

<b>Policy title:</b>	Lifting Equipment Policy		
<b>Scope:</b>	Group - Wide		
<b>Policy owner:</b>	Executive Director, Property		
<b>Approver:</b>	Executive Team		
<b>Date:</b>	Sept 2020	<b>Review Due Date:</b>	Sept 2023

## 1 PURPOSE

1.1 The purpose of this policy is to set out how Aspire will ensure that lifting equipment is kept and maintained to a safe standard for use where Aspire has legal responsibility for the provision of safe lifting equipment under 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 (HSWA).

## 2. INTRODUCTION

2.1 Under the Provision and Use of Work Equipment Regulations 1998 (PUWER), the lift owner (either as the employer of those using the lift or as the person employing the services of those undertaking the maintenance of the lift) has a responsibility for ensuring its suitability for the work to be undertaken.

2.2 The Lifting Operations and Lifting Equipment Regulations 1998 (LOLER) outline the requirement for at least a six-monthly thorough inspection to be undertaken of passenger-carrying lifts and 12-monthly thorough inspection of all other lifts and lifting equipment by an independent competent person.

2.3 Although both PUWER and LOLER are intended to apply to lifting equipment that is provided by an employer and used as part of work duties (as opposed to members of the public and residents), Section 3 of the Health & Safety at Work Act 1974 applies responsibility on the owner in respect of lifts used by others including residents and members of the public. Therefore, a similar regime of inspection, examination, and maintenance as per the requirements of PUWER and LOLER, should be applied to manage the risks.

## 3. POLICY STATEMENT

3.1 Aspire is committed in so far as reasonably practicable to ensuring the health, safety, and welfare of persons at its premises. A reasonably foreseeable risk to the health and safety of

individuals exists where lifting equipment is not operated, maintained, or examined in line the statutory and manufacturer's requirements. Aspire accepts that it is the legal Duty Holder for its premises, and has a responsibility to protect its customers, employees, and others from the risk of harm and injury from lifting equipment. Aspire will provide resources, information, training, and supervision as is needed for this purpose.

3.2 Aspire accepts that it is the legal Duty Holder for its premises, and has a responsibility to protect its customers, employees, and others from the risk associated with lifting equipment. Aspire will provide resources, information, training, and supervision as is needed for this purpose.

3.3 The Government and Financial Viability Standard of the Regulator of Social Housing (RHS) states that Registered Providers, like Aspire, shall, 'adhere to all relevant law'

3.4 The RHS's Home Standard requires Registered Providers to meet all applicable statutory requirements for the health and safety of customers in their homes, including the safety of lifting equipment

3.5 Registered providers are subject to regulatory intervention and enforcement action if found have caused 'harm or potential harm that may be caused to tenants by a breach of standards' known as 'serious detriment'

3.6 To meet the statutory duties set out under LOLER, PUWER and HSWA Aspire will:

- a) Appoint a Responsible Person and Deputy Responsible Person who will undertake the day to day working responsibility to ensure the safety of lifting equipment
- b) Ensure there is a programme in place for the regular maintenance of lifts and lifting equipment
- c) Ensure that there is a programme of thorough inspections of lifts and lifting equipment by either appointing a contractor directly or through Aspire's insurance policy
- d) Ensure that a 'Competent Person(s)' is appointed to carry out lift maintenance and through inspections of lifting equipment
- e) Keep records of compliance with relevant regulations
- f) Act promptly on recommendations made by the competent person
- g) Providing a lift release service through a lift engineering or similar company. Where the contactor is unable to respond within one hour, the passenger(s) will be given the options of waiting or contacting the fire service
- h) Ensuring there are suitable communications in lifts. This will enable so that persons trapped to contact the lift release contractor
- i) Ensuring the emergency lighting in the lift car is working correctly

- j) Ensure users get a handbook on how to operate and they sign to say they have received and understood.
- k) Distributing information to lift users so that they know what to do if they get trapped in a lift
- l) Develop procedures and processes that will support the implementation of this policy
- m) Make this policy available to customers, staff, and partners on the Aspire website and on request
- n) Aspire has made policy decision to apply LOLER to domestic vertical lifts, domestic step lifts and domestic hoists

