

Appendix 7

Lift Safety Management Plan

For council housing and other HRA properties

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Document control

Governance

Table 1 – Policy information

Item	Response
Title	H&N Lift Safety Management Plan
Responsible officer	H&N Head of Assets and Building Safety
Author	Liam O'Malley (Electrical & Lift Technical Officer) Blake Hamblett (General Manager - Building Safety Compliance)
First approved	V1.0 Service Director for H&N XXXXXX
Version approved	V1
Next review date	Xx
Review responsibility	H&N Head of Assets and Building Safety
Applicable to	Kirklees Homes and Neighbourhoods staff and subcontractors Kirklees Homes and Neighbourhoods tenants and leaseholders
Regulatory framework	Social Housing (Regulation) Act 2023 and associated RSH Regulatory Standards . Health and Safety at Work Act 1974

Revision history

Table 2 – Revision details

Date	Version	Author	Authorised by	Revision details
XXXXXX	1.0	LO/BH	Service Director tbc	First publication

1 Introduction

1.1 Introduction

- 1.1.1 The Lift Safety Management Plan details how Kirklees Council – Homes & Neighbourhoods will meet their statutory obligations for controlling Lift and Lifting Equipment Safety across all Homes and Neighbourhoods properties and assets.
- 1.1.2 Homes & Neighbourhoods acknowledges the importance of the management of its Lift and Lifting Equipment including installation, maintenance, and testing of equipment, are carried out in compliance with the Lifts Regulations 2016 (Product & Installation Safety), Lifting Operations and Lifting Equipment Regulations 1998 (LOLER) and the Provision and Use of Work Equipment Regulations 1998 (PUWER) along with other regulatory and industry body requirements.
- 1.1.3 This management plan sets out Kirklees Council's commitments to meeting its Lift safety obligations as a landlord, and identifies key responsibilities within the organisation. The plan seeks to provide assurance that lifts and lifting equipment is effectively managed to ensure the safety of employees, contractors, tenants, leaseholders, and members of the public.

1.2 Purpose

- 1.2.1 The purposes of this document are:
- To identify Homes and Neighbourhoods' responsibilities.
 - To identify responsible persons and associated partners in managing the risks associated with Lifts and Lifting Equipment Safety.
 - To provide guidance and points of contact to all Homes and Neighbourhoods employees on Lifts and Lifting Equipment Safety management.
 - To ensure that managers, staff and contractors and their representatives are kept fully informed of all Lifts and Lifting Equipment Safety.
 - To be a central reference document for working procedures.
 - To document Homes and Neighbourhoods' approach and standards.
 - Also including leaseholders/ shared ownership properties and other rented housing managed by KC on behalf of a third party unless other parties are explicitly specified as having statutory responsibility in a lease or management agreement.

1.3 Scope

- 1.3.1 The management plan includes guidance on the delivery of our policy commitments in the following areas:
- Passenger Lifts Non-Domestic
 - Stair Lifts, Vertical Lifts Non-Domestic
 - Other Lifting Equipment Non-Domestic
 - Stair Lifts, Vertical Lifts Domestic

- Ceiling Track Hoists
 - Mobile Hoists
 - Bath Lifts and Slings etc.
 - Aids and Adaptations installations to assist disabled customers including Through-Floor Lifts.
- 1.3.2 It also includes guidance on data - how data in relation to the above area is captured and controlled in each of the eight areas detailed above.
- 1.3.3 Access - the process relating to gaining access.
- 1.3.4 Performance and assurance - how and when performance is monitored and report and assurance in place.
- 1.3.5 All non-residential properties: (which include community premises, blocks and communal areas, remote plant) under the management of Homes & Neighbourhoods (H&N) through the Housing revenue Account (HRA).
- 1.3.6 All residential properties: (which include general needs housing, supported housing, sheltered housing, extra care housing and other rented properties owned and managed by KC).
- 1.3.7 Also includes other rented housing managed by KC on behalf of a third party unless other parties are explicitly specified as having statutory responsibility in a lease or management agreement.

