

Mobility Scooter Policy

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Document Control

Governance

Table 1 – Policy information

Item	Response
Title	Kirklees Council H&N Mobility Scooter Policy
Responsible officer	Head of Housing Management and Partnerships
Author	Former Service Manager – Housing Management
First approved	V1.0 Kirklees Council November 2020
Version approved	V1.1 Head of Housing Governance & Improvement
Next review date	23/12/26
Review responsibility	Head of Housing Management and Partnerships
Applicable to	Homes & Neighbourhoods staff and contractors. Pinnacle Housing staff and contractors. Kirklees Council tenants and leaseholders, including those whose homes are managed by Pinnacle Housing.
Regulatory framework	Social Housing (Regulation) Act 2023 and associated RSH Regulatory Standards

Revision history

Table 2 – Revision details

Date	Version	Author	Authorised by	Revision details
November 2020	1.0	Service Manager	Kirklees Council	First publication
23/12/25	1.1	JG	ET	Document redrafted and formatted to meet Kirklees Council's document accessibility standards. Aligned with Tenancy Agreement approved at Cabinet 08/07/25. References to relevant legislation updated. Clarification of

Date	Version	Author	Authorised by	Revision details
				applicability to Pinnacle Housing tenants and all leaseholders.

1 Introduction

1.1 Purposes of this policy

- 1.1.1 Kirklees Council and Pinnacle Housing recognise that the safe use of mobility scooters can enable tenants and leaseholders to maintain and increase their independence and social inclusion, positively impacting upon their quality of life.
- 1.1.2 It is recognised that the use of mobility scooters can enhance the quality of life for many older or less mobile residents.
- 1.1.3 However, the increased use of mobility scooters comes with corresponding fire safety risks. The council has a duty to ensure high standards of health and fire safety within tenants' homes and communal areas.
- 1.1.4 This policy sets out how the council and Pinnacle Housing will consider requests from tenants and leaseholders to keep electric mobility scooters and the factors it will consider when granting or refusing permission.
- 1.1.5 The policy also sets out tenants' and leaseholders' responsibilities in relation to applying for permission for, storing, charging and using mobility scooters.
- 1.1.6 This policy aims to balance the needs and aspirations of tenants and leaseholders to keep mobility scooters with the council's responsibilities to maintain a safe living environment for residents, particularly in relation to potential fire risks.

1.2 Legal context

- 1.2.1 This policy responds to the [Social Housing \(Regulation\) Act 2023](#) and the associated [Regulatory Standards](#) by addressing the following requirements:

Safety and Quality Standard

- When acting as landlords, registered providers must take all reasonable steps to ensure the health and safety of tenants in their homes and associated communal areas.

Neighbourhood and Community Standard

- Registered providers must work co-operatively with tenants, other landlords and relevant organisations to take all reasonable steps to ensure the safety of shared spaces.

1.2.2 This policy also aims to ensure compliance with the following legislation, regulation and guidance:

- Building Safety Act 2022
- Fire Safety Act 2021
- The National Fire Chiefs Council (NFCC) Mobility Scooter Guidance for Residential Buildings 2018
- The Care Act 2014
- Equality Act 2010
- Regulatory reform (Fire Safety) order 2005
- Management of Health and Safety at Work regulations 1999
- Use of Invalid Carriages on Highways Regulations 1988

1.3 Definitions

1.3.1 For the purposes of this policy, the following general definitions apply:

Table 3 – List of definitions used in this policy

Term	Definition
Tenant	A person that rents a home from Kirklees Council, either directly or through Pinnacle Housing.
Prospective tenant; applicant	A person that has applied to rent a home from Kirklees Council, either directly or through Pinnacle Housing.
Homes & Neighbourhoods; H&N	Kirklees Council’s council housing services, inclusive of all departments and teams.
Pinnacle Group Ltd; Pinnacle	A company that manages some council-owned homes on the council’s behalf.
Extra care	A type of specialist housing which is designed to maintain the independence of older people (usually 50+), who have care and/or support needs. Some of these homes, at Meadow Green, Sandy Mount and Woodland Court, are managed by Pinnacle Housing.
Staff; officer; employee	A person that is employed by Kirklees Council or Pinnacle Housing.
Contractor	A person or company that works on behalf of the council or Pinnacle Housing.
Care provider; care staff	A person or company that provides care services to tenants in an Extra Care facility.
Mobility scooter	A motorised invalid carriage under the Use of Invalid Carriages on Highways regulations 1988. See paragraph 2.2.4 of this policy for further details and classification.

Term	Definition
	May also be described as; scooter/electric scooter/motorised wheelchair or buggy.
Buggy Store	Designated space, or room within a retirement living or extra care scheme, provided for the specific use of storing and/or charging of tenants' mobility scooters (Class 2 or 3)
Scheme	A housing development comprising a number of homes.
Mobility Scooter Application Form	The approved form as provided within Appendix A and as updated from time to time.

