

Lift Safety Policy

Governance Information

Applicable Legislation	• Construction Design & Management Regulations 2015; • Lifting Operations & Lifting Equipment Regulations 1998 (LOLER); • Provision & Use of Works Equipment Regulations 1998 (PUWER); • Health & Safety at Work Act 1974; • The Management of Health & Safety at Works Regulations 1999; • The Lift Regulations 2016; • The Landlord & Tenant Act 1985; • The Equality Act 2010; • The Housing Act 2004; • The Building Regulations 2010; • The Control of Asbestos Regulations 2012. • Reporting of Injuries, Diseases, and Dangerous Occurrences Regulations (RIDDOR) 2013 • ACoP L113 – Safe use of lifting equipment; Lifting Operations and Lifting Equipment Regulations (2nd Edition 2014)
Policy Owner	Director of Operations
Approved By	CMT
Regulatory Reference	Safety & Quality Standard
Date Approved	March 2026
Review Date	March 2028
Stakeholders Consulted	THSP – Health and Safety Consultants

Version Control

Version	Date	Author	Change
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V1	May 2024	Consultant review	Complete overhaul of Policy
V2	March 2026	Director of Operations	Periodic Review

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1. Policy Statement

- 1.1. At the Industrial Dwelling Society (herein known as IDS) our residents' safety is our top priority. We are committed to ensuring that all lifts and lifting equipment in our buildings and homes are safe and well-maintained. This policy outlines our approach to maintaining the highest standards of lift safety, in compliance with UK legislation and best practices.

2. Purpose

- 2.1 We adhere to the following principles to ensure the ongoing safety of our residents, employees, contractors, visitors, and the general public:
 - **Commitment to Safety** - We are dedicated to providing safe and reliable lift services across all our buildings and homes. This involves regular maintenance, inspections, and prompt repairs to ensure the lifts operate safely at all times. This includes stair lifts and hoists within residential properties.
 - **Legislative Compliance** - Our lift safety procedures comply with all relevant UK legislation, including the Lifting Operations and Lifting Equipment Regulations 1998 (LOLER), the Provision and Use of Work Equipment Regulations 1998 (PUWER), and the Health and Safety at Work Act 1974.

Regular Inspections & Maintenance - We ensure that all lifts are subject to regular inspections and maintenance by qualified personnel. This includes routine checks, servicing, and thorough examinations as required by LOLER.

Record-Keeping: Comprehensive records of lift safety inspections, testing, repairs, and maintenance activities will be maintained on IDS IT systems to ensure accountability and compliance with legal and regulatory requirements. Periodic audits will be conducted to ensure data integrity. Records will be kept for a minimum of two years.

3. Scope

- 3.1 This policy applies to all to IDS employees, residents and representatives of IDS, including contractors and third parties who carry out duties on our behalf.
- 3.2 This Policy covers lifting equipment owned by IDS in both domestic and commercial premises.
- 3.3 The Policy should be read in conjunction with the following IDS policies: Health & Safety Policy, Electrical Safety Policy, Asbestos Policy, Fire Safety Policy, and Repairs & Maintenance Policy.

4. Our Commitment

- 4.1 IDS will ensure that all lifts and lifting equipment installations are maintained in a safe and usable condition in line with our responsibilities as a landlord and relevant legislation. We will carry out work safely, efficiently and in accordance with recognised good practice.
- 4.2 We will do our best to ensure that all lifts and lifting equipment in residential properties and workplaces we own and manage will be in full working order at all times. Where we become aware that lifts or lifting equipment are not operating as they should, emergency repairs orders will be issued to remedy faults as quickly as possible. Entrapments will be responded to as an emergency with a contractor required to attend within 4-hours. Our lifts will be fitted with auto-diallers to ensure that anyone trapped within a lift can safely raise the alarm. Callouts will be monitored 24 hours a day, seven days a week.
- 4.3 In the event of a lift breakdown or fault we will provide general updates to our residents on the nature of the problem and the likely timescales to return services to normal giving consideration to personal data stored on housing management system. For individual homes with known disabled residents in occupation, we will assess the impact on the people living in that home and work with them to determine the best course of action. Personal Emergency Evacuation Plans (PEEPs) are completed where deemed required.

- 4.4 We will ensure that only suitably competent contractors and engineers undertake work on our lifts and lifting equipment on behalf of the organisation.
- 4.5 We will hold accurate records against each property we own or manage setting out the requirements for safety checks and servicing of all lifts and lifting equipment.

