

Mobility Scooter Use, Storage and Charging Policy

Summary

Mobility scooters and powered wheelchairs help many residents maintain their independence. We recognise their importance, but they must be stored and charged safely to reduce fire risks, keep escape routes clear and protect residents, visitors, staff and our buildings.

This policy explains:

- Where mobility scooters can and cannot be stored or charged.
- What to do before buying or bringing home a scooter.
- How we assess requests.
- The safety requirements that apply.
- What may happen if those requirements are not met.

Our aim is to balance independence with safety. Decisions are based on individual circumstances, building safety requirements and Fire Risk Assessments (FRAs). We will consider reasonable adjustments where appropriate, but where risks cannot be safely managed, fire and building safety requirements will take priority.

Effective date

Example text

Review

We will review this Policy every 3 years or when there has been an update to legislative, regulatory, guidance, best practice or operational changes.

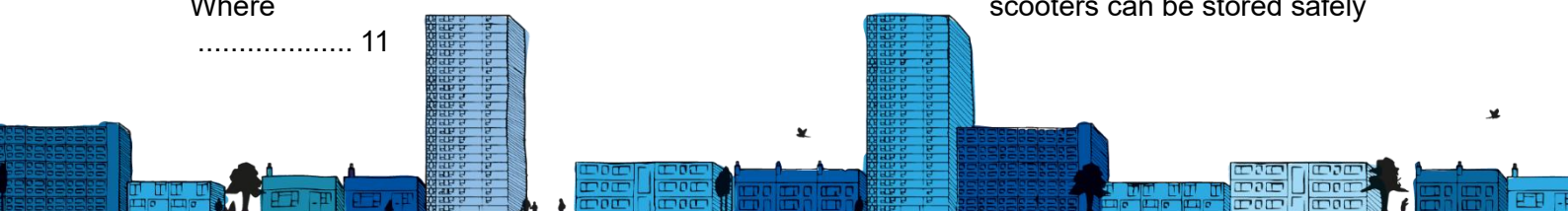


Version

Version 1.0

Mobility Scooter Use, Storage and Charging Policy Contents

Summary	1
Effective date	1
Review	1
Version	2
Mobility Scooter Use, Storage and Charging Policy Contents	2
Who this policy applies to?	3
Definitions	4
Why we have a Mobility Scooter Use, Storage and Charging Policy	4
Fire Safety and Fire Risk Assessments	5
Why fire safety matters	5
Our fire safety approach	5
Mobility Scooter Classification	5
Class 1 - Manual wheelchairs	5
Class 2 - Powered wheelchairs and mobility scooters (pavement use)	6
Class 3 – Mobility Scooters (Road Use)	6
Vehicles we cannot approve	6
Our Responsibilities	7
Your Responsibilities	7
Before You Buy or Bring Home a Mobility Scooter	8
Assessment	9
Your building	9
Your home	9
Your scooter	10
Your needs	10
Fair Decision and Equality	10
After the assessment	11
Where	11
scooters can be stored safely	



Internal Communal storage rooms.....	11
Inside your home	11
External storage	12
Where scooters must never be stored or charged	12
Visitor Mobility Scooters	12
Allocating Communal Storage Spaces	13
Priority for Allocation.....	13
Priority 1 – Residents with a Mobility Need	13
Priority 2 – Date Order	13
Waiting List	13
Using Communal Storage and Charging Facilities.....	14
When We Can Approve a Mobility Scooter	14
All Storage Locations.....	14
Annual Review of Communal Storage Arrangements.....	14
Adjustments, Alterations and Adaptations	15
When We May Not Be Able to Approve a Mobility Scooter	15
Enforcement	16
Appeal	17
Monitoring, Review & Reporting.....	17
Your Voice.....	18
What have we done to make sure this Policy is fair?.....	18
Regulation and legislation	19
Related documents	19
How to feedback	20
Compliments	20
Complaints	20
Housing Ombudsman Service	20

Who this policy applies to?