2 Objectives and scope

2.1 Policy objectives

2.1.1 The aims of this policy are to:

- Ensure that the council meets its statutory obligations.
- Ensure that mobility scooters do not cause an obstruction and do not increase the risk of fire spread, or block escape routes in the event of a fire.
- Ensure that council and Pinnacle Housing staff are aware of the risks and can advise tenants and leaseholders accordingly to take appropriate action when faced with fire risks.
- Ensure that tenants and leaseholders are aware of the health and fire safety risks and responsibilities associated with mobility scooter storage and charging, which may be undertaken by others on their behalf e.g. care worker, support worker, relative etc.
- Ensure that the council and Pinnacle Housing take a consistent approach to granting permission to tenants and leaseholders to keep a scooter.
- Ensure that tenants and leaseholders are provided with fire safety advice and obtain permission before purchasing or leasing a mobility scooter.
- Ensure that tenants and leaseholders adhere to their responsibilities relating to the storage, charging and use of mobility scooter stores once permission has been granted.
- Ensure that tenants and leaseholders are aware that they are liable for injury caused to another person, damage to stores, communal areas or other council property as a result of their mobility scooter.
- Manage the number of scooters that can be kept on any one site so that the health and safety of residents or other users of the site is not compromised.

2.2 Policy scope

- 2.2.1 This policy applies to all tenants, leaseholders and other household members of council-owned homes, including homes that are managed by Pinnacle Housing.
- 2.2.2 The policy applies to all requests to keep a scooter from either existing or prospective tenants.
- 2.2.3 A mobility scooter is defined for the purpose of this policy as an electric scooter or electric wheelchair. The policy does not apply to manual wheelchairs suitable for indoor use only.
- 2.2.4 Mobility 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 wheelchair (not covered by the policy)
 - Class 2 – applies to motorised wheelchairs and Mobility Scooters, designed for use on the pavement travelling at speed of up to 4mph. They may also be used to cross the road or where there is no pavement.
 - Class 3 - Applies to machines that can be used both on the pavement where they are limited up to 4 mph, and on the road where they can travel up to 8mph. These vehicles are required by law to be registered with the DVLA for road use.
- 2.2.5 The tenant/leaseholder must have public liability insurance to cover against accidents, injury to third party and themselves and damage to internal or external parts of council-owned buildings.

3 Policy statement

3.1 Permission to keep an electric scooter

- 3.1.1 All tenants and leaseholders must apply for permission and get approval from the council or Pinnacle Housing before purchasing a mobility scooter.
- 3.1.2 All tenants and leaseholders must apply for permission to keep a mobility scooter by completing a Mobility Scooter Application Form.
- For existing tenants, forms can be obtained from their Housing Management Officer or Pinnacle Housing Officer.
 - For prospective tenants, forms can be obtained from the Housing Management Officer, Pinnacle Housing Officer or Extra Care Co-ordinator.
- 3.1.3 The council or Pinnacle Housing will generally give permission, provided that the scooter can be stored and charged safely.
- 3.1.4 Permission will be considered in conjunction with the council's Technical Officer for Fire Safety or the responsible Pinnacle Housing Officer, who will carry out a risk assessment

prior to permission being granted or refused. This will include the consideration of suitable storage and charging arrangements.

- 3.1.5 Examples of safe storage may include a designated external storage space or, where available in extra care or retirement living schemes, designated buggy storage facilities within the main building.
- 3.1.6 Permission will only be granted where the use and storage of a scooter does not put other residents and users of the building at risk.
- 3.1.7 Permission will be granted where:
- There is safe storage and a charge point for the scooter.
 - The tenant/leaseholder has public liability insurance to cover against accidents, injury to third party and themselves and damage to internal or external parts of the building.
 - Tenant and leaseholders can provide their insurance certificate for a Class 2 or Class 3 scooter.
 - A current Portable Appliance Test (PAT) Certificate is provided by the owner on an annual basis.
- 3.1.8 Permission can be withdrawn if the conditions are not adhered to or if the policy is updated to meet new regulatory requirements.
- 3.1.9 Periodic checks will be undertaken to ensure the policy is complied with by Homes & Neighbourhoods and Pinnacle Housing staff.
- 3.1.10 Permission will be refused where:
- There is no safe storage in the tenants or leaseholders flat and no alternative external storage or charging space can be provided. Consideration needs to be given to this by the applicant and officers when making decisions in relation to the allocation and acceptance of council accommodation.
 - Alterations to the premises are required which are unreasonable in terms of costs to the council and disruption to other service users.
 - A tenant/leaseholder fails to obtain the necessary insurance cover.
 - The scooter is too large to fit through existing entrances.
- 3.1.11 Where a scooter is stored or charged on council-owned premises without permission, or outside the terms of permission granted, the council reserves the right to remove the scooter to ensure health and safety and will recharge the tenant/leaseholder for any removal and storage/disposal costs.

3.2 Safe storage and use

- 3.2.1 The National Fire Chief Council (NFCC) has stated that, in residential buildings, mobility scooter fires can pose a fire risk to residents, employees, fire fighters and other relevant persons.

