



Lifts and lifting equipment policy

Housing Landlord Services

HLSPOL04

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1 Document history

Name of policy	Lifts and Lifting Equipment Policy
Document ref	HLSPOL04
Purpose of policy	<p>New Forest District Council is committed to its legal obligations in accordance with The Lifting Operations Lifting Equipment Regulations 1998 (LOLER) and The Provision and Use of Work Equipment Regulations 1998 (PUWER) and will strive to reduce the risks associated with lifts and lifting equipment to as low a level as is reasonably practicable.</p> <p>This policy sets out the guiding principles and arrangements for Housing Landlord Services.</p>
Policy applies to	This policy and the subsequent arrangements apply to all directly and indirectly employed housing staff within New Forest District Council and, where appropriate, tenants, contractors, and members of the public.
Lead officer	Service Manager – Housing Maintenance Programmes and Servicing
First issued	1 November 2019
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Version control	<p>V1.0 1 November 2019</p> <p>V1.1 30 June 2025</p>
Review period	At least every three years from date of issue or as a result of legislative, organisational change or an incident investigation.
Update overview	June 2025, periodic review, update to structure of service arrangements, roles and responsibilities, updated into new policy template.

2 Introduction

- 2.1 New Forest District Council is committed to lift safety and servicing obligations within its homes and will strive to reduce the risks associated with lifts and lifting equipment to as low a level as is reasonably practicable.
- 2.2 This policy sets out the guiding principles and arrangements with regard to lifts and lifting equipment to achieve and maintain full compliance with its duties under The Lifting Operations and Lifting Equipment Regulations 1998 (LOLER), Provision and Use of Work Equipment Regulations 1998 (PUWER) and the Health and Safety at Work Act 1974.

3 Legislative and regulatory context

The Lifting Operations and Lifting Equipment Regulations 1998

- 3.1 The Lifting Operations and Lifting Equipment Regulations 1998, often abbreviated to **LOLER**, places duties on those who own, operate, or have control over lifting equipment. This includes all businesses and organisations whose employees using lifting equipment, whether owned by them or not.
- 3.2 Lifting equipment should be fit for purpose, appropriate for the task, suitably marked and that regular inspections and servicing takes place to ensure safety.
- 3.3 The Regulations aim to reduce risks to people's health and safety from lifting equipment provided for use at work. In addition to the requirements of LOLER, lifting equipment is also subject to the requirements of The Provision and Use of Work Equipment Regulations 1998.
- 3.4 These standards will be applied to all lifting equipment owned and installed by the Council, the management of which will be undertaken in such a way as to prevent injury or ill-health to employees, customers, visitors, contractors, and others who may be affected by the activities of the Council. This includes all types of lift, for example:-
 - Through floor passenger lifts;
 - Stair lifts;
 - Mobile and fixed hoists/lifting equipment;
 - Mobile elevated work platforms;
 - Ancillary equipment.

The Provision and Use of Work Equipment Regulations 1998

- 3.5 The Provision and Use of Work Equipment Regulations 1998, often abbreviated to **PUWER**, places duties on those who own, operate, or have control over work equipment. This includes all businesses and organisations whose employees who use work equipment, whether owned by them or not.

3.6 PUWER requires that equipment provided for use at work is:-

- Suitable for the intended use;
- Safe for use, maintained in a safe condition and inspected to ensure it is correctly installed and does not subsequently deteriorate;
- Used only by people who have received adequate information, instruction, and training;
- Accompanied by suitable health and safety measures, such as protective devices and controls. These will normally include guarding, emergency stop devices, adequate means of isolation, clearly visible markings and warning devices;
- Used in accordance with specific requirements, for mobile work equipment and power presses.

Health and Safety at Work Act 1974

3.7 The Health and Safety at Work etc Act 1974 is the primary piece of legislation covering occupational health and safety in Great Britain. It's sometimes referred to as HSWA, the HSW Act, the 1974 Act or HASAWA.

It sets out the general duties which:-

- employers have towards employees and members of the public;
- employees have to themselves and to each other;
- certain self-employed have towards themselves and others.

