

City of Lincoln Council Mobility Aids (battery charged) Policy

A large yellow play button graphic with a semi-transparent background image of a residential street. The text 'Let's deliver quality housing' is centered within the play button.

Let's deliver
quality
housing

December 2025

Document Control

Organisation	City of Lincoln Council
Title	Mobility Aids (battery charged) Policy
Author	Marianne Upton
Filename	Mobility Aids (battery charged) Policy 2025
Owner	Directorate of Housing and Investment
Subject	Mobility Aids (battery charged) Policy
Classification	Policy
Review date	February 2027

Revision History

Revision Date	Author	Previous Version	Description of Revision
November 2025	Marianne Upton	0	New policy
December 2025	Marianne Upton	0.1	Change of title and minor re-wording following staff and LTP consultation

Document Approvals

This document requires the following approvals:

Sponsor Approval	Name	Date
Executive	Cllr Donald Nannestad	
CMT	Daren Turner	

Contents	Page
Purpose	4
Objectives	4
Scope	4
Definitions	5
Legislation	5
Mobility aids classification	6
Advertising properties	6
Requesting permission	7
Permission outcome	8
Allocation of spaces in mobility aid stores	10
Costs for use of mobility aid stores	10
Enforcement	10
Safe storage	11
Safe driving	12
Maintenance & insurance	12

Purpose

This policy provides guidance on the use and storage of battery charged mobility aids and how to request permission for them from the council and promotes responsible ownership. The primary purpose of the policy is about the ownership of mobility scooters, but the principles of responsible use, storage and safe charging apply to other aids, such as e-scooters and similar items.

There is no legal obligation to provide storage facilities for mobility aids, however the council recognises that the safe use of mobility aids enables its tenants and leaseholders to maintain and increase their independence and social inclusion, positively impacting their quality of life. We also recognise that for some people, the use of mobility aids is more of a lifestyle choice to increase their independence, rather than an assessed medical need.

The council takes the health and safety of everyone residing in and visiting its properties and associated communal areas seriously and encourages them to promote responsible mobility aid ownership, use and storage to mitigate all associated health and safety risks.

The council wishes to ensure mobility aids are being used legally and safely in individual properties, mobility aid stores and communal areas of independent living housing, general needs, and leasehold accommodation.

Objectives

The aims and objectives of this policy are to ensure:

- The council meets its statutory obligations
- Mobility aids do not cause an obstruction and do not increase the risk of fire spread or block an escape route in the event of a fire
- Clear guidance is provided on the safe use and storage of mobility aids in mobility aid stores, permitted properties and locations in independent living, general needs, and leaseholder accommodation
- Tenants and leaseholders are provided with advice and obtain permission from the council prior to obtaining a mobility aid
- Tenants and leaseholders adhere to their responsibilities relating to the storage, charging and use of mobility aids once the council has granted permission
- Tenants and leaseholders are aware that they are liable for any injury caused to another person and/or damage to mobility aid stores, communal areas, lifts and/or other council property and/or another person's property because of their use of a mobility aid.

Scope

This policy is applicable to all tenants or leaseholders or members of their household, who wish to store a mobility aid in their property, mobility aid store or in an appropriate external area.

Definitions

For this policy and accompanying procedure the following definitions apply:

- “The property” means the property let to a council tenant(s) or held by a leaseholder.
- “The communal area” means the area/land both internal and external around the property which the tenant, leaseholder, shared owner may have permission to use in conjunction with the property. This includes, but is not limited to, stairways, landings, lifts, entrance halls, hallways, lobbies, shared gardens, bin stores, bicycle stores, parking area, refuse area, other areas to gain access to the property
- A “mobility aid owner” refers to the tenant or leaseholder, who has been granted permission for a mobility aid by the council as per this policy.

Legislation

The Health and Safety at Work etc., Act 1974 is the primary piece of legislation, which places duties on the employer or person in control of premises to ensure the Health and Safety of their employees, other people who work on their sites and members of the public who may be affected by their work.