2 Roles and responsibilities

Table 3 – Roles and responsibilities

Role	Responsibilities	Frequency
Kirklees Council	• They are the responsible legal entity and must oversee the discharge of the required standards. • They act as Duty Holders and are accountable for ensuring the implementation of this Management Plan and the associated policy. • They will receive assurance through regular performance reports that the management plan and policy are being implemented and that the regulations are being fully complied with. • In doing so they will ensure the safety of residents, staff, contractors and any other parties and the wider public has not been compromised. • They will also ensure that appropriate governance arrangements are in place to keep internal stakeholders,	Annually

Role	Responsibilities	Frequency
	and other interested third parties, informed of the regulatory landlord compliance position. • The Council will be responsible for ensuring that any necessary remedial action, arising from performance reports, are undertaken to comply with the policy and ensure that a regulatory landlord compliant position is maintained. • Agree and set budgets that are sufficient to meet the compliance requirements.	
The Chief Executive Officer	• Retains the overall responsibility for the monitoring of the consistent implementation of this management plan and associated policy. • Through the implementation of the management plan and policy to effectively comply with the regulatory standards • If the regulatory standards are not maintained to report any breach in standards to the Regulator of Social Housing (RSH).	Ongoing
Homes and Neighbourhoods Improvement Board (HNIB)	• Will, on behalf of Cabinet, ensure ongoing compliance, with all relevant Lift and Lifting Equipment legislation. • It will keep under review the effective management of Lift and Lifting Equipment safety across KC with the objective of always promoting Lift and Lifting Equipment safety. • Ensuring that the Lift Safety policy is communicated to all employees in the business. • Implementing an appropriate Lift and Lifting Equipment safety management system, which is compliant with the required health and safety standards. • Personally, encouraging a positive Lift and Lifting Equipment safety culture, leading by example, and taking visible actions. • Monitoring Lift and Lifting Equipment safety performance on a monthly basis. • Conducting an annual review of the Lift and Lifting Equipment safety management system. • Ensuring a Lift safety review of new acquisitions/new ventures is carried out. • Ensuring that the Lift and Lifting Equipment safety program is adequately resourced.	Ongoing
Executive Director for Place	• They shall appoint /nominate sufficient resources to fulfil the Responsible Person(s) roles for all Lift and Lifting Equipment safety requirements and use this Management Plan to define their duties.`	Ongoing

Role	Responsibilities	Frequency
	• Ensure appropriate governance is in place for works to be delivered in-house or procured externally. • Seek assurance that the Regulations are being adhered to and regularly review internal service and contractor operational practices and performance. • Ensure that the conditions of all contracts are being fulfilled either by internal service or contractors.	
Service Director Homes and Neighbourhoods	• Will provide an effective performance management framework that will strengthen risk control and provide greater levels of assurance. • Will implement Data Governance protocols. • Will manage the availability of accurate stock data and landlord compliance data subsets against which to prepare work programs and contracts. • Will oversee the preparation of the KPI/MPI and OPI reporting suite. • Will assist the implementation of this management plan and policy through monitoring implementation. • Will receive audit feedback and act upon the findings. • Seek assurance that the Regulations are being adhered to and regularly review internal service and contractor operational practices and performance. • Will ensure that Tenant Engagement Strategies are in place and guide the approach to engagement.	Ongoing
Head of Assets and Building Safety	• Will manage the strategic implementation of this management plan and policy and ensure compliance with all regulations. • Will ensure the operational delivery of this management plan and policy and compliance with the Regulations. • Will produce the policy at the appropriate review dates. • Will formulate programs of work consistent with the delivery of this management plan and policy. • Will instruct /consult with internal operational managers and contractors in respect to the operational delivery of this management plan. • Will consult and engage with Housing Management and Partnerships (HMP) and tenants and leaseholders to explain the importance of landlord compliance and the need to achieve access to complete safety checks and works. • Managing resident feedback (enquiries, complaints, and compliments) handling and progress in liaison with Customer Experience Team. • Liaise with Service Manager – Building Safety and ensure data is updated accurately and on time.	Ongoing