Other Legislation, Approved Codes of Practice and Guidance Notes

3.8 Other legislation, approved codes of practice and guidance notes relating to lift and lifting equipment safety, but which is not exhaustive:-

Legislation

- a) The Management of Health and Safety at Work Regulations 1999.
- b) The Social Housing (Regulation) Act 2023;
- c) The Housing Act 2004;
- d) The Occupiers Liability Act 1984;
- e) The Landlord and Tenant Act 1985;

- f) The Reporting of Injuries Diseases and Dangerous Occurrences Regulations (RIDDOR);
- g) The Equality Act 2010.

Approved Codes of Practices

- a) LOLER Approved Code of Practice (ACoP) L113;
- b) Safe use of lifting equipment: Approved Code of Practice.

Standards

- a) BSEN 81-28:2018, 81-20:2020 & 81-50:2020 Safety rules for the construction and installation of lifts;
- b) Industry Guidance 422 - Thorough examination of lifting equipment;
- c) SAFed Guidelines – thorough examination of in-service lifts 2006 BS 7255:2012 code of practice for safe working on lifts.

4 Definitions

Alarm Receiving Centre (ARC)

4.1 Appletree Careline or other contracted 24-hour alarm receiving centre

Auto-dialler

4.2 An auto-dialler is a two-way emergency communication device installed in lifts. It allows trapped passengers to contact a 24/7 rescue centre or designated responder in case of a breakdown.

Bath Lift

4.2 Assistive technology device that is made to help lower and raise individuals into and out of the bathtub comfortably and safely without putting additional strain on the user.

Ceiling Track Hoist

4.3 Overhead hoisting system, the track can be ceiling or wall mounted. Ceiling track refers to the track the hoist unit moves along.

Competent Person

- 4.4 Person(s) whilst not required to possess specific academic qualifications but:-
- a) should have enough appropriate practical and theoretical knowledge and experience of the lifting equipment so that they can detect defects or weaknesses, and assess how important they are in relation to the safety and continued use of the equipment;
 - b) should not be the same person who performs routine maintenance as they would be responsible for assessing their own work;
 - c) should be sufficiently independent and impartial to make objective decisions;
 - d) may be employed by a separate company or selected by an employer from members of their own staff.

Duty Holder

- 4.5 The duty holder is legally responsible for the safety of employees and any relevant persons occupying or using the premises under its control. The duty holder may delegate their responsibilities to another competent person(s) on larger property portfolios.

Lifting Equipment

- 4.6 Lifting equipment is any work equipment for lifting and lowering loads, and includes any accessories used in doing so (such as attachments to support, fix or anchor the equipment). Examples of lifting equipment include:- Patient hoists.

Passenger Lift

- 4.7 A passenger lift has a completely enclosed lift car that travels vertically within a specially prepared lift shaft. Passengers are transported between floors at reasonably quick speeds and the control systems are often designed to give the most economical distribution of passengers throughout the building.

Platform Lift

- 4.8 A wheelchair lift, also known as a platform lift, or vertical platform lift is a fully powered device designed to raise a wheelchair and its occupant in order to overcome a step or similar vertical barrier.

Stairlift

- 4.9 A lift in the form of a chair that can be raised or lowered at the edge of a change in level like a staircase, used for carrying a person with walking difficulties.

The Lifting Operations and Lifting Equipment Regulations 1998

- 4.10 The Lifting Operations and Lifting Equipment Regulations 1998, often abbreviated to **LOLER**, places duties on those who own, operate, or have control over lifting equipment. This includes all businesses and organisations whose employees using lifting equipment, whether owned by them or not.

The Provision and Use of Work Equipment Regulations 1998

4.11 The Provision and Use of Work Equipment Regulations 1998, often abbreviated to **PUWER**, places duties on those who own, operate, or have control over work equipment. This includes all businesses and organisations whose employees who use work equipment, whether owned by them or not.

Thorough Examination

4.12 This is a systematic and detailed examination of the equipment and safety-critical parts, carried out at specified intervals by a competent person who must then complete a written report. This report must contain the information required by LOLER Schedule 1 including:-

1. the examination dates;
2. the date when the next thorough examination is due;
3. any defects found which are (or could potentially become) a danger to people.

Where serious defects are identified, the competent person carrying out the examination must immediately report this verbally to the duty holder. This should then be followed by the written report, a copy of which must also be sent to the relevant enforcing authority.

