Domestic and Passenger Lift Management Policy

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1. What this policy is for

1.1 This policy sets out Southway Wythenshawe Homes commitment to managing passenger lifts and domestic lifting equipment safely as a landlord and employer. It explains the standards, governance and assurance arrangements we will use to protect customers, occupants, colleagues, contractors, visitors and the public.

1.2 Our effective management of passenger and domestic lifts includes the following:

- Maintain, service, examine, repair and monitor lifting equipment safely.
- Meet relevant legal, regulatory and contractual obligations.
- Use competent people and organisations.
- Keep accurate records and act on defects and follow-on work.
- Support customers to live safely and independently.

1.3 The lift management procedures and delivery controls will explain how the commitments in this policy will be put into practice.

2. Who this policy applies to

2.1 This policy applies to Southway Wythenshawe Homes colleagues, Board and committee members, contractors, consultants and suppliers whose work may affect, or be affected by, lift safety. It also protects customers, occupants, visitors and members of the public.

Area	Application
Customers and occupants	People living in or using homes, communal blocks, sheltered or extra care schemes, guest rooms and community facilities with lifting equipment.
Colleagues and governance bodies	All colleagues

Contractors and third parties	All appointed contractors, consultants, auditors, insurers and partners working on our behalf.
Equipment	Passenger lifts, stairlifts, step lifts, through-floor lifts and hoists, together with associated safety systems.
Premises	Owned, managed, leased or shared homes, communal blocks, empty homes, offices, community centres and other premises where Southway Wythenshawe Homes has responsibility.

3. Regulation and Legal Requirements

3.1 This policy supports compliance with the following legislation, regulation and recognised guidance:

- Health and Safety at Work etc. Act 1974.
- Lifting Operations and Lifting Equipment Regulations 1998 (LOLER).
- Provision and Use of Work Equipment Regulations 1998 (PUWER).
- Lifts Regulations 2016.
- Management of Health and Safety at Work Regulations 1999.
- Construction (Design and Management) Regulations 2015.
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013.
- Equality Act 2010.
- Building Safety Act 2022.
- Fire Safety Regulations 2022
- Housing Act 2004.
- Regulator of Social Housing Safety and Quality Standard.

3.2 Southway Wythenshawe Homes will also consider applicable Approved Codes of Practice, British and European standards, HSE guidance, SAFed guidance and Lift and Escalator Industry Association guidance.

4. Risk Management

4.1 The Board will review the corporate risk register annually and agree the risk appetite for lift management compliance. The current risk appetite is 'Averse' meaning the avoidance of risk is a key organisational objective.

4.2 The Audit and Risk Committee will oversee corporate risks associated with this policy. The specific risk associated with this policy is:

GP2 Failure to meet asset compliance in line with regulatory standards.

4.3 We will maintain lift management supporting procedures and adequate resources to reduce the risk of non-compliance.

4.4 We will assess and prioritise defects and risks, including any interim controls required until permanent action is complete.

4.5 We will use stock condition information, breakdown trends, incidents and assurance findings to inform investment and improvement.

4.6 Actions, deadlines, responsible owners, interim controls and evidence of closure will be recorded in an auditable system.

5. What we will do

Lift information and records

- Maintain accurate and auditable records of lifting equipment, its location, type, responsible duty holder and servicing and examination dates.
- Implement a planned preventative maintenance and statutory examination programme.
- Retain certificates, reports, defect records and evidence of completed remedial work in line record-retention requirements.
- Make relevant lift-safety information available to colleagues, contractors and customers where needed.

Servicing, examinations and repairs

- Complete servicing and planned preventative measures within the required period:

Equipment / activity	Frequency
Commercial passenger lift servicing	Monthly
Commercial passenger lift LOLER thorough examination	Six-monthly
Hoist servicing	Six-monthly
Hoist LOLER thorough examination	Annual or six-monthly
Step lift servicing	Annual
Step lift LOLER thorough examination	Annual
Stairlift servicing	Annual
Stairlift LOLER thorough examination	Annual
Through-floor lift servicing	Six-monthly
Through-floor lift LOLER thorough examination	Annual

- Apply any different LOLER examination frequency specified by the competent examining body or insurer and record it.
- Review reports promptly and make safe, prioritise and complete defects and follow-on work according to risk, legal requirements and the repairs policy.
- Use stock condition and asset information to plan upgrades, renewals and refurbishments.
- Maintain emergency response arrangements during and outside normal working hours.
- Notify the Fire Service where HRB fire-fighting passenger lifts are out of service for more than 24 hours.

Customers and building users

- Provide residents with clear communications and reasonable support to examine, repair and service commercial and domestic lifting equipment.

- Provide tailored support and reasonable adjustments for any resident with support needs.
- Provide information through a range of channels including newsletters and our website and ways for residents to question or raise concerns, including complaints through the Southway Wythenshawe Complaints Policy.

Contractors and third parties

- Define lift-safety responsibilities in contracts, leases, management agreements and other formal arrangements.
- Check competence through qualifications, experience, accreditation and insurance.
- Monitor performance and escalate non-compliance through contract governance and safety arrangements.

Data protection

- Personal data used to deliver this policy will be handled in line with the UK General Data Protection Regulation, the Data Protection Act, and Southway Wythenshawe Homes Privacy Notice.

