

HOUSING LANDLORD SERVICES

Mobility scooter policy



Document

Name of policy	Housing Landlord Services Mobility Scooter Policy
Document reference	HLSPOL11
Purpose of policy	New Forest District Council (the Council) is committed to supporting the quality of life of its tenants and leaseholders. This includes supporting our residents to make use of the most appropriate equipment available to enable them to live independently, including the leasing or buying of mobility scooters.
Policy applies to	This policy applies to all tenants, including those in Extra Care and Age Restricted Schemes.
Lead officer	Service Manager – Housing Estates, CCTV, Community Safety and Community Alarms.
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Update overview	V1.0 New Policy

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1. Introduction

New Forest District Council (the Council) is committed to supporting the quality of life of its tenants and leaseholders. This includes supporting our residents to make use of the most appropriate equipment available to enable them to live independently, including the leasing or buying of mobility scooters.

The Regulatory Reform (Fire Safety) Order 2005 requires that fire risks in common areas are assessed, and actions taken to reduce these risks. The Council undertakes fire risk assessments of all our communal blocks of flats in accordance with our Fire Safety Policy. In residential buildings mobility scooter fires can pose a fire safety risk to tenants, leaseholders, employees, firefighters, and others when stored unsafely in communal areas and/or fire escape routes.

This policy:

- introduces a Mobility Scooter Registration Scheme which sets out how the Council will consider requests from tenants/leaseholders to store mobility scooters.
- Explains the factors it will consider when granting or refusing storage permission.
- highlights how mobility scooters will be stored safely in accordance with the Council's fire safety policy.

2. Legislative and regulatory context

Whilst mobility scooters are currently not regulated in the UK, the primary legislation relevant to the use of mobility scooters in council accommodation, includes:

- Regulatory Reform (Fire Safety) Order 2005.
- Equality Act 2010.
- Management of Health and Safety at Work Regulations 1999.
- Use of Invalid Carriages on Highways Regulations 1988.

Information and guidance on mobility scooters is also noted within other publications such as:

- BS EN 12184:2014.
- Fire Safety in Purpose Built Block of Flats Guide.
- National Fire Chiefs' Counsel (NFCC) Specialised Housing Guidance.
- NFCC guide - Mobility Scooter Guidance for Residential Buildings (2018).
- Care Quality Commission (CQC) Fire Safety Information and Guidance Note 422.
- RC59 "Risk Control: Fire safety when charging electric vehicles" 2012 published by the Fire Protection Association on behalf of RISC Authority.
- House of Commons Transport Committee, Mobility scooters, Ninth report of session 2009-10.
- Department of Transport: Mobility scooters and powered wheelchairs on the road.

This policy recommends that all new mobility scooters should be manufactured in accordance with British Standard BS EN 12184:2014 Electrically powered wheelchairs, scooters, and their chargers. Requirements and test methods.

3. Definitions

Definition of a mobility scooter

Mobility Scooters are defined as an "Invalid Carriage" under the Use of Invalid Carriages on the Highways Regulations 1988 in which they are divided in to three categories:

Class 1 Vehicles Manually operated wheelchairs not electrically powered;

Class 2 Vehicles Powered Wheelchairs and mobility scooters for pedestrian routes and indoor use, that are limited to a maximum speed of 4mph and do not exceed an unladen weight of 113.4 kg;

**Class 2 vehicles are not allowed on the public highway and are not required to be registered with the Driver and Vehicle Licensing Agency (DVLA).*

Class 3 Vehicles Powered vehicles and mobility scooters that are designed to:

- Travel up to 8mph and are used on roads/highways and;
- Fitted with a device to restrict travel to a maximum speed of 4mph on pedestrian routes and for indoor use. Class 3 Vehicles must not exceed an unladen weight of 150 kg.

**Class 3 vehicles are not classed as motor vehicles, but they are required to be licensed with the DVLA for road use and cannot be operated by anyone below the age of 14.*

For the purposes of this guide, Class 1 vehicles (manually operated wheelchairs with no fairings, batteries, or motors) are excluded from the references to fire tests, fire loading (potential severity of a fire in a given space) etc. References to obstructions on means of escape still apply.

4. Purpose

4.1 The purpose of this policy

- Ensure the Council meets its statutory obligations.
- Manage the number of scooters on any one site, so as not to compromise the safety of residents or anyone else on the site.
- Ensure that tenants/leaseholders are aware of their responsibilities to others.
- Ensure that mobility scooters do not cause an obstruction or fire risk.
- Ensure tenants/leaseholders seek written permission for a mobility scooter – either before obtaining a new one or for any mobility scooter already owned.
- Carry out a full assessment prior to a decision on whether or not to grant permission.
- Accommodate requests for permission to keep and store mobility scooters where practicable and not to refuse permission unreasonably.
- Ensure the Council takes a consistent approach to granting permission to tenants/leaseholders to keep and store a mobility scooter.
- Provide clear information on the terms and conditions permission is granted on.
- Provide a clear, written explanation of the reasons for refusing permission.

