

Policy and procedure

Electric Bicycles and Scooters

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| Policy author (name and title) | Business Improvement Team |
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| Has this policy been signed off by the Client Forum (if applicable)? | Yes: 1 st August 2024 |
| Affected | All staff |

This policy is accompanied by the following supporting documents:

Appendix 1: Sheltered Housing Mobility Scooters Policy

Appendix 2: Transform Aids and Adaptations Policy

Appendix 3: Transform H&S Policy

Values

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|---|---|
| Respect | Empowerment |
| <ul style="list-style-type: none"> Value diversity and fairness Act with honesty and integrity Treat people with care and compassion | <ul style="list-style-type: none"> Support the needs of each individual Encourage personal development and independence Provide safety, stability and security |
| Responsibility | Excellence |
| <ul style="list-style-type: none"> Work together, in partnership Take responsibility for our actions Continue learning and improving | <ul style="list-style-type: none"> Provide a first-class service Deliver excellent value for money Explore innovative ways of working |



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1. Background and context

Health & safety: guidance and risks

- 1.1. The health and safety of our clients is a priority for Transform. Guidance by the National Fire Chief's Council (NFCC) in 2018 sets out the risks posed mobility scooters, and the need for safe storage and charging arrangements. More recent guidance ([E-bike and e-scooters - guidance for responsible persons | London Fire Brigade \(london-fire.gov.uk\)](#)) was published by the London Fire Brigade in 2023 and by the Department of Transport in February 2024 ([E-cycle and e-scooter batteries: managing fire risk for premises - GOV.UK \(www.gov.uk\)](#)). This policy is informed by these publications.

2. Risks from E-bikes and e-scooters

Fire risks

- 2.1. E-bikes and e-scooters are powered by lithium batteries. Lithium batteries hold significant energy and can expel very hot localised fire and can also explode. The fires caused by lithium batteries are hard to control or extinguish.
- 2.2. Toxic gases are also created by lithium battery fires. These include hydrogen cyanide and carbon monoxide.
- 2.3. Risks of fires are increased if
 - a. **Batteries are damaged**
 - b. **Batteries do not conform to official safety standards**
 - c. **Batteries are charged by devices other than the manufacturer's branded device**

3. Escaping from an e-bike or e-scooter fire

- 3.1. If there is a fire from an e-bike or e-scooter battery, it is important to be able to escape very quickly. This is because of the toxic gases and very intense heat generated by these fires.
- 3.2. It is essential that e-bikes and e-scooters are not stored in any way that could reduce people's ability to escape quickly from their room or any part of a shared house, or from their self-contained accommodation.

4. E-bikes and e-scooters: not allowed in Transform's accommodation

General position on e-bikes and e-scooters

- 4.1. Transform cannot ensure the safety of the e-bikes and e-scooters used by clients. We do not have staff with the expertise to conduct regular checks of e-bikes and e-scooters and the charging devices used by clients.
- 4.2. Transform's current accommodation does not offer safe storage and charging facilities for e-bikes and e-scooters. This may be included in the design of future new-build schemes, if possible and proportionate in terms of costs and other considerations.
- 4.3. Because of the significant health and safety risks of e-bikes and e-scooters, these are not allowed to be stored or charged on Transform property.

Reasonable adjustments: mobility scooters

- 4.4. In some properties, such as Transform sheltered schemes, mobility scooters are required by clients with physical disabilities, mobility problems or other health conditions, to access the community and maintain their independence and quality of life.
- 4.5. Transform has a Mobility Scooter policy, which recognises that agreeing safe storage arrangements for a mobility scooter may be considered as a reasonable adjustment.
- 4.6. As with any reasonable adjustment, the practicality and affordability of the provision will need to be considered.
- 4.7. The costs of such storage and charging facilities will be included in the eligible service charge for the property and we will consult with affected clients.

5. Support for clients

- 5.1. We are aware that some clients may have purchased e-bikes and e-scooters prior to the commencement of this policy. Transform will ask clients to make alternative arrangements for storing their e-bikes/ e-scooters and the batteries. Where this is not possible, Transform will ask clients to sell or dispose of their e-bikes/ e-scooters and batteries.
- 5.2. Transform will support clients to minimise the financial costs arising from this policy being introduced. Options include:
 - a. **Financial payments to assist with the sale or disposal of e-bikes/e-scooters.**
Clients will need to provide evidence of costs incurred associated with the sale and disposal of e-bikes and e-scooters (e.g. receipts or bank statements)
 - b. **Alternative modes of transport.** Transform will provide grants to clients to enable them to purchase a conventional bicycle. These will be up to a maximum of £200 and clients are expected to contribute any funds they receive from the sale of their e-bike or e-scooter. Any conventional bicycles must be stored safely and in a way that does not impede any fire exits or communal areas, or cause any damage to the property (including decorative finishes).
- 5.3. If clients purchase or accept e-bikes or e-scooters after the start of this policy, they will be asked to make alternative arrangements or sell or dispose of them safely. In this situation, no financial assistance will be paid.

6. Review

- 6.1. This policy will be reviewed every three years, or more frequently if legislation and guidance changes.