

TITLE	Lift Safety Policy		
Policy ref:	YH003P	Approval date	April 2026
Owner	Corporate Services Director	Planned review date	April 2029
Approved by	Executive Leadership Team		

1 Background	The Abbeyfield Living Society (ALS) recognises its responsibilities relating to lift safety under various pieces of health and safety legislation and guidance, including, but not limited to, the Health and Safety at Work etc. Act (1974), the Management of Health and Safety at Work Regulations (1999), the Lifting Operations and Lifting Equipment Regulations (LOLER) (1998), the Testing and Assessment of Lifts (1998) LG1, the Safety Assessment Federation and BS7255 (1989), the HSE Code of Practice for safe working on lifts, ACOP L113, and the Electricity at Work Regulations (1989). The lowest acceptable standards of lift safety are contained within these pieces of legislation and guidance, and Abbeyfield are committed improve upon these standards in order to achieve excellent quality and safety performance.
2 Objectives	The aim of this policy and its associated procedures is to ensure the provision of safe lifts, thereby ensuring the safety of the user at all times. Abbeyfield will achieve this by: • Appointing a competent Lift Engineering Company to assist us implement this policy and its associated procedures. • Ensuring all our lifts and any associated equipment are inspected, serviced and thoroughly examined by a competent person as per the Lifting Operations and Lifting Equipment Regulations (LOLER) (1998). • Ensuring we keep clear written records of all servicing, maintenance and thorough examinations for at least 5 years. • Ensuring we take appropriate remedial action on any deficiencies identified in any service maintenance or examination reports. • Ensuring all lifts and associated equipment will be designed and installed such that they may be operated and maintained safely when approved operational procedures are followed correctly. • Ensuring that all lifts and equipment installed within Abbeyfield premises are installed, serviced and used to protect staff, visitors or members of the public from personal injury or any other damage arising its use, as far as is reasonably practical.

	• Ensuring all our employees understand what action to take should a lift fault or breakdown occur, including how to deal with persons being trapped in a lift. • Ensuring all our passenger lifts have an active emergency alarm and appropriate safety signage where required e.g. “Do not use in case of fire”, “Maximum number of passengers”, “How to raise the alarm in case of an emergency”. • Ensure all our lifts are marked with a Safe Working Load (SWL) and it is not exceeded.
3 Scope	This policy applies to all established staff, agency staff, contractors, and volunteers working in all Abbeyfield properties. This policy also applies to all visitors who may use our lifts and any associated equipment.
4 Policy	Roles and Responsibilities The Chief Executive Officer (CEO) (Duty Holder) has overall responsibility for ensuring that all our premises comply with all statutory requirements and has an overriding duty of care under the HASWA and associated legislation. He/she will ensure that sufficient resources are made available to the Regional Directors and any other relevant person in order for them to comply with their duties outlined in this policy. The Executive Leadership Team (ELT) are responsible for ensuring this policy and its associated procedures are implemented and adhered to across the business. To help them execute such responsibility, we will appoint Designated Persons who will help co-ordinate and monitor the day-to-day management of this policy. The Head of Property Services (Designated Person) will act as a link between the ELT and professional contractual support. They will place contracts (SLAs) in writing, to appoint a competent Chartered Lift Engineering Company both at national and/or local level who will implement, administer and monitor the safety arrangements for our lift systems and associated equipment. This company must be a member of the Lift and Escalator Industry Association (LEIA) or similar professional body. They are also responsible for: • selecting and appointing a competent chartered lift company; • ensuring lifts are maintained so they are safe to use; • ensuring that all our lifts are examined at statutory intervals (every 6 or 12 months) or in accordance with an examination scheme drawn up by a competent person;

	• keeping the appointed lift company and their engineers informed of any changes in the lift operating conditions which may affect the risk assessment; • making relevant documentation available to the lift engineers person, e.g. manufacturer's instructions and maintenance records; • ensuring that all documentation complies with the relevant regulations; and • ensuring records are kept for scrutiny. The Property Team are responsible for taking appropriate remedial action for any deficiencies identified in any service, maintenance or examination reports they receive and tracking the progress of repairs. Any serious or significant defects reported will result in the lift being taken out of service immediately. The Head of Health, Safety & Environment is responsible for ensuring that this policy and its associated procedures remain up to date and that there is an effective programme in place for maintaining & thoroughly examining them in all properties. The Chartered Lift Company that Abbeyfield chooses must have the appropriate and relevant experience, skills and knowledge for the role. The company should be a member of the LEIA, independent of Abbeyfield, and will be responsible for the implementation, administration and monitoring of all the safety arrangements defined in BS7255 (2001). The company will be required to appoint competent lift engineers to carry out the relevant lift service, maintenance and examination works for their contract. They are also required to monitor the performance of their appointed lift engineers and ensure the highest standards of safety and service at all times. Service Managers (including Care Home Managers, Operations Managers, and Sheltered Housing Managers) are required to undertake simple daily monitoring of lifts in order to check their correct operation and follow the appropriate procedure in the event of an emergency situation.
5 Finance, Value for Money & Social Value	National and /or local service and maintenance contract costs. There are possible negative impacts on the organisation's finances by not following such requirements through uninsured fines, liability claims, and negative publicity.
6 Linked policies	Health and Safety Policy (YH009P) Moving and Handling (People) Policy (C060P)

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	Safe Premises and Equipment Policy (YH020P)
7 Relevant Legislation / Regulation	Health and Safety at Work etc. Act (HSAWA) (1974) Management of Health and Safety at Work Regulations (MHSWR) (1999) Lifting Operations and Lifting Equipment Regulations (LOLER) (1998) Electricity at Work Regulations (1989)
8 Guidance	Testing and Assessment of Lifts 1998 LG1 The Safety Assessment Federation and BS7255 (1989) The Code of Practice for safe working on lifts; ACOP L113 IET Wiring Regulations (BS 7671) HTM 08 02 – lifts
9 Review	Every 3 years, subject to any regulatory or legislative updates.
10 Procedure(s) 10.1 10.2	Maintenance and Inspection of Lifts [in development] Lift Safety in Emergency Situations [in development]
11 Process Map(s) 11.1	N/A

Version	Purpose/change	Resident Panel Involvement	Author	Date
1.0	Policy written.	N	David Coggrave (Health & Safety Manager)	February 2020
2.0	Separated into policy and SOPs. Updated terminology to reflect current organisational structure.	N	Mary Boothman (Lead Health & Safety Advisor)	March 2026