



COUNCIL HOUSING

LIFT SAFETY POLICY

JULY 2025

Policy: COUNCIL HOUSING LIFT SAFETY POLICY

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1.0	First issued	Steve Colk	24/07/2025

Links to Council Corporate Plan 2025-28

Council ambition	Linked?
Working for a prosperous future <i>We want to ensure the best possible local economy, with opportunities for our tenants to succeed and achieve</i>	Yes
Healthier, safer communities <i>Tenants should feel safe in our Borough and supported to be more active in order to improve their health and wellbeing</i>	Yes
A greener and cleaner environment <i>It's important to everyone that we look after our environment</i>	No
Restoring the Council to good health <i>We will place our Council on a sound financial footing and ensure resilience – delivering the service our tenants deserve and expect</i>	Yes
We ♥ Castle Point <i>We will help create and maintain the best possible place to live in, work in and visit</i>	Yes

Lead Officer responsible for owning the Policy and internal approval body (meeting / board where the Policy is approved for adoption or approved for referral to PFH or Committee for adoption)

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Equality Impact Assessment undertaken?

Yes

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1. Introduction

- 1.1 As a responsible social housing landlord, Castle Point Borough Council ("the Council") is committed to keeping safe the people that live in the homes it owns and manages. The purpose of the document is to describe how the Council manages its legal obligations in relation to lift safety for its housing stock. The Policy shows how the Council complies with current legislation and approved codes of practice.
- 1.2 The Council has duties as a landlord of domestic premises under section 3 of the Health and Safety at Work (etc.) Act 1974 ("HSW") to ensure, as far as is reasonably practicable, that in undertaking its services it does not present a risk to the health and safety of persons that are not its employees. In addition, the Defective Premises Act 1972 requires the Council to take reasonable care to ensure that tenants and visitors are safe from personal injury caused by the condition of the premises.
- 1.3 The Landlord and Tenant Act 1985 requires all rented property to be fit for human habitation at the beginning of the tenancy and further requires the landlord to maintain that basic standard. In addition to this, the Policy provides assurance that measures are in place to identify, manage and/or mitigate risks associated with lifting equipment.
- 1.4 This Policy forms part of the wider organisational commitment to driving a health and safety culture amongst tenants, leaseholders, Council employees and contractors (as detailed within the Council's Health and Safety Policy).

2. Scope

- 2.1 This Policy applies to tenants and leaseholders where the Council is responsible for all lifts and lifting equipment in communal areas. This Policy includes any lifts or lifting equipment in the tenant's home but excludes any lifts or lifting equipment in a leaseholder's home. All tenants and leaseholders living in Council owned homes and blocks of flats, their visitors, Council employees and contractors must adhere to this Policy.
- 2.2 This Policy applies to all homes owned by the Council, which has a responsibility for ensuring that all lifting equipment is safe to use. The scope of this Policy includes passenger lifts, lifting equipment, stair lifts, vertical (through floor) lifts, ceiling track hoists, mobile hoists, bath lifts and slings. For the avoidance of doubt, it is only the thorough examination and maintenance of lifting equipment for which the Council is responsible that is covered by this Policy. Risk assessment and management controls - including any pre-use checks which may apply to lifting equipment and accessories - relating to lifting operations as part of care and support activities is out of scope and is undertaken by qualified Occupational Therapists.
- 2.3 The Policy should be used by all to ensure they understand the obligations placed upon the Council to maintain a safe environment within the home for tenants, leaseholders, Council employees and contractors.
- 2.4 This Policy applies to all Council employees and contractors, contracted to the Council who undertake works in its owned homes who must adhere to this Policy.

- 2.5 All other lifting equipment in Council owned non-residential buildings are excluded from this Policy.