Through Floor Lift

4.13 Vertical, or through floor lifts, enable an individual to move from one floor to another within their home. Although versions are available that carries a seated or standing passenger, most are designed for wheelchair users. They enable users to travel between floors in their wheelchair, avoiding the need to transfer to and from a stairlift.

However, vertical lifts need more space than a stairlift and it is sometimes necessary to make structural alterations to the property. Vertical lifts without a shaft are commonly used in home environments as they require less structural alterations than lifts with a shaft.

The Transparency, Influence and Accountability Standard

The Transparency, Influence and Accountability Standard requires all registered providers of social housing to collect and report annually on their performance using a core set of defined measures. We call these measures the Tenant Satisfaction Measures. Abbreviated to TSMs.

5 Roles and responsibilities

- 5.1 The Council will ensure that all Council housing staff are fully aware of their role in minimising and preventing risks associated with lifts and lifting equipment.

Chief Executive

- 5.2 Responsibility for complying with The Lifting Operations Lifting Equipment Regulations 1998 (LOLER) and The Provision and Use of Work Equipment Regulations 1998 (PUWER) rests with the 'responsible person'. The 'responsible person' as Landlord is represented by the Chief Executive together with the Strategic Directors who collectively form the 'Executive Management Team'.

Strategic Director Housing and Communities

- 5.3 The Strategic Director Housing and Communities has overall strategic responsibility for the Council's approach in maintaining its social housing assets controlled by the Council and is responsible for ensuring that the requirements of complying with The Lifting Operations Lifting Equipment Regulations 1998 (LOLER) and The Provision and Use of Work Equipment Regulations 1998 (PUWER) are applied and implemented and to nominate one or more persons to act on their behalf to discharge their responsibilities.
- 5.4 The Strategic Director Housing and Communities also acts as the registered Lead Officer for health and safety with the Regulator of Social Housing.

Assistant Director - Housing

- 5.5 Nominated Assistant Director to support the Strategic Director Housing and Communities in delivering the Council's strategic housing priorities and approach in maintaining its social housing assets controlled by the Council and is responsible for ensuring that the requirements of The Lifting Operations Lifting Equipment Regulations 1998 (LOLER) and The Provision and Use of Work Equipment Regulations 1998 (PUWER) are applied and implemented.

Service Manager – Housing Maintenance Programmes and Servicing

5.6 Operational responsibility for the overall effectiveness of the Housing Landlord Services Lifts and Lifting Equipment Policy, arrangements and action plan for social housing controlled by the Council.

Housing Service Managers

5.7 Responsible for the delivery of services within their respective areas that impact on the overall effectiveness of the Housing Landlord Services Lifts and Lifting Equipment Policy and will:-

- Support and assist the Service Manager for Housing Maintenance Programmes in discharging and undertaking their duties and respond to matters within their respective service areas.

Gas and Electrical Manager

5.8 Responsible for the day-to-day delivery of the arrangements set out within the Housing Landlord Services Lifts and Lifting Equipment Policy for social housing controlled by the Council.

Private Sector Housing Manager

5.9 Responsible for notifying the Gas and Electrical Manager and the Administrative Officer whenever new lifting equipment is installed in a council owned property funded through a disability facility grant or privately leased property. This ensures the equipment is promptly included in the relevant servicing and inspection programme, in compliance with statutory requirements.

Administrative Officer

5.10 The Administrative Officer will support the Gas and Electrical Manager in the operational day-to-day delivery of arrangements, inspection scheduling, inspection recording and asset data management set out within this policy.

Corporate Health and Safety Team

5.11 Responsible for guidance and advice in respect of health and safety to all Council owned homes and will:-

- Conduct audits to ensure that the provisions within this Policy are being enforced to the standard required;
- Investigate accidents and near miss incidents and introduce controls to reduce the risk of such incidents recurring, to reduce financial loss and to improve lift and lifting equipment risk precautions.

Employees

5.12 All employees of New Forest District Council, irrespective of their position, has a responsibility for safety and will:-

- Take reasonable care for their own Health and Safety and that of other persons who may be adversely affected by lifts or lifting equipment, including members of the public, tenants, visitors, and contractors;
- Co-operate with the Council and its managers to enable compliance with this policy and the legal duties it holds;
- Remove or reduce hazards that, in their opinion, may present a serious risk to health of themselves or others;
- Report hazards that have been removed or that may present a serious risk to users;
- Report concerns where vulnerable residents may be at additional risk.