Role	Responsibilities	Frequency
	• Liaise with Building Safety Team, IT service, Asset data Team Leader and ensure system(s) and interfaces operate effectively. • Inform the Service Director of Homes and Neighbourhoods of any performance issues. • Receive feedback from 3rd Party External Validation Consultants and liaise with Building Safety Team, Assets Team and Contractors to address any delivery shortfalls. • Monitor the quality and correct storage of all certifications and documents required to demonstrate landlord compliance.	
Service Manager - Building Safety	• Will manage the strategic implementation of this management plan and policy and ensure compliance with all regulations. • Will ensure the operational delivery of this management plan and policy and compliance with the Regulations. • Will produce the policy at the appropriate review dates. • Will formulate programs of work consistent with the delivery of this management plan and policy. • Will instruct /consult with internal operational managers and contractors in respect to the operational delivery of this management plan. • Will consult and engage with Housing Management and Partnerships (HMP) and tenants and leaseholders to explain the importance of landlord compliance and the need to achieve access to complete safety checks and works. • Managing resident feedback (enquiries, complaints, and compliments) handling and progress in liaison with Customer Experience Team. • Liaise with Service Manager – Building Safety and ensure data is updated accurately and on time. • Liaise with Building Safety Team, IT service, Asset data Team Leader and ensure system(s) and interfaces operate effectively. • Inform the Service Director of Homes and Neighbourhoods of any performance issues. • Receive feedback from 3rd Party External Validation Consultants and liaise with Lift Safety Team, Assets team and Contractors to address any delivery shortfalls. • Monitor the quality and correct storage of all certifications and documents required to demonstrate landlord compliance.	Ongoing
Building Safety Fire Manager	• Lead on all aspects of building safety across housing portfolio.	Ongoing

Role	Responsibilities	Frequency
	• Develop, implement, and manage building safety cases and maintain the golden thread of information. • Conduct regular inspections, and audits of our properties to ensure compliance with Lift and Lifting Equipment safety and other building regulations. • Liaise with external agencies, including local authorities, Lift and Lifting Equipment services, and other safety bodies. • Collaborate closely with property management teams, maintenance staff, and contractors to ensure safe and effective property management. • Provide guidance and training to staff and residents on building safety matters.	
Building Safety General Manager	• Responsible for leading team of Electrical and Lift Technical Officers. • Responsible for the development and implementation of all required policies and procedures in relation to Lift and Lifting Equipment safety ensuring compliance with all legislative requirements. • Ensure that all relevant information is captured and uploaded into the Compliance Risk Database. • Responsible for identifying the technical solutions for Lift and Lifting Equipment safety works and supporting investment teams in the delivery of major schemes, repair teams and contractors in the delivery of minor works. • Responsible for identifying all Lift and Lifting Equipment related risks and issues across the portfolio and design, arrange and oversee the necessary remedial actions and work packages. • Assist the Building Safety Team in monitoring that remedial actions identified through the LOLER and Servicing activities are being delivered within a timely manner.	Ongoing
Technical Officer Electrical and Lifts	• Will be the nominated Responsible Person for managing Lift and Lifting Equipment control with Homes and Neighbourhoods • Manage LOLER and Servicing program carried out by 3rd party, including auditing desk top review. • Review property addresses and reconcile with the contractor databases to ensure the program remains accurate. • Responsible for identifying the technical solutions for Lift and Lifting Equipment safety works and supporting investment teams in the delivery of major schemes,	Ongoing

Role	Responsibilities	Frequency
	- repair teams and contractors in the delivery of minor works. - Responsible for identifying all Lift and Lifting Equipment related risks and issues across the portfolio and design, arrange and oversee the necessary remedial actions and work packages. - Undertake 5% audit of all lift services council wide.	
Property Assistant	- Responsible for monitoring dedicated Lift and Lifting Equipment safety mailbox and coordinating responses. - Assisting with Lift and Lifting Equipment safety management tasks.	Ongoing
Housing Management Officer	Responsible for identifying issues or defects with Lifts in their area .	Ongoing
Asset Database Team	Responsible for monitoring and validating data stored within Asset database.	Ongoing
Contractors	- Operational delivery of lift servicing and inspections - Liaise with the Building Safety Team in relation to access issues. - Update system(s) with accurate data. - Provide appropriate, complete, and correct certification for all Lift safety work. - Provide QA checks in accordance with the contract. - Provide emergency response to lift entrapment - Provide prompt response to out of service lifts	Ongoing
Residents	- Agreeing to and keeping appointments to provide access. - Informing Kirklees Council staff in relation to any poor service, failure to attend/poor repair etc. - Provide satisfactory information. - Take note of and comply with Lift advice provided and follow the appropriate procedures - Follow instructions to ensure that building safety measures are not damaged and kept in good working order. E.g. tampering with Lift devices and Lift doors.	

3 Data

Understanding and recording requirements is a key part of effectively managing and monitoring them. The guide below sets out the data we will hold and how it will be maintained.

