



RYKNELD HOMES LTD
Report to BOARD
06 December 2018

Report of the Head of Neighbourhood Services

Mobility Scooter Storage Policy – Individual Properties

RECOMMENDATION

- 1.1 To note the implementation of a new Policy regarding Mobility Scooter Storage in individual dwellings.
- 1.2 The aim of the policy is to provide support and guidance to staff and customers around safe scooter use, maintenance and storage and encouraging responsible mobility scooter ownership.

REASONS FOR PROPOSAL/REPORT

- 2.1 Over the last few years there has been an increase in the purchase and use of mobility scooters. The popularity of these motorised vehicles is creating potential issues within properties that were not designed to house these types of vehicles.
- 2.2 It is acknowledged that mobility scooters can support and provide independence to some customers who are disabled/vulnerable, for some it can be a lifestyle choice.
- 2.3 Rykneld Homes (RHL) has a duty to consider the health and safety of all its customers, residents, staff and visitors to properties, this includes those where customers may have purchased a mobility scooter.
- 2.4 The introduction of this policy is to encourage customers to approach RHL before purchasing a scooter, by requesting permission. This will allow RHL staff to investigate, risk assess and give advice about purchasing, storing, insuring and maintaining their scooter.
- 2.5 The Housing & Support Team (HST) who receive the request or identify that a customer has a scooter will carry out a risk assessment. A prompt sheet has been devised and covers several issues including, but not exclusive to: escape routes being clear to allow quick and safe evacuation, that there are adequate electric sockets, if the scooter is to be stored in a room, that the room is fitted with a FD30 rated fire door and a smoke alarm is installed in that room, and the door is closed whilst the scooter is being stored.
- 2.6 The policy also supports consideration of a purpose-built mobility scooter store and the requirements to ensure that it meets RHL's and the Chief Fire Officers Association standards.

- 2.7 The Policy also gives guidance regarding the removal of scooter stores once the tenancy comes to an end. Following discussion with the Void Manager, it has been agreed that should a scooter store be situated in the rear garden of a bungalow or an adapted house and it meets RHL standards that it be left in-situ for a future customer to use following the signing of the non-standard items form to ensure the store becomes the responsibility of the incoming customer.
- 2.8 In the case of a house the customer will be requested to move the store, unless the property is adapted and is suitable for the use by a disabled customer.
- 2.9 If a property is of an unsuitable design to support the customer purchasing a mobility scooter, this policy and the Allocation Policy supports a move to more suitable property that would accommodate disability and medical needs.

OPTIONS CONSIDERED

- 3.1 The option to do nothing was considered, however, with the increase in the use of mobility scooter's by customers and the difficulty/issues that arise as a result of customers purchasing scooters, it seemed sensible to produce policy and procedures that support customers and staff. Ensuring that customers, residents and staff are safe and any risks are mitigated as much as possible.

FINANCE, VALUE FOR MONEY & SOCIAL VALUE

(PLEASE INCLUDE ANY PROCUREMENT ACTIVITY REQUIRED)

**Checked and authorised
by Head of Finance**

Signed



Date 29 November 2018

- 4.1 The cost to RHL to implement this policy is minimal, although there may be an increase in staff resource as they will be required to risk assess should they identify a customer with a scooter or a customer who may wish to purchase a scooter.
- 4.2 There may be a cost implication at voids where a store is left in-situ as the electrics will need to be checked to ensure it complies with current regulations. Where it is identified that the electrics don't meet regulations, but the store is in good order, the supply will be remedied.
- 4.3 Any rechargeable repairs/clearance in relation to the scooter store will be processed through the existing Rechargeable Repair Policy and Procedures.
- 4.4 The proposal represents value for money as it ensures that customers behave as responsible mobility scooter owners, considering the risk to themselves and the property, including neighbours' properties, consequently mitigating any risk of damage and possible repair charges.
- 4.5 By investing time with customers at the beginning of the journey when they consider purchasing a scooter supports them to be responsible scooter owners and reduces the risk of injury, fire, damage to property(s) and possible loss of life.

