

# Best Practice Guidance Manual

## For Mobility Scooter Users



Stockton-on-Tees  
BOROUGH COUNCIL



Stockton-on-Tees

# Contents

		Page
<b>Part 1</b>		
1.1 Introduction	Why A New Guidance Document?	1
1.2 Definitions of Mobility Equipment	What is Available?	2
1.3 The Law and You	What you need to know – Registration and Insurance	2
<b>Part 2</b>		
2.1 Meeting Your Needs	Choosing the Right Model for You	4
2.2 To Hire		4
2.3 To Buy	Buying New	5
	Or Second-hand – know the risks	6
2.4 Storage		8
2.5 Finance	Costs	9
	Motability Scheme	



2.6 Safety First	Assessments, Safety Checks and SILC	10
	Carers What You Need to Know	13
	General Safety Rules	13
2.7 On the Open Road	Class 3 Vehicles	18
2.8 On the Right Path	Class 2 and 3 Vehicles	20
2.9 (a) and (b) Safe Scooter Flow Charts		23
3.0 Further Information and Contacts		25



# Part 1

## 1.1 Introduction

A mobility scooter could be your ticket to independence. However if used inappropriately, could also put lives at risk. This Guidance has been put together by Stockton Borough Council (SBC)'s Adult Strategy Team with the help of SBC Road Safety, Cleveland Police, Stockton Independent Living Centre, and Stockton Shopmobility Ltd. It is aimed at helping to protect the safety of mobility scooter users and other road users and pedestrians.

Mobility scooters and their drivers sometimes get bad press and can be criticised for causing obstructions or being a danger to themselves and others on our already busy roads and pavements. Raising awareness of the "Do's and Don'ts" of using a Scooter through this easy to read, widely available guidance manual, could mean safer use of these machines and help to promote a more positive image of mobility scooters in Stockton-on-Tees.

## 1.2 Definitions

There are three classes of mobility equipment:

**Class 1** - Manual wheelchairs, not electrically propelled. Movement forward is by

using your arms to turn the wheels, or by being pushed by another person. Only to be used on footpaths.

**Class 2** - Powered wheelchairs, mobility scooters and buggies (car shaped), intended for footpath use and in shopping areas only and with a maximum speed of 4mph / 6kph. These scooters tend to be best for people who have some mobility but tend to tire easily and cannot walk far. Powered wheelchairs are generally for people who need them for daily use.

**Class 3** – Includes mobility scooters and powered wheelchairs which are capable of exceeding a speed of 4mph / 6 kph but not more than 8 mph / 12 kph, and for use on roads or highways. These must be fitted with a device to limit the maximum speed to 4 mph / 6 kph when on footpaths. They are sturdier and tend to be used by people as a replacement for their car, and includes 6mph models.

### 1.3 The Law and You

The law requires that a person should have some physical defect or physical disability in order to use a mobility vehicle. The minimum age for a Class 3 scooter is 14, and there is no minimum age for a Class 2 scooter or powered wheelchair.



## Registration and Insurance

Class 1 and 2 wheelchairs and scooters do **NOT** need to be registered with the DVLA, as they are not for use on roads.

However, Class 3 mobility scooters, powered wheelchairs or buggies **DO** need to be registered for road use, be licensed in the “disabled” taxation class and display a nil duty tax disc. Registration is free and the scooters are at present not required to have registration plates. To register and license a Class 3 vehicle, the form V55/4 for new vehicles and V55/5 for used vehicles should be completed. You can access these forms by visiting [www.direct.gov.uk/motoring](http://www.direct.gov.uk/motoring), by picking up the leaflet V100 in most post offices, or by phoning 0870 243 0444. Guidance on completing the forms can be accessed in the DVLA’s leaflets INF210 and INF211. Failure to register vehicles with the DVLA is a criminal offence which could prove problematic if the user is involved in an accident either on the road or pavement. Additionally you could also face an on the spot £80 fine.

Although there is no formal requirement for you to have insurance, it is **strongly recommended** for class 2 and 3 that you do. Without third party insurance you could be faced with a hefty bill for repairs or compensation for injury if you are involved in an accident. There are many insurance schemes available starting from around £60 per year, more information is available at the end of this guidance.

## Part 2

### 2.1 Meeting Your Needs

#### Choosing the Right Model for You

There are a range of machines on the market varying in price, size and weight, with varying turning circles and ease of manoeuvrability. Accidents can occur when drivers are using an inappropriate machine: a small person driving a large heavy machine may find it difficult to control; equally a larger person on a small machine could be at risk of coming off on corners. In order to obtain the correct mobility scooter there are a number of important points you will need to consider carefully.

If you are considering using a mobility scooter, you have two main choices: to hire a machine, or purchase your own.

