



**Solihull**  
Community Housing  
Shaping our neighbourhoods

# Mobility Scooters & E-Transport Policy 2024

# Mobility Scooters and ‘E’ (Electronic) Transport Policy

<b>Who’s this for?</b>	All Residents and Staff
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<b>Policy Owner</b>	Head of Housing and Neighbourhoods
<b>Other related documents</b>	<p>Safer Homes Standard</p> <p>Aids and Adaptations Policy</p> <p>Fire Safety Management Policy</p> <p>Neighbourhood Management Policy</p> <p>Tenancy Management Policy (in draft)</p> <p>Vulnerable Resident Policy</p> <p>Anti-Social Behaviour Policy</p> <p>Complaints Policy and Procedure</p> <p>Housing Allocations Scheme</p> <p>Fire Safety Policy</p> <p>Building Safety Strategy</p> <p>Tenancy Agreement</p>

## Policy statement

At Solihull Community Housing (SCH) our core purpose is to provide homes and related housing services, but we want to do this in a way that makes our customers lives easier and supports them and our wider communities to thrive. Whilst there is no legal obligation to provide storage facilities for mobility scooters or e-powered transport, we recognise the values that this type of transportation can bring to enhance the quality of life for some of our customers and for many it can provide independence and access to external facilities that otherwise they might not have been able to access.

With the Council, we are committed to all safety considerations, with particular reference to building safety and fire safety. We are required to assess fire risks in communal areas of our high-rise and low-rise flats and take actions to reduce these risks. In residential buildings, mobility scooters and other e-transport can pose a fire and life safety risk to tenants, employees, firefighters, and others when stored in communal areas and/or escape routes.

The key hazards relating to mobility scooters and e-transport are:

- Mobility scooters and e-transport involved in a fire can release large volumes of dense toxic smoke.
- During a fire, the battery can react violently, generating a significant heat output, fire and explosion.
- If scooters are stored on escape routes, this can obstruct evacuation and if the scooter is involved in a fire, escape routes may become impassable.

All of these risks could lead to fatality, or serious injury.

SCH therefore has a duty to ensure that communal areas are clear and free of all hazards for the protection of all residents and visitors to the blocks of flats that we manage. SCH take the position that no mobility scooter or e-powered transport can be stored or charged in an internal communal area, which includes scooters or transport owned by visitors to your home.

SCH will provide advice to residents on areas such as safe storage in the home, access to the Council's Housing Allocation Scheme, and guidance on where to charge in the home. Failure to comply will result in a breach of either tenancy or lease and the mobility scooter or e-powered transport will be removed from the communal area immediately.

Tenants must not make any material alterations to their homes without the formal permission of SCH.

Any damage caused by a mobility vehicle whether accidental or deliberate will be considered as a recharge and discussed with those responsible.

This policy is designed to be read in conjunction with personal tenancy agreements or Terms of Lease, and policies named in this document.

### Mobility Scooter and E-Transport Definition

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

- Class 1: Manually operated wheelchairs not electrically powered
- Class 2: Powered wheelchairs and mobility scooters for pedestrian routes (pavements) and indoor use, travelling at speed of up to 4 mph and do not exceed an unladen weight of 113.4KG. They may also be used on the road to cross from one pavement to another or where no pavement is available. Class 2 vehicles are not allowed on the public highway and are not required to be registered with the Driver and Vehicle Licence Agency (DVLA)
- Class 3: applies to mobility scooters that can be used both on the pavement and for indoor use where, like class 2 vehicles, they are fitted with a device to restrict travel to a maximum speed of 4mph, and on the road/ highway where they can travel at up to 8 mph. Class 3 vehicles are required by law to be registered with DVLA for road use. These vehicles will be licensed in the disabled taxation class and display a nil duty tax disc.

Class 3 vehicles are not permitted to be used inside properties managed by SCH (exceptions can made, subject to an individual risk assessment).

Whilst e-bikes and e-scooters are not legally recognised as mobility aids, they are becoming increasingly popular as a transport aid and for lifestyle choices and are therefore covered under this policy as e-transport.

Electrically assisted pedal cycles (EAPCs) are not considered motor vehicles if the following requirements are met:

- The cycle must be fitted with pedals that are capable of propelling it.
- Maximum continuous rated power of the electric motor must not exceed 250 Watts.
- Electrical assistance must cut-off when the vehicle reaches 15.5 mph

As a result, EAPCs are not required to be registered or subject to vehicle excise duty (road tax), and do not have to be insured as a motor vehicle. However, EAPCs must not be ridden by anyone under the age of 14 years.

The term "powered transporters" covers a variety of novel personal transport devices which are mechanically propelled (propelled by a motor) as well as or instead of being manually propelled. It includes e-scooters, Segways, hoverboards, go-peds (combustion engine-powered kick-scooters), powered unicycles, and u-wheels. Powered transporters fall under the legal definition of a motor vehicle. As with a motor vehicle, e-scooters must comply with the Road Traffic Act 1988 which includes the need for a licence, insurance and tax. It is illegal to use them on the road or in public spaces (unless they are part of a government rental trial/scheme), and it is illegal to use an e-scooter on private land without the permission of the landowner. Insurance is only available for use on private land with the owner's permission.

## Key principles

- Understand and respond to the diverse needs of our residents and treat all residents with fairness and respect.
- Listen to resident feedback and offer support for those who need it.
- Prioritise the safety of all our residents and communities.
- Consider value for money in delivering our service.
- Be transparent about our decisions.
- Promote environmental sustainability.

## Objectives

- SCH complies with all relevant legislative and regulatory requirements.
- Residents are aware of their responsibilities in relation to owning and storing mobility vehicles and keeping themselves and others safe.
- Colleagues and third parties understand their duties and consequences of not fulfilling them.
- Raise awareness of the health and safety risks associated with inappropriate storage and charging of mobility vehicles.
- Prospective residents are aware of this policy prior to accepting an offer of accommodation.

## Policy actions

- Publish information on our website and other means around the fire risks of mobility vehicles.
- Publish information on our website and other means around purchasing a mobility vehicle, and provide safety advice around the storage, charging and maintenance of them.
- Deliver relevant training to colleagues, dependent on their role.
- Undertake remedial actions to ensure that the desired standard of fire precautions is maintained and remove or reduce hazards that may present a serious risk to health of themselves or others.
- Use management intervention should a mobility vehicle be identified that increases the risks of fire.
- Report all incidents involving mobility scooters through the SMBC Accident / Incident Reporting Form.
- In the event of any fire incident involving a mobility vehicle (however small), inform West Midlands Fire Service and make a report to the Medicines and Healthcare Products Regulatory Agency (MHRA).

## Desired outcomes

- Relevant colleagues and third parties are confident in our approach to managing mobility vehicles.

- Mobility vehicles are not stored or charged in communal areas, unless there is written approval.
- Residents, colleagues and third parties feel safe in their neighbourhoods and homes.

## Performance indicators

- 85% agreement landlord treats tenants fairly and with respect.
- 60% satisfaction that landlord keeps communal areas clean & well-maintained.

## Key legislation

- Data Protection Act 2018
- Equality Act 2010
- Management of Health and Safety at Work Regulations 1999
- Regulatory Reform (Fire Safety) Order 2005
- Use of Invalid Carriages on Highways Regulations 1988
- Health and Safety at work Act 1974
- Data Protection Act 2018
- Building Safety Act 2022
- The Social Housing (Regulation) Act 2023

## Review

This policy will be reviewed every three years – unless legislation, business or sector developments require otherwise – to ensure that it continues to meet the stated objectives and take account of good practice developments.