



Mobility Scooter Policy

1. Introduction

- 1.1 Medway Council (the Council) Landlord Services is committed to enabling residents to maintain their independence through the safe use of mobility scooters. We recognise that mobility scooters can provide outdoor mobility for residents, which can help them carry out everyday tasks.
- 1.2 The policy outlines the way in which Landlord Services will deal with requests from residents living in General Needs properties and Homes for Independent Living schemes that wish to own a mobility scooter.

2. Purpose

- 2.1 The purpose of this policy is to set out the rules for ownership and storage of mobility scooters and protect and preserve the health and safety of all residents, as well as staff and visitors.

3. Scope

- 3.1 The Mobility Scooter Policy applies to all Landlord Services staff and residents of Medway Council owned Homes for Independent Living schemes and General Need's properties.
- 3.2 In this policy "mobility scooter" means Class 2 or 3 machines as defined under the Use of Invalid Carriages on Highways Regulations 1988.
- 3.3 This policy does not apply to electric wheelchairs.

4. Legislation and Guidance

4.1 External

- 4.1.1 Use of Invalid Carriages on Highways Regulations 1988
- 4.1.2 Equality Act 2010 legislation

4.2 Internal

- 4.2.1 Homes for Independent Living - A Handbook for Tenants.
- 4.2.2 Fire and Health & Safety policy
- 4.2.3 Estate Inspection Programme
- 4.2.4 Anti Social Behaviour Policy
- 4.2.5 Council Housing Adaptations Policy
- 4.2.6 Tenants Handbook
- 4.2.7 Tenancy Agreement(s)

5. Policy

5.1 Provision of mobility scooter storage facilities for general need residents

- 5.2 Medway Council will not provide any external or communal mobility scooter storage facilities for residents in general needs or leased properties.
- 5.3 Any tenant wishing to build their own storage facilities for mobility scooters must obtain permission from Landlord Services in writing and any relevant planning permission before starting any works. Where relevant Landlord Services will require evidence of the approved planning permission before granting permission.
- 5.4 The overall suitability of the property will be taken into account when an application is made by a resident to build their own mobility scooter storage.
- 5.5 Landlord services may ask residents to remove a storage facility if the resident has not obtained permission prior to building the facility.
- 5.6 Residents that have built their own storage facilities are responsible for maintaining and repairing the facility.
- ### 5.7 Mobility scooter storage in Homes for Independent Living Schemes
- 5.8 The Council has worked with residents to identify suitable areas of storage for scooters, that are both safe and accessible to residents at the following schemes; Esmonde House, Brennan House, St Marks House, Suffolk Court , Woodchurch House, Marlborough House and Longford Court.
- 5.9 There is no designated storage facility at Mountevans House due to the space and lay out of the building.
- 5.10 Residents owning or wishing to own a mobility scooter and wanting to store it within a Home for Independent Living Scheme must seek written approval from Landlord Services, via their scheme support officer. Residents will be asked to sign and abide by a Scooter Store Agreement.
- 5.11 Allocation of scooter storage will be on a first come, first serve basis.
- 5.12 Where permission has been granted and there is not a suitable storage facility available, the scooter must be stored within the resident's flat.
- 5.13 Landlord Services carry out checks on the scooter storage areas in line with the Estate Inspection Programme.
- 5.14 There is currently no charge for using the scooter storage facilities. However as per a resident's tenancy agreement Landlord Services reserves the right to implement a service charge for its use in the future.
- 5.15 **Fire Safety Risk** (applicable to General needs and Homes for Independent Living residents)

- 5.16 Mobility scooters **must not** be stored in communal areas such as corridors and communal lounges.
- 5.17 Enforcement action will be taken to remove any mobility scooter left in communal areas.
- 5.18 The upholstery on scooters must be fire retardant and other flammable materials must not be present.
- 5.19 **Owners responsibilities** (applicable to general needs and Homes for Independent Living residents)
- 5.20 Mobility Scooters should not be left on permanent charge and only charged for the manufacturers recommended time.
- 5.21 Residents will be held liable for the cost of any damage to the interior or exterior of council buildings or communal areas including gardens caused by Mobility Scooters. The cost of any repair including overheads and admin charges will be charged to the resident responsible for the damage.
- 5.22 Medway Council takes no responsibility for loss or damage to mobility scooters brought by residents.
- 5.23 **Insurance**
- 5.24 **Insurance - General needs**
- 5.25 Landlord Services strongly recommend that owners of Mobility Scooters in general need properties obtain insurance for their Mobility Scooter. This is because it protects them against accidental damage, theft and negligence claims which may arise from use of the mobility scooter.
- 5.26 **Insurance - Homes for Independent Living (HfIL)**
- 5.27 Residents that own Mobility Scooters and live in a HfIL scheme **must** have their Mobility Scooter insured. This is because it protects them against accidental damage to their property and communal areas, theft and negligence claims which may arise from use of the mobility scooter.
- 5.28 **PAT (portable appliance test)**
- 5.29 **PAT (portable appliance test) - General needs**
- 5.30 Landlord Services strongly recommend that owners of Mobility Scooters in general need properties have a PAT (portable appliance test) carried out on the scooter annually. Landlord Services can arrange this for the resident and the cost will be recharged back to the resident.
- 5.31 **PAT (portable appliance test) - Homes for Independent Living (HfIL)**
- 5.32 Residents that own Mobility Scooters and live in a HfIL scheme **must** have a PAT (portable appliance test) carried out on the scooter annually and provide a copy of the certificate to the Scheme Support Officer which will be held on the tenancy file. The Scheme Support Officer can arrange for the PAT to be done for residents.

6 Role, Responsibilities and Authority

- 6.1 The Assistant Director of Physical and Cultural Regeneration retains the overall responsibility for the implementation of this policy.
- 6.2 The Head of Housing Management is responsible for the operational delivery of this policy and the associated procedures. This includes responsibility for monitoring and review, staff awareness and training, policy development and communication to residents.

7 Monitoring, Review and Evaluation

- 7.1 Regular monitoring will take place to ensure that Scheme Support Officers are dealing with mobility scooter ownership in line with this policy.
- 7.2 The results will be used by Landlord Services to inform future policy review in this area and drive up service standards. All reviews will consider whether:
- 7.2.1 The current policy adheres to legislative and regulatory requirements and reflects current good practice.
 - 7.2.2 The aims and objectives of the policy are being met;
 - 7.2.3 The current policy outcomes meet the needs and aspirations of our diverse customer base;
 - 7.2.4 Residents are aware of and understand the policy and believe it to be consistent and fair;
 - 7.2.5 The policy provides sufficient choice for residents; the service offers value for money
 - 7.2.6 Partnership arrangements are working effectively.
- 7.3 Overall monitoring and review of the policy will be undertaken in consultation with:
- 7.3.1 Staff groups;
 - 7.3.2 Members;
 - 7.3.3 Existing and future service users;
 - 7.3.4 Resident and community groups.
- 7.4 This policy will be reviewed two years or in line with legislative or regulatory changes.

Policy Version Control Sheet

Policy Title: Mobility Scooter Policy

Policy Author(s): Business Development Officer.

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Cross References: Fire Safety Policy, Medway Council Tenancy Agreement

Amendments Made: New policy, the HFIL mobility scooter policy has been integrated into a policy reflecting general need provision..