### 2.2 To Hire

You can hire a scooter locally from Stockton Shopmobility Ltd, with whom Stockton Borough Council hold a contract. There are a number of benefits to hiring your machine:



- Scooters are available for hire on both a short term and long term basis. However, if you choose a longer term hire you will need somewhere secure to store and charge the machine.
- You will be asked to register
- You will receive full training
- You will undertake a brief health check
- No maintenance cost
- Able to change machines if you are not satisfied with the one you have chosen.
- No major financial outlay

Stockton Shopmobility Ltd offers a range of Class 1, 2 and 3 machines available for hire, details are provided in the Further Information section of this Guidance Manual.

## 2.3 To Buy

### Buying New

- There are a range of places you could buy a scooter from, but it is essential to compare. Some retailers are excellent and will offer you a very good service, including training on delivery, servicing, warranty and a money back guarantee, but

you need to know which machine is right for you, and it is harder to try before you buy.

- If you buy a new machine, you should expect a manufacturer's warranty for at least the first year, although this may not cover batteries or tyres unless faulty from the time of purchase. Therefore, following the correct charging procedures for batteries is essential. Some scooter companies offer maintenance schemes. When you buy you should always ask about after-sales as the machines will need at least an annual service, and if they break down, you won't want to be left without one whilst you are searching for someone to carry out the repairs. Details of some maintenance schemes available locally can be obtained through Stockton Shopmobility.

### *Buying Second Hand*

- Buying privately in response to an advertisement in a local paper, the internet or shop window advert will mean that you will also be responsible for arranging your own maintenance, repairs and servicing and there may be hidden faults or problems which could make the scooter potentially unsafe. Make sure you've done your research if you're buying privately, shop around, know the machine you want and have an idea of cost and if possible, have a friend or carer with you when you're trying the scooter, and test drive it for an hour or more if possible. Once purchased, get your scooter checked over and serviced to ensure it is safe to drive.

Stockton Shopmobility Ltd offers a basic check which costs just £5 – more information on this in the Final Section.

- Buying second-hand could get you a bargain but unless you know exactly what you are looking for, you could end up buying something because it is convenient or cheap, rather than the best scooter for your needs – and you may not be able to take it back if you change your mind. There are a huge range of scooters available, which one you need is dependent on what you need it for – a heavy 4 wheeler could be hazardous to manoeuvre around busy shopping centres and supermarkets for example. You also need to ensure you are buying the correct machine for your weight. If the battery is second hand, it may need replacing quite quickly which is another expense to consider.

**It is strongly recommended that you visit a reputable scooter dealer.**



**Stockton Borough Council contracts with Stockton Shopmobility Ltd, who stock a range of machines available for purchase. Staff would be happy to help prospective buyers choose the machine that will best meet their needs and demonstrate the models, talking you through which will meet your requirements the best. You will be able to try the machines first so that you can get a feel for their size and power. Alternatively, speak to one of the team at SILC, Stockton's Independent Living Centre in Hardwick.**

## 2.4 Storage

You will need somewhere to store your scooter, whether on long term hire or purchased, it will need a dry, secure place with access to an electrical socket for charging the battery. Some machines have removable batteries for charging indoors. If you choose to keep it indoors, you may need to consider ramps to enable it to be brought in and out if you have any doorsteps. It is important to note that these won't always be provided for you by your local Occupational Therapy Department. You may need to take advice from an Occupational Therapist, or SILC first. If you want your scooter for journeys further afield this is another consideration when choosing the model: some scooters are small and light enough to be dismantled and put in the boot of a car, others particularly Class 3 vehicles may need a trailer or specially adapted car.

## 2.5 Finance

### Costs

A scooter could cost you anywhere from a few hundred pounds (second hand) up to a few thousand pounds (new), so it is essential that you know what you want from your machine before you buy. In some circumstances you may be able to access funds to help with the cost: for example if you were in the armed forces or your form of disability is supported by a national charity. See the Association of Charity Officers on [www.aco.uk.net](http://www.aco.uk.net) or telephone 01707 65 1777 for more information. You should ask about whether or not you need to pay VAT because under some circumstances you will not have to. You could also ask Stockton Shopmobility Ltd for details of credit schemes available.

### Motability

If you receive the Disability Living Allowance higher rate mobility element or War Pensioner's Mobility Supplement, you could arrange a powered wheelchair or mobility scooter without the need for a large financial outlay by using part of your weekly allowance. Another benefit of this scheme is it also provides all maintenance, repairs and a 24 Hour call out service in the event of a breakdown. Log on to [www.motability.co.uk](http://www.motability.co.uk) or contact [info@r2m.org.uk](mailto:info@r2m.org.uk) or 0845 60 762 60 for more information.

If you are not able to purchase your scooter outright visit a reputable dealer who will be able to discuss financial options with you.

