LIFT SAFETY POLICY

2026 - 2029

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▪ Version	4	Updated to reflect revised format consistent with the Legionella Safety Policy 2026–2029
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▪ Approved version issued		
▪ Tier Definition ▪ T1 - Strategic/ Regulatory Risk ▪ T2 - Significant Operational Risk	T1	

▪ T3 – Minor Operational Risk		
▪ Target review	July 2029	
▪ Amendments/updates		

Homes in Somerset – Lift Safety Policy

1 Introduction

Homes in Somerset (HiS) is committed to ensuring the safety of all residents, staff, contractors and visitors by effectively identifying, managing and mitigating risks associated with lifts and lifting equipment across all properties it manages on behalf of Somerset Council (SC).

HiS manages a range of lift types across domestic, communal and non-domestic settings, including passenger lifts, stairlifts, through-floor lifts and associated lifting equipment.

This policy sets out HiS' approach to:

- Maintaining safe and operational lift systems
- Meeting legislative and regulatory requirements
- Ensuring lifts are inspected, serviced, maintained and repaired in line with statutory duties and industry standards
- Providing a robust Lift Safety management framework
- Communicating effectively with residents and stakeholders

This policy should be read in conjunction with the Lift Safety Management Plan and supporting procedures.

2 Policy Statement

HiS will:

- Comply with all legal and regulatory requirements relating to lift safety, including Lifting Operations and Lifting Equipment Regulations (LOLER), Provision and Use of Work Equipment Regulations (PUWER), and relevant Building Regulations
- Maintain a Lift Safety Management Plan detailing procedures, inspection regimes, and responsibilities
- Ensure all lifts and lifting equipment are subject to regular inspection, servicing, and maintenance by competent contractors
- Complete all remedial actions within defined timescales, with clear escalation and mitigation arrangements where delays occur
- Maintain accurate and auditable records of inspections, certifications and actions
- Provide clear information and guidance to residents on the safe use of lifts
- Maintain effective contractor management and assurance arrangements

3 Legal Requirements

This policy is underpinned by the following legislation and standards:

- Health and Safety at Work etc. Act 1974
- Lifting Operations and Lifting Equipment Regulations (LOLER) 1998
- Provision and Use of Work Equipment Regulations (PUWER) 1998
- Building Regulations 2010 (as amended)
- Landlord and Tenant Act 1985
- Corporate Manslaughter and Corporate Homicide Act 2007
- Regulator of Social Housing – Safety & Quality Standard (2023)
- Relevant British Standards including BS EN 81 series

These place duties on SC as landlord and HiS as managing agent to ensure buildings are safe and lift risks are effectively controlled.

4 Scope

This policy applies to all lift assets managed by HiS on behalf of SC, including:

- Passenger lifts in communal blocks
- Lifts in high-rise and sheltered schemes
- Stairlifts and through-floor lifts in dwellings
- Other lifting equipment where landlord responsibility applies

It covers:

- Inspection, servicing and thorough examination
- Action tracking and compliance management
- Resident safety and communication
- Contractor competence and assurance
- Incident management and reporting

5 Lift safety management arrangements

HiS considers the following compliance measures are required to meet statutory duties:

Requirement 1 – Thorough Examinations (LOLER)

HiS will:

- Ensure all lifts carrying persons receive a thorough examination at intervals not exceeding six months
- Ensure examinations are undertaken by competent and accredited persons

- Maintain certification in line with statutory requirements.

Requirement 2 – Maintenance and Servicing

HiS will:

- Ensure lifts are maintained in a safe condition through planned preventative maintenance
- Set maintenance frequencies based on risk, usage and manufacturer guidance
- Ensure defects are rectified within appropriate timescales.

Requirement 3 – Action Management and Escalation

- Record all defects and recommendations arising from inspections
- Assign risk ratings and target completion dates
- Escalate overdue actions through governance structures and apply interim safety measures where required.

Requirement 4 – Lift Breakdowns and Response

HiS will:

- Maintain 24/7 emergency response arrangements for lift breakdowns
- Ensure safe release procedures are in place
- Monitor downtime and recurring faults to inform asset decisions.

Requirement 5 – Resident Safety and Communication

HiS will:

- Provide clear guidance on safe lift usage
- Communicate outages and planned works where necessary
- Ensure vulnerability is considered in lift outages, particularly in high-rise or assisted living settings.

