

Cheshire West & Chester Council

Council Housing

Lift Management Policy

Issue date: July 2025

Review date: July 2028



Cheshire West
and Chester

1. Management Information

Approval Date:	July 2025
Next Review Date:	July 2028
Policy Owner:	Janet Lawton, Head of Council Housing Management Service
Responsible Service Area:	Council Housing Management Service
Responsible Director:	Director of Economy and Housing

Annual Checks

Policy owners should ensure that an annual check of hyperlinks, roles, and names is undertaken. These checks are in addition to formal review process. Please see Policy and Procedure framework guidance for further details.

2. Introduction

This Policy sets out the councils out the Council's arrangements for managing lift and stairlift safety within its housing stock, it provides assurance that systems are in place to identify and control risks, while ensuring compliance with statutory duties. The policy also establishes clear responsibilities and demonstrates our commitment to protecting the safety and wellbeing of tenants, leaseholders, staff and contractors.

3. Aim of Policy

The aim of this policy is to provide a framework for lift safety management, including assurance, and that measures are in place to identify, manage and mitigate the risks associated with lifts and stairlifts in respect of tenant's and leaseholder's homes.

This policy supports us in ensuring that we meet our obligations as a landlord, and employer, and seeks to provide assurance that lift safety is appropriately managed. We aim to ensure, so far as reasonably practicable, that our tenants, staff, contractors and the public are not exposed to any risks to their health, safety and wellbeing from lifts and stairlifts. In terms of Council homes fitted with hoists these are managed under a separate procedure.

The policy is relevant to all our staff, tenants, contractors and other persons or stakeholders who may work on, occupy, visit, or use our premises, or who may be affected by our activities or services.

When we use the terms 'we', 'our' and 'us' within this policy, we mean the Council unless otherwise stated.

The policy objectives are to:

- Provide clear lines of responsibility for the management of lift safety.
- Specify individual responsibilities in the management of lift safety.
- Clarify our approach to Lift safety and LOLER inspections.
- Clarify the method of reviewing and monitoring lift safety compliance.
- Meet our legal and moral obligations as a domestic landlord

4. Strategic context

This policy helps the Council to meet the following local and national strategic aims.

Social Housing Regulations Act 2023 – Consumer Standards

- Quality and Safety Standard
- Transparency, Influence and Accountability Standard
- Tenancy Standard

[CWAC Borough Plan 2024 – 2028](#) - sets out how the Council will work with all its residents to build a stronger future where the Council and residents all play their part in creating thriving, caring and sustainable communities.

The Borough Plan has six missions as follows:

- Starting well - The best start for the borough`s children and young people, with improved opportunity, a healthier start, greater resilience in families and the best possible support and care when it is needed.
- Tackling hardship and poverty - More people feel more financially secure as the causes and impact of hardship and poverty are addressed by working alongside residents.
- Resilient people living their best lives - Local people are enabled to flourish, be healthy, happy and independent for longer in supportive communities.
- Opportunity in a fair local economy - Local people and businesses contribute to and benefit from a strong and fair local economy.
- Neighbourhood pride - Residents live in well maintained, connected and safe places with good and affordable homes.
- Greener communities - Individuals, public services and businesses take action to move to tackle the climate emergency, achieve net zero, protect the natural environment and adapt to the impact of climate change.

[Together with Tenants Charter | Cheshire West and Chester Council](#)
[Tenant Engagement Strategy 2025-30](#)
[Council Housing Asset Management Strategy](#)

5. Definitions and legislation

LOLER- Lifting Operations and Lifting Equipment Regulations 1998. LOLER sets out the legal requirements for the safe use of lifting equipment, including lifts and hoists. It requires regular thorough examinations by a competent person, clear record keeping and safe systems of work with lifting equipment.

Legislation

The application of this policy will ensure compliance with the regulatory framework and the new consumer standards (safety and quality standard) for social housing in England, which was introduced on 1st April 2024 and is now applied by the Regulator of Social Housing.

However, the principal legislation applicable to this policy is the 'Provision and use of Work Equipment Regulations 1998 (PUWER)' & 'The Lifting Operation and Lifting Equipment Regulations 1998 (LOLER)' These place a duty on the Landlords to take precautions to ensure, as far as is reasonably practicable, the safety of the people on their premises.