## 2.6 Safety First

Not only does your machine need to be in tip-top working order, but so do you. Many people, who are told by DVLA or their GP that they are no longer medically fit and able to drive a car, turn to a Class 3 scooter, and although there are currently no legal reasons why they shouldn't, they **do** need to be safe to drive a scooter instead. And at present there is no Government-enforced test or assessment to ensure that people are safe to drive a scooter.

**Stockton Borough Council therefore strongly recommends that you undergo an assessment by a health care professional, for example asking your GP, or by having a safety and health assessment, particularly if you know you are no longer able to drive a car.**

Formal Mobility Assessment Centres offer day-long courses which will cover individual health assessments to ensure you are fit and able to drive the machine, and will also provide you with training and guidance. Although there is a cost involved, the benefit will be peace of mind, knowing that you can confidently be in control of your scooter.

Assessment centres are based at Leeds, Newcastle or Hull, and further information can be found by contacting 0800 559 3636 or visiting [www.mobility-centres.org.uk](http://www.mobility-centres.org.uk)

### *Assessment Clinic at SILC*

However, Stockton has dealt with this need locally with the development of the Stockton Independent Living Centre (SILC) Mini-Assessment Clinic in Hardwick. Although not a formal or legal assessment, the Occupational Therapy staff will be happy to assess your vision, reactions and reflexes and give you their professional opinion as to whether they feel you will be safe on a scooter. A scooter is available to try, and an outside area has been developed for training purposes. Once you have had your assessment, you will be awarded a certificate of attendance. This will indicate that you follow “good practice” rules and are helping to promote safer scooter use in Stockton.

As a general rule of thumb, you need to be able to:

- have been free of epileptic seizures for one year
- read a car registration plate at 40 feet or 12.3 meters
- have a field of vision of at least 120 degrees (staff will advise on this at your assessment) and understand depth perception (this will also be explained to you)

- use the steering column effectively, or have adaptations to enable you to do so
- turn your head to look behind you or have adequate mirrors to enable you to see behind you
- sit comfortably and securely in a sitting position. (If you are unable to sit unsupported, or cannot use both hands, an electric wheelchair may be the best option for you.)
- understand the controls - in particular how to steer, slow down and stop

**If you cannot honestly answer yes to these points it is strongly recommended that you have an assessment to ensure that your impairment will not cause serious risk to yourself or others if you use a scooter. Please speak to staff at SILC who will be happy to explore your options with you. If you have any worries about your sight and feel that you would not pass the sight test for driving please visit SILC for further advice. It may not necessarily mean you would not be safe to use a scooter, but staff will be able to assess which vehicle would be best for you and give you appropriate training and guidance.**

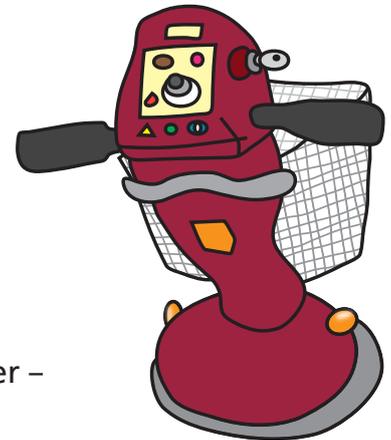
**We strongly recommend that anyone who already owns a mobility scooter, or is considering buying one, receives this assessment. Please see the Further Information section for details of how to access this service.**

## Carers

In your caring role there will be many demands placed upon you. If the person you care for has a scooter, or is interested in purchasing one, it may give them – and you – increased independence. However, you don't want it to be one more thing for you to worry about. Therefore if they have an assessment you will both have added peace of mind. If you are concerned about a relative who is using a scooter and have concerns about their safety, please speak to your GP, or telephone SILC for further advice.

### What you need to know – general safety rules

- **Controls:** Make sure you are familiar with the controls on your machine before you head out. Most scooters have a “tiller” (handlebar) system but it is essential you are confident in knowing how to use all the switches and levers, for example how to steer or swerve safely without tipping, and how to brake or reduce your speed.
- **Speed:** The majority of scooters do not have a speedometer – but a hare and a tortoise, although others have a 1-10 or increasing sized dots indicating speed. It is important to familiarise yourself with what these feel like - the tortoise will be so slow the scooter probably won't move, the hare will be top speed (4 miles per hour or 8mph)



if it is a Class 3 switched to road use). You will soon get a feel for what speed is appropriate in which setting, but it's advisable to set your machine somewhere in the middle until you feel fully confident – remember – 4mph is a very fast walking speed and pedestrians would not be able to walk at this speed continuously without bumping into other people or obstacles! You will also have control of speed with the wig-wag, the lever you squeeze with your hand. Squeezing the lever will make you go faster, so if it is fully compressed you will be travelling at either 4 or 8mph. Gently releasing the lever will slow you down, and letting go of it completely will bring you to a halt.

