

# Unwanted lift rescue procedure



**NOTTINGHAMSHIRE**  
**Fire & Rescue Service**  
*Creating Safer Communities*

Nottinghamshire Fire and Rescue Service (NFRS) have produced a procedure which aims to reduce the impact of Lift Rescues within Nottinghamshire.

Additional information is available from the Health and Safety Executive website - [Thorough examination and testing of lifts.](#)

A copy of the [Unwanted lift rescues](#) procedure is available here.

## Why?

It is estimated that between 2017 and 2019, NFRS attended over 300 lift rescues at a cost to the Service of over £100,000. This financial cost does not include costs in terms of loss of fire cover or disruption to other work such as protection, prevention and training. There is also the inevitable disruption to the businesses concerned and undue stress and inconvenience to the marooned occupants of the lift.

The most common single cause of a lift failure which requires the attendance of the Fire and Rescue Service is normally through a lack of servicing. As with any moving component, proper preventative maintenance and the replacement of worn out components prior to their failure will minimise breakdowns and reduce the burden and disruption on business and NFRS and the inconvenience and potential stress on marooned occupants.

## Engagement

Currently, there will be no call challenging or cost recovery for lift rescues, i.e. if NFRS are requested, we will attend, free of charge and assist where we can. However, there will be 3 levels of engagement to encourage responsible persons (RPs) to reduce the number of lift rescues NFRS are called to. The 3 levels of engagement are linked to certain triggers based on the number of occasions NFRS are called to perform lift rescues at a premises within a certain timeframe.

The triggers are:

- 1 or more lift rescues in any period of four weeks. This will generate a letter reminding RPs of their responsibilities to maintain their lifts and direct them to the HSE's guidance on examination and testing of lifts.
- 4 or more lift rescues in any period of twenty-six weeks. A second letter will be issued that outlines the concerns of NFRS regarding the increased number of lift rescues at the premises. The Business Education Advocate (Fire Protection) will also make arrangements to talk to the RP and offer advice and support that aims to reduce the number of incidents.
- 6 or more lift rescues in any period of twenty-six weeks. If further calls to lift rescues are received, a third letter will be sent informing the RP that a Fire Protection Inspecting Officer will be notified and they will contact the premises. This may result in a short or full audit being conducted to ascertain the management status of the premises and enforcement action under The Regulatory Reform (Fire Safety) Order 2005 could follow.

## **Further information**

Nottinghamshire Fire & Rescue Service are keen to support businesses and organisations manage their responsibilities with regard to their lifts. If you wish to discuss the procedure in further detail or have any questions, do not hesitate to contact us either by email [fireprotection@notts-fire.gov.uk](mailto:fireprotection@notts-fire.gov.uk) or by calling 0115 838 8205.