6 Lift maintenance and inspection schedule

Servicing schedule

- 6.1 To ensure the safe, reliable, and efficient operation of all lifts, a structured Planned Preventative Maintenance (PPM) programme shall be implemented and maintained across all applicable sites.
- 6.2 The PPM programme is designed to:-
- Minimise the risk of lift failure or breakdown;
 - Extend the operational life of lift equipment;
 - Ensure compliance with statutory obligations and industry standards;
 - Provide a consistent and proactive approach to lift maintenance.
- 6.3 Lifts and lifting equipment should be thoroughly examined prior to first use (this will normally be completed by the lift installer) and the equipment will be added to the insurance schedule.
- 6.4 Equipment installed pursuant to the Disabled Facilities Grant (DFG) process within Council Hhomes will become the responsibility of the Council to maintain and service.

Inspection Schedule

- 6.5 Lift insurance inspections are statutory examinations carried out to ensure that lifts are safe to operate and comply with legal requirements under the Lifting Operations and Lifting Equipment Regulations (LOLER) 1998. These inspections are essential for maintaining insurance coverage and protecting the safety of building occupants.
- 6.6 The following Servicing and Inspection Schedule will be applied:-

Description	Servicing Frequency	Statutory Thorough Inspection Frequency	Statutory Safety Inspection Frequency	Comments
Stairlift	Annually	N/A	Annually	Safety Inspection 6 months after Service

Through Floor Lift	6 Monthly	6 Monthly	N/A	Thorough Inspection 3 months after service
Passenger Lift	Monthly	6 Monthly	N/A	Schedule to be provided by Zurich
Stairlift (Communal)	6 Monthly	6 Monthly	N/A	Schedule to be provided by Zurich

- 6.7 Additional supplementary tests are to be carried out under the SAFED guidelines, as and when requested by the Insurance Assessor. These tests require that certain lift components be examined not just with a visual examination.
- 6.8 Generally, where defects are found from a thorough examination these must be rectified within the specified time identified on the examination, and failure to do this may mean the lift is taken out of service.

7 Lift maintenance and inspection procedure

- 7.1 The Gas and Electrical Manager will ensure that all lifting equipment is passed to the Administrative Officer and recorded on the central Asset Management database for Housing.
- 7.2 The following procedural steps will be followed:-
- a) The Administrative Officer will carry out a reconciliation of the lifting equipment database against the database held by Zurich every 6 months. This is to provide assurance that the equipment registers align;
 - b) The Administrative Officer will inform the Insurance and Risk Officer of new lift or lifting equipment installations, or where such lifts or equipment have been subsequently removed or decommissioned to update the insurance schedule;
 - c) The Insurers will submit inspection reports to the Administrative Officer or ensure that these are available electronically;
 - d) Specialist Contractors will submit inspection and servicing reports to the Administrative Officer or ensure that these are available electronically;
 - e) Upon notification from the Lift Maintenance provider or the provider of the Safety/LOLER Inspections of a “**no access**”, the Administrative Officer will send a letter to the Tenant of the property where the equipment is sited, informing them that the Council or its agents have been unable to access the property to carry out the scheduled works (i.e. Service or Thorough Inspection). The letter will advise the Tenant to make an appointment within 10 days and highlight the importance of having this safety work carried out;

- f) After 10 days, where no contact has been received or appointment made, the Administrative Officer will escalate to the Gas and Electrical Manager who will pursue the matter with the Tenant, and to advise them that it is strongly recommended that they refrain from using the equipment until the works are completed;
- g) This will be further supported by a second letter informing the Tenant to make an appointment as soon as possible and that failure to do so could result in the equipment malfunctioning or imposing a Health and Safety Risk to the User.