This policy applies to Portsmouth Homes tenants, leaseholders, shared owners, members of their household, visitors and anyone acting on their behalf who uses or stores a mobility scooter covered by this policy.

The assessment and approval process applies to all residents wishing to use, store or charge a mobility scooter or powered wheelchair where the arrangement may impact fire safety, building safety or access within a Portsmouth Homes building.



This policy applies to all Class 2 or 3 vehicles as defined in the Mobility Scooter Classification section below and any powered wheelchair.

You can find information about safe charging and [Battery safety](#) on our website and in the [Battery Safety leaflet](#).

Any reference in this policy to 'we', 'our' or 'us' refers to Portsmouth Homes.

Any reference in this policy to 'tenant', 'customer' or 'resident' refers to a Portsmouth Homes tenant, leaseholder or shared owner.

Any reference in this policy to 'mobility scooter' or 'scooter' refers to all types of battery powered mobility vehicles.

Definitions

Term	What it means
Invalid Carriage	A vehicle designed or adapted for one person with a disability "Invalid Carriage" is the legal term used in road traffic legislation for mobility scooters and powered wheelchairs. We recognise this term is outdated and use it only where required to explain the legal classification.
Communal Area	Any shared internal or external space, such as corridors, lobbies, lounges, cupboards, external walkways and areas close to the building.
Escape Route	Any route used to reach a final exit in an emergency

Why we have a Mobility Scooter Use, Storage and Charging Policy

Mobility scooters and powered wheelchairs help many residents stay independent and take part in everyday life. We understand how important they can be and want to support residents to use them safely.

At the same time, mobility scooters can create fire, building safety and access risks if they are stored or charged in the wrong place. This is particularly important in some of our older buildings, which were not designed to accommodate mobility scooters.

This policy supports our Fire Risk Assessment (FRA) programme and helps us meet our responsibilities for fire safety, building safety, equality and accessibility.

We will:



- Keep homes and communal areas safe, accessible and free from unnecessary obstructions.
- Give clear information before a mobility scooter is bought or brought home.
- Work with residents to identify safe storage and charging arrangements where possible.

Fire Safety and Fire Risk Assessments

Why fire safety matters

Mobility scooters and powered wheelchairs can increase fire risk if they are stored or charged in unsuitable locations, or if batteries, chargers or electrical equipment become damaged.

A fire involving a mobility scooter can spread quickly, produce large amounts of smoke and make escape routes unsafe.

To help keep everyone safe, we follow national fire safety guidance and carry out regular FRA's. We will always follow current fire safety requirements, guidance and best practice.

Our fire safety approach

The FRA's help us identify how mobility scooters may affect fire prevention, means of escape, emergency access and the safety of people using the building.

We will take account of the findings of the FRA when making decisions about storage and charging arrangements and may review existing arrangements where an updated FRA identifies new risks.

Mobility Scooter Classification

Mobility scooters are legally classed as “Invalid Carriages” under UK law. This is the legal term used to describe these vehicles, although it is not a term we would normally use in everyday conversation.

The classification helps us understand what type of scooter you have and whether it can be safely used, stored and charged in your home or building.

Class 1 - Manual wheelchairs

These are wheelchairs that do not have a motor and are either self-propelled or pushed by another person.

This policy does not apply to manual wheelchairs because they do not require charging and do not present the same fire safety risks as battery-powered mobility equipment.



Class 2 - Powered wheelchairs and mobility scooters (pavement use)

These vehicles:

- Are designed for use on pavements and pedestrian areas
- Have a maximum speed of 4 mph
- Weigh up to 113.4 kg when not carrying a user
- Do not need to be registered with the Driver and Vehicle Licensing Agency (DVLA).

This policy applies to Class 2 vehicles because they use batteries and charging equipment and may create fire, safety or obstruction risks if they are stored or charged incorrectly.

