

SAFE WORKING PROCEDURE

Lift Trappings (Recovery of Persons Trapped in a Lift)

CORPORATE HEALTH & SAFETY | VERSION 4.02 | MAY 2024

STATEMENT:

In order to comply with legislation and fulfil statutory responsibility, the Council must make sure that:

- Emergency procedures are in place for the recovery of person(s) trapped in lifts and hoists.
- Lift trappings are recorded.
- Failure to recover person(s) trapped in lifts within the scope of the service level agreement are reported in accordance with the Safe Working Procedure (SWP) for Accident/Incident reporting and Investigation.
- Emergency Services are not called out unless there is a genuine emergency as defined by this procedure.

SCOPE:

This Safe Working Procedure applies to:

- All responsible persons as defined by Southampton City Council including head teachers, referred to as 'Responsible Persons' herein, where they have responsibilities for buildings with lifts.
- Contractors working on behalf of the Council with regard to lifts.
- All lifts under the control of Southampton City Council.

1. Responsibilities

Heads of Service / Head Teachers are responsible for compliance with this SWP and must:

- 1.1. Ensure they have appointed a 'Responsible Person' as defined by Southampton City Council as having responsibilities for building management.

Responsible Persons must:

- 1.2. Ensure lifts are maintained in accordance with legislation The Lifting Operations and Lifting Equipment Regulations (LOLER) and the SWP Lifting Operations and Lifting Equipment.
- 1.3. Ensure lift emergency alarms are regularly tested.
- 1.4. Take lifts out of service where the emergency alarm has failed its test or put in place a temporary contingency plan to offer an equal level of safety.
- 1.5. Ensure there is an emergency recovery plan in place for each building with a lift(s).
- 1.6. Ensure lifts where the emergency alarm is not linked to Community Alarm/Property Division, are not used when there is no one left in a building to respond or if the building is locked up with no reception cover as the call out engineer will not be able to gain access.
- 1.7. Where it is believed there is a significant risk to the safety of those trapped in lifts in accordance with this procedure, that is not able to be resolved by the maintenance contractor (or within 1 hour) call the Emergency Services on 999 to assist.
- 1.8. Have local procedures in place wherever possible to provide voice contact with trapped persons to reassure them help is on the way.
- 1.9. Ensure lift trappings that meet the criteria set out in the procedures below are reported in line with the Council's SWP – Accident/Incident Reporting and Investigation.

Property Division must:

- 1.10. Arrange and ensure a maintenance regime and term servicing programme is documented to maintain lifts and all lifting equipment / appliances covered in the Council's Policies, Procedures and Measured Term Contract for lift maintenance and callout and documented into the documented Lift Servicing Programme (Obtainable from Property Division).
- 1.11. Ensure that the approved contractor responds to all trappings in lifts and hoists in accordance with the Council's Policies, Procedures and Measured Term Contract for lift maintenance and callout procedure.
- 1.12. Where necessary attend site and monitor contractors' performance.
- 1.13. Call the Emergency Services on 999 to assist the rescue, should a medical emergency arise to those trapped in the lift, which is not under contractors' control.
- 1.14. Maintain a record of lift trappings and monitor for any trends.
- 1.15. Ensure lift trappings that meet the criteria set out in the procedures below are resolved in accordance with the Council's Policies, Procedures and Measured Term Contract for lift maintenance and callout procedure.
- 1.16. Manage the lift contracts in accordance with the Council's Policies, Procedures and Measured Term Contract for lift maintenance and callout procedure.
- 1.17. Ensure the contractor has business continuity plans in place to ensure the one hour call out criteria is met.
- 1.18. Ensure all interested parties are informed of changes to the lift information spreadsheet and a new version issued whenever a change is made.

Lift Maintenance Contractors must:

- 1.19. Respond to reported call outs for release of trapped persons within the stipulated time period defined in the Council's Policies, Procedures and Measured Term Contract for lift maintenance and callout procedure.
- 1.20. Inform the Council (whoever initiated the call) if they are unable to respond within one hour, keeping them updated on how long they will be.

- 1.21. Report to Property Division all relevant events in accordance with the Councils Policies, Procedures and Measured Term Contract for lift maintenance and callout procedure.