4.2 Residents affected by this policy

This policy applies to all current and future tenants and Leaseholders of New Forest District Council, including those in Extra Care and Age Restricted Schemes.

Where residents are considering moving into a council rented or leased property, or they are an existing tenant/leaseholder and already have, or require a mobility scooter, they must seek permission in writing from the Council first, to agree appropriate storage of the mobility scooter.

*Existing users must apply for retrospective permission where they have not previously done so.

5. Roles and responsibilities

Chief Executive

The Chief Executive is the “responsible person” for the purposes of regulatory reform (Fire Safety) Order 2005, and nominates one or more persons to act on their behalf to discharge their responsibilities as set out below:

Strategic Director of Housing, Communities and Governance

The Strategic Director of Housing, Communities and Governance has overall strategic responsibility for the Council’s approach to fire safety in social housing controlled by the Council. This role is responsible for ensuring that the requirements of the Fire Safety Order 2005 and Housing Act 2004 and supporting Regulations are applied and implemented. The role will nominate one or more persons to act on their behalf to discharge their responsibilities as set out below:

Service Manager - Housing Estates, CCTV, Community Safety and Community Alarms

The Service Manager for Housing Estates, CCTV, Community Safety and Community Alarms is the responsible person for the operational delivery and compliance of this policy with support from the Housing Fire Safety Manager, and other Housing Service Managers.

Housing Fire Safety Manager

The Housing Fire Safety Manager will lead and manage the Council’s response to fire safety in the Council’s Housing stock, including devising strategies, policies, and assurance processes to ensure compliance with all statutory fire safety laws/regulations/codes of practice and guidance and compliance with this policy.

Building Safety Officers

The Building Safety Officers will undertake regular building safety inspections to monitor all communal areas for hazards or obstructions that may impede residents. BSO’s are designated to remove any obstruction or fire risk from within communal areas. BSO’s will support the compliance of this policy and report any non-compliance to the Housing Fire Safety Manager.

Tenancy Management Officers/Assistants

Tenancy Management Officers and Assistants will in the course of their duties undertake regular building inspections and home visits to residents. Officers and Assistants ensure tenants adhere to their tenancy conditions and relevant health and safety practices and procedures, and will support the compliance of this policy. Non-compliance will be reported to the Housing Estates Service Manager and Housing Fire Safety Manager.

6. Application and decision process

6.1 Application Process

Tenants must obtain consent for the storage and charging of a mobility scooter prior to purchase or obtaining one. To obtain permission, tenants/ leaseholders must submit an application to any member of the Housing Estates Management Team or by email to EstateManagement@nfdc.gov.uk, using the appropriate form [Appendix A]. A decision will be made by the Housing Estates Service Manager within 15 working days after a risk assessment has been completed by the Council's Fire Safety Manager. Completion of the risk assessment will require an assessment within the applicant's home.

Tenants/leaseholders will be expected to ensure the mobility scooter is properly maintained, in accordance with the manufacturer's requirements and paragraphs 6.7 to 6.12 inclusive. Failure to do this may result in the Council refusing or withdrawing consent.

Nomination process and mutual exchange

Residents undertaking a mutual exchange and who wish to take a mobility scooter with them, or acquire one, are required to submit an application as outlined in Appendix A in conjunction with their mutual exchange application. If the property sought is not suitable for the safe storage of a mobility scooter, the mutual exchange application may be declined.

6.2 Decision Making Process

The Council will advertise the policy and application process on noticeboards in communal areas. Further advertisement will take place within the tenant's Hometalk magazine and on the council's website and will form part of tenancy sign-up. Whilst permission will not be unreasonably withheld, the Council's priority is the health and safety of all residents within NFDC accommodation. Permission will only be granted if the tenant/leaseholder is able to store the mobility scooter in suitable storage facilities where they are available.

In considering whether permission should be granted, account will be taken of the potential impact on other people and permission will only be granted where the needs and wellbeing of other tenants/ leaseholders and other users of the building are not put at risk.

In accordance with this policy, any permission granted will be subject to the conditions set out in Appendix C.

