



BURY COUNCIL – HOUSING SERVICES LIFTING EQUIPMENT POLICY

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1.0 POLICY STATEMENT

This policy explains how Bury Housing Services will manage the risk associated with lifting operations and lifting equipment at premises owned, managed, or controlled by the association, and aims to provide a clear framework for dealing with the repair and maintenance of passenger lifts, hoists and other equipment used for the purpose of lifting. It will ensure clarity and consistency and provide an audit trail.

Bury Council Housing Services properties have a variety of person-centered lifting equipment installed. The types of lifting equipment range from (but may not be limited to) passenger lifts, stair lifts, through-floor lifts and patient hoists (both fixed and mobile).

LOLER (Lift Operation Lift Equipment Regulations) 1998 only applies to lifting equipment which is used at work. Regulations for the maintenance and safety of lifting equipment in residential buildings Bury Council Housing Services owns and controls will follow the LOLER guidance as a way of meeting its wider health and safety of its residents and Provision and Use of Work Equipment Regulations 1998 (PUWER 1998) requirements.

Bury Council Housing Services will promote compliance and good practice in relation to the maintenance of lifting equipment and equipment safety to safeguard the welfare of customers, staff and others in relation to lifting operations and the associated risks.

Lifting equipment is defined as equipment used for lifting or lowering loads. This includes the attachments used for anchoring, fixing or supporting the equipment and the lifting accessories that attach the load to the machine, as well as the equipment which carries out the actual lifting function.

2.0 OBJECTIVES

Through this policy we aim to establish procedures to ensure compliance with respective legislation and guidance and protect the health, safety and welfare of our residents, employees, contractors and visitors.

To implement processes in an efficient manner and ensure the overall approach meets the provisions of the association's Health & Safety Policy and Risk Management Policy.

To ensure respective services are procured in line with the Council's Procurement Policy, Financial Regulations and Standing Orders.

To regularly update Bury Council Housing Services Executive Team and Board on performance of the policy.

Bury Council Housing Services will:

- Carry out the inspection, maintenance and repair of its passenger lifts, stair lifts, through lifts and associated equipment within its relevant residential and office premises to ensure that the lifts are safe to use.
- Arrange suitable insurance to cover all lifting equipment that it owns.
- Carry out thorough examination on those lifts covered by LOLER and PUWER.
- Minimise and respond promptly to the breakdown and repair of its lifts.
- Ensure the safety of residents and other users in passenger lifts by installing and maintaining 24 hr. direct dialling alarms that telephone the lift repair Services Provider directly when the alarm is activated.
- Ensuring all records of inspection reports are maintained on all lifting equipment.

3.0 RELEVANT LEGISLATION

In preparation for this Policy, Bury Council Housing Services have taken account of:

- Equality Act 2010
- Management of Health & Safety at Work Regulations 1999 (MHSWR)
- Workplace (Health, Safety & Welfare) Regulations 1992 (WPR)
- Provision & Use of Work Equipment Regulations 1998 (PUWER)
- Lifting Operations & Lifting Equipment Regulations 1998 (LOLER)
- Health and Safety at Work etc Act 1974 (HASWA)
- Supply of Machinery (Safety) (Amendment) Regulations 2011
- Construction Design and Management Regulations 2015
- Lift Regulations 2016
- The Machinery Directive 2006/42/EC
- Thorough Examination and Testing of Lifts (HSE Guidance INDG339)
- The Work at Height Regulations 2005 (as amended)
- Personal Protective Equipment at Work Regulations 1992
- BS EN 81-28 Remote alarm systems for passenger and goods passenger lifts.

This list is not intended to be exhaustive.

4.0 ROLES AND RESPONSIBILITIES

The chart below lists responsibilities for activities that are undertaken by Bury Council Housing Services staff only.

The Compliance Manager (Gas, Electric & M&E) will deputise for the Head of Housing Compliance as and when required.

