



Lifting Equipment Safety Policy

AST-POL-16-04

June 2023

0.	DOCUMENT CONTROL		
0.1	SUMMARY		
	Lift Safety Policy		
0.2	DOCUMENT INFORMATION		
Role	Name/Position	Date	
Author	Vicky Houghton. Head of Asset Compliance	Jan 2023	
Approved by	Margaret Goddard, Group Assets Director	Jan 2023	
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0.3	DOCUMENT STATUS HISTORY		
Version	Date	Change owner	Reason for Update
1	19/06/23	VH	Approval process concluded through internal stakeholder consultation, GEMT approval and LOC approval (08/06/23)
2	14/05/24	VH	1 st Annual Review – No changes to Policy – Review date set at 2 years now embedded or following any significant Changes
0.4	DOCUMENT REVIEW DATE		
Review Due	June 2026		
Responsible Officer	Vicky Houghton		
0.5	DISTRIBUTION		
Name / Department	Title		
Torus	All Staff		
0.6	ASSOCIATED DOCUMENTS		
Ref: AST-STR-04-01	Title: Overarching Compliance Policy		
Ref: AST-POL-14-04	Title: Gas and Carbon Monoxide Safety Policy		
Ref: AST-POL-13-04	Title: Electrical Safety Policy		
Ref: AST-POL-17-04	Title: Fire Safety Policy		
Ref: AST-POL-15-04	Title: Asbestos Safety Policy		
Ref: AST-POL-12-04	Title: Water Safety Policy		

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1. Introduction

- 1.1 At the time of Policy approval Torus manages in the region of 37,000 Properties. Passenger Lifts within Non-Domestic Properties and other Lifts and Lifting Equipment within Flat Blocks and in individual Dwellings need to be inspected and kept safe for use and must be regularly maintained.
- 1.2 This Policy explains how Torus's commitments to Lift Safety will be met. It will be supported by a Lift Safety Management Plan providing more detailed Guidance and Procedures.

2. Statement of Intent

- 2.1 The key objective of this Policy is to describe how Torus will meet the required statutory, legislative, and regulatory requirements in relation to Lift Safety. It will also cover how the Torus Board, as Duty Holder, will receive assurance of statutory, legislative, and regulatory compliance.
- 2.2 The scope of this Policy includes Passenger Lifts, Lifting Equipment, Stair Lifts, Vertical ('Through-Floor') Lifts, Ceiling Track Hoists, Mobile Hoists, Bath Lifts and Slings.
- 2.3 Torus will comply with all current and relevant legislation and specifically as detailed in the following:
 - LOLER (Lifting Operation and Lifting Equipment Regulations) 1998
 - Approved Code of Practice L113 (Second Edition 2014, amended 2018) Safe Use of Lifting Equipment
 - PUWER (Provision and Use of Work Equipment Regulations) 1998
 - Approved Code of Practice L22 (Fourth Edition 2014, amended 2018) Safe Use of Work Equipment
 - Building Regulations 2010 and as amended Parts M and B
- 2.4 PUWER and LOLER apply in workplaces and in non-workplace Communal Parts that may be used by workers. They may also apply to Properties that contain Equipment used by people in a work capacity. Torus will assess each situation within individual Dwellings and decide if it has become a workplace if support services are being provided.
- 2.5 Torus also acknowledges its obligations under the Health and Safety at Work Act (HASAWA) 1974 and Landlord Tenant Act 1985.

2.6 In addition, as a landlord and provider of Social Housing Torus must meet the requirements of the Regulator of Social Housing's (RSH) Home Standard.

2.7 It is essential to ensure customers, contractors, staff, and visitors remain safe on our premises (both individual homes and offices). Failure to properly discharge our statutory, legal, or regulatory responsibilities may result in:

- Prosecution by the Health and Safety Executive under HASAWA 1974.
- Prosecution under Corporate Manslaughter and Corporate Homicide Act 2007.
- Regulatory intervention (via scrutiny and potential determination of a breach of the Home Standard and serious detriment having been caused/potentially caused) by the RSH.
- Reputational damage.
- Loss of confidence by stakeholders in the organisation.

3. Policy

3.1 In order to comply with statutory, legislative, and regulatory standards and obligations, and to ensure the safety of our customers, staff, contractors and other visitors to our properties, Torus will:

3.2 Process:

- Provide clear lines of responsibility for the management of Lift Safety supported by written guidance in the Lift Safety Management Plan.
- Ensure that a clear and consistent process including front-line engagement and enforcement is in place to obtain access to Properties to undertake Lift Safety Checks, which shall include legal action when required.
- Proactively assess available data for relevant information about the customer to help gain access (disability, vulnerability, local connections, etc.).

3.3 Delivery

- Ensure a Thorough Examination is undertaken, where applicable, to all Lifts and all its associated Equipment by a Competent Person.
- The Thorough Examination will be undertaken at no more than 6-month intervals for Lifts that carry people.

