

## PASSENGER LIFT & STAIRLIFT MANAGEMENT STANDARD



<b>Policy Title</b>	<b>Passenger Lift &amp; Stairlift Management Standard</b>		
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## **1. INTRODUCTION & SCOPE**

This Management Plan details how Cornwall Housing (CHL) will follow the requirements of its Compliance Safety Policy, legislation and approved codes of practice, industry standards and guidance for the continued service and inspection of its passenger lifts and stairlifts.

CHL own and maintain passenger lifts and stairlifts for use by tenants and visitors. In all cases the supplied equipment is deemed as work equipment and as such respective regulations apply to ensure the ongoing safe and effective operation. The following non exhaustive list has been used to develop this management standard plus other standards have been referenced as best practise.

- Lifting Operations and Lifting Equipment Regulations (LOLER),
- Provision and Use of Work Equipment Regulations 1998 (PUWER),
- The Lifts Regulations 1997 & 2016,
- British Standard 7255:2012 Code of practise for safe working on lifts,

CHL recognises its obligations to provide safe lifting installations and equipment ensuring that all lifts are fully accessible for disabled users as per the requirements of Part M of the building regulations, the Equalities Act & Discrimination Act. Associated in service risks are mitigated by a systematic examination/maintenance and testing programme using competent persons to complete.

The holistic approach to safety conforms to the requirements of regulation and guidance with CHL committed to provide:

- Annual Maintenance programme,
- Reactive call out in event of faults and/or failure including acting on the report of entrapment,
- A thorough examination scheme conforming to the requirements of LOLER,

Where any defects are noted arising from any of the above CHL as the Duty Holder shall complete as soon as is reasonably practicable. Where it is not feasible to complete the required remediation in a timely manner or where highlighted hazards are present then the respective installation shall be isolated and made safe until a repair can be completed.

## 2. REGULATION & GUIDANCE

### 2.1. Regulation

The **Lifting Operations and Lifting Equipment Regulations (LOLER)** apply to all lifting equipment in workplaces which extend to the passenger lifts and stairlifts under CHL's control. The regulation is concerned with material and product selection plus the strength and suitability of the equipment. Regulations 6&8 reference planning of the lifting operation and that equipment is positioned or installed to reduce the risk of loads drifting, falling freely or unintentionally released where reasonably practicable.

Regulation 9 of LOLER requires the duty holder to ensure that 'thorough examinations' are completed by a competent person. CHL recognise these requirements and shall ensure that all requirements of LOLER are accounted for in its day-to-day operation.

The **Provision and Use of Work Equipment Regulations (PUWER)** provides additional requirements to the broad management framework laid out in LOLER. PUWER detail the actions a duty holder shall take to ensure that equipment and plant are correctly specified, installed and maintained. Other requirements that a Duty Holder shall be required to consider and/or implement include:

Stop Controls,  
Emergency Stop Controls,  
Clear, Visible controls,  
Isolation from sources of energy,  
Suitable lighting,

CHL recognises these requirements and shall work within the requirements of PUWER ensuring that all lift and lifting equipment is designed, selected, installed, used and maintained with the requirements of the PUWER regulations so far as is reasonably practicable.

**The Supply of Machinery (Safety) Regulations 2008 & Lifts Regulations 2016** place responsibilities on the duty holder to ensure that the installation of any new lift system meets the requirements of harmonised European standards ensuring that designers and installers confirm that products are manufactured, designed, installed & tested in accordance with current standards and guidance. This is evidenced by provision of certificates of conformity and CE markings on products.

CHL do not have the technical expertise to directly confirm the suitability and design selection of new products however as part of any new installation an independent third party shall be engaged to oversee these elements as a specialist consultant to ensure that CHL meets associated requirements under these regulations.

