



HOUSING AND PROPERTY SERVICE POLICY	
Area	: Housing
Department	: Housing Asset Management
Subject	: Lift Safety Policy 2026 V1.1

Procedure Ref:		Owner:	Rob Desbrow
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Please state what policies and strategies (if any) this policy is linked to (a list of policies and procedures can be found at [policies and strategies](#))

Linked to

Asset Management Strategy
Allocations Policy

Version	Date	Details of amendment	Creator/ amender	Approved by	Next review due
1	02/03/2026		R Desbrow		
2					
3					
4					

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HOUSING/PROPERTY SERVICES AIDS AND ADAPTATIONS POLICY

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1. Reasons for Policy

1.1 This policy sets out North West Leicestershire District Council's (NWLDC) approach to managing lift safety across its housing stock and any related communal or operational buildings. It establishes governance, standards and processes to ensure lifts and lifting equipment are safe, well-maintained and compliant; that resident risks are minimised; and that statutory and regulatory duties are met.

2. Legislative and Regulatory Context

2.1 The Council will comply with relevant legislation and guidance including, but not limited to:

- Health and Safety at Work etc. Act 1974 (HSWA)
- Management of Health and Safety at Work Regulations 1999
- Lifting Operations and Lifting Equipment Regulations 1998 (LOLER) and ACoP L113
- Provision and Use of Work Equipment Regulations 1998 (PUWER)
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)
- The Lifts Regulations 2016 (design, installation and placing on the market of new lifts and safety components)
- BS 7255:2023 Safe working on lifts – Code of practice
- Relevant BS EN 81 series (e.g. BS EN 81-20/21/22/80) for lift design, installation and improvement
- Regulator of Social Housing Consumer Standards (Safety and Quality)

3. Scope

3.1 This policy applies to all passenger lifts and lifting equipment provided or controlled by NWLDC in connection with its landlord functions, including (where owned/maintained by NWLDC): passenger lifts, platform lifts, stairlifts, through-floor lifts, hoists and similar equipment in communal areas and in dwellings.

3.2 Where equipment is the resident's own (privately owned), NWLDC will signpost duties and support but is not the duty holder; responsibilities will be set out within tenancy/lease or management agreements.

4. Definitions

- Lift (Passenger/Platform): Fixed installation serving defined levels and equipped with a carrier that moves along guides or path, transporting persons and/or goods.

- **Thorough Examination:** A systematic and detailed examination by a competent person at specified intervals, resulting in a written report and next due date.
- **Competent Person:** An individual or body with appropriate practical and theoretical knowledge and experience of the lifting equipment to detect defects and assess their significance; sufficiently independent and impartial for LOLER examinations.
- **Maintenance (PPM):** Preventive servicing and adjustments to keep equipment in a safe condition between examinations.

5. Roles and Responsibilities

- **Chief Executive:** Overall accountability for ensuring adherence to health and safety policies.
- **Strategic Director of Communities:** Ensures sufficient resources and governance to implement this policy.
- **Housing Assets Team Manager:** Responsible for implementation, budgeting and oversight of lift safety.
- **Compliance Manager:** Day-to-day management of compliance, contractor performance, programme delivery and data accuracy.
- **Contractor(s)/Engineer Surveyor(s):** Delivery of maintenance and 24/7 callout; independent competent person thorough examinations; timely reporting of defects with clear target dates.
- **All Staff and Contractors:** Work in accordance with this policy, procedures and safe systems of work; report hazards and incidents promptly.

6. Competence and Training

6.1 NWLDC will appoint only competent organisations and persons. Maintenance providers should be (for passenger lifts) LEIA members or equivalent and demonstrate suitable qualifications; engineer surveyors must be independent from maintenance and meet competence expectations set out in ACoP L113/BS 7255.

6.2 Internal staff overseeing lifts will receive appropriate CPD and awareness training, including resident communication and vulnerability protocols.

7. Lift Asset Register, Risk Assessment and Data

7.2 We will maintain a definitive asset register of all lifts and lifting equipment in scope, including location, type, capacity, manufacturer, serial number, maintenance provider, last and next service dates, last and next thorough examination dates, and outstanding actions.

7.3 Each asset will have a Lift Risk Assessment (LRA) with risk-based priorities for remedial works.

7.4 Certification and records will be retained for at least two previous examinations, with a clear audit trail for defect close-out.

8. Testing, Thorough Examination and Maintenance

8.1 Thorough examination frequencies: six-monthly for passenger-carrying lifts and lifting accessories; twelve-monthly for goods-only lifts (or per agreed written examination scheme), and after significant modification or repair.

8.2 Preventive maintenance: at intervals recommended by manufacturer/maintainer (typically monthly or quarterly depending on use and risk) to ensure safe operation between examinations.

