



SCOOTER POLICY

DOCUMENT CONTROL

Document Reference / Version Number	Version 2 – September 2016
Title of Document	Scooter Policy
Authors Name(s)	Peter Smith
Authors Job Title(s)	Supported Housing Co-ordinator
Directorate(s)	Customer Services
Document Status	Final
Supersedes (Version & Date)	Version 1 - September 2015
Approved By	EMT and annual review by Head of Customer Experience
Date of Approval	EMT - 23rd September 2015 Head of Customer Experience - 3rd November 2016
Publication / Issue Date	September 2015
Date of Annual Review	September 2017
Changes Made at Last Review	N/A
Full Review Date	September 2018
Distribution	Website and Intranet

Rochdale Boroughwide Housing Limited is a charitable community benefit society.

FCA register number 31452R.

Registered Office: Sandbrook House, Sandbrook Way, Rochdale OL11 1RY.

Registered as a provider of social housing. HCA register number: 4607



CONTENTS

Section	Page
Introduction/ Strategic Vision Statement	4
Methodology	5
Aims and Objectives	5 - 7
Scope of the Policy	7
Policy Statement	7 - 8
Consultation	8 - 9
Equality and Diversity	9
Monitoring and Review	9
Links to other RBH Policies and Procedures	9 - 10

1. Introduction and Strategic Vision

- 1.1 Mobility scooters have become increasingly popular especially in Independent Living and extra care schemes. RBH is committed to promoting independence and choice for tenants and recognize the importance to peoples lives the use of mobility scooters can achieve. However RBH must ensure the use of mobility scooters does not compromise the health and safety of the user, other tenants, employees, visitors, and the overall safety of the building. Many tenants choose to buy or lease their own mobility scooters, however even though tenants are meeting the cost themselves RBH has a duty to ensure the vehicles are being used legally and correctly with full responsibility for their use being taken by the user.
- 1.2 The policy applies to all tenants living in independent living schemes, group homes and extra care schemes and will ensure the following:-
- Ensuring tenants are able to use mobility scooters effectively and safely.
 - Taking into account tenants individuals disabilities.
 - Ensuring the safety of other tenants and employees is not compromised as a result of the use of mobility scooters.
 - Ensuring all tenants and users of mobility scooters are aware of their responsibilities through the policy.
 - Provides clear guidance on storage and charging.
 - Ensuring the use of mobility scooters in independent living does not compromise health and safety and cause damage to the common parts of the scheme.
 - Ensure tenants are aware of the limitation of use and storage in independent living schemes.
 - Ensure a fair and equitable approach to charging mobility scooters within the communal scooter stores.
- 1.3 Powered mobility scooters are defined as “ Invalid Carriages” under the **Use Of Invalid Carriages on Highways regulations 1988**. The regulations divide this type of vehicle into three classes.
- Class 1 – Manual wheelchairs
 - Class 2 – Machines designed for use on a pavement travelling at a top speed of 4 MPH. This type of vehicle can be used on the road to cross it from one side to the other or where there is no pavement available. This type of machine can also be used within a building.

- Class 3 – This type of machine can be used on the pavement where they are limited to 4 MPH or on the road where they are limited to 8 MPH.

Class 3 vehicles are required by law to be registered with the DVLA for road use. These vehicles also need to be licensed in the disabled taxation class and display a nil duty tax disc.

- 1.4 Class 3 vehicles longer than 1200mm and wider than 700mm are classed as road going vehicles only and should not be used in a building. Therefore, will not be able to be stored or used in an RBH independent living schemes unless it is within a purpose built scooter store.

2. Methodology

- 2.1 RBH developed a procedure for the use and storage of mobility scooters in independent living schemes in 2010 which was reviewed in 2012. However since this time further research has been undertaken on the appropriate approach to formalise the safe use of mobility scooters in RBH property whilst ensuring their permitted use promotes independence and choice. This has been undertaken by :-

- Observing their use in independent living schemes
- Discussing their use with employees and tenants
- Tenants undertaking research from the DVLA, Department of Transport, and insurance industry to ensure the policy conforms to legislative requirements
- Consultation on the draft policy with the SHiP forum and SHiP sub (operations) group.
- Benchmarking with other housing associations on their approach to mobility scooters in their sheltered housing.
- Awareness of future scooter store development plans within asset management.

