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LIFT SAFETY POLICY

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1. AIM OF POLICY

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 Milnbank Housing Association.

Milnbank Housing Association 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.

This document sets out key policy objectives, control measures and accountabilities for ensuring Lift safety with a view to streamlining staff procedures in relation all Lift management.

This policy applies to all communal lifts and lifting equipment in properties owned or managed by Milnbank Housing Association, ensuring all reasonable steps have been taken to comply with the lift Regulations 1997, the Lifting Operations and Lifting Equipment Regulations (LOLER)1998 and all other legislation.

Lifts and lifting equipment installed by Milnbank Housing Association in domestic dwellings shall be covered by a separate policy (LOLER & PUWER do not apply and at present MHA do not have any equipment at present).

2. LEGISLATION AND GUIDANCE

This purpose of this policy is to ensure MHA meets its obligations under the following legislation:

The application of this Policy ensures that Milnbank Housing Association meets compliance with the Scottish Housing Regulator as outlined below:

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.

Operation of the Policy ensures MHA meets its legal requirements in the management of Lift's. The principal legislation and guidance in this area is as follows:

- 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
- Disability Discrimination Act 1995 and 2005
- Lifts Regulations 1997
- Scottish Housing Quality Standard
- Supply of Machinery (safety) Regulations 2008
- The Testing and Assessment of Lifts 1998 LG1
- Workplace (Health and Safety & Welfare) Regulations 1992

3. **DEFINITIONS**

The Lifts Regulations 1997 define a 'lift' as:

"A lifting appliance serving specific levels, having a car moving along rigid guides or a fixed course and inclined at an angle of more than 15 degrees to the horizontal, intended for the transport of:

- People;
- People and goods;
- Goods alone, if a person may enter without difficulty and fitted with controls inside the car or within reach of a person inside."

The following definitions should be helpful in adhering to these procedures.

'LOLER'

The Lifting Operations and Lifting Equipment Regulations (LOLER) place duties on people and organisations who own, operate or have control over lifting equipment. This includes all organisations whose employees use lifting equipment, whether owned or managed by them.

'PUWER'

Provision of Use of Work Equipment Regulations (PUWER), this will apply (including inspection and maintenance). All lifting operations involving lifting equipment must be properly planned by a competent person, appropriately supervised and carried out in a safe manner.

'Call Out'

A 'call out' is when an office-based member of Milnbank HA physically attends the locality of an emergency out-with normal office hours.

4. **REGULAR ARRANGEMENTS**

Most of the time, no office-based members of MHA staff will be 'on call' out-with normal office hours.

The vast majority of tenant's emergency calls are made via our referral phone out of hour's emergency service and are dealt with directly by our member of staff on call who, as necessary, will engage the appointed lift contractor and keep tenants informed.

However, on some occasions, the assistance of an office-based member of staff may be required by the on-call staff member to assist the appointed lift contractor or others.

In these circumstances, the on-call staff member has a list of relevant office-based staff members' contact details and works through their list accordingly.

If an office-based member of staff is contacted under the above circumstance out-with normal office hours, then this constitutes an 'emergency telephone call'.

If having received an emergency telephone call, the office-based member of staff is required to physically attend the locality of an emergency out-with normal office hours then this is a 'call out' and the following remuneration will be made of £60.00.

In the event of an office-based member of staff attending a call out during anti-social hours then time off the following day may be arranged at the discretion of that office-based staff member's line manager.

5. **INSTALLATION OF LIFTS**

Milnbank HA will ensure that all lifts are manufactured and installed in accordance with the Lifts Regulations 1997 and have a current Declaration of Conformity.

In specifying new lifts and hoists awareness of users' special needs will be considered. Attention will be given to the level of control buttons, sound controls, braille buttons and access for wheelchairs and walking aids. Normally, and where reasonably practicable, lifts will be fitted with two-way communication systems for use in emergency situations.

6. **LINE MANAGEMENT RESPONSIBILITIES**

It is considered to be a duty holder under the Lifting Operations and Lifting Equipment Regulations 1998 and the Director is responsible for undertaking or delegating the duties under these regulations.

