



South Cambridgeshire District Council

Lifts & Lifting Equipment Safety Policy (Housing)

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Ownership	Head of Housing
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1. Introduction

- 1.1. Lifts and lifting equipment are essential for ensuring safe, accessible housing, particularly for residents with mobility needs and in multi-storey buildings.
- 1.2 South Cambridgeshire District Council (SCDC) has a statutory duty to ensure that all lifting equipment it provides, whether in individual homes or communal areas, is safely maintained, regularly inspected and compliant with all relevant regulations.
- 1.3 SCDC owns and manages a range of lifting equipment, including communal passenger lifts in blocks of flats and in individual homes, such as hoists, stairlifts and through-floor lifts. As part of our duty of care, we will ensure all such equipment is maintained to a safe standard and remains in good working order.

2. Purpose and Scope

- 2.1 The purpose of this policy is to ensure that all lifts and lifting equipment are safe, reliable and legally compliant, and that risks to residents, visitors, staff and contractors are minimised.
- 2.2 This policy applies to all residential and communal buildings owned by and managed by SCDC as part of its housing landlord function. This does not include any individual leasehold, equity share or shared ownership properties other than the lifts in communal areas that facilitate access. Properties managed by Ermine Street Housing or Shire Homes Lettings are not included, as they have their own policies.
- 2.3 The policy relates to the following:
 - Passenger lifts in blocks of flats
 - Platform lifts (for disabled access)
 - Stair lifts and through-floor lifts in individual homes
 - Hoists and other lifting equipment installed by SCDC for individual use



- 2.4 It does not apply to resident-owned equipment installed via grants or private arrangements.
- 2.5 Under the Health & Safety Act, any carers engaged by the resident should carry out their own risk assessment(s) of any equipment prior to its use.

3. Legal and Regulatory Framework

- 3.1 This policy is informed by, and will be implemented in accordance with relevant legislation and standards, including (but not limited to):
- [Health and Safety at Work etc. Act 1974](#)
 - [Housing Act 2004 \(HHSRS\)](#)
 - [Lifting Operations and Lifting Equipment Regulations \(LOLER\) 1998](#)
 - [Provision and Use of Work Equipment Regulations \(PUWER\) 1998](#)
 - [Management of Health and Safety at Work Regulations 1999](#)
 - Building Regulations (Approved Documents M & B)
 - [Fire Safety \(England\) Regulations 2022](#)
 - [Reporting of Injuries, Diseases and Dangerous Occurrences Regulations \(RIDDOR\) 2013](#)
 - [Equality Act 2010](#)
 - [Lifts Regulations 2016](#)
 - [Regulator of Social Housing Consumer Standards](#)
 - Relevant British and European Standards (e.g. BS EN 81 series for lifts)
- 3.2 In accordance with the relevant regulatory requirements, SCDC will put in place robust arrangements for inspection, maintenance and emergency response, together with effective communication with residents. This policy provides the framework through which these responsibilities are met and ensures that lifts are safe, reliable and fit for their intended purpose.



4. Responsibilities

4.1 SCDC will:

- Ensure all landlord-owned lifting equipment is safe and fit for purpose, complying with all relevant legislation.
- Allocate sufficient resources for inspection, maintenance/servicing and renewal.
- Maintain accurate records of servicing, inspections and examinations.
- Put in place effective arrangements with competent and qualified contractors.
- Ensure staff are skilled, experienced and well-trained as appropriate.
- Seek independent assurance and challenge on our performance.
- Report to the Housing Engagement Board, Leadership Team and Members on our lift management performance.
- Ensure that where others manage or operate properties on behalf of the Council, that suitable checks are carried out to confirm compliance with all relevant legislation.

4.2 The Asset and Property Services Team are responsible for:

- Maintaining an up-to-date register of all lifts and lifting equipment.
- Arranging routine servicing, repairs and statutory inspections.
- Ensuring faults are addressed within agreed timescales.
- Managing contracts with lift and equipment service providers.

4.3 We will ensure that contractors:

- Be suitably qualified, competent and insured.
- Comply with all health and safety legislation and this policy.
- Report defects, risks or safeguarding concerns immediately.
- Provide certificates, reports and documentation as required.