7.3 Where lifting equipment remains in a property at change of tenancy, the incoming tenant will need to be assessed by an Occupational Therapist for suitability of the equipment, forming part of the Allocations Process. The Housing Allocations team must inform the Administrative Officer on the outcome and any recommendations, following assessment. A letter will be sent to the new tenant informing them of the need for regular servicing, frequency and how servicing and inspections visits will be arranged. **(This will also apply to new equipment installations).**

7.4 Employees, customers, visitors, contractors and others can report faults/defects of lifting equipment to the Council via The Housing Support Hub:-

- During office hours, by calling (023) 8028 5222. The Housing Support Hub is open on Monday to Thursday between 8.30am and 5.15pm, and on Friday between 8.30am and 4.45pm;
- Outside office hours by calling (023) 8028 5250 or 07771 259098;
- by email (housing.supporthub@nfdc.gov.uk);
- by Web Chat **New Forest District Council - New Forest District Council** Housing Repairs and Maintenance.

- 7.5 When a new piece of lifting equipment is installed in an individual dwelling, the user(s) will receive instruction on the safe use of the equipment from the installer. They will be required to sign to confirm that they have received instruction and understood. This will then be held in the Tenant's person journal on the Housing Management Application (HMA).
- 7.6 Projects involving lift replacement or refurbishment must ensure that the lift is safe by design and installation. Where a new-build project contains a lift, the Development Officers leading the project will ensure the lift is safe by design and installation.

Recording and reporting

- 7.7 The Administrative Officer is to ensure that all relevant details for their area of responsibility are recorded and updated to reflect progress, with details reported to the Gas and Electrical Manager.
- 7.8 The Gas and Electrical Manager has Operational responsibility for the overall effectiveness of the Housing Landlord Services Lifts and Lifting Equipment Policy, arrangements and action plan for social housing controlled by the Council and will undertake a regime of periodic compliance audits. Progress of compliance against standards as set out in this procedure will be reported to the Housing Health and Safety Panel on a quarterly basis.

Service standards

- 7.9 The following servicing standards will apply:-
- a) Lifts and lifting equipment will be thoroughly examined prior to first use;
 - b) Passenger lifts and lifting equipment used to lift people will be thoroughly examined every six months, or following a modernisation or refurbishment;
 - c) Non-passenger lifts are to be examined every 12 months;

- d) The frequency of any Supplementary testing will be at the discretion of the Council or where instructed by the Insurance Inspector. These tests require that certain lift components be examined not just with a visual examination and are usually undertaken on lifts which have not been in use for some time e.g. if they have been in storage;
- e) Generally, where defects are found during a thorough examination these must be rectified within a specific time. Failure to do this may mean the lift is taken out of service.

Maintenance of auto-dialler within passenger lifts.

7.10 To ensure the safety and wellbeing of lift users, all Passenger lifts must be equipped with a fully operational emergency auto-dialler system that complies with BS EN 81-28 standards.

- Auto-diallers must be tested monthly to confirm functionality;
- Any failure in the communication system must result in the lift being taken out of service until the issue is resolved.

Management of lift defects

7.11 If the competent person finds a defect with the lifting equipment during the thorough examination and/or inspection which in their opinion is, or could become, a danger to people, they must tell the Gas and Electrical Manager immediately and confirm this in the report of thorough examination/inspection.

7.12 If the competent person discovers a defect that involves an existing or imminent risk of serious personal injury, then they must inform the Council immediately and send a copy of the report to the relevant enforcing authority (HSE or the local authority), even if the defects are remedied immediately. A competent person who fails to report a defect, simply because it has been remedied on the spot, is disguising a potentially dangerous situation.

7.13 The Council will take action to rectify any defect it is told about. If the Council is notified of a serious and significant defect, it will immediately take the lifting equipment out of service until the defect has been put right.

7.14 For defects that need to be rectified within a certain timescale, the Council must repair or replace the defective equipment within the specified time, and not use it after that time unless the defect has been satisfactorily put right.

Lift Modernisation and Upgrades

7.15 To ensure continued safety, reliability, and compliance with current standards, all lifts must be periodically assessed for potential modernisation or upgrade. Lifts will be reviewed for modernisation based on the following factors:-

- Age and condition of the lift equipment;
- Frequency and nature of breakdowns or faults;
- Compliance with current legislation and standards (e.g. BS EN 81-80, BS EN 81-70);
- Energy efficiency and environmental performance;
- Passenger safety and accessibility requirements;
- Availability of replacement parts.

8 Lift entrapment procedure

Background

8.1 Many County Fire and Rescue Services are now implementing a policy to charge for all non- emergency calls to release person(s) from lifts.

