Lift and Lifting Equipment Safety Standard

This Safety Standard should be read in conjunction with the Bromford Flagship LiveWest's Compliance Safety Policy.

1 Purpose

1.1 The safety of our customers, colleagues and contractors is at the heart of all we do.

1.2 We are fully committed to ensuring employees, customers and the general public, are not knowingly exposed to any risks that would affect their health and safety.

1.3 We are fully committed to achieving high levels of safety and quality in the services we deliver, providing homes that are safe to standards that reflect legislative requirements and best practice where appropriate.

1.4 Our risk appetite is averse for health and safety risks. We have zero tolerance for actions or omissions that could compromise the health and safety of individuals affected by our operations. We are committed to upholding the highest standards of health and safety compliance, proactively identifying and mitigating risks, and fostering a culture of safety throughout the organisation.

2 Standard

2.1 We have dedicated lift management teams, responsible for delivering lift services consistently across the whole business. This team manages all lift servicing and repairs delivered through external contractors.

2.2 We compile a list of all lifts and lifting equipment that needs to be inspected and maintained and this is kept up to date.

2.3 We regularly service all lifts and lifting equipment. This is done by specialist contractors at the following frequency levels:

Type of equipment	**Inspection frequency (minimum)**
Passenger lifts	Every month
Stair lifts - Domestic	Annually
Through floor lifts and platform lift - Domestic	Every six months
Communal stair lifts and platform lifts	Every six months
Hoists and other lifting equipment	Annually
Isolated equipment	Annually

2.4 In addition to the regular service, we undertake a thorough examination of our lifts every six months with the exception of domestic stair lifts. This thorough examination will be carried out by a UKAS accredited organisation who is independent and impartial to allow them to make an objective assessment. These are LOLER examinations (Lifting Operations and Lifting Equipment Regulations).

LOLER - Thorough examination	**examination frequency (minimum)**
All communal lifting and medical equipment, domestic platform and through lifts.	Every six months
Isolated equipment	Not required

2.5 Notices following a LOLER examination are actioned within the timescales prescribed by the Inspector.

2.6 We will work proactively with freeholders or their management companies to obtain evidence that LOLER examinations have been completed in the communal areas of a building, in line with the relevant regulations and British Standards.

2.7 We keep records of equipment servicing, thorough examinations and remedial works undertaken. The enforcing authority (i.e. The Health and Safety Executive) are informed of any defects classified as 'immediately dangerous'. Records are made available for at least two years.

2.8 Failed access attempts are recorded to demonstrate that all reasonable efforts have been made to gain entry. Where customers are unable to provide reasonable access for required safety inspections or maintenance work, appropriate legal action may be pursued. This option will be considered a last resort and will only be taken after all other practical steps to gain access have been exhausted.

2.9 We ensure that 24/7 emergency communication systems in our lifts are maintained in good working order. These are checked as part of the service visit and thorough examination.

2.10 We aim to ensure that all lifts and lifting equipment are kept in full safe working order at all times. When a repair is needed, every effort is made to remedy faults as quickly as possible.

2.11 We have clear procedures in place to respond to an entrapment. We ensure that our colleagues understand what to do if someone is trapped. For health, safety and insurance reasons, our colleagues will not release any persons trapped in lifts but will provide reassurance until such time as our lift maintenance contractor or emergency services arrive, as appropriate.

2.12 For passenger lifts our contractors will aim to attend entrapment callouts within 1 hour and emergency callout within 24 hours. For urgent repairs we aim to complete within 5 days and routine repairs up to 28 days (dependant on part availability).

2.13 On more complicated faults, we keep customers informed of the nature of the problem and the likely timescales of the lift being off. Our aim is to ensure that customers are not inconvenienced and that delays are kept to a minimum and updates are continuous.

2.14 We ensure that all lifts are fully accessible for disabled users as per the requirements of the Disability Discriminations Act 2005, the Equality Act 2010 and to the specifications outlined in Part M of the Building Regulations.

2.15 We have planned programmes of work to replace or refurbish lift installations, based on life-cycle planning and audit or service reports. When a lift is being replaced or is out of service for an extended period, we will engage with customers and key stakeholders. This may include arranging meetings with the Contract Manager, lift contractor, project management contractor, and other relevant parties to ensure customers are informed and supported throughout the process

2.16 New schemes will only be handed over once a declaration of conformity and warranty has been provided and is valid for a period of 12 months from the point of handover.

2.17 We monitor the performance of our contractors monthly to ensure that servicing visits and repairs are carried out on time.

2.18 We will employ an independent auditing company to review 5% of passenger lift services as part of our assurance framework.

2.19 Customers must notify and obtain written permission before carrying out any alterations to their home. Permission will not be unreasonably withheld. Any alterations made without permission will be considered unauthorised and may be removed by Bromford Flagship's appointed contractor, with the cost charged to the customer.

2.20 In conjunction with our Health and Safety team, we investigate any incidents or near misses and take all necessary actions to prevent them from happening again.

2.21 We continually review legislation, best practice, and other relevant requirements, and we update this standard at least once a year or sooner if changes occur to ensure it remains current and appropriate

Version control

Note: minor updates approved by delegated authority increase version number by 0.1; major updates and formally approved versions increase version number by 1.0.

Version	Detail	Approved by	Date
1.0	First Issue	Customer and Place Committee	6th May 2026