

Bromford.

Lifting Equipment Safety Policy

December 2023

Policy Statement & Purpose

Bromford are fully committed to meeting all relevant statutory & regulatory requirements, including best practice standards, in the efficient inspection, maintenance and management of lifting equipment under its responsibility. This commitment will ensure that all its lifting equipment is maintained to a safe standard for use by its residents and employees, the general public and lift maintenance personnel. It will also ensure continual improvement in compliance performance associated with lifting equipment safety, adopting a zero-tolerance approach to any deviation from this Policy.

The purpose of this policy is to demonstrate Bromford commitment to ensuring that the risk to people, buildings and the wider business is reduced as far as reasonably practicable, whilst ensuring that all legislative requirements are met. This Policy will be supported by a detailed operating procedure to ensure the Policy is fully embedded into routine working practice.

1.0 Scope

1.1 Bromford will comply with all legislation, best practice and health and safety guidance in relation to the inspection, maintenance and management of all lifting equipment under its control and responsibility. This policy is applicable to all lifting equipment in properties Bromford owns and controls and includes communal passenger lifts, platform lifts, through floor lifts and medical lifting equipment owned and controlled by Bromford to which the Lifting Operations and Lifting Equipment Regulations (LOLER) applies. Domestic stairlifts that are installed by Customers or via a Disabled Facilities Grant DFG are not subject to LOLER, and as detailed in Bromford's Lifting Equipment Safety Procedure are the Customers responsibility to maintain.

1.2 Our policy and processes ensure that our contractors and our own qualified operatives provide a high-quality service in terms of value for money, competence, customer advocacy and maximisation of the life of our assets and their components. The policy provides assurance to Bromford that measures are in place to ensure compliance with both regulations and guidance and to identify, manage and/or mitigate risks associated with the management of its lifting equipment.

1.3 The policy is relevant to all Bromford employees, customers, contractors and other persons or other stakeholders who may work on, occupy, visit, or use its premises, or who may be affected by its activities or services. It should be used by all to ensure they understand the obligations placed upon Bromford to maintain a safe environment for customers and employees within the home of each customer and within and around all communal areas of buildings.

1.4 Bromford will follow a systematic approach to the management of lifting equipment to ensure, in particular, it meets the requirements set out in the Lifting Operations and Lifting

Equipment Regulations (LOLER) 1998 and where applicable the Provision and Use of Work Equipment Regulations (PUWER) 1998. Adherence with these regulations will ensure the safety of customers, leaseholders, employees, and members of the public.

2.0 Reference Documents

2.1 Lifting Equipment Maintenance Procedure (to follow)

3.0 Policy Principles

3.1 To ensure we provide a safe environment for customers, colleagues and third parties to live and/or work we will:

- Carry out all necessary servicing, safety checks and Thorough Inspections (as defined under LOLER), to pre-defined frequencies, on lifting equipment in Bromford ownership and to other equipment governed by LOLER, or where required by best practice, that we have a responsibility to maintain
- Act on any recommendations for remedial action that result from either the operation of the Thorough Inspection or through routine maintenance within acceptable pre-defined timescales as specified by the inspecting engineer.
- Ensure adequate insurance is in place for all lifting equipment in Bromford ownership
- Ensure every contractor or consultant employed by Bromford to carry out lifting equipment inspection and/or maintenance is competent and has the relevant licenses, registrations, accreditations and qualifications, as specified by the relevant regulations and Bromford procedures
- Ensure every contractor or consultant employed by Bromford has suitable risk assessments and method statements in place to ensure safe working practices are always followed
- Ensure all reasonable steps to gain access to properties are taken, including court injunctions where necessary, in accordance with Bromford's access procedures.
- Ensure asset data bases and customer records are maintained accurately and data reconciliation is undertaken frequently, as prescribed in the supporting Lift Safety procedures
- Keep records of all servicing and access attempts in a central and accessible location and in accordance with all relevant regulations. All contractors are to receive full training on how to access such systems to ensure this data is fully up to date and accessible.
- Ensure emergency procedures are in place, including safe passenger release for persons trapped in lifts, which are reviewed regularly and are available to all colleagues and relevant third parties
- Ensure relevant monitoring processes are in place and compliance with this Policy is reported on regularly
- Report critical exceptions and deviation from this Policy to an Executive Director within agreed timescales

4.0 Responsibilities

4.1 The Board is responsible for:

- Ensuring BHG complies with legislation
 - Ensuring effective controls are in place to maintain compliance
 - Reviewing compliance reports and scrutinising areas of non-compliance
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4.2 The Executive Team is responsible for:

- Approving this document and notifying Board of key changes to this document.
- Reviewing, endorsing and achieving this policy's principles.
- Ensuring the appropriate resources and performance management frameworks are in place to ensure compliance with applicable laws and regulations
- Inspiring a culture which ensures compliance is prioritised and colleagues are trusted and encouraged to report concerns of non-compliance.

