

**Homes and Neighbourhoods Directorate
Housing Property Services
222 Upper Street**

Report of: **Matt West, Service Director – Housing Property Services**

Meeting of: **Housing Scrutiny Committee**

Date: **TBC**

Ward(s): **All**

Delete as appropriate: ~~Exempt~~/**Non-Exempt**

Subject: Housing Passenger Lifts Update

1. Synopsis

- 1.1. This report provides an update on passenger lift performance, compliance with relevant statutory duties and the Councils lift replacement programme.

2. Legislative Framework

- 2.1. The Health and Safety at Work etc. Act 1974 places a duty on the Council under Section 3, to ensure that people not in its employment are not exposed to risks to their health and safety by the Council's undertaking.
- 2.2. The Lifting Operations and Lifting Equipment Regulations (LOLER) 1998 require any lifting equipment (used for lifting people) is subject to Thorough Examination (TE) at intervals of no more than 6 months.
- 2.3. Lift LOLER checks are also part of the Tenant Satisfaction Measures (TSM) introduced by the Regulator of Social Housing, specifically as Building Safety Measure (or BSM) 05
- 2.4. The Provision and Use of Work Equipment Regulations (PUWER) 1998 require that work equipment is subject to suitable inspection and maintenance regimes.

3. Current Lift Performance

- 3.1. Amalgamated Lifts (AL) are the incumbent Contractor for lift repairs and planned preventative maintenance (PPM) for the Councils **412** passenger lift assets.
- 3.2. The current contract commenced on **01.10.2019** and ending on **30.09.2027**, with a potential break clause at **01.10.2025**.
- 3.3. The availability of lifts is routinely monitored by the Housing Safety and Compliance Team and forms part of regular performance reporting both within Housing Property Services and to the Homes and Estates Safety Board (HESB).
- 3.4. The availability or provision of lift service is measured using OneServe data and comparing the ***total number of minutes lift service provided*** vs the ***total lift service expected*** and expressed as a percentage.
- 3.5. The current reporting period runs from **22.10.2023** (implementation of new monitoring process) to **30.09.2024**, a total of **344 days**.
- 3.6. Despite the challenges set out in the remainder of this report, including an aged lift stock, the availability of lifts to residents has remained consistently at **95% or higher** over the last 24 months.
- 3.7. During this period, there has been.
 - A total of **3294** lift breakdowns reported borough wide
 - An average of **10** lift breakdowns per day
 - An average of **9** lift breakdowns per site, per year
- 3.8. A full suite of performance information can be found in **Appendix 1**.
- 3.9. Performance information is provided to Capital Programme Delivery regularly and is used to inform the lift replacement programme
- 3.10. Islington has an aged lift stock, with the average age of the lifts within the Council housing portfolio being **19 years**.
- 3.11. There are 90 lifts in the Council stock installed in the 1980/90's, which are subsequently more than 30 years old.
- 3.12. Planned Preventative Maintenance checks are carried out to all lifts (**412**) monthly by Amalgamated Lifts, to identify worn/defective parts before a lift breaks down.
- 3.13. **10%** of completed PPM checks (**approx. 40**) are subsequently inspected by the Councils in house lift engineer team each month, to ensure quality.

4. LOLER and PUWER Compliance

- 4.1. PUWER compliance is achieved by the completion of PPM inspections, as outlined in Section 3.11 above.
- 4.2. As outlined in Section 2.2, LOLER requires each passenger lift to be subject to a Thorough Examination (TE).
- 4.3. The LOLER TE contract is overseen by the Councils Insurance Team within the Resources Directorate as a condition of the Councils insurance and the incumbent Contractor is Zurich Engineering.
- 4.4. There have been significant challenges with the performance of Zurich, despite the best endeavours of the lift team to engage with the service provider and drive performance.
- 4.5. As a result of these performance challenges, the Council submitted a return of **82%** lift compliance with the TSM/BSM standard at the end of **2023/24**.
- 4.6. These performance challenges remain in **2024/25** and to improve performance and legal compliance, the Council has engaged an alternative service provider to pick up the shortfall in LOLER TE.
- 4.7. Due to this additional support, the Council achieved **100% compliance** with LOLER and the TSM/BSM standard at the end of **September 2024**.
- 4.8. Compliance remains at 100% at the time of this report
- 4.9. Additional costs to the Council due to the engagement of the support Contractor currently stand at **£13.8k**.
- 4.10. Whilst any additional expenditure is unwelcome, the additional costs incurred are considered reasonable in the context of legal compliance, the TSM/BSM standards and ultimately, resident safety.

5. Current Challenges

- 5.1. In addition to the issues outlined above in respect of LOLER inspections, there are other significant challenges within the lift service at present.
- 5.2. Amalgamated Lifts are not currently performing to the Councils expectation or contractual requirements, in respect of remedial works. These include work arising from LOLER inspections, other safety related checks (SAFed) and issues arising from the quality assurance process outlined in Section 3.11.
- 5.3. Amalgamated are currently on a Performance Improvement Plan (PIP), which is being monitored closely by the lift service and the Contracts Team in Housing Property Services.