Responsibilities	CEO	Head of Housing Compliance	Compliance Manager (Gas & M&E)	Compliance Specialist (M&E)	All Staff
To set the policy and direction with regards to lifting equipment	✓				

Responsibilities	CEO	Head of Housing Compliance	Compliance Manager (Gas & M&E)	Compliance Specialist (M&E)	All Staff
Ensure relevant BCHS staff have a robust understanding of LOLER and the associated risks					✓
Manage service, reporting and updating day to day			✓	✓	
Take lead on operational day to day decisions		✓	✓	✓	✓
Ensure effective and clear communication with key stakeholders including residents		✓	✓	✓	✓
Maintain inspection programme			✓	✓	
Report concerns to Line Manager		✓	✓	✓	✓
Participate in meetings and provide evidence for investigations as required			✓	✓	
Ensure complaints feedback is used to improve service		✓	✓	✓	
Ensure policy is reviewed as necessary			✓	✓	
Ensure staff have appropriate training			✓		
Ensure faulty or defective equipment is removed from use, if it cannot be repaired, clearly recording the fault or defect					✓

Bury Council Housing Services staff do not operate lifting equipment, such as hoists, for residents. All such lifting equipment is operated by Care workers and there is no intention for FGCH staff to undertake responsibilities that are covered by PUWER 1998. However, FGCH still has a duty of care to ensure that lifting equipment in residents' homes is safe and has been serviced regularly in accordance with manufacturers' standards.

5.0 RECORD KEEPING

Bury Council Housing Services will hold accurate records on internal systems and Compliance Software e.g. The Compliance Workbook against each property it owns, or manages, identifying the location of lifts and/or lifting equipment and date they were last inspected and tested as well as maintenance records.

LOLER requires thorough examination reports to be retained for at least two years.

6.0 FREQUENCY OF INSPECTIONS/MAINTENANCE

The table below sets out the frequency for testing equipment maintained in accordance with the lifting equipment policy.

Equipment	Maintenance/Inspection Frequency	Maintained by	BCHS Staff member responsible for contract
Passenger Lift	6 Monthly LOLER Thorough Examinations Inspections Quarterly Service	Insurer Contractor via Procurement	Compliance Specialist (M&E)
Assistive Equipment (Hoists, Assistive Baths)	6 Monthly LOLER Thorough Examinations Inspections Annual Service	Insurer Contractor Via Procurement	Compliance Specialist (M&E) – <i>To be reviewed</i>
External Step Lifts	6 Monthly LOLER Inspections Annual Service	Insurer Contractor Via Procurement	Compliance Specialist (M&E) – <i>To be reviewed</i>
Internal Stair Lifts	Annual LOLER Inspection	Insurer	

	Annual Service	Contractor Via Procurement	Compliance Specialist (M&E) – <i>To be reviewed</i>
Stair climbers	6 Monthly LOLER Inspections Annual Service	Insurer Contractor Via Procurement	Compliance Specialist (M&E) – <i>To be reviewed</i>
Hired Equipment	In accordance with LOLER requirements	Hirer	Compliance Specialist (M&E) – <i>To be reviewed</i>

LOLER Thorough Examinations must be carried out by a Competent Person who is independent from the person or organisation performing PUWER inspections or routine maintenance.

This separation is required to ensure impartiality, avoid conflicts of interest, and maintain compliance with the legal duties set out in LOLER 1998 and PUWER 1998.

7.0 COMPLIANCE ACTIVITIES

The following are all areas that relate to the maintenance and inspection of lifting equipment required by either statutory compliance or best practice.

7.1 Installation and Removals

Bury Council Housing Services will ensure that for passenger lifts:

- All installations specifications are prepared in accordance with current legislation.
- That lifts are manufactured and installed in accordance with the Lifts Regulations 2016 and have a current Declaration of Conformity or relevant test certificate.
- All installations are to be suitable for the application and take into consideration the duty, use and location.

When specifying new lifts, stairlifts. etc. awareness of users' needs and vulnerabilities will be considered. Attention will be given to the level of control buttons, sound controls, braille buttons, and access for wheelchairs and walking aids.