Class 3 – Mobility Scooters (Road Use)

These vehicles:

- Can be used on pavements (up to 4 mph) and on roads (up to 8 mph).
- Weigh up to 150 kg when not carrying a user.
- Must be registered with the Driver and Vehicle Licensing Agency (DVLA) in the disabled tax class.
- Cannot be used by anyone under the age of 14.

This policy also applies to Class 3 vehicles. Because they are larger and heavier than most Class 2 scooters, additional checks may be needed to make sure they can be safely used, stored and charged within the building. You may be asked to provide evidence of DVLA registration as part of the assessment process.

Vehicles we cannot approve

Some larger or higher-powered mobility vehicles fall outside the Class 2 and Class 3 categories covered by this policy.

This includes vehicles that:

- Can travel faster than 8 mph.
- Are wider than 0.85 metres.
- Weigh more than 150 kg, or more than 200 kg when carrying essential medical equipment.

These vehicles cannot normally be stored or charged in our buildings because they fall outside the mobility scooter classifications covered by this policy and may create unacceptable fire, building safety or access risks.



Our Responsibilities

We are responsible for managing mobility scooter safety in our buildings and communal areas. To do this, we will:

- Provide clear information, advice and guidance to help residents understand and meet the requirements of this policy.
- Keep escape routes and communal areas clear and free from obstruction.
- Where relevant to the building or location, include mobility scooter storage and charging arrangements within our FRA process and act upon any identified risks.
- Investigate relevant incidents and take action to reduce future risks.
- Ensure storage and charging arrangements meet applicable legislation, fire safety requirements and recognised guidance in force at the time.
- Install and maintain approved charging facilities where these are provided.
- Provide ramps, lifts or other reasonable solutions where practical and appropriate.
- Carry out inspections of communal scooter stores, charging points, ramps and lifts to help ensure they remain safe and accessible.
- Maintain records of approved mobility scooters, agreed storage locations and relevant safety information.
- Arrange Portable Appliance Testing (PAT) for charging equipment used in communal storage areas.
- Provide guidance on how to use, store and charge mobility scooters safely.
- Work with residents to identify safe storage, parking and charging arrangements where possible.
- Explain the requirements of this policy and any Mobility Scooter Licence Agreement.
- Seek to resolve concerns through advice, discussion and support wherever possible.
- Take appropriate action where mobility scooters create a fire safety, building safety or access risk, including immediate action where there is a serious risk to people or the building.

Your Responsibilities

To help keep you, your neighbours and visitors safe, you must:

- Speak to us before buying, storing or charging a mobility scooter so we can discuss and agree safe storage and charging arrangements.
- Register any Class 3 mobility scooter with the Driver and Vehicle Licensing Agency (DVLA) and provide registration details if requested.
- Only store and charge your scooter in the location agreed with us.
- Maintain appropriate insurance for your scooter and provide evidence if requested.



- Ensure only authorised and insured users operate the scooter in communal areas.
- Travel at walking pace in communal areas and shared spaces.
- Keep escape routes and communal areas clear at all times. This includes corridors, external walkways, stairwells, lift lobbies, lounges, cupboards and other shared spaces.
- Keep your scooter, battery and charger in good working order and ensure they do not create a risk to you or others.
- Use only the manufacturer's charger and follow all safety and charging instructions.
- Not charge your scooter overnight or leave charging equipment unattended.
- Keep your scooter regularly serviced and provide evidence of servicing if requested.
- Ensure chargers and electrical equipment are maintained in accordance with the manufacturer's instructions and provide evidence of safety checks where reasonably requested.
- Make sure any faulty or unsafe equipment is repaired, replaced or made safe before charging resumes.
- Sign and comply with the Mobility Scooter Licence Agreement if you use communal storage or charging facilities, including providing your charger for PAT testing when requested.
- Let us know if your scooter, storage arrangements or circumstances change, so we can make sure the arrangements remain safe.
- If your mobility scooter causes damage to property or injury to another person, you may be responsible for the associated costs. In many cases these costs will be covered by your insurance. Where no insurance is in place, we may recharge reasonable costs to you.