The Management of Health and Safety at Work Regulations 1999 is the main Statutory Instrument that overtly places the duty on the employer or person in control of premises to take a systematic approach to dealing with Health and Safety by:

- Assessing the risks
- Setting up emergency procedures
- Co-operating with others on Health and Safety matters
- Providing information, instruction, training, and supervision

The Public Sector Equality Duty (PSED) from the Equality Act 2010 obliges public bodies to consider how their decisions and policies affect people with protected characteristics (like age, disability, race, sex) by eliminating discrimination, advancing equality, and fostering good relations. It's a proactive duty to "have due regard" to these aims, ensuring fairness in public functions, services, and employment.

The Regulatory Reform (Fire Safety) Order 2005 makes provision for conducting fire risk assessments for common areas of blocks of flats and requires the management of those risks. This includes the requirement to reduce fire risk in common areas and maintain the fire protection of the block. The fire risk assessment has identified mobility aids as a potential fire hazard and when stored in the communal areas this has the capability to block the means of escape.

Mobility aids are manufactured from plastic, foam and rubber-based materials, which give off vast quantities of thick black toxic smoke when involved in fire. They also utilise large battery packs to provide power to the motor. Some older mobility scooter batteries contain corrosive lead acid which can give off flammable and explosive gases, whereas newer mobility scooters use lithium iron sulphate batteries however these have an increased risk due to the unpredictable and adverse reaction when subject to fire

Other pieces of legislation and mobility scooter guidance that need to be considered include:

- Use of Invalid Carriages on Highways Regulations 1988
- BS EN 12184:2014
- Fire Safety in Purpose Built Block of Flats Guide
- NFCC Specialised Housing Guidance Care Quality Commission (CQC) Fire Safety Information and Guidance Note 422
- RC59 “Risk Control: Fire safety when charging electric vehicles” 2012 published by the Fire Protection Association on behalf of RISC Authority
- House of Commons Transport Committee, Mobility scooters, Ninth report of session
- The Housing Act 1985 as amended
- Data Protection Act 2018
- Human Rights Act 1998

Mobility aids classification

Mobility aids are defined as ‘invalid carriages’ under the Use of Invalid Carriages on Highways and Regulations 1988 and are divided into three categories:

- Class 1 - manual wheelchairs, i.e. self-propelled or attendant propelled, not electronically propelled. These are not required to be registered with the DVLA.
- Class 2 - powered wheelchairs and mobility aids intended for footway (pavement) use only, not the public highway. Have a maximum speed of 4mph and an unladen weight not exceeding 113.4kgs. These are not required to be registered with the DVLA.
- Class 3 - powered wheelchairs and mobility aids with a maximum speed of 8mph that can be used on both the footway (pavement) and the public highway. These must be limited to 4mph when travelling on footways and the unladen weight must not exceed 150kgs. These vehicles must be registered with the DVLA and cannot be operated by anyone under the age of 14.

This policy applies to any Class 2 or 3 mobility aids as defined above or any powered wheelchair.

Although the class 1 (manual wheelchairs) are not covered under this policy they should still not be stored in communal areas as per the ‘Management of Communal Area Policy’ to ensure the escape routes can be kept clear and not pose a fuel or ignition source.

For the purposes of this policy, vehicles that are not specifically designed for mobility use will not be permitted, neither will any equipment that may use an alternative power, including but not limited to, a combustion engine or flammable fuels.

Advertising properties

Where properties are identified as not being suitable for a mobility aid, these will be advertised as such.

Properties in blocks of flats and maisonettes will be advertised with an indication of the facilities for mobility aids. The adverts will broadly fall under one of the following headings:

- May be suitable for mobility aids subject to an up-to-date OT referral and site visit by the council's Aids and Adaptations Team
- Facilities for mobility aids not yet available
- Not suitable for mobility aids

Details may be added as available with likely costs where known. The council can provide essential dimensions of the property to allow users of mobility aids to determine the suitability of specific models.

Tenants wishing to introduce a mobility aid will be refused permission unless they can demonstrate a mobility aid can be stored and charged safely within their flat. Where a mobility aid is refused, tenants can apply for alternative accommodation, and their circumstances will be assessed in accordance with the Allocations Policy. A medical assessment may be required to determine the level of need.

