

Policy Name	Lifting Operations and Lifting Equipment Policy
Version No.	2.0
Approval Date	August 2024
Category	Operational
Classification	Public

Lifting Operations and Lifting Equipment Policy	
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Contents

		Page No.
1. Policy purpose & aim		3
2. Objectives		3
3. Scope of policy		4
4. Responsibilities		4
5. Monitoring & review		7
6. Risk management		7
7. Statement of commitment		8
8. Additional Arrangements	8.1 Response Times	8
	8.2 LOLER Inspections Frequency	11
	8.3 Remedial Actions	11
	8.4 Regulation Updates	11
	8.5 Risk Assessments	11
	8.6 Training	11
	8.7 Accessibility	12

Policy Name	Lifting Operations and Lifting Equipment Policy
Version No.	2.0
Approval Date	August 2024
Category	Operational
Classification	Public

	8.8 Marking a lift as 'Out of Service'	12
	8.9 Data Protection	12
9. Other relevant ExtraCare policies & documents		13
10. Relevant legislative & regulatory requirements		14

Version Control

Version	Date	Description	Updated By	Approved By
1.0	April 2021	First draft	Building Safety and Compliance Officer	N/A
1.1	May 2021	Second draft following feedback from SMT	Building Safety and Compliance Officer	ELT
2.0	August 2024	Review as per frequency. Ensured policy meets current legislation and regulations and included contractor response times as per internal audit recommendation. Inspection frequencies included along with the process for managing remedial actions. Additional arrangements section has been broadened to consider best practices.	Head of Property and Environment, Asset Investment Manager, Building Safety and Compliance Officer	Executive Director Operations

Policy Name	Lifting Operations and Lifting Equipment Policy
Version No.	2.0
Approval Date	August 2024
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1. Policy Purpose & Aim

This policy is designed to ensure that ExtraCare complies with its legal duty to ensure the safety of employees, contractors, residents, and the public while using lifts and lifting equipment at ExtraCare locations.

Its purpose is to clearly define ExtraCare's approach to effectively managing risks associated with lifts and lifting equipment across all premises under its ownership or occupation. This includes our head office building, retirement villages and schemes.

The aim of the policy is to ensure full compliance with all applicable legal and regulatory obligations relating to the Lifting Operations and Lifting Equipment Regulations 1998 (Amendment) 2011 (LOLER), in particular:

- Regulation 5 - Lifting equipment for lifting persons;
- Regulation 7 - Marking of lifting equipment;
- Regulation 9 - Thorough examination and inspection; and
- Regulation 11 - Keeping of information.

ExtraCare aims to achieve this by ensuring that all lifting equipment is thoroughly inspected and serviced on a regular basis and that all necessary remedial work (including repairs and replacement as required) is carried out in a timely manner and in line with our stated timelines.

2. Objectives

The objective of this Policy is to establish a consistent approach to lifting equipment safety across all ExtraCare locations. It strives to ensure full compliance with all relevant legislative and regulatory requirements regarding the safety management of lifting equipment.

The policy seeks to maintain 100% compliance through rigorous location inspections and examinations of lifting equipment. By implementing these measures, ExtraCare aims to reduce both the likelihood and severity of incidents associated with lifting equipment. The policy supports our promotion of a culture of safety and competence among all employees involved in managing lift operations.

Policy Name	Lifting Operations and Lifting Equipment Policy
Version No.	2.0
Approval Date	August 2024
Category	Operational
Classification	Public

3. Scope of Policy

Generally

This policy applies to all ExtraCare Trustees, employees (including temporary and contracted staff), residents, volunteers, visitors, and any contractors or third-party service providers operating within ExtraCare premises.

The policy covers all buildings (except for partner locations), facilities, and properties owned or occupied by ExtraCare, encompassing head office, villages and schemes.

The policy applies to the use of cranes, forklift trucks, passenger lifts, hoists, mobile elevating work platforms, and any other equipment used for lifting or lowering loads.

Partner Locations

We recognise the value of cooperation and collaboration in promoting a Health and Safety culture across all our locations, including those owned by our partner landlords. We will work with our partner landlords where we manage services but do not own the building and will raise any safety concerns with them as required. Property compliance is reviewed quarterly by the Regional Operations Manager, Location Manager and Housing Partner.