- **Battery:** Get to know your battery: The last thing you need is for it to go flat when you're out and about - the length of time it lasts depends on the condition or age of the battery and the route that you take (for example climbing hills uses more power than on the flat, as does rough terrain or the amount of weight being carried). You do not want to run the risk of being stranded somewhere away from home with a flat battery. Batteries vary greatly, and some can travel on average 10 miles on one charge, whilst others can travel up to 30 miles. Some people carry a second battery pack with them, stored by their feet, if they know they are going to be using their scooter a lot and may be at risk of running the battery down.

- **Right of Way:** everyone else has it – **NOT** you! When on a path, pedestrians have right of way, and when on the road, other vehicles have right of way. Don't make the mistake of expecting other people to get out of your way because they may not!
- **No Passengers Please!** This isn't safe and even the best behaved children and dogs can be unpredictable at times. If you do decide to take your dog for a walk whilst you're driving your scooter you must use your judgement and take extra care, as it may be unsafe for you, your dog or other pavement users. Most mobility scooters are not suitable for carrying passengers including children and animals. If you feel that this might affect you, you should speak to the different manufacturers and choose some equipment which is suitable for your needs. If the manufacturer of your equipment agrees that you may carry a passenger, but you have trouble controlling the scooter, or keeping the passenger safe, then the occupational therapist at SILC may be able to advise.
- **Mobile Phones:** Although it is a good idea to carry a mobile phone with you (if you have one) in case you run into any difficulties, do not use your mobile phone whilst you are travelling on your scooter, not only could this be extremely dangerous from a safety point of view but it can also cause electro-magnetic disturbances with the mechanics of your scooter, causing it to malfunction.

- **Routes:** The shortest or most direct route won't always be the best. Routes that you know well on foot or in the car can be hazardous when on a scooter. Steep hills, high kerbs, obstructions, roundabouts or junctions can make some journeys dangerous or impossible. Therefore, it is important to plan your route. Always approach a kerb at right angles and check the height of kerb your scooter can manage in the manufacturer's guidance. Cross roads at dropped kerbs, zebra crossings or pelican crossings wherever possible.
- **Public Transport:** You can take some scooters on buses or trains, but it is advisable to check this out first for both your outgoing and homeward journeys before setting off.
- **Weather Conditions:** Be extra careful when driving your scooter in foggy, wet, icy or snowy weather conditions, as this could seriously affect your safety. Use your own judgement as to whether it's worth taking the risk at all. Don't be tempted to try and carry an umbrella if you are caught in a shower – you can buy scooter ponchos and Macs that are specifically designed to cover you in wet weather which you could keep in your scooter basket. Ride slowly through puddles.



- **Terrain:** Driving on cobbles, gravel, mud, loose road chippings or wet leaves can also be hazardous and may be best avoiding. Different machines have different sized turning circles (check your manufacturer's guidance) but take care when turning on an incline or slope as there is a serious risk of toppling (anything more than 1:15 / 6.7% or 6° is hazardous). Watch out for potholes in the road, open drain covers – or parked car doors suddenly opening. Also, when in residential areas, be aware that cars may reverse from their drives.
- **Driving Under the Influence:** as with driving a car or bike, do not operate your scooter if you have been drinking or are influenced by drugs. Check with your GP to ensure you are safe to drive a scooter if you are on any prescribed medication, and don't risk a journey if you are feeling particularly tired or weak. You could still be given a fixed penalty fine or face prosecution if found to be under the influence of drink or drugs whilst operating your scooter.
- **Hazards:** Make sure that there are no long scarves, belts or other things that could get caught in the wheels. And don't over-load your scooter with shopping as this can make it particularly unstable when turning corners, and never hang things over the handlebars. Keep belongings either in the basket if there is one, or by your feet.

- **Mirrors:** Remember that looking in your mirrors gives a distorted image - cars that appear to be in the distance are travelling much faster than you – they can be upon you before you even know it.
- **Exercise Caution:** if you use a canopy on your Class 3 vehicle. This will protect you from the elements but is hazardous in strong winds and may cause you to tip over. It is also at risk of steaming up causing problems with visibility as there are no windscreen wipers.
- **Unattended Scooters:** If you leave your scooter, for example to visit a shop, etc., always make sure you are not causing an obstruction, such as blocking a doorway. If possible secure your scooter to something such as a lamp-post or bike stand with a cycle chain and lock, and always take the scooter key with you. Never leave belongings on your scooter as they may not be there when you return.

**It is strongly recommended that you undergo some form of assessment, training and guidance before driving a scooter**

## 2.7 On the open Road - Class 3 Vehicles

If you own the vehicle, make sure you are registered with the DVLA, have your tax exemption certificate displayed, are insured, and have had your assessment and training. You will then be ready to go! In addition to the General Safety Rules that in

all scooter users need to follow, there are a number of additional safety rules that only apply to scooter users on the road.

