



Report to: Policy & Performance Improvement Committee – 13 April 2026  
 Director Lead: Suzanne Shead, Director - Housing, Health & Wellbeing  
 Lead Officer: Wayne Fox, Business Manager - Building Safety & Asset Investment

Report Summary	
<b>Report Title</b>	HSG Policy - Passenger Lifts, Stair Lifts & Hoists Policy
<b>Purpose of Report</b>	This Policy has been developed to set out our approach to managing Newark & Sherwood District Council’s (NSDC) Passenger Lifts, Stair Lifts & Hoists. This policy is one of a suite of policies that cover all aspects of compliance and these policies are designed to ensure that NSDC has a robust approach to compliance and customer safety. This is a new policy which will be aligned to current legislation, regulation and industry best practice to ensure that the services delivered in line with the policy are both effective and efficient.
<b>Recommendations</b>	That the Policy & Performance Committee: a) note and endorse the Passenger Lifts, Stair Lifts & Hoists Policy to ensure legal compliance and improved service delivery in line with legislation, regulation and industry best practice; and b) recommend approval of the Policy to Cabinet.
<b>Reason for Recommendation</b>	The Policy has been developed to align with organisational responsibilities, legislation and industry standards.

## 1.0 Background

- 1.1 The NSDC Passenger Lifts, Stair Lifts & Hoists Policy (attached as Appendix 1) outlines the management, maintenance, and compliance framework to ensure the safety and wellbeing of residents, visitors, contractors, and staff using lifts across all council properties. Detailing roles, responsibilities, training, communication, customer engagement, performance monitoring, and adherence to relevant legislation and standards. The policy will be subject to reviews every three years or at any point sooner if any changes in legislation are enacted. This will ensure that the policy is kept up to date and remains effective.
- 1.2 This Policy sets out servicing frequencies, contractor competency requirements, database and record-keeping strengthening, tenant access enforcement, and emergency mantrap rescue procedures.

- 1.3 The Policy includes revised responsibilities, tenant communication improvements, emergency rescue procedures, KPI reporting, and statutory compliance alignment with LOLER, CDM 2015, and BS7255:2012.

## **2.0 Proposal /Options Considered**

- 2.1 It is proposed that the new Passenger Lifts, Stair Lifts & Hoists Policy be agreed and forwarded to Cabinet with a recommendation for approval and implementation.
- 2.2 No alternative option has been considered as this is a statutory requirement.

## **3.0 Implications**

In writing this report and in putting forward recommendations, officers have considered the following implications: Data Protection; Digital & Cyber Security; Equality & Diversity; Financial; Human Resources; Human Rights; Legal; Safeguarding & Sustainability and where appropriate they have made reference to these implications and added suitable expert comment where appropriate.

<b>Implications Considered</b>			
<b>Yes – relevant and included / NA – not applicable</b>			
Financial	<b>NA</b>	Equality & Diversity	<b>NA</b>
Human Resources	<b>NA</b>	Human Rights	<b>NA</b>
Legal	<b>NA</b>	Data Protection	<b>NA</b>
Digital & Cyber Security	<b>NA</b>	Safeguarding	<b>NA</b>
Sustainability	<b>NA</b>	Crime & Disorder	<b>NA</b>
LGR	<b>NA</b>	Tenant Consultation	<b>NA</b>

### **Financial Implications – FIN25-26/2543**

- 3.1 There are no financial implications arising from this report.

### **Legal Implications LEG2526/8266**

- 3.1 Lifting Operations and Lifting Equipment Regulations 1998 (LOLER) – where we provide a stairlift, through-floor lift, or hoists in a property, the Council must manage and control the risks to avoid any injury or damage.
- 3.2 The Council’s tenants are contractually obliged to allow access for certain works to be carried out under their terms and conditions of their tenancy agreement. If they fail to comply, this is a breach of contract which can be remedied through tenancy enforcement. Equally, the Council also has obligations by virtue of its tenancy agreement to do certain things and undertake certain work.
- 3.3 Failure to comply with the requisite legislation and regulations could lead to the Council being prosecuted or civil claims being made against it as well as being reported to the Housing Ombudsman. S27BA of the Housing Act 1985 provides that the Secretary of State may make regulations for imposing requirements on local authorities to consult tenants. Any consultation should be carried out in accordance with the relevant Regulations.