#### 4. RELATED DOCUMENTS

##### 4.1 LEGISLATIVE

- Health & Safety at Work Act etc. 1974
- Lifting Operations and Lifting Equipment Regulations 1998 (LOLER)
- Provision and Use of Work Equipment Regulations 1998 (PUWER)
- Lift Regulations 2016
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013
- Housing Act 2004
- Landlord and Tenant Act 1985
- Supply of Machinery (Safety) Regulations 2008, as amended by the Supply of Machinery (Safety) (Amendment) Regulations 2011
- Machinery Directive 2006/42/ec of the European Parliament and of the Council

##### 4.2 APPROVED CODES OF PRACTICE

- LOLER Approved Code of Practice (ACoP) L113
- Part M Building Regulations

##### 4.3 STANDARDS & GUIDANCE NOTES

- BSEN 81-28:2018, 81-20:2020 & 81-50:2020 Safety rules for the construction and installation of lifts
- LEIA Safety Information Sheet Safety at Lift Landings
- BS 7255:2012 Code of practice for safe working on lifts

##### 4.4 INTERNAL

- Hazards & Risks – HSMS 03
- Competence, Training & Awareness – HSMS 05
- Incidents & Emergencies – HSMS 10
- Incident Assessment – HSMS 11

## 5. SCOPE OF POLICY

5.1 This policy applies to all Aspire staff, customers and contractors carrying out work on behalf of Aspire

5.2 This policy applies to the following locations:

- Rented properties
- Communal areas
- Offices and storage facilities
- Leaseholders and shared owners in domestic dwellings are responsible for their equipment
- Leaseholders in commercial shops are responsible for equipment installed in their shops and are required to provide evidence of statutory compliance

5.3 This policy applies to the following equipment

EQUIPMENT	LOLER	PUWER	HSWA
Passenger lifts	YES	YES	YES
Non-domestic stair lifts	YES	YES	YES
Lifting platform	YES	YES	YES
Domestic Stair lifts	N/A	N/A	YES
Domestic vertical lifts	YES	N/A	YES
Domestic step lift	YES	N/A	N/A
Domestic hoists	YES	N/A	YES
Non-domestic hoists	YES	YES	YES
Domestic recliner baths	NO	NO	YES
Non-domestic recliner bath	YES	YES	YES

5.4 In properties managed and controlled by Aspire, that have domestic vertical lifts, domestic step lifts or domestic hoists supplied, maintained, and inspected by others, Aspire will require LOLER certification to be provided. Aspire will remain in contact with the persons responsible for these lifts and if, at a later date, they cease to service them and pass responsibility to householders, Aspire will assume that responsibility on behalf of Aspire customers.

5.5 Residents are required to provide access to their properties to enable Aspire to comply with this policy and landlord responsibilities vis-a-vis the HSWA and LTA 1985. Failure to provide access to ensure the safety of residents will result in appropriate action being taken which may include, but is not limited to, the removal or decommissioning of the relevant equipment.

5.6 New lifts do not require initial service visit if they have been manufactured and installed in accordance with the Lifts Regulations and have a declaration of conformity, i.e. made not more than 12 months before.

5.7 Any new lifting equipment in properties must be approved by Aspire prior to installation.

5.8 For the purposes of this policy, the definition of a new lift will be:

- a) A new lift installed where no lift previously existed
- b) Where an existing lift has completely been replaced

5.9 Aspire lifts deviate from auto dialer requirements in BSEN 81-28:2018 for lifts manufactured pre 1996. Requirements in the standard state all lifts must have an auto dialer fitted however Aspire lifts in Enclosed Housing Schemes have a care call point connected to a monitoring service who handle any lift calls and divert to lift contractor therefore meeting the general requirements without a dedicated auto dialer. Any lifts fitted since 1996 do have the auto dialer fitted and connected via phone line to the lift contractor. There is no requirement to retrospectively install auto dialers to pre 1996 lifts and having two systems in a lift could be confusing to community living residents & visitors.

## 6 RESPONSIBILITIES

6.1 The responsibility for establishing a health & safety framework for the management of risks associated with Lifts (including associated equipment) & Lifting Operations sits at Executive Level. The Executive recognises the importance that is given to the management of Aspire’s assets from a health & safety and commercial perspective.

6.2 Under this policy, Aspire has appointed appropriate persons within the organisation to manage this area of risk with the support of appointed specialist contractors.

### 6.3 DUTY HOLDER FOR ASPIRE GROUP

Duty Holder	Position:	Group Chief Executive
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6.4 The Chief Executive has ultimate responsibility for health and safety across the Group and will nominate appropriately qualified and suitable experienced people to discharge those duties in relation to the provision of safe lifting equipment.

