



Lift Safety Policy

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1. Policy Statement

ng homes owns and manages a range of assets including single dwellings and non-domestic assets. The key objective of this Policy is to describe how ng homes will manage lift and lifting equipment safety risk so far as is reasonably practicable, including:

- The identification of its specific responsibilities for each of its Assets.
- The creation of a policy and associated staff training to provide guidance on the implementation of the commitments contained in this Policy.
- The key activities (e.g., thorough examination and maintenance) that ng homes undertakes.
- Maintaining competent staff and contractors.
- Communicating internally, with tenants and other stakeholders
- How ng homes, as Duty Holder, will delegate responsibility for the implementation of this Policy, monitor its effectiveness and receive assurance of compliance.

2. Policy Aims

ng homes aims to ensure its homes are maintained to a high standard through the delivery of an efficient and effective repair and maintenance services.

3. Legislation and Statutory Requirements

- ACOP L22 PUWER - Safe use of work equipment
- BS7255: 2012: Code of practice for safe working on lifts
- Construction Design & Management Regulations 2015.
- Electrical Equipment (Safety) Regulations 1994
- Health and Safety at Work Act 1974
- HSG85: Electricity at work: safe working practices
- INDG339: Thorough Examination and Testing of Lifts
- INDG354: Safety in Electrical Testing
- INDG402: Safe use of ladders
- INDG405: Top tips for ladder and stepladder safety
- INDG422: Thorough examination of lifting equipment
- L113: Safe use of lifting equipment
- LEIA CoP: Maintenance requirement for lifts, lifting platforms, escalators and moving walks
- The Control of Substances Hazardous to Health Regulations 2002

- The Electricity at Work Regulations 1989
- The Health and Safety (Safety Signs and Signals) Regulations 1996
- The Management of Health and Safety at Work Regulations 2002
- The Provision and Use of Work Equipment Regulations 1998
- The Working at Height Regulations 2005

4. Scope

This Policy applies to all Board and Committee members, tenants/residents where ng homes has a repairing obligation, members of staff whether employees of ng homes or sub-contractors irrespective of grade, position, or length of service responsible for the management of repairs and maintenance within ng homes.

Arrangements must be put in place throughout ng homes so that all staff understand this policy along with their statutory obligations and implement the necessary measures in all areas. The resulting measures should ensure the arrangements include all statutory obligations, contained within this policy.

All policies and strategies should be administered by those with responsibility for managing the buildings.

This Policy covers passenger lifts and other lifting equipment, including hoists, platform lifts, and stair lifts, which are primarily used for lifting people. It is important to note that this policy only addresses the thorough examination and maintenance of the lifting equipment that ng homes is responsible for.

The application of LOLER and PUWER can be complicated and how they apply will vary across the ng homes portfolio (e.g., they may not apply where a lift is NOT used by people at work). However, ng homes will generally take the view that a similar regime is required to manage the risks associated with lifting equipment whether they apply and will apply such a regime where it is reasonably practicable to do so.

5. Management Plan for Lifting Equipment

ng homes will maintain a procedure and associated operational guidance which shall:

- Provide additional guidance on how the commitments outlined within this Policy will be implemented.
- Provide clear lines of responsibility for the management of Lift Safety.
- Set out key Operational Processes.
- Ensure that a clear and consistent process is in place to obtain access to properties where this is required. This will include pro-active assessment of available data for relevant information about the customer to help gain access (disability, vulnerability, local connections, etc.). Tenancy enforcement action will be used where required.
- Maintain a process for dealing with unsafe situations.
- Identify all other policies linked to delivery of this policy.

All staff identified in the procedure will receive appropriate training.

6. Common Areas

ng homes will implement a risk-based approach to the periodic inspection of communal areas.

This will ensure that areas with lifting equipment are secure, free from visible damage, and vandalism.

7. Access Management

ng homes will maintain a clear staged access process to gain access to properties to undertake the activities described above.

This shall include enforcement action when required.

ng homes will proactively assess available data for relevant information about the customer to help gain access (disability, vulnerability, local connections, etc.).

8. Repairs and Maintenance

ng homes will deal with any reported repair requirements in accordance with the Repairs and Maintenance Policy. All works will be undertaken by people competent to do so.

9. Planned Works

ng homes commissions planned maintenance or upgrade programs for their buildings which may involve work on lifts. In such cases, the impact of the work will be reviewed by a competent person. ng homes will also review any existing risk assessments, maintenance and inspection programs, and examination schemes before and after major works programs, if necessary.

ng homes ensures that all lift works are carried out with due diligence and care:

- Anyone appointed to undertake design or construction activities can demonstrate the necessary competence to discharge their responsibilities relating to lift safety.
- Request reasonable assurance that duty holders have demonstrated that resident safety and accessibility can be assured during the works.
- Engage with residents on matters that affect them.
- Request reasonable assurance that duty holders have complied with the building regulations and other applicable standards in relation to lift work where required
- Request reasonable assurance that there is an appropriate site inspection and sign-off programme in place for all stages of the work.

ng homes will ensure that all necessary information regarding commissioning, installation certification, and future maintenance requirements is completed and handed over before the lift is put into service.

10. Training

ng homes will provide appropriate training for relevant staff on this policy and any related processes or procedures.

11. Quality Assurance

ng homes will utilise an independent external specialist to audit and provide additional assurance around the accuracy of data and reporting.

