

Lift Safety Policy

Document Owner	Head of Property Safety
Prepared by	Operations Director
Approved by	Directors Group
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Date of next review	January 2027
Monitoring, Auditing and Reporting	<ol style="list-style-type: none">1. A number of performance indicators are included within the PI suite relating to lift servicing. These are reported monthly.2. The Asset Management Plan will contain replacement lifecycle information on the lifts owned and managed by the organisation. This also includes indicative replacement costs.3. ISO 9001 certification (when achieved) by the Property Safety Team.

1. Scope and Aims

- 1.1. This policy sets out how Hexagon will ensure that the organisation's 'lifting equipment' is kept and maintained to a safe standard for use. Lifting equipment includes passenger (communal) lifts, hoists, stair lifts, and through floor lifts.
- 1.2. Hexagon maintains a comprehensive record of passenger (communal) lifts. These are contained exclusively in medium and high-rise dwellings.
- 1.3. A record of all lifts installed as part of the organisation's adaptations process is also maintained and updated.

2. Equality and Diversity

- 2.1. An equality and diversity impact assessment has been carried out and is attached as an appendix to this Policy.

3. Resident Consultation

- 3.1. This policy has not been consulted on. This policy seeks to meeting Hexagon's legal and regulatory requirements only.

4. Policy Statement

- 4.1. Hexagon Housing Association owns and manages properties which contain lifts and lifting equipment installations. These include passenger (communal) lifts, hoists, stair lifts and through floor lifts. The organisation has a legal obligation to ensure all lifting equipment is kept and maintained to a safe standard for use by our residents and employees, the public and lift maintenance personnel.
- 4.2. The aim of this policy is to ensure the organisation as far as is reasonably practicable that residents, employees and visitors when using our lifting equipment are not exposed to any risks to their health, safety or wellbeing in accordance with legislative requirements.
- 4.3. This policy applies to all residential and commercial buildings owned and managed by Hexagon Housing Association.
- 4.4. The organisation has an obligation under the Health and Safety at Work 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.
- 4.5. Hexagon complies with this responsibility by undertaking maintenance repairs, inspections, and thorough examinations in line with legislation. Specifically, we will commit to undertaking the following actions: -

- maintain and service our lifts and lifting equipment.
- commission a 'competent person' (insurance inspector) to undertake LOLER inspections and/or insurance inspections as required.
- carry out remedial works and supplementary testing as required by the 'competent person'.
- where others manage and operate our properties, we will check their level of compliance and ensure they are complying with all relevant legislation.
- maintain accurate asset information.
- use skilled, experienced and well-trained staff.
- seek independent assurance and challenge on our performance.
- report to Board on our performance in relation to lift management.

5. Remedial Actions

5.1. We will monitor actions arising from LOLER inspections and or Servicing inspections and track them via the contractor's portal. This is also monitored by our third-party consultant for assurance.

5.2. For LOLER inspections the timescales will be categorised in line with the assessor's review using Categories. Hexagon will record these actions as set out below.

- Category A – will be recorded as High (1 Month) unless stipulated earlier by the assessor.
- Category B – will be recorded as Medium (6 Months)
- Category C – Are observations only and will be recorded as Low with a 12-month review timescale to note the observation. These actions are not implemented on review.

5.3. Any repairs noted during servicing will be managed in line with the contract which are:

- Priority 1: Emergency - To be attended to and made safe within 2 hours and rectified within 24 hours.
- Priority 2: Routine - To be completed within 28 calendar days.

6. Legal Framework

6.1. 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.

6.2. The Health and Safety at Work Act 1974

6.3. The Provision and Use of Work Equipment Regulations 1998

6.4. Housing Act 2004 and the Housing, Health and Rating System.

7. Related Hexagon policies, strategies and procedures

7.1. Property Safety Strategy

7.2. Asset Management Strategy

7.3. Repairs Policy

Appendix 1: Equality Impact Assessment

Part one: Initial Screening

Name of policy, service or function	Lift Safety Policy
Persons completing initial screening	Policy Officer

Screening

Protected Characteristic	Is impact positive, negative, or none			Reason
	Positive	Negative	No Impact	
Age	X			Hexagon's commitment to Lift Safety is likely to impact positively on older people and young children.

Disability	X			Hexagon's commitment to Lift Safety is likely to impact positively on people with a disability.
Sex			X	No impact identified
Gender reassignment			X	No impact identified
Race			X	No impact identified
Religion or belief			X	No impact identified
Sexual orientation			X	No impact identified

What are the arrangements for monitoring the policy and its impact on customers?

Hexagon will:

- commission a 'competent person' (insurance inspector) to undertake LOLER inspections and/or insurance inspections as required.
- where others manage and operate our properties, we will check their level of compliance and ensure they are complying with all relevant legislation.
- maintain accurate asset information.
- seek independent assurance and challenge on our performance.
- report to Board on our performance in relation to lift management.
- Monitor any complaints relating to lift safety and identify trends and report on lessons learned to the Audit and Risk Committee.

As no negative impact has been identified for any group in this screening, we will not proceed to Part 2 of the Equality Impact Assessment.