3.1 Risk assessments

- 3.1.1 KC will maintain a Master Database within Teams [Building Safety and Compliance>Documents>General>Lifts>LOLER reports], of all properties where it has a responsibility to provide LOLER assessments. All the assets within the groups identified in the table below will be classified either 'Yes' or 'No' (On for Yes, Off for No) in respect of if a LOLER inspection is required. This will include the Management and Maintenance of all Lifting Equipment as defined above. The Master Database hierarchy will be such that responsibilities can be captured at the appropriate level, shown below (indicated by Tick ✓):

Table 4 – LOLER requirement

	Dwelling	Common part	Block	Depots	Office/ community premises
LOLER requirement	✓	✓	✓	✓	✓

- 3.1.2 A monthly reconciliation check will be undertaken by the Asset Data Team to ensure that all properties in the categories above have a confirmed Yes or No status. Any exception (i.e., an asset without an LOLER requirement status) will be reported along with an explanation of any changes to the numbers. The results of the reconciliation check will be signed off on a monthly basis.
- 3.1.3 All LOLER and Lift Service Visits will be stored within the Compliance team "G" Drive, Building Safety & Compliance Teams page under Lifts and the portal of Homes and Neighbourhoods appointed contractor ANSA and HSB.
- 3.1.4 All domestic LOLER and Lift Service Visits carried out by Kirklees Council property services sit on the council's Total system.
- 3.1.5 All Domestic Lift and Lifting Equipment services and LOLER will be managed by the Accessible Homes Team. They will ensure safe storage of all documentation within their internal systems along with a full assets management database. This information will be shared with the Building Safety and Compliance team to ensure oversight and full satisfactory delivery in line with regulatory requirements.

3.2 Actions arising from LOLER or Service Visits

- 3.2.1 Actions arising from LOLER inspections or, servicing visit will be dealt with in accordance with the priorities and periods set out by the competent person undertaking it. If a Defect with the Lifting Equipment is identified during the Servicing which is, or could become, a danger to people, the Contractor will take the Lift Out of Service immediately and KC will be advised. Lower Priority Repairs will usually be completed within 24-48 hours.

- 3.2.2 There are circumstances where it is appropriate to review and potentially extend the periods attached to actions. However, it is essential that any changes are appropriate, risk based, and the process is controlled and visible.

4 Lift inspection delivery

4.1 General approach

- 4.1.1 Kirklees Council Homes & Neighbourhoods acknowledges that lifts and lifting equipment inspections are required across the range of properties under its control. Due to the nature of the different property types and their varying levels of occupancy and use.
- 4.1.2 PUWER and LOLER apply in workplaces and in non-workplace Communal Parts that may be used by workers. They may also apply in Dwellings that contain Equipment used by people in a work capacity.
- 4.1.3 The application of LOLER and PUWER can be complicated, and its implementation will vary across the KC portfolio. It may not apply where a Lift is not used by people at work. However, in line with sector Best Practice, KC take the view that a LOLER/PUWER Inspection Regime is required to manage the risks associated with all Lifting Equipment – irrespective of whether LOLER/ PUWER strictly applies. KC's management arrangements will reflect this, where it is reasonably practicable to do so.
- 4.1.4 Where there is a Duty to Manage the risk associated with Lifting Equipment, KC will ensure an Inspection and Service is undertaken within specific time periods for all Lifting Equipment, dependent upon on the following:
- Lift Type
 - Frequency of Use
 - Age of Lift
 - Manufacturer's Instructions.
- 4.1.5 The Management of Lifting Equipment is categorised into the following areas:
- KC Owned Lifting Equipment**
- KC will ensure that an Inspection is undertaken by a Third Party at a frequency defined previously.
 - A Service is undertaken in accordance with the Manufacturer's Recommendations.
- Domestic - Tenant Owned Lifting Equipment**
- KC will ensure that an Inspection is undertaken by a Third Party at a frequency defined previously where applicable.
 - The customer will be advised to set up a Service Contract undertaken in accordance with the Manufacturer's Recommendations.

4.1.6 There are three distinct Types of Lifts which are included within the Management Plan as detailed below:

- Commercial Passenger Lifts used in Communal Areas within Residential Schemes, Commercial Premises and Offices
- Domestic Lift Equipment used by carers within Residential Schemes, Offices and in Communal Areas and in single domestic dwellings.
- Domestic Lift Equipment no involvement by carers within Residential Schemes and single domestic dwellings.

4.2 The Thorough Examination (independent inspection)

4.2.1 LOLER places duties on those who own, operate, or have control over Lifting Equipment and the main requirements are detailed below:

- Must be sufficiently strong, stable, and suitable for the proposed use. The load and anything attached (e.g., lifting points) must be suitable.
- Positioned or installed to prevent the risk of injury, e.g., from the equipment or the load falling or striking people.
- Visibly marked with appropriate information to be considered for its safe use, e.g., safe working loads. Accessories should be similarly marked.

