



WOKINGHAM
BOROUGH COUNCIL



**Approved by
Tenant Volunteers**

Wokingham Borough Council

Lift Safety Policy

July 2026



This is the Policy for Lift Safety for Wokingham Borough Council's Housing Service.

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4. SIGNING OFF SECTION

This Policy has been subject to consultation, proof-reading, ease of reading and sign off with the following:

- Asset Management and Compliance Team.
- Repairs and Maintenance Consultative Panel.
- Local Housing Companies (Loddon Homes Ltd and Berry Brook Homes Ltd).
- Legal Services.
- Housing Leadership Team.
- Housing Innovation Partnership.



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Lift Safety Policy

1. Policy Overview

- 1.1 Wokingham Borough Council (WBC) manages approximately 3,000 residential properties, some of which have lifts, stair lifts, hoists or equivalent lifting equipment installed.
- 1.2 This policy provides a framework within which lift safety will be managed. It will include the associated roles and responsibilities, as well as the governance arrangements to ensure WBC is meeting its legal and moral duty to ensure that council tenants, employees, contractors and visitors are adequately protected from all foreseeable lift risks that may arise in homes and buildings owned and managed by the Council.
- 1.3 This Policy will be supported by a Lifting Equipment Safety Management Plan (LESMP), which provides operational details to managing lift safety including monitoring and servicing arrangements, risk management, and emergency protocols. The operational procedures in the LESMP set out how WBC will meet the statutory obligations outlined in this policy; therefore, the LESMP is enforceable through this policy.

2. Purpose

- 2.1 The purpose of this policy is to ensure that all applicable lifts and lifting equipment in the homes and buildings owned and managed by Wokingham Borough Council—including passenger lifts, platform lifts, stair lifts, through the floor lifts, lifting baths, and ceiling hoists—are regularly inspected, maintained, and managed to operate safely and in full compliance with statutory requirements.
- 2.2 The policy is designed to protect the health and safety of tenants, residents, staff, contractors and visitors by minimising the risk of lift-related accidents, injuries, entrapments, or equipment failures.

This policy outlines the statutory and regulatory obligations applicable to WBC and states the governance arrangements in place to meet these.

3. Scope

- 3.1 This policy applies to all domestic properties owned and managed by Wokingham Borough Council where lifts or lifting equipment are installed and subject to statutory inspection, maintenance, and safety requirements.
- 3.2 It covers:

- Council-owned tenanted dwellings,



- Temporary accommodation provided by the Council,
- Communal areas of residential blocks containing passenger lifts, platform lifts, or stair lifts,
- Properties managed by Wokingham Borough Council on behalf of a client.

3.3 The following types of equipment are included:

- Passenger Lifts,
- Platform Lifts,
- Stair Lifts,
- Through-the-Floor Lifts,
- Lifting Baths, and
- Ceiling Hoists.

3.4 The policy applies to all employees, contractors, and agents acting on behalf of the Council in the delivery of lift servicing and maintenance. It does not apply to commercial or corporate properties, which are governed by separate lift management arrangements.

4. Legislation and Regulatory Requirements

4.1 Wokingham Borough Council recognises its statutory and regulatory obligations in relation to lift safety, as well as the available codes of practice, which can be found listed below:

- Health and Safety at Work Act 1974
- Defective Premises Act 1972 (Section 4)
- Building Regulations Act 1984
- Landlord and Tenant Act 1985 (Section 11)
- The Provision and Use of Work Equipment Regulations 1998 (PUWER)
- Lifting Operation and Lifting Equipment Regulations 1998 (LOLER)
- Health and Safety Executives (HSE) Approved Code of Practice (ACOP) L113
- Management of Health and Safety at Work Regulations 1999
- Housing Act 2004
- Disability and Discrimination Act 2005
- Housing Health and Safety Rating System (HHSRS) 2006
- Equality Act 2010
- Reporting of Injuries Diseases & Dangerous Occurrence Regulations 2013
- Construction (Design and Management) Regulations 2015
- Building Regulations – Access to and use of building: Approved Document M 2015
- Data Protection Act 2018
- Homes (Fit for Human Habitation) Act 2018



- Social Housing (Regulation) Act 2023; Consumer Standards framework – Safety and Quality Standard