Criteria used by Fire and Rescue Service:-

- Upon taking a 999 call about a person trapped in a lift, the Fire and Rescue Service control staff will ascertain the health status of the trapped person e.g. unwell or has a health condition;
- If as above the Fire and Rescue Service should attend and release the person(s) free of charge;
- If the person is well the Fire and Rescue Service may not attend as they expect the lift owner, building manager or owner to take responsibility;
- If circumstances change i.e. a trapped person becomes unwell and a second call is made explaining the changed situation, the Fire and Rescue Service should attend and release the trapped person free of charge.

Entrapment Procedure

8.2 In the event that a person(s) are reported trapped in a lift or an alarm is sounded and/or an alarm is received by the Alarm Monitoring Centre the following procedure should be followed:-

Extra Care Schemes with staff on site

1. Check that the reported entrapment is genuine;
2. If a genuine entrapment, check that those trapped are in good health i.e. not panicking or showing signs of considerable distress. Give reassurance to those trapped;
3. If those trapped are in good health, immediately call the Council's contact centre, as set out in Section 7.4; and emphasise that it is an emergency.

4. The Council's contact centre will instruct the commissioned lift servicing provider and establish when the engineer is expected to arrive (contract agreement is within 2 hours);
5. If there are concerns over the health of those trapped, the fire and rescue service and ambulance service should be contacted by dialling 999.
6. It must be clearly emphasised at the time of reporting the entrapment to the emergency services, that there is a person(s) who are unwell or who suffer from a medical complaint e.g. heart condition. The Fire and Rescue Service in such circumstances should attend site. The Housing Hub should also be contacted to arrange for the lift engineer to attend so that the lift can be repaired and put back into service;
7. Ensure that a member of staff keeps in regular contact with those trapped and continue to offer reassurance that help is on its way;
8. If the wellbeing of those trapped significantly deteriorates and the emergency lift engineer is unlikely to be on site for some time, contact the Fire and Rescue Service and explain the change in circumstances;
9. In circumstances where the trapped person(s) are in good health, but the lift engineer is unable to meet their SLA i.e. will take longer than 2 hours to attend, call the Fire and Rescue Service, and explain the special circumstances. The Fire and Rescue Service should attend but may charge for the call out;
10. When those trapped are released, check their wellbeing and whether they require first aid or medical treatment;
11. The lift should not be used until the lift engineer has confirmed that it is safe to use again;
12. The incident should be reported to the Gas and Electric Manager, Administrative Officer and the Service Manager – Housing Resident Services. If out of hours, provide a copy of the CRM for the next working day in the form of a completed Lift Entrapment Emergency Record Form **(Annex 2)**

Sites with no staff on site

- 8.3 In the event that a person(s) are reported trapped in a lift or an alarm is sounded and/or alarm is received by the Alarm Monitoring Centre the following procedure should be followed:-
1. Check that the reported entrapment is genuine;
 2. If a genuine entrapment, check that those trapped are in good health i.e. not panicking or showing signs of considerable distress. Give reassurance to those trapped;
 3. The Council's Alarm Monitoring Centre will instruct the commissioned lift servicing provider and establish when the engineer expects to be on site (contract agreement is within 2 hour);
 4. If there are concerns over the health of those trapped, the Fire and Rescue Service should be contacted by dialling 999. It must be clearly emphasised at the time of reporting the entrapment to the emergency services, that there is a person(s) who are unwell or who suffers from a medical complaint e.g. heart condition. The Fire and Rescue Service in such circumstances should attend site. The lift servicing provider should also be contacted so that the lift can be repaired and put back into service;
 5. The Alarm Monitoring Centre call handler is to maintain contact with those trapped and offer reassurance that help is on its way;
 6. If the wellbeing of those trapped significantly deteriorates and the emergency lift engineer is unlikely to be on site for some time, contact the Fire and Rescue Service and explain the change in circumstances;
 7. In circumstances where the trapped person(s) are in good health, but the lift engineer is unable to meet the contracted SLA i.e. will take longer than 1 hour to attend, call the Fire and Rescue Service, and explain the special circumstances. The Fire and Rescue Service should attend but may charge for the call out;
 8. The lift should not be used until the lift engineer has confirmed that it is safe to use again;

9. The incident should be reported to the Gas and Electric Manager, Administrative Officer and the Service Manager – Housing Resident Services. If out of hours, provide a copy of the CRM for the next working day.