### **Tenant Consultation**

- 3.4 Due to programme timescales and the need to progress these policies in a timely manner, tenant consultation was not undertaken on this occasion for the Passenger Lifts, Stair Lifts & Hoists Policy / the HSG Policy – Heating & Gas Servicing Policy. While tenant involvement is a key principle of the Council’s approach to policy development, this was not achievable within the available timeframe. These policies will be kept under review and opportunities for tenant feedback and engagement will be considered as part of future reviews or implementation activity where appropriate.

### **Background Papers and Published Documents**

Except for previously published documents, which will be available elsewhere, the documents listed here will be available for inspection in accordance with Section 100D of the Local Government Act 1972.

Passenger Lifts, Stair Lifts & Hoists Policy - Housing

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Newark & Sherwood District Council  
Policy Document  
January 2026



<b>Approved by:</b>	<b>Date:</b> January 2026
<b>Maintained by:</b> Business Manager – Building Safety & Asset Investment	
<b>Next review date:</b> January 2029	

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## **Background**

This policy has been developed to set out our approach to managing Newark & Sherwood District Council's (NSDC) Passenger Lifts, Stair Lifts & Hoists located within properties managed under the Housing Revenue Account (HRA). This policy is one of a suite of policies that cover all aspects of compliance, and these policies are designed to ensure that NSDC has a robust approach to compliance and customer safety. This is a new policy only affects HRA managed properties which will be aligned to current legislation, regulation and industry best practice to ensure that the services delivered in line with the policy are both effective and efficient.

## **Summary**

The NSDC Passenger Lifts, Stair Lifts & Hoists Policy outlines the management, maintenance, and compliance framework to ensure the safety and wellbeing of residents, visitors, contractors, and staff using lifts across all council properties. Detailing roles, responsibilities, training, communication, customer engagement, performance monitoring, and adherence to relevant legislation and standards. The policy will be subject to reviews every three years or at any point sooner if any changes in legislation are enacted. This will ensure that the policy is kept up to date and remains effective.

### **1. Introduction**

1.1 This policy sets out how NSDC will:

- Minimise the risk to and protect the health and wellbeing of residents, visitors, contractors and staff using lifts to move between floors in NSDC premises.
- Comply with the legal duties implied upon landlords; and a working framework for Staff and Board Members, which details their individual responsibilities.

1.2 This document relates to all properties owned, occupied or operated by NSDC. The scope of this policy includes passenger lifts and other lifts/lifting equipment (e.g., hoists, through-floor lifts, stairlifts) used for the purpose of lifting or transporting people. Those lifts, stairlifts or hoists purchased and installed by tenants themselves will require landlord consent and the maintenance, servicing and upkeep will be their own responsibility and for the avoidance of doubt, these do not fall within the scope of this policy (other than as part of wider cyclical electrical safety checks within the whole dwelling).

### **2.0 Management Plan**

2.1 A lift servicing contractor will inspect and maintain passenger lifts on a bi-monthly frequency, and the NSDC insurance-appointed engineering inspection provider will inspect the passenger lift every six months. The insurer's competent person will undertake the thorough examination of all passenger lifts. The purpose of the thorough examination is to carry out a systematic and detailed examination of the passenger lift and safety-critical parts. The Insurer is independent of the servicing contractor and will produce independent and impartial written reports after each examination. Domestic hoists will be serviced and inspected every 6-months, and stairlifts inspected annually by a specialist contractor appointed by NSDC. All reports will be stored within NSDC's compliance management software and retained for 5-years.

