



# Ongo Homes

# Mobility Scooter Policy

## December 2017

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### Contents

		<b>Page</b>
1.	Our policy is...	2
2.	It applies to...	2
3.	Because we want to...	2
4.	We will...	2-3
5.	Making sure we do what we say...	4
6.	Other things to bear in mind...	4
7.	We'll look at this again...	4
8.	What we mean...	5

## **1. Our policy is...**

- 1.1 Some of our tenants may wish to own a mobility scooter, which allows them increased mobility and independence. We aim to accommodate these scooters within our housing stock, whilst maintaining safety standards. This includes safe storage, insurance and the safe usage of scooters.

## **2. It applies to...**

- 2.1 Tenants who reside in retirement living schemes where a designated mobility scooter store is provided and the three high rise tower blocks at Market Hill and Trent View House who own or are considering the purchase of a mobility scooter.
- 2.2 Whilst Trent View House is listed above and tenants are required to apply for permission to keep a mobility scooter, permission will automatically be denied until a mobility scooter store has been built.

## **3. Because we want to...**

- 3.1 The aims of this policy are to ensure that:
- Provide clear guidance to tenants on the safe use, charging and storage of mobility scooters.
  - Protect staff, tenants, future customers, visitors and the organisation from health & safety risks.

## **4. We will...**

- 4.1 Make clear the different classifications of mobility scooters:
- Class 1 invalid carriage – applies to manual/electric wheelchairs\*
  - Class 2 invalid carriage – applies to machines designed for use on the pavement, travelling at speeds up to 4mph.
  - Class 3 invalid carriage – applies to machines that can be used both on the pavement (where they are limited to 4mph) and on the road where they can travel up to 8mph. Class 3 vehicles must be registered with the DVLA for road use.

\* Class 1 vehicles are excluded from this policy.

- 4.2 Provide scooter storage and charging areas wherever possible in our Retirement Living schemes and in our high rise tower blocks.
- 4.3 Allow tenants to use the designated area to store their scooters in, subject to availability and permission being granted.

- 4.4 Allow only scooters to be stored in the scooter storage areas. Any other items will be removed in accordance with our Neighborhood Management Policy.
- 4.5 If a scooter store is provided, tenants will not store their scooter within the confines of their own home or garden, nor in any communal area.
- 4.6 Prohibit the charging of or use of a mobility scooter in any internal communal area with the exception of the designated storage facility or on the way to the designated storage facility where the store has no external doorway.
- 4.7 Expect our tenants (where a scooter store is provided) to apply in writing to the Retirement Living Officer/Housing Officer if they wish to use the store prior to purchasing a scooter. This will make sure that tenants know prior to purchasing their scooter if there is adequate storage space available.
- 4.8 Not allow tenants to use or keep their mobility scooter within the building if there are no spaces within the designated scooter store.
- 4.9 Not give permission to store, charge or use any mobility scooter which is over 670mm wide or weighs more than 138kg including battery within the confines of the scheme including the mobility scooter store.
- 4.10 Expect all scooters stored within the designated scooter store to have the appropriate insurance in place. This should include Public liability Insurance up to the value of £1million in case of damage to the building or injury involving other people who may live at or be visiting the building. Any damage to our property caused by a mobility scooter will be recovered through the owner's insurance company.
- 4.11 Expect all scooters stored and charged within a designated storage area to pass an annual service to make sure they are in a fit/safe state to be used. Proof of insurance and a successful service must be provided on an annual basis for any scooters stored within the designated storage area. Should the scooter fail the service, it will be the responsibility of the owner to repair/replace the scooter before it can be stored or charged within the designated storage area.
- 4.12 Ongo will carry out an annual Portable Appliance Test (PAT) to ensure that scooter chargers are safe to use. If the charger fails the PAT it will be disposed of to ensure that it is not used again to charge the scooter.
- 4.13 Prohibit any scooters being left on permanent charge and all charging should be done in accordance with the manufacturer's instructions for the recommended amount of time.
- 4.14 Withdraw permission for scooters to be stored in a designated area if we are made aware of any misuse and/or non-use of mobility scooters. All instances will be considered on an individual basis.
- 4.15 Only permit one scooter per person to be stored within the scooter store.
- 4.16 Expect scooter owners to take full responsibility for the use and ownership of their scooter.
- 4.17 Take Tenancy Enforcement action if a tenant fails to adhere to this policy and continues to store their scooter in a communal area.

## **5. Making sure we do what we say...**

- 5.1 The Support Services Manager and Housing Manager have overall responsibility for making sure tenants comply with the policy and for monitoring its effectiveness.
- 5.2 The Retirement Living Officer and Housing Officers have responsibility for implementing the policy on a day-to-day basis.
- 5.3 All staff are responsible for making sure the policy is adhered to and to report any incidents where this is not the case to the Support Services Manager or Housing Manager.
- 5.4 Any complaints regarding the use of mobility scooters will be recorded and monitored. Any trends or issues will be discussed in the policy review process along with the feedback to make sure the policy remains appropriate and effective.

## **6. Other things to bear in mind...**

- 6.1 This policy also links to our:
  - Neighbourhood Management Policy
  - Health & Safety Policy
  - Equality & Diversity Policy
  - Fire Risk Assessments
  - Fire Safety Procedures
  - Vulnerable Person's Policy
- 6.2 The main pieces of legislation and regulation relevant to this policy include:
  - Use of Invalid Carriages on Highways Regulations 1988
  - Equality Act 2010
  - Regulatory Reform (Fire Safety) Order 2005

## **7. We'll look at this again...**

- 7.1 This policy will be checked in a years to to ensure implementation and then reviewed every three years. We will review earlier if any regulatory or legislative changes occur ad have an impact on this policy.

## 8. What we mean...

Reference	Definition
Retirement Scheme	A retirement scheme is made up of flats or bungalows in a block or on a small estate, where all the other tenants are older people (usually over 60). All the properties provide independent, self-contained homes with their own front doors. Additional facilities include a communal lounge and kitchen to encourage socialising and may also include a shared laundry, scooter store and charging area.
Retirement Plus Scheme	Previously known as a sheltered housing scheme, a retirement plus scheme is made up of flats in a block, where all the other tenants are older people (usually over 60). All properties provide independent, self-contained homes with their own front doors. Additional facilities include a communal lounge and kitchen to encourage socialising, a scooter store and charging area, assisted bathing area and therapy / hairdressing facilities.
High Rise Block	A block of flats which is usually over 12 stories high and is used for residential purposes.