

Powered Lifting Equipment Policy

23 June 2021

Prepared by:	Adam Vanden
Date effective from:	23/06/2021
Policy approved by:	OMT
Review Date:	23/06/2023

EIA Required?	<input type="checkbox"/>
EIA Completed?	<input type="checkbox"/>
Revision number:	01
Lead officer:	Steve Leonard

1 INTRODUCTION

1.1 Stockport Homes Group (SHG) has a duty of care and a legal responsibility to ensure that all lifts and lifting equipment within buildings and properties under its control are maintained so that they remain safe for continued use, reducing the risk of injury to persons and damage to property

1.2 This policy seeks to explain SHGs approach to ensuring that powered lifting equipment of all types are maintained and remain safe for continued use.

1.3 This policy should be read in conjunction with the Powered Lifting Equipment Procedure.

2 SCOPE

2.1 The scope of this policy seeks to explain SHGs approach to the servicing, repairs, and maintenance of powered lifting equipment to ensure it meets its legal obligations 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.

2.2 This policy applies to all powered passenger and domestic lifting equipment (e.g. stairlifts, through floor lifts and hoists) within all buildings and properties that SHG has a maintenance and repair responsibility for, this includes equipment within rented residential dwellings, common areas of blocks, temporary accommodations sites, Independent Living Schemes, community buildings and offices.

3 BACKGROUND

3.1 Powered lifting equipment, and their components and essential safety devices are subject to wear and tear, misuse, and vandalism. The ongoing maintenance and thorough examination of lifting equipment is essential to ensuring that the equipment remains safe for continued use as well as prolonging the working life of the equipment.

3.2 Lifting equipment within SHG's portfolio also includes equipment that performs a vital function to our customers, where failure would severely restrict their ability to live independently, move around or leave their homes.

3.3 This policy is designed to ensure that SHG meets its legal obligations and takes all reasonable and practical steps to eliminate, minimise and manage risks associated with powered lifting equipment that could cause harm to its tenants, the general public, staff, or damage to property.

4 OUR OBLIGATIONS

- To ensure that all items of powered lifting equipment are adequately maintained in line with the PUWER 1998
- To ensure that all items of powered lifting equipment are subjected to a thorough examination in line with the LOLER 1998
- To have a proactive approach to equipment maintenance in order to reduce the likelihood of failure and optimise the operation of the equipment
- To ensure that appropriate and timely action is taken in the event of notification of equipment defects or failure.
- To ensure that complete and accurate evidence is retained in relation to the servicing, examination, maintenance and repair of lifting equipment.
- To ensure that all servicing, examination, maintenance and repairs are carried out by suitably qualified and competent persons.
- To put in place quality assurance and performance management arrangements to ensure that SHG meets its obligations.

5 STATEMENT OF INTENT

5.1 SHG recognise and are committed to meeting its obligations under all current and relevant legislation, including LOLER, PUWER and the Health and Safety at Work 1974. In order to achieve compliance against these regulations and legislation SHG will:

5.2 Implement and maintain an asset register of powered lifting equipment that is the responsibility of SHG.

5.3 Instruct a third-party competent person to undertake thorough examinations of all equipment in line with regulation 9 of the LOLER 1998. These will be undertaken at no more than 6-monthly intervals or after substantial and / or significant change, following "exceptional circumstances" such as significant damage to, or failure of the lift, long periods out of use or a major change in operating conditions that is likely to affect the integrity of the equipment.

5.3 Appoint an appropriately competent maintenance contractor to carry out regular Planned Preventative Maintenance (PPM) visits to all lifting equipment. The frequency of which will be determined by equipment risk and volume of use, in line with the below table:

Category	Service Frequency	Description
1	Monthly	High usage and / or high impact if the equipment were to be taken out of service.

2	Bi-monthly	Medium usage, low impact if the equipment were to be taken out of service.
3	6 Monthly	Low usage, low impact if equipment were taken out of service, All domestic equipment.
4	Annually	Equipment not intended for use by persons.

5.4 Ensure that thorough examination and PPM reports are retained for no less than 5 years, records will either be stored locally on SHG networks drives or where appropriate on a contractor’s portal.

5.5 In addition to PPM and examination reports SHG will also ensure that details of all reactive repairs and remedial works completed on powered lifting equipment will be retained within SHG Housing Management Systems. W

5.6 Where PPM visits and / or LOLER thorough examinations require access to a customer’s home, SHG will take all reasonable and practicable steps to gain access to the property. This approach is detailed further in the Powered Lifting Equipment Procedure.

5.7 Review and where required undertake works, in a timely manner, to remedy all defects affecting the safe continued use and/or lifespan of the equipment as identified during thorough examinations and PPM visits.

5.8 Review and where required undertake additional supplementary testing as recommended by the competent person undertaking the thorough examination.

