

POL081

# LIFT SAFETY POLICY

## 1. Purpose

- 1.1 To demonstrate how Red Kite Housing Group, including Twenty11, will meet its statutory requirements for ensuring lift safety in relation to all lifting equipment for which it has responsibility (passenger, stair, platform and through floor lifts). It recognises the statutory requirements which must be met. Red Kite takes a zero-tolerance approach to complying with its statutory duties in this area. The key aim of this policy is to provide safe and habitable homes for tenants.
- 1.2 For Twenty11 homes, services under this policy are delivered by Red Kite Community Housing as the managing agent.
- 1.3 Red Kite is responsible for ensuring that all lifting equipment referred to in this policy installed/fitted within its' portfolio of assets are:
  - Properly designed, installed and that all dangerous parts are securely guarded
  - Regularly maintained and inspected and appropriate records kept
  - Provided with emergency alarms for use in the event of any person becoming shut in (passenger lifts)
  - Provided with suitable arrangements for rescuing any persons who become trapped (passenger lifts)

## 2. Definitions

- 2.1 '**Red Kite**' refers to the Red Kite Group, encompassing both Red Kite Community Housing and Twenty11.
- 2.2 Health and Safety Executive (HSE) - the UK's national regulator for workplace health and safety, preventing work-related death, injury, and ill health by enforcing health and safety law.

## 3. Responsibilities

- 3.1 The duties of management, staff and personnel of Red Kite shall be clearly communicated and agreed by all parties to ensure that all are aware of their responsibilities as stated in this policy and are clear on the policy objectives.
- 3.2 **The Board** - The Board is collectively and ultimately responsible for the implementation of the organisation's Lift Safety Policy and has the responsibility to clearly delegate the authority to implement the Policy to the Chief Executive Officer and ensure that the Policy is adhered to.
- 3.3 **Executive Leadership Team (ELT)** - The Chief Executive of Red Kite, supported by the Executive Team has overall responsibility for implementing this policy and ensuring compliance. The Director of Property & Development has particular responsibility for assisting the Executive team in this area. It is also their responsibility to monitor and review this policy. They are responsible for ensuring that the contractor and persons who carry out the maintenance, repair and servicing of lifting equipment is competent to do so. The Chief Executive needs to take all reasonable steps to ensure the competence of those carrying out work who are not under their direct control, and that responsibilities and lines of communication are properly established.

The Chief Executive is responsible for ensuring adequate finances are secured for the delivery of this policy.

**3.4 Head of Property** - The Board has delegated their Duty Holder responsibility to the Head of Property, who has professional and technical responsibility for buildings owned and managed by the organisation. The Head of Property will be supported by a team of appropriately trained and qualified staff in undertaking the relevant duties. Please see Appendix 1 for an organisational chart.

The Lift Safety Policy shall be controlled by the Head of Property, who will ensure that lift management is compliant with current legislation, to include annual reviews or special reviews following any circumstances outlined in the appropriate section below.

The Head of Property will provide regular reporting on performance to the Executive team and the Board.

**3.5 Home Safety Manager** - The Home Safety Manager is accountable for:

- Ensuring operational compliance with the Lift Safety Policy
- The overall strategy for the safe operation and execution of lift safety issues
- Managing the inspection programme, maintenance and servicing schedule for all lifting equipment
- Identifying and training personnel on the Lift Safety Policy
- Keeping the lift equipment register up to date and providing a record of the location, condition and maintenance plus undertake periodic checks of the accuracy of data
- Overseeing the delivery and installation of any replacement lift equipment
- Reporting any incidents to the appropriate parties (HSE, Board and Executive)
- Managing performance of Red Kites' appointed lift servicing and maintenance contractor
- Arranging independent quality checks and auditing of contractors and agreed processes

**3.6 Home Safety Specialist (Lifts & Water)** - Is responsible for monitoring the inspection reports from the contractor to ensure full compliance with appropriate legislation and take action as appropriate where there is any risk or failure to comply with statutory requirements or actions needed through this policy.