3. Aims and Objectives

- 3.1 The aims and objectives of the policy (and associated procedures) are to clearly define the responsibility of tenants and of RBH as a Society, to ensure the safe use and storage of mobility scooters on independent living schemes and to ensure their use does not place others and the building overall at risk. The policy has been written in line with the Society's seven mutual values:

Responsibility – RBH Supported Housing employees (and others) will take responsibility for ensuring tenants are fully aware of how, and are able to use mobility scooters safely. Tenants will be responsible for ensuring that they comply with the terms of the policy in respect of the correct class of vehicle to be stored and charged correctly. Employees will be responsible for monitoring the usage and ensuring that tenants are aware of their limitations of use.

Equity – The mobility scooter policy has been developed in a fair and unbiased way giving due regard to legislative requirements in line with advice from the department of transport and insurance industry. An impact assessment has taken place for this policy. That highlighted the need for regular monitoring and opportunity for tenants to utilise the facilities at each scheme thus ensuring equality based on need.

Democracy – The policy has been developed through consultation with tenants who use mobility scooters on various independent living schemes and through the SHiP forum and ShiP Sub (operations group). In addition tenants on the SHiP Sub were tasked with undertaking research with national bodies around legislative requirements which was then encompassed in the policy.

Pioneering – RBH wish to have an active pioneering role in the development of the use of mobility scooters in independent living. By working in conjunction with end users RBH can ensure the policy is a workable and is a fair approach to controlling, whilst encouraging the use of mobility scooters in its properties.

Openness & Honesty – During the policy development, RBH has displayed full openness and honesty through consultation with tenants at every stage. Policy development came through listening to tenants views whilst expressing a realistic position in terms of tenant responsibility linked to legislation. Should the policy need reviewing ahead of the normal timescales because it is thought its operation is causing difficulty to tenants RBH will inform the Representative Body of such.

Caring – Taking an effective approach to the use of mobility scooters in RBH independent living will ensure that the risk to users, other tenants and employees and visitors will be minimised. In addition the damage to the building through misuse of scooters within the schemes will be reduced therefore ensuring the environment is maintained to high standards for the benefit of all tenants and visitors.

Championing – We will encourage all members, tenants and employees to take responsibility for ensuring the policy helps improve the overall safe use of mobility scooters. The ShiP Sub (operations) group will continue to monitor its effectiveness through regular feedback from end users and other tenants on independent living schemes.

Vision: - To use our exceptional position as a mutual to help people use mobility scooters more effectively and safely and to create a controlled mutually agreed approach to their use.

Mission: - To meet the aspirations of our communities by providing inclusive robust policies around the use of mobility scooters therefore enabling tenants to utilise this type of aid to helping maintain independence whilst keeping themselves and others safe during their use.

4. Scope of the Policy

- 4.1 The policy covers the use of mobility scooters in independent living schemes, extra care schemes and group homes for people with learning disabilities (where applicable)
- 4.2 The policy (and associated procedures) identifies the need for an awareness of a tenants intentions to bring or obtain a scooter as an allocation to independent living is proceeding. In addition the policy also identifies the need for tenants to use scooters responsibly in schemes so as not to damage communal areas, and supports the scheme manager to discuss with tenants if they are not using it in accordance with the policy. During the pre tenancy assessment the Scheme Manager must therefore be made aware of the perspective tenants intentions and should advise the person if the scooter can be accommodated on the scheme, with any concerns being directed to management. In addition some mobility scooters may need to carry insurance therefore this policy also promotes scheme managers making tenants aware of this.
- 4.3 On schemes with a purpose built scooter store a permit form and disc will be issued in accordance with scooter space availability. Should a tenant want to be allocated a space where there is already over subscription a waiting list will be created and alternate temporary storage be identified where possible. Tenants issued with a permit will be subject to a conditions of use agreement being signed and a risk assessment being undertaken to ensure the tenant is safe to use the scooter. This will be reviewed in line with the tenant support plan.
- 4.4 The policy and procedure also encompasses the safe storage and charging of mobility scooter batteries.