All passenger lifts will be fitted with a minimum two-way communication system for use in emergency situations. It should be tested regularly.

All documentation pertaining to installations and servicing contracts will be saved on internal systems and compliance software e.g. The Compliance Workbook.

7.2 Voids and New Properties

Bury MBC employees and contractors must ensure that when a tenant vacates a property, all lifting and access equipment is made safe and removed prior to the

property being re-let. all remedial works to be completed prior new tenancy commencing.

7.3 Routine Maintenance of Passenger Lifts

All lifting equipment will be subject to routine servicing and maintenance in line with manufacturer recommendations. This will be at least quarterly for passenger lifts.

Bury Council Housing Services will appoint suitably qualified companies to carry out routine maintenance. This will include checking and replacing worn or damaged parts, lubrication, replacing time-expired components, topping up fluid levels, and making routine adjustments. This is to ensure the equipment continues to operate as intended, and risks associated with wear or deterioration are avoided.

7.4 Routine Maintenance of Other Lifting Equipment

LOLER (thorough examination) and PUWER (maintenance and inspection) apply only to stairlifts provided as work equipment for use by employees. Where stairlifts have been provided for residents, normally as part of an adaptation, landlords have responsibilities for the safety of all users under Section 3 of the Health & Safety at Work etc. Act 1974. These may be adequately discharged by undertaking regular maintenance and inspection.

Where stairlifts are installed in communal areas, and potentially accessible to the public, they will be inspected at least every six months and be subject to a thorough examination by the incumbent insurer.

Where stairlifts are installed in domestic properties for the sole use of the resident, they will be subject to annual maintenance inspection in line with the manufacturer's requirements.

Vertical platforms will be inspected every six months.

7.5 Exception

Bury Council Housing Services are not responsible for hoists or other lifting equipment installed directly by residents, either by themselves or through a relevant grant, where notification has not been given in writing to Bury Council Housing Services that an installation has taken place, or where permission for the installation has not been granted in writing from Bury Council Housing Services. This exception applies providing the lifting equipment is not used by Bury Council Housing Services staff or contractors.

7.6 Inspections and Insurance

One of the requirements of LOLER is that lifts receive a thorough examination, a systematic and detailed examination of the lift and all its associated equipment by a competent person.

Its aim is to detect any defects which are, or might become, dangerous, and for the competent person to report them to Bury Council Housing Services. Bury Council

Housing Services will ensure that a competent person undertakes thorough examinations of all lifts and associated equipment covered by LOLER:

- Before first use.
- Following major modification, damage or change of use.
- Regularly whilst in service. This will be at least every six months.

It is essential that each passenger lift is inspected by the insurance company every six months to ensure compliance with LOLER.

All thorough inspections are carried out by the incumbent insurance provider.

8.0 PROCEDURE FOR WHEN LIFTING EQUIPMENT BECOMES UNSAFE

1. Stop Using the Equipment Immediately

- Cease all lifting operations at once.
- Remove the key or isolate the power supply.
- This prevents accidental use while the defect is investigated.

2. Quarantine the Equipment

- Physically tag the equipment "DO NOT USE".
- Apply lock-off where possible.
- Prevent access to lifting accessories (chains, slings, hooks, etc.).

3. Inform the Responsible Person

- Notify your site manager, lifting operations supervisor, or duty holder.
- Record the defect in your internal reporting system.

4. Arrange Inspection by a Competent Person

- A competent person must assess the defect.
- If the defect is found during a thorough examination, LOLER Regulation 10 applies.

5. Determine Whether the Defect Must Be Reported to the Enforcing Authority

Under LOLER Regulation 10(1)(c), the competent person must notify the enforcing authority if the defect:

Poses an existing or imminent risk of serious personal injury

Examples include:

- Cracked lifting chains
- Severely worn forks
- Structural cracks in cranes or lifting arms
- Failed brakes or safety devices
- Overload damage
- Any condition where failure is likely if used

6. Send the LOLER Defect Report (F2508-style)

The competent person must:

- Provide the employer with a written report as soon as practicable
- Send a copy to the enforcing authority within the required timeframe
- Clearly state whether the equipment is immediately dangerous or safe only after repair

7. Repair or Replace the Equipment

- Repairs must be carried out by a competent maintenance engineer.
- Use OEM parts or approved equivalents.
- Keep records of all work completed.

