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Policy Name	Lift Safety Policy
Policy Author	Property Manager
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West Whitlawburn Housing Co-operative will provide this policy on request at no cost, in larger print, in Braille, in audio or other non-written format, and in a variety of languages. Please contact the office.



Registered with the Scottish Housing Regulator No. 203
Registered Charity No. SCO38737, VAT Registration No. 180223636
Registered society under WWHC and Community Benefit Societies Act 2014

1 Introduction

- 1.1 West Whitlawburn Housing Co-operative (WWHC) owns and manages properties which contain passenger lift installations. At present, WWHC has 12 passenger lift installations located within our housing stock. There are no lifts in WWHC's non-residential buildings (Community Resource Centre, Concierge Station and Office).
- 1.2 WWHC has a duty of care to ensure that its lifts are kept and maintained to a safe standard for use by its residents and employees, contractors, other members of the public as well as lift maintenance personnel.

2 Purpose of Policy

- 2.1 The purpose of this policy is to set out how WWHC will ensure that lifts are correctly maintained and periodically examined in line with current legislation, including new or refurbished lifts.

3 Aim and Objectives

- 3.1 The aim of this policy is to ensure that WWHC adheres to the robust maintenance regime required for the vertical transportation of people within properties via lifts. This aim also includes the safety of tenants, residents, staff and others using WWHC's lifts.
- 3.2 The policy is in place to ensure that WWHC meets its legislative duties and implements a "thorough examination" inspection regime to all of its lifts at prescribed regular intervals as part of the Lifting Operation and Lifting Equipment Regs 98 (LOLER).

The key policy objectives are to:

- Ensure we appoint persons with clear roles and responsibilities to manage the risks associated with lifts and lifting equipment.
- Ensure we only use suitably qualified contractors and consultants.
- Ensure all lifts and lifting equipment have been identified and are subject to a suitable maintenance, inspection and examination regime to ensure the effective operation and safety of such equipment.
- Ensure that all required lifting equipment have in date 'Thorough Examinations' in accordance with LOLER 1998 where this is required.

- Ensure any identified remedial works are carried out within recommended timescales, so that lifting equipment are maintained to a high standard.
- Ensure a monitoring system is implemented and maintained.
- Ensure compliance with all relevant legislation and standards.

4 Legislation

4.1 This Policy sets out WWHC's responsibilities to comply with the relevant legislation and associated regulatory guidance on the use and maintenance of lifts in properties it owns and controls. The principal legislation in this area is as follows:

- The Lifting Operation and Lifting Equipment Regulations 1998 (LOLER)
- All relevant British and European standards including BS EN 81-20: 2014, BS EN 81-50: 2014 & BS 7255:2012
- HSE Approved Code of Practice and Guidance document L113 - Safe use of lifting equipment
- L22 A Provision and Use of Work Equipment Regulations 1998
- INDG290 Lifting equipment at work.
- NDG422 Thorough Examination of Lifting Equipment
- INDG339 Thorough Examination and Testing of Lifts
- Building Standards (Scotland) Regulations 2014
- Lifts Regulations 2016 (New lift installation regulations).
- L113 Safe Use of Lifting Equipment
- L22 A Provision and Use of Work Equipment Regulations 1998
- BS 7255:2012 Code of practice for safe working on lifts
- BS EN 81-80:2003 Improvement of safety of existing passenger and goods lifts
- HSE/SAFed – LG1 Guidelines on the Supplementary Tests of In-service Lifts
- The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR).
- HSE Approved Code of Practice and Guidance document L113 - Safe use of lifting equipment.
- Provision and use of Work Equipment Regulations 1998 (PUWER)
- The Health & Safety at Work Act 1974
- Management of Health and Safety at Work regulations 2006
- HSE Approved Code of Practice and Guidance document L113 - Safe use of lifting equipment
- Approved Code of Practice and guidance document L22 Provision and Use of Work Equipment Regulations 1998.