4.2 To comply with these requirements WBC will ensure compliance with the relevant statutory requirements. This will include but is not limited to the following activity:

- Ensure that works in relation to lifts are carried out by a suitable qualified and competent person in line with the regulations.
- Ensure that all parties contracted/commissioned by WBC to carry out works in relation to lifts are working to current regulations and standards.
- Keep records associated to maintenance and servicing of lifts for the entire duration whilst the equipment is in use, as per HSE recommendation.
- Apply protocols to deal with emergencies such as lift entrapments.
- Ensure that all passenger lifts, when in use, are thoroughly examined after substantial and significant changes have been made, at least every six months if the lift is used at any time to carry people (or in accordance with an examination scheme) and following "exceptional circumstances" such as damage to, or failure of, the lift, long periods out of use or a major change in operating conditions which is likely to affect the integrity of the equipment.
- Where stair lifts have been provided for residents, normally as part of an adaptation, landlords have responsibilities for the safety of all users under Section 3 of the Health and Safety at Work Act 1974. These may be adequately discharged by undertaking maintenance, inspection, and a 12-monthly thorough examination. LOLER (thorough examination) and PUWER (maintenance and inspection) apply only to stair lifts provided as work equipment for use by employees.

5. Definitions

5.1 For the purpose of this Policy and the GSMP, the following definitions apply:

- WBC: Wokingham Borough Council.
- Tenant: a person that has signed a tenancy agreement to rent a home from WBC.
- Licensee: a person who is granted permission to occupy a property without acquiring tenant rights.
- Resident: a person that is registered as living in a WBC home.
- Leaseholder: a person that owns a home within a WBC owned building.
- Visitor: a person that visits a WBC home / building and is not referenced amongst the above definitions.
- Employee: a person that is employed and works for WBC.
- Client: a person /company which WBC is working on behalf of e.g. Loddon Homes Ltd and Berry Brook Homes Ltd.
- Contractor / Agent: a person / company that works on behalf of WBC.

- Passenger Lifts: fixed lifting equipment that travels vertically between floors of a multi-storey building, typically carrying multiple passengers, with an enclosed cabin operating in a segregated shaft within a communal space on a traction (ropes and pulleys) or hydraulic system.
- Platform Lifts: vertical lifting devices designed to carry wheelchair users or people with mobility difficulties between floors or changes in level. They generally travel shorter distances than passenger lifts and may be open or enclosed.
- Stair Lifts: mechanical devices fitted to staircases to transport people up and down stairs while seated. They consist of a chair attached to a rail that follows the contour of the staircase.
- Through-the-Floor Lifts: lifts that travel vertically between two floors, typically without the need for a shaft or lift pit.
- Lifting Baths: specialist baths equipped with integrated hoist or lifting mechanisms to assist people with limited mobility in getting into and out of the bath safely, reducing the need for manual handling.
- Ceiling Hoists: overhead track systems with a motorised or manual hoist unit, designed to transfer individuals safely between locations within a room or between rooms, such as from a bed to a wheelchair or bath, minimising manual lifting by carers.
- RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013): Requires the reporting of lift-related incidents that cause death, major injury, or dangerous occurrences such as lift entrapment or collapse.
- HHSRS (Housing Health and Safety Rating System): A risk-based evaluation tool to help local authorities identify and protect against potential risks and hazards to health and safety from any deficiencies identified in dwellings.

6. Roles and Responsibilities

6.1 Wokingham Borough Council (WBC) is the landlord responsible for ensuring the statutory and regulatory obligations are met.

6.2 The Chief Executive is the appointed Duty Holder and has the overall responsibility for health and safety across the organisation and will nominate appropriately qualified and suitable experienced people to discharge those duties in relation to the management of lift safety.

6.3 The Cabinet Member for Housing Services is responsible for ensuring performance on housing safety and compliance is reported to tenants and Members as appropriate.

6.4 The Service Director for Housing Services is responsible for ensuring that sufficient resources are provided for ongoing delivery of the policy and that employees have the appropriate competencies and qualifications, and for setting budgets that are sufficient to meet compliance requirements.

6.5 The Strategic Asset Manager is responsible for overseeing the implementation of this Policy. They are also responsible for procuring services within the respective budgets



allocated, as well as adhering to the Housing Services assurance framework in relation to lift safety.