3. Definitions

The Council	Castle Point Borough Council
Duty Holder	The organisation that has legal responsibilities and obligations to manage and control the risks associated with lift safety
LEIA	Lift and Escalator Industry Association
LOLER	Lifting Operations and Lifting Equipment Regulations
PUWER	Provision and Use of Work Equipment Regulations
RIDDOR	The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013
SAFed	Safety Assessment Federation
UKAS	United Kingdom Accreditation Service

4. Aims and Objectives of the Policy

- 4.1 The aims of this Policy are to ensure the safety of tenants, leaseholders (and their visitors) that live in the Council's homes. The Council will do this by fulfilling its legal obligations and duty of care to ensure that lifting equipment is safely installed, maintained and safe to use.
- 4.2 The key objective of this Policy is to ensure that tenants and leaseholders, the Council, Senior Leadership Team, Council employees, and partners are clear on its legal and regulatory lift safety obligations. This Policy provides the framework for Council employees, contractors and stakeholders to follow to help it meet these obligations.
- 4.4 This Policy confirms that the Council will adopt and implement robust procedures to guarantee all work is compliant with the relevant legislation and meet the expectations of its tenants, the Regulator of Social Housing, and relevant stakeholders.

5. Policy Statement

- 5.1 The Council will ensure, as far as is reasonably practicable, that its tenants, leaseholders, their visitors, Council employees, and contractors are protected from the risks relating to lift safety in the homes and communal areas the Council owns and manages.
- 5.2 The Council takes its responsibility to manage the risk from lifts and lifting equipment in the homes it owns and manages very seriously, and aims to reduce the risk by:
- Identifying its specific responsibilities for each item of lifting equipment.
 - Providing clear lines of responsibility for the management of lift safety supported by written guidance in the Lift Safety Procedure.
 - Creating staff training to provide guidance on the implementation of the commitments contained in this Policy and associated procedure.
 - Undertaking key activities (e.g., thorough examination and maintenance).

- e) Ensuring a thorough examination, where applicable, to all lifts and all its associated equipment by a competent person.
- f) Undertaking supplementary testing following the Safety Assessment Federation (SAFed) guidance if requested by the competent person.
- g) Undertaking six-monthly thorough examination to all passenger lifts, lifting equipment, through floor lifts, ceiling track hoists, mobile hoists, bath lifts and slings and any other lifting equipment to ensure all equipment is maintained for the continued safety of colleagues, customers, contractors, and visitors and that it remains in a state of good repair.
- h) New passenger lifts will be installed to BS EN 81-20 and 81-50 and the Equality Act 2010.
- i) Maintaining competent staff and contractors.
- j) Communicating clearly with tenants, leaseholders, and other stakeholders.
- k) As Duty Holder, delegating responsibility for the implementation of this Policy, monitoring its effectiveness, and receiving assurance of compliance.
- l) Ensuring that a clear and consistent process, including customer focussed engagement and enforcement, is in place to obtain access to properties to undertake lift safety checks, which shall include legal action when needed.
- m) Proactively assessing available data for relevant information about tenants to help gain access (disability, vulnerability, local connections, etc.).

6. Legislation, Regulation and Guidance

6.1 The Council is committed to ensuring that tenants' homes, tenants' and leaseholders' communal areas stay safe and fit for purpose. In achieving this, the Council complies with relevant legislation and regulations. The following list sets out the key legislation regulation and guidance:

- The Health and Safety at Work (etc.) Act 1974
- Landlord and Tenant Act 1985
- Workplace (Health, Safety & Welfare) Regulations 1992 (as amended)
- The Provision and Use of Work Equipment Regulations (PUWER) 1998
- LOLER (Lifting Operation and Lifting Equipment Regulations) 1998
- Management of Health & Safety at Work Regulations 1999
- Building Regulations 2000 (amended)
- Housing Act 2004
- Homes (Fitness for Human Habitation) Act 2018
- The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)
- The Regulator of Social Housing's Consumer Standards 2024 Safety and Quality Standard
- Tenancy Agreement

- Lease Agreement
- [Universal Credit: service charges - guidance for social landlords - GOV.UK](#)

The Tenant Satisfaction Measures under the Safety and Quality Standard relevant to this Policy include:

- TP02 – Satisfaction with repairs
- TP04 – Satisfaction that the home is well maintained
- TP05 – Satisfaction that the home is safe
- BS05 - Lift safety checks

7. Lifts and Lifting Equipment Inspections

- 7.1 The Council will arrange for all required inspections, as set out in LOLER (Lifting Operation and Lifting Equipment Regulations) 1998, by a competent contractor. Any defects found which cannot be corrected at the time, or might become dangerous, must be reported to the Housing Compliance Manager at the Council.
- 7.2 The Council will ensure that a competent person undertakes thorough examinations of all lifts and associated equipment covered by this Policy on the following basis:
 - Before first use.
 - Following major modification, damage, breakdown or change of use.
 - At void stage (if the lifting equipment is to be kept for use by the new tenant, subject to confirmation of suitability from a qualified Occupational Therapist).
 - Regularly whilst in service. This will be every 6 months unless there is a written scheme of examination recommended by a competent person that says that an alternative frequency is appropriate.
- 7.3 The extent of the thorough examination will depend on the professional judgement of the competent person undertaking the examination, but the Council shall specify that it needs to include all matters which affect the safety of the lifting equipment, including likely deterioration with time, and shall follow industry guidance.
- 7.4 Where the frequency of thorough examination varies from the general 6-month frequency outlined above, the Council will hold clear written evidence of the alternative examination scheme. A competent person will at least annually review this to ensure it stays appropriate.
- 7.5 The thorough examination may find that additional inspection, supplementary testing, or remedial works are needed. All follow-up actions will be time-bound, and the Council will look to undertake the recommended actions in timeframes recommended by the competent person. Any proposed changes to the agreed actions or completion targets are documented, agreed by a competent person, and proposed to the Housing Compliance Manager for approval. The decision is recorded and reported within the Compliance Dashboard to ensure clear visibility.

8. Inspection and Maintenance

- 8.1 The Council will undertake maintenance and inspection in addition to the thorough examination. The nature and frequency of maintenance and inspection activity will be based on the specific equipment and shall take account of manufacturer's instructions, any recommendations from thorough examinations and any risk assessment by a competent person. In the absence of manufacturer's instructions, the advice of a competent person will be sought and recorded.
- 8.2 Inspection or maintenance activity may show that additional inspection, supplementary testing, or remedial works are needed. All follow-up actions will be time-bound, and the Council will look to undertake the recommended actions in time limits recommended by the competent person. Any proposed changes to the agreed actions or completion targets are documented and agreed by a competent person. The decision is recorded and reported within the Key Performance Indicators (KPIs) to ensure clear visibility.
- 8.3 Inspection or maintenance activity may also find improvement recommendations that do not affect safety but recommended to enhance the lift (e.g., accessibility and decor). These are recorded separately and dealt with as part of future planned maintenance activity where practical.

9. Lifting Equipment Data Register

- 9.1 The Council will maintain an up-to-date Master Database of all properties where it has a responsibility to provide lift safety checks and maintenance.
- 9.2 For each relevant property, the Council will record and maintain up-to-date data confirming which lifting systems and appliances within the scope of this Policy exist and do not exist and the Council's associated responsibility.
- 9.3 Where a requirement exists, the Council will hold data and certification, as defined within the legislation, which is for the lifetime of the system/equipment. Where a requirement does not exist hold appropriate evidence.
- 9.4 All operational documentation and manuals must be given to the tenant when they move into the property which already has a lift or lifting equipment or following any new installation.

10. Management of Lift Safety

- 10.1 The Council will:
 - a) Implement a risk-based approach to the periodic inspection of communal areas to ensure areas holding lifting equipment are locked and no visible signs of vandalism or damage to lifting equipment exist.
 - b) Maintain a clear staged access process to gain access to properties to undertake the activities described above. This shall include enforcement action when needed. The Council will proactively assess available data for relevant information about the customer to help gain access (disability, vulnerability, local connections, etc.).
 - c) Enforce tenant responsibilities where required considering a balance of individual tenants' rights with the need for effective, prompt action where there is a risk to the safety of tenants.

