

Policy Name	Mobility Scooter Policy
Version No.	V3
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## MOBILITY SCOOTER POLICY

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### Version Control

Version	Date	Description	Updated By	Approved By
1.0	February 2018	Final Policy	Angela Harding	Operations Committee
2.0	March 2019	<i>Update to Policy to clarify end of transition period, attended parking and enforcement routes.</i>	<i>Gemma Duggan</i>	<i>Angela Harding</i>
2.2	March 2019	<i>Update to Policy to clarify insurance section and take into account resident feedback.</i>	<i>Gemma Duggan</i>	<i>Angela Harding</i>
3.0	July 2021	Review of Policy	Carly Musson	Executive Leadership Team

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## 1. Policy Purpose & Aim

ExtraCare is committed to providing a safe environment for its staff, residents, volunteers and visitors and to complying with its obligations under the Regulatory Reform (Fire Safety) Order 2005 and the National Fire Chiefs Council (NFCC) mobility scooter guidance for residential buildings.

The purpose of this policy is to provide a framework to manage the acceptability, use, charging, storage and parking of mobility scooters and powered wheelchairs. Also, to manage the associated risks, such as fire, which can have a significant impact on other people's lives.

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## 2. Objectives

The objectives of this policy are to:

- Ensure every member of staff, resident and volunteer understands ExtraCare's approach to fire safety in relation to mobility scooters and powered wheelchairs;
- Ensure that residents live independently, supported by the use of mobility scooters when necessary;
- Support residents in their decision about the purchase of a mobility scooter, to explore its benefits or disadvantages to the individual regarding their health and wellbeing, and ensure it is acceptable to ExtraCare and fit for particular purpose;
- To ensure that all mobility scooters and powered wheelchairs are used, stored and charged safely, in line with expert advice on fire safety, in all ExtraCare locations; and
- To reduce damage to the fabric of ExtraCare premises caused by irresponsible driving of mobility scooters and powered wheelchairs.

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## 3. Scope of Policy

This policy applies to all villages and schemes owned by or operated by ExtraCare. Where ExtraCare's housing partners are the landlord, ExtraCare will work with them, taking into consideration any policy they may have in place. ExtraCare staff are always to follow the requirements of ExtraCare's policy.

Mobility scooters and powered wheelchairs may be referred to collectively in this policy as motorised mobility aids. It is helpful to think of these alternatives in the following terms;

*Mobility Scooter:* Used by people who need part time or occasional assistance with their mobility and who lack sufficient strength and balance to use a cane, walker or manual wheelchair.

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*Power Wheelchair:* Used by people who need full-time mobility assistance (or occasional use only relating to specific medical conditions) both inside and outside of the home and who lack sufficient strength and postural stability to operate a manual wheelchair or mobility scooter.

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## 4. Responsibilities

All Trustees, employees, volunteers, sub-contractors, visitors and residents have legal duties and responsibilities to comply with fire safety requirements regarding mobility scooters and powered wheelchairs, and the rules and regulations set out by ExtraCare. This includes the fire evacuation procedure.

### Location Managers

Location Managers are responsible for compliance with this policy in the location under their management.

Location Managers will ensure the following performance standards are met:

- Ensure that all mobility scooters are registered on to Customer Portal and all aspects of the register are kept up to date;
- Ensure that written permission and a signed Motorised Mobility Aids Usage/Resident Responsibility Form is in place for every mobility scooter or powered wheelchair stored or charged at the location and that they have received the Mobility Scooter Information Leaflet;
- Ensure a Mobility Scooter Need Review Form is completed (to enable a decision on permission to be made);
- Ensure that mobility aids are stored and charged within designated storage rooms or within the Residents apartment;
- Ensure that a risk assessment has been carried out if the mobility aid is stored and charged within the resident's apartment and that a review of the risk assessment takes place at least annually;
- Ensure that a risk assessment is completed for the location on the use of motorised and manual mobility aids including the storing and charging rooms; and
- All supporting information for each user is stored on the customer portal.

### Wellbeing Advisors

Are responsible for carrying out a Mobility Scooter need review, this will be completed for any Resident that has not had a scooter previously and would like to seek permission to have one.

### Regional Operations Managers

Are responsible for monitoring implementation and compliance with this policy across the locations in their remit.