- 2.2 NSDC will ensure that an independent competent person undertakes maintenance inspections and thorough examinations of all lifts and associated equipment covered by this policy. Anyone working on lifts will hold the appropriate qualification to work on equipment and will be registered members of the Lift and Escalator Industry Association (LEIA) or equivalent.
- 2.3 For all thorough examinations, NSDC will use companies that are UKAS Accredited to ISO/IEC17020 standard. This will not be the same person who undertakes routine maintenance/servicing of the equipment as this will be for the purpose of providing third party assurance on all servicing and maintenance tasks.
- 2.4 NSDC will check the relevant qualifications of employees working for these contractors to ensure that all persons are appropriately qualified for the work that they are undertaking. These checks will be undertaken on an annual basis as part of the annual contractor review meetings.
- 2.5 Recommendations arising from these inspections will be time-bound and the completion of these remedial works within that timeframe will be reported as a Key Performance Indicators (KPIs). The specialist contractor carrying out the thorough examinations of all lifts will be asked to comment on the performance of the lift servicing/maintenance contractor. The comments will be reported as a KPI.
- 2.6 NSDC will maintain an up-to-date master database of all properties containing lifting equipment to transfer people between floors (the Lift Safety Register).
- 2.7 Where a requirement for lifting equipment exists, the Lift Safety Register will hold full copies of the servicing/maintenance visits and the current and previous thorough examination records over the past 5 years along with key reports and audits. It will contain the date of the last examination and flag the date of the next examination.
- 2.8 Where NSDC require access to the tenant's dwellings, tenants will be required to provide reasonable access to NSDC or its contractors to undertake activity in compliance with this policy. If the tenant does not provide access, NSDC will deal with the refusal as a failure to comply with tenancy conditions and legal access injunction will be pursued. Tenants will be charged in full for any legal costs involved in obtaining access.
- 2.9 Where NSDC has no responsibility for the lift NSDC will write to the responsible person on an annual basis asking for written confirmation that:
  - They are fully aware of all relevant servicing legislation/obligations.
  - These obligations have been attended to by a person competent to do so and are not overdue.
  - NSDC has been informed of any material issues relating to resident health and safety.

2.10 Planned maintenance or upgrade programmes that include work to lifts will be subject to review by a competent person before and after major works programmes. NSDC will ensure that, for any lift works, (i.e. repairs, servicing/maintenance or thorough inspections):

- Anyone appointed to undertake design or construction activities can demonstrate the necessary competence to discharge their responsibilities relating to lift safety.
- Reasonable assurance will be designed into the work proposals so that resident and visitor safety and accessibility can be assured during the works.
- Residents will be properly engaged on all matters that affect them.
- Works have complied with legislation and guidance.
- There is an appropriate site inspection and sign-off programme in place for the stages of the work.

2.11 NSDC will ensure that, for existing homes and new-build properties, all necessary information relating to commissioning and installation certification, and future maintenance requirements is completed and handed over prior to the lift being put into service and that these are included on the compliance Lift safety database. NSDC will ensure that the Lifts Regulations 2016 for conformity assessment is carried out requiring new lifts to be marked with CE/UKCA marking obligations.

### **3.0 Roles and Responsibilities**

#### **3.1 Chief Executive (Duty Holder)**

The CEO has the overall responsibility for the implementation of this policy. The key responsibilities are to ensure the organisation has sufficient resources and systems in place to achieve and maintain statutory compliance, including but not limited to:

- Ensuring adequate processes and procedures are in place to manage Lift Safety.
- Ensuring sufficient information instruction and training is carried out.
- Monitoring the performance of staff and contractors.
- Ensuring that members of the public, staff and contractors are not unnecessarily exposed to risk.

Although overall responsibility for Health & Safety in the workplace rests with the Chief Executive, management responsibilities will be delegated through the Organisational Structure. Directors, Business Managers, Senior Managers, Line Managers and employees at all levels of the organisation are therefore responsible for the Corporate Health & Safety Policy, though the extent of this responsibility varies according to the individual's position in the organisation.

#### **3.2 Directors**

Directors will assist and deputise for the Chief Executive and are responsible for the overall effectiveness of the Lift Safety Policy in their areas of responsibility. They are required to nominate a deputy from within their own Directorate to liaise as required with the Responsible Person. The nominated

Deputy should be a relevant Business Managers who will assist and deputise for the Director. Directors will be required to:

- Have overall responsibility for compliance with the Lift Safety Policy in their Directorate.
- Ensure adequate resources are allocated to manage risk arising from lifting equipment.
- Monitor the performance of their employees against the policy.
- Ensure sufficient information instruction and training is carried out.
- Ensure that actions arising following the Insurer's thorough examination are resolved and reviewed accordingly.
- Advise the Chief Executive of any problem arising in connection with the management of lift safety.