4.3 The Audit and Risk Committee are responsible for:

- Reviewing Compliance reports and control frameworks and make recommendations to Board.
- Providing assurance to Board on compliance with all law

4.4 All colleagues are responsible for:

- Carrying out their work in line with this policy and associated procedures and processes
- Applying Bromfords DNA in everything they do
- Reporting non-compliance to line management as soon as practically possible
- Considering asset compliance in all activities and notifying compliance leads of any activity which puts compliance at risk.

5.0 Legislative Requirements

5.1 Our policy is to comply with all applicable legislation and regulatory requirements, including the following:

5.2 Regulatory Standards

5.3 The application of this policy will ensure compliance with the regulatory framework and consumer standards (Home Standard) for social housing in England, which was updated by the Homes & Communities Agency (HCA) in April 2015.

5.4 Legislation

5.5 Bromford acknowledges and accepts their responsibilities specifically under the Lifting Operations and Lifting Equipment Regulations (LOLER) 1998 and where applicable the Provision and Use of Work Equipment Regulations (PUWER) 1998

5.6 Additional Legislation and Guidance

5.7 The policy also operates in the context of the following additional legislation and guidance:

- Health and Safety at Work etc. Act 1974 and subsidiary regulations
- Management of Health and Safety at Work Regulations 1999
- The Housing Act 2004
- The Landlord and Tenant Act 1985 and 1987
- The Housing Acts 1985 and 1988
- Disability and Discrimination Act 2005
- The Equality Act 2010

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- Safety Assessment Federation Guidelines (LG 1 -Issue 04- 01/06/2020)

All relevant British and European standards including BS EN 81-1:1998 (Electric Lifts), BS EN 81-2:1998 (Hydraulic Lifts) EN 81-20 and all applicable BS EN 81 Codes of Practice and Standards.

BS 7255 Code of Practice - Safe Working on Lifts and BS 9102 Code of Practice - Safe Working on Platform Lifts

BS EN 13015 Maintenance for lifts and escalators Rules for maintenance instructions

- Health & Safety Executive (HSE) Guidelines Note, PM 26 Safety at Lift Landing
 - Fire Safety (England) Regulations 2022
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6.0 Assurance Framework

6.1 The Legal and Regulatory risk appetite of Bromford's Board is generally minimal, and it is risk averse with respect to landlord asset compliance. As such we always do everything reasonably practicable to ensure Legal and Regulatory compliance. Our compliance management comprises high-level oversight and assurance at Board and Executive level, mid-level oversight at Senior Leadership level and detailed scrutiny at management level.

6.2 This policy assists with mitigating the risk identified in our risk register, namely 'We fail to ensure safety and asset compliance across our homes resulting in death or injury to customers, colleagues or a third party'.

6.3 A system of audits in line with our 3 lines of assurance will ensure that all aspects of this policy and any controls implemented, will be monitored to ensure its effectiveness.

7.0 Performance Monitoring

7.1 The following KPI's will be introduced to measure our performance on lifting equipment safety across all locations of the Group:

- Passenger Lifts: number of overdue LOLER inspections, including the dates these became due
- Through Floor Lifts: Number of overdue LOLER inspections, including the dates these became due
- Passenger Lift: LOLER inspections due in 7, 30 and 60 days.
- Through Floor Lifts: LOLER inspections due in 7, 30 and 60 days
- Through Floor Lifts: number in no access process

7.2 Contractor accreditations and operative qualifications will be monitored and updated during each contractor progress meeting to ensure accuracy and a validation audit will be undertaken in accordance with our 3 lines of assurance. An appointed auditor will inspect 10% of the annual Thorough Inspections monthly.

8.0 Training

8.1 Training will be provided to staff as follows:

- All operators of Lifting equipment must have suitable knowledge or experience of using equipment, and where required be adequately trained in:
 - the methods of use for the equipment
 - any risks arising from the equipment
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- appropriate controls and precautions to be observed while using the equipment

9 Communication and Review

9.1 This policy will be published on the Hub intranet site.

9.2 This policy will be reviewed annually and in line with changes to government guidelines.

Document Details

Owner: Emma Burton Director of Asset Management and Building Safety

Approved By: Risk and Compliance Forum

Date of Approval: 14/12/2023

Next Review Due: Annually

Policy Version: V2