11. Tenant and Leaseholder Responsibilities

- 11.1 The Council will encourage tenants, through the provision of publicity information, to allow access to conduct lift safety checks and inspections and remedial works in their homes. The Council or its representative will need to visit at least twice per year, once to conduct an annual service and once to undertake a visual inspection. The Council understands that people with lifting equipment in their homes may need more flexibility with inspection times, so that they can accommodate carers visits and any medical appointments. It is the tenant's and leaseholder's responsibility to provide access to their home to enable the Council in fulfilling its duties. The Council will use the legal remedies available within the terms of the tenancy and lease agreements should any tenant refuse access.
- 11.2 Tenants are asked to notify any fault to any lifts or lifting equipment promptly.
- 11.3 The lifting equipment installed in homes is solely for use by those for whom the lifting equipment is designed for, and as per the lift instructions. The equipment must not be tampered with.
- 11.4 The Council will maintain a consent process for any tenant commissioned works that involve lifting equipment. Approval will not be unreasonably withheld, although consent may be refused or conditions imposed where appropriate. Conditions may include a requirement for the tenant to commission maintenance and inspection activity. Where unauthorised work with the potential to affect safety is found, the Council will take the appropriate action to remove or remedy. The cost of doing so maybe recharged to the tenant.
- 11.5 Tenants will be responsible for a service charge, for the servicing and maintenance of any personal lifting equipment in their home. This service charge is eligible for Housing Benefit but is ineligible for Universal Credit. To help Council tenants meet these added costs, the Council will help them apply for any benefits to which they are entitled. Where there are no additional benefits available to cover these costs, the Council will work with the tenants on a case-by-case basis, to always ensure the safety of Council tenants.

12. The Council's Responsibilities

- 12.1 It is the Council's responsibility to keep homes it owns safe and free from health hazards. The Interim Head of Housing Technical Services will appoint suitably qualified persons to oversee the implementation of this Policy.
- 12.2 The associated Lift Safety Procedure identifies the roles and responsibilities of those who will undertake the day-to-day tasks for lift safety.
- 12.3 The Council will check that its contractors hold the relevant qualifications and accreditations when procured, and thereafter on an annual basis; the Council will evidence these checks and each contractor's certification appropriately, along with details of contractors' employers' liability, public liability and professional indemnity insurances are up to date on an annual basis. All evidence will be stored in the contract file, for the duration of the contract.
- 12.4 The Council is responsible for taking tenancy or lease enforcement action where there are lift safety breaches, to protect the safety of all tenants and leaseholders.

13. Contractor Responsibilities

- 13.1 The Council has a responsibility to ensure that contractors are competent, and the following controls will operate to ensure competence is evidenced:
- For all thorough examinations and supplementary testing, use companies that are UKAS accredited to ISO/IEC17020 standard.
 - Ensure that all lifting equipment works is completed by trained and competent contractors with practical and theoretical knowledge and experience of the lifting equipment and have an element of independence and impartiality.
 - Use Lift and Escalator Industry Association (LEIA) affiliated contractors for all repairs, servicing, and new installations.
 - Assess all contractor competencies annually or at change of contract/contractor, as detailed within the Lift Safety Procedure.
- 13.2 Contractors and others working in Council owned properties are required to prove that their representatives understand how the work they undertake may impact on the lifting equipment. No works can begin until the method statement for the activity, has been approved by the Council. Contractors must immediately report any risks or concerns to their manager and the Council's Housing Compliance Manager, and to stop ongoing works if the concern is significant or calls for immediate action. The contractor undertakes work following the specific requirements set out in the contract.
- 13.3 The contractors will provide evidence to the Council prior to contracting and as part of managing the contract that they have the appropriate insurance in place as specified in the terms and conditions of the contract.