5.9 Ensure effective service level agreements, key performance indicators and contract management protocols are in place for suitably competent and Lift and Elevator Industry Association (LEIA) accredited contractors for the provision of reactive maintenance and PPM visits

5.10 Instruct a suitably competent, experienced and qualified external consultant to offer guidance, advice, and assurance by completing 6 annual audits per annum of completed PPM visits

5.11 The M&E Manager and M&E Officer will each be responsible for completing audits on 5% of completed PPM visits and through examinations, the audits will be a desktop exercise and will ensure that:

- The Powered Lifting Equipment Policy and Procedure has been followed.

- Service records and reports have been issued within time and are satisfactory.
- Defects have been correctly actioned.

5.12 Compliance with the LOLER inspection regime for passenger lifts will be reported to the Senior Leadership Team and Board on a monthly basis.

6 SERVICE RECORDS

6.1 On completion of a thorough examination, the inspector will issue a Report of Thorough Examination of Lift, the report shall include the following information

- Address where the equipment is installed.
- Serial number of the equipment.
- Description, location and manufacturer of the equipment.
- Year of manufacture.
- Results of the examination, including defects and observations.
- The latest day by which the next thorough examination should be completed.

6.2 On completion of a PPM visit the contractor will issue a record of their visit including details of items that have been inspected and / or serviced. Details of any non-conformities will be noted, and the contractor will inform SHG of any action required. Actions requiring an immediate response will be telephoned through to the Customer Safety Co-Ordinator, M&E Officer, or M&E Manager as appropriate.

6.3 Once received PPM reports and thorough examination reports will be reviewed and all recommendations, defects and actions will be logged on the Lift Actions Tracker and actioned appropriately

6.4 Only on receipt of satisfactory service records or thorough examination reports will the next service due date be updated on SHG's housing management system.

7 KEY ROLES AND RESPONSIBILITIES

7.1 The servicing, examination and repairs of SHG's lifting equipment is managed by the Customer Safety Team, the staff responsible for delivery include:

- Head of Customer Safety
- M&E Manager
- M&E Officer
- Customer Safety Co-Ordinator

7.2 The Head of Customer Safety has overall responsibility and accountability for ensuring that SHG's lifting equipment is maintained in line with this policy.

7.3 The M&E Manager is responsible for monitoring progress of the PPM and examination regime on a day to day basis to ensure that it remains on schedule. They will ensure that corrective action is implemented to address any deviance from schedules and will also ensure that any potential delivery failures are highlighted to the Head of Customer Safety in a timely manner. They will also be responsible for day to day contractor management.

7.4 The M&E Officer will support and deputise for the M&E Manager as required, they will ensure that defects and recommendations are recorded and acted upon in timely manner and in line with the guidance given by the competent person/s, will conduct regular desktop audits equating to 5% of all PPM visits and 5% of all thorough examination visits. They will also implement and maintain rigorous procedures to ensure properties are progressed through the access stages to ensure access is gained before their due date.

7.5 The Customer Safety Co-Ordinator will maintain the IT systems used to manage and monitor programme delivery including a comprehensive asset register. they will ensure that all documentation including service records and quotations are checked and recorded on the Lift Actions Tracker and will liaise frequently with the contractor to obtain timely updates on completions.

7.6 Responsibility and accountability for ensuring that asset information is updated for new installations, renewals or removals lies with the Asset Team who will ensure that the Customer Safety Team is informed of any such changes and the relevant documentation is saved

8 COMPETENCY

8.1 All contractors undertaking the service, maintenance and repair to SHG's powered lifting equipment must meet the following criteria:

- Member of the Lift and Elevator Industry Association
- Lift Cert Accreditation
- ISO 9001, 14000 & 18001
- CHAS or Construction line registered

8.2 All engineers working on SHG's powered lifting equipment meet the following criteria:

- Industry recognised qualification to Level three in the servicing, repair and installation of powered lifting equipment.
- Hold a minimum of two years on site experience undertaking the servicing, maintenance and repair of powered lifting equipment.

8.3 The Customer Safety Team will maintain a record of all engineers working on SHG equipment and their qualification details.

9 COMPLIANCE PERFORMANCE

9.1 Compliance with the LOLER thorough examination regime for passenger lifts is reported monthly to the Senior Leadership Team and the Board. It is also reported annually to Senior Leadership Team and Audit & Risk Committee as part of the Customer Safety Annual Compliance Report.

9.2 SHG will employ the services of an external consultant to carry out a minimum of six audits per year, these will be undertaken on completed PPM visits to passenger lifts

9.3 As part of SHGs insurance arrangements, Stockport Metropolitan Borough Council employ the services of an independent third-party company to undertake the 6 monthly thorough examinations of passenger and domestic lifts, this service is administrated by SHG's Customer Safety Team.

10 EQUALITY IMPACT ASSESSMENT (EIA)

10.1 An Equality Impact Relevance Screening has determined that a full EIA is not required.

11 OWNERSHIP, MONITORING & REVIEW

11.1 The Policy is owned by the Operations Directorate and will be monitored by the Operations Management Team.

11.2 The Policy will be reviewed in line with the Operations Management Policy and Procedure Review Schedule.