Following a holistic assessment, permission **may be** declined based upon safety grounds where:

- There is no safe storage in the tenant/ leaseholder's home and no alternative safe storage and charging space can be provided.
- A tenant/ leaseholder lives above the Ground Floor and are unable to self-mobilise to their place of residence.
- A major physical alteration to the premises is required, which the Council believes to be unreasonable in terms of cost and/or disruption to other residents.
- The scooter is deemed unsuitable by the Council following an inspection and assessment of the property and type and model of scooter proposed.
- The tenant/leaseholder wishes to keep more than one scooter.
- Other residents' health and safety would be impacted by storage of the scooter.

The Council reserves the right to decline an application on additional grounds, not set out above.

6. Application and decision process (Cont'd)

Examples of safe storage and charging spaces may include:

- A designated space/room within the applicant's individual property.
- A designated space provided by the Council.

Where permission is declined, a suitability review of the applicant's accommodation and circumstances will be carried out to understand how the Council can support the tenant safely maintain their property, and to understand whether a move to an alternative property will resolve the issues.

Where an application is approved, the applicant will be requested to read and accept the terms and conditions as set out below.

6.3 Additional Costs

To ensure the safe charging of scooters, this may require the Council to install additional charging points or restrictors to prevent overcharging.

The Council will require the resident to contribute to the costs incurred by the Council. This will be discussed with the applicant during the application process and an appropriate charge levied where appropriate.

6.4 Allocation of spaces in designated schemes

Where there are designated storage facilities for mobility scooters, tenants/leaseholders who have been medically assessed to require a mobility scooter by the NHS will be given priority.

Storage spaces will be allocated as and when they become available, and applications will be considered in date order of receipt. The Council will request proof of medical assessment by the NHS during the application process if medical requirements form part of the application. Failure to provide this may affect the progress and outcome of the application.

Storage spaces are limited and will be individually allocated on a 'first come, first served' basis to all existing tenants/leaseholders. Future applicants will be allocated based on their date of application and approval.

Existing available dedicated storage capacity is set out in the tables below:

6.4.1 Extra Care Housing Schemes

Address	Property Type	Internal / External Store	Scooter Store Capacity
Barfields 1	Extra Care	Internal	7
Barfields 2	Extra Care	Internal	6
Barfields	Garage	External	4
Gore Grange	Extra Care	External	8
Winfred House	Extra Care	Internal	7
			32

6. Application and decision process (Cont'd)

6.4.2 Age Restricted Housing Schemes

Address	Property Type	Internal / External Store	Scooter Store Capacity
Bannister Court	Aged 60+	External	5
Campion House	Aged 60+	External	8
Compton House	Aged 45+	Internal	4
Corbin Court	Aged 45+	Internal	5
Corbin Court	Garage	External	4
Evergreens	Aged 60+	Internal	3
Evergreens	Garage	External	2
Howard Oliver House	Aged 60+	External	5
Lawrence House	Aged 45+	External	5
Lawrence House	Garage	External	5
Marryat Court	Garage	External	4
Robertshaw House	Aged 45+	Internal	4
Sarum House	Aged 45+	Internal	4
Solent Mead	Aged 60+	Internal	8
Whitcroft	Aged 45+	External	3
			69

Where no spaces are available, a waiting list will be maintained, and alternative storage options may be explored. In addition, this may include supporting the applicant to consider alternative accommodation where suitable storage is available, or alternative solutions which support ongoing mobility needs.

6.5 Right to appeal a decision

Where an application is declined, the Council will provide a response outlining the reasons, providing details of the appeal process. The applicant has the right to appeal any decision made by the Council within 21 days. A different Housing Service Manager to the one who made the initial decision, will undertake a review of any appeal. A final written response will be made within 15 working days.

6.6 Terms and conditions of the permission

Permission may be withdrawn by a Housing Service Manager if the terms and conditions of the permission are not adhered to; if the tenant/leaseholder purchases an additional or larger mobility scooter; or if the policy is updated to meet new regulatory requirements and an applicant's circumstances fall outside the scope of the policy.

The Tenant will be fully consulted on any proposal to withdraw permission. The timescales for withdrawal will be made on an individual basis taking into account the individual circumstances of the tenant.

6. Application and decision process (Cont'd)

6.7 Safe Storage and charging

Mobility scooters are not permitted to be stored or charged in a communal hallway, communal room, or stairwell (unless designated storage and charging facilities have been provided) at any time because they could increase the risk of fire or obstruct a fire escape route.

Following approval, if a mobility scooter is stored within a tenant/leaseholder's property, they must ensure that adequate space remains within the home for the safe storage and charging. Periodic inspection may be arranged to assess for compliance and any additional fire safety requirements should circumstances change. For the safe and effective use of Mobility scooters and safe management of buildings, they are not permitted above ground floor.

