

## MOBILITY VEHICLES POLICY

### Regulation & Legislation

This policy is linked to the Disability Discrimination Act (1995)<sup>1</sup> and the Health and Safety Act 1974 (and subsequent acts).

### Link to Corporate Values & Corporate Plan

- Offering choice to customers wherever we can
- Ensuring equality of opportunity and recognising diversity for all our customers, treating everyone fairly and without discrimination
- Good design for the creation and maintenance of safe and sustainable communities

### Statement of Purpose

This is a policy specific to our sheltered housing customers. Due to the rise in the use of mobility vehicles, Sentinel aims to ensure that the use of these vehicles allows for customers and staff to be treated fairly and equally.

In some instances, the number of vehicles owned by individual residents will be limited in accordance with availability of scheme charging/storage facilities.

### Our Policy

- 1.1 Customers are responsible for the insuring and appropriate and safe storage of their vehicles.
- 1.2 Where we are able to provide specific storage and charging facilities – it will remain the responsibility of the resident to ensure vehicles are managed appropriately giving regard to the following:
  - a. Storage areas;
  - b. Parking areas;
  - c. Other customers' use of facilities;
  - d. Charging facilities.
- 1.3 For Health and Safety and security reasons, vehicles must not be kept in communal indoor areas unless permission has been granted, following formal request to the Sheltered Housing Manager.
- 1.4 Recharging of vehicles must take place within a customer's property using their own electricity supply, wherever possible.

### Sentinel's Responsibilities

- 2.1 Sheltered housing staff will ensure:
  - a. Mobility vehicles are not causing any obstructions within communal areas;
  - b. Vehicles are not causing Health & Safety concerns.

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<sup>1</sup> Paragraph 20, section 4, sub-section a.

### Customer's Responsibilities

#### 3.1 Customers must ensure:

- a. That vehicles are ridden safely in the grounds of the sheltered scheme;
- b. That permission has been granted to store and charge in an appropriate area.

### Storage

4.1 Prior to purchasing a vehicle customers will need to apply for permission to erect a storage shed or mark out a paved area for parking if the vehicles is to be stored outside.

4.2 We will advise customers of any grants which they may be entitled to in order to safely store their vehicles.

### Appeals

5.1 If any person believes they have not been treated fairly under this policy they can appeal through Sentinel's normal complaints procedure.

### Equality and Diversity Assessment

Application of this policy will be made equally and fairly. This is an emotive area for our customers and their families. We are receptive to the needs and aspirations of our customers. This is a low risk.

### Financial Impact Assessment

Provision for storage of mobility vehicles will be a progressively important area of consideration for the organisation. This is a low risk.

### Risk Assessment

The implementation of this policy balances two principles for Sentinel. This is maximising our customers quality of life versus their health and safety and that of others. The implementation of this policy needs to be fair and sensitive in approach.

### Consultation

The stakeholders below have been consulted on the following dates:

Sheltered Housing Team Leaders: January & 17<sup>th</sup> April 2007

Consultation has also occurred directly with Sheltered Housing Schemes: February 2007

Policy Committee with Finance Director (direction setting): 28<sup>th</sup> March 2007

Customer and Leaseholder Forum Groups: 3<sup>rd</sup> & 4<sup>th</sup> April 2007

Staff Representatives Group: 10<sup>th</sup> April 2007

Rushmoor Borough Council: 11<sup>th</sup> April 2007

Basingstoke and Deane Borough Council: 17<sup>th</sup> April 2007

Sheltered Housing Code of Practice Working Group: 17<sup>th</sup> April 2007

Kingfisher Housing Association: 18<sup>th</sup> April 2007

Bob Gath, Accounting Manager: 19<sup>th</sup> April 2007

East Dorset Housing Association: 20<sup>th</sup> April 2007

Hampshire County Council: 20<sup>th</sup> April 2007

Hampshire Primary Care Trust: 20<sup>th</sup> April 2007

Hart District Council: 20<sup>th</sup> April 2007

Whitefriars Housing Group: 20<sup>th</sup> April 2007

### Monitoring and Review

The operation of this policy will be regularly reviewed by the Sheltered Housing Manager, in conjunction with the Care & Support Manager and Policy & Strategic Initiatives Officer, with

adequate consultation of staff and customers. The outcome of that review will be communicated to the appropriate committee of the board.

**Approval Stages**

Named Departmental Sign off: Sue Hawkins

Date: 12<sup>th</sup> March 2007

Named Director Sign off: Val Bagnall

Date: 20<sup>th</sup> March 2007

Committee Approval Date: 9<sup>th</sup> May 2007

Implementation Date: 9<sup>th</sup> May 2007