### 3.3 **Business Managers**

Business Managers will act as nominated deputy for their Director where required. Business Managers will:

- Have overall responsibility for compliance with the Lift Safety Policy in their service area.
- Ensure sufficient resources are allocated to manage risks arising from lifting equipment.
- Ensure that managers fulfil their responsibilities relating to the management of lifting equipment
- Ensure sufficient information, instruction and training is carried out within their service area
- Ensure that actions arising following the Insurer's thorough examination are resolved and reviewed accordingly and reported to the Director.
- Monitor the performance of their employees against the policy.
- Advise their Director of any problem arising in connection with the management of lifting equipment.
- Where a defect poses an imminent danger to life occurs the HSE will be notified through Corporate Safety communicated.

### 3.4 **Compliance Manager**

The Compliance Manager is nominated and appointed by the Chief Executive to manage the day-to-day procedures necessary for the management of lifting equipment and be responsible for the strategic management of lifting equipment within the responsibility of NSDC.

The Compliance Manager has overall responsibility for delivering statutory compliance and is responsible for the preparation and monitoring of the policy, ensuring it meets with current legislation. Further areas of responsibility are:

- Writing monitoring and reviewing the policy.
- Ensuring risks associated with lifting equipment are managed effectively.
- Formulating and revising the NSDC Policy every 3 years or following significant incident or change in legislation.

- Formulating and revising the Lift Safety Management Plan.
- Facilitating Independent Insurer's assessments to ensure that the provisions within the Management Plan are being enforced to the standard required.
- Ensuring sufficient information instruction and training is carried out within their service area.
- Ensuring risks arising from lifting equipment related activities are recorded reviewed and mitigated.
- Ensure that actions arising following the Insurer's thorough examination are resolved and reviewed accordingly and reported to the Business Manager.
- Ensuring a designated deputy, is available in their absence to manage the day-to-day procedures and be responsible for the strategic management of lifting equipment within the responsibility of NSDC as well as any other duties the Compliance Manager is responsible for should the need arise.

### 3.5 **Designated Statutory Compliance Surveyor**

The designated Statutory Compliance Surveyor is responsible for the day to day running of the Lift Safety Management Plan. The designated Statutory Compliance Surveyor is responsible for:

- Day to day delivery of works relating to lifting equipment servicing and maintenance, and carrying out defect works as set out in certificates, reports etc.
- Ensuring all related documentation complies with the Regulations and is correctly completed and stored within Open Housing and Compliance Management Software.
- Acting promptly to remedy any notified defects,
- Checking orders and invoices are correctly matched and authorising them and passing them for payment.
- Ensure that actions arising following the Insurer's thorough examination are resolved and reviewed accordingly and reported to the Compliance Manager.
- Monitoring the performance of maintenance staff and contractors, ensuring that residents, members of the public, employees and contractors are not unnecessarily exposed to risk, running regular monthly status reports to the Compliance Manager,

### 3.6 **Employees**

All Employees of NSDC, irrespective of their position shall:

- Take reasonable care for their own Health and Safety and that of other persons who may be adversely affected by lifting equipment, including members of the public, tenants, visitors and contractors.
- Co-operate with NSDC and its managers to enable compliance with this policy and the legal duties it holds.
- Halt works that, in their opinion, may present a serious risk to health of themselves or others, and report immediately to their line manager.
- Report any incident involving lift safety.

### 3.7 **Tenants and Leaseholders**

This policy is to be read in conjunction with NSDC current Tenancy Agreement or Terms of Lease.

- Tenants will allow reasonable access to NSDC or its contractors to undertake activity in compliance with this policy.
- Tenants will not interfere with the lift installation in any way.
- Tenants will report any defects in the lift installation as soon as they are aware of it.