Before You Buy or Bring Home a Mobility Scooter

Please speak to us before buying, bringing home, storing or charging a mobility scooter. This allows us to discuss safe storage and charging arrangements with you before any commitments are made. You can contact us in the way that works best for you. This may be by telephone, email, in writing, through your Housing Officer or Scheme Manager, or by asking someone to contact us on your behalf. If you need any support to access the process, we will consider reasonable adjustments and alternative ways of communicating with you.

Residents should not assume that storage or charging arrangements can be approved. Purchasing a mobility scooter before an assessment has been completed is at the resident's own risk, as we may not always be able to identify a safe and suitable storage or charging solution.

This applies to:

- New mobility scooters.



- Existing mobility scooters already in use.
- Residents moving into a Portsmouth Homes property with a mobility scooter.
- New residents will receive information about this policy when they move in. We may also discuss mobility scooter arrangements during tenancy visits to make sure they remain safe and suitable.
- If you or a member of your household already has a mobility scooter when a property is offered, we will discuss storage and charging arrangements as part of the process.

Assessment

When you contact us about using a mobility scooter, we will carry out an assessment to decide whether it can be used, stored and charged safely in your home or building.

Each assessment is considered individually. This helps us understand your circumstances, the building and your mobility scooter so we can agree the safest arrangements possible.

Where reasonably practicable, we will provide residents with a named officer or team contact during the assessment process to help ensure clear and consistent communication.

We will keep residents informed of progress throughout the assessment process, particularly where additional information, specialist advice or adaptations are being considered.

We will normally complete assessments and provide a written outcome within 28 days. Where specialist advice, external assessments or additional information is required, this timescale may be extended. If this happens, we will keep you informed of progress and expected timescales.

Where there is evidence of an urgent mobility-related need, we may prioritise an assessment where reasonably practicable and take account of the resident's circumstances

As part of the assessment process, we may carry out visits to your home, communal areas or surrounding buildings where necessary to assess storage arrangements, charging facilities, accessibility and fire safety considerations.

As part of the assessment, we will consider:

Your building

- Any fire safety restrictions identified through the FRA.
- Whether there is a suitable place to store and charge a mobility scooter.
- Whether the scooter could obstruct corridors, doorways or communal areas.
- Whether entrances, hallways and lifts are suitable for the size and turning space required.

Your home

- Whether there is enough space to store the scooter safely.



- Whether charging can be carried out safely within the home.
- Whether the scooter can be moved safely through the property.

Your scooter

- Its size, weight and battery type.
- How easily it can be moved into and out of the building.
- Any safety concerns linked to its use, storage or charging

Your needs

- How you plan to use the scooter.
- Whether you rely on it because of a disability, health condition or mobility need.
- Whether additional advice or assessments may be needed to support safe use and storage.

Where appropriate, we may request an Occupational Therapy (OT) assessment or consider options available through our Aids and Adaptations Policy.

We will only request information that is reasonably necessary to assess the request and will avoid asking for unnecessary personal or medical information.

Fair Decision and Equality

- We are committed to applying this policy fairly and in line with the Equality Act 2010.
- We recognise that many residents use mobility scooters because of a disability, long-term health condition or mobility need. When considering requests to use, store or charge a mobility scooter, we will:
- Consider individual circumstances and any need for reasonable adjustments.
- Assess each case on its own merits based on safety considerations rather than a person's disability.
- Explore reasonable options that may support safe use, storage and charging, such as adaptations or alternative storage arrangements.
- Clearly explain our decisions and the reasons for them.
- Make decisions that are fair, proportionate and evidence-based.
- Where we cannot approve a request, we will explain why and identify any fire or building safety risks that cannot be safely managed.
- Reasonable adjustments will only be agreed where they do not create an unacceptable fire safety, building safety or access risk.