LINKS TO THE BUSINESS PLAN, PERFORMANCE AND COMPLIANCE

- 5.1 This proposal ensures that we make people our priority by taking a holistic approach to a customer's need/requirement for a scooter and considering all options available in relation to storage and housing.
- 5.2 The request to erect a scooter store or ramp/path alterations will be addressed through the Alterations Procedure. Consequently, any electrical installation or base/foundation will be required to be checked by Property Services to ensure that the installation is compliant with current regulations and/or specifications.
- 5.3 The use of communications logs will allow the monitoring of the level of requests to purchase a scooter and any alterations arising from the purchase or current scooter use through the master query reporting tool.
- 5.4 The Chief Fire Officers Association has produced Mobility Scooter Guidance which provides a framework, mainly for persons of multi-occupancy residential buildings, covering safe use, storage and charging of motorised scooters, but the factors raised in this document are also relevant to customers residing in individual dwellings and so elements have been included in this policy.

RISKS AND IMPACT

- 6.1 Failure to complete a risk assessment on customers who wish to purchase or have purchased a scooter, but who haven't taken adequate responsibility for the scooter to ensure the health and well-being of themselves, family members, residents or staff and visitors.
- 6.2 There could be an impact on the Housing Register with an increase in the number of applications being received due to customers being unable to store their scooter safely and consequently requesting alternative accommodation, this may in turn increase tenancy turnover if suitable alternative accommodation is identified.
- 6.3 Whilst it is acknowledged that customers may decide they wish to move to suitable accommodation to house their mobility scooter safely, suitable accommodation in some areas may be limited and this may have a negative impact on customers who depend on their mobility scooter to aid their independence.

EQUALITY *[How does the proposal(s) in this Report have regard to:]*

- 7.1 Any differential impacts have been mitigated. The health and safety risk to customers and residents is greater than disability/medical need and would override equality impact.
- 7.2 If a customer's medical and mobility need is substantial, they may already have a wheelchair, in which case potential alterations through the adaptations policy could be considered.

7.3 The policy considers customers needs and is based on individual circumstances, property type and design. Considering welfare, health and safety of customers, residents and visitors including staff.

HEALTH & SAFETY (H&S) / HUMAN RESOURCES (HR) / ICT

Checked and authorised
by Head of HR

Signed

L. A. Curbie

Date 29 November 2018

- 8.1 H&S : There are Health and Safety implications for customers and employees where they come across a mobility scooter that is stored inappropriately and prevents access and egress from the property safely or where there may be a risk of fire.
- 8.2 HR : There will be a minimum impact on staff resources as the identification of a mobility scooter or the request for one will require a risk assessment and associated administration.
- 8.3 ICT : Creation of a suitable communications log to record customers request for a mobility scooter. See Appendix 4 – IT requirements.
- 8.4 A request for mobility scooter store or alternations to the path or ramping can be placed under the existing Tenant Alterations Communication Log, with possible minor alterations.

COMMUNICATION AND CONSULTATION ISSUES

- 9.1 Neighbourhood Services Service Improvement Group have been consulted. Health and Safety Manager and staff from Neighbourhood Services have also been consulted.
- 9.2 It is planned that training will take place with the Housing and Support team about the new Mobility Scooter Storage policy and the risk assessment prompt sheet in relation to what is expected of them.
- 9.3 Several other departments may require an overview of the process such as front-line services to customers, The Allocations team, Housing Assistants and Voids Team.

For more information contact:

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Background Papers:

Mobility Scooter Guidance – The Chief Fire Officers Association

List of Appendices:

Appendix 1 – Mobility Scooter Storage Policy – Individual Dwellings
Appendix 2 – Equality Impact Assessment Draft

Mobility Scooter Storage Policy (Individual Properties)

Version 1.5 October 2018

Mobile Scooter Storage Policy (Individual Properties)

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Mobile Scooter Storage Policy (Individual Properties)

1. Introduction

This Policy sets out our approach to the storage and use of mobility scooters in properties owned by North East Derbyshire District Council (NEDDC) and Rykneld Homes Limited (RHL).

The Policy applies to customers who live in individual dwellings and wish to consider the purchase and storage of a mobility scooter. For customers that reside in blocks of flats, advice can be found in the Fire Safety Management Plan for Purpose Built Blocks of Flats.

Whilst it is acknowledged and understood that mobility scooters can benefit individuals by enabling them to retain or increase their independence, RHL has a responsibility to ensure that the health and safety of customers, residents, staff and visitors is considered as a priority.

2. Aims and Objectives

- Ensure that RHL meets its statutory obligations in relation to the Housing Act 2004
- Provide clear instruction on safe usage, storage and legal requirements to mobility scooter use
- Ensure that customers obtain RHL's permission prior to purchasing a mobility scooter. This will ensure that before a scooter is purchased, a customer is advised on their options and responsibilities relating to storage and charging of mobility scooters
- Ensure that mobility scooters or any structure to store a mobility scooter do not cause an obstruction and that they do not increase the risk of fire or affect anyone's escape route in the event of a fire
- Ensure that customers are aware that they are liable for any injury caused to another person or damage to the property as a result of their use of a mobility scooter.

3. Definition

Powered scooters are defined as 'invalid carriages' under the use of Invalid Carriages on Highways Regulations 1988. The Regulations divide these machines into three classes:

- **Class 1** – manual wheelchairs
- **Class 2** – powered wheelchairs and scooters designed for use on the pavement, travelling at speed of up to 4mph. They may also be used on the road to cross from one pavement to another or where no pavement is available
- **Class 3** – powered wheelchairs and other outdoor powered vehicles, including scooters, 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 at speeds of up to 8mph. These vehicles are

required by law to be registered with the DVLA for road use. These vehicles will be licensed in the disabled taxation class.

4. Purchasing a Scooter

Whilst it is appreciated that customers will own and be responsible for the maintenance of their mobility scooters, it is recommended that customers visit retail outlets where they can obtain advice and possibly some experience of use before they purchase a scooter.

Customers are required to notify RHL before they purchase a mobility scooter to discuss and agree charging and storage requirements. It is important to check manufacturer's guidelines and contact the local Housing and Support Teams to determine whether a mobility scooter can be safely stored within the property.

5. Storage and Charging

Factors to consider when Storing and Charging a Mobility Scooter

- The storage of mobility scooters should be fully risk assessed ensuring it does not compromise any means of escape
- Escape routes should be kept clear to enable all relevant persons to evacuate quickly and safely
- Removing the battery from the mobility scooter will remove the source of ignition and must be removed if the scooter is to be stored for any length of time
- There should be sufficient electrical sockets available (if extra sockets are required the customer will need to request permission and fund the installation of additional sockets)
- Scooters should not be left on permanent charge and should only be charged for the manufacturer's recommendation time
- Do not charge at night, from 8pm to 8am – this will reduce the risk to those who are asleep
- When being stored or charged, the door to the room should be kept closed
- The manufacturers recommendations should be followed regarding ventilation requirements when charging the mobility scooter battery
- The room used for storage or charging a mobility scooter should be fitted with a smoke alarm and fitted at the customers expense
- If the storage or charging of a mobility scooter is to be in a room, then a FD30 rated fire door should be fitted again at the customers expense
- If it is determined that a mobility scooter can't be stored within a property, then a customer may wish to consider external storage solutions.

6. External Scooter Stores

Rykneld Homes' permission must be obtained before a scooter store is erected to ensure that there is adequate space for the store and that access is possible.

Scooter stores should be located outside and to the rear of the customer's house, flat or bungalow, at least 6m away from the main building (as per mobility scooter guidance provided by the National Fire Chief's Council). Permission will not be unreasonably withheld for a customer to place a small scooter shed at the rear of the property where it is practical to do so. In some cases it may be appropriate to liaise with the Fire Service and Health and Safety Team.

If an electricity supply is required, this should meet the appropriate electrical regulation. Clarification on the current regulation to be obtained from the Electrical Compliance Manager prior to permission being granted.

Upon receipt of a request for a scooter store, RHL will ensure that consideration is given to the following:

- Physical constraints of the property
- Whether storage would prevent adequate and safe access and egress to and from the property
- Possible provision of fire detection equipment
- Possible provision of smoke detectors/alarms being installed and connected to the residential premises, where appropriate.

The provision of scooter storage may not be reasonable if it compromises health and safety, including fire safety.

A Fire Risk Assessment will be carried out considering the following factors:

- Arson risk
- Construction and fire spread
- Any impact on external escape routes
- Electrical installation
- Location, access and egress
- Maintenance
- Monitoring.

7. Removal of Scooter Stores

Scooter stores can remain in-situ where they are in good condition and where they are situated within the vicinity of a suitable property i.e. bungalow, adapted house. Otherwise the customer will be required to remove the scooter store if they terminate their tenancy.

8. Alterations

Alterations will not be provided by RHL for powered vehicles or mobility scooters purchased by the customer or affected member of the household.

Rykneld Homes is not responsible for arranging access to and from a property for a mobility scooter. If alterations are required, the customer will need to obtain written permission from RHL in accordance with the Tenancy Agreement and Alterations Procedure prior to purchasing a mobility scooter, as no guarantee can be given that permission will be granted, or alterations would be feasible.

In all cases, requesting permission for ramping or other alterations will be referred to Property Services to ensure the correct specification is imparted to the customer and a feasibility inspection undertaken.

9. Insurance of Scooters

Any mobility scooter stored on NEDDC or RHL property must have appropriate insurance in place. This should include liability insurance in case of either damage to the building, or injury involving other people who may be living at or visiting the property.

Contents Insurance alone is not sufficient to provide third party cover.

Any damage to NEDDC or RHL property caused by a mobility scooter will be recovered through the scooter owner's insurance company. If the owner does not have a current insurance certificate, they may be liable for meeting the costs themselves.

10. Responsible Ownership of Scooters

All customers are responsible for the ownership and maintenance of all mobility scooters and using them appropriately. This includes making the appropriate checks for damage and ensuring that the scooter is serviced in accordance with the manufacturer's guidelines, normally annually, by a trained person to keep it in good working order.

All customers are responsible for ensuring that battery charging equipment for their scooter is properly tested on an annual basis by a qualified electrician. The customer will meet the cost of the test, should the scooter fail the test it will be the owner's responsibility to repair it before it can be used again.

11. Transferring to a more suitable Property

If the customer's current property is unsuitable for storing/using a mobility scooter and alterations are not possible to make it suitable for the use of a mobility scooter, then the customer may apply for a transfer to another NEDDC or RHL property. The application will be assessed in line with the Council's Allocations Policy.

Appeals

Customers have the right to appeal an officer's decision if they feel that it is unreasonable, this can be in person, by telephone, in writing or by email giving full details of why they disagree with the decision within 14 days of receiving notification of the decision.

This will be considered by the appropriate Service Manager, should the customer continue to be unhappy with the decision made then they can use RHL complaints procedure thereafter.

The appeal will be acknowledged within three working days and the appropriate responsible manager will have 28 days to consider the appeal and provide a full response to the customer.

12. Equality and Diversity

Rykneld Homes operates an Equal Opportunities Policy which applies to all aspects of RHL's service provision to ensure fair and non-discriminatory practice.

Rykneld Homes is required to understand and respond to the diverse needs of its customers by:

- Treating all customers with fairness and respect
- Demonstrating they understand the different needs of customers, including in relation to the equality strands, and customers with additional support needs
- Assessing the impact of policies and services to ensure that no-one is disadvantaged through their delivery.

In operating this Policy, RHL will consider reasonable adjustments to eliminate discrimination, advance equality of opportunity and foster good relations between all of our customers, service users and employees.

We will work with customers who use mobility scooters to help provide reasonable, safe and viable storage options, where possible.

13. Policy Review

The Mobility Scooter Storage Policy should be reviewed every two years or if there is significant alteration in the approach that RHL would like to take in relation to mobility scooters.