6.8 Portable Appliance Test (PAT)

Tenants/leaseholders are responsible for ensuring their scooter is serviced and maintained regularly and in accordance with the manufacturer's instructions. The Council recommends the tenant commissions an annual Portable Appliance Test (PAT) to be carried out by a qualified electrician. If any charging equipment fails the PAT, it is the tenant/leaseholder's responsibility to arrange the repair of it or replace it before using it.

6.9 Servicing/maintenance

It is important that scooters are properly maintained and serviced regularly. This will prolong its life and reduce the risk of fire and mechanical breakdown. The manufacturer's handbook will detail how often the scooter should be serviced.

The servicing and portable appliance test history of the scooter may be subject to periodic checks by the Council.

6.10 Health and safety to others

Where designated internal areas have been provided and permission granted to store within a communal area, residents must comply with any fire safety and health and safety procedures that have been put in place.

If a mobility scooter is required to be driven within communal areas, this must be at walking pace, alerting any other residents to their presence, and avoiding damage to Council property.

6.11 Damage

Any damage caused by the scooter to Council property must be reported immediately to the Council and any repair costs may be recharged to the tenant/leaseholder.

6.12 Lifts

Mobility scooters are not permitted in lifts under any circumstances by tenants/leaseholders or visitors.

6. Application and decision process (Cont'd)

6.13 Monitoring

The Council will maintain records for all registered mobility scooter users, and this will include:

- Client details
- A completed risk assessment.
- Storage location.
- The make and model of the scooter.

This policy will be fully reviewed every two years, taking into account decisions made, appeals and numbers, but will be updated as required subject to regulatory or statutory needs.

6.14 Consent and Right to Withdraw

Mobility scooter owners cannot store mobility scooters on Council property without written consent from the Council, in accordance with this policy.

If the applicant fails to adhere to the conditions as set out within the policy, The Council reserves the right to withdraw permission to store a mobility scooter at any time.

6.15 Reasonable adjustments

The Council recognises that promoting equality is a fundamental part of enhancing life changes under the Equality Act 2010, and reserves the discretion to consider making reasonable adjustments to a tenant's home to facilitate the storage of a mobility scooter.

In exceptional circumstances where the tenant/leaseholder has mobility issues, is registered disabled and wholly dependent on the mobility scooter to go about their daily activities, the Council will consider an application for a Disabled Facilities Grant (DFG) if deemed necessary and appropriate by an Occupational Therapist. This may include:

- A ramp to allow access in and out of the tenants/leaseholder's home.
- Access Path.
- Hardstanding.
- External charging point.

However, there may be instances where it is not feasible to provide adequate adaptations due to the layout/position of the property and occupancy levels, and rehousing to a more suitable property may need to be considered.

6. Application and decision process (Cont'd)

6.16 Equality and diversity

The very nature of this policy will impact on people with disabilities or older people. It is important that all requests to own a mobility scooter are considered on an individual basis and the tenant/ leaseholder is supported as much as possible. These requests need to be considered alongside the overall health and safety principles of all residents.

An Equality Impact Assessment has been undertaken in support of this policy as set out at (Appendix D).

6.17 Breach of mobility scooter policy

Whilst the Council understands the positive differences to quality of life a scooter can make, where there is a breach of this policy the Council will take the appropriate action.

Where a scooter is stored or charged on Council premises without permission or outside the terms of permission granted, the Council reserves the right to immediately remove the scooter, in consultation with the tenant, to ensure the health and safety of other residents.

The Council will continue to work with, and support, the tenant where such a removal is carried out. This support may include providing additional education on fire safety to the tenant, support to repair or service a scooter, assessment of storage solutions, or support to move to alternative accommodation. This list is not exhaustive.

Appendix A

Application Form for permission to keep a mobility scooter

We recognise the benefits of mobility scooter use, enabling people with mobility problems to remain independent. To help us ensure that your mobility scooter does not pose a danger to you and your neighbours, please complete this short form and a member of our Estates Management team will be in touch.

Name:	
Full Address:	
Household details:	
Building Type:	House/flat/bungalow
If a flat, what floor are you located on? No of bedrooms No of occupants	Ground, 1 st or 2 nd Floor
Home Tel No:	
Mobile Tel No:	
Email Address:	
Do you currently own a mobility scooter? If yes, please provide details of the mobility Scooter Brand and model Name How old is your mobility scooter and when did you purchase it? Does anyone else in your household own a mobility scooter?	
Dimensions of the scooter	
If you currently own a Mobility Scooter, has a qualified person carried out a portable appliance test? When was this? If you have a current PAT certificate, please provide a copy along with this form	
According to the Manufacturer's information how often does the scooter need servicing? When is the next service due?	
Mobility scooters cannot be stored in communal areas or above ground floor. If your building doesn't have a designated mobility scooter storage/charging room, where	

do you propose to store and charge your scooter?	
Please provide information outlining why you require the use of a mobility scooter?	
<p>I agree that the details submitted above will be held by the Council on its databases for the duration I am a tenant of the Council and for the purposes of monitoring and, maintaining the health of safety of you and Council residents.</p> <p>Signed by applicant:</p>	
<p>Date:</p>	