Requesting permission

All tenants and leaseholders are required to obtain permission from the council to store a mobility aid. This requirement applies retrospectively to customers currently storing mobility aids and to those who are considering obtaining, or a member of their household obtains, a mobility aid.

Retrospective permission for storage of mobility aids obtained prior to the adoption of this policy will be considered using the same criteria. To aid this requirement, regular communication will be undertaken to raise awareness, and an application form will be supplied to anyone who is identified as potentially owning a mobility aid. Retrospective applications will be assessed fairly, considering all the options in the same way as new applications.

On receipt of an application form, an assessment will be made to determine the best method of storage and where batteries will be charged. Management intervention will be required should a mobility aid be identified that increases the risks from fire.

If a tenant or leaseholder advises that they are considering obtaining a mobility aid, they must be advised of the council's policy and be issued with the guidance information for them to consider before any vehicle is obtained.

Tenants and leaseholders must apply in writing by submitting a completed Mobility Aid Storage Application form to the Tenancy Services Team for permission.

The requirement to obtain permission also includes any tenant, leaseholder or a member of their household who currently has a mobility aid but does not have the written consent of the council.

All new tenants will be advised of this policy at sign up.

Where a prospective tenant(s), or a member of their household, already has a mobility aid(s), the tenant will need to obtain permission from the council prior to storing the mobility aid in the property being offered to them by the council or a mobility aid store. This will be discussed at the offer/viewing/pre-tenancy interview stages as appropriate. Permission for the storing of mobility aids will be granted by the Tenancy Services Team.

For tenants living at independent living housing schemes where there is a mobility aid store with spaces available, the mobility aid must be stored there once permission has been granted.

Where no mobility aid store is provided or spaces available at an independent living housing scheme, tenants should be made aware of the option to transfer to a scheme where this facility and/or spaces may be available.

Tenants living in general needs accommodation may wish to consider transferring to a general needs site that has a mobility aid store or an independent living housing scheme, if eligible, that provides a mobility aid store.

Where no mobility aid store is provided or spaces available and a transfer is not feasible, tenants should make an application to store a mobility aids(s) inside their property. Such requests may require alterations to the property, such as, additional detection equipment; these will be managed via the existing Tenant Alteration Procedure. A Safe and Well visit from a council Officer or the Fire and Rescue Service may also be required prior to permission being granted.

Where it is not deemed suitable for a tenant to store a mobility aid in their property tenants should contact an Occupational Therapist and request an assessment of their need.

Where the tenant does not have an assessed need for a mobility aid the council will consider whether it is practical to make reasonable adjustments to the property or an appropriate external area where available, to facilitate appropriate storage and charging.

This would include consulting with others who may be affected by these steps. In these circumstances the council will impose reasonable conditions when giving consent including that the improvements would be at the tenant's expense, are carried out to an acceptable standard and that the premises are restored to their original condition when the tenant leaves. The council may consider funding the improvements should it feel that these would benefit the property/block and/or others would benefit in addition to the tenant making the request.

When assessing applications for mobility aids, the council will consider the following:

- a) Is there a designated mobility aid storage area already installed?
- b) Is there an existing brick built shed with electrical supply?
- c) Can it be stored within the property (including if there is a change to a larger model and that evacuation routes are not obstructed)
- d) Could an external shed be converted?
- e) Is there an appropriate garage that could be allocated and converted?
- f) Is there the provision for the installation of an external storage facility?
- g) Where appropriate, discuss options for alternative accommodation.
- h) If there is no suitable solution, the council may deny permission and ask the tenant to remove the mobility aid.
- i) As a last resort, undertake legal action to resolve a breach of tenancy conditions.

This list is a guide for officers in making the most appropriate decision in individual cases. Where charging facilities are provided, these will be from the tenant's or leaseholder's supply.