- 4.2 All of the above will be reviewed and assessed when lifts are being modernised, installed or maintained.

4.3 Equalities:

Our Lift Safety Policy is written in line WWHC's Equality and Diversity Policy to ensure equality of treatment for all tenants without discrimination or prejudice. At all times WWHC will therefore consider all tenants, regardless of sex, faith or religion, race, ethnic origin, sexual orientation, mental or physical health, disability or marital status.

5 Organisational Responsibilities

- 5.1 WWHC has a responsibility to take reasonable steps to avoid acts or omissions, which would be foreseeable as injuring other persons. WWHC's Director, as the duty holder relating to lifts, has a specific responsibility to ensure the safety of others while using the lifts. In particular they are responsible for the safe use of the lift, which includes its safe operation, condition (maintenance) and compliance with relevant statutory requirements. In relation to WWHC, the Duty Owner is the Director who has overall responsibility for the implementation of this policy
- 5.2 WWHC's Management Committee – through the Performance Assurance and Risk (PA&R) Sub Committee - are responsible for monitoring compliance with this policy and will receive compliance reports against policy on a regular basis.
- 5.3 WWHC's Director has delegated the tasks of managing the duties to the Responsible Person, who in this case is the Property Manager.
- 5.4 The Property Manager as the designated Responsible Person will ensure that all required tasks are completed and recorded for the safe and suitable operation of WWHC's lifts.
- 5.5 The Responsible Person has the responsibility for implementing this policy and shall provide regular reports to the PA&R Sub Committee regarding compliance with lift safety maintenance and thorough examinations.
- 5.6 Responsibility for implementing this policy, includes:

- Ensuring adequate processes and procedures are in place to manage the risks arising from lift servicing and thorough examinations (LOLER);
- Ensuring sufficient information, instruction is available, and training if required;
- Monitoring the performance of WWHC compliance, staff and contractors by providing Key Performance indicators;
- Ensuring that there is sufficient resource to manage that appropriate inspections and examinations are made to assess the condition and safety of lifting equipment;
- Ensuring that there is sufficient resource in order to highlight any works required following a service or Thorough Examination (LOLER) and ensure that they tracked to completion within the allocated timescales;
- Ensuring that property servicing records and any relevant certification are maintained;
- Ensuring that there is sufficient resource in order to maintain an up-to-date knowledge of legislative requirements and current best practice;
- Provide regular instruction and refresher training to maintain skills and provide advice on the application of this policy on an individual case by case basis.

5.7 The Competent Person who will engage in thorough examinations shall be a person or organisation (WWHC Insurer inspections) that has the appropriate practical & theoretical knowledge and experience relating to lifts so that they can detect defects or weaknesses and assess how important they are in relation to the safety and continued use of the equipment. The Competent Person will be independent from others who undertake WWHC's regular lift servicing and maintenance to provide impartiality in making objective decisions.

5.8 The Responsible Person will ensure that the person undertaking the examination is competent. In meeting this requirement, WWHC shall ensure that the Competent Person has the appropriate knowledge and accreditation to carry out thorough examinations.

5.9 Failure to meet these criteria can result in severe consequences. Should an accident or incident (or even a near miss) occur in one of WWHC's lifts and it was deemed that the person undertaking the LOLER inspection was not a 'Competent Person', the Duty Holder would be liable for breaking their regulatory duties. This could lead to criminal prosecution of the Duty Holder.

- 5.10 Regular maintenance and inspections shall be carried out by the approved and accredited Lift Maintenance Contractor appointed by WWHC.
- 5.11 WWHC will appoint a suitably qualified lift consultant to carry out periodic lift condition reports and provide technical advice during the lift maintenance contract.

