

Mobility Scooter Management Policy and Procedure



Reference:	HS POL CMS MSP 2.0	Author:	Emily Orme
Scope:	Housing Solutions	Approved by:	SMT
Legislation:	The Electricity at Work Regulations 1989	Date of approval:	8 January, 2020
Regulatory/ Governance:	Neighbourhood & Community Standard	Date of next review:	December 2022
Related Policies:	Tenancy Agreement Empty Homes Policy Health and Safety Policy		

1. Policy Statement

- 1.1 This policy sets out how Housing Solutions will approach the storage and use of mobility scooters within its housing services.
- 1.2 This policy aims to reduce social isolation by promoting the use and safe storage of mobility scooters.
- 1.3 It also aims to provide a clear statement on the management of mobility scooter storage and use within HS stock.
- 1.4 This policy is for all Housing Solutions colleagues who are involved in tenancy management and the development and implementation of customer services.
- 1.5 We will promote this policy and its approach with our partners and stakeholders.

2. Scope

- 2.1 Our policy relates to all HS customers, including customers, leaseholders, shared owners, other household members and their visitors, and members of the community.
- 2.2 This policy sets out how HS will approach the storage and use of mobility scooters within its housing stock.
- 2.3 This policy is for all HS colleagues who are involved in tenancy management and the development and implementation of customer services.
- 2.4 We will promote this policy and its approach with our partners and stakeholders.

3. Roles and Responsibilities

- 3.1 Currently there is no legal requirement to have insurance for class 1 and 2 mobility scooters or motorised wheelchairs (definition below). However, you should be aware that you will be liable to pay compensation or third party claims, if you have an accident or cause personal injury to third party or cause damage to our property e.g. walls, doors, lifts etc.
- 3.2 It is the customer's responsibility to store the mobility scooter safely within the allocated storage areas.
- 3.3 Customers are responsible for the upkeep and maintenance of their mobility scooter. All scooters stored on Housing Solutions premises need to be in a safe and good working order to minimise any fire risks, associated to poor maintenance.

4. Definitions

- 4.1 A mobility scooter is a mobility aid similar to a wheelchair but configured like a motor scooter. It is often referred to as a power-operated vehicle/scooter or electric scooter.
- 4.2 In the UK mobility scooters are widely available with government subsidy under the Motability scheme.
- 4.3 Assistive and small sit-down motor scooters provide important advantages to people with mobility problems and reduce social isolation. A scooter is useful for persons without the stamina or arm/shoulder flexibility necessary to use a manual wheelchair. Also, swivelling the seat of an electric scooter is generally easier than moving the foot supports on most conventional wheelchairs. A mobility scooter is very helpful for persons with systemic or whole-body disabling conditions (coronary or lung issues, some forms of arthritis, obesity, etc.) who are still able to stand and walk a few steps, sit upright without torso support, and control the steering tiller.
- 4.4 A mobility scooter is an [electrically powered scooter designed](#) for [people](#) with [restricted mobility](#), typically those who are [elderly](#) or [disabled](#).
- 4.5 The DVLA has developed guidance on mobility scooter and wheelchair classifications, as follows;

Class 1 – Manual wheelchairs, i.e. self-propelled or attendant propelled, not electronically propelled. These are not required to be registered with the DVLA. These are not covered in this policy.

Class 2 – Powered wheelchairs and scooters – intended for footway use only with a maximum speed of 4mph and an unloaded weight not exceeding 113.4kgs. These are not required to be registered with the DVLA.

Class 3 – Powered wheelchairs and scooters with a maximum speed of 8mph generally intended for use on roads and highways. The unloaded weight must not exceed 150kgs. These are required to be registered with the DVLA.

5. Legislation

- 5.1 The Electricity at Work Regulations 1989 require that any electrical equipment that has the potential to cause injury is maintained in a safe condition. However, the Regulations do not specify what needs to be done, by whom or how frequently (ie they don't make inspection or testing of electrical appliances a legal requirement, nor do they make it a legal requirement to undertake this annually)..