### 3.8 **Contractors**

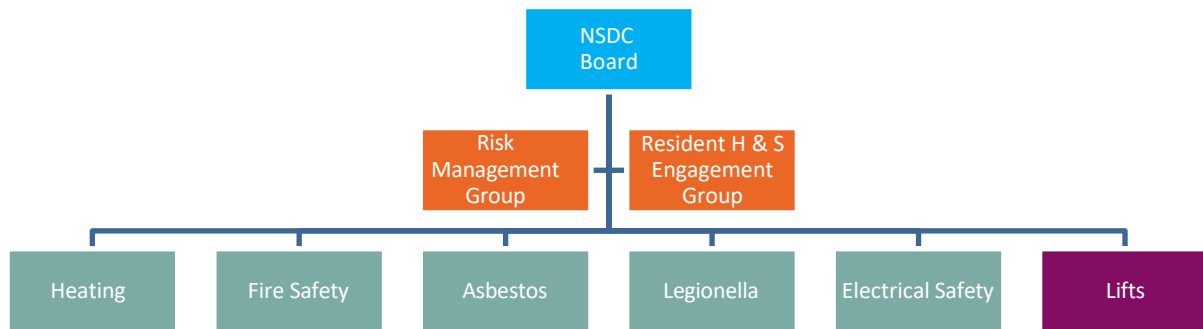
This policy is to be read in conjunction with NSDC Code of Conduct for Contractors. Contractors are required to immediately report any risks or concerns to the respective NSDC Contract Officer or Project Manager and stop ongoing works until they are satisfied their concerns have been mitigated. All contractors will be able to:

- Demonstrate adherence and use of information made available to them through this policy through testing as part of NSDC ongoing audit regime.
- Provide required inspection certificates / reports to NSDC within 7 days of undertaking the site activity.
- Comply with NSDC Health and Safety Policy
- Take reasonable care for their own health and safety.
- Consider the safety of other persons.
- Report to management any unsafe acts or unsafe conditions that may compromise the health, safety or welfare of themselves or others, DON'T WALK BY!
- Notify NSDC of any serious Health and Safety incident or near miss.
- Provide NSDC with relevant certification and evidence of competency prior to commencing works and is to provide NSDC with copies of all legally required, and relevant documentation upon completion of works.

## 4.0 **Communication**

- 4.1 All NSDC employees and stakeholders are required to immediately report any concerns regarding the safety of lifting equipment directly to their line manager.

To support this approach a formal communication system is established within NSDC communication framework to provide specialist advice and support to the organisation, as illustrated below.



4.2 Relevant communication is provided to all tenants on what to do in case of a fire evacuation, and any scheduled works or planned outages is provided to tenants prior to the commencement of works.

## 5.0 Emergency Procedure

5.1 NSDC has established comprehensive rescue plans for trapped passengers (mantraps) as part of our contractual obligations. These plans ensure that any emergency call made from a lift to the centralized monitoring station is responded to promptly and effectively. Where an entrapment occurs, the contractor will attend within 1-hour to release the entrapped passenger(s). Performance is monitored through a defined KPI that measures response times, ensuring compliance with agreed service standards and continuous improvement in passenger safety.

5.2 Guidance to tenants and users of passenger lifts is communicated within the cart on actions to take in case of an emergency are handled directly through the centralized monitoring station.

## 6.0 Training

6.1 NSDC shall ensure that adequate information, instruction, and training is given to their employees at levels proportionate to the risks of exposure and their roles will undertake regular training of managers and staff, regular building users and contracted third parties.

The Compliance Manager will ensure that all staff responsible for lifting equipment and all appointed responsible persons:

- Will receive appropriate training and annual refresher training.
- That training records are kept up to date.
- That all employees currently working in this area have received appropriate training in the required timeframe.

A record of all training completed will be kept electronically through iTrent and “Ambition Academy”. Managers are responsible for ensuring all relevant employees attend the applicable training course.

## 7.0 Customer Contact

7.1 NSDC will encourage lift safety by periodically informing residents of the importance of reporting any issues with lifts through:

- A tenant information pack.
- The provision of information via the website.
- In the tenant newsletters, and
- Leaflets handed to new tenants where they have access to a lift.

