

## MOBILITY SCOOTER POLICY



**MONITORING INFORMATION:**

**POLICY/PROCEDURE/STRATEGY:**

**DATE APPROVED:**

**EXPIRY DATE:**

**OWNER:**

**APPROVAL ROUTE:**

**MOBILITY SCOOTER POLICY**

**NOVEMBER 2023**

**NOVEMBER 2026**

**INDEPENDENCE, WELLBEING AND OT  
SERVICE MANAGER**

**EXECUTIVE MANAGEMENT TEAM**

# Mobility Scooter Policy

## 1. Introduction:

Due to the widespread expansion in the use and availability of motorised scooters / buggies / wheelchairs (mobility scooter), their popularity is now beginning to create issues in premises which were not designed to accommodate such vehicles.

Teign Housing understands the benefits that these vehicles can provide and wishes to support all our tenants to retain their independence as much as is possible. However, the safety of all tenants, leaseholders, staff, and visitors is a priority.

Whilst some tenants and leaseholders may wish to leave their mobility scooters in the communal areas of blocks of flats, this potentially raises a number of health and safety and fire safety issues. For this reason, this policy is aimed at reducing that risk whilst at the same time offering positive guidance to those tenants with mobility scooters.

## 2. Definitions:

The **“property”** means the property let to a tenant or held by a leaseholder or shared owner.

The **“communal area”** means the area/land both internal and external around the property which the tenant, leaseholder, shared owner may have permission to use in conjunction with the property. This includes, but is not limited to, stairways, landings, lifts, entrance halls, hallways, lobbies, shared gardens, bin stores, bicycle stores, parking area, refuse area, other areas to gain access to the property.

A **“mobility scooter owner”** refers to the tenant, leaseholder, shared owner who has been granted permission for a mobility scooter by Teign Housing as per this policy.

## 3. Legislation:

One of the key objectives of this policy is to comply with relevant legislation.

- Fire Safety Act 2021
- Regulatory Reform (Fire Safety) Order 2005
- Equality Act 2010

#### Devon and Somerset Fire and Rescue Service recommendations

The principal 'advice' to housing providers is that mobility scooters should not be stored / parked / charged in staircase enclosures, or communal corridors forming part of means of escape routes within buildings. This is because they introduce a considerable fire loading, and the scooters can be an obstruction hazard within these areas.

In view of their 'advice' above, as the enforcing authority for the Fire Safety Order, the Fire and Rescue Service would expect this to be the minimum standard. As such, Teign Housing could run the risk of enforcement / prosecution against them. Additionally, there is the possibility that the individual who has breached their tenancy / leaseholder conditions may also be subject as an individual for the breach of the Fire Safety Order, and as such be liable to prosecution.

#### **4. Policy:**

The aim of this policy is to protect and preserve the health and safety of all tenants living within Teign Housing properties and anyone visiting or working there, whilst enabling the use of mobility scooters to promote independence.

This policy is in place to give tenants and leaseholders information and advice on Teign Housing's approach to managing the use of mobility scooters. It applies to both general needs flats, maisonettes, and sheltered housing blocks, and to existing tenants who already own or may wish to purchase a scooter and to applicants with scooters who are considering moving into a Teign Housing home.

Teign Housing encourages the rights of tenants to independent living. It also recognises that mobility scooters can and do enhance the quality of life for those people who may otherwise be limited in their ability to access facilities, either within a scheme or the wider community. Where possible, Teign Housing will work with tenants to enable their use of a mobility scooter. However, the health and safety of other residents is paramount, and permission cannot be given to store mobility scooters in communal areas.

Teign Housing will strive to be as flexible as possible and where there is a risk associated with the storage or use of a mobility scooter, we will work with the tenant to try to find a solution.

The provision of storage and charging facilities for mobility scooters within TH properties is challenging and sometimes impossible, as there is often no suitable space or recharging facilities available.

#### **5. Lettings:**

Teign Housing will ensure that all potential tenants are told about restrictions on mobility scooter storage and charging before letting the property.

#### **6. Applying for permission to keep a mobility scooter (not applicable to powered wheelchairs)**

The Policy will apply to all new requests to keep a mobility scooter and retrospectively to existing tenants who already have a scooter (Note: it is important that retrospective applications are made so that Teign Housing can review the risks posed rather than to remove any previous granted permission.

Tenants who wish to obtain a mobility scooter must apply in writing for permission, by completing the self-assessment mobility scooter form. This should be done before purchasing the scooter.

In considering whether permission should be granted, account will be taken of whether a suitable safe area can be identified to store and charge the scooter, and the potential impact on other people. Permission will only be granted where the needs and wellbeing of other tenants and other users of the building are not adversely affected.

Where permission is refused, we will explain the reasons. Where permission is granted, this will be conditional on the tenant accepting the conditions outlined in the Policy and the associated Procedures.

#### **7. Insurance:**

Insurance for mobility scooters is not mandatory by law. However, all residents of Teign Housing will be required to show evidence of insurance annually, covering personal injury to others and damage to the property in the event of accidents, misuse and fire.

#### **8. Reasonable adjustments:**

Teign Housing recognises that promoting equality is a fundamental part of enhancing life and is aware of the obligations under the Equality Act 2010 to make reasonable

adjustments, where a disabled person or older person is placed at a substantial disadvantage in the enjoyment of their homes.

With regards to the storage and use of mobility scooters Teign Housing will consider reasonable adjustments where the resident requests them. Teign Housing will organise an OT (Occupational Therapist) and will require a recommendation from the OT for adjustments to be achieved.

#### **9. Data Protection:**

In applying this policy, all members of staff must comply with Teign Housing's Data Protection & GDPR Policy and ensure that the personal information supplied by customers is always protected.

#### **10. Equality and Diversity:**

Teign Housing will apply this policy consistently and fairly and will not discriminate against anyone based on any relevant characteristics, including those set out in the Equality Act 2010.

Teign Housing will complete an Equality Impact Assessment (EIA) to consider the equality, diversity and inclusion implications of the policy.

#### **11. Review:**

Teign Housing will monitor this policy to ensure it meets good practice and current legislation. This will be monitored by the Respect for People Group, Leadership Team, Tenants' Forum and EMT (Executive Management Team).

Teign Housing will monitor the amount of fire risk assessments that have identified within the assessment, and this will be reported on in the Customers and Communities quarterly report. The review will happen every three years or earlier if there are either regulatory or legislative changes.

#### **12. Related Documents:**

- Estate Management Policy 2023
- Fire Safety Act 2021

- Regulatory Reform (Fire Safety) Order 2005
- Equality Act 2010
- Mobility Scooter Procedure 2023
- Complaints and Compliments Policy – July 2021 (Updated October 2022)

### 13. Responsibilities:

Areas of Responsibility	Person Responsible
Policy Owner	Donna Sansom
Permissions	Asset Surveyors, Community Housing Officers, Independence & Wellbeing Team, Customer First Team