Remember that as a scooter driver on the road you are very vulnerable and if you are in a collision with a car, you will come off the worst. Follow road safety rules as you would a car driver, giving way to pedestrians on crossings, and obey traffic lights or other road signals or instructions including one way streets.

It would be useful to refresh your memory with a copy of the Highway Code – an on-line version can be found at [www.direct.gov.uk](http://www.direct.gov.uk) and follow links for Highway Code. If you have no experience of driving on the roads and no previous driving licence, it is strongly recommended you undertake some training before going out on the road.

Remember, only a Class 3 vehicle can be used on the road, and you must have working lights, indicators, mirrors and a horn - and if possible wear reflective clothing or strips. Scooters are designed to be driven in the daylight rather than at night time, and although Class 3 vehicles do have lights for use at dusk for example, you will have reduced visibility and you will not be as visible to other road users – remember – See and Be Seen!

Always travel in the direction of the traffic. When in residential areas, roads will be quieter and traffic will be moving slower, so your Class 3 could be driven more on the road. However, when roads are busier and the traffic moving faster it is best to use

pavements wherever possible, keeping road-use to a minimum. Make sure you've switched your scooter to pavement mode (Max 4mph) when on the pavement. Use on motorways is forbidden, but if you must take the dual carriage way it is essential you have an orange flashing beacon on a pole attached to your scooter, and be extra vigilant as this is a hazardous place for a scooter to be. (We strongly recommend you do not use dual carriageways)

**A Class 3 vehicle can go on the roads, but NEVER on a motorway, bicycle lane or bus lane.**

**Remember to use PATHS wherever possible - switched to 4mph!**

- Be extra careful negotiating junctions or using roundabouts - the safest way to cross a junction is to pull in to the left and wait for a break in the traffic before crossing the road, or even better cross as a pedestrian would using a Pelican crossing. Roundabouts are even more hazardous and it is strongly recommended that you switch to pavement mode and cross as a pedestrian would - or even find an alternative route to take. Make sure the road is completely safe and clear before even attempting to cross it and remember your mirrors give a distorted image.

## 2.8 On the Right Path – Class 2 and 3 Vehicles

Remember your scooter must be set at 4mph to be driven on a pavement or pedestrianised area. In crowded areas, slow right down – your machine will be set at

a maximum of 4 mph but even this is still too fast for some environments and is quite a fast walking pace.

Remember that pedestrians wouldn't be able to walk at 4mph through a busy shopping centre or high street without bumping into other people! Always make sure your path is clear when changing direction.