### 6.5 COMPLIANCE DELIVERY AND ASSURANCE

Responsible Exec	Position:	Executive Director, Property	<b>CORE AREAS OF ACTIVITY</b>  Implementing, managing, and monitoring Aspire’s Lifting Equipment Policy and associated procedures
	Responsibilities:	Overall responsibility for the implementation of this policy and to ensure that adequate resources are made available to enable the policy objectives to be met	
Appointed Person	Position:	Head of Asset Management	Maintaining and inspecting all lifting equipment so that it safe to use

	Telephone: 01782 635200		Ensure that lifting equipment installed in Aspire managed and owned properties is installed safely and is compliant with relevant regulations
	Responsibilities:	To ensure that appropriately qualified and suitably experienced people are employed to implement this policy, that appropriate programmes of work are in place to discharge relevant duties, and to ensure compliance with lifting equipment regulations	
Deputy Appointed Person	Position: Compliance Manager		Keeping the Competent Person(s) informed of any changes in the lift operating conditions which may affect the risk assessment  Making relevant documentation available to the competent person
	Telephone: 01782 635200		
	Responsibilities:	To ensure that all activity required for compliance with this policy is carried out	
Contract Lead	Position: Compliance Delivery Officer		Ensuring all lifting equipment is serviced in line with manufacturer's recommendations and instructions
	Telephone: 01782 635200		
	Responsibilities:	Administer associated contracts, management of associated dashboards and first point of contact for lift related queries.	
Appointed LOLER inspection contractor (Aspire)	Name:	British Engineering Services Ltd	Acting promptly to remedy any defects
	Telephone:	0345 712 5842	
	Email:	info@briteng.co.uk	Acting promptly on any recommendations put forward by the competent person Ensuing that any documentation complies with regulations
	Responsibilities:	Ensure that the responsibilities of the Operatives (Competent Person(s)) are carried out in line with statutory and best practice requirements	
Appointed LOLER inspection contractor (Arjo Bath)	Name:	ARJO Huntleigh (nominated subcontractor to M&E contractor)	Ensuring that lift contractor is available to respond to any passenger lift entrapment within a reasonable timescale (target 1 hour)
	Telephone:	01582 745700	
	Email:		
	Responsibilities:	Ensure that the responsibilities of the Operatives (Competent Person(s)) are carried out in line with statutory and best practice requirements	
Appointed LOLER inspection contractor (Canavan Centre Only)	Name:	Zurich Engineering	Keeping records of compliance for lifting equipment
	Telephone:	0113 202 8770	
	Email:	engineering@uk.zurich.com	
	Responsibilities:	Ensure that the responsibilities of the Operatives (Competent Person(s)) are carried out in line with statutory and best practice requirements	
Appointed lift maintenance contractor(s)	Name:	Paragon Lift Co Ltd	
	Details:	01889 584 info@paragonlifts.co.uk	
	Name:	Wessex Lift Co. Ltd	

	Details	01794 339787 sales@wessexlifts.co.uk	
	Responsibilities:	Ensure that the responsibilities of the Operatives (Competent Person(s)) are carried out in line with statutory and best practice requirements and that all contractual obligations are met.	
Appointed lift maintenance contractor (Vehicle lift – Unit 2 Brick Kiln Lane only)	Name:	T.I.M Garage Services	
	Details	01260 278929	
	Responsibilities:	Ensure that the responsibilities of the Operatives (Competent Person(s)) are carried out in line with statutory and best practice requirements and that all contractual obligations are met.	

## 6.6 CONTRACTOR RESPONSIBILITY

EQUIPMENT	LOLER	MAINTENANCE	NOTE
Passenger lifts	British Engineering Services	Paragon	
Passenger Lift (Canavan Centre only)	Zurich Engineering	Paragon	
Non-domestic stair lifts	British Engineering Services	Paragon	
Lifting platform	British Engineering Services	Paragon	
Domestic Stair lifts	N/A	Wessex Paragon	
Domestic vertical lifts			Managed by Staffordshire County Council
Domestic step lift			Managed by Staffordshire County Council
Domestic hoists			Managed by Staffordshire County Council
Non-domestic hoists	British Engineering Services	Paragon	
Domestic recliner baths	N/A		Managed by Staffordshire County Council
Non-domestic recliner bath	ARJO Huntleigh	Paragon	Includes bath lift.
Vehicle Lift	British Engineering Services	T.I.M Garage Services	Achieve Training appointed maintenance contractor

## 7. TRAINING

**7.1** Aspire will promote awareness of the risks from lifting equipment through training and induction of relevant staff. The training will be designed to fit the needs and roles of the employees being trained.