14. Monitoring and Continual Improvement

- 14.1 The management actions necessary to ensure the safety of tenants regarding lift safety are monitored, using a set of Key Performance Indicators by the Interim Head of Housing Technical Services. All the Council's passenger lifts and lifting equipment need to be inspected annually and the Council will hold certificates as evidence on the Council's Compliance Database.
- 14.2 The Council will report Key Performance Indicator (KPI) measures for lift safety that follow the requirements set out in the Tenant Satisfaction Measures (TSMs) which came into force April 2023. Performance must be reported to the Regulator of Social Housing on an annual basis; however, the Council will report internally monthly to its Senior Leadership Team.
- 14.3 The Interim Head of Housing Technical Services will also report quarterly to the Cabinet and monthly to the Portfolio Holder for Health, Wellbeing and Housing, and all reporting information will be shared on the Council's website. The relevant TSM for Lift Safety is defined in **BS05 – Lift safety checks**: Proportion of homes for which all required communal passenger lift safety checks have been carried out.
- 14.4 The Compliance Team will monitor the implementation of and compliance with this Policy. The risks associated with lift safety will be recorded and assessed through the Council's Housing Service Risk Register.

- 14.5 Lift Safety performance indicators will be reported monthly to the Senior Leadership Team, together with any significant issues that arise.
- 14.6 Performance information will be published on the Council's website and in its Tenants' Newsletter as part of the annual report to tenants against the Tenant Satisfaction Measures particularly BS05 Lift Safety.
- 14.7 Audits and reviews provide data reflecting the effectiveness of this Policy and identify opportunities to achieve continual improvement in the management of lift safety at the Council. The Council will commission an independent audit of lift safety at least once every two years, to specifically test for compliance with legal and regulatory obligations and to identify any non-compliance issues. An action plan will be developed for any issues identified during the audit, with appropriate timescales agreed for corrective actions to be carried out. Other checks and reviews may be undertaken periodically as required.

15. Data and Records

- 15.1 The Council will maintain a core asset register of all properties it owns, setting out requirements for all lifts and lifting equipment in the communal areas and of the homes the Council owns. The Council will record all inspections and maintenance of the lifts and lifting equipment onto its compliance system.
- 15.2 The Council will hold lift safety inspection dates in its housing asset system and lift maintenance and servicing records in a dedicated compliance system.
- 15.3 The Council will keep all records and data in line with its Document Retention Policy and will have robust processes and controls in place to keep proper levels of security for all lift safety related data, including how it will share sensitive information with its contractors.

16. Equality, Diversity and Inclusion

- 16.1 The safety of the Council's tenants, leaseholders and workforce is of the utmost importance. This Policy is written to protect all concerned, considering all protected characteristics as set out in the Equality Act 2010. Specifically, people with disabilities, or those whose mobility has deteriorated through age are more likely to be affected by lifting equipment than any other protected characteristics.
- 16.2 The Council will ensure that relevant information is communicated in an accessible and understandable way with the aim of keeping people safe. This may include clear signage, instruction, and in some cases liaising with those giving support to a tenant, in accordance with Data Protection law.
- 16.3 An Equality Impact Assessment has been conducted. See Appendix 1.

17. Communication

- 17.1 A summary document ("a policy on a page") will be placed on the Council's website with a link to the full Policy, once approved. An approved version of this Policy will be published internally and will be accessible to Council employees.
- 17.2 The Council will also aim to successfully engage with vulnerable and hard to reach tenants and leaseholders. The Council will share information clearly and transparently, and will ensure that information is available to tenants and leaseholders via regular publications and information on its website.

- 17.3 Tenants whose home has any lifting equipment will be given instruction manuals and safety advice, at the time of the installation or when they first move into the home. The regular inspection regime will be clearly explained to the tenant.
- 17.4 All communal passenger lifts have emergency contact details inside, and tenants, leaseholders and visitors are reminded not to use the lift in case of a fire.

18. Review of Policy

- 18.1 This Policy will be reviewed initially after a period of 12 months and then every two years, unless new legislation or good practice, or in the event of a relevant major incident means it needs to be reviewed sooner.