## 2.2 Guidance

**BS7255 Code of practise, safe working on lifts**, provides recommendations for the safe operation and management of lift systems. The guidance document provides further guidelines for the provision of a risk assessment for any work activity associated with a lift. Common maintenance scenarios such as:

Lone Working,

Working in the well,

Working on top of the car,

Working in the pit,

In all instances CHL shall employ competent service and maintenance providers to act on its behalf. Risk assessments and method statements shall be reviewed by CHL for all servicing and maintenance activities prior to the commencement of any work. CHL shall ensure that the salient points of BS7255 & the overarching principles of prevention are used for risk management.

**SAFed – LG1 Guidelines on the supplementary tests of In-Service lifts**, provides further guidance on ‘supplementary testing’ and ‘thorough examination’ of in-service lifts. The guidance has no legal status however compliance with the guidance would normally satisfy the requirements of PUWER & LOLER.

Although CHL as the duty holder outsources the maintenance and testing to sub contracted providers, the LG1 guidance document shall be referenced as a benchmark serving as the minimum service and inspection standards referencing on scope of work and contract procurement.

## 2.3 Roles and Responsibilities

### Duty holder

The ‘Managing Director’ is ultimately responsible for the business operation including Health and Safety. The Duty holder is responsible for ensuring that suitable and sufficient policies and procedures are in place to ensure the safe, effective operation of passenger lifts and stairlifts.

#### Key Responsibilities

- Appoint a competent person to take day-to-day responsibility for managing the maintenance, inspection and compliance obligations.

**Responsible Person**

The 'Mechanical Electrical & Water Hygiene Manager' has day to day responsibility for managing the operation of all registered passenger lifts and stairlifts.

Further responsibility is delegated to the Mechanical, Electrical & Specialist Equipment Supervisor who will facilitate the day-to-day operational effort liaising with the inspection and maintenance providers to complete planned and reactive activities.

**Key Responsibilities**

- Act on the findings of any thorough examinations or maintenance reports,
- Monitor levels of service ensuring all cyclical and reactive visits are completed within contract KPI's and contract terms
- Lead in the procurement of new systems ensuring the compliance and certificates of conformity.

**Approved Contractors**

INDG339 published guidance note from the HSE advises that: *'A competent person is someone who has sufficient technical and practical knowledge of the lift to be able to detect any defects and assess how significant they are. It is also important that the competent person is sufficiently independent and impartial to allow them to make an objective assessment of the lift. For this reason, it is not advisable for the same person who performs routine maintenance to carry out the thorough examination'*.

CHL shall ensure that competent service providers are appointed to complete contract maintenance and inspection activities. To ensure an impartial assessment of the safe operation of the lift no one provider shall complete planned maintenance and periodic inspections. It is anticipated that a minimum of two independent provers shall be in place to provide maintenance and inspection services.

**2.4 Policy**

The compliance safety policy covers lifts and stairlifts as well as other statutory requirements such as gas and electrical safety. The policy sets out the arrangements in place to manage lift safety across the business plus appointed persons who are managerially responsible.

### **3. IN SERVICE USE & MAINTENANCE**

#### **3.1 Passenger Lifts**

CHL own and operate 13 passenger lifts which require servicing maintenance and thorough inspection as highlighted below.

Site Name	Site Address	Identification
Albion Court	Torpoint, PL11 2BN	Passenger Lift
Anvil Court	Anvil Road, Camelford, PL32 9SD	Lift 1 (4 <sup>th</sup> floor)
Anvil Court	Anvil Road, Camelford, PL32 9SD	Lift 2 (3 <sup>RD</sup> floor)
Bederkesa Court	Bodmin, PL31 1NB	Lift 1 East
Bederkesa Court	Bodmin, PL31 1NB	Lift 2 West
Chy Nampara	Trevethan Rd, Falmouth, TR1 2AH	Platform Lift
Hornabrook Court	Padstow, PL28 8DX	Passenger Lift
Rosevellan Gardens	Midway Road, Bodmin, PL31 2PT	Passenger Lift
Trecarne Close	Launceston, PL15 7LN	Phase 1 Lift
Trecarne Close	Launceston, PL15 7LN	Phase 2 Lift
Tregaer Court	Melville Road, Falmouth, TR11 4DZ	Lift 1 (Flats 1-11)
Tregaer Court	Melville Road, Falmouth, TR11 4DZ	Lift 2 (Flats 12-22)
Wyndhurst Orchard	Wadebridge, PL27 7HF	Passenger Lift

CHL recognises its obligations under 2.2a of the Health and Safety at Work Act etc. to provide safe plant and equipment, a service and maintenance agreement shall be issued to one approved contractor providing a comprehensive package including the below as a minimum.