Return completed form to: EstateManagement@nfdc.gov.uk

Appendix B

Risk Assessment Form - Storage of Mobility Scooters

Assessment is to be completed by the Council's Fire Safety Officer and approved by Service Manager – Housing Estates, CCTV, Community Safety and Community Alarms before the mobility scooter is used or charged.

Tenants Details			
Tenant's Name:			
Tenancy Address:			
Contact Information (Optional)			
Home Tel No:		Mobile Tel No:	
Email Address:			
PART A			
Application Details			
Date of Application:			
		Yes	No
1	Will the mobility scooter be stored and charged within tenant's home? If the answer is 'Yes' go to Question 2 If answer is 'No' go to PART B Question 4	<input type="checkbox"/>	<input type="checkbox"/>
2	Is the layout of the property and home access suitable for the mobility scooter? If 'Yes' go to Question 3 If 'No' go to PART B Question 4	<input type="checkbox"/>	<input type="checkbox"/>
3	Will the storage and charging of the mobility scooter within the tenant's home restrict or hinder the tenants or visitors escape from property or prevent emergency services providing assistance in an emergency situation? If the answer is 'No' permission will be granted to store the mobility scooter within the home. Go to PART D and enter summary of the outcome of the risk assessment. If the answer is 'Yes' storage and charging of the mobility scooter will not be permitted in the home. Go to PART B Question 4	<input type="checkbox"/>	<input type="checkbox"/>
PART B			
		Yes	No
4	Are there any locations within the property with suitable access, storage and charging facilities for the mobility scooter? If 'Yes' please complete Question 5. If 'No' go to PART C Question 6	<input type="checkbox"/>	<input type="checkbox"/>
5.a	Please enter below the location of area(s) being assessed and complete Questions 5.b to 5.e for the area(s) for storage and charging of mobility scooter Locations (e.g. storage at window recess directly outside flat)		

5.b	During storage and charging will there be safe access and exit for the location for tenant and others?	<input type="checkbox"/>	<input type="checkbox"/>
5.c	Can the location be secured to prevent tampering, unauthorised use or of the mobility scooter?	<input type="checkbox"/>	<input type="checkbox"/>
5.d	Can the location be used for storage and charging without presenting a risk to other users of the property (consideration should be given in respect to fire hazard and safe means of escape)? If a fire hazard or means of escape issue is raised the local fire and rescue safety officer and/or the Health and Safety Officer are to be consulted and their commentary attached to assessment.	<input type="checkbox"/>	<input type="checkbox"/>
5.	Can charging facilities be provided from the landlord's electrical supply at the selected locations with costs recovery available? If any of the criteria in Question 5b to 5e cannot be met, then permission to store and charge the mobility scooter will not be given for the stated locations. Go to Part C Question 6 If all the criteria in Question 5b to 5e can be satisfied, then permission to store and charge the mobility scooter will be given for the locations stated. Go to PART D and enter summary of the outcome of the risk assessment	<input type="checkbox"/>	<input type="checkbox"/>

Part C

		Yes	No
6	Are there any locations / areas external to the property which may be suitable for the storage and charging of mobility scooters? If 'Yes' please complete Question 7a to 7d. If 'No' permission will not be granted. Go to PART D and enter summary of outcome of risk assessment.	<input type="checkbox"/>	<input type="checkbox"/>
7.a	Please enter below the location of area(s) being assessed and complete Questions 7.b to 7.d for the area(s) for storage and charging of mobility scooter Locations	<input type="checkbox"/>	<input type="checkbox"/>
7.b	During storage and charging will there be safe access and exits for the tenant and others?	<input type="checkbox"/>	<input type="checkbox"/>
7.c	Can the location be secured to prevent tampering, unauthorized use of the mobility scooter?	<input type="checkbox"/>	<input type="checkbox"/>
7.d	Can the location be used for storage and charging without presenting a risk to other users of the property (consideration should be given in respect to fire hazard and safe means of escape)? If a fire hazard or means of escape issue is raised the local fire and rescue safety officer and/or the Health and Safety Officer are to be consulted and their commentary attached to assessment. If any of the criteria in Question 7b to 7d cannot be met, then permission to store and charge the mobility scooter will not be given for the stated locations. Go to Part D and enter the summary of the risk assessment. If all the criteria in Question 7b to 7d can be satisfied, then permission to store and charge the mobility scooter will be given for the locations stated. If additional facilities can be provided to make it secure, then the tenant will be responsible for all costs unless supported by an OT referral and Disabled Facilities Grant Funding. Please complete Question 8.	<input type="checkbox"/>	<input type="checkbox"/>