14. References

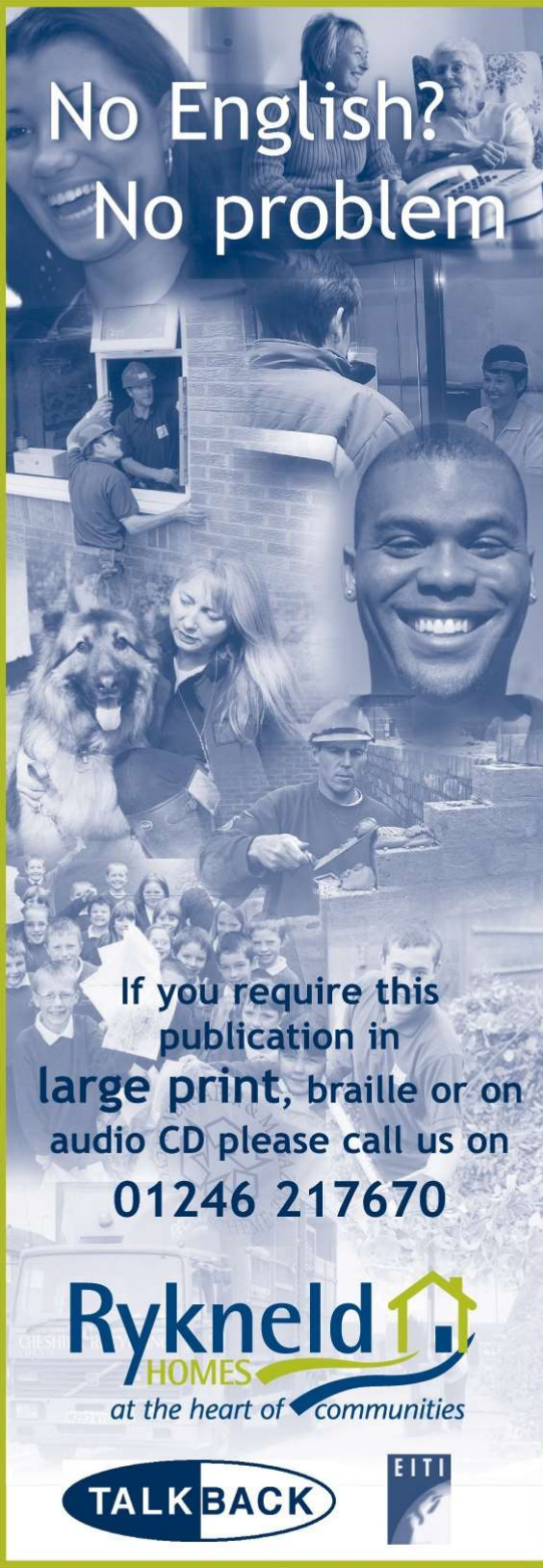
[Mobility Scooter Guidance produced by NSHFSG – The Chief Fire Officers Association.](#)

15. Contact

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Title:	Mobile Scooter Storage Policy
Author(s):	Marie Matthewman, Neighbourhood Manager
Version №:	1
Status – Draft or Final:	Draft
Consulted Parties:	Health and Safety Manager and Neighbourhood Manager Neighbourhood Services Service Improvement Group and Staff
Consultation Period:	
Date Approved:	
Review Date:	October 2020
Review to be Carried out by:	Marie Matthewman, Neighbourhood Manager



No English?
No problem

If you require this publication in large print, braille or on audio CD please call us on 01246 217670

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☎ **0800 731 7878** (OTHER LANGUAGES)

Equality Impact Assessment

Service Area Being Assessed:	Mobility Scooter Storage Policy
Section:	Neighbourhood Services
Date of Assessment:	4 October 2018
Person(s) Responsible for Assessment:	Marie Matthewman
Is this a new or existing Policy?	New

