



Lift Operation and Lifting Equipment Policy

1. Introduction

- 1.1 Salvation Army Homes is committed to ensuring that resident homes, offices, and communal areas are safe and secure places to live and work.
- 1.2 This policy sets out how we intend to meet our obligations as a landlord and provide assurances that lifts and lifting equipment safety are appropriately managed. We aim to ensure that residents, the general public, employees and lift maintenance personnel are not exposed to any risk that may impact on their health, safety and wellbeing.
- 1.3 This policy sets out how Salvation Army Homes will ensure that lifts are correctly maintained and periodically examined in line with current legislation, including new and refurbished lifts.
- 1.4 The **mandatory requirements** of this Lift Safety Policy are to ensure the understanding and obligations of all persons that work within, occupy, visit or use properties owned and managed by Salvation Army Homes.
- 1.5 This policy should be read in conjunction with the Lift Operation and Lifting Equipment Management Plan, the Repairs Policy and the Damp and Mould Policy.

2. Policy Statement

- 2.1 Salvation Army Homes will comply with all statutory responsibilities, with regard to lifting operation and lifting equipment. To achieve this, we will ensure:
 - All lifting equipment, every part of a load and anything attached to it, used in lifting is of adequate strength and stability for each load, having regard in particular to the stress induced at its mounting or fixing point.
 - Every lifting operation involving lifting equipment is: -
 - properly planned by a competent person
 - appropriately supervised and carried out in a safe manner

- 2.2 Arrange suitable insurance to cover all lifts and lifting equipment Salvation Army Homes owns or manages.
- 2.3 All lifting equipment is thoroughly inspected by the appointed lift maintenance contractor before first use, after installation or assembly, in accordance with the following:
- Equipment for passenger lifts or an accessory for lifting, at least every 6 months.
 - The lifting equipment e.g., hoist, at least every 6 months or in accordance with an examination scheme.
 - Where there has been an unexpected event that is likely to jeopardise the safety of the lifting equipment, an inspection will take place each time there is an occurrence.
- 2.4 Machinery and accessories for lifting loads are clearly marked to indicate their safe working loads.
- 2.5 Recommendations identified in inspection reports will be carried out as part of planned works programme.
- 2.6 Prevent a person using the lift/lifting equipment from being crushed, trapped struck, or falling from a carrier and to prevent a carrier from falling.
- 2.7 Minimise and respond promptly to any person trapped in a carrier so they are freed.
- 2.8 Defective lifting equipment should be made unavailable until the defect has been repaired or the item has been disposed of preventing its use.
- 2.9 Keep and maintain a register of all lifts and lifting equipment that requires a risk assessment.
- 2.10 Records for lift maintenance, servicing and testing are retained and made available on site when requested, for all lifting equipment being used within Salvation Army Homes residential buildings.
- 2.11 In accordance with British Standard BS7255 Code of Practice for Safe Working on Lifts, contractors shall provide written accreditation and qualifications as to the experience, skills and competence of any or all of their individual employees (including sub-contractors) employed either directly or indirectly pursuant to the undertaking of contracted duties at all Salvation Army Homes individual owned and managed properties and locations.
- 2.12 Lift breakdowns, repairs, and defects

All reports of lift breakdowns, repairs, or defects irrespective of how they are identified will be responded to by our approved contractor in accordance with the contractual agreements that we have with them. This provides the following response times:

Service	Response Time
Entrapment	1 hour
Other plant failure	4 hours

2.13 Repair Priorities, Classification and Response Times

Day to day repairs	
Attend emergency and make safe	4 hours
Follow on work from emergency	Within 24 hours
Urgent	Within 7 calendar days
Routine	Within 28 calendar days

2.14 Training

All contractors engaged by Salvation Army Homes are required to provide and maintain a training policy and programme. This shall include but not solely be confined to technical skills, asbestos awareness, and equality, diversity and inclusion training.

3. Scope

- 3.1 Salvation Army Homes owns or manages properties where passenger lifts, domestic lifts and lifting equipment is provided. These range from hydraulic/electric passenger lifts, stair lifts, through floor lifts, hoists, platform lifts to pump trucks.
- 3.2 In compliance with legislation Salvation Army Homes has a duty of care to ensure that all lifts and lifting equipment within its properties is kept and maintained to a safe standard for the use of its residents, the general public, employees and contractors.
- 3.3 All staff and contractors have a duty of care to work in a safe manner and to comply with the with the policy requirements relating to their activities.
- 3.4 Salvation Army Homes takes the health, safety and wellbeing of its residents and staff seriously. It is our policy to exceed, where possible, the minimum health and safety standard required by law.

