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# Mobility Scooter Policy

November 2021

**Important**

Policies and procedures must be coordinated through the Research and Policy Team for compliance, auditing and control purposes. Please send all new or reviewed policies to [NH.Policy@networkhomes.org.uk](mailto:NH.Policy@networkhomes.org.uk)

Document name: Mobility Scooter Policy	Version: 1	Page 1 of 10
Owner: Head of Older Persons Services	Last reviewed: November 2021	Date of next review: November 2024

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Approver	Executive Director Customer Services	
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Policy author	Elizabeth Lill	
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	Short or long form	10/06/2021

## Version Control

**Guidance:** When a document has undergone **major changes** requiring approval, the version number must change – e.g., from V1.0 to V2.0. When a document has undergone **minor changes**, not requiring approval, only the number after the decimal point must change – e.g., from V1.1 to V1.2. When a document is reviewed but no changes are made, the number after the decimal point must still change.

Date	Reviewed by (name and title)	New version number	Summary of changes
13/12/18	Heather Robbins		Drafting of Policy
23/02/2021	Elizabeth Lill		Drafting of Policy
27/4/21	Amanda Critoph		Review/revision of draft

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## 1. Introduction

This policy applies to all Network Homes stock, but specifically to Older Persons Service housing, including extra care, flexi care and sheltered housing.

Network Homes recognises the benefits of mobility scooters which enable users with limited mobility to maintain their independence and supports social inclusion.

We do not have any legal obligation to provide scooter storage facilities. However, we recognise the benefits and want to support the safe storage and charging of this equipment.

Where there is no designated charging or storage area mobility scooters must be stored outside the building, or within the demise of the tenancy, but not in internal communal areas as they present a fire risk and will restrict escape routes in the event of a fire.

Some sheltered schemes have existing storage and charging facilities, some do not. We are currently piloting free-standing storage and charging facilities.

## 2. Aims and objectives

To ensure the safety of Network Homes residents who might be endangered by the inappropriate storage and use of mobility scooters.

To enable residents with mobility problems to follow a simple process to apply for permission to keep a mobility scooter.

Through this process, to keep an updated register of mobility scooter users to help ensure that appropriate storage is in place, to keep a record of which properties have mobility scooters stored on site and to manage the risks of storage.

## 3 Policy statement

This policy aims to balance the need of the individual to maintain their independence against our responsibilities under the relevant health and safety legislation including fire safety. Mobility scooters can present a hazard to the user and to other residents. This policy will ensure that we treat our tenants fairly and equitably whilst ensuring that they can remain living safely in their homes.

The policy sets out Network Homes' approach to the requirement for applying for permission to store and charge a mobility scooter in the building, the agreement, the use and storage of mobility scooters on Network Homes property in order to ensure the safety of all our residents.

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## 4 Definition of a mobility scooter

A mobility scooter means any class 2 or class 3 Invalid Carriage as defined by the **Use of Invalid Carriages on Highways Regulations 1988**. Essentially this covers all battery powered mobility scooters as well as battery powered wheelchairs.

Class 2 applies to any battery powered machine that is designed for use on the footway travelling at speeds of up to 4mph. This class also includes battery powered wheelchairs.

Class 3 applies to a machine that can be used on both the footway and the highway. They are limited to 4mph on the footway and 8mph on the highway.

Class 3 machines must be licensed with the DVLA.

For the purposes of this policy, scooters that are not specifically designed for mobility use will not be permitted, nor will any equipment that may use alternative power e.g., combustion engine or flammable fuels.

**Tax:** Mobility scooter users don't need to pay for vehicle tax, but users of class 3 vehicles must register their vehicle with the DVLA

**Insurance:** By law mobility scooter users don't have to take out insurance in order to use their vehicle though it is recommended. However, to be granted permission to use, store and/or charge their vehicle on Network Homes property users must have appropriate insurance.

Government guidance on mobility scooters, and the requirements around them are detailed here [Mobility scooters and powered wheelchairs: the rules - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/guidance/mobility-scooters-and-powered-wheelchairs-the-rules)

## 5 Application process

Residents must seek permission to keep a mobility scooter in any Network Homes property by completing the Mobility Scooter Application Form (see Appendix A). This is to ensure health and safety is not compromised and insurance requirements are met. The completed form should be sent to their Neighbourhood Officer or Scheme Manager.

Whilst the request is managed by the Older Persons team, they will liaise with Asset Management to conduct a joint assessment with the resident to consider the building, potential risks and the person's needs together. The Risk Assessment will consider:

- What risk there is to the resident
- What risk there is to other residents
- Whether the resident supplies evidence of third-party insurance
- The risk assessment will also assess lifts on the premises to ensure that it is safe to use them with a mobility scooter (if necessary).

