



# PASSENGER LIFT & HOIST POLICY

# DOCUMENT CONTROL

<b>Document Reference / Version Number</b>	<b>Version 1 – August 2016</b>
<b>Title of Document</b>	<b>Passenger Lift &amp; Hoist Policy</b>
<b>Authors Name(s)</b>	<b>Wendy Stewart</b>
<b>Authors Job Title(s)</b>	<b>Planned Maintenance Manager</b>
<b>Directorate(s)</b>	<b>Communities</b>
<b>Document Status</b>	<b>Final</b>
<b>Supersedes (Version &amp; Date)</b>	<b>N/A</b>
<b>Approved By</b>	<b>EMT</b>
<b>Date of Approval</b>	<b>24<sup>th</sup> August 2016</b>
<b>Publication / Issue Date</b>	<b>August 2016</b>
<b>Date of Annual Review</b>	<b>August 2017</b>
<b>Changes Made at Last Review</b>	<b>-</b>
<b>Full Review Date</b>	<b>August 2019</b>
<b>Distribution</b>	<b>Website/ Intranet</b>

Rochdale Boroughwide Housing Limited is a charitable community benefit society.  
FCA register number 31452R.

Registered Office: Sandbrook House, Sandbrook Way, Rochdale OL11 1RY.

Registered as a provider of social housing. HCA register number: 4607



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## 1. Introduction

The aim of this policy is to set out RBH's commitment to invest in and maintain its passenger lifts, hoists and other equipment used for the purpose of lifting. Lifting equipment is defined as equipment used for lifting or lowering loads. This includes the attachments used for anchoring, fixing or supporting the equipment and the lifting accessories that attach the load to the machine, as well as the equipment which carries out the actual lifting function.

It will provide a clear framework for teams within RBH dealing with the repair and maintenance of passenger lifts, hoists and other equipment used for the purpose of lifting. It will ensure clarity, consistency and provide an audit trail.

The policy is based on complying with all current legislation with specific requirements for design, construction, installation and maintenance. The policy outlines the actions that need to be taken to ensure compliance with legislation and is in line with the overarching Asset Management Strategy and Responsive Repairs Policy.

The policy covers all the RBH group.

RBH is committed to providing excellent customer service and affordable, high quality and secure homes.

## 2. Methodology

This policy has been jointly developed as part of the wider Responsive Repairs Policy that was devised by the Repairs Manager and the Head of Customer Experience. There has been input from all areas of the business - Resources, Customers and Communities.

## 3. Aims & Objectives

The aims and objectives of the RBH Passenger Lifts and Hoist policy are to:

### **Passenger and goods lifts and powered lifting platforms**

#### **Aims**

- Passenger and goods lifts are specialist items of plant that play a vital part in the movement of people and goods around a building to ensure smooth operation of services and provide access to services. Poor selection or inappropriate specification of installations can significantly impact on how services operate, as well as put RBH at risk in terms of statutory breach, loss of reputation or financial loss.
- This policy seeks to address such risks by stating what services and their technical advisors need to consider when addressing the need for a lift installation in a building.

## **Objectives**

In designing, procuring, commissioning and maintaining passenger and goods RBH will seek to ensure that;

1. The installation is fit for the purpose to which it is intended - in other words a lift installed specifically for the use of wheelchair users or ambulant disabled is used purely for those purposes and no other.
2. Any installation is designed and procured with its whole life cost in mind, not simply on the basis of lowest capital cost.
3. That the specification of an installation meets standards of robustness that match the demands put on the installation by the building occupiers.
4. No product or installation is installed that cannot readily allow the release of trapped occupants by locally trained staff.
5. Installations comply with relevant legislation and the applicable British standards.
6. Suitably competent, qualified and experienced professionals are employed in the design, selection and procurement of lift plant and supporting electrical infrastructure and building structures.

## **Overhead track hoists, lifting beams, eyebolts and other equipment secured to buildings and structures for the purposes of lifting**

### **Aims**

- Wherever possible RBH will seek to minimise, or ideally avoid, the use of equipment that requires permanent beams or fixtures attached to a building or structure. All such fixtures fall under the Lifting Operations and Lifting Equipment Regulations (LOLER) 1998 and as such place an additional burden on RBH resources in terms of risk assessment and regular statutory inspection.
- Particularly resource intensive are the provision of eyebolts for window cleaning and rails required for window cleaning cradles.