4. Responsibilities

- 4.1 This encompasses all those who are involved in the execution, supervision, management, and monitoring of procedures relating to Lift Operations and Lifting Equipment. Where some tasks are delegated to other colleagues these will be specified in job profiles or other documents as appropriate. Also refer to the Lift Operations and Lifting Equipment Management Plan for further details of responsibilities.
- 4.2 Where reference is made to key personnel responsibilities it is the intention that, except for qualified contractors, those persons will be appointed directly but if this is not possible then duties will be assigned to an external resource.

4.3 Board

- 4.3.1 The Board has overall responsibility for Health & Safety, including Lift Operations and Lifting Equipment.
- 4.3.2 Salvation Army Homes Board has delegated authority to the CEO for implementing arrangements to achieve compliance with our health and safety policies including the Lift Operations and Lifting Equipment policy.
- 4.3.3 Operational monitoring of Lift Operations and Lifting Equipment is subsequently delegated to the Operations Committee who receive reports and performance measure updates from the Head of Asset Management.

4.4 The Chief Executive Officer (CEO) is delegated by the Board to be the 'Responsible Person(s)' (RP)

- 4.4.1 The CEO is responsible for ensuring that Lift Operations and Lifting Equipment management is adequately resourced and implemented and retain oversight of performance.
- 4.4.2 This is achieved by the nomination of competent colleagues to assist in ensuring compliance on a day-to-day basis. The CEO therefore shall subsequently delegate the responsibility for managing lift operations and lifting equipment to the Duty Holder: Head of Asset Management (HoAM).

4.5 Head of Asset Management (Duty Holder)

- 4.5.1 Operational responsibility for ensuring the Lift Operations and Lifting Equipment Management Plan and programme is delivered and all actions arising from inspections are completed, recorded and managed accordingly.
 - This individual is responsible for the management and control of lift installations (passenger, domestic and hoists) within a building.
 - This person will ensure the preventative measures, remedial actions, and ongoing tests are in place to manage lifts. They will have the authority, competence, and knowledge to oversee these responsibilities effectively.
- 4.5.2 Ensuring through effective monitoring of colleagues, contractors and consultants' full compliance with legal and regulatory requirements in respect of lift operations and lifting equipment in any of the organisation's operations is achieved.

5. Assurance and Overview

- 5.1 The implementation of this policy will be carried out through staff briefings and made available on the intranet.
- 5.2 Performance will be monitored and challenged through agreed performance indicators and will be reviewed at the following scheduled meetings:
 - Health and Safety Committee
 - Operations Committee
 - EMT / Board
- 5.3 Salvation Army Homes will seek independent assurances through audit processes.
- 5.4 At the intervals prescribed within the Fire Safety (England) Regulations 2022; individual passenger lifts shall be subject to formal testing of firefighting and evacuation lift controls (where provided). The results of these individual tests shall be issued to Salvation Army Homes. In the event of a failure of the individual systems, then they shall be informed as to the cause, remedial works and anticipated date of restoration.
 - 5.4.1 At the intervals prescribed within European Standard EN81 Part 73: 2020 Safety Rules for the Construction and Installation of Lifts. Behaviour of Lifts in the Event of a Fire and also (where applicable) with EN81 Part 72: 2020 Safety Rules for the Construction and Installation of Lifts. Particular Applications for Fire Fighter Lifts; individual passenger lifts shall be subject to formal testing of firefighting and evacuation lift controls (where provided). The results of these individual tests shall be issued to Salvation Army Homes. In the event of a failure of the individual systems, then they shall be informed as to the cause, remedial works and anticipated date of restoration.
 - 5.4.2 Salvation Army Homes reserves the right, if they consider it necessary, to notify or seek the advice of the appropriate enforcing statutory authority where they believe that there is, has been, or will be a breach of the Health and Safety at Work etc Act 1974 or any other statutory provisions relating to health and safety. Salvation Army Homes also reserves the right to stop any works, operations or actions of the Lift Contractor's employees or sub-contractors if the works are being undertaken constitutes a risk to the health and safety of any person.
 - 5.4.3 Contractors are required to provide formal site-specific copies of all their assessments of risk for each location detailing the various tasks and evolutions required in execution of this contract to conform with the requirements of the Management of the Health and Safety at Work Regulations. These documents to be subject to periodic review and updating at periods not exceeding twelve months and/or in the event of revisions to local and central government legislation.
 - 5.4.4 All persons will comply in full with Provision and Use of Work Equipment Regulations (PUWER) 1998, including passenger lifts, domestic stair-lifts and disabled access units, plant, machinery and apparatus.

- 5.4.5 Contractors shall ensure that all operatives (including sub-contractors) are provided with and properly trained in the correct use of all appropriate personal protective equipment. Contractors and others working within Salvation Army Homes properties (both owned and managed) shall comply in all respects with the Provision of personal protective equipment as defined by the Personal Protective Equipment (Enforcement) Regulations 2018.
- 5.4.6 Contractors and others providing services will ensure that all employees and approved sub-contractors are provided with and correctly use temporary safety barriers whilst working on, and/or adjacent to the lift equipment.
- 5.4.7 This policy will be reviewed every three years or where there has been a change in legislation prior to the scheduled review.