19. Consultation

- 19.1 The Council is committed to meaningful tenant and leaseholder engagement. This Policy has not yet involved tenant or leaseholder consultation.
- 19.2 The Council intends to consult with tenants and leaseholders on this Policy, once the Council's structure for tenant and leaseholder engagement is in place following the work it is doing with the Tenant Participation Advisory Service (Tpas).

20. Training

- 20.1 The Council will maintain a skills/training matrix to ensure that all Council employees undertaking key roles within the scope of this Policy have appropriate training.
- 20.2 The Council will operate a detailed competency framework including regular appraisals as part of the Lift Safety Procedure.
- 20.3 The Council will deliver training on this Policy and the procedures that support it, including team briefings; basic lift safety awareness training; and more detailed training for those delivering the lift safety programme, planned maintenance and repair work, estate inspections, as part of their daily job, to ensure all Council employees understand their responsibilities for lift safety.
- 20.4 Training records will be maintained for all courses attended.

21. Significant non-compliance and escalation

- 21.1 The Council's definition of significant non-compliance is any incident which has the potential to result in a breach of legislation or regulatory standard, or which causes a risk to health or safety. All non-compliance issues will be reported and escalated as soon as possible, and no later than 24 hours after the incident occurred or of a Council employee being made aware.
- 21.2 Any non-compliance issue identified at an operational level will be formally reported to the Housing Compliance Manager in the first instance, who will agree an appropriate course of corrective action with the relevant Assistant Director and Interim Head of Housing Technical Services. The Assistant Director will report details of the same to a member of the Senior Leadership Team which includes the Chief Executive, Director, Corporate and Customer, Director, Commercial and Assets and Director, Place and Communities and

Assistant Director, Legal & Democratic Services and Monitoring Officer and Assistant Director, Finance & Procurement and Section 151 Officer.

- 21.3 In cases of a serious non-compliance the Chief Executive will notify the Leader, Deputy Leader and the Cabinet Member for Health, Wellbeing and Housing.
- 21.4 In cases of serious non-compliance, the Chief Executive will consider whether it is necessary to disclose the issue to the Regulator of Social Housing, as required by the regulatory framework, or any other relevant organisation such as the Health and Safety Executive.

22. Governance

- 22.1 The Council has overall responsibility for ensuring that this Policy is implemented to ensure compliance with the law.
- 22.2 The Chief Executive reports to Cabinet to demonstrate accountability for corporate health and safety across the Council and is accountable for ensuring that health and safety compliance management duties in its landlord function are properly controlled and managed to keep its tenants and leaseholders safe. Under Section 26 of the Constitution (the Officer Scheme of Delegation) the Chief Executive is authorised to delegate duties to the Directors who are then responsible to take decisions for the effective sub delegation of duties within their service areas of responsibility; this is to ensure the Council's statutory duties and functions are effectively discharged.
- 22.3 The day-to-day responsibility for managing lift safety for the Council's housing stock is implemented in line with this Policy has been delegated, via the Chief Executive, to the Director, Place and Communities. In addition, the Assistant Director, Housing, Health and Partnerships is responsible for providing health and safety leadership across the Housing Service. The Lift Safety Procedure also identifies the roles and responsibilities of those who will undertake the day-to-day tasks on behalf of the Director, Place and Communities.
- 22.4 The Director, Place and Communities has delegated their duty holder responsibility to the Interim Head of Housing Technical Services who has professional and technical responsibility for the homes and communal areas the Council owns.

23. Associated Policies and Procedures

Castle Point Borough Council Health and Safety Policy
Council Housing Maintenance and Repairs Policy
Council Housing Neighbourhood Management Policy
Council Housing Lift Safety Procedure
Council Housing Lettable Standard
Repairs Handbook
Council Housing Disrepair Policy
Council Housing Mutual Exchange Policy
Council Housing Temporary Relocation (Decant) Policy
Council Housing Asset Management Strategy

24. Appendices

Equality Impact Assessment for Lift Safety
Process Map for Lift Safety