

LIFT SAFETY MANAGEMENT

SEPTEMBER 2026



LANARKSHIRE
HOUSING ASSOCIATION LTD



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LIFT SAFETY MANAGEMENT POLICY

(*Note Lanarkshire Housing Association hereinafter referred to as LHA)

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1.0 INTRODUCTION

Lanarkshire Housing Association recognises that it has a duty of care to employees, tenants, visitors and the public who may be affected by the operation and maintenance of premises owned by LHA.

This policy ensures the effective inspection, maintenance, and management of lifting equipment, specifically the domestic passenger lift in Dalziel Street, Motherwell, alongside any associated commercial or office lifting installations.

2.0 SUPPORTING DOCUMENTS

Implementation of this policy is supported by these policies and procedures:

- Property Services Policies and Procedures
- Lift Safety Procedures and Operations Manuals
- Health & Safety Policy (2026)
- Gas Safety and Electrical Safety Policies and Procedures
- Tenancy Management Policy and Procedures
- Tenant Participation Strategy and Complaints Handling Procedure

3.0 PURPOSE

The aim of this Lift Safety Management Policy is to ensure that LHA effectively administers compliance with its landlord and employer obligations regarding lifting operations and lifting equipment. The main objectives include:

- Ensuring systems are in place to enable LHA to comply with health and safety duties under relevant legislation
- Operating an effective lift safety and routine thorough examination management system
- Ensuring complete audit trails exist within the lift maintenance and statutory inspection process
- Reviewing policies, procedures, and systems regularly to reflect up-to-date legislation and best practice guidance
- Employing only competent, adequately qualified, and trained personnel and specialist lift engineering service providers

4.0 POLICY OBJECTIVES

This policy contributes to LHA's delivery of the following Corporate Objectives:

- Maintaining, Improving, and Growing our Customers Experience
- Retaining, improving and growing Our People
- Maintaining, improving, and growing Our Assets
- Maintaining, improving, and growing Our Financial Wellbeing
- Maintaining, improving, and growing Our Connections

Specifically, Strategic Plan Action 3.5 says we will:

“Review Health & Safety strategies and systems to ensure Compliance and create a Safe Culture for both customer, and our people”

5.0 LEGISLATION, REGULATION AND GOOD PRACTICE

LHA will comply with all relevant legislation, regulations, and approved codes of practice in relation to lift safety and maintenance, including:

- Health & Safety at Work etc. Act 1974
- Lifting Operations and Lifting Equipment Regulations 1998 (LOLER)
- Provision and Use of Work Equipment Regulations 1998 (PUWER)
- Management of Health and Safety at Work Regulations 1999
- The Scottish Housing Quality Standard (SHQS) Repairing Standard
- Housing (Scotland) Act 2014

6.0 EQUALITY

LHA is committed to providing fair and equal treatment to all current and prospective customers. An Equality Impact Assessment (EQIA) has been undertaken and concluded that this policy has no adverse impact on protected groups under the Equality Act 2010. The policy is expected to have positive benefits for older people, disabled people, and those who are pregnant or have young children by supporting the safe and reliable operation of lift facilities.

As with all LHA policies and practices, we comply with Outcome 1 (Equalities) of the Scottish Social Housing Charter. This policy and associated documents are available in alternative formats on request, and LHA uses the 'Happy to Translate' service to support customers who require language assistance.

7.0 DEFINITIONS AND DESCRIPTION

For the purposes of this policy, unless otherwise stated, the following definitions shall apply:

Lifting Equipment: Work equipment for lifting and lowering loads, including attachments used for anchoring, fixing, or supporting it, such as the passenger lift installation at Dalziel Street, Motherwell.

Thorough Examination: A systematic and detailed examination of the lift and all its accessories by a competent person, aimed at detecting any defects or hazards and assessing their safety significance.

Competent Person: A person with appropriate practical and theoretical knowledge and experience of lifting equipment who can detect defects and assess their importance in relation to safety.

Passenger Entrapment: A safety incident where individuals become trapped within the lift car due to technical faults, power failure, or interlocking errors, requiring a swift tactical response.

8.0 OUR APPROACH

LHA shall undertake all necessary steps to assess and control sources of risk across our lifting assets. To achieve this, we shall ensure that:

- All passenger lifts undergo mandatory statutory Thorough Examinations by a competent person at intervals specified by legislation (every 6 months for passenger-carrying lifts, or in accordance with a written scheme of examination)
- Routine preventative maintenance, servicing, and safety checks are carried out by a specialist contractor on a regular scheduled cycle
- Robust emergency callout procedures are maintained to handle passenger entrapment incidents with a targeted emergency response expectation (such as a 1-hour callout window for trapped passengers)
- Clear safety instructions and emergency contact details are prominently displayed within the lift car and common lift areas
- Where defects are identified during thorough examinations or routine servicing, immediate remedial isolation and repair works are instructed to ensure user safety
- Any major lift failure, dangerous occurrence, or passenger injury will be reported immediately under RIDDOR 2013 and escalated to the Scottish Housing Regulator (SHR) as a Notifiable Event where applicable

9.0 LONG TERM VOIDS

Where properties or common blocks featuring lift access are affected by long-term void periods or planned works, the lift installation must be safely managed:

- The lift system should be maintained in a safe, isolated, or serviced condition to prevent deterioration or unauthorized use during void periods
- Prior to re-letting or full re-occupation of the building, the lift installation must undergo a full maintenance check and valid thorough examination to certify it safe for public use

10.0 RECORD KEEPING

LHA understands the importance of accurate record keeping and shall undertake the following in relation to lift safety management:

- Maintain a secure record of all statutory Thorough Examination reports and defect notices
- Maintain comprehensive service history logs, maintenance visit sheets, and repair records for the Dalziel Street passenger lift
- Ensure all compliance documents, inspection certificates, and Thorough Examination records are retained for a minimum period of five years

11.0 MONITORING OF THE POLICY

Any matter which demonstrates a serious failure of internal controls should be reported immediately to the Chief Executive.