6 Lift Inspection Regime

- 6.1 All lifts are subject to the Health and Safety and Work Act, notably Regulations pertaining to the Lifting Operations and Lifting Equipment Regulations (LOLER) and the Provision and Use of Work Equipment Regulations (PUWER). *SAFed* recommends that all lifts should be subject to an effective servicing regime and thorough examination by a competent person. Records of servicing and maintenance together with thorough examination reports should be kept and provided to the regulatory authorities (HSE/Local Authority) when requested. Any actions required by the thorough examination report should be completed as soon as possible and before the time specified on the report. Where a dangerous defect has been detected requiring immediate cessation of work, the lift should not be used until the defect has been rectified and the lift declared safe to use.
- 6.2 A thorough examination is a systematic and detailed examination of the equipment and safety-critical parts, carried out at specified intervals by a competent person who must then complete a written report. This report must contain the information required by LOLER Schedule 1, including:
- The examination date
 - The date when the next thorough examination is due
 - Any defects found which are (or could potentially become) a danger to people.
- 6.3 The following lifts will be subjected to periodic thorough examinations by WWHC's Competent Person (Insurer).

Lift ID	Site	Site City	Post Code
ODD LH 4-120	Ailsa Tower	GLASGOW	G72 8LP

EVEN RH 4-121	Ailsa Tower	GLASGOW	G72 8LP
ODD LH 4-118	Arran Tower	GLASGOW	G72 8LW
EVEN RH 4-119	Arran Tower	GLASGOW	G72 8LW
ODD LH 4-114	Benmore Tower	GLASGOW	G72 8LR
EVEN RH 4-115	Benmore Tower	GLASGOW	G72 8LR
ODD LH 4-116	Bute Tower	GLASGOW	G72 8YR
EVEN RH 4-117	Bute Tower	GLASGOW	G72 8YR
ODD LH 4-110	Kintore Tower	GLASGOW	G72 8LS
EVEN RH 4-111	Kintore Tower	GLASGOW	G72 8LS
ODD LH 4-112	Roslin Tower	GLASGOW	G72 8LT
EVEN RH 4-113	Roslin Tower	GLASGOW	G72 8LT

- 6.4 Records of maintenance services and thorough examinations shall be recorded in WWHC's HomeMaster system and records stored in the block files. This shall include all dates of servicing, thorough examinations as well all remedial works, repairs and their timescales for rectification along with any other significant incidents/events will be recorded on the HomeMaster System.
- 6.5 If the lift is unavailable for inspection, a non-inspection notice will be issued, and the Responsible Person will arrange another inspection.
- 6.6 The inspection report will provide a list of defects and observations. Where defects are found which affect continued safety and or are highlighted as requiring immediate rectification, the lift plant will be switched off until the defect is rectified. Observations will be programmed in for works to be completed as soon as possible.
- 6.7 Where WWHC is unable to meet the time specified to undertake the specified repairs required in the inspection report, the lift will be switched off until the repair is completed. Any other defects identified, which have not been given a specified time will be completed as soon as possible or at the next service visit, but within six months of notification.

- 6.8 The Competent Person will advise WWHC of any supplementary tests required above and beyond the maintenance provision offered under the lift maintenance contractor's maintenance regime. In these cases, an instruction will be issued to the lift maintenance contractor, and the Responsible Person will retain all relevant records to evidence the equipment was found to be satisfactory.
- 6.9 Supplementary tests are requested when concerns about the condition of the lift equipment are identified during the inspection. They are not mandatory and have no legal status. WWHC will follow best practice, and supplementary tests will assist in ensuring that we satisfy our legal requirements.

