

LIFT SAFETY POLICY

May 2025

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1 Introduction

The health and safety of our tenants, leaseholders, visitors, staff and contractors is of paramount importance to Haringey Council.

We take lift safety and the responsibilities we have to our tenants, leaseholders, staff and contractors who live in or use our council housing to protect against lift hazards very seriously.

This policy outlines the Council's commitment for achieving suitable and sufficient measures for lift safety in our council housing, in accordance with current legislation.

This policy applies to the Council's housing stock in our role as landlord and to all employees involved with the management and maintenance of housing services including contractors or visitors to buildings for the purpose of carrying out their work duties.

This policy mainly covers passenger lifts but also briefly sets out our approach to maintaining specialist lifting, equipment, hoists and stairlifts that we are responsible for within our council housing.

When we use the terms 'we', 'our', and 'us' in this policy we mean Haringey Council.

The delivery of this policy forms an integral part of our wider council corporate commitment to create and maintain a health and safety culture amongst our staff and contractors as outlined our Corporate Health, Safety and Wellbeing Statement and Policy.

2 Aim of the policy

This policy aims to ensure that we have relevant measures in place to comply with our legal and regulatory lift safety obligations.

This includes but is not limited to the BS EN 13015 Maintenance for lifts and escalators, Lifting Operations and Lifting Equipment Regulations 1998 (LOLER), Provision and Use of Work Equipment Regulations (PUWER) 1998, and Management of Health and Safety at Work Regulations 1999.

This policy sets out how we will:

- Ensure that all lifts are properly managed and operate safely.
- Ensure that all new installation, maintenance and inspection work is carried out by competent engineers who are adequately qualified and registered.
- Ensure as far as is reasonably practicable, that that no one living in or visiting our council housing is exposed to any potential lift safety issues (e.g. damaged and/or faulty equipment which could result in injury or death) that may be present in our council housing.
- Ensure that we comply with appropriate legislation and regulations.
- Ensure that all lifts installed shall comply with Haringey's lift specification and standards and as a minimum, in accordance with all relevant legislation, regulation and guidance applicable at the time.

- Properly install, service and maintain all passenger lifts and other lifting equipment and ensure they are thoroughly inspected and tested at the appropriate intervals, and that adequate records are kept and retained.

3 Key roles and responsibilities

3.1 The Cabinet

Has overall responsibility for ensuring:

- The lift safety policy is delivered to ensure full and continuing compliance with the regulatory standards, legislation and approved codes of practice.
- Suitable arrangements for gas & heating safety are communicated, maintained, and reviewed whenever legislative changes, lessons learnt from incidents, changes in technology, changes in guidance's or other circumstances deem it necessary.
- Sufficient numbers of competent staff are employed to meet the Council's statutory responsibilities.

3.2 The Chief Executive

The statutory role of the Responsible Person (Duty Holder) is Haringey Council led by the Chief Executive.

The Chief Executive will ensure that suitable arrangements and adequate resources are in place for their management team to deliver lift safety.

3.3 Directors and Assistant Directors

Will assist the Chief Executive in the following:

- Ensuring continuous improvement through reviewing the safety performance and the safety management system within their directorate.
- Ensuring asbestos safety issues are given a high priority and are adequately resourced.
- Ensuring statutory provisions are complied with and best practice is adopted in all work activities where possible.
- Reporting safety performance to our Corporate Leadership Team.
- Promoting a culture of asbestos safety risk awareness and responsibility at all levels across the organisation
- Ensuring sufficient, suitable, and appropriate skills, qualifications and training are in place through recruitment, retention and procurement policies and processes.

3.4 Heads of Services

Have been delegated duties and responsibilities for the management of lift inspection & maintenance.

3.5 Appointed Person

The Appointed Person for Haringey is the Head of Mechanical & Electrical services and is the person responsible for the execution and safety of all lifting operations. Although duties may be delegated to others, it is the appointed person who retains the responsibility of the

operations.

3.6 Managers, Supervisors & Competent Person(s)

Must ensure that this policy and all relevant processes and procedures are implemented as they have been planned to be. In particular, they must ensure that staff and contractors under their control are competent and familiar with the impact of lift safety in their day-to-day roles.

3.7 All employees

Are responsible for ensuring that they are familiar with and act in accordance with this policy and all agreed lift safety processes and procedures ensuring that they are implemented as they have been planned to be in their job and task descriptions.

3.8 Contractors

Are required to report any lift safety concerns when instructed to work on our managed premises. They are also required to be competent and ensure that the safety of buildings is maintained during, and as a result of, all works for which they are engaged.

4 Our approach to managing lift safety

4.1 Testing, repairs and maintenance

We will conduct a programme of annual inspections, testing and maintenance of all passenger lifts, specialist lifting, equipment, hoists, through floor lifts and stairlifts within our council housing.

This will ensure that they are safe to use.

All passenger lifts servicing and inspection is carried out monthly with 12 visits per year made by our lift contractors.