1.	Briefly describe the function being assessed	<ul style="list-style-type: none"> Set out the approach to the storage and use of mobility scooters in properties owned by NEDDC and RHL To consider the health and safety aspects of purchasing a mobility scooter, access and the storage thereof. 		
2.	Who are the main stakeholders in relation to the function?	<ul style="list-style-type: none"> Tenants, residents and service users North East Derbyshire District Council Board Members/Councillor Members Staff. 		
3.	Who will be consulted as part of this EIA? What types of consultation will be carried out?	<ul style="list-style-type: none"> Tenants and residents will be consulted through the Neighbourhood Services Service Improvement Group Neighbourhood Services teams through team meetings and feedback Health and Safety Manager through joint working on the Policy 		
4.	<u>Does</u> the function have a differential impact on racial groups ?	Yes	No	What evidence exists to support your analysis?
			✓	No adverse impact has been identified from the service access analysis. The Mobility Scooter Storage Policy will be conducted in accordance with Rykneld Homes Equality and Diversity Policy. The Policy does not differentiate between racial groups.
5.	<u>Does</u> the function have a differential impact due to gender ?	Yes	No	What evidence exists to support your analysis?
			✓	No adverse impact has been identified from the service access analysis.

				The Policy does not differentiate between gender.
6.	<u>Does</u> the function have a differential impact on <u>disabled people</u> ?	Yes	No	What evidence exists to support your analysis?
		✓		By its very nature the mobility scooter storage policy could have a differential impact on customers who have a medical need, however, the Policy considers customer's needs and is based on individual circumstances, property type and design. Considering the welfare, health and safety of customers, residents and visitors including staff. If a property has unsuitable design this Policy and the Allocation Policy supports a move to more suitable property that would accommodate disability and medical needs.
7.	<u>Does</u> the function have a differential impact due to <u>age</u> ?	Yes	No	What evidence exists to support your analysis?
			✓	No adverse impact has been identified from the service access analysis. The Policy considers customer's needs and is based on individual circumstances, property type and design. Considering the welfare, health and safety of customers, residents and visitors including staff. If a property has unsuitable design this Policy and the Allocation Policy supports a move to more suitable property that would accommodate disability and medical needs, including those relating to age.
8.	<u>Does</u> the function have a differential impact due to <u>sexuality</u> ?	Yes	No	What evidence exists to support your analysis?
			✓	No adverse impact has been identified from the service access analysis. The Policy does not differentiate between sexuality.
9.	<u>Does</u> the function have a differential impact due to <u>religion or belief</u> ?	Yes	No	What evidence exists to support your analysis?
			✓	No adverse impact has been identified from the service access analysis. The Policy does not differentiate between religion or belief.
10.	<u>Does</u> the function have a differential impact due to	Yes	No	What evidence exists to support your analysis?

	any other protected or vulnerable characteristics including marriage or civil partnerships, pregnancy or maternity?		✓	No adverse impact has been identified from the service access analysis. The Policy does not differentiate between any other protected or vulnerable groups.				
<p>If the answer is NO to all questions 4-10 and no differential treatment has been found, there is no requirement for a full Equality Impact Assessment. Please go back regularly and review the cycle.</p> <p>If the answer is YES to any of the questions 4-10, please continue to question 11.</p>								
11.	In what areas could the differential impact identified in 4-9 be considered to be an adverse impact in this function? (Please tick if yes)	Other protected characteristics	Race	Gender	Disability	Age	Sexuality	Religion/belief
12.	What solutions will be introduced to overcome these adverse impacts?							
13.	In what areas does this service mitigate possible differential impacts? (Please tick)	Other protected characteristics	Race	Gender	Disability	Age	Sexuality	Religion/belief
14.	What Strategies are in place to safeguard and spread these impacts?	No adverse impact has been identified from the service access analysis (CPR – ED Report)						
15.	Which Action Plans have these solutions/Strategies been transferred into?	No adverse impact has been identified from the service access analysis (CPR – ED Report)						

Signed off by Head of Neighbourhoods: _____

Date: _____

Consultation Comments

Draft Mobility Scooter Storage Policy was discussed at the Neighbourhood Services Service Improvement Group on 18 October 2018.

Neighbourhood Services staff were consulted on 16 October 2018.

Rykneld Homes are seeking to ensure that reasonable adjustments are made where there is an evidenced need for a mobility scooter. Priority given to those who have a need against those who are making a lifestyle choice.

Rykneld Homes are encouraging responsible ownership as part of supporting social inclusion in the community.