Requirement 6 - Contractor Competence

HiS will:

- Appoint competent, qualified and accredited contractors
- Undertake regular competency assessments and contract management reviews
- Ensure compliance with all relevant standards and guidance.

Requirement 7 - Data Management and Assurance

- Maintain a central compliance database
- Ensure records demonstrate regulatory compliance and provide audit trail
- Align reporting to "one version of the truth" principles.

6 Responsibilities

The following posts hold responsibility for Lift Safety:

Somerset Council (SC)
- Acts as landlord and oversees compliance through quarterly performance reporting and regular Partnership meetings.

HiS Board
- Ensures a Lift Safety Policy and Management Plan are in place and effective.
- Scrutinises performance and compliance.

Chief Executive
- Duty Holder for Lift Safety.
- Responsible for ensuring compliance and for regulatory compliance.

Director of Asset Management, Safety & Development
- Supports the Duty Holder and ensures a robust management framework and oversight of lift safety performance.

Head of Compliance & Building Safety
- Develops and reviews policy.
- Ensures implementation, staff competence, and contractor oversight.

Compliance & Building Safety Specialist
- Operational lift safety lead
- Manages services, inspections, actions, customer liaison, and compliance monitoring.

All HiS Colleagues
Must report hazards, support safe environments and follow procedures

Residents
Residents are responsible for:

- Using lifts safely.
- Reporting faults or concerns.

7 Equality & Diversity

HiS is committed to delivering Lift Safety services in a way that is fair, inclusive, and responsive to the diverse needs of all residents, colleagues, and stakeholders. In line with our organisational Equality, Diversity and Inclusion (EDI) commitments, HiS will:

- Identify and support vulnerable residents by proactively considering medical, social, cultural, and disability-related needs when planning access, communication, and Lift Safety interventions.
- Make reasonable adjustments to ensure no individual is disadvantaged when receiving Lift Safety services. This may include extended appointments, alternative communication methods, assisted visits, or coordination with carers/advocates.
- Communicate in accessible formats, offering information in large print, Easy Read, audio, Braille, and translated materials on request. Digital formats will also meet recognised accessibility standards.
- Respect cultural and religious needs, ensuring colleagues and contractors act sensitively and maintain professional standards when working in residents' homes.
- Prioritise resident safety where vulnerabilities increase risk, ensuring that Risk Assessments, Personal Emergency Evacuation Plans (PEEPs), and remedial actions consider individual circumstances.
- Train colleagues and contractors to recognise equality needs, unconscious bias, safeguarding cues, and the importance of inclusive customer service within Lift Safety roles.
- Monitor equality impacts, using data and feedback to identify trends, remove barriers, and improve service delivery for groups with protected characteristics.
- Work collaboratively with partners, including social care, health professionals and advocacy organisations, where additional support is needed to keep residents safe.

HiS will ensure that equality considerations are embedded throughout all Lift Safety processes - from resident engagement and access management to remedial actions, remedial works, and emergency planning.

8 Performance

Key Performance Indicators (KPIs) will include:

- % of lifts with valid LOLER certification
- % of inspections completed on time
- % of overdue inspections and actions
- Lift downtime and response times
- Number of incidents and recurring faults.

Performance will be reviewed monthly by the Board, Executive Team, and Somerset Council.

9 Repairs & Maintenance Activity

Responsive Repairs

HiS will ensure lift faults are responded to promptly, with emergency repairs prioritised to minimise risk and disruption.

Planned & Major Works

HiS will:

- Ensure lift replacements and upgrades meet current standards
- Assess impact on residents during major works
- Ensure safety arrangements are maintained during works

10 Policy Review

This policy will be reviewed:

- Formally every three years.
- Following legislative changes, incidents, audits, or other significant triggers.

The Chief Executive, with the Executive Team, Senior Leadership Team, and Health & Safety Forum, will recommend the policy for Board approval.

11 Related Policies and Documents

- Lift Safety Management Plan (2026)
- Fire Safety Policy (2026–2029)
- Health and Safety Policy (2026–2027)
- Repairs & Maintenance Policy (2025–2028)
- Contractor Management Policy (2024-2027)