Tenants will need to obtain permission for any privately commissioned works that involve lifting equipment. Approval will not be unreasonably withheld, although consent may be conditional upon a requirement for the resident to commission appropriate maintenance and inspection activity. Where unauthorised work with the potential to impact safety is discovered, NSDC will take the appropriate action to remove or remedy. The cost of doing so may be recovered from the resident.

Tenants can report defects with lifts (for which NSDC are responsible) under the responsive repairs service and NSDC will deal with any reported repair requirements in accordance with the Repairs Policy. All works will be undertaken by people competent to do so.

## 8.0 Compliance Performance Management & Quality Assurance

8.1 Performance against key performance indicators relevant to this policy will be reported to the Director of Housing and the Senior Leadership Team (SLT) at least monthly. Performance and risks arising from this policy will be monitored by the Building and Risk Management Group (RMG). Quarterly update reports will be provided to NSDC SLT.

Relevant KPI Description	Target	Rationale
Percentage communal passenger lifts that require a thorough examination (LOLER)	100%	Tenant Satisfaction Measures (TSM)
Percentage of domestic hoists that require a thorough examination (LOLER)	100%	Tenant Satisfaction Measures (TSM)
Percentage of domestic stairlifts that require a thorough examination (LOLER)	100%	Tenant Satisfaction Measures (TSM)

8.2 The following key performance indicators will be used to measure how effectively the policy is being managed:

- The number and proportion of passenger lifts which have not had a bi-monthly maintenance/servicing inspection within its due date.
- The number and proportion of passenger lifts which have not had the 6-monthly thorough inspection within its due date.
- The number and proportion of Through-lifts, Stairlifts and Hoists which have not had a 6-month/12-month maintenance/servicing inspection within its due date.
- The number and proportion of Through-lifts, Stairlifts and Hoists which have not had a thorough annual inspection within its due date.
- Number and proportion of assets with a passenger lift having an LOLER Imminent Danger examination report.
- Number and proportion of actions arising from all inspections or maintenance/servicing activity that are overdue.
- The number of RIDDOR notices issued with regards to lift safety.
- Number of sites where negative observations were made by the specialist contractor carrying out the thorough examinations of all lifts on the performance of the lift servicing/maintenance contractor.

Additional assurance activity will be provided via external checking by NSDC LOLER insurance inspections. The approach will be reported to Risk Management Group (RMG).

#### **9.0 Policy Review**

This Policy shall be reviewed by the Compliance Manager every three years, or if there are any significant changes to the current Lift Safety Policy, HSE approved codes of practice or guidance, or as the result of the outcome of an incident review.

## **Appendix 1 – Policy Context & Legislative Framework**

A well-maintained elevator in a commercial or residential environment will typically experience between 0.5 – 2 breakdowns in a year, of which 20% or 0.4 occurrences are mantraps (a person getting stuck inside a lift car).

Lifts carrying passengers require inspection by a ‘Competent Person’ with a maximum interval of six months between inspections. Goods-only lifts must be examined at least every 12 months. This is an important legislative requirement that should be undertaken in accordance with the Lifting Operations & Lifting Equipment Regulations 1998 (LOLER).

### **Regulatory Requirements and Guidance**

The following list sets out the key legislation and guidance:

- LOLER (Lifting Operation and Lifting Equipment Regulations) 1998.
- Lifts Regulations 2016.
- Landlord and Tenant Act 1985, 1987, 1988.
- Housing Act 1988, 2004.
- Management of Health & Safety at Work Regulations 1999.
- Workplace (Health, Safety & Welfare) Regulations 1992 (as amended).
- The Construction (Design and Management) Regulations 2015.
- Building Regulations (including Part P requirements).
- Right to Repair Scheme (introduced 1994).
- The Health and Safety at Work Act etc 1974.
- Defective Premises Act 1972.

The principal codes of practice applicable to this policy are:

- BS7255:2012 - Code of Practice for safe working on lifts.
- BS EN81-80 – Lift Upgrades for Existing Lifts.
- ACoP L113 - Safe use of lifting equipment: Lifting Operations and Lifting Equipment Regulations 1998 (2nd edition 2014).
- INDG422 - Thorough examination of lifting equipment: A simple guide for employers (2008).
- INDG339 - Thorough examination and testing of lifts: Simple guidance for lift owners.