The Director is responsible, as far as is reasonably practicable for ensuring or delegating the responsibilities of the health and safety and welfare at work of all employees, residents, general public and visitors.

Asset Manager (Health and Safety Compliance) has been delegated this role.

7. **KEY POLICY OBJECTIVES**

Milnbank Housing Association will:

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 – at present ORONA are the appointed contractor and Lerch Bates the Consultant.
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.

8. **THOROUGH EXAMINATION – CORRECTIVE ACTIONS**

The response times for corrective actions identified during a Thorough Examination are set out below.

Priority A

Immediate response (in most cases the lift will be left out of service by the examining person)

Priority B

Time qualified defects are to be addressed and the required repairs completed within the time specified by the competent person.

Priority C

General maintenance related defects and observations to be rectified within 6 months

Priority D

Recommendation to achieve current standards to be assessed and carried out in the event of major works

9. **PERIODIC INSPECTION AND TESTING**

9.1 Milnbank will ensure that all lifts are subject to a Formal Inspection regime:

- after substantial and significant changes have been made;
- at least every six months if the lift is used at any time to carry people;
- Following "exceptional circumstances" such as damage to, or failure of the lift, long periods out of use or a major change in operating conditions which is likely to affect the integrity of the equipment.

9.2 Formal Inspections will inspect the following:

- Landing and car doors and their interlocks.
- Worm and other gearing.
- Main drive system components.
- Governors.
- Safety gears.
- Suspension ropes.
- Suspension chains.

- Overload detection devices.
- Electrical devices (including earthing, earth bonding, safety devices, selection of Fuses, etc.).
- Braking systems (including buffers and over speed devices).
- Hydraulics.

9.3 Formal Inspections will be carried out by an Independent Inspection Company who is appointed by MHA insurer, currently Bureau Veritas.

9.4 In addition to the Formal Inspection regime, simple routine safety checks of lifts will be carried out and recorded by MHA on a monthly basis. These will be carried out from the safety of lift landings and will include:

- checks to ensure the bottom of the doors run smoothly in their channels and grooves and when a moderate force is applied to the bottom of the door it is not deflected into the lift car and shaft
- checks to ensure the build-up of debris and grease in the channels is not adversely affecting safety
- checks to ensure the guide shoes on the bottom of the doors and the channels and grooves are not damaged
- Should any lift be seen to be faulty, it will be immediately put out of use and the Maintenance Team will arrange for any necessary corrective actions to be taken.
- Advice will be sought from MHA appointed lift contractor where there is any doubt over safety.

10. ROUTINE MAINTENANCE

Lift Asset	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
100 Duke St												
106 Duke St												
110 Duke St												
1 Duke Wynd												
3 Duke Wynd												
Carbon Nursery												

10.1 MHA, via its appointed lift contractor, will carry out routine maintenance on all lifts.

This will include checking and replacing worn or damaged parts, lubrication, replacing time-expired components, topping up fluid levels, and making routine adjustments. This is to ensure the equipment continues to operate as intended, and the risks associated with wear or deterioration are minimised.

11. IDENTIFYING DEFECTS

11.1 If a defect is identified which is, or could become, dangerous, the lift will be immediately made out of use and the repair will be carried out within 24 hours. The lift will not be useable until the defect has been satisfactorily remedied.

11.2 Minor defects which do not affect the primary function, or the safety features of the lift will be actioned within five working days.

12. DOCUMENTATION AND REPORTING

12.1 MHA will ensure a written and signed report is provided by the Independent Inspection Company within 28 days of a Formal Inspection being carried out.

12.2 Formal Inspection reports will be retained for at least two years or until the next Formal Inspection report is produced, whichever is the later.

13. EMERGENCY EQUIPMENT

13.1 All lifts will have a communication system which will include a two-way voice system so that a person trapped inside can raise the alarm.