8	<p>Can the charging facility be provided from the tenant's electrical supply or a suitable supply available which electrical usage for charging mobility scooter can be recovered by landlord?</p> <p>The preferred option for the electrical charging supply is from the tenant's own supply but if this is not feasible alternative arrangements should be identified and recommended in assessment.</p> <p>Go to PART D and enter summary of the outcome of the risk assessment</p>	<input type="checkbox"/>	<input type="checkbox"/>
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PART D

Date request received				
Date risk assessment completed				
Date of Response to tenant (Response to tenant's will normally be 15 working days)				
Outcome of assessment	<table border="0"> <tr> <td style="width: 33%;">Permission granted</td> <td style="width: 33%;"></td> <td style="width: 33%;">Permission declined</td> </tr> </table>	Permission granted		Permission declined
Permission granted		Permission declined		

Summary Comments:

Risk Assessor's Name	Signature	Date
Service Manager's Name	Signature	Date

I understand that permission has be given / refused for the storage and charging of the mobility scooter in the locations stated.

Tenant's Name	Signature	Date
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Appendix C

Conditions of Permission for the Mobility Scooter User Standard

Safe Storage and charging

Mobility scooters must not be stored or charged in a communal hallway, communal room or stairwell (unless designated storage and charging facilities have been provided) at any time; because they could increase the risk of fire or obstruct a fire escape route.

If a mobility scooter is stored, with appropriate permission, within a tenant/leaseholder's property, they must ensure that there is enough space within the home to store the mobility scooter safely. An inspection may be arranged to assess for additional fire safety requirements. Mobility scooters are not permitted above ground floor level in extra care or age restricted accommodation or in lifts.

Servicing/maintenance

It is important that the scooter is properly maintained and serviced regularly. This will prolong its life and reduce the risk of fire and mechanical breakdown. The manufacturer's handbook will detail how often the scooter should be serviced.

Portable Appliance Test (PAT)

Tenants/leaseholders are responsible for carrying out an annual Portable Appliance Test (PAT). This must be carried out by a qualified electrician. If any charging equipment fails the PAT, it is the tenant/leaseholder's responsibility to arrange the repair of it or replace it before using it. The Council will require the PAT certificate at the point of application and as part of the applicant's permission, they will commit to carrying out annual PATs before the anniversary of the previous test, when they will be subject to periodic checks by the Council thereafter.

Health and safety to others

Where designated internal areas have been provided and permission granted to store within a communal area, residents must comply with any fire safety and health and safety procedures that have been put in place.

If a mobility scooter is required to be driven within communal areas, this must be at walking pace, alerting any other residents of their presence, and avoiding any damage to Council property.

Recharge for damage

Any damage caused by the scooter to Council property must be reported immediately to the Council and any costs to repair the damage may be recharged.

Lifts

Mobility scooter use above ground floor and in lifts will not be permitted under any circumstances.

Location/Tenant Specific Conditions (to be added by Estate Management and the Fire Safety Officer)

1	
2	
3	
4	
5	
6	

Appendix D

Equality Impact Assessment

1. What is the overall purpose and aim of the policy/project/practice or service?

The policy is designed to ensure that residents living in Council owned properties (all residents including tenants and leaseholders) who wish to purchase or store a mobility scooter can do so safely.

The aim is to bring clarity and structure to the management of mobility scooters in Council owned properties.

This policy contributes towards the Council's duty to maintain buildings in full compliance with Fire Safety duties by preventing mobility scooters being charged or stored in inappropriate areas e.g. communal hallways.

The policy outlines the criteria that the Council will use to establish whether a mobility scooter can be used and stored safely or not.

To own and store a mobility scooter the Council must agree that the mobility scooter can be safely stored and charged in a resident's property or a designated storage area.

The policy will apply to new purchases and existing mobility scooter owners.

2. What are the main aspects of the policy/project/practice or service where consideration of equality impacts, and issues need to be incorporated?

This policy will affect all residents living in Council owned properties (tenants and leaseholders) who own and store a mobility scooter within the property or in the communal areas.

It will specifically affect individuals who have been storing their mobility scooter(s) in a communal area of a block of flats.

The policy will also affect tenants who may need a mobility scooter in the future.

This policy will benefit all residents, as implementing the policy will improve fire safety, not just for those who store a scooter, but neighbours and other residents living in and around the block.

