Policy title	**Lifting Equipment Policy**
Summary	The aim of this policy, and the associated procedures and control documents is to ensure the safety from lift failure.
Scope	This policy applies to all lifts installed in properties owned or managed by MSV.
Author & Job Role	Callum Jones – Director of Asset Strategy
Business Area	Homes – Asset Strategy
Document Status	Final V8.0
Document Reference	Homes – Asset Strategy/Lifting Equipment Policy/2.0
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EIA completed **Other IAs completed**	14 September 2026 N/A
Consultation	Senior Leadership Team Compliance Team Sheridan Lifts Limited

Contents

1. **Introduction/Policy Purpose**
2. **Scope**
3. **Definitions**
4. **Roles & Responsibilities**
5. **Monitoring, Review & Evaluation**
6. **Related Documents**
   6.1 Lifting Equipment Procedure
   6.2 Appendices 1-19
   6.3 Property Care Plant & Equipment Usage Procedure
7. **Version History**
8. **Delivering the Policy/Procedure**
9. **Appendices**

1. Introduction & Policy Purpose

The overall aim of this policy, and the associated procedures and control documents is to ensure the safety from lift failure for people living and working in properties, owned or managed by Mosscare St Vincent's [MSV].

MSV aims to protect the occupiers of its properties, as well as other residents, visitors, staff, contractors and the general public, from the risks associated with lifts so far as is reasonably practicable.

This document sets out key policy objectives, control measures and accountabilities for ensuring safety from lifting operations.

This purpose of this policy is to ensure MSV meets its obligations under the following legislation:

- The Health and Safety at Work etc. Act 1974
- The Management of Health and Safety at Work Regulations 1999
- Lifting Operations and Lifting Equipment Regulations (LOLER) 1998
- Provision and Use of Work Equipment Regulations (PUWER) 1998

The application of this Policy ensures that MSV meets compliance with the outcomes of the Regulatory Framework for Social Housing in England introduced by the Homes and Communities Agency as outlined below:

(Registered Providers must) meet all applicable statutory requirements that provide for the health and safety of the occupants in their homes)

2. Scope

This policy applies to all lifts installed in properties owned or managed by MSV. In this

context “lifts” means any passenger or goods lifts, stair lifts, patient hoists or similar and their accessories.

3. Definitions

The key MSV policy objectives are:

1. Appoint a consultant who will have the necessary skills, knowledge and experience to provide technical support in regards to the safe operation, maintenance and replacements of lifts.

2. Ensure that Thorough Examinations are undertaken by a Competent Person in accordance with LOLER 1998.

3. Enter into suitable contract arrangements with competent contractors to carry out inspections, servicing and maintenance.

4. Prioritise & complete corrective actions identified within defined timeframes.

5. Keep records of the control measures and activities.

6. Ensure that detailed records are kept and administered via a Lift Register [The “Register”].

7. Annually review the job profiles, skills, knowledge and experience of those staff involved in the delivery of this policy and, where necessary, provide training so that they can deliver this policy.

8. Roles and Responsibilities

The accountabilities for implementation of this policy are as set out below:

1. The Chief Executive retains overall accountability for the implementation of this policy.

2. The Executive Director - Homes is responsible for overall policy implementation and ensuring that adequate resources are made available to enable the objectives of the policy to be met.

3. The Director of Asset Strategy is responsible for delivery of the key policy objectives as set out herein including designing and implementing procedures, staff training, and communication to customers.

4. The Head of Compliance and Building Safety is responsible for maintaining the Register, and accountable for achieving the targets associated with the key policy objectives.

5. The General Compliance Lead (Asbestos, Legionella & Lifts) is responsible for operational delivery, including the management of all contractors carrying out works and services related to lifts.

6. The Neighbourhood & Independent Living Teams shall support staff and contactors in gaining access to carry out maintenance & inspections and keep records where requested.

7. The Director of Asset Strategy is responsible for ensuring the policy is kept up to date with prevailing legislation and statutory obligations.

8. Local Authorities who undertake adaptation works which include personal lifting equipment installations will in some instances be responsible for service and maintenance of such equipment for the duration of the warranty period or as specified within the terms of the installation. Further information can be found within the Lift Management Procedure.

9. Monitoring, Review & Evaluation

The effectiveness of this policy will be monitored using a set of performance measure as below:

Measure	Target	Reporting Interval	Reviewed by
% of lifts with LOLER inspection carried out within 6 months of last inspection	100%	Monthly	Head of Compliance and Building Safety - Weekly Director of Asset Strategy - Monthly Customer & Communities Committee and Board - Quarterly
% of lifts with corrective actions completed after target date.	Zero		

Policy implementation will be reviewed:

1. Monthly by the Director of Asset Strategy via SLT.
2. At each Committee and Board meeting via the regular Asset Compliance report.
3. By the MSV external & internal audit teams, as required, and a report provided to the Audit & Risk Committee or Strategic Safety Forum.

The operational oversight of this policy will sit at the Strategic Safety Forum.