13.2 All lifts will have adequate emergency lighting in the lift car.

14. CAUTION

Needs to be exercised when carrying out the following tasks:-

14.1 Moving heavy equipment i.e. machinery due to weight and dimensions.

14.2 Keeping secure from other than authorised persons, the machine room access and keeping control of landing door emergency release keys and the distribution of car preference control keys.

14.3 Cleaning enclosures for glass lifts. No person should have access to the lift well without the lift maintenance engineer

15. MONITORING AND QUALITY CONTROL

Milnbank Housing Association will monitor implementation of this policy using a set of performance measures as below, to ensure it achieves full compliance with all aspects of the Regulations.

Measure	Target	Interval	Reviewed by
No. of lifts with LOLER inspection carried out within 6 months - 6	100%	Bi-Monthly	Asset Manager (Health and Safety Compliance) in conjunction with Managing Director.
Number of outstanding and overdue corrective actions from insurance inspections	ZERO		
Number of active and overdue lift servicing visits			Asset Officer (Health and Safety Compliance) in conjunction with Managing Director reporting to Management Team
Number of outstanding and overdue corrective actions from service visits			

16. INCIDENTS & ENFORCEMENT

1. All formal incidents shall be reported to Asset Officer (Health and Safety Compliance) who shall investigate and provide a report to the Asset Manager 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 - *The collapse, overturning or failure of any load-bearing part of any lifting equipment, other than an accessory for lifting.*
3. An incident shall also be any of the following:
 - 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.

17. ACCESS AND COMMUNICATION

MHA is committed to ensuring that our services are accessible to everyone. MHA will seek alternative methods of access and service delivery where barriers, perceived or real may exist, that may make it difficult for people to work for us or use our services.

In accordance with the tenancy agreement, rights of access must be given at all times to any works being carried out in relation to compliance.

18. EQUALITY, DIVERSITY AND HUMAN RIGHTS

MHA is committed to ensuring that no person or group of persons will be treated less favourably than another person or group of persons and will carry out our duty with positive regard for the following core strands of equality; Age, disability, Gender, Race, Gender Re-assignment, Sexual Orientation, maternity, pregnancy, marital status and Religion and/or Belief.

MHA will also ensure that all services and actions are delivered within the context of current Human Rights legislation. Staff and others with whom MHA works will adhere to the central principles of the Human Rights Act (1998).

This Policy should be read in conjunction with:

- Milnbank Housing Association Health and Safety Policy

19. COMPLAINTS

Any complaints in regard to Lift Safety will be dealt with in line with the MHA Complaints Policy. Complaints can be submitted:

- In writing,
- In person COVID-19 permitting,
- By telephone,
- By email to admin@milnbank.org.uk
- Online to www.milnbank.org.uk
- By having someone complain on their behalf.

20. IMPLEMENTATION

Customer liaison staff regularly receive training to ensure awareness of the MHA Lift Safety Policy to be able to direct any customer enquiries they may receive to the appropriate department or person.

The Director has ultimate responsibility for the operation and effective implementation of the policy and for ensuring it is reviewed in line with the schedule outlined in Section 4.

21. CONSULTATION

Milnbank Housing Association Asset Management team have been consulted in the development of this Policy. Input if required, will be sought through an external Lift consultant

22. REVIEW OF POLICY

The Asset Manager will be responsible for formulating, reviewing and monitoring implementation of policy and procedures. This will be audited by the Compliance Officer

Policy implementation will be reviewed:

1. Quarterly by Milnbank Housing Association Asset Officer (Health and Safety Compliance), in direct liaison with Management Team, and reported to MHA's Board or delegated sub-committee
2. Bi-annually by a suitable qualified and accredited 3rd party with a report provided to MHAs Board or delegated sub-committee and MHA's Director.
3. By the internal audit team, as required, with a report provided to MHA's Board or delegated sub-committee.

23. DATA PROTECTION

MHA controls the personal information that we collect, this means that we are legally responsible for how we collect, hold and use personal information. It also means that we are required to comply with the General Data Protection Regulations (GDPR) when collecting, holding and using personal information.