

Mobility Scooter Policy

June 2024

Lead officer	John Bargh
Author	Vikki Bovill
Version number	2
Date agreed	June 2024
Agreed by	ELT
Review date	June 2027
Diversity compliant	Y
Equality Impact Assessment required	Y
Data Protection compliant	Y
Health and Safety compliant	Y

Contents

		Page
1.	What this policy is about and why we need it	3
2.	Who does this policy apply to	3
3.	Our policy is...	3
4.	How we will monitor this policy	5
5.	Procedures and other documents that link to this policy	5
6.	Links to other policies, legislation and regulations	5
7.	When this policy will be reviewed	5
8.	Jargon Buster	5

1. What this policy is about and why we need it.

- 1.1 This policy relates to our approach to scooter usage and storage at Acis schemes. This is mainly applicable to our independent living schemes and also applies to any blocks where we have common areas.
- 1.2 We recognise that use of a mobility scooter can enhance the quality of life for our residents and customers. For some of our residents, use of a scooter can be critical to their continued independence and quality of life.
- 1.3 Most of Acis schemes were designed and built before the use of mobility scooters became common practice. We recognise that the use of mobility scooters present risks not only to the users but also to the building and other occupants or visitors. These include:-
 - Fire risks from faulty mechanisms and batteries or while being charged
 - Blockage of fire escape routes
 - Collisions with vehicles, buildings and people
 - Trip hazards from inappropriate storage
- 1.4 We want to keep people safe and this policy is required so we can reduce the health and safety risks at our schemes whilst supporting our resident's independence and their associated requests to keep a mobility scooter at their address or within the block/scheme.
- 1.5 Taking these risks into account, this policy sets out our approach for residents in keeping mobility scooters at our schemes/blocks and their storage.

2. Who does this policy apply to?

- 2.1 This policy applies to all Acis residents and their visitors.

3. Our policy

- 3.1 Our policy on mobility scooters is to provide practical guidance and scooter storage options which support resident's independence, the choice to use a mobility scooter and ensures that usage is balanced against health and safety risks. This policy also covers the appropriate usage of mobility scooters at our sites.

Permission

3.2 If any resident wishes to utilise and store a mobility scooter at any of our schemes / blocks with common areas, they will need to seek permission through completion of our application form. For requests to store a mobility scooter outside of their own residence, consent will be based on if we have designated mobility scooter space available and permission is given on a 'first come, first served' basis. We will only allow permission for each resident to store no more than one mobility scooter.

3.3 If a resident wishes to store a mobility scooter in their own residence, permission is conditional on confirming there is a safe space to store the mobility scooter that does not hinder any access routes. The mobility scooter must also not be too large to fit through the residence doorways or cause damage to the fabric of the building.

3.4 Consent is also conditional on:

- Agreement that all users comply with the guidance that can be found at www.gov.uk on mobility scooters (and powered wheelchair rules)
- The resident provides suitable evidence of continued adequate insurance cover against accidents, injury as well as for any damage caused. Whilst insurance for mobility scooters is not mandatory by law, Acis requires all residents who store a mobility scooter at one of our schemes to have insurance.
- The resident has had the mobility scooter electrically tested by an approved PAT (portable appliance testing) supplier within the last 12 months and it has been deemed safe. Residents are responsible for ensuring that their mobility scooter is tested a minimum of once every 12 months.
- The proposed mobility scooter fits through any internal / external entrances (including lifts), corridors and does not exceed any weight restrictions for lifts that are used.
- The charging of mobility scooters will only take place between the hours of 8am to 6pm and should be for no longer than the stated manufacturer's recommended time.

3.5 The storage of mobility scooters within individual residences will be prohibited in some locations due to related considerations of safety, layout, and wider storage provision. Where this is the case; this will be made clear at the point of letting or where an application for mobility scooter storage is received.

Storage

3.6 Each of our Independent Living schemes have been assessed for where mobility scooters can be stored with minimised risks; examples of safe storage and charging spaces may include a

designated room in a property, a designated communal area or a designated external space. There is a set number of spaces where mobility scooters can be stored. Mobility scooters may not, in any circumstances, be stored in corridors or any other communal places other than designated charging and storage points.

3.7 When a request is agreed to store a mobility scooter in a designated area at an Independent Living scheme, we will charge for this facility. This will be formalised by a separate licence agreement with the resident. Permission requests to store mobility scooters will be based on whether we have appropriate storage space available.

Usage

3.7 When we have agreed a resident can store a mobility scooter in a designated area at a scheme, usage of the mobility scooter is strictly limited from the entrance of the scheme to the designated storage area only. Scooters driven within schemes must go no faster than 3 miles per hour.

3.8 We expect mobility scooter users to have the ability to use and control their mobility scooter together with a general regard for safety and ensuring they do not place any scheme resident or visitor at risk.

3.9 Users of mobility scooters are responsible for taking care when using their vehicles in and around Acis owned land/properties. Where we identify damage has been caused by mobility scooter use, costs to rectify the damage will be passed back to the resident who caused the works.

3.10 Where we identify customers breaking these guidelines after an initial warning, we may prohibit a resident or a visitor from using and / or storing a mobility scooter in a scheme.

4. How we will monitor this policy

4.1 We will monitor this policy through regular visits to our Independent Living schemes and periodic checks. Where we identify mobility scooters in any non-designated area, tenants will be required to remove the mobility scooter immediately. If not removed, we will remove the mobility scooter and store it for a period of 28 days after which we will dispose of it.

4.2 For tenants who have permission to keep a mobility scooter at their address, we will annually check details of insurance, tax (if required) and electrical testing. Where adequate evidence cannot be provided, residents will be required to remove their mobility scooter from the block.

5. Procedures and other documents that link into this policy

5.1 Procedures that link into this policy are:

- Mobility scooter procedure

6. Links to other policies, legislation and/or regulations

6.1 Policies, legislation and/or regulation that links to this Policy are listed below:

- Fire safety policy
- Health and Safety policy
- The Regulatory Reform (Fire Safety) Order 2005 - Fire Risk Assessments

7. When this policy will be reviewed

7.1 This policy will be reviewed in 2027.

8. Jargon buster

Reference	Definition
Fire risk assessment	An in-depth review/evaluation of a building, complex or a facility for fire risks and recommendations to either eliminate the risk or control it
Mobility scooter	Refers to all types/classes of battery powered scooters
PAT	Portable appliance testing