6. Procedure

- 6.1 Housing Solutions will only allow a class 1 or class 2 mobility scooter or wheelchair to be stored within designated Housing Solutions buggy store areas. Class 3 scooters should be stored off site.
- 6.2 Each customer of Housing Solutions is only allowed to own 1 scooter per person, if they intend on storing them in communal storage areas and not in their own home.
- 6.3 Customers who wish to store their class 1 or class 2 mobility scooters within Housing Solutions designated storage areas, for example the buggy store room and communal areas, must obtain permission from Housing Solutions before bringing their mobility scooter to the residence. This can be achieved by speaking to their Tenancy and Neighbourhood Officer, Supported Housing Officer or Community Housing Officer. It is advised that customers seek permission before purchasing the mobility scooter, where possible.
- 6.4 Housing Solutions have no obligation to provide a storage area for mobility scooters, but will aim to provide adequate storage for class 1 and class 2 scooters where possible.
- 6.5 Where a mobility scooter is stored outside of a designated customer storage area, without prior written permission, Housing Solutions reserves the right to ask the customer to remove the scooter.
- 6.6 Where customers wish to store their scooters within their properties and require ramps or improved access to their property, this must be discussed with a Housing Solutions surveyor and the customer's Occupational Therapist. The team will then assess the customers' requirements and either grant permission to the customer to complete the works themselves or in exceptional circumstances Housing Solutions may agree to carry out the works. Customers are not permitted to carry out any works without written authorisation from Housing Solutions.
- 6.7 Housing Solutions takes no responsibility for any damage or loss to the mobility scooter left on any area of land owned or managed by Housing Solutions.

7. Health and Safety and Maintenance

- 7.1 Mobility scooters are electrically charged via a mains unit and will need to have an annual PAT test carried out, to ensure they do not pose a fire or health and safety risk. Housing Solutions will PAT test all mobility scooters, which are stored in the allocated store room free of charge. The PAT test will be completed when the annual building tests are carried out.
- 7.2 PAT testing requirements that fall outside of the annual building tests will need to be organised by the customer. PAT testing requests can be logged by using Housing Solutions, repairs request process.

8. Abandoned mobility scooters

- 8.1 As per the voids policy and tenancy agreement all belongings left in or on our property after a customer vacates, become the property of Housing Solutions after 28 days of the end of tenancy.
- 8.2 Scooters must not be left unused or abandoned within Housing Solutions properties. Any mobility scooters believed to have not been used or believed to have been abandoned, will be stickered with a “warning” notice. Customers will be expected to either claim the mobility scooter or remove it from site.
- 8.3 Unclaimed mobility scooters will be removed by Housing Solutions within a reasonable period of time.
- 8.4 If Housing Solutions have to remove mobility scooters for the above reasons the customer will be recharged for this service.

9. Consumer Standards

- 9.1 This policy upholds the Neighbourhood and Community Standards of:
 - 9.1.1 Neighbourhood management
 - 9.1.2 Local area co-operation
- 9.2 By ensuring that there is a clear policy for the storage of mobility scooters, Housing Solutions is helping to keep the neighbourhood and communal areas associated with the homes that Housing Solutions owns clean and safe.

10. Equality & Diversity

- 10.1 Housing Solutions recognises the needs of a diverse population and always acts within the scope of its own Equality and Diversity Policy, the Human Rights Act 1998, and Equalities Act 2010. Housing Solutions works closely with its partners to ensure it has a clear understanding of its resident community with clear regularly updated service user profiles. Housing Solutions will record, analyse and monitor information on ethnicity, vulnerability and disability.

11. Confidentiality

- 11.1 Under the Data Protection Act 2018, General Data Protection Regulation (GDPR) and the Human Rights Act 1998, all personal and sensitive organisational information, however received, is treated as confidential. This includes:
 - anything of a personal nature that is not a matter of public record about a resident, client, applicant, staff or board member
 - sensitive organisational information.
- 11.2 Housing Solutions employees will ensure that they only involve other agencies and share information where there is a legal basis for processing the information.

12. Review

- 12.1 This policy will be reviewed on a 3 yearly basis or more frequently in response to changes in legislation, regulatory guidance, good practice or changes in other relevant Housing Solutions’ policy.
- 12.2 Our performance in relation to the delivery of the services and activities set out in this policy will be monitored on an ongoing basis through our established reporting

mechanisms to our Senior Management Team, Executive Team, Board and associated committees.