**3.7 Employees**

All Employees, irrespective of their position associated with this work shall:

- Take personal responsibility for their work, health and safety and that of other persons who may be affected by works covered in this policy.
- Co-operate as appropriate with other staff/agencies to ensure compliance with this policy and all other relevant legal requirements.

- Halt works that, in their opinion, may present a serious risk to health and safety.
- Report any concerns that they may have in relation to the management of lifts and lifting equipment.
- Raise any issues immediately that may endanger health or safety or present a risk.
- Report instances of failure to comply with agreed processes to senior managers.
- Report all accidents, incidents and near misses to the Home Safety Specialist (Health and Safety) as quickly as possible after the event, to ensure that an investigation is undertaken.

### 3.8 Contractors

- 3.8.1 Where there are concerns about immediate safety and access cannot be gained the matter should be referred immediately to the Red Kite Home Safety Team.
- 3.8.2 The contractor will undertake work in accordance with the specific requirements set out in the Lift Services (Passenger Lift Maintenance and Repairs and Stairlift Maintenance, Repairs and Installations) contract.
- 3.8.3 The contractor will report any instances of hazards observed including issues of tenant vulnerability/safeguarding which is a cause for concern. Notification to be provided to the Home Safety Manager by email on the day observed.
- 3.8.4 It is the contractor's responsibility to inform the Home Safety Specialist (Water & Lifts) immediately should there be a need to disable a lift, no matter what the reason (e.g. due to an immediate safety issue).

### 3.9 Tenants

- 3.9.1 Tenants have a responsibility to:

- Immediately report any concerns with lifts or lifting equipment to Red Kite.
- Not to use any lift or lifting equipment that has been identified as dangerous or inappropriately modified.
- Meet the costs of recharges raised where appropriate for any wilful damage or relevant rechargeable repairs.

## 3. Legal framework

- 3.1 This policy conforms to the following legislation and guidance documentation:

- Regulatory Framework and Consumer Standards (Home Standard) for Social Housing in England

- Electricity at Work Regulations 1989.
- I.E.T. Regulations
- British Standards Applicable to Lifts BS 5655 Parts 11,12
- Safety Working on Lifts BS 7255 (1989).
- EN81-70 Accessibility to Lifts for persons including persons with disabilities 2003
- EN81-80 Safety norm for existing lifts
- EN81-28 Remote Alarm on Passenger and Goods Passenger Lifts 2003
- The Lifting Operations and Lifting Equipment Regulations 1998 (LOLER)
- The Provision and Use of Work Equipment Regulations 1998 (PUWER)
- The Work at Height Regulations 2005
- Manual Handling Operations Regulations 1992
- Confined Spaces Regulations 1997
- The Lifts Regulations 1997

#### 4. Key Principles

##### 4.1 Statutory Inspection

4.1.1 Red Kite shall appoint a competent lift contractor to carry out the necessary inspection, testing and maintenance to all lifting equipment outlined in this policy for which it is responsible.

4.1.2 In accordance with statutory requirements, the appointed contractor, will be responsible for the undertaking of regular periodic maintenance checks and associated repair to all lifts, to ensure they are operating correctly. They will also be responsible for undertaking any maintenance requirements either identified during inspections or reported as a fault in a timely manner.

4.1.3 All lifts shall be subject to thorough inspection and examination by a competent person at least every 6 months. If any defects are identified during these inspections, they shall be rectified accordingly. If serious defects are noted to any lift equipment, it shall be taken out of service until the fault has been remedied. It should be noted that the competent person responsible for carrying out such checks can demand that more frequent examinations are undertaken in cases where serious deterioration may occur if the equipment is left for the usual period.

4.1.4 In addition to statutory inspections, Red Kite's insurers undertake periodic inspection of passenger and stairlifts. If any defects are identified during these inspections, they shall be rectified accordingly. If serious defects are noted to any lift equipment, it shall be taken out of service until the fault has been remedied. It should be noted that the competent person responsible for carrying out such checks can demand that more frequent examinations are undertaken in cases where serious deterioration may occur if the equipment is left for the usual period.

