



PLYMOUTH COMMUNITY HOMES LIFTING EQUIPMENT POLICY

Version:	1
Lead Directorate:	Homes and Communities
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1. Purpose

1.1 The purpose of this policy is to outline Plymouth Community Homes' approach to managing Lifting Equipment installed at properties under the organisation's management and control. PCH recognises that it has a duty of care towards employees, residents, contractors, visitors, and others who may be at risk from lifting equipment in properties that PCH manages and controls. This policy provides a framework within which lifting equipment will be managed and sets out key roles and responsibilities for the delivery of this policy.

1.2 The Lifting Equipment Management Plan (LEMP) will provide PCHs' operational approach and policy implementation plan which will include monitoring and accountability, maintenance regime, remediation works and emergency protocols.

1.3 The operational procedures in the LEMP set out how PCH will meet the statutory obligation outlined in this policy, and therefore the LEMP is enforceable through this policy.

2. Introduction

2.1 The Provision and Use of Work Equipment Regulations 1998 (PUWER), places a duty on the lift owner (either as the employer of those using the lift or as the person employing the services of those undertaking the maintenance of the lift) has a responsibility for ensuring its suitability for the work to be undertaken.

2.2 The Lifting Operations and Lifting Equipment Regulations 1998 (LOLER) outline the requirement for a thorough inspection to be undertaken of passenger-carrying lifts and all other lifts and lifting equipment by an independent competent person.

2.3 Although both PUWER and LOLER are intended to apply to lifting equipment that is provided by an employer and used as part of work duties (as opposed to members of the public and residents), Section 3 of the Health & Safety at Work Act 1974 applies responsibility on the owner in respect of lifts used by others including residents and members of the public. A similar regime of inspection, examination, and maintenance as per the requirements of PUWER and/or LOLER is applied to ensure the safety of lifting equipment.

3. Policy Statement

3.1 PCH is committed in so far as reasonably practicable to ensuring the health, safety and welfare of persons at its premises. A reasonably foreseeable risk of harm arising from lifting equipment systems exists in PCH owned and managed properties. PCH accepts that it is the legal Duty Holder for its premises, and has a responsibility to protect its residents, employees, those who work in PCH premises and others from risks associated with lifting equipment.

3.2 The Regulator of Social Housing and Home Standard requires Registered Providers to meet all applicable statutory requirements for the health and safety of residents in their homes, including management from lifting equipment.

3.3 To meet its statutory duties in relation to the provision and usage of lifting equipment, PCH will comply with duties as set out under PUWER and LOLER. To comply with the requirements set out the afore mentioned regulations, PCH will:

- Ensure there is a programme in place for the regular safety inspection of lifts and lifting equipment.
- Ensure that suitably qualified and competent specialists' contractors are employed to carry out safety and compliancy inspections on lifting equipment.
- Ensure that equipment for lifting persons or an accessory for lifting is thoroughly examined at least every 6 months.
- Ensure that other lifting equipment is thoroughly examined at least every 12 months or in accordance with the examination scheme.
- Ensure that all lifting equipment is thoroughly inspected each time that exceptional circumstances which are liable to jeopardise the safety of lifting equipment has occurred.
- Ensure that where that the recommended frequencies recommended by specialist contracts are adopted.
- Keep records of compliance with relevant regulations.
- Act promptly on recommendations and findings from safety inspections.
- Providing a lift release service through a lift engineering or similar company. Where the contactor is unable to respond within one hour, the passenger(s) will be given the options of waiting or contacting the fire service.
- Ensuring there are suitable communication facilities in lifts to enable trapped persons to contact the lift release contractor.
- Ensuring the emergency lighting in the lift car is working correctly.
- Ensure users get a handbook on how to operate lifting equipment and they sign to say they have received and understood.
- Provide information to lift users so that they know what to do if they get trapped in a lift.
- Develop protocols to manage emergency situations.

4. Related Documents

- Health & Safety at Work Act etc. 1974
- Lifting Operations and Lifting Equipment Regulations 1998 (LOLER)
- Provision and Use of Work Equipment Regulations 1998 (PUWER)
- Lift Regulations 2016
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013
- Housing Act 2004
- Supply of Machinery (Safety) Regulations 2008, as amended by the Supply of Machinery (Safety) (Amendment) Regulations 2011

5. Scope of Policy

5.1 This policy applies to all PCH staff, contractors, and others carrying out works in PCH premises.

5.2 This policy applies to all buildings owned or occupied by PCH or its subsidiary companies. This includes the following location:

- Rented properties.
- Communal areas.
- Offices and storage facilities.