The Provision and use of Work Equipment Regulations 1998 (PUWER) & 'The Lifting Operation and Lifting Equipment Regulations 1998 (LOLER)' came into force on 1 April 1998. The purpose of the regulations is to require precautions to be taken against the risk of death or personal injury from lift safety in work activities. The regulations impose requirements on Duty Holders in respect of passenger lifts, hoists and other equipment used for the purpose of lifting, plus work activities on or near lift equipment.

This policy applies to all passenger lifts with the management of individual lifts and hoists in our homes being managed under a separate procedure.

This policy also operates in the context of the following legislation:

- All relevant British and European standards including BS EN 81-1:1998 (Electric Lifts), BS EN 81-2:1998 (Hydraulic Lifts)
- Health & Safety Executive (HSE) Guidelines Note, PM 26 Safety at Lift Landings
- Management of Health and Safety at Work regulations 1999
- Health and Safety at Work Act 1974
- Management of Houses in Multiple Occupation (England) Regulations 2006
- Licensing and Management of Houses in Multiple Occupation and Other Houses (Miscellaneous Provisions) (England) Regulations 2006
- The Health and Safety (Safety Signs and Signals) Regulations 1996
- The Building Regulations 2010
- Electrical Equipment (Safety) Regulations 2016
- The Construction, (Design and Management) Regulations 2015
- Corporate Manslaughter and Corporate Homicide Act 2007
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013
- The Landlord and Tenant Act 1985
- The Housing Acts 1985 and 1988
- Disability and Discrimination Act 1995
- The Equality Act 2010

6. How the policy will be delivered

The Council will take all reasonably practicable steps to prevent and control the risks associated with lift safety in the properties that we own, lease, or manage.

We are committed to keeping tenants, leaseholders, staff, contractors, and visitors to our properties safe from the risks associated with lifts, stairlifts and meeting our obligations as a responsible landlord under all current and relevant legislation, whilst also following best practice in relation to lift safety.

Roles and Responsibilities

The Compliance Manager is responsible for, either directly or through delegation:

- Operational implementation and delivery of this policy whilst ensuring that it is regularly reviewed and kept up to date.
- Ensuring that any associated procedures are implemented and kept up to date.
- Ensuring that lift safety progress and performance of the LOLER programme is monitored, measured, and reviewed, and Lift safety performance is reported to the Council Housing Management Board.
- Monitoring and reviewing the effectiveness of lift safety training and policy development.
- Ensuring that there is a programme of lift safety works that meets all relevant lift safety related standards, legislation, and best practices.
- Ensuring that there are maintenance and servicing contracts for lifts, stairlifts and hoists that meet all relevant lift safety related standards, legislation, and best practices.
- Ensuring that routine quality assurance checks in relation to lift safety are undertaken.
- Ensuring that the quality and integrity of lift safety related data meets legislation requirements.
- Ensuring staff under their management are trained and competent in lift safety to a level appropriate to their roles and responsibilities.
- Ensuring that there are formal embedded arrangements for reporting serious incidents related to lift safety, as defined in relevant procedures.

The Compliance Manager will:

- Exercise overall control within their functional area of responsibility to ensure compliance with lift safety legislation and this policy.
- Provide sufficient resources to fulfil their functional area's lift safety responsibilities and to report any non-compliances or inadequately controlled risks that require further resources.
- Promote the participation of staff and managers in improving lift safety e.g. by facilitating discussion of lift safety issues at team meetings and one-to-ones.
- Approve or recommend approval of functional area improvement plans with targets for improving lift safety performance, where appropriate.
- Receive any exceptional reports on any urgent lift safety issues requiring an Cabinet decision at functional area level.

The Compliance Manager will:

- Take action to resolve any situations that may adversely affect the lift safety of staff or other persons and rectify any problems within their control or escalate to an appropriate manager, as soon as practicable.
- Seek competent advice, where necessary, and act appropriately on the advice and recommendations given.

All staff will:

- Ensure that they comply with this policy to ensure that the aims, objectives, and intent of the policy are achieved.
- Take reasonable care for the lift safety of themselves and other persons who may be affected by their acts or omissions.
- Report accidents, incidents and near misses with the potential for injury or damage to their line manager or supervisor.
- Co-operate with their managers, colleagues and other relevant persons in matters relating to this policy.