8.3 Out-of-service criteria: any lift presenting a serious defect must be removed from service until rectified and re-inspected; display clear signage and communicate with residents.

8.4 Post-works: return to service only when verified safe; update records and notify stakeholders.

9. Entrapment Response and Out-of-Hours

9.1 All passenger lifts must have a functional two-way communication to an alarm receiving centre. 24/7 emergency rescue will be provided with target response/attendance times set in the contract. Only trained, competent personnel may release passengers.

9.2 Vulnerable residents will receive priority support and welfare checks after incidents.

9.3 OOH escalation and communications will be managed via the Council's central control team and contractor procedures.

10. Resident Communication, Access and Vulnerability

10.1 We will provide clear information on lift outages, timescales and alternatives; maintain up-to-date vulnerability information; and make reasonable adjustments.

10.2 Where extended outages occur, a bespoke support plan will be considered (e.g. temporary relocation, welfare checks).

10.3 Access to plant rooms and lift cars for compliance will be managed as per arrangements through the contract administrator and tenancy/lease provisions.

11. Procurement and Contractor Management

11.1 Contracts will specify: scope, response times, PPM frequencies, entrapment rescue, competence, parts availability, reporting formats, red/amber/green defect categorisation, safeguarding protocols, social value, and data requirements (digital certifications).

11.2 Performance will be reviewed monthly via compliance meetings and KPIs; persistent under-performance will trigger escalation and potential contractual remedies.

12. Performance Monitoring, KPIs and Assurance

- 100% of passenger lifts in scope with a valid (in-date) thorough examination
- ≥ 98% PPM completed to schedule each month
- Entrapment: alarm connection uptime ≥ 99.5%; average engineer attendance within contract target (e.g. ≤ 60 minutes)
- All defects and associated works to be completed within 24 hours; Where it becomes clear that this will take longer than 24 hours to complete must be communicated with the Council with an anticipated forecast of the downtime.
- Zero RIDDOR incidents attributable to lift failures
- ≥ 95% resident satisfaction following lift repairs/outages
- Monthly data assurance spot-checks; annual internal audit of lift compliance

13. Incident Reporting, RIDDOR and Non-Compliance Escalation

13.1 Incidents, dangerous occurrences and injuries will be reported, investigated and, where applicable, notified under RIDDOR.

13.2 Significant defects identified at thorough examination will be acted upon immediately; where a competent person issues a notification to the enforcing authority, NWLDC will isolate, rectify and verify before return to service.

13.3 Material non-compliance will be escalated to the Housing Senior Management Team (SMT), Members and the Regulator as required.

14. Equality, Diversity and Inclusion

14.1 This policy will be implemented in accordance with NWLDC's Equality, Diversity and Inclusion Policy. The Council recognises that many residents reliant on lifts are older or disabled; reasonable adjustments will be made and individual needs considered in service planning and communications.

14.2 An Equality Impact Assessment will be maintained for this policy.

15. Review and Document Control

This policy will be reviewed every three years, or sooner if there are significant legislative or best-practice changes, following incidents, audits or resident feedback. The Housing Assets Team Manager is the document owner.

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Appendix A: Minimum Planned Regimes & Frequencies

- Thorough examination: Passenger lifts – every 6 months; goods-only lifts – every 12 months; after substantial modification; or in line with a written examination scheme by a competent person.
- PPM service visits: risk-based but typically monthly/bi-monthly in high-use schemes; quarterly in low-use locations; always aligned to manufacturer guidance.
- Alarm testing: monthly test of two-way communication; quarterly resilience test of call routing and response.
- Safety device tests (e.g. overspeed governor, buffers): in line with manufacturer/competent person requirements.

Appendix B: Definitions and Abbreviations

- ACoP – Approved Code of Practice
- BS – British Standard
- LEIA – Lift and Escalator Industry Association
- LRA – Lift Risk Assessment
- LOLER – Lifting Operations and Lifting Equipment Regulations 1998
- PPM – Planned Preventive Maintenance
- PUWER – Provision and Use of Work Equipment Regulations 1998

Appendix C: References (indicative)

- HSE: Lifting Operations and Lifting Equipment Regulations (LOLER) – overview and guidance
- HSE: Thorough examination and testing of lifts – simple guidance for lift owners (INDG339)
- HSE: Thorough examinations and inspections of lifting equipment (LOLER Reg 9–11)
- HSE: Passenger lifts and escalators guidance
- GOV.UK: Lifts Regulations 2016 – Statutory guidance (OPSS)
- BS 7255:2023 Safe working on lifts – Code of practice
- BS EN 81 series (selected parts)