- SAFed Supplementary testing,
- Reactive emergency call outs,
- Out of hours emergency attendance,
- Emergency attendance in the event of entrapment,
- Planned maintenance programme,

In all instances the approved contractor providing maintenance shall differ from the provider of LOLER thorough inspections to avoid a conflict of interest.

### **3.2 Stairlifts**

CHL Operate circa 300-400 stairlifts across the housing portfolio in a mix of tenant homes and in communal areas of supported living schemes. The number continually changes based on tenancy change. When a property becomes void any existing stairlift is removed unless there is an identified need for the incoming tenant to retain. CHL complete inspection and maintenance tasks via an appointed specialist provider to the specification outlined for passenger lifts above. All LOLER related inspections are completed by Cornwall Council via an appointed subcontract specialist.

### **3.3 New Installations**

Throughout the anticipated equipment cycle there will become a point at which replacement will be required where beyond economic repair. Lifts shall only be considered for replacement following notification of repairs meeting this requirement or where safety concerns have been highlighted by the service, inspection provider.

CHL do not have the in-house knowledge or specialism to conduct a full lift procurement programme in house. The design of any new lift shall conform to the below as a minimum:

- BS7255 2012 Code of practise for safe working on lifts
- BS5655-6:2011 Lifts and Service Lifts (selection, installation, and locations)
- Construction Design Management Regulations
- Lift regulations 2016
- LOLER
- PUWER

Procurement shall be provided by a specialist lift designer and/or consultancy. CHL are not absolved of responsibility of such services and shall complete sufficient due diligence



to appoint a compliant designer ensuring that any potential design accounts for the requirements of BS ISO 4160 and other associated current standards and guidance.

A suitable and sufficient design risk assessment shall be commissioned by CHL to confirm the competency of the respective installer following a period of procurement and selection whilst accounting for the prospective design and certificate of conformity and CE equipment markings.

All installation work shall be completed in accordance with current standards and guidance plus manufactures instructions and lift specific BS7255, BS EN 81-1/BS EN 81-2. Full Operation & Maintenance manuals shall be made available to CHL by the installer following testing and commissioning and CHL taking ownership and having beneficial usage of the lift.

## **4. LOLER**

### **4.1 Passenger Lifts**

CHL recognises its duties under the 'Lifting Operations and Lifting Equipment Regulations' including all legal responsibilities to ensure that any lifts are thoroughly examined and remain safe to use.

All CHL lifts convey persons rather than goods/equipment and the visit schedule shall be no more than 6 monthly. CHL shall appoint an independent competent provider to complete the inspection with accreditation to BS EN ISO/EIC 17020. The thorough inspection shall be independent of any maintenance connotations and take account of the following points in accordance with Regulation 10 of LOLER.

- Landing and car doors and their interlocks,
- Worm and other gearing,
- Main drive system components,
- Governors,
- Safety gear,
- Suspension ropes,
- Suspension chains,
- Overload detection devices,
- Electrical devices (including earthing, earth bonding, safety devices, selection of fuses, etc),
- Braking systems (including buffers and overspeed devices),
- Hydraulics,

This list is not exhaustive. In all cases the inspector shall complete the inspection in accordance with all current regulation, standards and guidance. Particularly (SAFed) lift guidelines.

In accordance with Regulation 11 of LOLER reports shall be sent to CHL within a period of 28 days to be accepted. Where reports fall outside of this timescale they shall not be accepted, and the completing provider will reattend to reinspect.