6. Escalation

6.1 Significant non-compliance means a potential legal or regulatory breach, a health and safety risk, or a matter requiring management outside routine processes.

6.2 Operational non-compliance must be formally reported to the Executive Director of Homes and Property. They will agree corrective action with relevant building safety leads and ensure the Executive Board is updated.

6.3 Significant matters will be considered for escalation to the Audit and Risk Committee and Board.

6.4 For serious non-compliance, the Executive Board, and Board will consider disclosure to the Regulator of Social Housing, Health and Safety Executive, Building Safety Regulator or another relevant body.

6.5 Applicable RIDDOR events will be investigated and lessons acted upon.

6.6 A significant incident, material regulatory change or evidence of control failure will trigger consideration of an early policy review.

7. Quality Assurance

7.1 We will update operational teams regularly so that legal, regulatory and policy requirements remain understood and are reflected in delivery.

7.2 Competent independent or external assurance and contract management will be used to assess the lift management service provided.

7.3 Audits and assurance reporting will identify gaps, overdue items, corrective actions and evidence of completed work.

7.4 Lessons from incidents, complaints, audits, regulatory activity and customer feedback will inform improvement.

8. Equality, Diversity and Inclusion

8.1 An Equality Impact Assessment has been completed on 6th October 2026 Its actions will be recorded in the table below.

Action	Policy change or control	Owner	Status
Offer range of appointments and reasonable adjustments			In place
Continue to provide accessible information			In place

9. Who is responsible

Officer or body	Responsibility

Board	Approve the policy and priorities, oversee implementation and receive assurance on compliance and risk.
Executive Board	Monitor compliance, resources and significant non-compliance
Health and Safety Committee	Review detailed delivery, risk, customer impact, exceptions, assurance and corrective actions
Audit and Risk Committee	Oversee corporate lift management risk and review assurance reports.
Executive Director Homes and Property	Provide strategic oversight, ensure compliance is maintained and escalate significant matters.
Head of Assets and Building Safety	Lead operational delivery, management and monitoring.
Facilities Manager	Manage the lift programme, records, plans, contractors, defects and day-to-day compliance.
Managers and team leaders	Ensure teams understand this policy and maintain required competence.
All colleagues	Use lift-safety information, follow approved controls and report concerns promptly.
Contractors, consultants and competent persons	Meet legal, contract, competence and information requirements and report defects or non-compliance promptly.

10. Competence and Training

10.1 Line managers will ensure mandatory training and required qualifications remain current for colleagues delivering this policy.

10.2 Board and committee recruitment and development will support the governance skills needed for strategic oversight.

10.3 People managing lifting equipment must have knowledge, skills, qualifications and experience proportionate to their responsibilities. Specifically:

- The Executive Director of Homes and Property and the senior team will hold the Chartered Institute of Housing Level 5 Diploma in Housing or equivalent.

10.4 Role specific training and required technical knowledge will be provided to colleagues managing lift safety.

10.5 Managers engaging contractors must check and retain evidence of relevant qualifications, experience and insurance during procurement and at least annually thereafter.

10.6 Training may include formal learning, team meetings, one-to-one meetings, on-the-job training and toolbox talks.

11. Monitoring and Reporting

11.1 We will monitor delivery through agreed indicators and assurance information. This includes, but is not limited to:

Area	Minimum information
Asset and programme data	Equipment by type; on and not on the programme.
Servicing and examinations	Due, completed and overdue services and thorough examinations.
Defects and risk actions	Open, overdue defects; risk priority, interim controls and evidence of closure.
Breakdowns and emergency response	Breakdown incidence, response performance and recurring issues.
Data quality	Reconciliation, exception checks and validation of lift records and certificates.
Incidents and escalation	Incidents, RIDDOR decisions, investigations, corrective action, lessons and regulatory contact.
Customer experience	Access, communication, reasonable adjustments, complaints and learning.

Competence and contractors	Training, qualifications, accreditation, audit findings and performance concerns.
Independent assurance	Internal audit and external technical review.
Regulatory reporting	Relevant Tenant Satisfaction Measure reporting, including communal passenger lift safety checks where applicable.

11.2 Lift management performance will be internally reported to:

Monitoring Body	Frequency
Board	Every meeting – bi monthly
Executive Board	Every Meeting – bi-monthly
CX Committee	Every meeting – bi monthly

12. Glossary

Term	Definition
Competent person	A person with sufficient knowledge, skills, experience and authority needed for the work being undertaken.
Domestic lifting equipment	Equipment installed in or serving a home, such as a stairlift, step lift, through-floor lift or hoist.
Commercial Lifting equipment	Passenger lifts serving communal blocks or offices or other premises.
LOLER	Lifting Operations and Lifting Equipment Regulations 1998.
Non-compliance	A potential or actual breach of law, regulation or policy, or a health and safety risk requiring management outside routine arrangements.

Planned preventative maintenance	Scheduled servicing intended to maintain safe and reliable operation and reduce failure.
Reasonable adjustment	A change made to remove or reduce disadvantage for a person.
RIDDOR	Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013.
HRB	Higher-Risk Building as defined by the Building Safety Act 2022