## **Objectives**

Wherever there is a need for lifting equipment in delivering RBH services, an assessment shall be made of alternative solutions that avoid permanent fixture to a building. If no other solution can be found, then RBH will ensure that:

1. A complete and thorough risk assessment is carried out for the operations concerned.
2. Lifting equipment is specified which takes full account of the risk assessment and method statements for the lifting operation.
3. Equipment suppliers' specifications for the installation are fully complied with.
4. Fixtures to buildings and structures are designed by a competent qualified structural engineer.
5. All other requirements of LOLER 1998 are complied with.

## ***Consistency with our Values***

### **Responsibility – We take responsibility for, and answer for, our actions.**

For our Passenger Lift and Hoist Policy this means taking responsibility for ensuring that any installations are fit for purpose and any repair and maintenance work is completed in line with this policy and compliant with any relevant legislation.

### **Equity – We will run our mutual in a way that is fair and unbiased.**

For our Passenger Lift and Hoist Policy this means that where there are lifts and hoists installed we will have a clear policy and procedure in place that is applied fairly to all those affected.

### **Democracy – Members have a say in how RBH is run.**

Our Passenger Lift and Hoist Policy has been produced in consultation with a variety of teams across RBH. The policy will be taken to the Homes panel for comments and then for approval by EMT.

### **Pioneering – Together we will seek to be leaders in the way we meet challenges and solutions.**

We will work with our colleagues to ensure that all our installations are regularly maintained, inspected and repaired. We will ensure that the installations are fit for purpose.

### **Open & Honest – We will share information, do what we say we will do and when we make a mistake we will own up to it.**

Our approach will be to carry out a regular inspection regime to monitor the installations and if work is required ensure that this is prioritised. We will be open and honest with our customers when sharing information. We will respond proactively to any cases and deal with them as efficiently as we can.

### **Caring – We will listen and respond to the needs of our members, tenants and employees.**

We recognise that work within our tenants' homes can be difficult and stressful. We recognise that some of our tenants have additional vulnerability that we need to take into account when carrying out work in their home, we will take a supportive approach to help our tenants to deal with any disruption or concerns.

### **Championing – We will seek to reduce economic inequality within our communities.**

We will look to ensure that all work is reported and work is undertaken in the necessary timescales set out in the policy.

## 4. Scope

The policy applies to all assets owned and managed by RBH; commercial properties are included in this policy. This policy and associated procedures will be implemented by a range of employees within RBH by:

- Identifying the properties (commercial and domestic) that have passenger lifts, hoists and other equipment used for the purpose of lifting installed;
- Identifying the installations that need regularly servicing and maintaining;
- Identify those installations that have high level repairs;
- Identify those installations that require replacement;

## 5. Context

### Policy Compliance

Lifting equipment is defined as equipment used for lifting or lowering loads. This includes the attachments used for anchoring, fixing or supporting the equipment and the lifting accessories that attach the load to the machine, as well as the equipment which carries out the actual lifting function. It is covered by legislation with specific requirements for design, construction, installation and maintenance.

- All such fixtures fall under the Lifting Operations and Lifting Equipment Regulations (LOLER) 1998
- Depending on nature of use they may also fall under the PUWER regulations

### Process

In order to provide an effective passenger lifts, hoists and other equipment used for the purpose of lifting maintenance service the society will:

1. Obtain and maintain comprehensive stock information including all passenger lifts, hoists and other equipment used for the purpose of lifting installations and record the information in the Asset Management data base.
2. Carry out regular inspections on the installations to ensure they are maintained and repaired.
  - a. Each lift is inspected every 6 months by our insurance company to ensure compliance with LOLER.
  - b. Each low rise lift is serviced and inspected every 3 months by our lift maintenance contractor to ensure compliance with LOLER.
  - c. Each high rise lift is serviced and inspected every 1 month by our lift maintenance contractor to ensure compliance with LOLER.
  - d. All defects, whether identified by the servicing contractor or the insurance company are reported to the Statutory Obligations Surveyor and work is completed and recorded.

