Solihull Community Housing
Shaping our neighbourhoods

Lift Safety Policy
2025

Lead officer	Head of Building Safety and Compliance
Approval Chain:	Executive Leadership Team
Last reviewed on:	September 2025
Next review date:	September 2027

Version Control:

Version	***Date***	***Reason for Change***
1.0	*June 2023*	*New Policy*
2.0	*September 2025*	*Amended following internal audit. Removal of process and procedure from policy*

Solihull Community Housing (SCH) manages and maintains council homes and delivers housing services on behalf of Solihull Metropolitan Borough Council (SMBC). Although SCH provides day-to-day housing services, the Council remains the owner of the housing stock and is your landlord. The Council retains the responsibility for ensuring your home is managed in line with the Consumer Standards.

1. Policy Objectives

1.1 The purpose of this policy is to outline Solihull Community Housing's (SCH) approach to managing lifts in properties we manage and control. We recognise that we have a duty of care towards employees, residents, contractors, visitors, and others who may use lifts within our premises.

1.2 This policy provides a framework within which lifting equipment will be managed and key roles for its implementation. The policy forms part of our wider organisational commitment to driving a health and safety culture amongst staff and contractors (as detailed within our Health and Safety Policy).

1.3 The Lift Equipment Management Plan (LEMP) outlines SCH's operational approach to managing lifts including monitoring arrangements, servicing, maintenance, risk management and emergency protocols.

1.4 The operational procedures in the LEMP set out how SCH will meet the statutory obligation outlined in this policy and is therefore enforceable through this policy.

2. Introduction

2.1 SCH is responsible for keeping safe, carrying out repairs and maintaining homes, buildings and facilities we manage and control, some of which have lifts installed. This places a duty of care on us towards employees, residents, contractors, visitors and others who may be at risk from hazards arising from lifts in premises managed and controlled by SCH.

2.2 This policy enables us to deliver our obligations as a tenant management organisation and employer, and seeks to provide assurance that risks associated with lift installations are appropriately managed.

3. Policy Statement

3.1 SCH is committed in so far as reasonably practicable to ensuring the health, safety, and welfare of persons at our premises. A reasonably foreseeable risk to health & safety of users exists from lifting equipment in SCH controlled premises. SCH accepts that it is the Duty Holder for its premises, and has a responsibility to protect residents, employees, those who work in SCH premises and others from risks arising from lifts.

3.2 SCH will ensure compliance with the Regulator of Social Housing's regulatory framework and consumer standards for social housing in England; the Safety and Quality Standard is the primary one applicable to this policy. The Social Housing (Regulation) Act 2023 changes the way social housing is regulated and may result in future changes to this policy.

3.3 The Lifting Operations and Lifting Equipment Regulations 1998 (LOLER) outline the requirement for a thorough inspection to be undertaken of passenger-carrying lifts and all other lifts and lifting equipment by an independent competent person.

3.4 The Provision and Use of Work Equipment Regulations 1998 (PUWER), places a duty on the lift owner (either as the employer of those using the lift or as the person employing the services of those undertaking the maintenance of the lift) has a responsibility for ensuring its suitability for the work to be undertaken.

3.5 Although both PUWER and LOLER are intended to apply to lifting equipment that is provided by an employer and used as part of work duties (as opposed to members of the public and residents), Section 3 of the Health & Safety at Work Act 1974 applies responsibility on the owner in respect of lifts used by others including residents and members of the public. A similar regime of inspection, examination, and maintenance as per the requirements of PUWER and/or LOLER is applied to ensure the safety of lifting equipment.

3.6 To meet its statutory duties in in relation to the provision and usage of lifting equipment, SCH will comply with duties as set out under PUWER and LOLER.

3.7 To comply with these requirements SCH will ensure compliance with the relevant statutory requirements. This will include but is not limited to the following activity:

- Ensure there is a programme in place for the regular safety inspection of lifts and lifting equipment.
- Ensure that suitably qualified and competent specialists' contractors are employed to carry out safety and compliancy inspections on lifting equipment.
- Ensure that equipment for lifting persons or an accessory for lifting is thoroughly examined at least every 6 months or before use for newly installed lifts.
- Ensure that other lifting equipment is thoroughly examined at least every 12 months or in accordance with the examination scheme.
- Ensure that all lifting equipment is thoroughly inspected each time that exceptional circumstances which are liable to jeopardise the safety of lifting equipment has occurred.
- Ensure that the inspection frequencies recommended by specialist contracts are adopted.
- Keep records of compliance with relevant regulations for at least 2-years.
- Act promptly on recommendations and findings from safety inspections.
- Providing a lift release service through a lift engineering or similar company. Where the contactor is unable to respond within one hour, the passenger(s) will be given the options of waiting or contacting the fire service.
- Ensuring there are suitable communication facilities in lifts to enable trapped persons to contact the lift release contractor.
- Ensuring the emergency lighting in the lift car is working correctly.
- Ensure users get a handbook on how to operate lifting equipment and they sign to say they have received and understood.
- Provide information to lift users so that they know what to do if they get trapped in a lift. Develop protocols to manage emergency situations.
- Undertake safety checks and maintenance to lifting equipment installed in residential properties.
- Ensure that our staff are well trained to understand good customer services, identify and manage health and safety risks and understand this policy and their role in delivering it.