Other Relevant Roles and Responsibilities

The Council's Executive Cabinet has ultimate responsibility for lift safety across all the Council's properties, and will:

- Resource and allocate appropriately qualified and suitably experienced persons to assist in discharging our duty for lift safety, and the implementation of this policy.
- Ensure that an effective lift safety strategy is in place, and responsibilities have been delegated to support the implementation of this policy.

The Council Housing Management Board has strategic oversight for the management of lift safety and ensuring compliance is achieved and maintained.

The Compliance Manager will ensure that all operational and management staff are sufficiently equipped with the appropriate training to discharge their duties.

The Compliance Manager will liaise with contractors and any relevant staff in relation to the delivery of lift safety works related to maintenance programmes.

The Compliance Manager will ensure, through regular checks and audits, that compliance with this policy, and health and safety legislation in general, is maintained with respect to the implementation of this policy across the organisation.

The Compliance Manager will be responsible for supporting the Electrical Compliance Lead in the delivery of the servicing programme and ensuring all Council's properties with lifts have a current in date inspection.

For this Policy the term 'contractor' will mean those bodies who deliver work activities on behalf of the Council. The term 'operative' will mean individuals employed by 'contractors' who are undertaking lift work activities on behalf of the Council. Operatives must be registered engineers who have been checked to verify they are

competent and suitably qualified to work safely and legally with those aspects of lifts to which their role relates.

Planned investment works and related lift works are delivered through the Council's Contractors Framework. In addition to checking and verification mechanisms within the original procurement exercise, there are a range of procedures for measuring statutory competencies and performance capabilities of these contractors. Where management information determines that service providers are not complying with statutory or procedural requirements, an escalation procedure will be put into action. This allows the responsible persons to take the necessary action against contractors or operatives with the ultimate sanction being their permanent removal from the Council's activities. Individual managers will be required to ensure the necessary training is provided for staff and that records are kept of attendance and qualification attainment. Timescales and review periods will be attached to this training.

All training, competencies, and qualification attainment of contractors and their staff will be checked by the technical staff responsible for the discharging of lift safety statutory compliance on behalf of the Council before the operative is permitted to work on council's housing.

Programme of Works

We will undertake a servicing programme of all passenger lifts to meet our statutory requirements, and in addition to the servicing programme we will carry out a 6 monthly LOLER inspection on all passenger lifts and lifting equipment including stairlifts, hoists and any other type of lifting equipment.

Training & Competence

All staff are supported by a range of training across the organisation, which as a minimum, shall include general information, on the job training, instructions, briefings and e-learning relevant to their roles and responsibilities.

For lifts and hoists installed in individual tenant/leaseholder homes, these are managed via the Finance Officer in the Council's Insurance Team. A separate procedure is available to manage this.

Resident Engagement

We will, where applicable and relevant, engage and communicate with our tenants to support them in their understanding of Compliance and Building Safety. This will be in a number of ways whether that is through the website, social media channels, focus groups, Council Housing Management Board or any other communication channels we choose to utilise.

Escalation and Difficult to Access Properties

Where we encounter access issues, the Council will utilise all available means to access properties which may include breach of the tenancy agreement or breach of any lease or license or potentially using legal channels to obtain warrants of access

through the magistrate's courts where we have continued no access. Should there be a need to utilise the legal process these decisions will be made in conjunction with, and support from our legal team.

Non-Compliance

Any non-compliance with this policy that is identified at a functional level will be formally reported to the Compliance Manager in the first instance.

The Compliance Manager will agree an appropriate course of corrective action with the functional team to address any such non-compliance and, where appropriate, report details of the non-compliance to the Council's Head of Council Housing Management Service.

The Council's Head of Council Housing Management Service will ensure, where appropriate, the Executive Cabinet, Management Board and the Council Housing Management Board are made aware of any non-compliance so they can consider the implications of this and act as appropriate.

In cases of serious non-compliance with this policy, the Director of Economy and Housing, Head of Council Housing Management Service, Cabinet Member for Homes and Planning, and Council Housing Management Board will consider whether it is necessary to disclose such non-compliance with any relevant regulatory bodies in the spirit of positive self- and co-regulation.

Implementation and Communication

The Compliance Manager will ensure that monitoring arrangements are in place to give assurance that the systems and procedures associated with this policy have been implemented and maintained. Where shortfalls in performance are identified, corrective actions will be taken at the appropriate functional and management level.

If staff become aware of any issues that may impact the effective implementation of this policy, or any associated procedures, they should report this to the Compliance Manager. All relevant feedback will be incorporated into the policy and procedural review process.