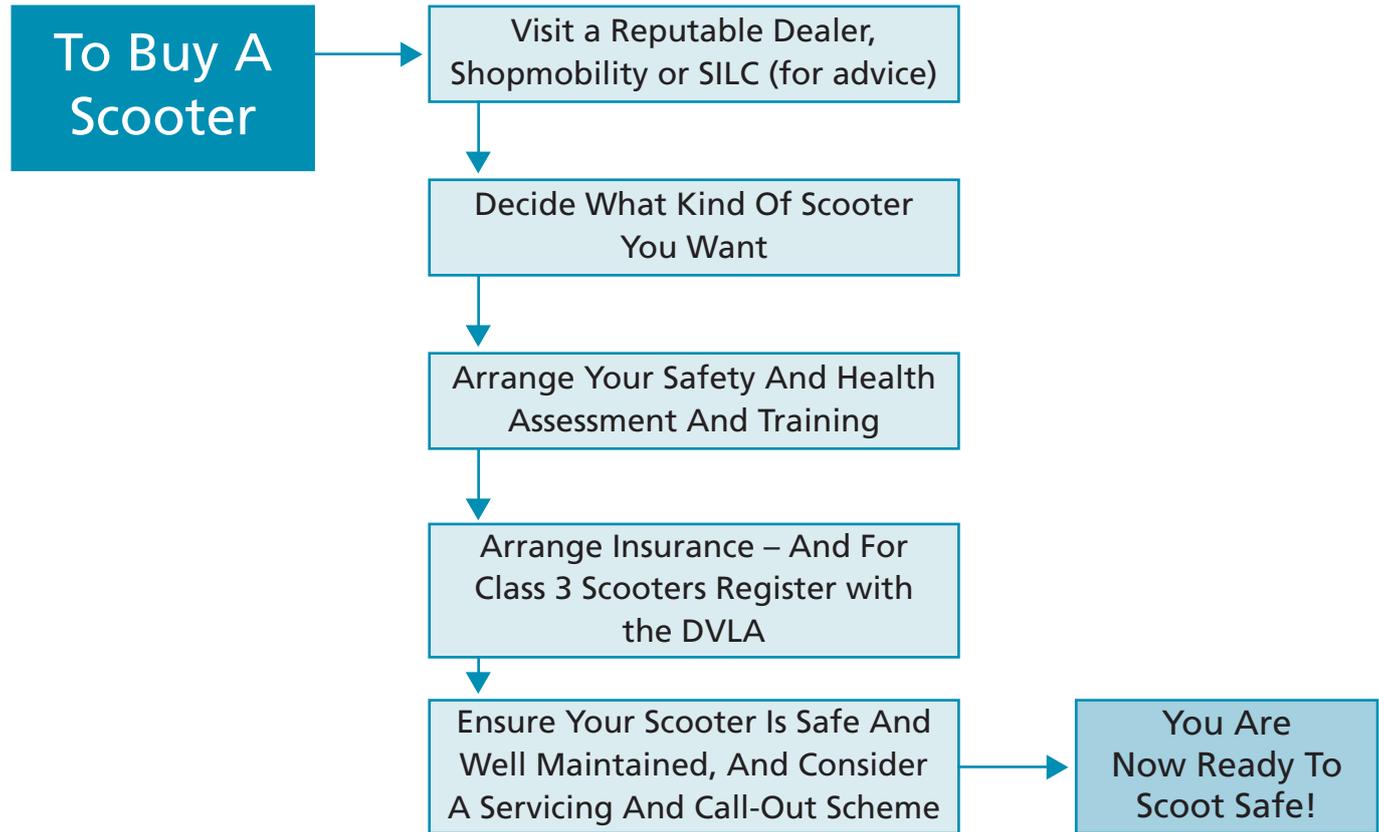
- You must remember that pedestrians have right of way. Reduce your speed and keep alert – some people, especially young children or older people, or people with impairments be they visual or mobility, may not be able to gauge how quickly you are travelling, and may not be able to get out of the way quickly enough. Some people may not be paying attention – and some people simply change direction and may cut across your path - bumping into someone in a shop aisle may not hurt you but it could break their leg, use your audible warning if necessary.
- Take care going round corners as scooters can sometimes topple over if you go too fast on a bend - also remember the pavement will slope for dropped kerbs which could cause you to over-balance - and take care that you don't run straight into pedestrians coming from around the corner!
- Be aware at all times and don't head straight on expecting pedestrians to get out of your way – some will but some won't – and remember – they have right of way - not you. Remember scooters are very quiet and people may not hear you approaching from behind them.

- Even on a Class 2 scooter, or with your Class 3 machine switched to pavement mode, you are still not allowed in cycle lanes. Although this may seem the most appropriate place to use your scooter, it is illegal. Class 2's should only use the road for crossing, and Class 3's should use the pavement where possible and the road only when required, whilst remembering to adjust the speed limit on the machine.
  - Sometimes pavement or road conditions are beyond your control and you will have no alternative but to deal with them. Extra care must be taken if there are repairs to the pavement and pedestrians are forced onto the road, if a car is parked straddling the kerb, if there is a spillage on the pavement or road causing a slippery surface, or if branches or hedges obscure the pavement.