Thorough examinations – all passenger lifts will be subject to a thorough examination:

- Before being commissioned into use for the first time
- Every six months if the lift is being used to carry people (LOLER inspection)

Any Passenger lift that fails their LOLER inspection or fails to have its inspection carried out within the date required, will be removed from service with immediate effect and residents notified within 24 hours.

We will ensure there is a robust process in place for the management of any follow-up repairs or maintenance works required following the completion of a thorough examination or servicing and maintenance inspection (where the work cannot be completed at the time of the assessment or check).

4.2 Data and records

We will maintain a comprehensive and digital register of all passenger lifts, specialist lifting equipment, hoists and stairlifts. This will include details of their inspection and maintenance visits,

Our lift safety team will regularly check this to ensure it matches with our contractor records and their certification, and that a process for additions and deletions to this register is being followed.

4.3 Accessibility

All lifts that we install in our council housing will be fully accessible for disabled users, as per the requirements of the Disability Discrimination Act 2005, the Equality Act 2010, and to the specifications outlined in Part M of the Building Regulations 2004.

4.4 Competent persons

We will ensure that only suitably competent consultants and contractors, registered members of the Lift and Escalator Industry Association (LEIA) or equivalent, are procured and appointed to undertake risk assessments, prepare written examination schemes and undertake works in respect of lifts, stair lifts and hoists.

4.5 Service provision

We will maintain a call-out service 24 hours per day, 365 days a year to all tenants and leaseholders.

Outside of normal working hours, we will offer an emergency repairs and/or make safe service only.

Lift breakdowns

The response time to a breakdown during the normal working hours, is within 3 hours and during out of hours within 4 hours.

Most times we get the lift working again on the first visit. If the repair requires additional work, our contractors have up to 5 working days to complete the repair unless major components require replacement.

Whenever the lift has been shut down awaiting parts or further technical assistance, we will provide and display a suitable notice at the ground floor entrance to the lift. The notice will explain that the lift is not available for service, that the contractor is aware of the situation and will provide an estimated date for return to service.

Entrapment incidents

If a person becomes trapped in a lift, the trapped person(s) should follow the instructions on the action notice displayed in the lift car. The communication system is linked to the lift maintenance company directly.

If the occupants of the lift car are in distress or require immediate assistance, they should call the emergency services using the lift auto dialler alarm button to speak to the emergency services.

Our response time for lift trappings is 1 hour.

There are always two available lifts for high rise buildings. If one lift is out of service, the other lift can be used by the residents. It is very unlikely that both lifts will be out service

for over 24 hours unless there is a building main supply power failure. If this happens we will provide help for vulnerable tenants and leaseholders if necessary.

4.6 Access

When access to a tenant or leaseholder's home is required, we will make all reasonable attempts to contact them first, including contacting their family and other people they know who may or may not live with them in line with our access for emergencies, safety or welfare policy.

The tenancy and lease agreement set out reasons why we may need to enter properties. It also gives us a contractual right to access the property and explains when access must be provided.

Tenants must allow access to their homes for lift safety purposes in line with their tenancy agreement and our access policy.

If tenants refuse access after reasonable requests, we:

- may ask the court for an injunction to allow us access into the property and the tenant to pay our legal fees.
- may obtain a warrant of entry from the Magistrates Court

We will only enter a tenant or leaseholder's home or other property e.g. garages without their permission or a pre-arranged appointment in exceptional circumstances where there is an emergency.

4.7 Communication

We will help residents stay safe in their homes through our messaging of lift safety advice and guidance and will make efforts to communicate lift safety messages to tenants, leaseholders and their tenants. We will also encourage and support tenants to report to us any concerns about lift safety.

We will use the following methods of communication:

- Providing advice through our Homes Zones magazine and ebulletin
- Information on our safety for [council tenants webpages](#)
- Speaking to residents about lift safety during site visits, on our building safety patrols and through our dedicated building safety management team
- We will provide information in plain English with a simple, accessible and jargon-free style and ensure that translation and interpretation is provided where possible/when necessary.
- Communications should lift safety incidents occur

4.8 Vulnerable Council tenants and leaseholders

If both lifts are out of service or faulty, we will work with tenancy management to support vulnerable residents to meet their specific requirements.

4.9 Training

We will deliver training on this policy and the procedures that support it, through appropriate methods, including team briefings, basic lift safety awareness training.

This will include on the job training for those delivering the programme of lift testing, planned maintenance and repair works as part of their daily job.

All training undertaken by staff will be formally recorded.

5 Tenant responsibilities

Tenants should follow any advice given and ensure that they do not operate or interfere with installations or appliances or associated wiring in any way which could cause inconvenience and/or endanger themselves or other building users.

Tenants should allow access to their home so that we are able to undertake safety inspection, testing and maintenance of any specialist lift equipment including hoists, stairlifts and through floor lifts in their property.

