



LIFTING/INSURANCE SAFETY POLICY

Lead Manager:	Compliance Manager
Responsible Senior Manager:	Assistant Director of Assets
Approved By:	STAR Board
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1. Purpose

- 1.1 The purpose of this policy is to outline Shropshire Towns & Rural Housing's (STAR) approach to managing Lifting Equipment Safety in properties under the organisation's supervision and control. This policy offers a framework within which lifting safety will be directed and outlines essential roles and responsibilities for the implementation of this policy.
- 1.2 The Lifting Safety Management Plan (LSMP) will outline STAR's operational strategy for ensuring lifting safety, encompassing aspects such as monitoring, accountability, access procedures, and emergency protocols.
- 1.3 The operational procedures in the LSMP specify how STAR will fulfill the statutory obligation detailed in this policy, and as such, the LSMP is enforceable through this policy.

2. Introduction

- 2.1 The Provision and Use of Work Equipment Regulations 1998 (PUWER) impose a duty on lift owners (whether as employers of lift users or as individuals employing maintenance services for the lift) to ensure its suitability for the intended work.
- 2.2 The Lifting Operations and Lifting Equipment Regulations 1998 (LOLER) specify the requirement for a comprehensive inspection of passenger-carrying lifts, as well as all other lifts and lifting equipment, conducted by an independent competent person.
- 2.3 While both PUWER and LOLER primarily apply to lifting equipment provided by an employer and used in work-related activities (rather than by the general public or residents), Section 3 of the Health & Safety at Work Act 1974 places responsibility on the owner for lifts used by others, including residents and the public. A similar framework of inspection, examination, and maintenance, aligned with the requirements of PUWER and/or LOLER, is implemented to ensure the safety of lifting equipment.

3. Policy Statement

- 3.1 STAR is dedicated, to the extent reasonably practicable, to ensuring the health, safety, and well-being of individuals present on its premises. There is a foreseeable risk of harm associated with lifting equipment systems in properties managed by STAR. STAR acknowledges its legal Duty Holder status for its premises and accepts the responsibility to protect customers, employees, individuals working within STAR premises, and others from risks related to lifting equipment.
- 3.2 The Regulator of Social Housing and Home Standard mandates that Registered Providers meet all relevant statutory requirements for ensuring the health and safety of customers in their homes, including the management of lifting equipment.
- 3.3 To fulfill its statutory duties regarding the provision and usage of lifting equipment, STAR will adhere to the responsibilities outlined in the Provision and Use of Work

Equipment Regulations (PUWER) and the Lifting Operations and Lifting Equipment Regulations (LOLER). To comply with these regulations, STAR will:

- Implement a program for regular safety inspections of lifts and lifting equipment.
- Engage qualified and competent specialist contractors to conduct safety and compliance inspections of lifting equipment.
- Ensure that equipment for lifting persons or lifting accessories undergo thorough examination at least every 6 months.
- Ensure that other lifting equipment undergoes thorough examination at least every 12 months or as per the examination scheme.
- Conduct thorough inspections of all lifting equipment whenever exceptional circumstances arise that could jeopardize their safety.
- Adopt the recommended frequencies suggested by specialist contractors.
- Maintain records of compliance with relevant regulations.
- Take prompt action based on recommendations and findings from safety inspections.
- Provide a lift release service through a reputable lift engineering or similar company. If the contractor cannot respond within one hour, passengers will be given the option to wait or contact the fire service.
- Ensure suitable communication facilities are available in lifts to allow trapped individuals to contact the lift release contractor.
- Verify the proper functioning of emergency lighting in lift cars.
- Provide users with a handbook on operating lifting equipment, ensuring they sign to confirm receipt and understanding.
- Provide information to lift users regarding actions to take if they become trapped in a lift.
- Develop protocols to manage emergency situations effectively.

4. Related Documents

- Lifting Operations and Lifting Equipment Regulations 1998 (LOLER)
- Provision and Use of Work Equipment Regulations 1998 (PUWER)
- Lift Regulations 2016
- Supply of Machinery (Safety) Regulations 2008, as amended by the Supply of Machinery (Safety) (Amendment) Regulations 2011

- Management of Health and Safety at Work Regulations 1999
- Reporting and Injuries, Diseases and Dangerous Occurrences Regulations 2013
- Housing Act 2004
- Health and Safety at Work etc. Act 1974

5. Scope of Policy

5.1 This policy applies to all STAR staff, contractors, and others carrying out works in STAR premises.

5.2 This policy applies to the following locations: -

- Rented properties including garages
- Communal areas.
- Offices and storage facilities.