Permission outcome

The council aims to respond to mobility aid requests within 10 working days of receiving the permission request. Permission will be refused where:

- there is no safe storage in the tenant/leaseholder's property, no council mobility aid store is provided at the independent living housing scheme/general needs site, no space available in the council mobility aid store.
- it is unreasonable to make alterations to the physical features of the building/property.
- a tenant/leaseholder fails to take out the necessary insurance cover.
- if the mobility aid is too large to fit through internal or external entrances to the building/property/lift or does not fit into the council aid scooter store without causing damage.
- if the tenant/leaseholder wishes to keep more than one mobility aid.
- a tenant/leaseholder fails to have a Safe and Well Visit by a council Officer or the Fire and Rescue Service where appropriate.
- a tenant/leaseholder fails to provide any documentation requested by the council.

If permission is refused by the council, the tenant or leaseholder will be provided with a letter clearly outlining the reasons for the refusal. Complaints will be addressed in line with the council's complaints procedure.

If permission is granted by the council, the tenant/leaseholder will need to sign a Mobility Aid Agreement and provide the necessary paperwork to the council. If the tenant/leaseholder fails to provide the relevant documentation within the timescale given, the council will consider withdrawing permission and taking appropriate enforcement action.

The council will generally only permit the use of one mobility aid per person (the exception being where permission may be granted for both an indoor and outdoor mobility aid because there is a clear assessed need for both).

Once permission has been granted, the tenant/leaseholder must notify the council immediately should there be a change in circumstances for any reason, for example a change in sight or hearing loss, as it may affect permission.

The permission to store a mobility aid in a council mobility aid store will be reviewed on an annual basis by the Tenancy Services Team to ensure that the best use is made of the facilities available. Permission can be withdrawn from a tenant or leaseholder if:

- They are not keeping to the terms of the permission, or
- They had no confirmed disability or medical need for a mobility aid and there was another resident/s who urgently needed to use the council's mobility aid on disability and/or medical grounds.

Where a tenant or leaseholder is in breach of the conditions and written permissions of this policy and this presents an unacceptable hazard, the council will remove the mobility aid and notify the owner without undue delay. The owner may be charged for storage at the discretion of the council.

Release of the mobility aid shall only be granted once suitable arrangements for storage and charging are in place. If there are repeated breaches, the tenant or leaseholder will be required to permanently remove the mobility aid. This may require legal action.

Allocation of spaces in mobility aid stores

Tenants who hold a Blue Badge or have a confirmed disability/medical need for a mobility aid will be given priority for spaces when they become available in mobility aid stores in date order of request. The council will request proof of the Blue Badge and/or medical need (supporting letter from GP, Occupational Therapist, other medical professional) during the application process, and failure to do so may affect the space allocation.

Spaces will be allocated on a 'first come, first served' basis to all other applicants.

When there are no spaces available, a waiting list will be maintained. The waiting list will be prioritised based on a confirmed disability and/or medical need. When a space becomes available, the tenant at the top of the list will be contacted to process their application for permission.

Costs for use of mobility aid stores

There will be a charge for both the use of a space in a store (rental) and a reasonable contribution to the cost of electricity for charging.

The rental amount to the tenant includes a contribution towards the costs associated with access/control systems, facility maintenance and inspections, administration, etc.

The charge for storing a mobility aid at a location with dedicated storage and charging provision will be a minimum of £2.00 per week and reviewed annually.

This amount will be invoiced in advance on an annual basis or paid through a Direct Debit and will be non-refundable in the event of any period of non-usage.

The charge for electricity use is based on a battery charger using approximately 438 units of electricity per year. The annual cost is 438 multiplied by the cost per unit (exempting the daily standing charge). The average cost per unit will be assessed annually and tenants will be advised of any changes to their total annual charge.

The costs for using mobility aid stores will be reviewed on an annual basis and tenants using them will be informed in writing of any changes to the charging amount.

Enforcement

Mobility aids cannot be stored in internal communal areas under any circumstances due to the fire risk they pose. They cannot be stored anywhere else in the council's stock/land without prior written consent from the council, and as per this policy and the relevant clauses of the Tenancy Agreement.

The council has a zero-tolerance approach to mobility aids being stored anywhere on council stock/land without consent, other than in a designated mobility aid store or within the tenants/leaseholder's home.

The council reserves the right to withdraw permission to store a mobility aid at any time should a tenant/leaseholder not adhere to this policy.

