing Team.

11 Communication

- 11.1 West Kent considers good communication and liaising with relevant parties essential. As such, we will:
- Share information clearly and transparently with residents.
 - Undertake good communication to residents as part of the daily contract management for appointments and breakdowns.
 - Ensure that we communicate to residents when lifts are out of order, and action is being taken with timescales.

- Consider an alternative arrangement for residents with mobility needs during prolonged periods of lifts being out of service.

12 Review

- 12.1 This Policy will be reviewed every two years or when there is a regulation or legislative change requiring it to be updated.