9 Lift breakdowns

9.1 In the event of a lift breakdown, where following attendance of the lift engineer, the lift is unable to be brought back into immediate service, the Service Manager for Housing Resident Services and Tenancy Sustainment Manager must be notified immediately:-

- Common passenger or stairlifts in extra care or housing for older people;
- Common passenger or stairlifts in general needs housing schemes;
- Lifting equipment within individual Tenant's addresses.

9.2 The Service Manager for Housing Resident Services and Tenancy Sustainment Manager must undertake a welfare assessment to:-

- Identify the needs of vulnerable residents;
- Satisfy themselves that short-term alternative support arrangements are in place; and
- Write to affected residents.

9.3 The Gas and Electric Manager, must undertake a risk assessment, where an extended out of service period is likely to identify any mitigating actions that can be taken to mitigate risk and inconvenience to residents. The results are to be communicated to:-

- Service Manager – Housing Maintenance Programmes and Servicing;
- Service Manager – Housing Resident Services;
- Tenancy Sustainment Manager; and
- Administrative Officer.

Monitoring of lift breakdowns

9.4 A quarterly report will be sent to the Housing Health and Safety Panel.

10 Tenant responsibilities

- 10.1 New Forest District Council's Tenancy Conditions are a guide to Tenants and are in place to compliment this Policy.
- 10.2 Tenants must report all defects or problems being experienced with lifts and lifting equipment.
- 10.3 All Tenant's where lifting equipment is installed within their home will be briefed on lift safe usage and safety measures specific to them, upon installation.
- 10.4 All Tenant's where lifting equipment is installed within their home are required to inform the Council of any changes in condition which may affect the Users safe use of the lifting equipment.
- 10.5 Upon installation, Tenants must be informed that the Council have a legal responsibility to service and inspect lifting equipment installed within Council housing.
- 10.6 Tenants are required to provide access, with reasonable notice as per their Tenancy Conditions to allow the Council to complete:-
 - Lift Servicing;
 - Lift Inspection;
 - Periodic home condition report;
 - Repairs and/or replacement of the lifting equipment.
- 10.7 Passenger lifts should not be used in the event of a fire. Smoke venting will be maintained to ensure communal stairways remain available for evacuation.

11 Quality assurance and tenant satisfaction

Key performance indicators (KPI)

11.1 As part of the Tenant Satisfaction Measures (TSM) the Council will monitor its compliance to BS05, lift safety monthly. This measure will be based on the percentage of homes that have had all the necessary lift or lifting equipment safety inspection within the required frequency.

Auditing

11.2 Independent audits will be undertaken to ensure that policies and procedures are being followed and adhered too. Findings will be presented to the Health and Safety Panel.

Tenant satisfaction

11.3 The Council's **Corporate Complaint Procedure** is available to anyone who is dissatisfied with the maintenance service provision pertaining to lifts and lifting equipment.