- Thorough Examinations will be undertaken throughout the lifetime of the Equipment, as follows;
 - Before using it for the first time.
 - After assembly and before use at each location.
 - Regularly, while in service.
 - Following exceptional circumstances (damage or failure/major changes etc.).
- Ensure the Thorough Examination Report contains information compliant with [LOLER Schedule1](#).
- Undertake Supplementary Testing in accordance with the [Safety Assessment Federation \(SAfed\) Guidance if requested by the Competent Person](#).
- Thorough Examination duties notwithstanding, ensure all Equipment is maintained for the continued safety of staff, customers, contractors, and visitors and that it remains in a state of good repair.
- The frequency and nature of maintenance will be based on a Risk Assessment which considers the following;
 - The Manufacturer's Recommendations.
 - The intensity of use.
 - The operating environment (e.g., the effect of temperature, corrosion, weathering), user knowledge and experience.
 - The risk to Health and Safety from foreseeable failure or malfunction.
- New Passenger Lifts will be installed in accordance with the [BS EN 81 Series of Standards \(81-20 and 81-50\)](#) and the Equality Act 2010 and as amended.

3.4 Contractors Competency

- For all Thorough Examinations and Supplementary Testing, use companies that are [UKAS \(UK Accreditation Service\) Accredited to ISO/IEC17020](#) Standard.
- Ensure that all Lifting Equipment Works will be undertaken by trained and competent contractors with appropriate practical and theoretical knowledge and experience of the Lifting Equipment and have an element of independence and impartiality.
- Use [Lift and Escalator Industry Association \(LEIA\)](#) affiliated contractors for all Repairs, Servicing and New Installations.
- Carry out an assessment of all contractor competencies annually or at change of contract/contractor, as detailed within the Lift Safety Management Plan.

3.5 Internal Competency

- Maintain a Skills/Training Matrix to ensure that all staff undertaking key roles within the scope of this Policy have appropriate training.
- Operate a detailed Competence Framework – including regular appraisals – as part of the Lift Safety Management Plan.

3.6 Data

- Maintain a Master Database of all Properties where Torus has a responsibility to provide Lift Safety Checks and Maintenance.
- For each relevant property, record and maintain up to date data confirming which Lifting Systems and Appliances within the scope of this Policy exist and do not exist and the organisation's associated responsibility.
- Where a requirement exists hold data and Certification as defined within the legislation, which is for the lifetime of the System/Equipment.
- Hold Lift Safety Maintenance Records electronically in the Master Database, by the relevant Operational Department (to be specifically identified in the Lift Safety Management Plan), with other Landlord Compliance records. There may be instances where a hard copy is kept on site, and these will be detailed again in the Lift Safety Management Plan.
- Where a requirement does not exist hold appropriate evidence.

3.7 Assurance

- Ensure that all people involved with Lift Safety are professionally trained and accredited.
- Carry out Works-based Quality Assurance/Quality Control (QA/QC) activity including checks on Certification and Post-Inspection of on-site Works to the level stated within the Lift Safety Management Plan. A proportion of such checks will be carried out by an Independent 3rd Party.
- Set a timetable for the review of the Lift Safety Policy and the associated Lift Safety Management Plan.

3.8 Communication

- Encourage customers, through the provision of publicity information, to allow access to carry out Lift Safety Checks, Inspections and Remedial Works.

4. Implementation

- 4.1 This Policy will be effective from June 2023 following Board/Council/Cabinet approval.
- 4.2 Staff will be made aware of the Policy at priority training and a copy will be available on the Intranet. The Policy will also be uploaded to the Torus website.
- 4.3 This Policy should also be read in conjunction with the Torus Compliance Strategy and the associated Lift Safety Management Plan.
- 4.4 Appropriate training will be provided for all those staff involved with the operational delivery and implementation of the Landlord Compliance requirements and obligations in respect to Lift Safety detailed within this Policy.

5. Consultation

- 5.1 This Policy is based on statutory, legislative, and regulatory requirements and, as such, consultation with customers has not taken place. There has been consultation with Internal Teams within Torus.

6. Equality Impact Analysis (EIA)

- 6.1 We believe all people should be treated with dignity and respect regardless of their age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race (including, nationality, ethnic or national origins), religion, belief or non-belief, sex, or sexuality or by association with someone with any of these characteristics or perception of having any of these characteristics.
- 6.2 Due to the nature of the policy, what it is aiming to achieve and no impact the implementation of the policy will have on employees/customers. An equality analysis is not required to be completed.

7. Monitoring Performance

- 7.1 Performance Indicators (PIs) and Key Performance Indicators (KPIs) will be reported to the Asset Compliance Group, Executive Team or Board periodically as defined in the Lift Safety Management Plan and will be reviewed periodically by the Asset Compliance Group and additional/ amended measures may be recommended.
- 7.2 A detailed PI (Performance Indicators) suite will be defined within the Lift Safety Management Plan.

7.3 The following Quality Assurance (QA) activity will be undertaken and reported in line with the Lift Safety Management Plan:

- Internal Audit.
- Strategic Review.
- 3rd Party Assurance.

8. Policy Review

8.1 The Policy will be reviewed every 24 months or earlier if deemed necessary through the Performance Monitoring process.

9. Amendment Log/Version Control

9.1 Revision Detail/Record:

Date of Revision:	Record of Amendments:	Reason for Revision:	By Whom: Name and Title
14/05/24	1 st Annual review – no changes – revised review date to 2-yearly	Review	Vicky Houghton, Head of Asset Compliance