12. Competence

It is not possible to define the requirements for all roles and activities mentioned in this Policy in a concise manner.

Competence will be evaluated based on skills, knowledge, and experience rather than a single qualification or standard in many areas. As specified above, ng homes will assess competence within their respective areas of responsibility, and competent person(s) must identify the limits of their competence. However, for lift safety work, ng homes will appoint an internal competent person or, if the necessary skills are not available internally, an external competent person to provide advice and support for lift safety.

For all thorough examinations, examination schemes, and supplementary testing, ng homes will employ companies who are suitably competent. The person who carries out routine maintenance of the equipment will not be the same person responsible for assessing their own maintenance work.

13. Entrapment

The responsibility for the safe release of trapped passengers has been delegated to the Board's appointed Lift Maintenance Contractor. Rescue should not be attempted by untrained and unauthorised ng homes staff.

Lift intercoms connect the panic alarm button within the lift car to a call receiving centre via a communication autodialler to our lift maintenance contractor.

14. Non-compliance/Escalation Process

All non-compliance issues will be reported and escalated as soon as possible, and no later than 24 hours after the incident occurred or becoming aware of it.

In cases of serious non-compliance, the CEO will advise the Association's Board of the proposed course of action which may be subject to Board approval. The issue will be disclosed to the Scottish Housing Regulator, and any other relevant organisation such as the Health and Safety Executive.

Where the matter is considered to be a notifiable event the Association's Notifiable Events Policy, and the SHR Statutory Guidance on Notifiable Events, will be followed.

15. Conclusion

ng homes is committed to providing its' tenants with safe and healthy homes.

By following this Policy, ng homes aims to prevent any issues with lift safety from occurring within its' properties and to deal with any problems that occur promptly and effectively.

16. Other Related Strategies, Policies and Procedures

- Adaptations Policy
- Asbestos Management Policy and Procedures
- Asset Management Strategy
- Clerk of Works Procedures
- Complaints Policy
- Customer Care Policy
- Damp, Mould and Condensation (DMC) Policy and Procedures
- Data Protection Policy
- Design and Specification Policy
- Development Defects Policy and Procedures
- Development Handover Procedures Policy
- Electrical Safety in Multi-Storey Blocks Policy
- Electrical Safety Policy and Procedures
- Emergency Lighting in Multi-Storey Blocks Policy
- Estate Management Policy
- Fire Safety in Multi-Storey Blocks Policy
- Fire Safety Policy and Procedures
- Gas Safety Policy and Procedures
- No Access Policy
- Notifiable Events Policy
- Repairs and Maintenance Policy
- Risk Management Strategy
- Tenants Right to Repair Policy
- Void Management policy
- Water Systems and Legionella Policy and Procedure

17. UK General Data Protection Regulation 2021 (UK GDPR)

The ng group will treat your personal data in line with our obligations under the UK General Data Protection Regulation 2021 (UK GDPR) and our own Data Protection Policy. Information regarding how your data will be used and the basis for processing your data is provided in our Fair Processing

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18. Equality Impact Assessment

This Policy is equally applicable to all. It is recognised that in applying this Policy any necessary action will be taken where appropriate, including making reasonable adjustments, to ensure that there is no detrimental impact to protected characteristics groups.

19. Review

This Policy will be reviewed every three years or earlier in line with regulatory or legislative guidance/changes or good practice guidelines.

Appendix 1 – Thorough Examination

A competent person will conduct a systematic and detailed examination of the lift and all its related equipment to detect any current or potential defects that could pose a danger. ng homes will ensure that all lifts and associated equipment covered by this policy undergo a thorough examination by a competent person on a regular basis:

- Before first use
- Following major modification, damage or change of use
- At void stage (if the lifting equipment is to be retained for use by the new tenant)
- Regularly whilst in service. This will be every 6 months unless there is a written scheme of examination recommended by a competent person that indicates that an alternative frequency is appropriate.

The extent of the thorough examination will depend on the professional judgment of the competent person performing the examination. However, ng homes will specify that the examination needs to include all matters that affect the safety of the lifting equipment. This should include likely deterioration with time, and the examination shall follow industry guidance.

ng homes will maintain clear written evidence of any alternative examination schemes where the frequency of thorough examination differs from the general 6-month period outlined above. This evidence will be periodically reviewed by a competent person to ensure that it remains appropriate.

After a comprehensive inspection, it is possible that further examination, additional testing or corrective measures may be necessary. All subsequent actions will be constrained by time limits, and ng homes will aim to carry out the suggested actions within the timeframes set by the expert. Any suggested modifications to the agreed-upon plan or deadlines will be recorded and approved by a competent person.

Appendix 2 - Inspection and Maintenance

ng homes will conduct regular maintenance and inspections, in addition to thorough examinations, based on the specific equipment and taking into account manufacturer's instructions, recommendations from thorough examinations, and risk assessments by competent personnel. If manufacturer's instructions are not available, ng homes will seek advice from a competent person and record it.

During inspections or maintenance activities, it may be necessary to conduct supplementary testing, remedial work, or take other follow-up actions. ng homes will ensure that all follow-up actions are completed within the recommended timeframes.

In addition to identifying safety issues, inspections or maintenance activities may also reveal recommendations for improvements that could enhance the lift's functionality, such as accessibility. Such recommendations will be recorded separately and addressed as part of future planned maintenance activities, where reasonably practicable.