Risk implications

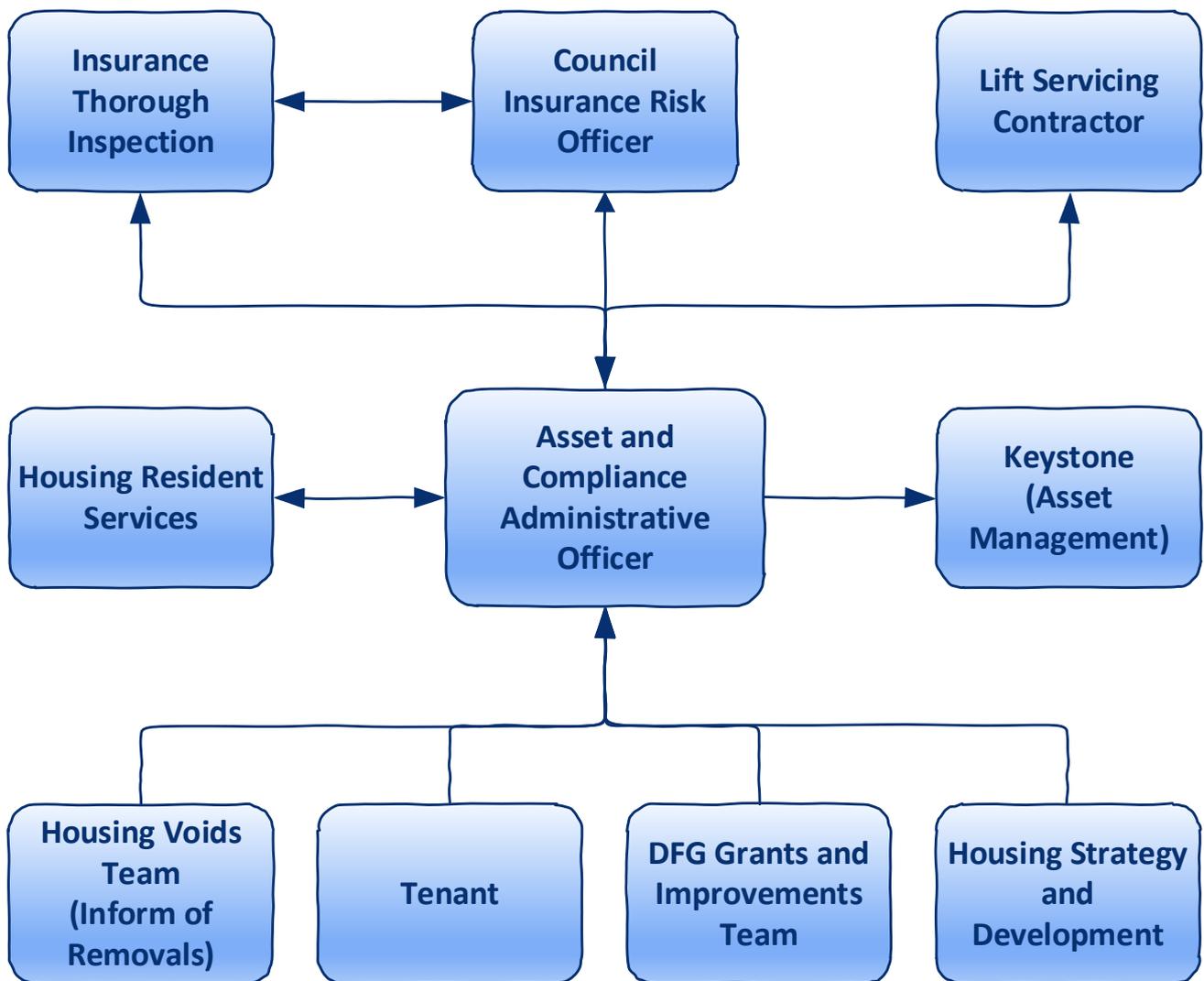
11.4 The failure to effectively maintain and repair the Councils lifts and lifting equipment within its homes, would have a negative impact upon the reputation and image of the Council, within our communities leading in turn to a loss of public confidence.

Financial implications

11.5 An annual servicing and repairs budget is required to implement and support this policy. This is agreed as part of the Council's annual budget setting process.

11 Appendices

Annex 1 Lifts and lifting equipment data transfer and record handling process map



Annex 2 Lift entrapment emergency record form.

1. Incident Details

Date and Time of Report: _____

Location / Address: _____

Lift ID / Description: _____

2. Caller Information

Name of Caller: _____

Contact Number: _____

Relationship to Trapped Person(s): _____

3. Condition of Trapped Person(s)

Number of People Trapped: _____

Are they calm and responsive? Yes / No

Any medical conditions or distress? _____

4. Actions Taken

Time Contractor Contacted: _____

Contractor Name: Temple Lifts

Contact Method: Phone / Email

Phone: 020 8460 1332

Email: customerserviceteam@templelifts.com

Estimated Time of Arrival (ETA): _____

5. Emergency Services Involvement

Were Emergency Services Contacted? Yes / No

Time of Call: _____

Service Contacted: Fire / Ambulance / Police

Reason for Contact: _____

6. Communication Log

Time	Message / Update	By Whom
_____	_____	_____
_____	_____	_____
_____	_____	_____

7. Follow-up and Reporting

Was the person released safely? Yes / No

Was medical attention required? Yes / No

Lift taken out of service? Yes / No

Reported to: Gas and Electrical Manager / Admin Officer / Service Manager / H&S team

CRM Reference: _____

Additional Notes: _____