



## **Central Swindon North Parish Council:**

### **Mobility Scooter Access Policy**

**Effective Date:** November 2024

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**Approved by:** Full Council - 27.11.2024

#### **1. Introduction**

Central Swindon North Parish Council (CSNPC) is committed to providing an inclusive and accessible environment for all members of the community, including those with mobility needs. This policy sets out the guidelines for the use of mobility scooters within parish premises to ensure safety, accessibility, and the effective use of shared community spaces.

#### **2. Purpose**

The purpose of this policy is to:

- Facilitate safe access to parish facilities for individuals who use mobility scooters.
- Ensure the safety of all visitors, including children, vulnerable individuals, and other members of the public.
- Maintain clear and safe pathways within parish properties and community premises.

#### **3. Scope**

This policy applies to all users of large mobility scooters within parish-controlled properties.

For the purposes of this policy, large mobility scooters are defined as:

- Three- or four-wheeled electric scooters with a maximum speed exceeding 4 mph and used primarily for outdoor transportation.

Smaller, indoor-use mobility aids, such as lightweight electric scooters or wheelchairs, may be allowed within premises, provided they do not pose a safety risk or impede the movement of other users.



#### 4. Policy Statement

CSNPC recognises the importance of mobility scooters in enhancing the independence of individuals with limited mobility. In the interest of ensuring safety and accessibility for all users, the following guidelines are in place:

#### 5. Mobility Scooter Use Within Parish Premises

##### 5.1. General Prohibition for Large Scooters Indoors

Due to space limitations and the potential safety risks, large electric mobility scooters are **not permitted** inside indoor communal areas, including cafés, meeting rooms, and other enclosed spaces within parish facilities (unless otherwise agreed). These spaces include areas where:

- There is limited manoeuvring space.
- High foot traffic is common, including children, vulnerable individuals, and other users.
- Emergency evacuation routes could be obstructed.

##### 5.2. Designated Parking Areas

To accommodate mobility scooter users, CSNPC provides designated parking areas outside each building. These areas will be:

- Secure and sheltered from weather conditions.
- Located as close as possible to building entrances for convenience.

Mobility scooter users are encouraged to leave their scooters in these designated areas and seek assistance from parish staff where necessary.

##### 5.3. Accessibility Assistance

Parish staff are available to assist individuals requiring mobility support to access parish facilities. This may include:

- Helping with entry into the premises.
- Providing alternative seating near entrances.
- Ensuring clear paths are maintained for ease of movement.



## **6. Health and Safety Considerations**

### **6.1. Safety of All Visitors**

The prohibition on large scooters inside premises is intended to reduce the risk of:

- Accidental collisions with pedestrians, especially children and vulnerable visitors.
- Obstruction of walkways and exits, which are crucial during emergencies.

### **6.2. Risk Assessments**

CSNPC will conduct regular risk assessments to ensure that parking areas and access points are safe and accessible for all users, including mobility scooter users.

## **7. Reasonable Adjustments and Exceptions**

### **7.1. Requesting Adjustments**

CSNPC is committed to making reasonable adjustments for individuals who believe that this policy does not adequately meet their accessibility needs. Requests for adjustments can be made by:

- Contacting the Parish Office via 01793 466499
- Providing details of the specific needs and proposing reasonable alternatives or accommodations.

Each request will be reviewed on a case-by-case basis, taking into account the safety of all users and the physical constraints of the premises.

### **7.2. Temporary Exceptions**

In exceptional cases, such as for mobility scooters that are compact or used for short periods in exceptional circumstances (e.g., during off-peak hours), temporary permissions may be granted by parish staff. Any such permissions must:

- Be pre-approved by management.
- Be revoked if the scooter poses any safety risk.



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## **8. Public Liability and Insurance**

### **8.1. Parish Liability**

CSNPC is not responsible for any damage or theft of mobility scooters left in designated parking areas. Users are encouraged to secure their vehicles appropriately.

### **8.2. Insurance**

CSNPC recommends that mobility scooter users have appropriate insurance for their vehicles, particularly for coverage in the event of accidental damage, injury, or theft.

## **9. Communication of Policy**

This policy will be communicated to the public through:

- Signage in and around parish premises.
- Publication on the CSNPC website and social media.

Parish staff will also be trained to communicate and enforce this policy effectively and sensitively, particularly for first-time visitors.

## **10. Complaints and Appeals Process**

If a visitor believes that this policy has been unfairly applied or that their needs have not been met, they can lodge a formal complaint by:

- Submitting a written complaint to the Parish Office at: [Admin@centralswindonnorth-pc.gov.uk](mailto:Admin@centralswindonnorth-pc.gov.uk).
- Requesting an appeal for reconsideration of reasonable adjustments or other accommodation requests.

Complaints will be handled in line with the Parish's Complaints Procedure and will be reviewed by the Clerk within 14 working days.

## **11. Policy Review**

This policy will be reviewed annually, or as required, to ensure it continues to meet legal requirements and the needs of the community. Updates may also be made in response to feedback from mobility scooter users or other visitors.