5.2.1 This policy applies to the following equipment:

Equipment	LOLER	PUWER	HSWA
Passenger Lifts	Yes	Yes	Yes
Non-domestic stair lifts	Yes	Yes	Yes
Lifting platform	Yes	Yes	Yes
Domestic stair lifts	N/A	N/A	Yes
Domestic vertical lifts	Yes	N/A	Yes
Domestic step lift	Yes	N/A	N/A
Domestic hoists	Yes	N/A	Yes
Non domestic hoists	Yes	Yes	Yes
Domestic recliner baths	No	No	Yes
Non domestic recliner baths	Yes	Yes	Yes

5.4 We will undertake consultation as required with 'variable service charge payers', such as Leaseholders, on a works or contract-specific basis where works costs allocated per property are over £250, or £100 per annum under a qualifying long-term agreement. Details and procedures are within the Leaseholder Section 20 Consultation Policy.

6. Roles and Responsibilities

6.1 Accountable Person

Shropshire Towns and Rural Housing (STAR) operates as an Arm's Length Management Organisation, acting on behalf of Shropshire Council to oversee the upkeep and administration of the Council's housing assets. This delegation of authority is outlined in the Council's official policies, empowering STAR to manage these responsibilities efficiently. The Responsible Body ultimately remains as Shropshire Council.

6.2 Duty Holder

Duty Holder	Shropshire Towns and Rural Housing
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The *Duty Holder* is responsible for

- Management of systems and equipment, and for
- Ensuring that appropriate measures are identified to adequately manage risk within all premises under STAR's control.
- Quality assurance of work carried out on systems and equipment by STAR employees and contractors and that all works conform to the relevant requirements.

The Managing Director holds ultimate responsibility for health and safety across the organisation and will nominate suitably qualified and experienced individuals to discharge those duties concerning lifting equipment management.

The Board has the overall governance responsibility for ensuring that STAR is compliant with regulatory standards, legislation, and codes of practice. The role of the Board includes:

- Formulating key H&S policies
- Being cognizant of risks and risk controls in place
- Agreeing on performance targets and a performance monitoring framework

- Ensuring the availability of adequate resources and competencies for fulfilling policy commitments
- Ensuring suitable reporting and auditing activity
- Listening to the voice of customers

6.3 Under this policy, STAR has identified the following appropriate persons within the organisation to manage this area of risk with the support of appointed specialist contractors and consultants. Only competent and suitably qualified contractors will be appointed by STAR.

6.4 Policy Management and Assurance

Deputy Duty Holder	Position:	Operations Director
	Responsibilities:	<p>Overall responsibility for the implementation of this policy and ensuring that adequate resources are made available to enable the policy objectives to be met.</p> <p>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.</p>
Responsible Person	Position:	Compliance Manager
	Responsibilities:	<p>Ensuring the LSMP is implemented, relevant, current and practical.</p> <p>To ensure that all activity required for compliance with this policy is carried out.</p> <p>Provision of quarterly performance reports to the Board as part of the governance framework.</p> <p>Reviewing the management plan every 12 months with all relevant parties to ensure the systems outlines in the plan are working.</p>
Competent Person	Position:	Compliance Officer
	Responsibilities:	Administer associated contracts and act as the first point of contact for lifting safety related queries.

		<p>Ensure effective management of STAR's lifting safety programmes and risk register.</p> <p>Guarantee that lifting safety information is available for relevant persons.</p> <p>Facilitating communication between the employees, contractors, lifting safety professionals and residents concerning matters related to lifting safety for locations within the scope of this policy.</p>
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7. Policy Equality and Diversity Statement

- 7.1 STAR is committed to valuing and promoting equality, 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 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.
- 7.2 STAR will uphold a zero-tolerance response to acts of discrimination.
- 7.3 STAR recognises that customers have different needs and may require a tailored and reasonable adjustment to our service to access our services or a property feature, either on a permanent or temporary basis.
- 7.4 STAR will ensure it meets its duties under the Equality Act 2010 to consider the need to:
- Eliminate discrimination, harassment, and victimisation
 - Advance equality of opportunity
 - Foster good relations between different parts of the community
- 7.5 All contractors employed by STAR or carrying out works on STAR managed premises are required to adhere to the commitments we have made to valuing and promoting equality, diversity, and inclusion across our services.

8. Communication

- 8.1 STAR will ensure that appropriate lifting safety information is provided to relevant persons on our website and upon request.

- 8.2 STAR will ensure effective emergency procedures are in place and that staff and contractors are clear on their responsibilities.
- 8.3 STAR will promote awareness of lifting -related risks through training and induction of relevant staff. The training will be designed to fit the needs and roles of the employees being trained.
- 8.4 To ensure that appropriate and suitable training is provided to staff, STAR will carry out training needs assessments where appropriate.
- 8.5 STAR 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 our contractors' delivering services.