#### **4.2 Stairlifts**

Stairlifts in tented homes may well not be classed as ‘work equipment’ and in turn not subject to the provisions set out in PUWER and LOLER however given the known risks CHL shall continue to conduct LOLER inspections at intervals not exceeding 6 months. In some cases, frequencies are as low as 3 months however these are generally for equipment exposed to the elements such as external lifts. In all cases the frequency shall be determined by the specialist engineer and no further than 6 monthly before intervals.

All other provisions for documentation and acting on faults will follow the same process as passenger lifts.

## **5. ASSETS WITHIN THE PORTFOLIO**

### **5.1 Void Properties**

At the point of tenancy termination, the respective void officer/housing team member shall make sufficient enquiries to confirm whether any existing stairlift/lift within the home is still required. Generally, it is expected that any stairlift/lift shall be removed during the course of the void period and a CHL building safety informed of the removal so that it can be removed from the respective contract asset list for servicing and thorough inspection.

### **5.2 Communal Facilities**

CHL currently maintain 27 Stairlifts within 8 housing schemes. These lifts are classified and are fully subject to the requirements of PUWER and LOLER. As such specialist contractors are utilised to complete the required planned maintenance and thorough examination as part of the wider contract programme.

### **5.3 Tenanted Housing Stock**

CHL have a mixture of lifting solutions across its managed housing portfolio. At the time of writing:

- 276 Stairlifts
- 27 Home lifts (both Electric & Hydraulic)

Which are subject to maintenance and regulation 10 of LOLER. A contract listing of the respective installations are held and maintained by the CHL building safety team. As with passenger lifts the domestic installations shall be maintained and thoroughly examined by different providers to avoid conflicts of interest.

### **5.4 Disabled Adaptations**

Any disabled adaptations facilitated by CHL shall be arranged by the asset management team. Any installation shall be formed by an occupational therapist and installations completed where reasonably practicable and in accordance with CHL policy/procedure. The asset team shall provide the building safety team details of any new installation and include copies of all installation and handover certification. The building safety team shall add the installation to the asset database lifespan for ongoing service and repair.

## **6. SUPERVISION, TRAINING & INFORMATION**

### **6.1 Supervision**

CHL shall ensure that sufficient resources are in place for the supervision of the lift and lifting equipment service contracts which are split as below:

- LOLER thorough examination,
- Maintenance and repair service,

Site supervisor inspections shall be completed periodically on each provider to ensure that health and safety obligations are being complied with as well as a competency assessment programme of staff working on the contract.

CHL use the services of a specialist lift consultant to further review the performance and costings of the lift repairs providers (excluding stairlifts and LOLER inspections) to confirm compliance and value for money.

### **6.2 Training**

CHL Specialist Equipment Supervisory staff shall complete or work towards the successful completion of a recognised lift management qualification such as the ASCP Level 4 in lift safety. Training provided by contractors shall conform to current standards and guidance and demonstrate competence to undertake the required work.

### 6.3 Competence

CHL recognises the need and requirements to appoint persons and contractors on its behalf to undertake maintenance and examinations.

The HSE document INDG339 provides further guidance on the key criteria whilst reviewing a prospective person/contractor for competence. *‘A competent person is someone who has sufficient **technical** and **practical** knowledge of the lift to be able to detect any defects and assess how significant they are. It is also important that the competent person is sufficiently **independent** and **impartial** to allow them to make an objective assessment of the lift’.*

CHL shall ensure that both examination and maintenance requirements are managed and contracted independently to ensure independence and any associated conflicts of interest.

Contract operatives shall be measured on their technical & practical knowledge together with demonstrable experience to confirm their suitability and ability to conduct the maintenance and examination service programmes.

## 7. CONTRACTORS

CHL shall use competent accredited contractors to complete service, repair and examination work on any lifts and stairlifts. Verification shall be made at the contract procurement stage with the ongoing commitment throughout the contract lifecycle to complete periodic site inspections and regular contractor management meetings to discuss performance.

LOLER thorough examinations shall be completed by contractors accounting for SAFed guidelines with accreditation to BS EN ISO/IEC 17020.