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### **Heads' of Operations**

Are responsible for monitoring the compliance with this policy across locations.

### **Health & Safety Manager**

The Health and Safety Manager is responsible for monitoring the compliance with this policy across all locations.

### **Development**

The Development team has responsibility for designing and building new villages and the modernisation of existing Villages, ensuring that they have adequate storing and charging rooms that are legally compliant, internally for the use of class 1 and 2 mobility scooters and powered wheelchairs. They are responsible for providing External storage and charging areas for Class 3 mobility scooters which support compliance with this policy and the Fire Safety Policy.

### **Sales Team and Housing Officers**

The Sales Team and Housing Officers have responsibility for ensuring prospective residents are made aware of and understand this policy.

Records relating to individuals' mobility scooters contain personal data. Such records must be stored confidentially and in accordance with the Data Protection Policy and Records Management Policy.

### **Residents**

It is the resident's responsibility to ensure their mobility scooter or powered wheelchair is maintained and complies with the requirements of this policy.

### **Housing and Resident Engagement Manager**

The Housing and Resident Engagement Manager will support and assist the Location Manager with any formal action that is to be taken when a resident is noncompliant and refuses to engage with the Location Manager in order to store/ charge their mobility aid safely and compliantly.

## **5. Monitoring & Review**

The success of this policy in delivering its aims and ensuring that ExtraCare complies with fire safety legislation regarding mobility scooters and powered wheelchairs will be monitored by ExtraCare.

This policy will be subject to a full review at least every 3 years.

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## 6. Risk Management

The Board of Trustees has identified fire safety and a breach of legislative and regulatory requirement as corporate risks, for which they have a low tolerance (appetite). The outbreak of a fire caused by a mobility scooter/powering wheelchair or interference with escape arrangements through non-compliance with this policy, not only represent a risk to individual safety and property, but a financial and reputational risk for the Trust. Compliance with this policy and related documents both reduces the risk of a fire and ensures that the Trust meets its legislative and regulatory obligations.

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## 7. Statement of Commitment

ExtraCare will ensure, so far as is reasonably practicable, that the risk associated with fire in relation to motorised mobility aids will be managed in compliance with the Regulatory Reform (Fire Safety) Order 2005, and any other relevant legislation that may impact upon it.

As a responsible landlord and care provider, ExtraCare recognises that residents' independence is important, and the use of a mobility scooter or powered wheelchair may be a contributing factor in enabling them to remain independent. ExtraCare encourages the safe use of these motorised mobility aids, at the same time understanding the risks associated with this, to ensure as far as is reasonably practicable, the health and safety of all residents, staff and others.

ExtraCare is committed to the safe storage and charging of mobility scooters and powered wheelchairs.

ExtraCare is committed to supporting and maximising an individual's independence, but also to their health and wellbeing. We will enable an individual to make an informed decision as to whether a mobility scooter or powered wheelchair is right for them now or in future, and to understand what alternatives or additional support can be provided to enhance or maintain their core strength and mobility utilising the expertise of Fitness Instructors, Wellbeing Advisors and student physiotherapists where available.

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## 8. Principles and Application

### 8.1 Permission

Unless written permission has been granted by ExtraCare no motorised mobility aid is to be stored or charged in any ExtraCare location.

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ExtraCare reserves the right to refuse permission for a resident to store, charge or use motorised mobility aid in any ExtraCare location where it impacts on the health, safety or welfare of any resident, visitor, member of staff or contractor, or to do so would be a breach of any legal requirements. In the event of permission being denied, there will be an opportunity to appeal.

Written permission (usually Location Manager but each location needs confirmed written process) will be subject to a Mobility Scooter Need Review and the findings of any associated risk assessment. We reserve the right to withdraw written permission at any time if the conditions of the permission given are broken.

## 8.2 New Residents/New Scooters

Prospective residents will be informed about our scooter policy before they move in.

New residents will need permission to bring a mobility aid to the village/scheme as part of the wider application process. An existing resident who has previously not had a mobility scooter or is replacing one, will also need to apply for permission and the above principles will again apply.

Permission will be granted if the individual is deemed to have a need for a mobility scooter as determined by a Mobility Scooter Need Review. Many powered wheelchair users will already have an NHS assessed need and, in this case, they will be exempt from this internal review process. Otherwise, the review will apply.