4.4 Residents are expected to:

- Use equipment in accordance with instructions.



- Report defects or concerns promptly.
- Not interfere with or misuse lifting equipment.
- Allow SCDC or our appointed contractors access to carry out equipment inspections/maintenance.

5. Communal Passenger Lifts

5.1 Provision and Design

Communal lifts will be:

- Designed and installed to relevant standards
- Accessible, where reasonably practicable, for disabled residents
- Fitted with emergency communication systems

5.2 Inspection and Maintenance

- All inspection and maintenance of communal lifts will be carried out by SCDC appointed contractors.
- Passenger lifts to be inspected monthly, to include visual and functional checks including non-lifting parts such as checking that alarms are operating correctly.
- Routine servicing will be carried out in accordance with manufacturer guidance.
- Communal lifts will receive a thorough examination at least every six months or following any substantial alterations or major repairs.
- Statutory reports and defect notices will be acted upon without delay.

5.3 Breakdown and Emergencies

- 24/7 emergency breakdown response arrangements will be in place.
- Clear procedures will exist for resident entrapment and communication.
- Prolonged outages will be risk assessed, with mitigation measures considered.
- Where a communal lift is out of service, SCDC will aim to have a lift contractor dispatched within 24 hours.



6. Lifting Equipment in Individual Properties

6.1 General Principles

- Lifting equipment installed in individual properties may include, but is not limited to, stairlifts, hoists and through-floor lifts.
- Equipment will be suitable for the tenant's needs based on an Occupational Therapy assessment (see the [Disabled Adaptations Policy](#) for further information).
- Installation will be carried out by competent contractors.
- The safety of both tenants, those living in the household, visitors and staff will be considered as part of any installation.
- SCDC is responsible for ensuring all lifting equipment is safe and properly maintained. Tenants must provide reasonable access for inspections, maintenance and statutory safety checks.
- SCDC or its contractors will make reasonable efforts to arrange appointments at convenient times. Continued refusal of access may constitute a breach of tenancy and could result in legal action to allow the Council to fulfil its statutory duties.

6.2 Inspection and Examination

- All lifting equipment in individual properties will be inspected as per installation guidance or risk assessment (dependent upon the type of lift).
- Lifting equipment will be serviced in line with manufacturer guidance.
- All lifting equipment in individual properties will receive a thorough examination at least every six months or following any substantial alterations or major repairs.
- Defects identified as presenting an immediate risk will result in the equipment being taken out of use.

6.3 Changes in Occupancy or Need

- Equipment in individual properties will be reviewed when a tenancy ends or a tenant's needs change.



- Decisions on removal, retention or adaptation will be risk-based and documented.

7. Reporting of defects

- 7.1 Tenants should report defects with any lifting equipment in individual properties to the appropriate service provider, as specified.
- 7.2 Communal Lifts will display information for who to contact in an emergency/report a defect.
- 7.3 If a member of staff or contractor identifies a defect, it must be reported without delay to the Property Services Team.
- 7.4 Where defects are reported to SCDC rather than directly to the service provider, SCDC will promptly notify the designated lift repairs and maintenance provider to ensure the issue is addressed. Where a defect is assessed as serious or significant, the lift will be taken out of service until the problem has been fully resolved.

8. Risk Assessment and Management

- 8.1 Risk assessments will be undertaken for lifting equipment where appropriate.
- 8.2 Additional controls will be introduced for vulnerable residents or complex installations.
- 8.3 Fire safety, power failure and evacuation risks will be considered.

9. Communication and Resident Engagement

- 9.1 SCDC will:
 - Provide residents with clear information on safe use
 - Explain how to report faults and emergencies
 - Consult residents where significant works or changes are planned



10. Records and Documentation

10.1 SCDC will maintain accurate records, including:

- Asset registers
- Service and maintenance logs
- Thorough examination reports
- Certificates of conformity and compliance
- Records will be retained in line with organisational retention policies and legal requirements.

