

lifts and lifting equipment policy statement

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1. Policy Statement

believe housing is committed to ensuring that all lifts and lifting equipment used in our customers' homes and portfolio of buildings, for which we have responsibility, are safe to use. This policy recognises the legal obligations in relation to lifts and lifting equipment and demonstrates how believe housing will comply in accordance with current legislation.

2. Policy Aims

As a business responsible for residential properties, workplaces, communal areas and other premises that have lifts and lifting equipment installed, believe housing will ensure that lifts and lifting equipment are managed in accordance with current legislations and guidance including but not limited to:

- Lifting Operations and Lifting Equipment Regulations 1998 (LOLER)
- Provision and Use of Work Equipment Regulations 1998 (PUWER)
- Health and Safety at Work Act 1974
- Safe Use of Lifting Equipment Approved Code of Practice (HSE)
- Management of Health and Safety at Work Regulations 1999
- Landlord Tenant act 1985
- Lift Regulations 2016
- The Supply of Machinery (safety) regulations 2016
- The Housing Act 2004

In this policy the terms lifts and lifting equipment refers to, passenger lifts, stair lifts, lifting hoists, bath lifts, through floor lifts, step lifts and height adjustable baths.

The key objectives of this policy are to ensure:

- That all lifts and lifting equipment are suitable for use, and for the purpose and conditions in which they are to be used.
- That all lifts and lifting equipment that we are responsible for undergoes regular thorough examination, at a frequency defined by the LOLER Regulations (1998), by a competent person.
- That all supplementary inspections and tests recommended by the competent person following the thorough examination are carried out within the timeframe stated.
- To carry out regular inspections and routine maintenance on all lifts and lifting equipment we are responsible for.
- To keep records of all thorough examinations and inspections for all lifts and lifting equipment as detailed in the lifts and lifting equipment procedure.

3. Scope

This policy applies to any building that is owned, occupied or managed by believe housing and which has lifts or lifting equipment installed by believe housing. This includes but is not limited to:

- General needs housing stock where the installation of the lifting equipment is carried out by believe housing
- Housing plus units
- Offices

In some cases, lifting equipment may be installed in properties by organisations other than believe housing. Where this is the case the regulatory responsibility and management associated with these lies with the customer and/or the organisation arranging the installation.

In all cases where lifting equipment is installed in properties by outside organisations permission from believe housing must be sought and agreed beforehand, and copies of servicing records will be requested.

4. Roles and responsibilities

As a landlord and employer believe housing has a responsibility to our customers under the Duty of Care and the Housing Act to provide a safe home and for staff under the Health and Safety at Work Act 1974 and the Management of Health and Safety at Work Regulations 1999.

Role	Responsibilities
Board	The Board is responsible for ensuring this policy is implemented through the Chief Executive and the Executive Management Team
Chief Executive	The Chief Executive will have overall responsibility for the implementation of the policy. The Chief Executive will delegate the management and implementation of this policy to the Compliance Manager through the Director of Assets & Compliance.
Executive Directors	Report lifts and lifting equipment performance and updates to Board.
	Ensure lifts and lifting equipment risks are managed in accordance with this policy

The Director of Assets and Compliance	Promote awareness of this Lifts and Lifting Equipment Policy and its associated procedure, across the company.
	Regularly report lifts and lifting equipment performance and updates to the Chief Executive, Executive Directors, other Directors, and other members of the Leadership team.
The Director of Neighbourhoods and Customer Experience	Ensure customers are aware of their obligations to allow access to their property in their tenancy agreement at the start of their tenancy
The Director of Property Repairs	Ensure that measures are in place so that all repairs staff using lifting equipment at work have appropriate training and instructions so that they are able to establish that the lifting equipment is safe to use.
	Ensure that measures are in place so that all lifting equipment in use by repairs staff at work undergoes regular examination (LOLER) by a competent person
Strategic Assets Business Leader	Promote awareness of this Lifts and Lifting Equipment Policy and its associated procedure, across the company
	Regularly report lifts and lifting equipment performance and updates to Directors
Compliance Manager	Implementing, managing and monitoring this policy and the associated procedure.
	Ensuring that any changes to the law, technical guidance or best practice are assessed and implemented to ensure legal obligations and policy aims are met.
	Liaising with all stakeholders on matters of lift and lifting equipment compliance.
	Ensuring that the lifts and lifting equipment procedure is regularly reviewed and updated.
	Liaising with the Health and Safety Manager, who has overall responsibility for health and safety across the organisation.

Health and Safety Manager	Provide competent health and safety advice as stipulated in regulation 7 of the Management of Health and Safety at Work Regulations 1999.
	Liaising with the Compliance Team to ensure this policy is audited effectively by the Health and Safety Team.
	Investigate accidents and incidents involving lifts and lifting equipment with a view to highlighting opportunities for improvement.
Managers and Supervisors	To ensure that all staff using lifting equipment at work have appropriate training and instructions so that they are able to establish that the lifting equipment is safe to use.
Supply Chain & Fleet Manager	Ensuring that all lifting equipment in use by employees at work undergoes regular examination (LOLER) by a competent person
Compliance Officer	Ensuring that all lifts and lifting equipment undergoes regular examination (LOLER) by a competent person.
	Develop, maintain, and regularly review the Lifts and Lifting Equipment procedure
	Ensuring that all lifts and lifting equipment are regularly serviced.
	To arrange all supplementary inspections and tests recommended by the competent person following the thorough examination, and to ensure these are completed within the timeframe stated.
	To arrange any repairs that are required.
	To arrange the removal of lifts and lifting equipment when so required to do so.
	To ensure records of all thorough examinations, servicing and inspections are kept electronically for the required time and are readily available.
Employees	Complete any lifts and lifting equipment related training allocated.

	Report any lifts and lifting equipment related issues, or incidences to their line manager immediately.
	Whistleblowing for any lifts and lifting equipment issues.
	To make full and proper use of any lifting equipment provided.
	To make any lifting equipment readily available for inspection.
	Use all lifting equipment in a safe manner to avoid personal injury and injury to others.
Customers	To report any faults/defects of any lifts and lifting equipment in their home.
	To follow the guidance supplied on how to safely operate the lifts and lifting equipment in their home.
	To advise believe housing where they are going to be away from their property for an extended period in accordance with the tenancy agreement.

5. Communication with our Customers

believe housing will:

- Act upon any concerns relating to lifts and lifting equipment reported by our customers.
- Keep customers updated on servicing and inspection appointments.

6. Monitoring and review

This policy will be reviewed every two years unless there is an important change in circumstances or legislation, which would warrant a review being carried out at an earliest date.

7. Links to other policies and procedures

The document should also be read in conjunction with:

- The Health and Safety Policy
- The Lifts and lifting equipment procedure
- Tenancy agreement