4. Responsibilities

Board	Has ultimate responsibility for lift and lifting equipment safety including ensuring that an effective lifting operations and lifting equipment policy is in place which is an integral part of ExtraCare's culture, its values, and its performance standards. It is supported in this role by its Committees and the Executive Leadership Team (ELT) and the Senior Management Team (SMT).
Chief Executive Officer	Has overall responsibility for the safe management of lifts and lifting equipment and is accountable to the

Policy Name	Lifting Operations and Lifting Equipment Policy
Version No.	2.0
Approval Date	August 2024
Category	Operational
Classification	Public

	Board. This responsibility is delegated through the management chain as outlined below.
Executive Director of Operations	Overall responsible for property compliance, to include lifts and lifting equipment related safety.
Senior Management Team	Set and lead the Health and Safety culture to include lifts and lifting equipment related safety.
Head of Property and Environment	Has strategic, commercial, and operational responsibility for lifts and lifting equipment related safety. Has a duty to advise the Executive Director of Operations of any failure or material risk in these arrangements.
Head of Growth and Construction	Has responsibility for the management of lifts and lifting equipment for new builds, extensions, defect rectification and modernisations. Has a duty to advise the Chief Executive and ELT of any failure or material risk in these arrangements.
Asset Management Team (Specifically Building Safety Surveyor and Building Safety and Compliance Officer)	Ensure ExtraCare is compliant with LOLER 1998 requirements; Maintain up to date lifting equipment registers for all applicable properties; Provide advice and guidance when any concerns are raised; Achieve and maintain 100% LOLER compliance with inspections and examinations; Acting promptly to remedy any defects, remedial actions and relevant observations; Implement and maintain a digital system for recording all lifting equipment inspections, maintenance, and certifications; Conduct annual audits of LOLER compliance across all ExtraCare locations. Note: Earlsdon Park Village, Solihull Village and Hughenden Gardens Village are classified as 'Higher Risk' under the Building Safety Act 2020. In adherence with the regulations, any failure in relation to the firefighting lift(s) at these locations will be reported to the appropriate fire authority at the time of discovery if it is deemed that the fault cannot be rectified within 24 hours.

Policy Name	Lifting Operations and Lifting Equipment Policy
Version No.	2.0
Approval Date	August 2024
Category	Operational
Classification	Public

Regional Building Surveyors and Maintenance Supervisors	Ensure all work is carried out in accordance with LOLER 1998; Maintaining all lifting equipment so that it is safe to use; Selecting and instructing the competent persons to undertake thorough inspections; Ensuring that the lift is examined at statutory intervals (every 6 or 12 months) or in accordance with an examination scheme drawn up by a competent person; Acting promptly to remedy any defects and act on relevant observations; Ensuring that all documentation complies with the Regulations; Accurate record keeping.
ExtraCare Contractors and Sub-Contractors	Work in accordance with LOLER 1998; Undertake a risk assessment of all works to include the assessment of lifting equipment before and during works; Check the lifting equipment inspection content and limitations prior to the commencement of any works; Ensure that no works are undertaken where suspect equipment could be used; Where it is suspected that any lifting equipment could be defective or will affect proposed works, stop work immediately and inform the Maintenance Supervisor or Regional Building Surveyor.
Employees	Requested to report any faults as soon as they become aware of them. Read understand and follow this policy. No employee (including members of the maintenance team) shall tamper or attempt to repair any lifts or lifting equipment at ExtraCare premises).
Residents	Residents shall report any faults with lifts or lifting equipment as soon as they become aware of them. Additionally, residents should use lifts considerably, taking care with motorised scooters and trolleys to ensure that damage is not caused during use. The use of walking canes or other aids to either hold lift doors open or activate lift buttons is strictly prohibited,

Policy Name	Lifting Operations and Lifting Equipment Policy
Version No.	2.0
Approval Date	August 2024
Category	Operational
Classification	Public

	Residents who use lifts in such a manner may (at ExtraCare's discretion) be charged for the costs of remedial repairs.
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5. Monitoring & Review

To ensure effective implementation and continuous improvement, ExtraCare will:

- Maintain a comprehensive asset register, documenting/recording all lifts and lifting equipment. This register will include data on inspection and, as well as certification for all assets;
- Retain and maintain accurate records of all completed LOLER inspections, and documentation pertaining to remedial actions undertaken, for a minimum period of five years; and
- Ensure regular reporting on the progress of the LOLER inspection programme to the Executive Leadership Team (ELT), Operations Committee and the Board of Trustees. Any incidents reportable under RIDDOR concerning lifts or lifting equipment will also be included in these reports.

This policy will be reviewed every three years. Performance against lift safety arrangements is monitored and reported to ELT quarterly.