7 Lift Maintenance

- 7.1 The Responsible Person will put in place adequate maintenance provisions and ensure that a competent lift maintenance contractor is appointed, and the service regime is in line with BS EN 13015. BS EN 13015 states that the lift shall be maintained and kept in good working order as detailed in the original installer's instructions or maintenance manuals for the lift or lifting platform.
- 7.2 The lift maintenance contractor will provide a site-specific risk assessment for each lift installation. This must be kept on site along with the lift maintenance contractor's logbook.
- 7.3 The frequency of service visits will be based on passenger usage, age and condition of the equipment together with the location and type of building and local environment. The frequency varies for passenger lifts from monthly to six monthly intervals. Bath hoists and stair-lifts are serviced annually.
- 7.4 WWHC will ensure that the appointed lift maintenance contractor carries out the following checks:
- Lift alarm and auto dialler is connected to WWHC's 24/7 Concierge Station
 - Housekeeping and condition of the lift machine room and lift equipment and that they are kept clean and tidy.
 - The lift logs are updated and document that regular maintenance visits are being carried out.

- The risk assessment is retained and updated if there is any change to the lift Installation during the period of the maintenance contract.
 - Copies of the latest reports carried out by the 'Competent Person' forwarded by WWHC are acknowledged, assessed and retained.
 - Written confirmation that any works to address defects highlighted in the reports are completed where appropriate.
- 7.5 WWHC will ensure that their insurers will receive confirmation of services and thorough examinations for insurance purposes. This is required as part of the annual insurance renewal process with WWHC's insurance provider.

8 Lift Incidents

- 8.1 In the event of any major lift components failing, all WWHC's lifts are fitted with fail-safe mechanisms to prevent injury.
- 8.2 Any faults with the lift should be reported to WWHC's office or WWHC's 24/7 Concierge Team. All incident records shall be recorded on the HomeMaster System and reports sheets kept within WWHC's block house file system.
- 8.3 In the event of an incident, as defined by the HSE, a Reporting of Injuries, Diseases and Dangerous Occurrence Regulation (RIDDOR) form will be completed and sent to the Health & Safety Executive (HSE) by the Property Manager.
- 8.4 If someone becomes trapped in a lift car an emergency communication system will enable direct communication between passengers and WWHC's Concierge Team. The lift maintenance contractor will attend within one hour of being notified. However, if for any reason the lift maintenance contractor cannot attend site within this timescale, WWHC shall arrange for Fire & Rescue Services to affect the release of trapped passengers.
- 8.5 If the Fire and Rescue Services or any other party forces open the lift doors the lift then the lift MUST immediately be taken out of service and Lift Service Company informed. The lift will have to undergo a number of critical safety inspections by a competent lift engineer before it can be put back into service. If doors are forced, it will be necessary to cordon off area in front of entrance until a lift engineer can attend and secure doors.

- 8.6 Only the appointed competent lift engineers or the Fire and Rescue Services may free /rescue passengers from a lift. A person without adequate training MUST NOT attempt to open landing doors or rescue trapped passengers as this can result in an extreme hazard
- 8.7 In the event of a major injury or fatality, the lift will remain isolated and locked off until the HSE has inspected the lift. In such an event WWHC's insurers will be notified immediately and the lift will not be put back into service until authorised to do so in writing by the HSE.
- 8.8 If a lift is out of service for an extended period, we will consider temporarily decanting residents if a move is required because of medical conditions who are fully dependent on using the lift.

9 Stair Lifts and Hoist Platforms

- 9.1 WWHC currently does not have residents own lifting equipment that is maintained. Should this situation change, the policy will be reviewed and updated accordingly.

10 Training

- 10.1 WWHC will provide appropriate training for the Responsible Person. The Responsible Person will receive appropriate training to fulfil the management of compliance requirements related to this role.
- 10.2 The lift maintenance contractor will be required to confirm that its operatives are fully trained, and the contractor will hold relevant accreditations for quality management systems, environmental management and occupational health and safety management systems.