4.2.2 In addition, KC will ensure that:

- Lifting Operations are planned, supervised, and conducted in a safe manner by people who are Competent.
- Where Equipment is used for lifting people, it is marked accordingly, and it should be safe for such a purpose, e.g., all necessary precautions should be taken to eliminate reduce any risk.
- Before Lifting Equipment (including accessories) is used for the first time, (unless the equipment has an EC Declaration of Conformity less than one year old and the equipment was not assembled on site) it must be Thoroughly Examined – this also applies after major modification, damage or change of use and at void (re-letting) stage if the Lifting Equipment is to be retained for use by any new, incoming tenant

4.2.3 Lifting Equipment will also be Thoroughly Examined regularly whilst in service and use at periods specified in the Regulations (i.e., *at least six-monthly* for accessories and Equipment used for lifting people and, at a minimum, annually for all other Equipment) or at alternative intervals laid down in an Examination Scheme drawn up by a Competent Person

4.2.4 A Competent Person (someone with the necessary skills, knowledge, and experience) should perform all Examination Work

4.2.5 Following a Thorough Examination/Inspection of any Lifting Equipment a report should be submitted to the Competent Person to ensure that KC can take the necessary appropriate action.

4.2.6 The specifics of the Thorough Examination scheme are outlined below:

Table 5 – Examination Scheme Detail

Activity	Description	Type of lift	Frequency	Who carries it out?
Thorough Examination of all Lifting Equipment	A detailed and systematic examination of the Lifting Equipment	Commercial Vertical Passenger Lifts	Six monthly inspection intervals.	Carried out by Specialist Contractors –appointed by KC Insurers (member of Lift and Escalator Industry Association)
Thorough Examination of all Lifting Equipment	A detailed and systematic examination of the Lifting Equipment	Domestic Lifting Equipment used by carers	Six monthly inspection intervals.	Carried out by Specialist Contractors –appointed by KC Insurers (member of Lift and Escalator Industry Association)
Thorough Examination of all Lifting Equipment	A detailed and systematic examination of the Lifting Equipment	Domestic Lifting Equipment – no carers' involvement	Six monthly inspections	Carried out by Specialist Contractors –appointed by KC Insurers (member of Lift and Escalator Industry Association)

4.2.7 For each Property where KC has a responsibility to undertake a LOLER Inspection a Third-Party Contractor will undertake this as detailed below. The following details KC's requirements relating to the LOLER Report, which must contain the following information as part of the Lifting Equipment Inspection Process:

- Identify the Equipment examined (serial number, make, etc.), and the organisation's details and the Premises.
- Provide the Date of the Last Thorough Examination and specify when the Next should take place.
- Specify the Safe Working Load of the Lift
- Provide the reason for the Thorough Examination (i.e., following installation, according to an Examination Scheme, Statutory Interval, etc.)
- Identify any Defect which is or may become a danger to people.
- Provide the details of any Repair, Renewal or Alteration required to remedy the Defect and the Date by which it should be undertaken.
- Provide the details of any Tests conducted.
- Provide the details of the Person conducting the Report and the Person validating the Report on their behalf.
- Detail the Date on which the Lifting Appliance was Inspected.
- The Address of the Premises at which the Lifting Appliance(s) is installed.

- A Description of and the Location of each Lifting Appliance(s) inspected.
 - Any Defect(s) identified.
 - Any Remedial Action(s) taken.
 - Confirmation that the Check undertaken complies with the requirement of LOLER.
 - The Name and Signature of the individual carrying out the Check.
- 4.2.8 If a Defect with the Lifting Equipment is identified during the Thorough Examination which is, or could become, a danger to people KC will be advised immediately and this will be confirmed in the Report of Thorough Examination for Immediate Action. Other Lower Priority Repairs will usually be completed within 24-48 hours.
- 4.2.9 The Written Report will be received by the Electrical and Lift Technical Officer (Liam O'Malley) within 28 days from the completion of the Thorough Examination and Repairs identified will be completed in accordance with Thorough Examination timescales and Equipment will not be operated beyond the Date specified in the Current Examination Report.