Detailed property compliance information including lift safety is reported to the Operations Committee. Reporting will focus on the percentage number of lifts that have a valid LOLER inspection and are therefore 'compliant'. The Building Safety and Compliance Officer will, along with the Building Safety Surveyor and Regional Building Surveyors carry out weekly reviews of all remedial actions associated with all LOLER inspections and servicing reports and will ensure timely completion of all actions.

6. Risk Management

The Board of Trustees and the Executive Leadership Team (ELT) have a low, or 'adverse' risk tolerance for lift safety issues, recognising that entrapment, crushing or falls, resulting from inadequate lift safety procedures can not only cause harm to individuals and assets but also lead to significant financial losses and damage to our reputation.

Policy Name	Lifting Operations and Lifting Equipment Policy
Version No.	2.0
Approval Date	August 2024
Category	Operational
Classification	Public

7. Statement of Commitment

ExtraCare will ensure, so far as is reasonably practicable, that the risk associated with the usage of lifting equipment will be managed in compliance with the Lifting Operations and Lifting Equipment Regulations 1998, and any other relevant legislation that may impact upon it. ExtraCare will ensure that there is a clear understanding of individual roles and responsibilities for the safe usage and maintenance of Lifting Equipment across ExtraCare and that there are consistent and documented controls and procedures in place.

8. Additional arrangements

8.1 Response Times (Repairs, based on Priority)

Priority	Fault type	Examples	Response
Priority E Immediate	4 Hour Response Emergency – within Normal Working Hours- where there is an immediate threat of danger due to health, safety or security risk and prompt action is required to remedy the situation	• Entrapment in lift; • Lift is stuck between floors with passengers trapped inside • Lift doors are jammed open on an upper floor, creating a fall hazard • Smoke or burning smell coming from the lift machinery • Lift has fallen or dropped suddenly, even if currently empty • Major water leak affecting the lift shaft and electrical components • Fire alarm activation in the lift motor room	To be commenced immediately and no later than 2 hours and completed or made safe within 4 hours with a triage call to Resident within 15 minutes of receiving repair request

Policy Name	Lifting Operations and Lifting Equipment Policy
Version No.	2.0
Approval Date	August 2024
Category	Operational
Classification	Public

Priority E Immediate	4 Hour Response Out of Hours Emergency – Works - where there is an immediate threat of danger due to health, safety or security risk and prompt action is required to remedy the situation	As above	To be commenced immediately and no later than 2 hours and completed or made safe within 4 hours with a triage call to Resident within 15 minutes of receiving repair request
Priority E	1 Day Response Emergency within Normal Working Hours- where there is a threat to safety or security and prompt action is required to remedy the situation	• Lift is operational but making unusual loud noises • Intermittent issues with doors not opening or closing properly • Lift stopping unevenly with floors, creating a tripping hazard • Reports of lift lurching or moving erratically • Repeated instances of lift stopping between floors • Malfunctioning emergency communication system in the lift	To be commenced immediately and no later than 2 hours and completed or made safe within 24 hours with a triage call to Resident within 15 minutes of receiving repair request

Policy Name	Lifting Operations and Lifting Equipment Policy
Version No.	2.0
Approval Date	August 2024
Category	Operational
Classification	Public

Priority E	1 Day Response Out of Hours Emergency Works - where there is a threat to safety or security and prompt action is required to remedy the situation	As above	To be commenced immediately and no later than 2 hours and completed or made safe within 24 hours with a triage call to Resident within 15 minutes of receiving repair request
Priority U	Urgent	- Lift call buttons on certain floors not responding - Display panel showing incorrect floor numbers - Mild vibration or shaking during lift operation - Failure to lifts with one lift still operating	To be commenced and completed within 7 calendar days
Priority R	Non-Urgent	- Cosmetic damage to lift interior (e.g., scratched panels) - Flickering lights inside the lift cabin - Routine maintenance and inspections - Updating lift operating software	To be commenced and completed within 28 calendar days

Policy Name	Lifting Operations and Lifting Equipment Policy
Version No.	2.0
Approval Date	August 2024
Category	Operational
Classification	Public

8.2 LOLER Inspections Frequency

Inspections and Servicing	Frequency
LOLER Inspection	Bi-annual
Servicing	Quarterly

8.3 Remedial Actions

Where remedial actions and/or observations are identified during LOLER inspections or servicing works, we will log these on our tracking system and issue orders for remedial works where this is deemed appropriate and necessary.

Note: Some actions and observations will be logged but not actioned as they are not required. An example being a recommendation for an emergency alarm within a lift car where we have an alternative (warden call system) in place.