##### 4.2 Documentation & Records

4.2.1 Reports and certification issued on completion of each inspection / examination shall be stored electronically and be retained for a minimum period of 2 years. Additionally, documentation relating to equipment, such as declaration of Conformities or

Examination Reports, shall also be kept available for inspection by inspectors from the relevant enforcing authorities at the site where the equipment is located.

#### 4.3 Monitoring and quality assurance

- 4.3.1 Red Kite will operate a robust quality assurance and monitoring system to ensure that all relevant certifications and documentation are accurate and up to date and that performance by a contractor or service provider is of a sufficiently high standard in order to ensure that the Landlords obligations are met.
- 4.3.2 Red Kite will engage an independent third-party consultant to provide assurance on lift compliance performance.

#### 4.4 Repairs and faults

- 4.4.1 Where the contractor identifies a fault, the Home Safety Specialist can authorise a repair which will be carried out in accordance with the priority timeframes set out in the contract.
  - **Emergency repairs** – Attendance to be within 24 hours of notification. In the event of persons being trapped or stranded, attendance to be within 1 hour of notification.
  - **Urgent repairs** – Works to be completed within 2 working days of notification
  - **Routine** – Works to be carried out within 20 working day of the order being issued.
- 4.4.2 Access to any tenants' home will be gained by following the Access Procedure where access is denied through normal arrangements.

#### 4.5 Policy Statement

- 4.5.1 Red Kite ensures that the safety of lifts and lifting equipment installations owned by Red Kite are inspected at appropriate frequencies and maintained to minimise the risk of injury and / or death. Red Kite recognises its legal obligations in relation to lift safety and the Lift Safety Policy demonstrates how Red Kite will comply with current legislation and approved codes of practice.
- 4.5.2 Red Kite ensures that a compliant and uniform approach is adopted in regard to lift works. The works and service delivered meets statutory requirements, is consistent and where possible achieves good practice.
- 4.5.3 This policy applies to all Red Kite Group homes and blocks, and installation and equipment it is responsible for. In managing and maintaining lift installations and equipment Red Kite recognises the main hazards as:
  - Electrical faults which could cause fires
  - Lift breakdowns, trapping tenants, visitors, members of the public and staff
  - Electrical equipment, installations and materials not of the correct type or do not comply with applicable British Standards etc.
  - Whole or part of the fixed electrical installation not correctly installed or specified.

- Parts of the fixed electrical installation/equipment damaged or otherwise defective.
- Recording of lift checks, inspection and tests results and certification not robust.
- Health and safety obligations are not met

4.5.4 We will ensure that through the implementation of this policy we will manage the risks and hazards associated with lift installations and equipment.