4.3 Lift servicing

- 4.3.1 In addition to the Thorough Examination and in accordance with PUWER, KC will ensure all Lifting Equipment is maintained to ensure it does not deteriorate to the extent that it may put people at risk and remain in an efficient state of good repair. The frequency and nature of maintenance will be based on a Risk Assessment which considers the following
- The Manufacturer's Recommendations
 - The Intensity of Use
 - The Operating Environment (e.g., the effect of temperature, corrosion, weathering, user knowledge and experience)
 - The risk to Health and Safety from any foreseeable failure or malfunction.
- 4.3.2 PUWER relates to Equipment provided for use at work, and the main requirements are detailed below:
- Suitable for the intended use
 - Safe for use, maintained in a safe condition, inspected to ensure it is correctly installed and does not subsequently deteriorate.
 - Used only by people who have received adequate information instruction and training.
 - Accompanied by suitable Health and Safety measures, such as Protective Devices/Controls (these will normally include Emergency Stop Devices, adequate Means of Isolation from sources of energy, clearly Visible Markings and Warning Devices)
 - Used in accordance with specific requirements, for Mobile Work Equipment and Power Presses.
- 4.3.3 The details of KC's Servicing Requirements are detailed in the table below:

Table 6 – KC's Lift Servicing Requirements

Activity	Description	Frequency	Who carries it out
Routine Maintenance of all Lifting Equipment	Checking and replacing worn or damaged parts, lubrication, replacing time-expired components, topping up fluid levels and making routine adjustments	Based on Risk Assessment Following adverse incidents	Carried out by Contractors – appointed direct by KC (members of Lift and Escalator Industry Association)
Commercial Lifts - Visual Operational Function Inspection	Visual and functional checks including non-lifting parts (e.g., checks that Alarm, Auto Dialler Equipment is operating correctly)	Monthly Following adverse incidents	On-site staff /Contractor

4.3.4 The following information will be included on the (PUWER) Service Report

- The Date on which the Lifting appliance was Inspected.
- The Address of the Premises at which the Lifting Appliance/s was Installed.
- A Description of, and the Location of, each Lifting Appliance/s Inspected.
- Any Defect/s identified.
- Any Remedial Action/s taken.
- Confirmation that the Check undertaken complies with the requirements of PUWER.
- The Name and Signature of the individual carrying out the Check.

4.3.5 If a Defect with the Lifting Equipment is identified during the Servicing which is, or could become, a danger to people, the Contractor will take the Lift Out of Service immediately and KC will be advised. Lower Priority Repairs will usually be completed within 24-48 hours.

4.3.6 KC will endeavour to complete 100% of Safety Inspections no later than their Expiry Date. Where this is not possible, measures are detailed within this Procedure Document to effectively manage such occurrences.

4.4 SAFed tests

4.4.1 Where concerns regarding the condition of the Lifting Equipment arise from a Thorough Examination, the Competent Person completing the Examination may request additional tests to be undertaken by The Safety Assessment Federation (SAFed) Inspection.

- 4.4.2 This is a Supplementary Inspection which includes a series of Tests to support the Thorough Examination to establish the Equipment's suitability for continued safe use.
- 4.4.3 SAFed Inspections will be documented to enable the subsequent Thorough Examination to be completed. Failure to complete the Supplementary Tests may preclude the completion of the subsequent Thorough Examination. The Supplementary Tests themselves are not part of a Servicing or Maintenance Regime and should not be initiated by Engineers engaged in Servicing or Maintenance.
- 4.4.4 They are solely to support the Thorough Examination and it is the decision of the Competent Person conducting that Thorough Examination as to what Supplementary Tests are required and when.

4.5 New Lifting System Installs

- 4.5.1 KC will only install new Lifts that meet with requirements of the Lift Regulations 1997 and relevant British and European Standards. Passenger Lifts will be installed to BS 5655-6:2011 and BS EN 81 Part 20 and Part 50, BS 6440:2011, and in accordance with the Disability Discrimination Act 2005, the Equality Act 2010 and the Building Regulations 2010 (Part M and Part B) as amended.
- 4.5.2 In addition, KC will develop a Programme to ensure the Standards recommended by the European Commission are achieved which will include the following:
- The Lift should be fitted with Car Doors
 - Suspension Cables will be Inspected and replaced where necessary.
 - Control Systems will provide an adequate degree of levelling at landings.
 - Controls will be capable of being used by an unaccompanied disabled person.
 - The fitting of Human Presence Detectors on Automatic Doors
 - Safety Gears when initiated to provide controlled deceleration.
 - A two-way 24-hour Communication system in the event of breakdown (where applicable)
 - Elimination of any Asbestos, particularly in Braking Systems
 - The fitting of a device to prevent Uncontrolled Upward Movement of the Car
 - Provision of Emergency Lighting
- 4.5.3 All Repairs will be undertaken in accordance with Manufacturer's Instructions, relevant Standards, Codes of Practice and Current Regulations. The Work Elements will also fully comply with KC's Health and Safety Policy.