- 3.2.2 In order to minimise fire risk, mobility scooters must not be stored or charged in communal corridors, stairwells, or rooms (other than the designated Buggy Store) or within hallways inside a tenant's home, at any time, due to the increased risk of fire and obstruction of a fire escape route.
- 3.2.3 If the mobility scooter is being stored in the property, there must be sufficient space to store the scooter safely. Storage arrangements will be considered within the overall risk assessment prior to permission being granted or refused.
- 3.2.4 The resident will need to seek permission for any alterations for storage facilities, ramps, access paths, hard standings, or electrical alterations.

3.3 Allocation of storage/charging facilities

- 3.3.1 In some retirement living schemes, extra care schemes and other council properties there will be designated storage facilities for mobility scooters. These will be allocated based on need. Blue Badge Holders will be given first priority and subsequent allocations will be in date order of when permission to keep a scooter was granted.
- 3.3.2 Usage will be reviewed to ensure that the storage facilities are used for the storage of scooters.

3.4 Visitors with mobility scooters

- 3.4.1 All tenants and leaseholders are responsible for ensuring that any visitors to their home adhere to this policy.
- 3.4.2 Visitors with scooters should find a safe location to park that is outside of communal or shared areas and that does not cause an obstruction.

3.5 Enforcement

- 3.5.1 Where a scooter is stored or charged on council-owned premises without permission, or outside of the terms of permission granted, the council and Pinnacle Housing reserve the right to remove the scooter to ensure the health and safety of residents. Tenants/leaseholders will be recharged for any removal costs.

4 Roles and responsibilities

4.1 Council responsibilities

- 4.1.1 This policy will be administered by the council's and Pinnacle Housing's housing management teams.
- 4.1.2 New tenants will be made aware of this policy at sign up and referred to the Kirklees Council Tenancy Agreement, which sets out the rights and responsibilities of tenants and the council.

4.2 Tenant and leaseholder responsibilities

- 4.2.1 All tenants and leaseholders are responsible for ensuring their scooter is serviced and maintained regularly.
- 4.2.2 As set out in the council's Tenancy Agreement:
- If a tenant or any member of their household wishes to keep a mobility aid such as a mobility scooter or motorised wheelchair, they must get prior written permission from the council. If they do not get written permission for the mobility aid, the tenant may be required to remove it.
 - Tenants, household members and visitors must take adequate care and precautions when storing, charging or using E scooters, E bikes, mobility scooters, or other mobility aids to ensure that damage does not occur to the home. This includes removing batteries when charging.
 - Tenants, household members and visitors must not keep or charge mobility aids such as mobility scooters or motorised wheelchairs in any common area.

5 Monitoring and review

5.1 Policy review

- 5.1.1 The policy will be reviewed in one year, or in response to relevant changes in legislation, regulation or organisational structures.
- 5.1.2 Any significant changes will be consulted on prior to implementation and relevant approvals sought.
- 5.1.3 This policy and future updates will be published on the council's website.

6 Associated policies and strategies

6.1 Homes & Neighbourhoods documents

6.1.1 The following Homes & Neighbourhoods policies and other documents are relevant:

- Tenancy Agreement
- Safety in Communal Areas Policy
- Vulnerable Tenant Policy

Appendix A - Mobility Scooter Application Form

Mobility Scooter Application Form

For Kirklees Homes & Neighbourhoods and Pinnacle Housing Tenants

Mobility Scooter Application Form

Before starting

Please read the Mobility Scooter Policy before completing this form: [Mobility Scooter Policy](#)

About you

1. Please complete your contact details in the table below:

Question	Response
Your name	
Your full address	
Contact number(s)	
Email address	

2. Please confirm if you are (please select):

- An existing Homes & Neighbourhoods tenant
- An applicant for Homes & Neighbourhoods Retirement Living
- An applicant for Homes & Neighbourhoods Extra Care Housing
- An applicant for Homes & Neighbourhoods General Needs Housing
- An existing Pinnacle Housing tenant
- An applicant for Pinnacle Housing Extra Care Housing
- An applicant for Pinnacle Housing General Needs Housing

3. Will the mobility scooter be used by you?

- Yes No

4. If the mobility scooter is not for you, who will it be used by?

Name:

5. Does the person using the scooter consider themselves to have a disability?

- Yes No

About your mobility scooter

6. Have you already purchased the mobility scooter?

- Yes No

7. What class is the mobility scooter?

- Class 1
 Class 2
 Class 3

8. Where do you intend to store and charge your mobility scooter?

- In your home
 In the designated buggy store (where available)

9. For Class 2 and Class 3 mobility scooters, do you have public liability insurance cover in place? (Please provide evidence).

- Yes No

10. For Class 3 mobility scooters, is your scooter registered with the DVLA? (Please provide evidence).

- Yes No

11. What are the overall dimensions of your mobility scooter?

Height _____ cm

Length _____ cm

Width _____ cm

12. What is the top speed of your mobility scooter?

- Up to 4mph Above 4mph

How to submit your form

For Homes & Neighbourhoods tenants, please email your form to: Housing@kirklees.gov.uk

For Pinnacle Housing tenants, please email your form to:

Kirklees.housing@pinnaclegroup.co.uk