



Riverside
Scotland

Lift Safety Management Policy

Date Effective: August 2021

Policy: **Lift Safety Management Policy**

Date Approved: 19 August 2021

Approved By: Board

Applicable to: All Staff of Irvine Housing Association

Lead Director: Head of Service Delivery

In consultation with: Irvine Housing Association's Asset Services Team and The Riverside Group's Compliance Team

Review Date: TBC

1.	<p>Purpose</p> <p>The overall aim of this policy, and the associated procedures and control documents is to ensure the safety from lift failure for people living and working in properties, owned or managed by Irvine Housing Association [IHA] as a subsidiary company of The Riverside Group [TRG].</p> <p>IHA aims to protect the occupiers of its properties, as well as other residents, visitors, staff, contractors and the general public, from the risks associated with lifts so far as is reasonably practicable.</p> <p>This document sets out key policy objectives, control measures and accountabilities for ensuring Lift safety.</p> <p>This purpose of this policy is to ensure IHA meets its obligations under the following legislation:</p> <ul style="list-style-type: none"> • The Health and Safety at Work etc. Act 1974; • The Management of Health and Safety at Work Regulations 1999; • Lifting Operations and Lifting Equipment Regulations (LOLER) 1998 • Provision and Use of Work Equipment Regulations (PUWER) 1998 <p>The application of this Policy ensures that IHA meets compliance with the Scottish Housing Regulator as outlined below:</p> <p>Registered Social Landlords must meet all applicable statutory requirements that provide for the health and safety of the occupants in their homes and comply with the Healthy, Safe and Secure elements of the Scottish Housing Quality Standard.</p>
2.	<p>Scope</p> <p>This policy applies to all communal lifts and lifting equipment in properties owned or managed by IHA. Lifts and lifting equipment installed by IHA in domestic dwellings shall be covered by a separate policy (LOLER & PUWER do not apply).</p>

3.	<p>Key policy objectives</p> <p>IHA will:</p> <ol style="list-style-type: none"> 1. Appoint a consultant who shall have the necessary skills, knowledge and experience to provide technical support in regard to the safe operation, maintenance and replacements of lifts. 2. Ensure that Thorough Examinations are undertaken in accordance with LOLER 1998 3. Enter into suitable contract arrangements with competent contractors to carryout inspections, servicing and maintenance 4. Prioritise & complete corrective actions identified within defined timeframes. 5. Keep records of the control measures and activities. 6. Implement appropriate training for all staff responsible for administering the controls. 7. Ensure that detailed records are kept and administered via a Lift Register [The “Register”] 8. Ensure that contracts with external contractors are managed effectively and robust contract monitoring is in place to monitor performance and promote continuous improvement.
4.	<p>Policy implementation</p> <p>The accountabilities for implementation of this policy are as set out below:</p> <ol style="list-style-type: none"> 1. IHA’s Managing Director retains overall accountability for the implementation of this policy. 2. IHA’s Head of Service Delivery, in direct liaison with TRG’s Executive Director of Asset Services, is responsible for overall policy implementation and ensuring that adequate resources are made available to enable the objectives of the policy to be met. 3. IHA’s Head of Service Delivery, in direct liaison with TRG’s Head of Performance & Compliance, is responsible for delivery of the key policy objectives as set out herein including designing and implementing procedures, staff training, and communication to customers. 4. IHA’s Head of Service Delivery in direct liaison with TRG’s Head of Performance & Compliance, is responsible for maintaining the Register, and accountable for achieving the targets associated with the key policy objectives. 5. IHA’s Head of Service Delivery, in direct liaison with TRG’s Director of Asset Strategy and Delivery, is responsible for operational delivery, including the management of all contractors carrying out works and services related to lifts.

	<p>6. Neighbourhood Services and front line staff shall support asset management staff and contactors in gaining access to carry out maintenance & inspections and keep records where requested.</p> <p>7. IHA's Head of Service Delivery, in direct liaison with TRG's Head of Health Safety and Environment, is responsible for ensuring the policy is kept up to date with prevailing legislation and statutory obligations.</p>
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5.	<p>Thorough Examination – corrective actions</p> <p>The response times for corrective actions identified during a Thorough Examination are set out below.</p> <p>Priority A Immediate response (in most cases the lift will be left out of service by the examining person)</p> <p>Priority B Time qualified defects are to be addressed and the required repairs completed within the time specified by the competent person.</p> <p>Priority C General maintenance related defects and observations to be rectified within 6 months</p> <p>Priority D Recommendation to achieve current standards to be assessed and carried out in the event of major works</p>
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6.	<p>Monitoring and Quality Control</p> <p>IHA will monitor implementation of this policy using a set of performance measures as below:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr style="background-color: #d3d3d3;"> <th style="text-align: left;">Measure</th> <th style="text-align: center;">Target</th> <th style="text-align: center;">Interval</th> <th style="text-align: left;">Reviewed by</th> </tr> </thead> <tbody> <tr> <td>No. of lifts with LOLER inspection carried out within 6 months of last</td> <td style="text-align: center;">100%</td> <td rowspan="4" style="text-align: center; vertical-align: middle;">Monthly</td> <td rowspan="2" style="vertical-align: top;">IHA's Head of Service Delivery in direct liaison with TRG's Executive Directors\Head of Performance & Compliance via Compliance Dashboard.</td> </tr> <tr> <td>Number of outstanding and overdue corrective actions from insurance inspections</td> <td rowspan="3" style="text-align: center; vertical-align: middle;">Zero</td> </tr> <tr> <td>Number of active and overdue lift servicing visits</td> <td rowspan="2" style="vertical-align: top;">IHA's Head of Service Delivery in direct liaison with TRG's Head of Performance & Compliance</td> </tr> <tr> <td>Number of outstanding and overdue corrective actions from service visits</td> </tr> </tbody> </table>	Measure	Target	Interval	Reviewed by	No. of lifts with LOLER inspection carried out within 6 months of last	100%	Monthly	IHA's Head of Service Delivery in direct liaison with TRG's Executive Directors\Head of Performance & Compliance via Compliance Dashboard.	Number of outstanding and overdue corrective actions from insurance inspections	Zero	Number of active and overdue lift servicing visits	IHA's Head of Service Delivery in direct liaison with TRG's Head of Performance & Compliance	Number of outstanding and overdue corrective actions from service visits
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	<p>Policy implementation will be reviewed:</p> <ol style="list-style-type: none"> 1. Quarterly by IHA's Compliance and Health and Safety Manager, in direct liaison with TRG's Performance and Compliance Team, and reported to IHA's Board or delegated sub-committee and TRG's Asset Management SMT. 2. Bi-annually by a suitable qualified and accredited 3rd party with a report provided to IHA's Board or delegated sub-committee and TRG's Executive Director of Asset Services 3. By the internal audit team, as required, with a report provided to IHA's Board or delegated sub-committee and TRG's Group Audit Committee.
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<p>7</p>	<p>Incidents & enforcement</p> <ol style="list-style-type: none"> 1. All formal incidents shall be reported to The Head of Health, Safety and Environment who shall investigate and provide a report, to the Director of Asset Services and IHAs Managing Director identifying the root cause of the incident and recommendations to minimise reoccurrence. 2. An incident is defined as a "dangerous occurrence" under Schedule 2, Part 1 of The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 - <i>The collapse, overturning or failure of any load-bearing part of any lifting equipment, other than an accessory for lifting.</i> 3. An incident shall also be any of the following: <ul style="list-style-type: none"> -Any entrapment of more than 3 hours or -Any time a lift is out of service for more than 72 hours where the lift is the only lift in the building or the only remaining working lift.
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