6. Data Protection and Equality Impact

In developing this policy, we have carried out assessments to ensure that we have considered:

- Equality, Diversity and Inclusion
- Privacy and Data Protection

To request a copy of these full assessments, please contact the Business Assurance Team at business.assurance@salvationarmyhomes.org.uk.

7. Further information

If you have any questions regarding this policy, please contact your line manager or the Business Assurance Team at business.assurance@salvationarmyhomes.org.uk, who will direct your query to the relevant Policy owner.

Legislative and Regulatory Framework

The following legislation, regulatory standards and documents in their latest published versions / updates, can be relied upon to inform this policy covering passenger lifts, domestic stair-lifts, disabled access units, plant, machinery and hoisting apparatus. For clarity a Housing Regulatory Standard is marked with (HRS) and a Health & Safety requirement is marked with (H&S).

Legal Framework	Regulatory Standard
Landlord and Tenant Act 1985	HRS
The Lifting Operations and Lifting Equipment Regulations 1998 (LOLER)	HRS
Management of Health and Safety Regulations 1999	H&S
Provision and Use of Work Equipment Regulations (PUWER) 1998	HRS
Secure Tenants of Local Authority (Right To Repair) Regulation 1994	HRS
Regulations under the Electricity at Work Act	HRS
The Pressure Equipment (Safety) Regulations	HRS

The Electromagnetic Compatibility Regulations	HRS
The Workplace (Health, Safety, and Welfare) Regulations	H&S
The Construction (Design & Management) Regulations	HRS
The Construction Products (Amendment) Regulations	H&S
Reporting of Injuries, Diseases & Dangerous Occurrences Regulations	H&S
The Construction (Health and Welfare) Regulations	H&S
The Health and Safety (Consultation with Employees) Regulations	HRS
The Confined Spaces Regulations	H&S
The Lifts Regulations	H&S
Provision and Use of Work Equipment Regulations	HRS
The Control of Substances Hazardous to Health Regulations	H&S
The Control of Asbestos Regulations	H&S
The Fire Safety (England) Regulations	H&S
Social Housing (Regulation) Act 2023	HRS
Hazards in Social Housing (Prescribed Requirements) (England) Regulations 2025 - <i>commonly referred to as Awaab's Law</i>	HRS
Safety and Quality Standard 2024	HRS
Safety Assessment Federation Guidelines on the Supplementary Testing of In-Service Lifts (LG1)	Guidance
Management of the Health and Safety at Work Regulations	H&S
EN81 Parts 1&2 +A3:2009 Safety Rules for the Construction and Installation of Lifts	Guidance
EN81 Part 41: 2010 Safety Rules for the Construction and Installation of Lifts. Vertical Lifting Platforms Intended for Use by Persons with Impaired Mobility;	Guidance
EN81 Part 70: 2018 Safety Rules for the Construction and Installation of Lifts. Accessibility to lifts including persons with disability;	Guidance
EN81 Part 71: 2021 Safety Rules for the Construction and Installation of Lifts. Particular Applications for Vandal Resistant Lifts.	Guidance
EN81 Part 72: 2022 Safety Rules for the Construction and Installation of Lifts. Particular Applications for Fire Fighter Lifts;	Guidance
EN81 Part 73: 2020 Safety Rules for the Construction and Installation of Lifts. Behaviour of Lifts in the Event of a Fire;	Guidance
EN81 Part 20/50: 2020 Safety Rules for the Construction and Installation of Lifts.	Guidance
EN81 Part 80: 2019 Safety Rules for the Improvement of Safety of Exiting Passenger Lifts.	Guidance
The Machinery Directive 2006/42/EC, British Standard BS6440.	Guidance
Current British and European Standards and Codes of Practice	Guidance
The current edition IET Regulations/BS7671 - Requirements for Electrical Installations	Guidance

Document History Log

Lead Reviewer	Date			Version	Approval	
	Created:	Revised:	Expiry		By	Date
Faithorn Farrell Timms LLP		June 25	Dec 2028	1.2	SMT EMT	10 Oct 2025 16 Dec 2025
BAM	Change 2.12/2.13 update to timescales		Dec 2028	1.3	BCM	10 Sept 2026

Equality Impact Assessment Summary			
Protected characteristic	Impact (Positive, negative, neutral)	Protected characteristic	Impact (Positive, negative, neutral)
Age	Neutral	Disability	Positive
Sex	Neutral	Race	Neutral
Religion of belief	Neutral	Sexual orientation	Neutral
Gender reassignment	Neutral	Pregnancy / maternity	Neutral
Marriage / civil partnership	Neutral		