Records

The Compliance Manager will keep all necessary records in relation to the management of passenger lift safety including all Lift commissioning records which will be kept throughout the working life of the installation, and all servicing records will be kept for 10 years. A copy of any servicing certificates and information will be made available on notice boards within the communal areas of those properties fitted with a passenger lift. For individual homes fitted with a lift, the Council will provide the tenant/leaseholder with a copy of the servicing/inspection certificate.

Asset Records

Stock asset information in relation to lift installations will be held by the Council on an in-house asset management database. This allows bespoke reports for responsible

persons to interrogate lift asset information to ensure statutory obligations are being appropriately discharged by Council.

Audit Regime

In addition to the pre-works checks of contractors, the Council will ensure an ongoing internal audit regime, and these are laid out in the appropriate Quality Management System. The level of audits required will be proportionate to inherent risk, previous audit findings and the performance of the respective contractor.

Audits undertaken will test compliance with lift safety statutory requirements, procedures and specifications, as well as contractor management arrangements. They will also assess operative competencies. The Council will collect and interrogate audit information as a management mechanism to challenge contractors and their operatives and to identify actions to improve service delivery associated with lift safety.

The Council will monitor and report performance in compliance with this Policy in the following ways:

- Internal audits
- External Audits
- Database outputs and reports
- Performance indicators
- Customer feedback
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Management reports as part of the quarterly Council Housing Management Board.

The policy is required to ensure that we meet the requirements of 'The Provision and use of Work Equipment Regulations 1998 (PUWER)' & 'The Lifting Operation and Lifting Equipment Regulations 1998 (LOLER)' Consultations have been held through staff engagement in Building Safety Service Excellence and Building Safety Thematic Groups.

7. Equality and reasonable adjustment statement

We value diversity and work to create an inclusive environment for customers and staff, where everyone has access to the same opportunities. We welcome our responsibility to comply with equalities legislation and regulatory requirements that relate to equity, diversity and inclusion and aim to do more. Through our activities we aim to remove systemic barriers to equal opportunities and eliminate all forms of discrimination, harassment, and victimisation within our organisation.

We are committed to providing excellent customer services, which are fair, equitable and inclusive. As such, we will endeavour to understand and make any reasonable adjustments required for customers in line with our Reasonable Adjustment Statement and the Equality Act 2010. Any reasonable adjustment provided will be recorded and kept under active review.

8. Related Documents

- The Safety Assessment Federation Guidelines
- Regulator of Social Housing Home Standard section 1.2(b)
- The Electricity at Work Regulations 1989
- IEE Wiring Regulations 18th Edition BS7671: 2018
- The Social Housing Regulation Act (2023)
- HMC Lift Safety Procedure
- Lift/Hoist Management and Inspection Procedure

9. Equality Analysis

Results of EA / Actions taken forward to mitigate any potential negative impacts	<p>Inform that this policy can be provided in alternative formats.</p> <p>Inform about the ongoing equality and diversity training for staff in the delivery of this policy.</p>
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10. Consultation and Business Intelligence

The policy was created in consultation with the Council's tenants, leaseholders and staff.

11. Monitoring and review

The Council Housing Management Board has responsibility for the monitoring and review of this policy. This policy will be reviewed every three years starting from the date it is approached and adopted.

Robust Key Performance Indicators (KPIs) will be established and maintained to ensure we are able to report on our lift safety performance in relation to this policy.

The following KPIs will be monitored and reviewed periodically, as a minimum, and will be reported to the Councils Management Board, Executive Cabinet and Council Housing Management Board on a monthly and quarterly basis:

- JGT- Insurance checks undertaken every 6 months

12. Approval and Review History

The approval route for all policies and procedures is via the Cabinet Member for Homes and Planning who has delegated powers for policy approval from the Council's Executive Cabinet.

Date	Version	Approved by
30/07/2025	V1	Cabinet Member for Homes and Planning
29/09/2025	V1.2	Cabinet Member for Homes and Planning
28/05/2026	V1.3	Cabinet Member for Homes and Planning

13. Document Revision History

Date amended	Version	Key Changes
26/09/2025	V1.2	Revised version to take into account the insourcing of the housing management service from ForHousing.
22/05/2026	V1.3	Policy revised following insourcing of housing management services, updates to revised service structure and contact information. No substantive changes have been made to the policy.

