

# Mobility Scooter and Motorised Wheelchair Policy

## 2017 - 2020

### Document control

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<b>Responsible Executive/ Group Director</b>	Group Director of Customer Services
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Version	Date	Author(s)	Notes on Revisions
2	August 2017	Business Manager Neighbourhoods & Income, Business Manager Independent Living	Policy drafted and definitions agreed moving forward.
3	May 18	Compliance & Strategy Advisor	Vulnerable Customers Statement incorporated into the policy.

## **Introduction**

Knowsley Housing Trust supports and encourages its customers to maintain independent living. We also recognise that mobility scooters and motorised wheelchairs can enhance the quality of life of customers who may otherwise be limited in their ability to access facilities in the wider community.

## **Vulnerable Customers Statement**

First Ark is committed to developing an equal and diverse culture where people are valued and respected from all sections of society. First Ark therefore opposes any form of discrimination in service delivery and employment practice. We aim to treat all customers fairly and we will look to tailor our policies, processes, products and services to meet the needs of all of our customers.

"Vulnerable Person" means: (a) a Child or Children; or. (b) an individual aged 18 years and above who is or may be unable to take care of themselves, or is unable to protect themselves against harm or exploitation by reason of age, illness, trauma or disability, or any other reason.

Where we identify (or a customer advises us of) a vulnerability we will look to make reasonable adjustments to our services accordingly to meet the needs of those individuals. This may include altering the way we communicate with a customer to adjusting the service that we offer to that person. Each case will be judged on its individual merits to avoid a one size fits all approach. We will monitor our services regularly to ensure we are meeting all of our customers' needs and to make any adjustments required to improve and enhance the service we deliver.

## **Definitions**

**Motorised wheelchairs**-usually look more like a traditional wheelchair, but with sealed batteries and an electric motor. They are normally stored and recharged within the customer's home.

**Mobility scooters**-are vehicles with three or four wheels and steered using a bicycle style handlebar. They are primarily intended for use outside.

Powered mobility scooters are defined as 'invalid carriages' under the Use of Invalid Carriages on Highways Regulations 1988. The regulations divided these machines into three classes:

- Class 1 covers motorised wheelchairs;
- Class 2 applies to machines designed for use on the pavement, travelling at speed of up to 4 mph. They may also be used on the road to cross from one pavement to another or where no pavement is available.
- Class 3 applies to machines that can be used both on the pavement where, like class 2 vehicles, they are limited to 4 mph, and on the road where they can travel at up to 8 mph.

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Responsible Officer: Group Director of Customer Services  
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### **Storage of mobility scooters**

The preferred option for storage is in a designated mobility scooter store or garage. However, we realise that such facilities are limited and many schemes or blocks of flats currently do not have them.

Where a designated mobility scooter store is not available, the scooter must be stored in the flat or house.

In New Build Accommodation, consideration of storage and charging of mobility scooters will be included in the design of the buildings:

Storage and charging of mobility scooters or motorised wheelchairs in communal areas may create a fire hazard as they offer an increased fire loading and potential source of ignition. As such, Knowsley Housing Trust is required under the Regulatory Reform (Fire Safety) Order 2005, to reduce the risk of fire within the communal areas and to keep these areas free from fire related hazard (charging of scooters etc.).

To help us maintain a safe environment, the following safeguards must be in place:

- Mobility scooters or motorised wheelchairs **must not** be stored in any part of a corridor or stairwell that might reduce the escape width, cause an obstruction, trip or fire hazard.
- The mobility scooter or motorised wheelchair will be the owner's responsibility. Any charging equipment should be subject to a portable appliance test (PAT); this will also be the tenant's responsibility.

### **Permission to keep a scooter**

Due to increasing use of mobility scooters and the limited provision for storage, customers must obtain written permission from the Independent Living advisor (for sheltered housing) or Housing Officer **before** purchasing their scooter. Permission will be dependent on appropriate storage and charging facilities being available.

We will not unreasonably withhold permission and will explore options for storage and charging with the customer. Where the demand for spaces exceeds the available options (outlined above), in sheltered schemes, the independent living advisor will manage a waiting list for such space as is available.

### **Use of mobility scooters**

Class 2 and 3 vehicles should not be used in the internal communal areas of sheltered schemes.