The Mobility Scooter Need Review will normally be with a Wellbeing Advisor and will take account of:

- Mobility; walking speed, chair sit to stand and gait speed;
- Health – conditions such as Multiple Sclerosis, Motor Neurone Disease, Parkinson’s and mobility issues related to skeletal (osteoarthritis etc.);
- Independence – reason for use; and
- Size of the scooter – we may refuse c3 scooters if there is no suitable available storage on site.

Where permission is granted to bring a mobility scooter to the village/scheme, it will need to be of a type and size relevant to the individual’s need and the location’s storing and charging arrangements. If possible, a risk assessment will be carried out in advance on the resident’s prospective apartment with regard to this.

Once living in the village/scheme, the resident will adhere to this policy and their responsibilities detailed at Appendix A. We will require residents to adequately maintain and service any mobility scooter to manufacturer guidelines or at least every 3 years, ensuring that it does not affect the health and safety of other residents, staff or visitors.

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We will also consider granting temporary use of a mobility scooter, where a resident has a short term need e.g. after surgery, and also how we keep that under review so that it doesn't inadvertently become a permanent arrangement when not necessary. This is to help maintain resident independence, detect any deterioration in mobility, and in the prevention of other medical conditions.

### **8.3 Use, parking, storage and charging**

#### Usage

ExtraCare considers c3 mobility scooters (please see below) to be motor vehicles and they are not permitted inside buildings (including gallerias and winter gardens). ExtraCare allow the use of class 1 and 2 mobility scooters and powered wheelchairs throughout the communal areas of the village or scheme. Access to communal facilities, such as shops and restaurants, maybe limited to electric wheelchairs in some locations.

#### Attended Parking

Where a resident has parked their scooter, and remains close by, to use the communal facilities, we will treat this as 'attended parking' not 'storage'. This is acceptable only in the central areas of our villages and schemes. We do not allow 'attended parking' in the corridors where the apartments are.

Where residents are using facilities in the central areas of our villages and schemes, we expect them to park responsibly and to use dedicated storage areas where available. Staff will manage attended parking and will ask residents or visitors to move mobility aids where they are deemed a potential hazard, are being charged or stored (i.e. unattended or left for a long period of time). If the owner cannot be found or refuses to move the mobility scooter and they it will continue to cause a hazard, the aid may be removed by staff to a dedicated storage area.

#### Storage of Motorised Mobility Aids

The storage of mobility scooters or powered wheelchairs is not permitted in any corridor, on any escape route, in any lift lobby or on any protected stairwell. Also, it is prohibited in internal or external communal area unless the communal area is specifically designed and adapted for the purpose of the storage of motorised mobility aids or is designated as storage facility and express written permission has been given for storage there. (For clarity, an internal communal area is any area within a building which is shared or is accessed by more than one resident e.g. corridors, cupboards, meeting spaces etc.).

ExtraCare will encourage residents to use their own apartment/bungalow/cottage to store their mobility scooter or powered wheelchair, where the motorised aid does not cause any obstruction or hazard.

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Where the storage within a resident’s property is not possible or suitable, then ExtraCare will assess the building to identify if reasonable adaptations could be made to provide a suitable and designated storage area.

We recognise that in some cases the resident’s needs may not be accommodated as no suitable storage area exists. In cases like this there will be a process of assessment of the resident’s needs, to consider whether adaptations can be made to meet them and to prioritise any individuals that are waiting for any suitable storage space identified through risk assessment.

No alterations in respect of mobility scooters or powered wheelchairs can be made to communal areas or resident’s homes without express written permission from ExtraCare, in line with the Alterations (Aids and Adaptations) Policy.

### Charging of Mobility Scooters

The charging of mobility scooters and powered wheelchairs is not permitted in any corridor, on any escape route, in any lift lobby or on any protected stairwell, Also, it is prohibited in internal or external communal areas unless a specifically designated area is provided for the purpose of charging vehicles.

Any designated charging area will be provided with a minimum of 60-minute fire protection, which will include adequate fire detection e.g. smoke detectors.

ExtraCare will require residents to charge mobility scooters or powered wheelchairs within their own properties where this is possible.

Any motorised mobility aid that is charged in an ExtraCare building must pass a portable appliance test (PAT) annually which is captured on Customer Portal.

