

# Accent Group Limited

## Independent Living Group Meeting



### AGENDA

**Date/Time:** Wednesday 3<sup>rd</sup> June 2026, 12:00pm to 13:30pm

**Venue:** Virtual, MS Teams

**Chair:** Lyn Nelson

**Vice Chair:** Chris Lynn

| ITEM |                                         |                            | TIME  | DURATION | LEAD                                                       |
|------|-----------------------------------------|----------------------------|-------|----------|------------------------------------------------------------|
| 1.   | Welcome and Apologies                   | Information                | 12:00 | 5        | Lyn Nelson (Chair)                                         |
| 2.   | Update on Actions                       | Discussion                 | 12:05 | 15       | Lyn Nelson (Chair)                                         |
| 3.   | Performance Update                      | Information/<br>Discussion | 12:20 | 15       | Stephen Love<br>(Customer Insight<br>Manager)              |
| 4.   | Belonging Begins Here<br>Project Update | Information/<br>Discussion | 12:35 | 20       | Chris Lynn<br>(Vice Chair)                                 |
| 5.   | Templates for ILS Screens               | Information/<br>Discussion | 12:55 | 15       | Gina Hill<br>(Marketing and<br>Brand Manager)              |
| 6.   | Proposal for Morning Calls              | Information/<br>Discussion | 13:10 | 15       | Kim Tinneny<br>(Regional<br>Specialist Housing<br>Manager) |
| 7.   | Any other Business                      | Discussion                 | 13:25 | 5        | Lyn Nelson (Chair)                                         |

### Future Scheduled Meetings

Tuesday 9th September '26 – 12.00pm to 1.30pm

Tuesday 25<sup>th</sup> November '26 – 12:00pm to 1.30pm

Tuesday 10<sup>th</sup> March '27 – 12:00pm to 1.30pm

| PAPER UPDATES |                         | PAGES | PURPOSE                  | LEAD        |
|---------------|-------------------------|-------|--------------------------|-------------|
| 1.            | Mobility Scooter Policy | 2-4   | To support agenda item 2 | Kim Tinneny |

## PAPER UPDATE 1 – Mobility Scooter Policy

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                   |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------|
| <b>REPORT</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                   |
| <b>Meeting Date:</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | 3 June 2026                                       |
| <b>Report Title:</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Mobility Scooter Policy                           |
| <b>Author(s):</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Kim Tinneney, Regional Specialist Housing Manager |
| For Decision/Approval <input type="checkbox"/> Review and Recommend <input type="checkbox"/> Debate <input type="checkbox"/> Assurance <input type="checkbox"/><br>Information <input checked="" type="checkbox"/>                                                                                                                                                                                                                                                                                          |                                                   |
| <b>Executive Summary:</b><br><p>There is an open action on the tracker to update the Independent Living Group on Accent's approach to managing mobility scooters, making sure we meet health and safety and compliance requirements. To support the update which will be given in the meeting, the Mobility Scooter Policy has been included in this meeting pack. The policy was approved in January 2025 and is scheduled for review in 2028, in line with Accent's standard three-year review cycle.</p> |                                                   |
| <b>Appendix attached</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Mobility Scooter Policy                           |

## 1. Introduction

As a responsible social housing provider, Accent recognises the importance of mobility scooters in supporting the independence and mobility of our residents. However, their storage and charging must be managed carefully to ensure the safety and wellbeing of all persons who may live, work or visit our properties. This policy has been developed to balance accessibility with fire safety and compliance with relevant legislation.

We aim to provide clear guidance for residents and colleagues to ensure that mobility scooters are stored and charged in a manner that prevents fire risks, maintains access routes, and safeguards everyone within our properties.

## 2. Scope

This policy applies to all residents, visitors, and colleagues in properties owned or managed by Accent.

## 3. References

This policy has been developed with reference to the following legislation and guidance:

- Building Safety Act 2022
- Fire Safety (England) Regulations 2022
- The Regulatory Reform (Fire Safety) Order 2005
- Equality Act 2010
- Health and Safety at Work etc. Act 1974
- BS 8300-2:2018 Design of an Accessible and Inclusive Built Environment
- Relevant guidance from the National Fire Chiefs Council (NFCC)

Accent Policies and Procedures can be found in the [Corporate Library](#).

- Health and Safety Policy
- Customer Safety Policy
- Fire & Building Safety Policy

## 4. Guidelines for Storage

### Suitable Storage Areas

Mobility scooters **must not be stored** or charged in communal corridors, stairwells, or other escape routes. This poses an unacceptable risk to life in an emergency.

Dedicated storage areas will be provided, where possible, with appropriate fire-resistant construction, ventilation, and electrical outlets for charging.

If no dedicated storage is available, residents must store their scooters in their own property.

### Charging of Mobility Scooters

Charging must only take place in designated areas or within the resident's property. Charging any battery poses a risk of fire which must be controlled.

Chargers must conform to manufacturer guidelines and applicable safety standards.

Extension leads must not be used to charge scooters.

### **Safety Requirements**

Storage areas designated for the purpose of storing and charging mobility scooters must meet the following conditions:

- Approval and assessment by the Fire Safety Team.
- Storage areas must be inspected regularly to ensure compliance with safety requirements.
- Electrical installations within storage areas must be inspected and certified as safe by a qualified electrician.
- Only scooters which have been approved by Accent as being suitable for storage and charging will be authorised to be stored in designated spaces.

### **Risk Assessments**

A risk assessment will be conducted for all properties where mobility scooters are stored or used.

Residents wishing to store mobility scooters must notify Accent to allow a risk assessment to be undertaken or the existing risk assessment to be reviewed and to allow Accent to undertake appropriate checks to ensure the safe condition of scooters.

## **5. Responsibilities**

### **Residents Responsibilities**

Residents are required to:

- Store and charge their mobility scooters in line with this policy.
- Notify Accent of their intention to store a mobility scooter in a designated storage space.
- Provide Accent with appropriate information to facilitate safety checks
- Ensure their scooters are maintained and serviced in line with manufacturer recommendations.

### **Accent Responsibilities**

Accent will:

- Produce a clear procedure outlining how this policy will be fulfilled.
- Provide appropriate storage solutions where feasible and practical.
- Ensure storage areas comply with relevant legislation and safety standards.
- Regularly review and update risk assessments to reflect changes in usage.
- Communicate this policy clearly to all residents and provide advice on compliance.
- Make provision for the safe and legal removal of any scooter that is posing a risk to the safety of residents or the wider safety of the building.

## **6. Non-Compliance**

Non-compliance with this policy may result in:

- Removal of mobility scooters from non-compliant storage areas in accordance with an established process.
- Escalation of enforcement action where non-compliance poses a serious safety risk.