6 Legislation, regulations and guidance

6.1 Legislation

As the landlord, we will ensure that we carry out this policy in accordance with legal and statutory requirements. The principal legislation and regulations applicable to this policy are as follows:

- The Lifting Operations and Lifting Equipment Regulations 1998 (LOLER)
- The Lifts Regulations 2016
- Data Protection Act 2018
- Equality Act 2010
- Freedom of Information Act 2000
- Landlord and Tenant Act 1985
- Right To Repair Regulations
- DSEAR Regulations 2022
- Health and Safety at Work Etc. Act 1972
- Management of Health and Safety at Work Regulations 1999
- The Social Housing (Regulation) Act 2023
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)
- Construction (Design and Management) Regulations 2015
- Provision and Use of Work Equipment Regulations 1998 (PUWER)
- The Building Regulations in England and Wales
- EN81-70: DDA Regulations

6.2 Guidance

Approved Code of Practice (ACoP) –The principal ACoP applicable to this policy is:

- ACoP L113 - Safe use of lifting equipment: Lifting Operations and Lifting Equipment Regulations 1998 (2nd edition 2014)
- INDG422 - Thorough examination of lifting equipment: A simple guide for employers (2008).

- INDG339 - Thorough examination and testing of lifts: Simple guidance for lift owners (2008).
- BS EN 13015 Maintenance for lifts and escalators
- BS EN 81-70:2021 Safety rules for the construction and installation of lifts. Particular applications for passenger and goods passenger lifts – Accessibility to lifts for persons including persons with disability
- BS EN 81-72:2020 Firefighters Lifts
- BS EN 81-20:2020
- EN81-20 & EN81-50 lift standards 2017
- The Safety Assessment Federation Guidelines on the supplementary tests of in-service lifts 2006

7 Performance monitoring

7.1 Audit

Annual internal audits of the management team are carried out by our Health & Safety team against safety management systems, risk assessments and workplace safety.

Audit will as a minimum test for compliance with the regulation, legislation and codes of practice and delivery of this policy through associated procedures. It may also include or separately test for data accuracy in our programming and reporting systems.

The audits will identify any non-compliance issues and make suitable recommendations for improvement.

All agreed recommendations will be implemented within reasonable and, where possible, recommended timescales.

7.2 Quality Control and Assurance

We will put in place quality assurance inspections of all management activities to ensure they are being fully and robustly implemented and completed safely.

Where issues of poor performance are identified, we may increase targeted inspections to establish the root cause and required improvement actions.

7.3 Monitoring

We will monitor adherence to and effectiveness of this policy and procedures by our staff, contractors, tenants and leaseholders.

We will ensure that such monitoring is sufficient to ensure policies and procedures are effective.

- Through regular reporting to our Building Safety and Compliance Board
- Through monthly contractor meetings.
- Following recommendations from on-site monitoring, audits and/or investigations.
- Resident engagement and analysis of tenant satisfaction data.
- Analysis of quality inspection results.

We will closely monitor the performance of our contractors, with specific focus upon:

- Compliance with lift inspection and maintenance dates.
- Safe working practice, incidents.
- Timeliness of appointments.
- Customer satisfaction and complaints.

8 Links to other policies and strategies

This policy links to and should be read together with the following Haringey Council policies and strategies:

Asbestos Safety Policy

Fire and Structural Safety Policy

[Building Safety Strategy 2024 - 2028](#)

[Responsive Repairs policy](#)

Clear Communal Areas Policy

[Vulnerable tenants and leaseholders policy](#)

[Corporate Health, Safety and Wellbeing Statement and Policy](#)

[Safeguarding council tenants and leaseholders policy](#)

Electrical Safety Policy

Water Hygiene Policy

9 Resident co-design and engagement

When did you discuss development of this policy with residents?

At meetings of the Resident Voice Board in September 2024 and February 2025.

What did they tell you?

They told us about the importance of ensuring support was available for vulnerable tenants if lifts were out of service or faulty.

How has what residents told us informed development of this policy?

Section 4.8 of the policy confirms that if both lifts are out of service or faulty, we will work with tenancy management to support vulnerable residents to meet their specific requirements.

10 Equalities

The Council has a Public Sector Equality Duty (PSED) under the Equality Act (2010) to have due regard to the need to:

- Eliminate discrimination, harassment and victimisation and any other conduct prohibited under the Act.
- Advance equality of opportunity between people who share protected characteristics and people who do not.
- Foster good relations between people who share those characteristics and people who do not.

The three parts of the duty apply to the following protected characteristics: age, disability, gender reassignment, pregnancy/maternity, race, religion/faith, sex, and sexual orientation. Marriage and civil partnership status applies to the first part of the duty.

Although it is not enforced in legislation as a protected characteristic, Haringey Council treats socioeconomic status as a local protected characteristic.

This policy makes no changes to operational practices. They are being updated to reflect the insourcing of the council housing function. There are no known equality issues with current provision, and it is not anticipated that there will be disproportionate impacts on any protected characteristics, disadvantaged communities or vulnerable residents.

This policy has a section (section 4.8) which details the support provided to vulnerable tenants and leaseholders across housing management and building safety. This policy also links to the approach outlined in the Council's Vulnerable Tenants and Leaseholders Policy. A comprehensive EQIA was conducted for the Vulnerable Tenants and Leaseholders Policy as part of its approval by Cabinet in July 2024.

11 Reviewing the policy

We will review this policy every three years with the next review due in May 2028 unless earlier events or legislation require an earlier update to this policy.