11. Tenant-Owned Equipment

11.1 Where tenants install their own equipment:

- SCDC will set out clear conditions for consent.
- Responsibilities for maintenance, inspection and insurance will be the responsibility of the tenant.
- SCDC reserves the right to require evidence of safety and compliance.

12. Training and Competence

12.1 SCDC Staff involved in managing or inspecting lifting equipment will:

- Receive appropriate training
- Understand their health and safety responsibilities
- Know how to escalate risks and defects

13. Roles and Responsibilities

13.1 SCDC will appoint a Responsible Person to ensure that the commitments in this policy are carried out as well as the actions identified in any risk assessment – see management structure below:

- **Duty Holder:** Head of Housing



Has ultimate accountability for lift and lifting equipment safety, ensuring that adequate resources are made available to enable the objectives of the policy to be met.

- **Responsible Person:** Service Manager – Housing Assets
Oversees the operational delivery of the policy and that this policy is reviewed and kept up to date.
- **Deputy Responsible Person:** Asset & Compliance Manager
Supports the Responsible Person in the day-to-day management of this policy, ensuring that all associated procedures remain current and are effectively implemented. This role is also responsible for monitoring and reviewing the policy, promoting staff awareness, coordinating relevant training, and contributing to ongoing policy development.
- **General Duties:** Asset & Compliance Team
Responsible for organising, managing and monitoring the maintenance and service contracts, which includes the servicing programme as well as supporting resident communication and ensuring timely responses and resolutions.

14. Measuring Compliance

- 14.1 Compliance with this policy will be monitored through audits and performance reporting.
- 14.2 The Service Manager – Housing Assets will regularly report to the Leadership Team, Members and tenants in accordance with approved Key Performance Indicators, which shall include:
- The [LOLER](#) inspection Program
 - The Service and Maintenance Program
 - Lift remediation outstanding actions against an action plan for completion
 - Lift remediation actions that are overdue against an action plan for completion.



14.3 Serious incidents will be investigated and learning shared.

15. Accessibility and Inclusion

15.1 SCDC is committed to engaging with tenants and residents in line with the [Equality Act 2010](#). Reasonable adjustments will be made to ensure services are accessible to all. This may include:

- Contact preferences
- Offering home visits
- Use of advocates or interpreters
- Alternative communication formats, such as large print or translated materials
- Adjusting appointment times to accommodate mobility or health needs

16. About this policy

16.1 This policy will be reviewed every 5 years. However, earlier reassessment may be required following tenant feedback, further guidance or where there are changes in operations and/or legislation.

16.2 This policy has been produced in consultation with tenant representatives. If a tenant is interested in getting involved in shaping the housing service, further information is available on the [website](#) or contact resident.involvement@scambs.gov.uk.



17. Service Requests and Complaints Process

17.1 A tenant should report initial service requests, such as repairs or safety concerns, through the designated channels

Repairs: **Online** via the Council's [website](#).
By phone via the Repairs Hotline: 0800 0085 1313
Through the **M&Me** Mobile App



General Queries: Tel: 01954 713 000
E-mail duty.housing@scamb.gov.uk

- 17.2 The [Communications Charter for tenants and leaseholders](#) sets out detailed guidance on how to contact the Council and the service standards that can be expected in relation to communication and responsiveness.
- 17.3 SCDC aims to provide excellent customer service but recognises that mistakes can happen. If a tenant is dissatisfied with the service received following a service request, they can make a complaint in accordance with the Council's Complaints Policy. To make a complaint, visit our [website](#) or telephone 01954 713000 or e-mail housing.complaints@scamb.gov.uk.

18. Our Values

Ambitious

- We are proactive and take a forward-thinking approach to addressing challenges.
- We create smart solutions and reach our goals with determination and a clear vision.

Collaborative

- We foster a culture of teamwork and open communication.
- We work with and involve stakeholders, to improve how the organisation works and serves the public.

Compassionate

- We prioritise empathy and understanding in decision-making and service delivery.
- We consider the wellbeing of people and communities in everything we do, and we replicate this when we talk to our colleagues because we know that when we support each other, we all do better.

Accountable

- We take responsibility for our actions and decisions.
- We own up to mistakes and make sure we fulfil our commitments.