Mobility scooters are primarily used by people who are older and/or have a disability, so the impact of the residents no longer being able to store mobility scooters in unsafe locations is likely to have a disproportionate effect on people in those groups than any other.

3. Relevance Assessment - which group(s) of people (if any), do you think will, or potentially can be, affected by this policy/project/practice or service? Please state your reasons.

Age

The implications of the policy potentially could impact negatively on an older person, because an older person is more likely to need a mobility scooter.

The impact may be negative if there is not a safe storage and charging solutions available where they live. Where no suitable mobility scooter storage solution is available, or all spaces have been allocated, consideration for a move to an alternative property will be given.

For general needs housing, the Council will not unreasonably withhold permission for alterations to a property to allow the provision of storage facilities, ramp, access path or hard standing to facilitate a mobility scooter.

Disability

The implications of the policy potentially could impact negatively on someone with a disability who requires a mobility scooter.

The impact may be negative if there is not a safe storage and charging solutions available where they live. Where no suitable mobility scooter storage solution is available, or all spaces have been allocated, consideration for a move to an alternative property will be given.

For general needs housing, the Council will not unreasonably withhold permission for alterations to a property to allow the provision of storage facilities, ramp, access path or hard standing to facilitate a mobility scooter.

Gender: It is not anticipated that the Council will need to take any further action in order to enable access for this group.

Gender Reassignment: It is not anticipated that the Council will need to take any further action in order to enable access for this group.

Marriage and Civil Partnership: It is not anticipated that the Council will need to take any further action in order to enable access for this group.

Pregnancy and Maternity: It is not anticipated that the Council will need to take any further action in order to enable access for this group.

Race: It is not anticipated that the Council will need to take any further action in order to enable access for this group.

Religion and Belief: It is not anticipated that the Council will need to take any further action in order to enable access for this group.

Sexual Orientation: It is not anticipated that the Council will need to take any further action in order to enable access for this group.

Please indicate if you think the impact is none, low, medium, or high?

Equality Impact Assessment	
Age	Medium
Sex	None
Religious belief	None
Disability	Medium
Race	None
Sexual orientation	None
Marriage/Civil partnership	None
Gender reassignment	None
Maternity and pregnancy	None

Detailed Assessment – Age

What negative/ disproportionate impacts will this proposal have on this protected group?

The impact may be negative if there is not a safe storage and charging solution available where they live. Where no suitable mobility scooter storage solution is available, or all spaces have been allocated, consideration for a move to an alternative property will be given. Full support will be provided to support a tenant to move to a suitable location which meets their needs.

For general needs housing, the Council will not unreasonably withhold permission for alterations to a property to allow the provision of storage facilities, ramp, access path or hard standing to facilitate a mobility scooter.

In seeking to advance equality, promote good relationships and improve access, what positive impacts could this proposal have on this protected group?

This policy is intended to have a positive impact on this protected group as it will provide safe access to mobility scooter storage, is designed to protect residents of an older age from harm and protect all residents from the risk of fire.

Detailed Assessment - Disability

What negative/ disproportionate impacts will this proposal have on this protected group?

The impact may be negative if there is not a safe storage and charging solutions available where they live. Where no suitable mobility scooter storage solution is available, or all spaces have been allocated, consideration for a move to an alternative property will be given. Full support will be provided to support a tenant to move to a suitable location which meets their needs.

For general needs housing, the Council will not unreasonably withhold permission for alterations to a property to allow the provision of storage facilities, ramp, access path or hard standing to facilitate a mobility scooter.

In seeking to advance equality, promote good relationships and improve access, what positive impacts could this proposal have on this protected group?

This policy is intended to have a positive impact on this protected group as it will provide safe access to mobility scooter storage, is designed to protect residents with disabilities from harm and protects all residents from the risk of fire.

How will you know if the agreed actions have had their desired results? What monitoring and performance measures/ indicators will be reported?

A register of mobility scooters will be held by the tenancy management team and reviewed periodically.

Reduction in storage and charging of scooters without permission.

Regular building inspections by the Building Safety Officer's (BSOs) will identify if the policy has been breached.

Low numbers, or no, fires or accidents as a result of improper Mobility Scooter use and/or storage/charging.