The performance on our compliance with lift safety standards and statutory examination cycles will be reported to the Management Committee, or Committee or-Committee. The reporting will include:

- Confirmation that statutory Thorough Examinations have been completed on schedule
- Analysis of any operational downtime, lift reliability metrics, or repeat repair callouts
- Summary of any reported passenger entrapment incidents or emergency responses

12.0 ROLES AND RESPONSIBILITIES

LHA has defined the following roles with accountability and responsibility for aspects of the lift safety management system:

Overall accountability	Chief Executive
Overall responsibility	Property Services Director
Delivery and Administration	Property Services Director Senior Property Officer
Specialist Services	Competent Lift Engineering Contractor (statutory thorough examinations, servicing, and emergency repairs)
Repairs	Property Services Officer Maintenance Officer Property Services Assistant
Communications with tenants	Property Services Officer Housing Officers Property Services Assistant

13.0 RISK

LHA takes a proactive approach to the management of risks, at both a strategic and operational level. Key risks that this policy seeks to mitigate:

- Procuring appropriately qualified and accredited specialist contractors to undertake lift servicing and statutory thorough examinations
- Operating an effective tracking system for mandatory examination dates to avoid statutory compliance lapses
- Ensuring prompt instruction of remedial works following engineer recommendations to eliminate injury risks to residents and visitors
- Managing public safety risks associated with passenger entrapment or equipment failure

14.0 COMPLAINTS

LHA values complaints and we endeavour to use the learning from complaints to help us improve our services.

Any complaint arising from our implementation of this policy, will be addressed through our complaints handling process.

A copy of our Complaints Policy is available at: <https://www.lanarkshireha.com>

15.0 REVIEW

LHA undertakes to review this policy regularly, at least every three years, with regards to:

- Applicable legislation, rules, regulations, and guidance
- Changes in the organisation
- Continued best practice

Lanarkshire Housing Association Limited Equality Impact Assessment Tool

Name of the policy / proposal to be assessed	Lift Safety Management Policy	Is this a new policy / proposal or a revision?	New Policy
Person(s) responsible for the assessment	Property Services Director		
1. Briefly describe the aims, objectives and purpose of the policy / proposal	The Lift Safety Management Policy aims to ensure that LHA effectively fulfills its landlord and employer duties regarding lifting equipment and operations, specifically covering the domestic passenger lift at Dalziel Street, Motherwell, and any commercial installations. It establishes robust regimes for statutory thorough examinations, routine servicing, emergency entrapment response, and risk management.		
2. Who is intended to benefit from the policy / proposal? (e.g. applicants, tenants, staff, contractors)	The policy directly benefits tenants, visitors, staff, and contractors by maintaining reliable, safe, and accessible vertical transport within LHA premises. It minimizes the risk of mechanical failure or passenger entrapment while ensuring LHA meets statutory obligations under LOLER and PUWER.		
3. What outcomes are wanted from this policy / proposal ? (e.g. the benefits to customers)	To ensure compliance with lifting equipment safety legislation through mandatory 6-monthly statutory Thorough Examinations, regular servicing, rapid 1-hour passenger entrapment emergency response, and clear record-keeping. This minimizes equipment downtime and mitigates risks of injury or distress to lift users.		

4. Which **protected characteristics** could be **affected** by the proposal? (*tick all that apply*)

- ☒ Age ☒ Disability ☐ Marriage & Civil Partnership ☒ Pregnancy/Maternity ☐ Race
☐ Religion or Belief ☐ Sex ☐ Gender Reassignment ☐ Sexual Orientation

5. If the policy / proposal is not relevant to any of the **protected characteristics** listed in part 4, state why and end the process here.

The Policy is relevant for health reasons.

6. Describe the **likely positive or negative impact(s)** the policy / proposal could have on the groups identified in part 4

Positive impact(s)

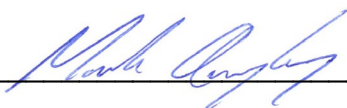
The policy applies equally to all properties, but proactively addresses risks for groups identified as more vulnerable in emergency evacuation scenarios.

Age & Disability: Elderly tenants, wheelchair users, and residents with physical or mobility disabilities rely heavily on passenger lifts for independence and egress. Standardized 6-monthly thorough examinations and preventative maintenance reduce downtime, ensuring continuous step-free access. The 1-hour target emergency response window for passenger entrapments mitigates acute distress or medical complications for vulnerable occupants.

Negative impact(s)

Temporary disruption to access during essential maintenance or breakdown, which is mitigated through planned communication and emergency repair protocols.

	Pregnancy/Maternity: Ensures reliable step-free access for expectant mothers and parents with prams/strollers	
7. What actions are required to address the impacts arising from this assessment? <i>(This might include; collecting additional data, putting monitoring in place, specific actions to mitigate negative impacts).</i>	Maintain strict monitoring of lift uptime and engineer response times. Ensure rapid emergency callout response protocols are enforced for entrapment incidents. Provide clear, accessible signage inside and outside the lift car in alternative formats where necessary, detailing emergency contact procedures.	

Signed:  (Job title): Property Services Director

Date the Equality Impact Assessment was completed: 24 August 2026

Please attach the completed document as an appendix to your policy / proposal report