This approach helps us balance the needs of individual residents with our responsibilities for fire safety, building safety and the safety of everyone who uses our buildings.



After the assessment

Once the assessment is complete, we will explain the outcome and discuss the safest options available.

You will receive the outcome in writing, including any agreed storage or charging arrangements.

If we cannot approve the use, storage or charging of a mobility scooter, we will explain the reasons and discuss any alternative options that may be available.

Where appropriate, this may include considering adaptations, alternative storage solutions or reviewing whether another housing option may better meet your needs. Where adaptations, alterations or storage solutions are identified, separate approval and funding arrangements may apply.

We will communicate with residents in an appropriate and accessible way, taking account of their communication preferences and any support needs wherever reasonably possible. This may include communication by telephone, letter, email, home visit or other agreed methods.

Where scooters can be stored safely

To reduce fire and safety risks, mobility scooters must only be stored and charged in locations that have been assessed and approved by us in writing.

Internal Communal storage rooms

Where a communal mobility scooter store is provided, it must meet current fire safety requirements and be approved for scooter storage and charging.

The following conditions apply:

- The store must remain secure when not in use.
- Fire safety features, including fire-resistant construction and self-closing doors, must not be interfered with.
- Only approved mobility scooters and charging equipment may be used in the store.
- The store must be kept free from items that could create a fire risk or obstruct access.

Inside your home

Storing or charging a mobility scooter inside your home may be allowed where it has been assessed as safe. This may include situations where:

- There is enough space to store the scooter without blocking escape routes.
- The scooter can be moved safely through the property.
- Charging can be carried out safely.
- Appropriate smoke detection and any other required safety measures are in place.



- We will consider the room in which the scooter is stored and charged, taking account of fire safety, escape routes, ventilation and the proximity of sleeping areas.

If concerns are identified, we may ask for your consent to arrange a Home Fire Safety Visit with Hampshire and Isle of Wight Fire and Rescue Service.

External storage

Mobility scooters may be stored in approved external locations, such as scooter pods or storage units, where available and assessed as safe.

External storage arrangements must:

- Meet current fire safety requirements and guidance.
- Not block footpaths, entrances, exits or access routes.
- Have suitable charging arrangements where charging is permitted.
- Comply with any requirements identified through the assessment process, FRA or site-specific fire safety measures.

The suitability of any external storage location will be assessed against the findings of the FRA and any relevant fire, building safety or access requirements.

We may inspect external storage locations as part of the assessment process and will apply the legislation, guidance and safety requirements in force at the time.

Where scooters must never be stored or charged

To protect residents and keep escape routes clear, mobility scooters, batteries and charging equipment must never be stored or charged in:

- Communal corridors.
- Stairwells.
- Hallways that form part of an escape route.
- Communal lounges.
- Lift lobbies.
- Any other communal area or escape route not specifically approved for storage or charging.

These areas must always remain clear so residents can leave the building safely in an emergency and emergency responders can access the building when needed.

Visitor Mobility Scooters

Visitor mobility scooters must not be stored or charged in communal areas unless a designated storage area has been identified and approved.

This is because visitor scooters have not normally been assessed and may present fire safety, building safety or access risks.



Visitors are responsible for ensuring their mobility scooter does not obstruct communal areas, escape routes or access routes at any time.

Allocating Communal Storage Spaces

Where communal mobility scooter storage spaces are limited, we will allocate them using a fair and transparent process.

Allocation of a communal storage space does not create a permanent right to that space. We may review allocations where circumstances change, safety concerns arise, or to meet our responsibilities under the Equality Act 2010.

Priority for Allocation

Priority 1 – Residents with a Mobility Need

Residents who require a mobility scooter because of a disability, long-term health condition or mobility impairment will be given priority for communal storage spaces.

Where demand exceeds the number of available spaces, we may consider relevant supporting information, such as Occupational Therapy recommendations, medical evidence, or other professional assessments, where appropriate. We will only request information that is necessary to help us make a fair and proportionate decision.