### Types of Mobility Scooters/ Powered Wheelchairs and What’s Allowable on ExtraCare premises

Type	Features	Allowed in our buildings?
Class 1	Manual wheelchairs i.e. self-propelled or pushed by another person. Not electrically propelled. These are not required to be registered with DVLA.	Yes – these must be stored within an individual’s property or in a designated storage area
Class 2	Mobility scooters and powered wheelchairs – intended for footway use only, with a maximum speed of 4mph and an unladen weight not exceeding 113.4kgs. These are not allowed on the public highway and not required to be registered with DVLA.	Yes – these must be stored within an individual’s property or in a designated storage area
Class 3 or adapted scooters	Mechanically propelled vehicles that are constructed/adapted to be capable of exceeding a speed of 4mph but not exceeding 8mph, intended for	No - these are not allowed in any part of the building and must

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	use on roads/highways. They must be fitted with a device capable of limiting the maximum speed to 4mph for use when travelling on pedestrian routes and for indoor use. The unloaded weight must not exceed 150kgs. They are required to be registered with DVLA.	be stored and charged externally or in a purpose built store which gives access directly to the outside.
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### Communal Wheelchairs

All locations are to have at least one communal (manual) wheelchair to be available for visiting guests and emergency situations only. These must be stored in designated area and have a process to be checked annually and maintained locally.

### **8.4 Insurance**

ExtraCare does not allow the storage or use of any mobility scooter or powered wheelchair in any ExtraCare building without appropriate and valid insurance cover in place for the vehicle.

We require residents to produce a valid certificate of insurance which includes liability insurance to cover accidents, injuries, theft and damage before permission is granted to use and store any motorised aid within the building.

If any damage to the building or injury to another person occurs, ExtraCare will seek to recover any costs incurred to ExtraCare through the owner's insurance company. If there is no insurance cover will seek to recover the costs from the resident concerned.

Where an incident involving a resident's scooter or wheelchairs results in injury it is the individual's responsibility to seek to recover any costs incurred through the owner's insurance company. We can support this by providing CCTV of the incident if available (and in accordance with the provisions of the CCTV Policy).

ExtraCare is not responsible for any damage to or theft of a Mobility Aid at the location but will support the resident where possible to identify the cause of damage or person responsible for damage/theft by providing CCTV in line with ExtraCare CCTV Policy.

### **8.5 Failure to Comply**

When a resident fails to meet their responsibilities regarding this policy, the Location Manager will discuss this with the resident. The outcome of this discussion will be recorded in a letter, and issued to the resident, giving details of the areas of concern and the agreed solution including timescales for compliance.

If the resident continues to fail to comply with this policy, despite reasonable attempts to find alternative solutions and when verbal and written warnings have been wilfully ignored, the Location Manager may take the following actions, as appropriate:

- Withdrawal of permission for to use and store a mobility scooter in the Location; and

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- Where persistent non-compliance with the policy continues, this will be treated as a breach of tenancy/lease, and ExtraCare will apply to the court to gain Injunction against the individual to prevent them from storing and/or charging their motorised mobility aid in the corridor.

## 9. Other Relevant ExtraCare Policies & Documents

<b>General</b>	<ul style="list-style-type: none"> <li>• Health and Safety Policy</li> <li>• Risk Management Policy</li> <li>• Fire Safety Policy</li> <li>• Alterations (Aids &amp; Adaptations Policy)</li> <li>• Records Management Policy</li> <li>• Whistleblowing Policy</li> <li>• Anti-Social Behaviour Policy</li> <li>• Fire Safety - Duties for Specific Teams &amp; Roles</li> <li>• Equality and Diversity Policy</li> <li>• Wellbeing Policy</li> </ul>
Fire Risk Assessments	<ul style="list-style-type: none"> <li>• (Location) Fire Risk Assessment</li> </ul>
Records & Checks	<ul style="list-style-type: none"> <li>• (Location) SHE Plan</li> <li>• (Location) Fire Safety Logbook</li> <li>• Resident Responsibility for motorised mobility aids usage form</li> </ul>
Work Instructions	<ul style="list-style-type: none"> <li>• Mobility Scooter Work Instruction</li> </ul>