- 6.6 The Building Compliance Manager is responsible for the contract management of suppliers and contractors as well as the performance monitoring and management of these agreements to ensure compliance with legislation. They are also responsible for ensuring that relevant employees and contractors have the necessary qualifications and training to undertake their roles in respect of lift safety.
- 6.7 The Compliance Officer is responsible for the day-to-day operational duties to ensure lift safety checks are carried out within the required timescales, certification and service records are checked and stored, with the respective systems and documents updated. They will also support the Building Compliance Manager with the contract management duties of the suppliers and contractors engaged to deliver lift safety works.
- 6.8 Contractors will employ competent engineers who will have the knowledge, skills and experience to complete repairs, servicing and installation works. They will arrange appointments and administer the required communications to arrange access with WBC and its tenants. Upon completion of the relevant lifting equipment safety checks/works, they will provide the relevant certification, documents and reports to WBC.
- 6.9 Tenants will follow guidance on posted safety notices and avoid interfering with lifting equipment or emergency controls. They will cooperate with engineers and contractors by allowing safe access where necessary. They will also report any faults, damage, or non-functioning equipment to WBC or its appointed contractor immediately.

7. Governance

- 7.1 Lift safety performance reports will be produced and presented to several internal groups and forums, aligned to the Housing Services assurance framework, to provide evidence of compliance and ensure suitable operational and strategic oversight.
- 7.2 Lift safety performance will be submitted externally to the Regulator of Social Housing, on an annual basis, in accordance with the Technical Requirements of the Tenant Satisfaction Measures (TSM).
- 7.3 In addition, the following quality assurance activity is undertaken:
- The Compliance Officer will check all Lifting Operation and Lifting Equipment Regulations (LOLER) reports for completeness and compliance and will liaise with the respective contractor regarding any concerns until a satisfactory conclusion.
 - Internal audit will provide independent assurance on the operation and effectiveness of controls regarding lift safety. The frequency is agreed as part of the Internal Audit Programme and reported to the respective WBC Committee.



- A third-party supplier, independent to the contractor completing the lift safety checks/works, will complete a percentage of post-inspection checks.

7.4 Employees undertaking key roles within the delivery and management of lift safety will have access to training and support applicable to their roles.

7.5 Lifting equipment related accidents, incidents and near misses will be reported on WBC's health and safety system in accordance with the Council's health and safety procedures and will be investigated by a member of the Asset Management and Compliance team. Any RIDDOR reportable incidents will be reported to the Health and Safety Executive (HSE).

8. Policy Review

8.1 This Policy will be reviewed every three years, or sooner, if and whenever there are any relevant changes to legislation, regulatory requirements, case law or good practice that would impact this policy, as well as any required service improvements identified through internal audits, service reviews, learning from complaints or regulatory judgements.

8.2 The review process will:

- Assess the effectiveness of existing procedures and controls.
- Incorporate feedback from audits, inspections, and performance monitoring.
- Reflect any organisational changes or lessons learned.
- Ensure continuous improvement in lift safety management.

8.3 The Strategic Asset Manager will lead on future policy reviews, and any revisions will be approved through the appropriate governance channels and communicated to all relevant stakeholders.

9. Equality and Diversity

9.1 Wokingham Borough Council is committed to promoting equality, diversity, and inclusion in the delivery of all its services, including lift safety. The Council recognises that some residents may have specific needs or vulnerabilities that require reasonable adjustments or additional support to ensure they can comply with lift safety requirements and access services safely.

9.2 In implementing this policy, the Council will:

- Ensure communication and information relating to lift safety is accessible and available in a range of formats and languages, where required.
- Make reasonable adjustments for individuals with disabilities, health conditions, or support needs, including offering alternative access arrangements or involving support services.

- Treat all residents with dignity and respect, free from discrimination based on age, disability, gender reassignment, marriage or civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation.
- Monitor the delivery of lift safety services to identify and address any inequalities in outcomes or access.

9.3 This commitment supports the Council's broader responsibilities under the Equality Act 2010 and its duty to foster good relations, eliminate discrimination, and advance equality of opportunity.

10. Appendices

10.1 Appendix A - Equality Impact Assessment Form



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