Our aim is to ensure that residents who rely on a mobility scooter for day-to-day independence are supported wherever possible.

Priority 2 – Date Order

Where there is no identified difference in need between applicants, spaces will normally be allocated in the order requests are received.

If a resident's circumstances change, we may review existing allocations to ensure storage spaces continue to be allocated fairly and in line with our responsibilities under the Equality Act 2010.

Waiting List

If all spaces are occupied, we will maintain a waiting list and tell residents their position on the list when requested.

Allocation of a communal storage space does not create a permanent right to that space. We may review allocations where circumstances change, safety concerns arise, or where this is necessary to meet our legal obligations, including under the Equality Act 2010.



Using Communal Storage and Charging Facilities

If you use communal storage or charging facilities, you must sign a Mobility Scooter Licence Agreement. The agreement explains the conditions for using the facility and must be followed at all times.

Access will only be provided once any required documents and the signed agreement have been received.

You must comply with the conditions of this policy and the Licence Agreement at all times.

If you do not comply with the agreement, we may review, suspend or withdraw access to the facility.

Agreement arrangements are normally reviewed at least every 12 months to ensure they remain safe, suitable and fair.

When We Can Approve a Mobility Scooter

If an assessment confirms that your mobility scooter can be used, stored and charged safely, we will confirm the agreed arrangements in writing and review them periodically to make sure they remain safe and suitable.

All Storage Locations

Where a mobility scooter has been approved, you must:

- Only store and charge your scooter in the location agreed with us.
- Follow the requirements set out in this policy and any Mobility Scooter Licence Agreement.
- Tell us if anything changes, such as your scooter, your circumstances or your storage requirements, so we can make sure the arrangements remain safe.
- Ensure any shed, pod or storage structure within your garden is safe, secure and does not obstruct shared paths, access routes or escape routes.
- Obtain our written approval before installing any new structure, ramp, charging point or other alteration related to mobility scooter storage. Written approval does not mean we will fund or install the structure, charging point, ramp or alteration.

Failure to follow the agreed arrangements, this policy or your tenancy agreement may result in the approval being reviewed, suspended or withdrawn. We may also recover any reasonable costs incurred as a result of a breach.

Annual Review of Communal Storage Arrangements

Mobility Scooter Licence Agreements are not permanent and will normally be reviewed at least every 12 months. This helps us make sure arrangements remain safe, suitable and fair for all residents.



We may review, suspend or withdraw an agreement where:

- The conditions of the Mobility Scooter Licence Agreement are not being followed.
- The scooter, storage location or charging arrangements are no longer considered safe.
- A reassessment identifies a significant change in circumstances.
- A resident with a higher priority need requires access to limited communal storage facilities.

Where a review affects an existing allocation, we will explain the reasons for our decision, discuss any available options and provide reasonable notice wherever possible

Adjustments, Alterations and Adaptations

We will consider whether adjustments, adaptations or alterations can support the safe use, storage or charging of a mobility scooter.

All requests will be considered individually, taking account of the resident's circumstances, the building and the impact on other residents.

Any proposed works must:

- meet relevant safety requirements
- not create a fire, building safety or access risk
- be approved in writing before work starts

Approval may be subject to reasonable conditions, including responsibility for costs, standards of workmanship, reinstatement requirements and responsibility for ongoing maintenance.

Responsibility for the cost of any adaptations, alterations, storage solutions or associated works will be considered on a case-by-case basis. Depending on the circumstances, some or all of the costs may be the responsibility of the resident. Any funding arrangements, contributions or cost responsibilities will be discussed as part of the assessment process.

Requests may need to be also considered in line with our Aids and Adaptations Policy and Improvements and Alterations Policy.

When We May Not Be Able to Approve a Mobility Scooter

We will always try to work with you to identify safe storage and charging arrangements. However, there may be situations where we cannot approve the use, storage or charging of a mobility scooter because the risks cannot be safely managed.