6. Related Documents

6.1 Lifting Equipment Procedure
6.2 Appendices 1-19
6.3 Property Care Plant & Equipment Usage Procedure

7. Version History

Version	Date	Description/Summary	Status	Author
V1.0	06/06/2018	New policy launch – date of first approval.	Approved	Philip Glover
V2.0	09/14/2019	Annual review with minor revisions.	Approved	Callum Jones
V3.0	09/14/2021	Annual review with minor revisions.	Approved	Callum Jones
V4.0	09/14/2022	Annual review with minor revisions.	Approved	Callum Jones
V5.0	09/14/2023	Annual review with minor revisions.	Approved	Callum Jones
V6.0	09/14/2024	Annual review with minor revisions.	Approved	Callum Jones
V7.0	03/10/2025	New template with minor revisions.	Approved	Callum Jones
V7.0	14/09/2026	New template with minor revisions.	Approved	Callum Jones

8. Delivering the Policy/Procedure

MSVs Lifting Equipment Procedure details the processes in which risks associated with lifts installed within both commercial and residential buildings are safely managed. In this context “lifts” means any passenger or goods lifts, stair lifts, patient hoists or similar and their accessories. This document explains how MSV meet the requirements of this policy.

MSV, as the owner of properties and buildings where lifts and lifting equipment is situated, will be responsible for the operation, condition (maintenance) and compliance with the relevant statutory requirements. This will include taking action (within the advised timescales) to remedy any faults or defects with lifting equipment identified through testing, inspection, preventative maintenance or thorough examination.

To ensure the above responsibilities are discharged, MSV will appoint a ‘Competent Person’ who will work in conjunction with the MSV Insurers and specialist contractors on the following:

1. To oversee the testing, inspection, preventative maintenance and thorough examination regime for lifting equipment including associated pull out testing to ‘eye bolt’, ‘lifting beam’ and ‘edge protection’ and ensure it is carried out by suitably skilled and competent operatives (thorough examinations to be carried out by lift maintenance contractors appointed by MSV Insurers, all other testing, remedial and maintenance works to be carried out by contractors appointed direct by MSV). This will also include ensuring all contractors meet their required health and safety obligations.
2. To report any defects identified, back to the Director of Asset Strategy and/or the Group Health & Safety Manager and where appropriate, to the enforcing authority (Local Health and Safety Executive) and issue works to remedy faults.

The Competent Person, working with external consultants where necessary, will also have responsibility for drawing up and maintaining the MSV Examination Scheme in conjunction with MSV Insurers.

This document must be followed by all employees, customers and stakeholders of MSV to understand the obligations placed upon them to maintain a safe environment within all properties owned or managed by MSV.

9. Appendices

None.

10. Impact Assessments

Equality Impact Assessment (EIA)

Name of Policy	MSV Lifting Equipment Policy	
Date of Assessment	14th September 2026	
Name & Role of Assessors	Callum Jones – Director of Asset Strategy	
What are the desired outcomes of the policy?	The overall aim of this policy, and the associated procedures and control documents is to ensure the safety from lift failure for people living and working in properties, owned or managed by Mosscare St Vincent's.	
Who are the main stakeholders in relation to the function?	Occupiers of our properties, as well as other residents, visitors, staff, contractors and the general public, from the risks associated with lifts so far as is reasonably practicable.	
Who will be consulted and what types of consultation will be carried out?	People & Talent, Compliance, Customer Services, Health & Safety, Property Care, Development, Asset Management. Agenda item for review and discussion at Strategic Health & Safety Steering Group along with individual consultation with leadership from each department.	
Summarise any evidence considered	SharePoint Link: 2026 Review Comments	
Could the function have a differential impact on:		**What evidence exists to support your analysis?**
	Yes / No	
Race Consider language and cultural factors	Yes	Where it becomes apparent that customers require communication in a language other than English, such communication will be translated beforehand, or conversations held through Language Line.
Gender reassignment Consider people proposing to or have undergone a process of having their sex reassigned.	No	
Disability Consider physical, visual, aural impairment, mental, learning difficulties	Yes	MSV will ensure all lifts in buildings we own, and control comply with the relevant equalities legislation (including the Disability Discrimination Act 2005 and the Equality Act 2010) and meet all health and safety requirements. Where it becomes apparent through the vulnerability markers that customers have learning difficulties or other impairments such as hearing or visual, MSV will accommodate their individual needs throughout the process.
Age Consider Elderly or young people	Yes	As above.

Sexuality Either know or perceived	No	
Gender	No	
Religion or belief Consider religious or cultural observance including non-belief, practices of worship	Yes	Where it becomes apparent that customers hold specific beliefs, cultural considerations will apply both while carrying out home visits, and also during religious celebrations when arranging appointments.
Other protected or vulnerable characteristics: • marriage or civil partnerships • pregnancy or maternity?	No	

In what areas could the differential identified be considered to have an adverse impact in this function and what solutions will be introduced to overcome these adverse impacts?	Where it becomes apparent that customers require communication in a language other than English, such communication will be translated beforehand, or conversations held through Language Line. MSV will accommodate customers individual needs throughout the process when identified as having learning difficulties or other impairments such as hearing or visual, through vulnerability markers. For customers who hold specific religious beliefs, cultural considerations will apply both while carrying out home visits, and also during religious celebrations when arranging appointments.
In what areas could the differential identified be considered a positive impact in this function and what strategies will be introduced to safeguard and spread these positive impacts?	The above differentials are all positive and have been put in place to enhance the safety & ease of use for occupiers of our properties from the risks associated with lifting equipment. These functions will improve the customer experience to ensure the process is followed, understood and cause minimal adverse impact to the customer. This will be achieved through specific consideration of their individual needs. Section 4.1 'Related documents' of the Lift Management Procedure references compliance with the relevant equalities legislation (including the Disability Discrimination Act 2005 and the Equality Act 2010) and meet all health and safety requirements.
Which Action Plans have these solutions/strategies been transferred into?	N/A
Who will be responsible for monitoring these Action Plans?	The Head of Building Safety & Compliance along with the Compliance Lead are responsible for monitoring these action plans.

Ratified by: SLT/Executive **Date**: 16 October 2026