5. Policy Statement

- 5.1 RBH takes its responsibility for managing the use of mobility scooters in its properties very seriously RBH wants to ensure that the use of mobility scooters

promotes independent living whilst fully supporting their appropriate use. By promoting the need for an awareness of a perspective tenants need for the use of a mobility scooter at application and ensuring the tenant is fully aware of the schemes capability to accommodate the use of a scooter at the point of allocation, it is ensuring the tenant, scheme and others are not placed at risk or disadvantaged as a result of the use of the machine.

In addition by ensuring effective allocation of available spaces and charging facilities, monitoring of their use, and creating a fair waiting list whilst identifying temporary storage, employees can ensure that as many tenants as possible have a realistic opportunity to own and regularly use a mobility scooter.

- 5.2 The policy also places the scheme manager as responsible for identifying potential risk as some tenants are unable to control or use scooters especially the larger class 3 machines, however anyone can purchase or own one. By identifying risk, scheme managers can then support tenants to access support and training and minimise the risk to themselves and others.
- 5.3 RBH are undertaking a building programme of scooter stores as part of asset management capital investment. However these type of facilities are expensive and RBH are only able to develop two per year. There are a number of storage spaces currently allocated as storage for scooters within independent living schemes. The policy therefore also informs the allocation of storage spaces which ensures tenants who have scooters are able to store them in accordance with health and safety legislation and minimise the impact to other tenants.
- 5.4 It is also important to ensure that tenants who are allocated scooter storage spaces regularly use their scooters. The policy (and procedure) ensures that the scheme managers are able to monitor their use through a permit system to ensure an equitable approach to allocation and use of purpose built scooter stores. This also includes fair use of charging facilities and energy consumption.
- 5.5 RBH must be aware of health and safety especially relating to battery and electrical components of individual machines charging in communal spaces. The policy and procedure outlines the need for annual PAT testing managed by RBH and funded by the tenants where there is a requirement to charge a scooter in a communal store.

6. Consultation

- 6.1 The policy has been developed in consultation with the SHiP forum and SHiP (operations) sub. Prior to the initial development of the policy independent living tenants who regularly used scooters were consulted on how a formal policy should look like. In addition wardens were asked for comments and ideas which could then be formulated into the policy. Consultation has therefore been substantial amongst

the independent living community which are ultimately the main body of tenants the policy will apply to.

- 6.2 As part of the development process members of the SHiP operations sub researched into legislative requirements on the use of mobility scooters and made contact with key personnel within the Department of Transport. Useful and important information was made available to RBH which was used within the policy.

7. Equality and Diversity

- 7.1 The RBH Mobility Scooter policy will be subjected to a relevance test in order to determine whether a full Equality Impact Assessment is required.

8. Monitoring and Review

- 8.1 All RBH strategies, policies and procedures are reviewed on a regular basis in order to ensure that they are 'fit for purpose' and comply with all relevant legislation and statutory regulations.
- 8.2 This policy, including any other related procedures will be reviewed annually in order to ensure its continued appropriateness and formally reviewed and submitted to the appropriate 'approving body' every three years.

9. Links to other RBH Policies & Procedures

- 9.1 The mobility scooter policy will underpin all dealings within the society with people who regularly use mobility scooters. The policy will ensure that employees and tenants are kept safe and are able to get the most out of using this increasingly popular mobility aid. The policy will link to a number of objectives within Our Mutual Future.
- 9.2 **Objective 1 – Getting our core services right. – (p1 Enhancing the customer experience)** RBH will continue to promote the use of mobility scooters within Independent Living schemes with those tenants who can best benefit from their use. In addition RBH will work with all tenants to ensure mobility scooters are used safely and appropriately so that the customers experience for all tenants is enhanced within an independent living community.

9.3 ***Objective 2- Supporting People and Places.*** – RBH will work with tenants within Independent Living Schemes who use mobility scooters to ensure we provide support for those customers with a higher need, to live independently. We will continue to work with tenants to design facilities to promote the benefits of the use of mobility scooters to help people to contribute actively to their communities.