4.6 Remedial works

- 4.6.1 Remedial Works may be identified by LOLER/PUWER Safety Inspections, Contractor Service visits, KC staff or reported directly by customers.

- 4.6.2 Remedial Works prioritisation will be in accordance with the LOLER/PUWER Inspection Recommendation, unless otherwise agreed by a Competent Person.
- 4.6.3 All other Remedial Works will be prioritised according to Homes & Neighbourhoods' Repairs & Maintenance Policy.

4.7 Lift Emergencies

- 4.7.1 In the event of any major Lift components failing, all lifts are fitted with fail-safe mechanisms to prevent injury. Any faults with the Lift should be reported to KC and the relevant contact number is placed in each Block where there is a Communal Lift.
- 4.7.2 If there is 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 KC's Electrical and Lift Technical Officer (Liam O'Malley).

4.8 Managing Agents

- 4.8.1 Where KC has no responsibility for a Lift Safety activity described in its Lift Safety Policy and Management Plan, but has one or more residents living within a Block where one may be required, KC will write to the responsible person on an annual basis asking for written confirmation that:
- They are fully aware of all relevant legislation and their obligations.
 - All relevant activity - including but not limited to Thorough Examination, Risk Assessment, Inspection, Testing, Remedial Works, and Maintenance - has been undertaken by a person competent to do so and is not overdue.
 - They are in full compliance with all relevant legislation and KC has been informed of any material (potential or actual) issues relating to resident Health and Safety.
- 4.8.2 Where KC does not receive an adequate response, it will take reasonable further steps to follow this up, commensurate with the level of risk to its residents. These further steps may include:
- further, follow-up correspondence
 - seeking the involvement of the local Enforcing Authorities (in relation to Lift Safety the local Fire and Rescue Service, Local Authority and/or the Health and Safety Executive (HSE)) to establish the position and compel a full and adequate response from the Responsible Person
 - explore possible legal action/proceedings to compel a response.
 - give consideration, on an exceptional, one-off basis (and by doing so in no way accepting future responsibility/liability from the Managing Agent for Lift Safety Thorough Examination/Risk Assessment/Inspection/Testing/Maintenance and/or Repairs or other Lift Safety-related works) to completing the activity involved in the over-riding Health and

Safety interests of KC residents – in such circumstances the costs of completing such Works will be recharged to the Managing Agent via their Responsible Person.

- 4.8.3 Records will be kept for five years in relation to all responses received from Managing Agents and their Responsible Persons.

5 Competency

5.1 Contractor competency

- 5.1.1 For all Thorough Examinations and Supplementary Testing, KC will use Inspectors that are UKAS accredited to ISO/IEC17020 Standard.
- 5.1.2 All KC's Lifting Equipment Works will be undertaken by trained and Competent Contractors, with appropriate practical and theoretical knowledge and experience of the Lifting Equipment – and who have an element of independence and impartiality.
- 5.1.3 KC will use Lift and Escalator Industry Association (LEIA) Affiliated Contractors for all Repairs, Servicing and New Installations.

5.2 Internal competency

- 5.2.1 KC will maintain a Skills/Training Matrix to ensure that all staff involved in the Processes and Procedures included in this Management Plan have appropriate training.
- 5.2.2 A detailed Competency Framework will be in place to provide assurance that all internal staff are appropriately skilled and are subject to regular appraisal.

6 Review, audit and monitoring

6.1 Review, audit and monitoring requirements

- 6.1.1 The Technical Officer shall instigate, as part of the Lift Safety Management Plan, a series of planned checks, audits and quality assurances checks on the LOLER and service inspections from contractors.
- 6.1.2 Most of these will be scheduled at set frequencies within the plan and some shall be ad-hoc and when the opportunity arises.
- 6.1.3 All such checks and audits shall be documented, and any non-conformances or anomalies shall be investigated, and remedial measure implemented.