Examples of when we may be unable to approve the use, storage or charging of a mobility scooter include:

- There is no safe and secure location to store or charge the mobility scooter within the property, building or surrounding area.



- No suitable alternative storage solution can be identified without creating a fire safety, building safety or access risk.
- The scooter is too large to safely access, move through or be stored within the building.
- The FRA identifies risks that cannot be adequately reduced or controlled.
- Reasonable alterations or adjustments cannot safely be made.
- The works or arrangements required to manage risks safely cannot reasonably be achieved.
- Required safety checks, information or supporting documents have not been provided.
- Safe storage, charging or operating conditions set out in this policy or any Mobility Scooter Licence Agreement cannot be met.
- There are evidenced concerns that the scooter cannot be used safely.
- Where a Home Fire Safety Visit or other safety assessment is considered necessary, we will work with the resident to arrange this. If the assessment cannot be completed, we may be unable to approve the mobility scooter arrangement if there is insufficient information to assess the associated fire, building safety or access risks.

Where safe storage or charging cannot be approved, we will explain our decision and the reasons for it in a clear and accessible way.

We will explain the reasons for our decision in a clear and accessible way and, where appropriate, discuss alternative options with you. We will seek to involve you throughout the process and ensure you understand how the decision was reached.

Depending on the circumstances, this may include:

- External storage solutions.
- Adaptations or alterations.
- Specialist advice or support.
- Alternative mobility solutions.
- Exploring whether alternative accommodation may better meet your long-term mobility needs.

We will confirm our decision in writing and explain the reasons for the outcome. If you disagree with our decision, you can request a review or use our complaints process.

Enforcement

We will always aim to resolve concerns through advice, discussion and support before taking formal action. However, this may not be possible where there is an immediate fire safety, building safety or access risk.

Any action we take will be reasonable, proportionate to the level of risk identified and take account of individual circumstances, including any known disability-related needs.

Mobility scooters must be used, stored and charged in line with this policy and, where applicable, the Mobility Scooter Licence Agreement.



If a mobility scooter is used, stored or charged in a way that has not been approved, blocks an escape route, or creates a fire safety, building safety or access risk, we may need to take action to protect residents, visitors, staff and the building.

This may include:

- Asking you to move the scooter to a safe location.
- Reviewing, suspending or withdrawing approval for storage or charging.
- Removing a scooter from an unsafe location.
- Recovering reasonable costs where damage has occurred or safety requirements have not been followed.

If a mobility scooter presents an immediate risk to people or the building, we may take urgent action without prior notice.

Where possible, we will explain the reasons for any action taken, discuss alternative options with you and explain how you can request a review of our decision.

We may also take action where a FRA identifies risks that cannot be adequately reduced or controlled while the mobility scooter remains in its current location.

Appeal

If you disagree with our decision, you can ask us to review it.

Requests for a review should normally be made in writing within 28 calendar days of the decision and explain why you disagree with the outcome.

We may not be able to consider requests received after 28 days. If this happens, we will explain the options available to you.

Where possible, the review will be carried out by a manager who was not involved in the original decision.

As part of the review, we will consider the original decision, the information available at the time, and any additional information you provide. We will then decide whether the decision should remain the same, be changed or be withdrawn.

We will provide our decision in writing and explain the reasons for the outcome. If you remain unhappy, you can use our complaints process for further review.

Monitoring, Review & Reporting

We will maintain a mobility scooter register to support fire safety, building safety, emergency planning and the safe management of mobility scooter arrangements within our buildings.

The register may include:

- Details of mobility scooters that have been assessed and approved by us.
- Ownership information.



- Agreed storage and charging arrangements.
- Relevant assessments, approvals and supporting documentation.

We will review mobility scooter arrangements where there are changes to:

- FRA's.
- Legislation, regulation or guidance.
- Building layouts, facilities or conditions.
- A resident's circumstances, where this may affect safety.