4. Legislative & Regulatory Framework

The main legislation and regulations governing this policy are:

- Health & Safety at Work Act etc. 1974
- Lifting Operations and Lifting Equipment Regulations 1998 (LOLER)
- Provision and Use of Work Equipment Regulations 1998 (PUWER)
- Lift Regulations 2016

- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013
- Housing Act 2004
- Supply of Machinery (Safety) Regulations 2008, as amended by the Supply of Machinery (Safety) (Amendment) Regulations 2011
- The Social Housing (Regulation) Act 2023

Additional legislation

- The Management of Health and Safety at Work Regulations 1999
- The Workplace (Health Safety and Welfare) Regulations 1992
- The Building Regulations 2004 – Part M
- Construction (Design and Management) Regulations 2015
- Disability and Discrimination Act 2005
- Equality Act 2010
- Landlord and Tenant Act 1985
- Data Protection Act 2018
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)
- Homes (Fitness for Human Habitation) Act 2018
- Equality Act 2010 and relevant statutory Codes and guidance produced by the Equality and Human Rights Commission

5. Scope

5.1 This policy applies to all SCH employees, contractors, stakeholders, individuals who may be affected by our activities or services and other persons who may work on, occupy, visit, or use SCH managed or controlled premises.

5.2 This policy applies to the following locations:

- Rented properties
- Communal areas
- Offices
- Leasehold and shared ownership premises where SCH retains the responsibility to maintain all or part of the building.

6. Key Roles and Responsibilities

Role	Responsibilities
Solihull Metropolitan Borough Council	• As the landlord is responsible for ensuring that the housing stock is managed in accordance with legal and regulatory requirements.

SCH Board	• The Board has the overall governance responsibility for ensuring that SCH is compliant with regulatory standards, legislation, and codes of practice. The role of the Board includes: • Establishing key H&S policies. • Awareness of risks and risk controls in place. • Agree performance targets and a performance monitoring framework. • Ensuring availability of adequate resources and competencies for delivering policy commitments • Ensuring appropriate reporting and auditing activity • Ensuring residents' voices are heard.
Chief Executive	• The Chief Executive is the appointed Duty Holder and has ultimate responsibility for health and safety across the organisation and will nominate appropriately qualified and suitable experienced people to discharge those duties in relation to the management of lift safety.
ELT	• Overall responsibility for the implementation of this policy and ensuring that adequate resources are made available to enable the policy objectives to be met. • To ensure that appropriately qualified and suitably experienced people are employed to implement this policy, that appropriate programmes of work are in place to discharge relevant duties.
Head of Building Safety and Compliance	• Ensuring the Lift Safety Management Plan is implemented, relevant, current, and practical. • To ensure that all activity required for compliance with this policy is carried out. • Provision of quarterly performance reports for the Board as part of the monitoring framework. • Reviewing the management plan every 12 months with all relevant parties to ensure the systems outlined in the plan are working.
Building Safety Manager	• Delivery of the Lift Safety Management Plan • Administer associated contracts and act as the first point of contact for lift related queries. • Ensure effective management of SCH's lift safety programme and works. • Ensure that lift safety information is available for those carrying out work in SCH premises. • Liaising between the employees, contractors, lift professionals, and residents about matters pertaining to all lift installations in properties managed or owned by SCH.
Employees, Residents and Contractors	• Adhere to the framework set out in this policy

7. Communications

7.1 A copy of this policy will made available to all stakeholders on the SCH website, to new tenants during the tenancy sign-up process, when new tenants move in following mutual exchanges and when major works is undertaken in homes.

7.2 SCH staff managing contracts and projects will ensure that appropriate lift safety information is provided to contractors prior to commencement of works.

7.3 SCH will ensure effective emergency procedures are in place and that staff and contractors are clear on their responsibilities.

7.4 SCH will promote lift safety awareness through training and induction of relevant staff. The training will be designed to fit the needs and roles of the employees being trained.

7.5 To ensure that appropriate and suitable training is provide to staff, SCH will carry out training needs where appropriate.

8. Meeting individual needs and reasonable adjustments

8.1 SCH values equality, fairness and inclusion, and recognises that our residents represent diverse communities. We fully recognise the need to ensure that all tenants are treated fairly and can have equal access to our homes and services. We will ensure that when we come across individual needs, we will do our best to keep people safe from harm and hazards. This means communicating with residents in diverse ways by offering translation and interpretation, offering or explaining information in alternative languages and formats and working with carers, families and advocates for those with vulnerabilities and young adults setting up a home for the first time.

9. Equality, Diversity and Inclusion summary

9.1 SCH is committed to valuing and promoting equality and diversity and inclusion across our services. We recognise our duty to eliminate unfair treatment and discrimination in the services we provide and to promote and value respect in everything we do. We expect our staff and residents to share these values and treat all customers with fairness and respect. We also require our contractors and suppliers to mirror our values and comply with our policies in this respect and their own respective duties.

9.2 SCH will apply a zero-tolerance response to acts of discrimination, bullying, harassment and domestic abuse.

10. Monitoring & Review

Monitoring Arrangements

10.1 SCH has adopted and is undertaking surveys in accordance with the Regulatory standard tenant satisfaction measures. These will be utilised to address any reports on outstanding works, issues or concerns that warrant further action or learning and will be shared with out contractors delivering services. Key Performance indicators in respect of this policy will be monitored through our Performance Management Framework.

10.2 Performance against key performance indicators will be monitored via our performance management framework.

Review

10.3 This policy will be reviewed every two years by Head of Building Safety and Compliance unless there are any significant changes to current legislation or regulation, good practice or guidance, or as the result of the outcome of an incident review or Ombudsman determination.