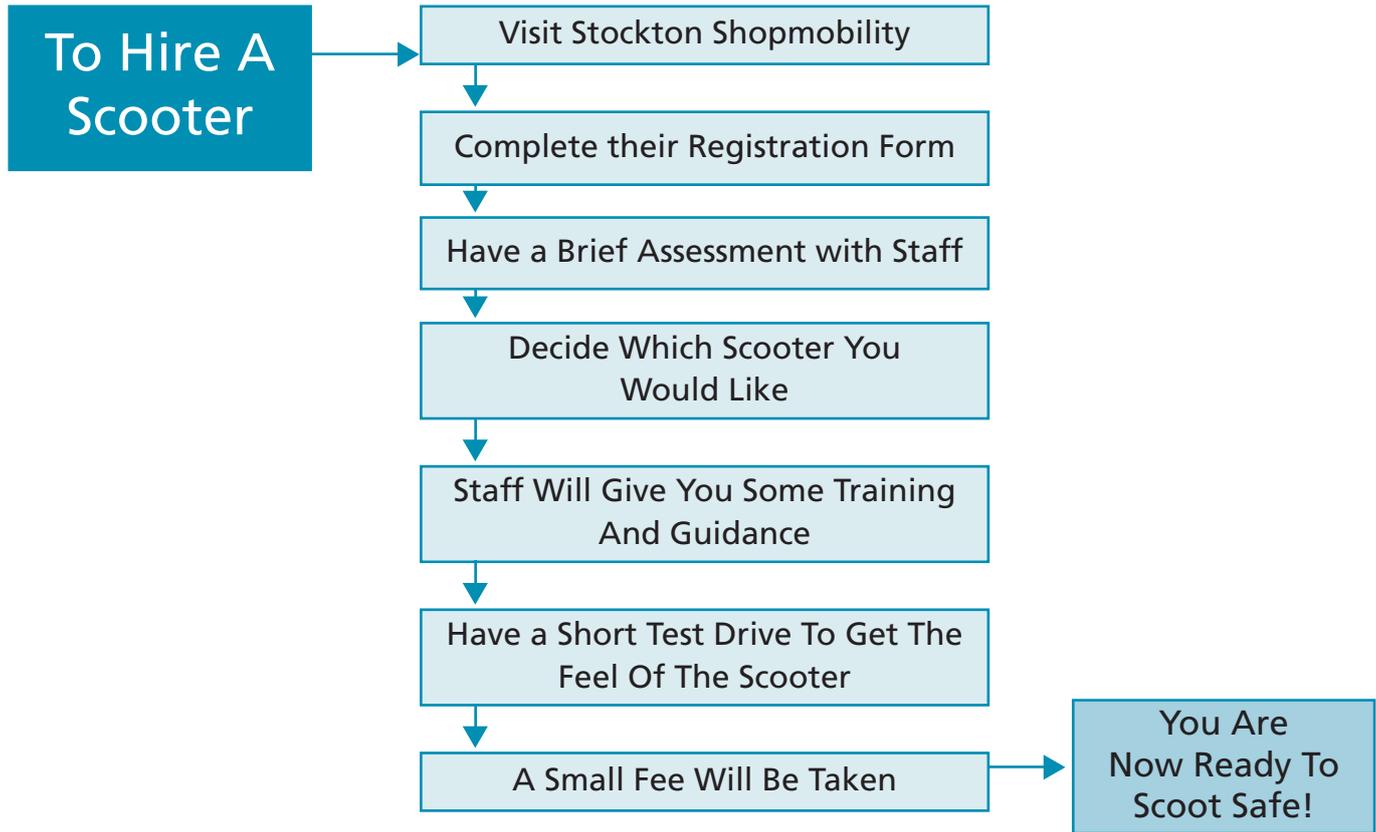


**If you follow the golden rules for driving a mobility scooter, it will give you freedom and independence and the opportunity to improve your quality of life. Like with any form of transport, there will be people who drive carefully and a small minority that don't, but if you are in any doubt about the machine or your health or eyesight if it appears to be changing, speak to someone who will be able to offer you the advice you need to make sure you and other road or pavement users are safe.**

## 2.9(a) Recommended Flowchart for Buying a Scooter



## 2.9(b) Recommended Flowchart for Hiring a Scooter



## 3.0 Further Information

### *Maintenance and Servicing, and Insurance:*

There are a few companies who offer maintenance, repair and servicing, who will come out to your home and attend to your scooter. For more details of this and insurance companies please contact Stockton Shopmobility Ltd.

### *Stockton Shopmobility £5 basic check covers:*

- tyre condition & pressures
- checking and tightening bolts
- checking the seat making sure that armrests etc are secure
- checking the frame for breaks, and the bodywork for damage
- checking the battery
- checking the controls and electrics including speed and lights
- the machine is also road tested, cleaned and polished.

For a full service, please contact Stockton Shopmobility who can arrange maintenance, servicing and repairs on all scooters regardless of where they were purchased. They can also arrange call-outs if scooters break down. Both these services would incur a charge, details of which can be obtained on request. Some insurance schemes also offer maintenance and repairs as part of their package.

For more information about hiring or purchasing a scooter or powered chair or for your £5 scooter check please contact:

**Stockton Shopmobility Ltd**

Tel: 01642 605676

Email: StocktonShop@aol.com

[www.stocktonshopmobility.com](http://www.stocktonshopmobility.com)

For more information about safety on roads in our Borough please contact:

**Stockton-on-Tees Borough Council Road Safety Team**

1st Floor Kingsway House

West Precinct, Billingham, TS23 2YL.

Tel: 01642 526737

Fax: 01642 526713

Email: [transport@stockton.gov.uk](mailto:transport@stockton.gov.uk)

For information about road safety please contact:

**Cleveland Police**

Road Safety

Thistle Green

Stockton-on-Tees

TS18 1TZ

Tel: 01642 302930

[www.cleveland.police.uk](http://www.cleveland.police.uk)

For more information about the Scooter mini-assessment and training centre or to book your assessment, please contact:

**Stockton Independent Living Centre (SILC)**

Tithebarn

High Newham Court

Hardwick

Stockton-on-Tees

TS19 8RH

Tel: 01642 524750

Email: [Smsilc@stockton.gov.uk](mailto:Smsilc@stockton.gov.uk) or

[Victoria.Hunt@stockton.gov.uk](mailto:Victoria.Hunt@stockton.gov.uk)