- 5.4. Due to the age of the passenger lift stock, Amalgamated Lifts are experiencing difficulties in sourcing replacement components for some older lifts, and this is likely to continue to increase over time.
- 5.5. Some parts are no longer made or supported by the manufacturers, meaning alternative providers must be sought and additional programming of some components, which takes longer and has a detrimental effect on service delivery.
- 5.6. To minimise this as far as possible, components are being recovered from existing lifts which have been replaced by the capital teams. The lift team has a stock of second-hand parts store at Brewery Road, which has helped minimise delays in inconvenience to residents over recent months.
- 5.7. It is likely however that older lifts which require replacement parts may take longer to return to service, although this is not currently reflected in the statistics.

6. Internal Audit Recommendations

- 6.1. An Internal Audit of lifts was carried out between September and November 2023 with an outcome of limited assurance and resulting in 28 recommendations.
- 6.2. The Housing Safety and Compliance Team considers it has now fully implemented all but 1 of the Internal Audit recommendations, which will not be taken forward as it is impractical and offers limited benefit.

7. Capital Lift Replacement Programme Summary

1. Current works on site:

▪ Harvist Estate, 8 lifts.	£3,400,656.00
▪ St. Luke's Estate, 8 lifts.	£1,769,250.00
▪ Conrad House and Beckford House.	£1,102,754.66

Value lift works currently in contract = £6,272,660.66

Note: Start on site for works to tall blocks is subject to BSR (Building Safety Regulator) approval. The new requirement to obtain BSA approval for works to tall blocks is significantly increasing the timelines to get lift works on site.

Current works – progress update

Harvist Estate

Phase 1

Works recently complete

- Hind House: L0128 brought into service 11 Oct 24.
- Citizen House: L0125 brought into service 11 Oct 24.

Works recently started

- Hind House. L0127 started 14 Oct 24.
- Citizen House. L0126 started 14 Oct 24

Completion due 04 June 2025.

Phase 2

- BSR application started 08-05-2024
- Decision anticipated 04-11-2024

St. Luke's Estate

Works recently complete

- Godfrey House. L2062 brought into service 23 July 24
- Bath Court. L2057 brought into service 23 July 24

Works recently started

- Godfrey House. L2061 Started 12 August 24
- Bath Court. L2057 started 05 August 24

Completion due Nov/Dec 2024

Building Safety Regulator applications

- BSR application started 08-05-2024
- Decision anticipated 04-11-2024

2. Planned Works

5-Year Forward Plan Procurement Strategy - Executive approval. 08 February 2024

Year 01 tender has been returned and is at Section 20 Notice of Estimate stage.

3. Lift CIP Programme - Forward Plan Year 01

- Peregrine House, 4 lifts
- Pleydell Estate, 4 lifts
- Pollard Close, 2 lifts
- Sickert Estate, 4 lifts
- Holly Park Estate, 2 lifts

Contract value:

£6,091,601.06

Tender complete now at Section 20 stage

Due on-site June 2025

Year 2

- Mayville Estate, 5 lifts
- Pleydell Estate, 2 lifts
- Pickard Street Group, 2 lifts
- Old Andover Estate, 4 lifts
- Rotherfield Street Group, 2 lifts
- Weston Rise Estate, 4 lifts

Anticipated value

£5,654,000.00

Tender to start Spring 2025

Anticipated due on site, Autumn 2026

4. Lift Replacement – Selection

Lift replacement priorities are based on:

- Service repair history
- Condition survey undertaken by a specialist in house lift engineer prior to undertaking works
- Peer review of proposed works by Group Leader
- Priority schedules are continually re assessed pending feedback from repairs department

Compliance, Quality Control, Health & Safety: Established at pre-tender stage and managed throughout the life cycle of the cycle.

- The contractor submits the detailed design for client review / comment prior to commencement of works.
- Islington's in-house lift engineers review the contractors design for compliance with the performance specification.
- The installing contractor undertake their own quality control, compliance and Health & Safety in accordance with the requirements of the Islington contract.
- The lift engineer inspects and verifies quality control and compliance at 1st fix, 2nd fix, commissioning.
- Prior to commencement of work the Building Safety Regulator (BSR) reviews all installation designs at preconstruction stage
- Building Safety Act 2022. – Tall buildings. The council is required under BSA to submit all completed works records for quality control management to the BSR

5. Lift CIP Programme - Regulatory requirements

- The Lifts Regulations 2016
- Building Safety Act 2022
- Health and Safety at Work Act (1974)
- Management of Health & Safety at Work Regulations 1999
- Equality Act 2010
- CDM 2015
- EAWR 1989
- BS EN 81
- LEIA (Lift Escalator Industry Association)

Report Authors:

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Date of report: **25th October 2024.**