8. Re-Examine Before Returning to Service

LOLER requires a post-repair thorough examination if the defect affected safety.

The equipment must not be used until the competent person confirms it is safe.

9. Record Keeping

All items identified below must be securely stored in internal systems and compliance software e.g. The Compliance Workbook.

- The defect report
- Notification sent to the enforcing authority
- Repair records
- The post-repair thorough examination report

LOLER requires thorough examination reports to be retained for at least two years

9.0 AUTODIALLERS

Bury Council Housing Services will ensure that all lift emergency communication systems, including autodiallers, are maintained in full working order and tested at intervals necessary to guarantee passenger safety.

BS EN 81-28:2018 states that a lift's remote alarm system must perform an automatic test at least every 72 hours (3 days) to confirm:

- The alarm device is functioning
- The communication path (GSM/landline) is working
- The alarm centre can receive the test signal

A functional test of each lift autodialler will be carried out at least weekly, or more frequently where identified by risk assessment, to confirm successful connection, clear two way communication, and correct transmission of lift identification details.

All tests, faults, and corrective actions will be recorded and retained in internal systems and compliance software e.g. The Compliance Workbook.

Any lift with a defective autodialler will be immediately removed from service or subject to continuous monitoring until the system is fully restored.

10.0 PERSONAL EMERGENCY EVACUATION PLAN (PEEP)

Bury Council Housing Services will ensure that any employee, visitor, or contractor who is unable to self-evacuate without the use of a lift, or who may require assistance during an emergency evacuation, is provided with a Personal Emergency Evacuation Plan (PEEP).

Each PEEP will be developed in consultation with the individual and will set out the specific arrangements, equipment, and support required to ensure their safe evacuation. PEEPs will be reviewed regularly, and immediately following any change in circumstances, to ensure they remain accurate and effective.

11.0 TRAINING

The successful implementation of the policy and supporting procedures is dependent on the knowledge and skills of staff implementing it. Regular training will be provided to relevant staff to ensure a consistent approach and ensure they carry out the roles and duties linked to the application of this policy.

All persons who use lifting equipment or are involved in lifting operations must be suitably trained to ensure they are competent to carry out the tasks in a safe manner.

They must not organise, plan or carry out lifting operations which they are not trained to do. The level of training will depend on the type of lifting operations they carry out and may require refresher training at suitable time intervals.

Training may be in the form of familiarisation of equipment or specific courses; coaching/mentoring, seminars, etc. It should be appropriate to the lifting operations they will carry out, i.e. patient hoist, as an example.

For straightforward or some low-risk routine lifting operations, training may consist of a demonstration by either the manufacturer, or by someone suitably

experienced in using the lifting equipment. However, some employees may need additional training in the use of lifting equipment, where such training is necessary to control the risks.

Training records will be maintained on Human Resource Management System and referred to as necessary to confirm level of competence before carrying out lifting operations.

12.0 AUDIT, MONITORING, AND REVIEW

All health and safety policies, guidelines and procedures are subject to regular audit and review by the Health and Safety Committee.

Compliance with good practice will be monitored through a variety of processes including performance reporting to internal and external stakeholders and internal and external audits.

The effectiveness of health and safety training will be evaluated and reviewed on an ongoing basis by the Health and Safety Committee.

This Lifting Operating and Lifting Equipment Policy will be reviewed by Bury Council Housing Services regularly and at a minimum every two years, or sooner if legislation changes or an incident occurs.

APPROVAL AND REVIEW

Document owner	Head of Housing Compliance
Leadership Team Meeting – Director of Housing	Date approved 24/6/26
Review frequency	2 years