CHL shall review contract performance and where there are significant failings by the provider which cannot be remedied through contractual arrangements then CHL reserve the right to suspend said contract until remedial actions can be implemented.

## 8. DEALING WITH EMERGENCIES & BREAKDOWNS

### 8.1. Breakdown

One approved service and repair contractor shall be employed to complete all necessary repairs on passenger lifts and another one specific to stairlifts. All repairs shall be completed in normal working hours (mon-fri 08:00-18:00) unless downtime in excess of 4

hours is identified in which case CHL shall be notified with 10 days' notice so that tenants can be informed, and alternative arrangements made.

The passenger lift provider shall provide a 24-hour callout service which links to each lift car intercom.

Out of hours repairs shall be undertaken to make the lift assembly safe and repair to enable ongoing usage where practicable. Further follow on works shall remain the responsibility of the service provider to arrange. All repairs to conform to current standards, guidance and SAFed best practise.

## **8.2. Entrapment**

In the event of lift car entrapment, the 24-hour call centre shall be contactable using the lift car remote dialler intercom with site attendance within the timescales set out below.

Time to answer an emergency callout in normal hours for a trapped passenger 60 Minutes

Time to answer a non-emergency callout out of hours for a trapped passenger 60 Minutes

Time to answer a non-emergency callout in normal working hours 240 Minutes

Time to answer a non-emergency callout out of hours 240 Minutes

## **8.3 Emergency Dialler Alert**

Each lift car shall have an emergency dialler linked to a fully manned call centre. All monitoring and communication systems shall be installed maintained and operated in accordance with BS EN81-28.

The lift communication system shall conform to all current standards and guidance and where practicable have an independent mobile data sim to avoid conflicts with existing site communication infrastructure.

## **8.4 Alternative Arrangements**

In the event of a major system fault which renders a passenger lift out of service for an extended period Cornwall Housing shall consider alternative arrangements such as the installation of temporary stairlifts in a communal area. Such installations shall be reviewed on a case-by-case basis taking the views of independent consultants and the needs of the tenants withing a respective scheme.

## **9. DOCUMENTATION**

### **9.1. Acting on service/maintenance/inspection reports**

Service reports and details of thorough examination shall be provided or made available to CHL within 28 days of the date of service/inspection. Any service deficiencies or highlighted remedial action requiring CHLs attention shall be reviewed by the contract administrator/supervisor and remedials instigated where required. In the event of safety critical highlights, the lift/stairlift shall be isolated and locked off with alternative arrangements made where required.

All safety reporting compliance documentation shall be retained for a period of at least seven years for future reference.

### **9.2. Asset Data**

Asset information shall be maintained by CHL on its asset management software solution Lifespan. Details of installation dates and servicing are maintained supplemented by other means of logging such as excel workbooks.

Service reports are saved on Docuware CHL document record system for further reference.

Details over LOLER management shall be held on a third-party contractor portal with CHL accessing to populate excel workbooks with the examination history to monitor compliance.

## **10. QUALITY CONTROL**

### **10.1. Consultation Services**

CHL shall use a third-party independent lift consultancy to advise on compliance issues and act as a point of contact for any technical queries. This consultancy group shall act as the intermediary between CHL and the lift service and repair contractor ensuring value for money is achieved.

Quarterly meetings between CHL and the consultant shall be arranged and attended by key responsible and operational staff within CHL and the contract consultant lead. The meetings will be chaired by the consultant lead and actions arising dealt with in a timely manner.

The scope of coverage on the contract shall only cover passenger lifts at communal facilities. Reactive repair, planned maintenance and thorough examination on all other stairlifts, lift platforms in the domestic housing stock are reviewed and managed directly by CHL and the respective specialist equipment supervisor.

## **11. KEY PERFORMANCE INDICATORS**

CHL record a number of organisational KPI's to indicate compliance to requirements for service and thorough examination records 'LOLER'

Overdue services are recorded and referenced month on month with a percentage value to indicate an improvement or a decline in contractor performance.

Localised KPI's are referenced on the respective contract meeting with each contracting company.

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