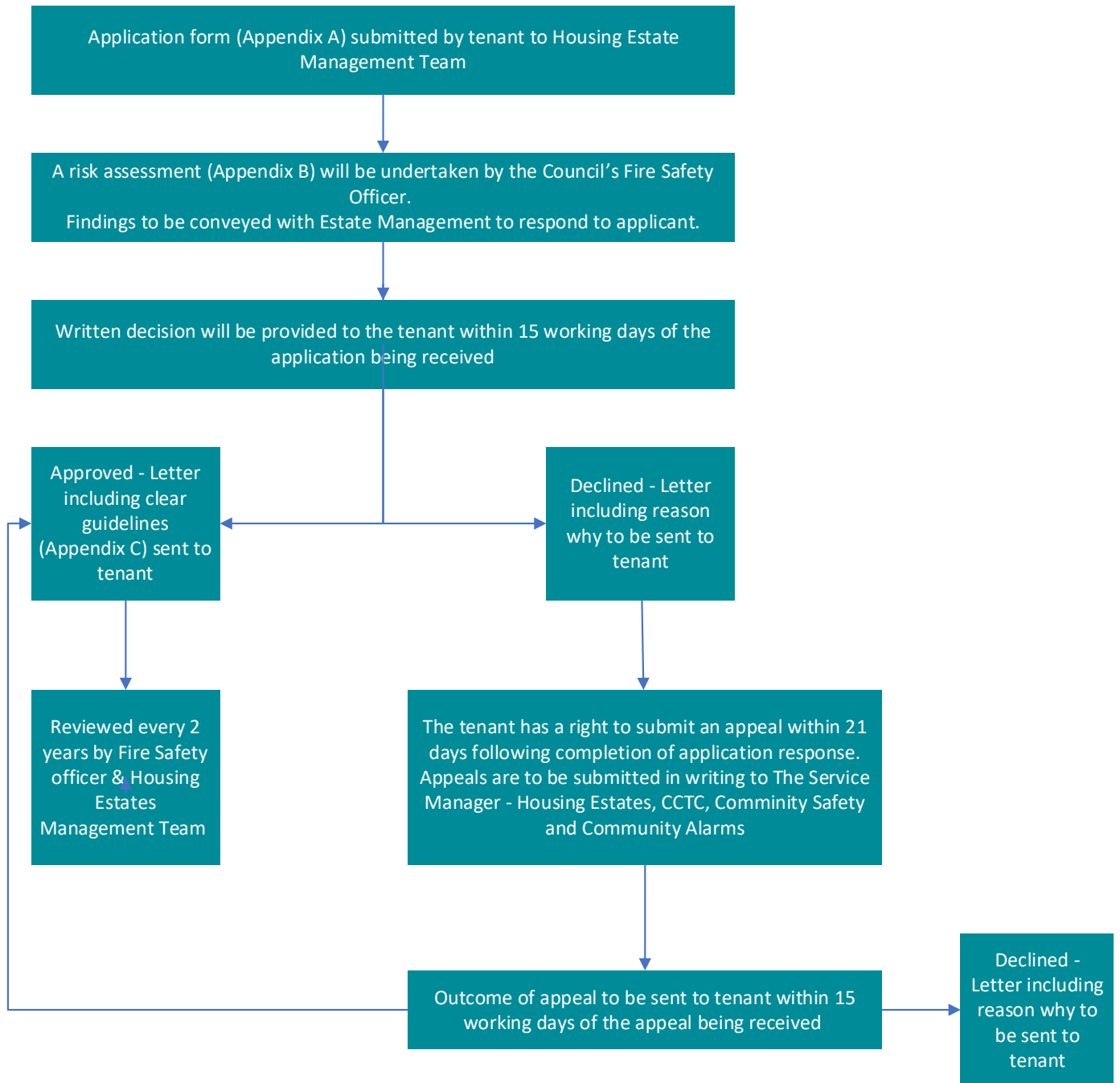
Who has been consulted on this EIA and what were the comments made?

The Mobility Scooter Policy was presented to the Tenants Involvement Group (TIG) on 3 November 2022. Members of the TIG fed back mixed views on the policy. TIG members questioned the need for the Policy given the fact there had been no fires reported in NFDC owned accommodation. They were also concerned over the stringent rules for Portable Appliance Testing (PAT) and the requirement to register all scooters, even if they were kept inside the tenant's own property, and not in communal areas. At this time the TIG remains largely unsupportive of the Policy and are requesting further clarity.

In response, Officers are clear the Policy is designed to be pro-active, not reactive, and is designed to reduce the risk of future fires, as more and more residents are procuring scooters, and maintain safe evacuation routes in the event of a fire. The safety of all residents is paramount, and the Housing Service is satisfied that a policy is both proportionate, and through co-operation with tenants, not detrimental to existing users that are known to the service. Service Managers intend to meet again with TIG on 18 January 2023 to help further explain the need for the policy given the number of fire incidents reported around the country, as a result of battery fires, and will regularly feedback to the TIG on the implementation of the Policy.

Appendix E

Process Flow Map



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