The tenant/leaseholder will be asked to remove the mobility aid immediately. Failure to comply will result in the council removing the mobility aid for which the tenant/leaseholder will be recharged and could result in enforcement action for breach of tenancy.

Safe storage

Mobility aid owners must ensure any manufacturer guidelines and instructions on the safe charging of the mobility aid are followed.

Mobility aid owners should aim to only charge their mobility aid (whether it is stored in a property or a mobility aid store) when they are nearby and able to monitor the charging process to reduce the potential risk of a fire.

The battery must be separated from the mobility aid (if designed to have the battery removed) when the mobility aid is not being charged to reduce the risk of fire.

Mobility aid must be charged directly from the mains electric in the mobility aid store. Extension leads are not to be used when charging any mobility aid. External sockets are not 100% waterproof; therefore, it is recommended that an internal switch for power cut off is installed. Ideally sheds used for storing mobility aids need to be 6 metres away from the property. If 6 metres is not possible then the shed should be of a non-combustible construction and should be sited away from the doors and windows of the building.

When charging in a tenants/leaseholder home the door to the charging area must be shut whilst they are charging their mobility aid and care should be taken to ensure that the leads will not cause a trip hazard within the property.

If being charged in a flat with a single escape route, mobility aids should not be charged on the escape route itself, but ideally in a room with fire detection installed and behind a minimum FD30S rated door.

There must be a working smoke detector in the room/s in the property the mobility aid is being stored and charged in, ideally a multi-sensor heat and optical smoke detector. If the room does not already have a smoke detector, the council will fit a multi-sensor heat and optical detector at the tenants/leaseholder's expense.

Tenants and leaseholders should not leave the mobility aid plugged in for longer than necessary as to do so would create a fire risk.

The council will not be responsible for any loss or damage to a mobility aid(s) kept in a mobility aid store.

Mobility aid owners are responsible for making sure the mobility aid store is left secure, tidy, and free from trip hazards, as well as reporting any concerns to the council.

The council will conduct regular health and safety inspections of mobility aid stores. The council will ensure mobility aid stores are included in fire risk assessments of council stock and manage any risks identified.

Any visitors who have a mobility aid must leave them outside the independent living housing scheme, block, or communal area; they are not permitted inside the building.

Safe driving

For the safety and wellbeing of our customers and to avoid damage and nuisance caused using a mobility aid, the council expects the following actions to be undertaken:

- Mobility aid owners should ensure any manufacturer guidelines or instructions on the safe use of the mobility aid are followed.
- Mobility aids must be set to their lowest speed when being used in communal areas to avoid accident and injury to the driver, others, and damage to property. Where there is clear evidence of damage to council property but someone using a mobility aid, such as doors, walls and lifts, the full cost of reasonable repairs will be charged to the mobility aid owner.
- Only the mobility aid owner can drive the mobility aid in the communal area, no other persons are allowed on the mobility aid.
- The council advises all mobility aid owners to partake in a certified mobility aid training course to ensure they drive safely, confidently, and competently.

Maintenance & insurance

Mobility aid owners are responsible for ensuring that their mobility aid and associated equipment is maintained as per the manufacturers guidance to ensure they are safe to use. This can be achieved by having a Portable Appliance Test (PAT) undertaken; this should be carried out by a certified engineer.

For mobility aids that are a Class 3 vehicle, evidence must be provided to demonstrate that the mobility aid is licensed with the DVLA for road use when applying for permission to keep the mobility aid.

Mobility aid owners are responsible for ensuring mobility aids are always in a good working condition and are well maintained/serviced regularly in line with the manufacturer recommendations.

The council requires mobility aid owners to hold and maintain a valid certificate of insurance for the period of ownership of the mobility aid. Insurance must include public and third-party liability to cover damage to buildings, property and grounds, or injury to any persons.

Tenants/leaseholders must be able to provide a copy of their valid insurance certificate on request from a council Officer.

Failing or refusing to provide evidence of any required certification/documentation within the timeframe given may result in the council relinquishing permission to store the mobility aid and taking action to remove the mobility aid if necessary. The council will look to recover any costs due to damage to property caused by a mobility aid through the owner's insurance company.