6.1.4 The table below sets out all KPIs reported to BSAB to provide assurance:

Table 7 – KPIs reported to BSAB

Cat	Indicator	Frequency
KPI	Passenger Lifts having valid Thorough Examination within its Due Date as a % of total assets with a Passenger Lift	Monthly
KPI	Passenger Lifts where all Maintenance and Inspection activity is within its Due Date as a %	Monthly
KPI	Domestic Lifts having valid Thorough Examination within its Due Date as a %	Monthly
KPI	Domestic Lifts where all Maintenance and Inspection activity is within its Due Date as a %	Monthly
KPI	Lifts taken out of Service within month as a %	Monthly
KPI	Number of entrapments within month as a %	Monthly
KPI	Quality Checks of inspections %	Monthly

6.1.5 Commentary will be provided for any Properties Out of Date to include the Date they became Overdue, Days Overdue, and the Action Proposed to bring them back into a compliant position. To provide additional context, the commentary will also include information on the proportion of activities within the reporting period that were undertaken before and after their Due Date.

6.1.6 In addition to Board KPIs, a detailed PI suite will include the following:

Table 8 – Additional PIs

Cat	Indicator	Frequency
KPI	The Number of Days the LOLER/PUWER is Overdue for Non-Compliant Properties: • The Longest Number of Days that a LOLER/PUWER is Out of Date for any Properties that are Not Compliant • The Average Number of Days that a LOLER/PUWER is Out of Date for Properties that are Not Compliant • The Average Number of Days taken to commence Legal Proceedings to access a Property from the Expiry Date of the LOLER/PUWER • The Longest Number of days that a LOLER/PUWER is Out of Date for any Properties that are Not Compliant and the Address.	Monthly

Cat	Indicator	Frequency
KPI	No. of Assets with Lifts where there has been no LOLER/PUWER Inspection or Maintenance activity within 6 months	Monthly
PI	The LOLER/PUWER Certification is received within 28 days.	Monthly
PI	LOLER/PUWER that will become Overdue within the next 8 weeks of the Report	Monthly
MPI	Number of Changes made to Property Attributes /Responsibilities re Lift Safety	Monthly
MPI	Lift Repairs Completed in Time	Monthly
MPI	Contractor Accreditations and Operative Qualifications.	Annual

6.2 Assurance

6.2.1 The following Assurance Activities will be undertaken and reported to HNIB, and/or Building Safety Assurance Board (BSAB) as appropriate:

Table 11 – Lifting equipment responsibility

Category	Responsibilities
Internal Audit	This Service Area will be included within the Annual Internal Audit Programme which will review, in particular, adherence to Process, Data and Record Keeping.
Third Party Assurance	In addition to the Internal Quality Assurance (QA) process, a Third Party, External, Independent Specialist will be engaged to regularly Inspect, Monitor and Report on the Technical Performance and Quality of the technical programme, Remedial Work/s arising and Post-Work Completion Certification.
Strategic Review	Lift Safety is a High-Risk Area and this Plan will be reviewed on an Annual Basis. An External Strategic Review will be undertaken every 3 years which will include all Operating Procedures.
Early Strategic Intervention	If as a result of either the finding of the Internal Audit Process or the Independent Quality Assurance Work, the Service is not performing to the desired level then this will trigger an earlier External Strategic Review.

7 Communications

7.1.1 All KC residents and leaseholders with communal areas will receive a Lift Safety information leaflet as part of the new tenancy pack (this is currently in development). The

full range of customer leaflets will also be available on the KC website and through the intranet for all staff.

- 7.1.2 Materials and information will be made available to residents and leaseholders through the website, printed documents and engagement visits and meetings. The H&N Tenant Voice Strategy provides the overarching Framework for communication.
- 7.1.3 Resident liaison will be clear, transparent, and managed primarily through the Lift Safety Resident Engagement Team. It is the intention of Kirklees Council to communicate specific building information as outlined in Thorough Examinations to residents as required.
- 7.1.4 Resident Engagement Strategies will be prepared and acted upon for higher-risk buildings in accordance with the Building Safety Act 2022. Mechanisms will be in place to ensure strategies are reviewed at prescribed intervals and when otherwise appropriate.
- 7.1.5 The HNIB will co-ordinate with national Lift safety awareness campaigns which will be proactively supported and will be used to proactively promote and improve customer's understanding of Lift safety issues.
- 7.1.6 All front-line staff will receive training on the importance of Lift safety issues and make them aware of signs that may indicate a concern relating to Lift safety so an 'every contact counts' approach is developed to support Lift safety.
- 7.1.7 Information will be available in different formats upon request.
- 7.1.8 Customer complaints and compliments are an indicator of service performance and should be monitored. Individual complaints will be responded to in accordance with the Complaints Policy.