## 5. Related Policies & Procedures

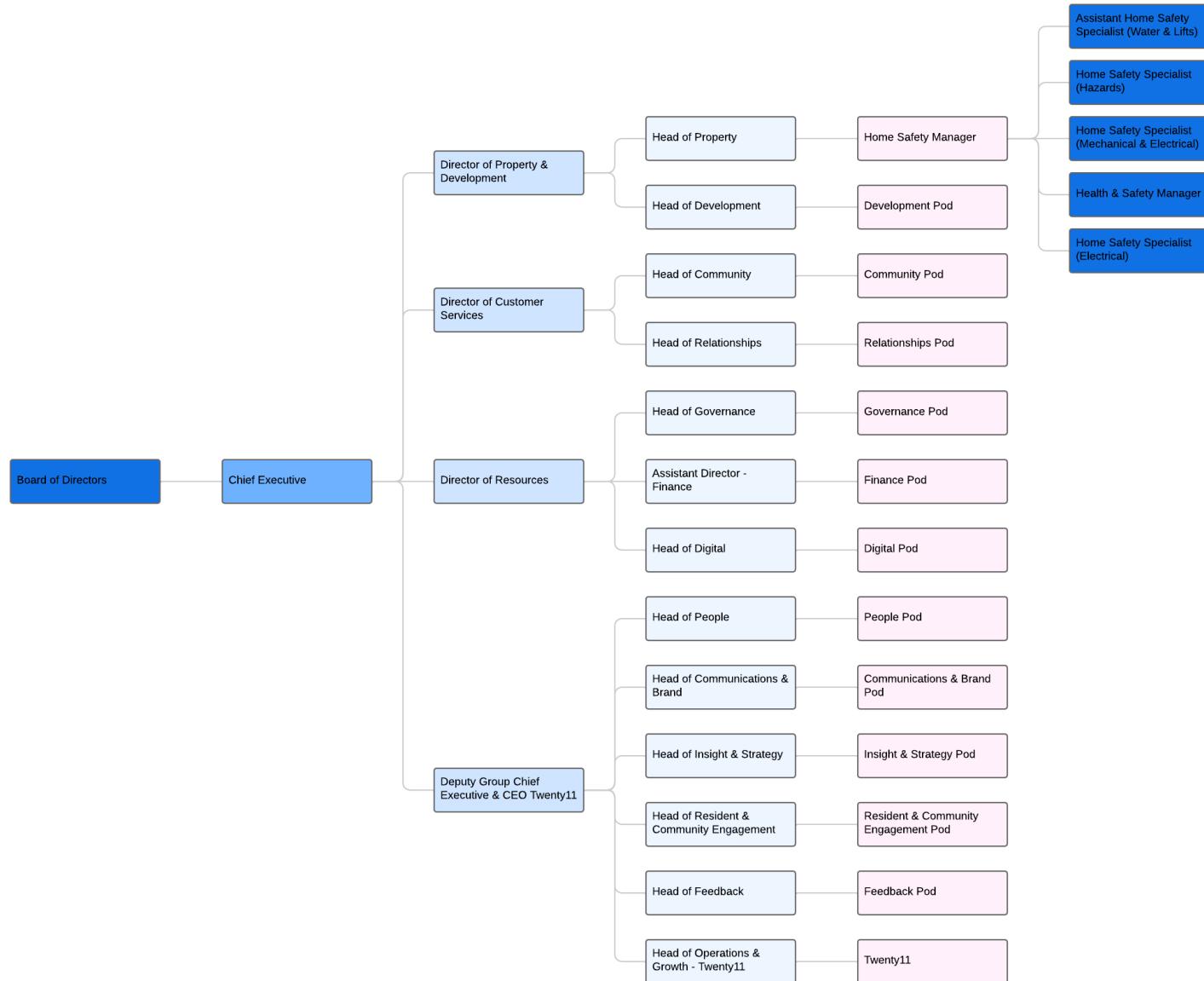
5.1 This policy should be read in conjunction with our **Electrical Safety Policy**, which covers safety in connection with Air Source Heat Pumps and electrically powered boilers and other heating systems.

5.2 Our Health and Safety Policy, covers the process for recording, reporting, investigation and analyses of accidents, incidents, and cases of ill health in relation to gas and carbon monoxide.

5.3 Other related documents include:

- Asbestos Management Plan
- Asbestos Management Policy
- Safeguarding Policy
- No Access to Homes Procedure
- Repairs Policy

## Appendix 1 – Organisational Chart



Document Controls			
<b>Version</b>	3	<b>Effective date</b>	December 2025
<b>Subject matter expert drafter</b>	Home Safety Specialist (Water & Lifts)	<b>Policy owner</b>	Head of Property
<b>Related pod</b>	Property	<b>Related policy</b>	See section 7
<b>Review period</b>	3 years	<b>Next review due by</b>	December 2028
			<b>YES</b>
<b>Red Kite Group policy, including Twenty11</b>			<input checked="" type="checkbox"/>
<b>Equality Impact Assessment completed</b>			<input checked="" type="checkbox"/>
Delegated approvals			
<b>Approved by ELT</b>	Interim Director of Property	<b>Approved Date</b>	20/11/2025
<b>Approved by</b>	Yes	<b>Approved Date</b>	25/11/2025
<b>Approved by</b>	Yes	<b>Approved Date</b>	03/12/2025