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5.2 Following the risk assessment there can be 2 outcomes:

a) Grant permission.

If permission is granted then a confirmation letter will state:

- where the space allocated is sited, and any keys that are to be issued
- users must travel alone with their mobility scooter in the lift to ensure safety and not overloading of the lift
- the cost of any damage to our property caused by their mobility scooter will be recharged to them
- the storage and charging arrangements, depending on the facilities of the scheme
  - a designated space in an external storage block
  - a non designated space in an integral charging/storage area
  - no overnight charging in our stores will be permitted, mobility scooters should only be charged in the designated storage areas between 7.00 am and 21.00 pm to reduce the potential risk of fire overnight. This will normally be enforced via a timer.

The Mobility Scooter Register on SharePoint should be updated each time permission for the storage of a Mobility scooter is granted.

**OR**

b) Refuse permission.

If permission is refused a confirmation letter should be sent stating the reasons why, permission will normally be refused where:

- the tenant does not have the capacity to store a mobility scooter within their own home, unless there is a communal storage area provided at the scheme which has available space for the mobility scooter
- where there is no space in the storage facility available. We will maintain a waiting list for residents who have requested permission to store a mobility scooter. The waiting list will be managed on SharePoint
- where risks highlighted in the risk assessment cannot be mitigated
- where the resident has not provided the necessary documentation

5.3 The Older Persons Services Team will manage the process and keep a register of mobility scooter users to monitor use, the Neighbourhood team will supply details for GN properties.

5.4 To make reasonable adjustments Network Homes requires a recommendation from an occupational therapist (OT) and the resident may be recharged for adaptations that are made.

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## 6 Complaints

6.1 Any tenant who is dissatisfied with how we have managed their request for a mobility scooter is able to submit a complaint using our Complaints process. Once our Complaints policy is complete and if they remain dissatisfied then they can contact the Housing Ombudsman.

## 7 Performance monitoring and responsibilities

Adherence to the policy is the responsibility of the Neighbourhood and Older Persons Heads of Service. Neighbourhood Officers and Scheme Managers are responsible for the enforcement of the policy.

If a resident wishes to use and store a mobility scooter within our schemes they must apply for permission in advance to ensure health and safety is not compromised and insurance requirements are met.

## 8 Related documents

- Fire Safety Policy
- Older Persons Strategy
- Anti-Social Behaviour Policy
- Adaptations Policy
- Electrical Safety policy
- Communal Storage Policy

## 9 Legislation and regulation

The legislation listed in this policy is not intended to cover all legislation applicable to this policy. To comply with clause 1.1 of the Regulator of Social Housing's Governance and Financial Viability Standard, which requires adherence to all relevant law, Network will take reasonable measures to ensure compliance with all applicable legislation by reviewing policies and procedures and amending them as appropriate.

The legislation listed within this policy was considered at the time of the development of this policy, but subsequent primary and secondary legislation, case law and regulatory or other requirements will be considered, and the policy reviewed and adopted in accordance with the requirements set out therein, even should such subsequent legislation not be explicitly listed within this policy. Any queries relating to the applicable legislation should be directed to the policy owner.

Fire Safety Act 2005

National Fire Chiefs Council Mobility Scooter Guidance for Residential Buildings

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**10 Equality and diversity**

We will apply this policy consistently and fairly and will not discriminate against anyone based on any relevant characteristics, including those set out in the Equality Act 2010.

**11 Review**

All policies should be reviewed every 1, 2 or 3 years, or sooner if there is a specific legislative, regulatory or service requirement or change in guidance, law or practice.

This document will be reviewed every 3 years.

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## Appendix A

### Mobility Scooter Application Form for permission to keep a mobility scooter in a Network Homes block

We recognise the benefits of mobility scooter use, enabling people with mobility problems to remain independent. To help us ensure that your mobility scooter does not pose a danger to you and your neighbours please complete this short form and a member of our Asset Management team will be in touch.

Name	
Full Address	
Contact Number	
Email address	
Mobility Scooter Brand and Name	
Dimensions	
Mobility scooters cannot be stored in general communal areas as present a fire and evacuation risk and will be removed.  If your block doesn't have a designated mobility scooter storage/charging room what are your plans for storage and charging?	
Do you / will you own or lease your mobility scooter? (If leased please	

name the provider)	
How old is your mobility scooter?	
<p>Do you have insurance for your mobility scooter?</p> <p>Please attach a copy of your insurance certificate, or quote if you have not yet purchased your mobility scooter. You will be required to provide a copy of your insurance certificate, if you fail to do this permission will be withdrawn. It is a condition of our permission that you have at least third-party insurance.</p>	
Are you able to leave your home without a mobility scooter?	

Signed by applicant:

Date:

Return completed form to your Neighbourhood Officer or Scheme Manager:

Email:

Address: