

Customer Feedback on Draft Lift Policy

The Wrekin
Housing Group

Information and data, including
summary of method and themes of
customer feedback for Lift Policy.

Completed June 2023

Method

We used a mixture of email and printed copies to a large group of Involved Customers directly as well as advertise the opportunity to feedback on this policy via Closed Group on Facebook and a Wrekin Voices email. This ensured we used multiple methods to suit a diverse customer base and improved opportunities for customers.

Method	Number of customers who had sight of Policy
Direct Email to Involved Customers	80
Printed copies – TAG Group	3
Wrekin Voices Email Newsletter (mix of involved customers, staff and customers who are staff)	196

Questions

Q3 - Does the Policy make sense to you?

Q4 - Does any part of the Policy need to be made clearer? If so which part?

Q5 - What would you change about the policy?

Q6 - Do you think the policy is inclusive to everyone?

Q7 - Do you think we could be more inclusive to any groups of people?

Q8 – Any other Comments?

Feedback response

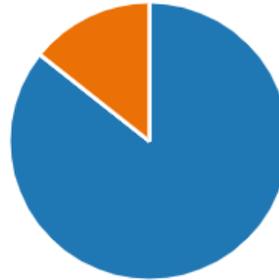
7 survey responses completed digitally

Summary of Feedback

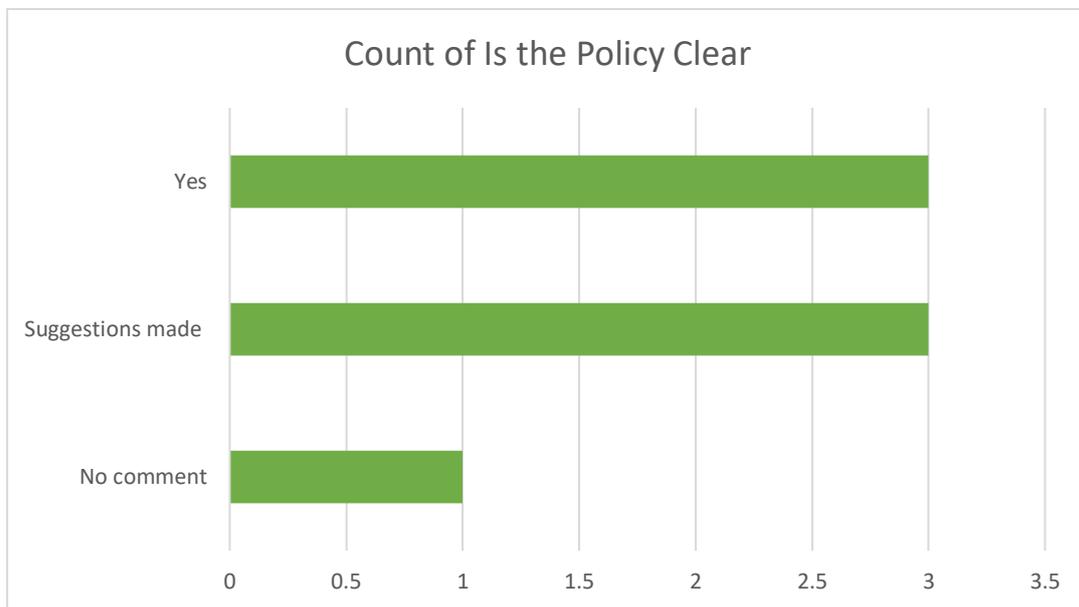
3. Does the Policy make sense to you?

[More Details](#)

● Yes	6
● No	1
● Not Sure	0

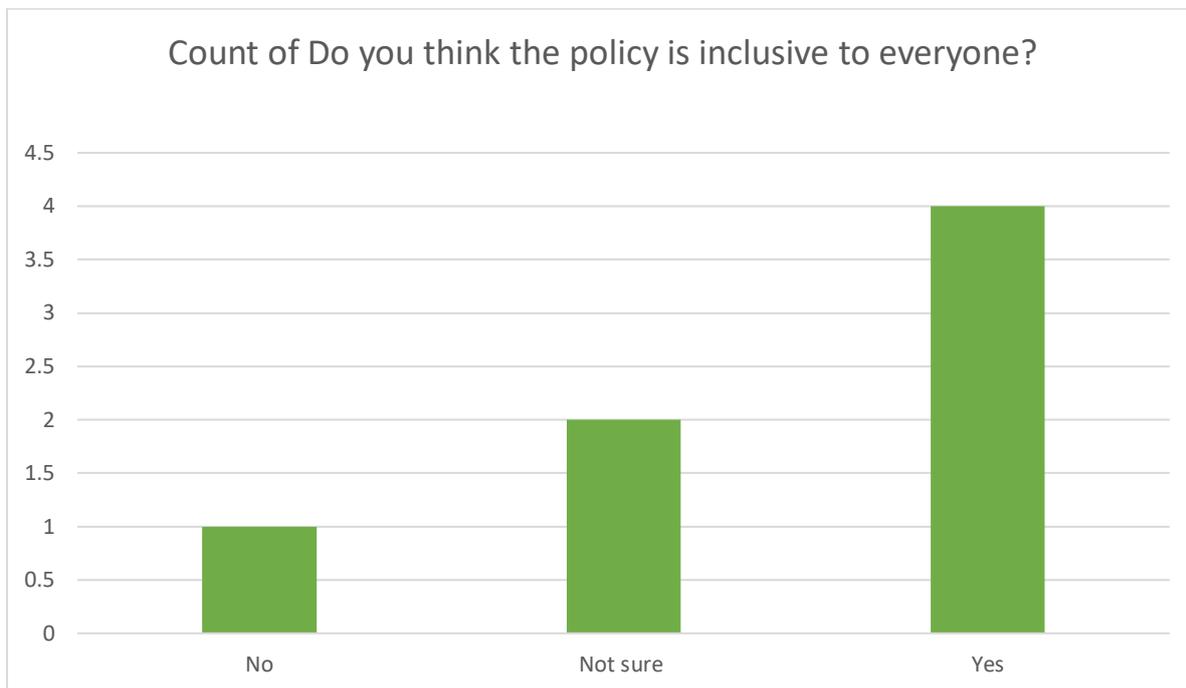


***** The Majority of customers agreed it made sense, for the customer who said No we followed up with a conversation. Their feedback was that it felt very wordy and not easy to read as a customer who didn't know all the details and mechanisms of lifts.**



Customers have made some good suggestions and asked some questions which will be followed up with.

We encouraged customers to think in different ways about how they felt about the policy and some great suggestions came through.



Customer suggestions for more inclusivity were –

Elderly and disabled, if there was a breakdown of the lift to higher floors, for a lengthy period of time the elderly and disabled are cut off from the outside world.

How do tenants without email accounts, home computers/ipads and smart phones have access to viewing policies?

Customer Suggestions

Lifts and Personal lifting equipment are two separate groups of installation. They need to have a dedicated policy and procedure for each one not a combined cover all policy.	The regulations and other legal framework for Lifts and Personal lifting equipment are generally the same and therefor covered by one policy, inline with audit recommendations. Procedures document will reflect the different applications.
The policy and procedures should be in plain English which can be understood by all staff and residents.	Policy framework and common authorship principles have been following and procedure documents are in plain English.

Safety actions should be clearly defined and easy to follow.	Defined and within procedures document.
Tighter control of lift providers and maintenance companies should be implemented in respect of prompt repair of lifts and release of persons stuck in a lift.	Reflected in practical application, contract management and service level agreements with providers
Lift breakdowns in excess of 2 to 3 days should be investigated promptly. "	Already the case and reflected within procedure documents and contract management applications.
Separate the policies for lifts from personal lifting equipment.	Addressed above
I think a note, that all lifts that do not meet required inspections in the time that they are due, missed servicing dates or have any operating defects, that the lifts will be taken out of service until such time that the defects or failed inspections etc are remedied to meet legal requirements	Lifts are taken out of service where outstanding actions, impact on safety
2.2 Have a process and procedure in place to address lift entrapments to release persons trapped in lifts within 2 hours or less, requires included with contract service agreements. Perhaps a note on a penalty the contractors will be charged if they do not respond or entrapment is not within the 2-hour window.	Procedures already cover entrapments. Service contracts to be review to consider include charges for non-response.
Should be written in plain English which can be understood by all staff and residents.	Address above
Ensuring residents moving furniture to higher floors are fully aware of the procedures in the operation of the lift, do not overload the unit.	Will consider as part of review of procedures.