## 10. Relevant Legislative & Regulatory Requirements

Legislation	Regulation	Guidance
Regulatory Reform (Fire Safety) Order 2005 (RRFSO)	HCA Standards (especially Governance & Financial Viability Standard & Home Standard)	National Fire Chiefs Council (NFCC) mobility scooter guidance for residential buildings.
The Health and Safety (Safety Signs and Signals) Regulation 1996		
Health & Safety at Work Act 1974		Making Your Premises Safe from Fire

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The Electricity at Work Regulations 1989		Fire Safety Risk Assessment: Offices & Shops
Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995		
Management of Health and Safety Regulations 1999		
Equality Act 2010		
Building Regulations 2010		
Occupiers Liability Act 1984		
The Use of Invalid Carriages on Highway Regulations 1988		

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## **APPENDIX A**

### **Resident Responsibilities**

Residents' responsibilities are to:

- Insure their motorised mobility aid(s) including public liability insurance;
- Have their motorised mobility aid(s) serviced by a competent engineer at least every three years;
- Undertake Portable Appliance Testing (PAT) annually, at a nominal cost, for all motorised mobility aids. If a resident fails to comply with this requirement ExtraCare will pay for the testing and make arrangements to recharge the resident;
- Store motorised mobility aids safely, either within their property or in designated areas;
- Charge and use aids safely in line with equipment guidelines, and fire services agreed arrangements within the location;
- Use motorised mobility aids at a reasonable speed, agreed by all residents in the scheme or village, but not more than 4 mph;
- Only use and park any motorised mobility aids in permitted areas of the scheme/village;
- Meet the cost of making good, to a standard defined by ExtraCare, in line with the building design, up to date building methods and products and the present ExtraCare design brief, any damage caused to the building or any other property of ExtraCare or others as a result of riding a motorised mobility aid, including damage to lifts;
- Inform the scheme or village manager of any accident involving damage to property and/or injury; and
- Make available, at least annually and on request - to appropriate ExtraCare staff - confirmation of insurance, Portable Appliance Testing and servicing.

These responsibilities are clearly stated on the Resident Responsibilities on Motorised Mobility Aids Usage form, which all residents who own a motorised mobility aid are required to sign.

This form also includes a disclaimer that, should a motorised mobility aid be parked in a designated communal area, it is done so at the owner's own risk.

### **Summary of what residents need to consider**

Thinking of getting a mobility scooter:

- ✓ Before you bring a mobility scooter to the location you must seek permission from your Location manager and undergo a review with the Wellbeing Advisor to assess the need.

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If this is granted, they will talk to you about the storage and charging of your mobility scooter and record details of your mobility scooter;

- ✓ If you are going to store the mobility scooter within your property (and will go through a communal area) or in a mobility scooter store you will need to get your scooter serviced and we need to see a copy; and
- ✓ If storing your mobility scooter in a mobility scooter store we will need to check your charger has been PAT tested.

Storage and charging your mobility scooter:

- ✓ Mobility scooters or powered wheelchairs must not be stored or charged in corridors. Where they are stored or charged outside your property, this may only be done in designated internal or external communal areas.

Attended Parking of your mobility scooter:

- ✓ Mobility scooters or powered wheelchairs must not be parked in residential corridors; and
- ✓ Mobility scooters or powered wheelchairs in central communal areas must be parked to park responsibly and parked in dedicated storage areas where available.

To help keep you safe we recommend the following:

- ✓ The mobility scooter/powering wheelchair is ideally stored in a room with a door and a smoke alarm (avoid storing/charging in by the door in your hallway as this is your fire exit);
- ✓ Avoid extension cables as these are a fire hazard - the battery and scooter are both flammable. If this cannot be avoided, then use a cable of the appropriate length or always uncoil the extension lead fully when in use to avoid overheating;
- ✓ Trailing cables also pose a tripping hazard;
- ✓ Do not leave your mobility scooter/powering wheelchair on charge unattended or overnight; and
- ✓ Do not overcharge the battery of your mobility scooter/powering wheelchair.

Conduct:

- ✓ The maximum speed at which mobility scooters and powered wheelchairs may be driven inside the buildings and grounds is 4mph and 8mph on roadways. You should always drive as slowly as possible;
- ✓ As the driver of a mobility scooter or powered wheelchair you are responsible for any damage caused to the location and any injury caused to yourself or another person;
- ✓ You must take out liability insurance to cover accidents, injuries, theft and damage; and

Please note that ExtraCare reserves the right to withdraw permission if we consider you are in breach of the policy.