Community Alarm must (out of core hours):

- 1.22. Call the lift maintenance contractor to respond to reported call outs for release of trapped persons within the stipulated time period defined in the Councils Policies, Procedures and Measured Term Contract for lift maintenance and callout procedure.
- 1.23. Should a medical emergency arise to those trapped in lifts, in accordance with this procedure, which is not under contractors control call the Emergency Services on 999.
- 1.24. Follow up reported call outs for release of trapped persons by informing Property Division Lift Team in writing, utilising the relevant approved documentation.
- 1.25. Wherever possible maintain regular voice contact with trapped persons to reassure them.
- 1.26. Ensure lift trappings that meet the criteria set out in the procedures below are reported in line with the Council's SWP – Accident/Incident Reporting and Investigation.
- 1.27. Keep Property Division informed by 0900 hrs on the next working day with regard to all lift events that occur out of hours
- 1.28. Where CCTV coverage exists inform lift contractor of any observations that could give concern for the lift engineers' safety as soon as they become aware.

2. Procedure

2.1. Introduction

- 2.1.1. Each lift is fitted with an emergency alarm and the majority are linked to auto-diallers. Upon initial activation, the alarm is received by Term Service Contract Provider during core hours or Community Alarm out of core hours. In the event of alarm activation, Community Alarm/Property Division will co-ordinate the response for the duration of the emergency call out.
- 2.1.2. It is important to maintain regular voice contact with trapped persons to reassure them.

- 2.2. The authority has entered into to a Measured Term Contract for lift maintenance and callout to release trapped persons in a lift or hoist within a defined time period of one hour and are contracted to have business continuity plans in place to ensure this time scale is met.

- 2.3. Property Division and Community Alarm have developed local procedures for dealing with lift trapping on receiving an alarm.

- 2.4. The Council must make reasonable endeavours to use the Councils appointed contractors to release trapped persons, without the need to call the emergency services as this can incur significant costs to the council. However, if there is a genuine serious emergency, based on paragraph 2.5, then the relevant emergency services can be called to assist.

- 2.5. If any of the following criteria is met, anyone can make an informed decision to call the emergency services to assist:

- 2.5.1. If contact cannot be made with anyone set out in this procedure.
- 2.5.2. If there is a reason to believe the trapped persons have been injured or there is a significant medical emergency.
- 2.5.3. If there is a reason to believe a trapped person(s) poses a risk to themselves or other trapped persons.
- 2.5.4. Where it is believed there is a risk to the safety of those trapped in lifts, as a result of any other external factor, e.g. a fire, flooding, building evacuation.

2.6. Reporting

- 2.6.1. If there has been a lift trapping or any breakdown, Property Division Lift Team must be informed, by 0900 hrs on the following working day utilising the relevant approved documentation, so they can keep a log; this will help identify any trends regarding particular lifts.
- 2.6.2. If there was an injury as a result of the trapping or a catastrophic failure of a load bearing component of the lift, the Council's SWP – Accident/Incident Reporting and Investigation must be followed.
- 2.6.3. Where CCTV coverage exists of any incident that will require an incident report being completed, images must be stored for future reference, and SCC H&S informed by 0900 hrs on the following working day.

3. Safe Working Procedures Relevant to This Document

- 3.1 SWP Accident/Incident reporting and Investigation
- 3.2 SWP Work Equipment

Note: Other safe working procedures may apply and the assessor should consult the SWPs. An A-Z is available on the Council's [Health and Safety Intranet](#).

4. Main Legislation Relevant to This Document

- 4.1 [Health and Safety at Work etc. Act](#)
- 4.2 [The Management of Health and Safety at Work Regulations](#)
- 4.3 [The Provision and Use of Work Equipment Regulations](#)
- 4.4 [The Lifting Operations and Lifting Equipment Regulations](#)

5. Contact Addresses and Guidance Links

- 5.1 Health and Safety Executive
www.hse.gov.uk
- 5.2 British Standards
www.bsigroup.com
 - 5.2.1. [BS EN 81-28:2003 Safety rules for the construction and installation of lifts – Lifts for the transport of persons and goods – Part 28: Remote alarm on passenger and goods passenger lifts.](#)
 - 5.2.2. [BS EN 13015:2001 Maintenance for lifts and escalators – Rules for maintenance instructions](#)
- 5.3 Royal Society for the Prevention of Accidents
www.rospa.com/
- 5.4 Institute of Occupational Safety and Health
www.iosh.co.uk/
- 5.5 Community Alarm
Tel: 023 8083 3675
- 5.6 Corporate Health and Safety Service
[Health and Safety Intranet](#)

For full contact address visit the health and safety intranet [Useful Contacts](#).