[www.stockton.gov.uk](http://www.stockton.gov.uk) and enter Independent Living in the search tool, then click on SILC



## **The DVLA (Driving Vehicle and Licensing Authority)**

Drivers Customer Services (DCS) Correspondence Team

DVLA Swansea

SA6 7JL (To avoid delay with written enquiries it is important to use the correct postcode)

Tel: 0870 240 0009

Fax: 0870 240 1651+44 (0)1792 786 369 (Drivers Abroad)

Email/web: [www.direct.gov.uk/emaildvla](http://www.direct.gov.uk/emaildvla)

For more information on how to access the Motability Scheme if you receive DLA please contact:

## **Motability Powered Wheelchair and Scooter Scheme**

Montgomery House

Newbury Road

Enham Alamein

Andover

Hampshire

SP11 6JS

Tel: 0845 60 762 60

[www.motability.co.uk](http://www.motability.co.uk)

For further information about the safer driving of Class 3 vehicles, please contact:

**The Mobility and Inclusion Unit**

Department of the Environment Transport and the Regions

1/18 Great Minster House

76 Marsham Street

London, SW1P 4DR

Tel: 020 7944 6100

Fax: 020 7944 6102

Email: [miu@dft.gsi.gov.uk](mailto:miu@dft.gsi.gov.uk)

For more information about anything in this guidance document please contact:

**Independent living Team**

Adult Strategy Team

1st Floor Tithebarn

High Newham Court

Hardwick, Stockton-on-Tees

TS19 8RH

Tel: 01642 527056

Fax: 01642 528457

Email: [Independent.Living@stockton.gov.uk](mailto:Independent.Living@stockton.gov.uk)

[www.stockton.gov.uk](http://www.stockton.gov.uk) and click on "I" and then Independent Living

Consumers are ever increasingly looking for reassurance that they have chosen a reputable organisation, membership of the British Healthcare Trades Association is the simplest and most effective way of providing this. Visit [www.bhta.net](http://www.bhta.net) for more information or telephone 020 7702 2141, and look for these logos on mobility company`s marketing information.



*Disclaimer: this guide is for general guidance and does not remove any responsibility from the user, who must satisfy themselves that their actions comply with all relevant regulations and accepted safe practices. SBC and their employees cannot accept any responsibility for damages however caused by the use of a scooter whether bought, borrowed or hired.*

*Any providers mentioned in this guide have satisfied SBC`s contract requirements at the time of writing.*



If you would like this information in any other language or format for example **large print** or audio please contact 'Diversity Team' on 01642 528830.

إذا كنت ترغب الحصول على هذه المعلومات بلغات أو  
بأشكال أخرى على سبيل المثال بالطبعة الكبيرة أو  
بالشريط المسجل فالرجاء الإتصال 'بدايفرستي تيم'  
01642 528830 على هاتف رقم [Diversity Team]

ARABIC

欲要這份資訊的其它語言版或其它版式例  
如大字體印刷/錄音帶，請致電 01642  
528830 接洽 '多元化隊' (Diversity Team)  
MANDARIN

اگر شما این اطلاعات را به زبان یا شکل دیگری مثلا چاپ  
بزرگ یا بصورت صدا میخواهید لطفا با تیم دایورسیتی  
(گوناگونی) [Diversity Team] با شماره 01642 528830 به تماس شوید  
FARSI

Si vous souhaitez obtenir ces informations dans  
d'autres langues ou sous un autre format, par  
exemple, en gros caractères / version audio, veuillez  
contacter l'équipe "Diversity" au n° 01642 528830

FRENCH

ئەگەر حەزرت لێ بە ئەم زانبارە بە دەستت بکەویت بە  
زمانەکانی تر یان بە شیوەیەکی تر بۆ نمونە چاپی گەورە/یان  
بە تێپی تومارکراو تکایە پەویەندی بکە بە 'تیمی دایفیرستی'  
01642 528830 لە سەر ژمارە ی تەلەفۆن [Diversity Team]

KURDISH

ਜੇ ਤੁਸੀਂ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਬਣਤਰ ਜਾਂ ਬੋਲੀ ਵਿੱਚ, ਵੱਡੀ  
ਛਪਾਈ ਵਿੱਚ ਜਾਂ ਟੇਪ/ਮੀ ਡੀ 'ਤੇ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ  
ਨੰਬਰ 01642527675 ਉੱਤੇ ਫ਼ੋਨ ਕਰੋ।

PUNJABI

اگر آپ ان معلومات کو کسی بھی اور زبان یا انداز، مثلاً بڑے پرنٹ/آڈیو ٹیپ وغیرہ میں حاصل کرنا  
چاہیں، تو ڈایورسٹی ٹیم (Diversity Team) کو اس نمبر پر فون کیجئے 01642528830

URDU

