Mobility Scooter Policy

1. Purpose and scope

This policy sets out Selwood Housing's approach to managing the storage and charging of mobility scooters in communal areas. It applies to all general needs, sheltered and supported housing schemes with communal areas.

The policy provides the overarching principles and governance framework that support the Mobility Scooter Procedure, which sets out the detailed operational process staff must follow.

This policy aims to:

- Maintain safe, clear and unobstructed communal areas at all times
- Protect life safety and support safe evacuation in the event of a fire
- Ensure compliance with the Regulatory Reform (Fire Safety) Order 2005, Fire Safety Act 2021, Fire Safety (England) Regulations 2022, Equality Act 2010,Housing Act 2004, Occupiers' Liability Act 1957, Torts (Interference with Goods) Act 1977, Regulator of Social Housing Safety and Quality Standard 2024, Landlord and Tenant Act 1985 and the Health and Safety at Work etc. Act 1974
- Take a person-centred, proportionate and evidence-based approach when addressing mobility scooter storage issues
- Balance customer independence with the safety of all customers, visitors and staff, while meeting our legal obligations for fire safety and equality.

2. Underpinning principles

Selwood Housing recognises that mobility scooters can be essential to supporting independence, wellbeing and social inclusion for customers with mobility needs. We are committed to:

- Treating customers fairly and with dignity
- Making reasonable adjustments where deemed necessary under the Equality Act 2010
- Considering individual circumstances through a person-centred approach
- Taking proportionate action that is necessary to achieve a legitimate aim, recognising the over-arching priority of communal fire safety

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Selwood Housing has a duty to ensure communal areas are kept clear of obstructions and potential fire hazards, in line with fire safety legislation and best practice guidance.

Customers are responsible for arranging any insurance they consider necessary in relation to their mobility scooter. Selwood Housing strongly recommends that customers obtain appropriate public liability insurance to cover any personal liability arising from the use of their mobility scooter.

3. Policy details

Mobility scooters must not be stored or charged in communal areas unless the area has been specifically designed, risk assessed and approved for this purpose.

Where no dedicated storage or charging facilities are available, scooters stored or charged in communal areas may present a serious fire and life safety risk.

When mobility scooters are identified in communal areas, Selwood Housing will follow a structured, documented and person-centred process as set out in the Mobility Scooter Procedure.

Enforcement action, including removal of a mobility scooter, will only be used as a last resort and where all reasonable alternatives have been explored.

Equality and reasonable adjustments

Selwood Housing will comply with its duties under the Equality Act 2010. Decisions will:

- Be based on individual assessment, including disability-related needs
- Be carried out by appropriately trained staff within the Neighbourhoods or Supported Housing teams, with input from relevant specialists where required
- Consider reasonable alternatives, progressing from least restrictive to most restrictive
- Be supported by appropriate risk assessments, including Person-Centred Fire Risk Assessments (PCFRAs) where required
- Be necessary and proportionate to achieve a legitimate aim, including the management of fire risk and protection of life safety

- Be clearly recorded, including the rationale for decisions made
- Involve the customer, where appropriate, to understand individual needs and identify suitable solutions

The absence of suitable communal storage does not remove our duty to consider reasonable and proportionate solutions. However, this does not override our primary duty to manage fire risk and protect life safety.

- Overall responsibilities for identifying, managing and resolving mobility scooter storage issues are set out in detail in the Mobility Scooter Procedure. This includes clear roles for:
- Caretaking staff
- Neighbourhoods and supported housing teams
- Customer support staff
- Out-of-hours services
- All customers have a responsibility to use mobility scooters safely and to inform Selwood Housing of any change in circumstances, mobility needs or support requirements that may affect how or where a mobility scooter is stored or charged.

Enforcement and governance

Any enforcement action must be:

- Lawful, reasonable and proportionate
- Supported by clear evidence, including photographs, risk assessments and records of engagement
- Fully documented on the housing management system

Governance and oversight are maintained through record keeping, compliance reporting and adherence to approved procedures

4. Signposting

This policy should be read in conjunction with the following Selwood Housing documents:

- Clear internal communal areas policy
- Clear communal areas procedure
- Mobility Scooter Procedure
- Neighbourhood management policy
- Neighbourhood management procedure

- Disposal of goods procedure

Relevant legislation and guidance includes:

- Equality Act 2010
- Regulatory Reform (Fire Safety) Order 2005
- Fire Safety Act 2021
- Fire Safety (England) Regulations 2022
- Building Safety Act 2022
- Housing Act 2004 (Housing Health and Safety Rating System)
- National Fire Chiefs Council (NFCC) – Mobility Scooter Guidance
- LACoRS Housing Fire Safety Guidance
- Purpose-built blocks of flats guidance (DCLG)

Advice for customers on the safe storage and charging of mobility scooters is available via the Selwood Housing website.

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Decision-making record

Date	Meeting/Minute Reference	Version /Amendment
October 2026	Approved by Executive.	A