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3. Carry out regular inspections on all domestic hoists, through floor lifts and other lifting equipment installations to ensure they are maintained and repaired.
  - a. Each hoist is inspected every 6 months by our insurance company to ensure compliance with LOLER
  - b. Each hoist is serviced and inspected every 6 months by our hoist maintenance contractor to ensure compliance with LOLER
  - c. Each stair, vertical & step lift is inspected by our insurance company every 12 months to ensure compliance with LOLER
  - d. Each stair, vertical & step lift is serviced and inspected by our lift maintenance contractor every 12 months to ensure compliance with LOLER
4. Establish good communications between internal teams, tenants and external agencies.
  - a. Meet with the lift maintenance contractor every 1 month (passenger lift installations).
  - b. Meet with the servicing contractor for hoists and stair, vertical and step lifts every 3 months

## Targets

In order to provide an effective passenger lift and hoist service the society will:

1. Ensure all passenger lifts are inspected every 6 months for low rise and each month for high rise dwellings.
2. Ensure all domestic hoists are inspected every 6 months
3. Ensure all stair lifts and other lifting equipment are inspected every 12 months
4. Ensure regular quarterly liaison with the insurers to ensure we remain compliant.
5. Ensure regular quarterly meetings with the maintenance contractor for high rise installations.
6. Ensure regular quarterly meetings with the maintenance contractor for low rise installations.
7. Re-tender the passenger lift repair and maintenance contract every 3 years.
8. Work with Rochdale Council to re-tender the hoist and stair lift repair and maintenance contract every 5 years.
9. A suitable budget will be provided and reviewed on an annual basis to ensure that the passenger lifts can be regularly repaired and maintained.
10. The budget above also includes domestic hoists, through floor lifts and other lifting equipment installations can be regularly repaired and maintained.

## Responsibility

The Director of Communities is responsible for the effective implementation of this policy.

## Legislation

**Additional guidance and definition of equipment covered by LOLER 1998  
Lifting equipment (extracts from LOLER 1998 – safe use of lifting devices)**

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#### Organising lifting operations - regulation eight:

- The operation must be properly planned
- This is to be done by a competent person
- The operation must be appropriately supervised
- All work must be carried out in a safe manner – look out for:
  - Suspended loads – where are people working? What if the load fell?
  - The continuing integrity of equipment
  - The attaching and detaching of loads
  - Proximity hazards
  - Pre use check
  - Do not overload
  - Be aware of causes of over turning and ensure this does not happen
  - Visibility – ensure you can see what is happening

#### Thorough examination and inspection – regulation nine:

- All equipment must be thoroughly examined by a competent person:
  - Initially
  - After installation
  - In use
  - When exceptional circumstances occur
- Periodic examination:
  - Whenever the equipment is available for use
  - The examinations need to take into account the conditions under which the equipment is used, the loads that are lifted and associated aspects of the lifting operation e.g. the frequency of lifts

Further clarification on examination intervals: lifting equipment may need to be thoroughly examined in use at periods specified in the regulations (i.e. at least six monthly for accessories and equipment used for lifting people and, at a minimum, annually for all other equipment) or at intervals laid down in an examination scheme drawn up by a competent person - all examination work should be performed by a competent person and following a thorough examination or inspection of any lifting equipment, a report is submitted by the competent person to the employer to take the appropriate action

#### Eyebolts

- Eyebolts are covered under LOLER 1998 if they are:
  - Used for an abseiling system or for securing or lifting loads
  - Inserted into the load to lift equipment
  - Secured as anchorage for pulling equipment
- Eyebolts are not covered under LOLER 1998 but come under PUWER 1998 (classed as work equipment) if they are:
  - Fastened to a structure for a restraint or fall arrest system (such as for window cleaning purposes)

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Regulation six of PUWER 1998 deals with testing requirements and states that work equipment should be tested after installation and before its first use - following this, there are no set periods for testing but it is expected that regular, routine testing will be undertaken at suitable intervals and following any exceptional circumstances occurring, in the event of deterioration or when a risk assessment identifies a significant risk.

## **6. Stakeholder Analysis**

Consultation on the development of this policy has been undertaken with customers, communities and resources. The Policy was taken to the Homes Panel for comment.

## **7. Monitoring & Review**

All RBH strategies, policies and procedures are reviewed on a regular basis in order to ensure that they are 'fit for purpose' and comply with all relevant legislation and statutory regulations.

This policy, including any other related policies and procedures will be reviewed annually in order to ensure its continued appropriateness and formally reviewed and submitted to the appropriate 'approving body' every three years.

Meetings will be held as prescribed with:

- the insurers every 6 months
- the maintenance contractors and company's responsible for the repair and maintenance of the passenger lifts and hoists each month
- RBC Adult care each month for high level SLA discussions
- RBH Adult care and the SOS to meet every 3 months to discuss contract performance

The maintenance contract will be re-tendered every 3 years.

The SLA will be reviewed and renewed every 3 years.

## **8. Equality and Diversity**

RBH have completed an Equality Impact Assessment for this policy.

## **9. Links with other RBH Strategies, Policies and Associated Documents**

- Asset Management Strategy
- Repairs policy