5. Testing & Inspection Programmes

- 5.1 IDS will commission contractors to complete a risk assessment for lift safety operations. This risk assessment will set out all key lift safety risks together with appropriate mitigations.
- 5.2 We will complete Thorough Examinations of all lifts and lifting equipment owned by us every 6 months, and following "exceptional circumstances" such as damage to the lift, long periods out of use or a major change in operating conditions which is likely to affect the integrity of the equipment.
- 5.3
- 5.4 Twice yearly insurance inspections are carried out as part of our insurance policy.
- 5.5 We will have robust processes in place to gain access to a property should any resident refuse access for us to carry out an essential examination of lifting equipment and/or remediation works.
- 5.6 We will have processes in place to access properties with vulnerable residents, ensuring timely compliance and safeguarding their wellbeing whilst balancing the need to manage health and safety risks. This includes emergency evacuation procedures and access during maintenance periods.

6. Maintenance & Compliance Follow Up Work

- 6.1 We will carry out a programme of maintenance visits by 'competent persons' to all properties that have a lift or lifting equipment in situ. These programmes will ensure that all maintenance and testing set out in the written thorough examination is fully completed at the agreed times and intervals.
- 6.2 We will ensure there is a robust process in place to investigate and manage all RIDDOR notices issued with regard to lift safety.

7. Definitions

Thorough Examination	The mandatory inspection required by Law to ensure that the lifting equipment is in safe working order.
RIDDOR	Reporting of Injuries, Diseases and Dangerous Occurrences Regulation. This is the Law that requires employers to report and keep records of all work-related fatalities, injuries, diagnosed cases of reportable occupational diseases and dangerous occurrences.
Competent Person	Someone with sufficient knowledge and understanding to identify issues with the lifting equipment they are examining. Their role involves detecting defects or weaknesses and assessing their importance in relation to the safety and continued use of the equipment.
PEEP	Personal Emergency Evacuation Plan – These are bespoke escape plans which are created to assist any IDS employee or residents that may require additional support in the event of an emergency evacuation of a building.

8. Roles & Responsibilities

Director of Operations	Overall responsibility for the implementation of this policy.
Head of Asset Management and Compliance and M&E Compliance Manager	Responsible for overseeing lift safety policy and service and maintenance programmes
Compliance Officer	General administration to support lift servicing and maintenance contract

9. Equality Impact Assessment

An Equality Impact Assessment has been completed for this Policy.

10. Policy Review & Monitoring

10.1 We will review this policy every two years, or following legislative change, to ensure the Policy remains effective and complies with current legislation and good practice.

10.2 All relevant KPI's aligned to the management of lift safety are regularly monitored and reviewed as follows:

- Monthly by the Asset and Compliance team.
- Quarterly at the Health and Safety Forum.
- At every Operations Committee meeting.
- At every Board meeting.

10.3 We will routinely monitor our performance in implementing this policy.

Equality Impact Assessment

Group	Impact	Notes
Protected characteristics – Equality Act (2010)		
Disability	Y	We know that we may have disabled residents living in our homes that are reliant on the use of lifts and/or the use of lifting equipment in their homes. We will respond quickly and efficiently using resident information stored within our housing management systems to minimise the disruption to them in the event of a fault or breakdown. PEEPs are completed where deemed required. We will provide lift safety information in formats that are accessible to everyone.
Gender reassignment	N	
Marriage or civil partnership	N	
Pregnancy, maternity and parenthood	Y	We know that pregnant woman and residents with small children are likely to be impacted by the breakdown of lifts. We will respond quickly and efficiently to minimise the disruption to them in the event of a fault or breakdown.
Race	Y	We will ensure that lift safety information is accessible to residents in their chosen language.
Religion or belief	N	
Sexual Orientation	N	
Sex / Gender	N	
Age	Y	We know that we may have older residents living in our homes that are reliant on the use of lifts and/or the use of lifting equipment in their homes. We will respond quickly and efficiently using resident information stored within our housing management systems to minimise the disruption to them in the event of a fault or breakdown. We also have PEEPS in place for all our sheltered schemes, and where deemed required for other general needs households.
Other factors for consideration		
Socio-economic background	N	
Caring responsibility	N	
Final Decision	- Barriers or impact identified; policy adapted to eliminate or mitigate.	
Date Completed	May 2024	