11 Confidentiality and General Data Protection Regulations (GDPR) and Freedom of Information (FOI)

- 11.1 WWHC is fully committed to compliance with the requirements of the General Data Protection Regulations (EU) 2016/679 (GDPR), which came into force on 25 May 2018. WWHC will therefore follow procedures that aims to ensure that all employees, Committee members, contractors, agents, consultants, partners or other persons involved in the work of WWHC and who have access to any personal data held by or on behalf of WWHC, are fully aware of and abide by their duties and responsibilities under GDPR.
- 11.2 WWHC is classed as a Scottish Public Authority under the Freedom of Information (Scotland) Act 2002 (FOISA). This act places a duty on Scottish Public Authorities to allow the public access to information they hold. This Policy has been written to ensure openness and

transparency in line with this legislation and will be published on our website and available in other formats upon request. Information in relation to records held can also be made available upon request where the request meets the criteria set out in the legislation. Any such request should be made in line with our Freedom of Information and Environmental Policy.

12 Monitoring and Reporting

12.1 All lift asset information is held in WWHC's Block Files.

12.2 The implementation of this policy, frequent compliance reports and any incidents will be reported to and monitored by the WWHC's PA&R Sub Committee.

12.3 A Key Performance Indicator (KPI) report shall be presented to the WWHC PA&R Sub Committee providing the following

- Performance relating to meeting the prescribed dates for carrying out Maintenance and servicing of all lifts
- Performance relating to the timescales for completing remedial works to lifts as specified by the maintenance contractor
- Performance relating to meeting the prescribed dates for carrying out LOLER legislative "Thorough Examination" inspections
- Performance relating to the timescales for completing remedial works to lifts as specified by the "Thorough Examination" inspection results

13 Review

13.1 This Policy will be reviewed every 4 years. Consideration will be given to any changes in legislation, good practice or operational changes, which may affect the content of this policy.

Equalities Impact Assessment

Policy/Project/Service Information			
Lead Officer	Property Manager		
Policy / Project / Service	Lift Safety Policy	New Policy / Project / Service or revision of existing?	Revision
Is this a reassessment following amendments being required at a previous assessment?	No		
Briefly describe the aims, objectives and purpose of the policy / project / service.	The purpose of this policy is to set out how WWHC will ensure that lifts are correctly maintained and periodically examined and adhere to a robust maintenance regime to ensure safety of all persons using the Co-operatives lifts.		
Who is intended to benefit from the policy / project / service? (Eg. applicants, tenants, staff, contractors)	All persons who use our lifts, this will include tenants, visitors, staff and contractors.		
What outcomes are wanted from this policy / project / service? (Eg. the measurable changes or benefits to members/ tenants / staff)	To operate within legislative requirements and ensure our lifts are maintained to a safe standard. Ensuring the lifts are fit for serving the building they are located within and providing access to properties above ground floor.		

Consultation
Who have you engaged and consulted with as part of your assessment? No consultation has been undertaken as the maintenance of lifts is a legal requirement.

Equalities Impact Assessment			
Which protected characteristics could be affected by the policy, practice, or service?		Identify any positive impact/s that could result for each of the protected characteristic groups.	Identify any negative impact/s that could result for each of the protected characteristic groups.
Age			
Disability	X	People with mobility issues will benefit from being able to access safely maintained lifts located within our properties allowing freedom of movement and access to properties above ground floor.	
Gender Reassignment			
Marriage & Civil Partnership			
Race			
Religion/Belief			
Pregnancy/Maternity			
Sex			
Sexual Orientation			

Action Plan To Mitigate Negative Impact		
What action/s are required to address the impacts arising from this assessment? N/A		
Protected characteristics	Action	Implementation Date
Age		
Disability		
Gender Reassignment		
Marriage & Civil Partnership		
Race		
Religion/Belief		
Pregnancy/Maternity		
Sex		
Sexual Orientation		
Human Rights		

Final Decision	Tick relevant box	Include explanation where appropriate
Approved for implementation without change	X	
Amend or change the Policy/Project/Service		
Continue the Policy/Project/Service without change (despite impact)		
Stop the Policy/Project/Service		
Lead Officer Signature		L Lochran
Date		03/08/2026
Date approved by Management Committee/ Sub Committee		31/08/2026 / 17/08/2026