

Title of Consultation

Review of the Mobility Scooter Procedure

Month / Year Jan 2020



Why did we need feedback?

- To gather feedback from residents within the Cheshire & Merseyside sheltered schemes/extra care on the Mobility Scooter Policy.
- To gain an understanding of whether customers who have a mobility scooter feel that Plus Dane provides adequate support for their needs.
- To highlight any extra support that Plus Dane could provide to help customers who have a mobility scooter.

How did we get the feedback?

A number of residents with mobility scooters were identified and the engagement team contacted them by telephone to ask a short questionnaire.

What did our Tenants and Customers say?

Overall 41 residents in total were contacted and 18 (44%) residents participated.

- **56%** of residents **agreed** that Plus Dane should ask for insurance details before granting permission to have a Mobility Scooter
- **67%** of residents feel Plus Dane **should** offer a property alteration service to accommodate mobility scooters.
- **83%** of residents **disagree** there should be a limit on the number of mobility scooters at each scheme
- **50%** of residents feel that permission should be granted for a mobility scooter **whether or not** they have a diagnosed mobility issue.

What changes are Plus Dane going to make using this feedback?

- Whilst it isn't a legal requirement to have insurance for a mobility scooter, we will insist that anyone storing a mobility scooter in our buildings will need to obtain adequate insurance and provide Plus Dane Housing copies of insurance. This will form part of our new Mobility Scooter Agreement so that customers are aware of their liabilities.
- Any access issues for customers mobility scooters will be considered when carrying out risk assessments and to ensure that our customers receive advice and guidance at the earliest opportunity. The possibility of scooter storage provision is also being considered as part of the scheme uplift programme.
- Following our customers comments, we will not set a limit of mobility scooters at our schemes. However, it may need to be taken into consideration during risk assessments.
- We will not withhold permission for a mobility scooter for those without diagnosed mobility impairment. However, it may be taken into consideration as part of the risk assessment.