5.3 This policy applies to the following equipment:

EQUIPMENT	LOLER	PUWER	HSWA
Passenger lifts	Yes	Yes	Yes
Non-domestic stair lifts	Yes	Yes	Yes
Lifting platform	Yes	Yes	Yes
Domestic Stair lifts	N/A	N/A	Yes
Domestic vertical lifts	Yes	N/A	Yes
Domestic step lift	Yes	N/A	N/A
Domestic hoists	Yes	N/A	Yes
Non-domestic hoists	Yes	Yes	Yes
Domestic recliner baths	No	No	Yes
Non-domestic recliner bath	Yes	Yes	Yes
Forklift truck	Yes	Yes	Yes

5.4 We will undertake consultation as required with 'variable service charge payers', such as Leaseholders, on a works or contract specific basis where works costs allocated per property are over £250, or £100 per annum under a qualifying long-term agreement. Details and procedures are within the Leaseholder Section 20 Consultation Policy.

6. Roles and Responsibilities

6.1 Board Members

The Board has the overall governance responsibility for ensuring that PCH is compliant with regulatory standards, legislation, and codes of practice. The role of the Board includes:

- Establishing key H&S policies.
- Awareness of risks and risk controls in place.
- Agree performance targets and a performance monitoring framework.
- Ensuring availability of adequate resources and competencies for delivering policy commitments.
- Ensuring appropriate reporting and auditing activity.

- Hearing the voice of residents.

6.2 Under this policy, PCH has identified the following appropriate persons within the organisation to manage this area of risk with the support of appointed specialist contractors.

6.3 Duty Holder

Duty Holder	Chief Executive
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The Chief Executive has ultimate responsibility for health and safety across the organisation and will nominate appropriately qualified and suitable experienced people to discharge duties outlines in this policy.

6.4 Policy Management and Assurance

Appointed Person	Position:	Executive Director of Homes and Communities
	Responsibilities:	Overall responsibility for the implementation of this policy and ensuring that adequate resources are made available to enable the policy objectives to be met. To ensure that appropriately qualified and suitably experienced people are employed to implement this policy, that appropriate programmes of work are in place to discharge relevant duties
Deputy Appointed Person	Position:	Head of Repairs, Voids & Compliance
	Responsibilities:	Ensuring the LEMP is implemented, relevant, current, and practical. To ensure that all activity required for compliance with this policy is carried out. Provision of quarterly performance reports to the Board as part of the monitoring framework. Reviewing the management plan every 12 months with all relevant parties to ensure the systems outlined in the plan are working.
Competent Person	Position:	Snr Compliance Manager and M&E Manager
	Responsibilities:	Administer associated contracts and act as the first point of contact for lifting equipment related queries. Ensure effective management of PCHs' lifting equipment programme and risk register.

		Liaising between the employees, contractors, and residents about matters pertaining to lifting equipment in properties belonging to or managed by PCH.
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7. Equality, Inclusion and Diversity Statement

7.1 PCH is committed to valuing and promoting equality and diversity and inclusion across our services. We recognise we have a duty to eliminate unfair treatment and discrimination in the services we provide and to promote and value respect in everything we do. We expect our staff to share these values and treat all residents with fairness and respect. We also require our contractors and suppliers to mirror our values and comply with our policies in this respect and their own respective duties.

7.2 PCH will apply a zero-tolerance response to acts of discrimination.

7.3 PCH recognises that residents have different needs and may require a tailored and reasonable adjustment to our service to access our services or a property feature, either on a permanent or temporary basis.

7.4 PCH will ensure it meets its duties under the Equality Act 2010 to take into account the need to:

- Eliminate discrimination, harassment, and victimisation.
- Advance equality of opportunity.
- Foster good relations between different parts of the community.

7.5 All contractors employed by PCH or carrying out works on PCH owned or managed premises are required to adhere to the commitments we have made to valuing and promoting equality and diversity and inclusion across our services.

8. Communication

8.1 PCH will ensure effective emergency procedures are in place and that staff and contractors are clear on their responsibilities.

8.4 To ensure that contractors provide appropriate and suitable training to PCH where applicable.

8.5 PCH has adopted and is undertaking surveys in accordance with the Regulatory standard tenant satisfaction measures. These will be utilised to address any reports on outstanding works, issues or concerns that warrant further action or learning and will be shared with our contractors delivering services.

8.6 PCH will ensure that any relevant tenant information relating to lifting equipment on site will be passed on to the registered contractor.

Document Control – Change History

Version	Date	Created/Amended By	Purpose
1	April 2024	Head of Repairs, Voids and compliance	Policy to outline PCH's approach to managing lifting equipment installed at properties under the organisation's management.