8.4 Regulation Updates

This policy adheres to the Lifting Operations and Lifting Equipment Regulations (LOLER) 1998, including all subsequent amendments, notably the Lifting Operations and Lifting Equipment Regulations 1998 (Amendment) Regulations 2011. ExtraCare is committed to staying abreast of and implementing any future regulatory changes.

8.5 Risk Assessments

In compliance with the Management of Health and Safety at Work Regulations 1999, ExtraCare will conduct and regularly review comprehensive risk assessments for all lifting operations and equipment. These assessments will identify potential hazards, evaluate risks, and determine necessary control measures to ensure the safety of all users.

8.6 Training

ExtraCare will provide training to all staff who use or supervise the use of lifting equipment, as mandated by Regulation 9 of The Provision and Use of Work Equipment Regulations (PUWER) 1998. This training will cover safe operation procedures, emergency protocols, and the identification and reporting of potential hazards. Training records will be maintained, and refresher courses provided at regular intervals.

Policy Name	Lifting Operations and Lifting Equipment Policy
Version No.	2.0
Approval Date	August 2024
Category	Operational
Classification	Public

8.7 Accessibility

In accordance with the Equality Act 2010, ExtraCare is committed to ensuring that all lifts are accessible and suitable for use by residents with diverse mobility needs. We will regularly consult with residents and occupational health professionals to identify and implement necessary adaptations or accommodations.

8.8 Marking a lift as 'Out of Service'

A lift must be immediately marked out of action under any of the following circumstances:

- Safety Risks: Any condition posing immediate danger to users;
- Mechanical Failures: Including issues with brakes, drive systems, cables, or counterweights;
- Electrical Malfunctions: Control system failures or power supply issues;
- Scheduled Maintenance: During planned maintenance or upgrades;
- Failed Inspections: Non-compliance with safety standards or failed safety tests;
- Environmental Hazards: Flooding, fire damage, or structural issues affecting the lift;
- Verified User Reports: Consistent reports of erratic behaviour or safety concerns;
- Critical Monitoring Alerts: Indicators of potential safety or operational issues;
- Capacity Concerns: Signs of system strain or component failure;
- Emergency Services Request: As directed by fire services or other emergency responders; and
- Management Decision: Based on risk assessment, even without apparent fault.

8.9 Data Protection

All personal data related to lift incidents, maintenance records, or individual usage patterns will be collected, stored, and processed in strict compliance with the UK General Data Protection Regulation (GDPR) and the Data Protection Act 2018. ExtraCare will ensure that only necessary data is collected, it is kept secure, and individuals' rights regarding their personal data are respected.

Policy Name	Lifting Operations and Lifting Equipment Policy
Version No.	2.0
Approval Date	August 2024
Category	Operational
Classification	Public

9. Other Relevant ExtraCare Policies & Documents

Documents	• (Location) Fire Risk Assessment • (Location) SHE Plan • (Location) Fire Safety Logbook • (Location) Annual H&S Audit • Personal Emergency Evacuation Plan (PEEP) QCG (Quality care guidance) • Annual Letter to Residents Regarding Fire Safety and PEEPs • Safety Strategy • Asset Management Strategy
Related Policies	• Health and Safety Policy • Fire Safety Policy • Incident Management and Reporting Policy Whistleblowing Policy • Business Continuity Policy • Alterations (Aids & Adaptations) Policy • Emergency Response and Access Policy • Anti-Social Behaviour Policy • Gas Servicing Policy • Electrical Safety Policy • Training and Development Policy • Mobility Scooter Policy • Acceptable Behaviour Policy
Work Instructions	• Fire Safety – Responsibilities • Fire Safety – Working in Partnership • Fire Safety - Training • Fire Safety – Monitoring & Review

Policy Name	Lifting Operations and Lifting Equipment Policy
Version No.	2.0
Approval Date	August 2024
Category	Operational
Classification	Public

	• Fire Safety - Fire Prevention Measures • Fire Safety - Statutory Checks • Enforcement Visits • Maintenance • Fire Fighting Equipment, Regulation 7 • Accident Incident Reporting • RIDDOR Reporting • Contractor Control • Permit to Work • First Aid
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10. Relevant Legislative & Regulatory Requirements

Legislation	Regulation	Guidance
Health and Safety at Work etc. Act 1974	Lifting Operations and Lifting Equipment Regulations (LOLER) 1998	Lifting Operations and Lifting Equipment Regulations (LOLER) 1998: HSE guidance
	Provision and Use of Work Equipment Regulations (PUWER) 1998	Provision and Use of Work Equipment Regulations (PUWER) 1998: HSE guidance
		Guidance on the thorough inspection of lifts: https://www.hse.gov.uk/pubns/indg339.pdf