**7.2** To ensure that appropriate and suitable training is provide to staff, Aspire will carry out analysis of training needs where appropriate.

## **8. RECORD KEEPING**

8.2 In order to demonstrate compliance with relevant Regulations and provide evidence to enforcing authorities it is Aspire's policy that notwithstanding legal requirements all records pertaining to lifting equipment must be retained centrally for the period they are current and at least 2 years afterwards.

8.2 Aspire has a robust process in place for the management of any follow-up works required following the completion of routine maintenance inspections and the completion of inspection by the organisation's insurers. A robust process is in place to collate and record details of all remedial works completed against individual installations

## **9. INSURANCE**

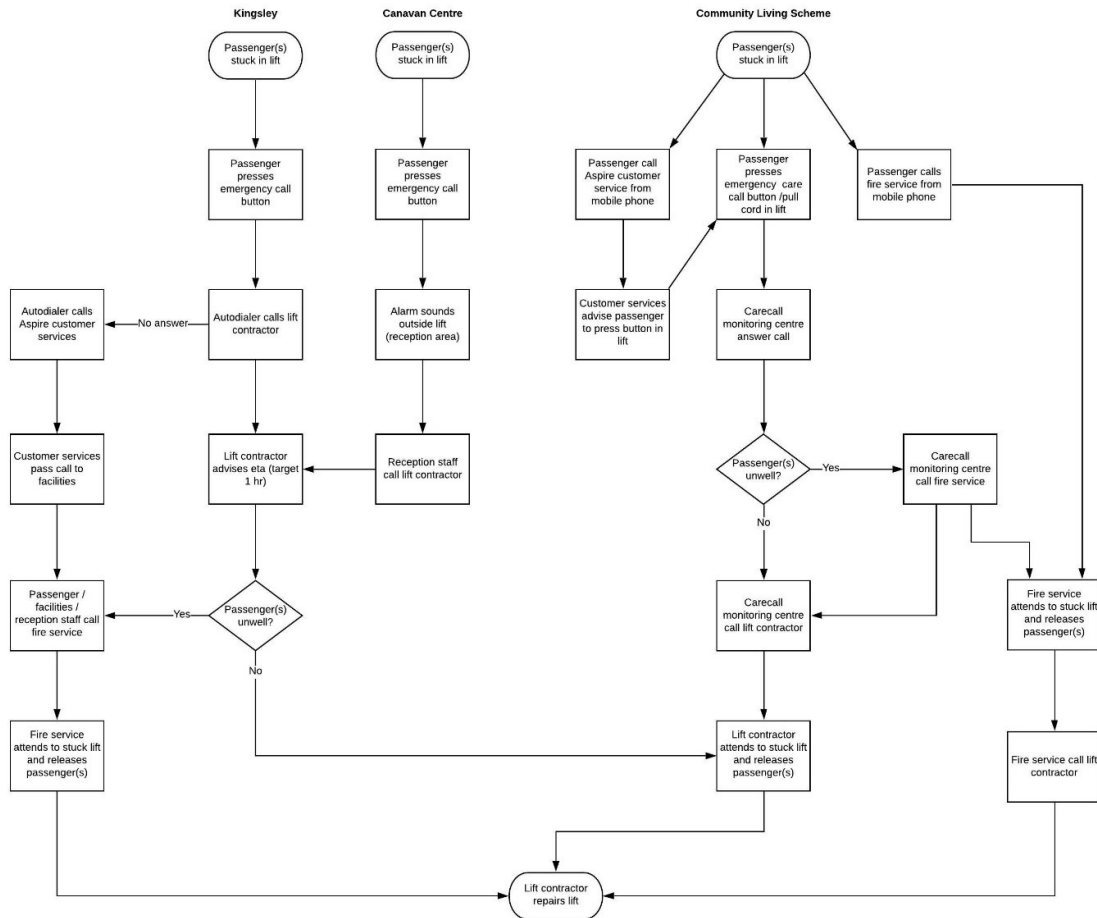
9.1 Aspire will ensure that parties carrying out work or surveys have appropriate insurance cover

## **10. EMERGENCY PROCEDURE**

10.1 The procedure below gives advise on how Aspire will manage reports of person(s) being trapped in/on lifting equipment



### Non-domestic Passenger Lift Emergency Procedures



Continued -

## Domestic Lift Emergency Procedure

