

MOBILITY SCOOTERS POLICY

Responsible Officer

Director of Customer Services

Aim of the Policy

This policy aims to set out how Phoenix residents can use and store mobility scooters in properties we own or manage.

Policy Scope

This policy applies to any Phoenix resident using a mobility scooter.

Policy Statement

Phoenix believes that all residents have the right to a quality of life which may be enhanced by using a mobility scooter. Mobility scooters can help residents maximise their independence and whilst residents must meet the costs of ownership or leasing privately, Phoenix will aim to ensure that vehicles are used legally, do not cause Health and Safety risks and their use does not affect the quality of life of other residents.

The Policy

Phoenix recognises that our residents should have a quality of life that allows them to have the provision for full mobility, which may include owning a mobility scooter or power wheelchair.

We also recognise our duty to ensure the health and safety of our residents, staff and contractors as well complying to all relevant fire safety regulations.

The Policy applies for the usage of the following:

- Class 1: manual wheelchairs.
- Class 2: machines designed for use on the pavement travelling at speeds of up to 4mph (power wheelchairs). They may be used on the road to cross from one pavement to another or where no pavement is available.
- Class 3: machines that can be used both on the pavement where, like class 2 vehicles, they are limited to 4mph and on the road where they can travel up to 8mph. Registration with the Driver and Vehicle Licensing Agency (DVLA) is required by law for road use.

Phoenix will take reasonable steps to ensure residents can keep mobility scooters in designated areas.

Requests for mobility scooter storage will be treated on a case by case basis.

Where residents request mobility scooter storage, we will look at the feasibility of storage in the external areas of your home which may include a full risk assessment. The use of a mobility scooter should also be supported by an Occupational Therapist wherever possible.

Where residents wish to keep their scooter within their property, residents must have written permission from us, this should also be supported by an Occupational Therapist. We will carry out a full risk assessment and will only grant permission to keep a scooter in a property when all other options have been considered and it is safe to do so.

Health and Safety

Fire Safety Requirements

We have a legal duty to ensure the safety of all residents, staff, contractors and visitors to our properties by keeping communal areas in a safe condition and ensuring that all fire escapes and fire routes are kept clear at all times.

Mobility scooters are not permitted to be stored in any internal communal areas.

Storage can include designated outside or inside areas and must comply with Health and Safety legislation.

We will not allow:

- Any stored possessions, including mobility scooters, in internal communal areas as they may prevent safe and quick evacuation from the building.
- Under stairs spaces to be used as storage as they compromise the fire safety of the means of escape in the event of a fire.
- Petrol-fuelled mobility scooters to be stored in our properties, including the external storage areas.
- Alterations to communal areas, a resident's home or other spaces within our premises without our written consent.

Enforcement

Where we become aware that a mobility scooter is being stored inappropriately, we will intervene promptly to rectify the situation by, among other things:

- Speaking with you informally and explaining the dangers of storing a mobility scooter inappropriately with you.
- Exploring alternative options available to you.

- Working with care providers, support staff, advocates and relatives where possible to address the issue.
- Explaining in person and in writing the formal measures we may have to take if the matter is left unresolved.

Where a mobility scooter continues to be stored inappropriately, we may take enforcement action against you. We will only take this approach when we have exhausted all other options and we will always act preventatively and proportionately.

Responsibilities

We will be responsible for:

- Setting, invoicing and collecting charges for storing mobility scooters and where applicable any communal electricity used to charge vehicles.
- Consulting residents on any increase in charges.
- Authorising storage in the scooter store.
- Ensuring mobility scooters are stored safely.
- Taking action against residents whose permission to store and charge vehicles in the scooter store is not granted or is revoked.
- Administering charges in accordance with our Recharge Policy for damage caused to property we own or manage including communal areas resulting from the use of mobility scooters.

You are responsible for:

- Paying the storage charge and any recharges damage caused to property we own or manage including communal areas resulting from the use of your mobility scooter.
- Paying for communal electricity used to charge vehicles where applicable.
- Ensuring you know how to operate and use your vehicle safely.
- Ensuring that your vehicle is safe for use, is regularly serviced including in PAT testing and is well maintained.
- Insuring your vehicle, including public liability insurance.
- Registering your vehicle with the DVLA if it is a Class 3 vehicle.
- Meeting the conditions of the licence agreement.
- Storing the mobility scooter as agreed with us and in any risk assessment.

Designated Areas in New Developments.

We will operate a licence system for the storage charging and use of mobility scooters in new developments.

Allocation of space for a mobility scooter will take place on a first -come first-served basis. If there are already mobility scooters stored on a development, we will try to accommodate all mobility scooters in line with the maximum permissible number.

Equality and Diversity

Phoenix recognises that promoting equality is a fundamental part of enhancing life chances. We will meet the requirements relating to equality and diversity laid down in the Equality Act 2010 by working to eliminate discrimination, advance equality of opportunity and foster good relations between all of our residents, service users and staff.

We recognise our obligation under the Equality Act 2010 to make reasonable adjustments where a disabled person is placed at a substantial disadvantage in the enjoyment of their homes, compared to those who are not disabled.

This means Phoenix recognises the benefits to residents' rights and quality of life by owning a mobility scooter. We will make provision to allow residents to own, charge and run their mobility scooters.

We will work with residents who use mobility scooters to help provide reasonable, safe and viable storage options where possible. Generally, mobility scooters are not prescribed by Occupational Therapists for people with disabilities and in most cases mobility scooters are bought privately by individuals. This means the provision of scooter storage may not be reasonable if it compromises health and safety (including fire safety, duties of employers not to expose non-employees to risks such as trip hazards).

Monitoring and review

Phoenix will review this policy every three years or sooner whenever there are changes to legislation, good practice or other learning.

Legislation

- Use of Invalid Carriages on Highways Regulations 1988
- Regulatory Reform Fire Safety Order 2005
- Equality Act 2010

Reference to other documents and associated policies and procedures

Including:

- Equality and Diversity Charter
- Health and Safety Statement of Intent
- Fire Safety Policy and Procedure
- Electrical Safety Policy
- Aids and Adaptation Policy
- Rechargeable Repairs Policy.
- Mobility Scooter Licence Agreement
- Tenancy/Lease Agreement

- Environmental & External Works Programmes

Definitions

Term/acronym	Description
Resident, You, Your	Phoenix tenants and lessees
Phoenix, We, Us, Our	Phoenix Community Housing.
PAT	Portable Appliance Testing
DVLA	Driver and Vehicle Licensing Agency

Document Type:	Policy
Title:	Mobility Scooter Policy
Author:	Housing Manager
Department Owned By:	Customer Services
Data Protection Impact Assessment:	N/A
Equalities Impact Assessment:	Yes
Approval Date:	28-11-2019
Approved By:	Board
Implementation Date:	30-11-2019
Status:	Final
Version No:	V1
Last updated:	30-11-2019
Issue Date:	30-11-2019
File Path:	