We use information from assessments, inspections, incidents, complaints, resident feedback, audits and fire safety reviews to monitor the effectiveness of this policy and identify opportunities for learning and improvement.

Where appropriate, we will work with residents to identify any support they may need in an emergency, in line with our Resident Emergency Evacuation Support Policy.

We will investigate relevant incidents involving mobility scooters and take reasonable steps to reduce future risks and improve safety.

Any reportable incidents will be managed and reported in line with our legal and regulatory requirements.

Your Voice

We provide residents a wide range of meaningful opportunities to influence and scrutinise the Landlord Strategies, policies and services, to include participation in regular resident meetings and give feedback on services and policies.

If you would like to be included in future resident engagement focus groups and would like to know how to get involved, please contact us for more information:

You can contact our team by:

- Email: housing.engagement@portsmouthcc.gov.uk
- Phone: 02392 834835
- Website: visit the [Resident engagement and community resources on our website](#)

What have we done to make sure this Policy is fair?

We completed an Integrated Impact Assessment (IIA) to consider the positive and negative impacts this Policy may have on people with protected characteristics under the [Equality Act 2010](#). This Policy should have direct and positive equality and diversity impacts.



Regulation and legislation

We recognise the variety of legislation, and we will continue to monitor relevant legal guidance. The list below reflects some of the existing legal framework and relevant publications:

- [Health and Safety at Work etc. Act 1974](#)
- [The Use of Invalid Carriages on Highways Regulations 1988](#)
- [The Management of Health and Safety at Work Regulations 1999](#)
- [Equality Act 2010](#)
- [Care Act 2014](#)
- [The Regulatory Reform \(Fire Safety\) Order 2005](#)
- [Local Government Association guidance on fire safety in purpose-built blocks of flats](#)
- [Building Safety Act 2022](#)
- [The Building Regulations 2010](#)
- [Regulatory standards for landlords](#)
- [NFCC Mobility Scooter Guidance](#)
- [The Electricity at Work Regulations 1989](#)
- Fire Safety Act 2021
- Housing Act 2004
- Landlord and Tenant Act 1985
- Housing and Planning Act 2016 (where relevant)
- Social Housing (Regulation) Act 2023
- Building Regulations Approved Document B (Fire Safety)
- Housing Ombudsman Complaint Handling Code
- British Standard BS 9991 (where relevant to residential fire safety)
- NFCC Guide Fire, Safety in Specialised Housing
- The Chief Fire Officers Association Guide, LacorsBS 9792 - Fire Risk Assessment. Housing. Code of Practice

Related documents

This policy should be read in conjunction with:

- [Portsmouth Homes policies, strategies and reports](#)
- Tenancy Agreement / Leasehold Agreement
- [Battery safety - Portsmouth City Council](#)



- [Battery Safety leaflet](#)

How to feedback

If you have any questions around the policy or would like to know more about its application, please contact the relevant service in the first instance.

You can get this policy in large print, braille, audio or in another language by contacting your Housing Office. More information is available [translation, interpreting and audio information](#).

Compliments

To help us provide the best service we can. We would like to hear customer views on the services that they use. If the customer is pleased with a member of staff or service, please let us know.

- Telephone: 02392 606383
- Email address: HNBLandlordComplaints@portsmouthcc.gov.uk

Complaints

If a customer is unhappy, they can refer to our Landlord Complaints Policy.

- Online complaint form at [Make a housing complaint](#)
- Telephone: 02392 606383
- Email address: HNBLandlordComplaints@portsmouthcc.gov.uk

Housing Ombudsman Service

If a customer is unhappy, they can contact the Housing Ombudsman Service for advice and guidance at any time.

- Online complaint form on [the Housing Ombudsman Service website](#)
- Telephone: 0300 111 3000
 - For more information, visit [Housing Ombudsman's Complaint Handling Code](#)

