



BEYOND LIMITS
Beyond the limits of conventional support

Use of Vehicles Registered with the Motability Scheme

March 2025

Review: March 2026

INTRODUCTION

This policy outlines the guidance which all staff who are authorised to use Motability cars must follow. It is in place to safeguard the people we support and all colleagues who during the course of their work, use a vehicle registered with the Motability Scheme.

For guidance on using your personal vehicle with the person you are supporting, you should refer specifically to the Use of Personal Vehicles Policy.

ELIGIBILITY

Only staff members who have been authorised by the organisation are permitted to use Motability cars.

All potential drivers must hold a legally valid UK or EU driver licence. It is also a condition that you must not have had any motoring convictions for the last 5 years and no accidents over the last three years whereby you were deemed to be 'at fault'. You are usually deemed to be at fault if:

- As the driver of the vehicle, you failed to behave with a reasonable degree of care on the road.
- As the driver of the vehicle, you behaved less safely than the average reasonable person would have.

There are many types of behaviours that can result in a driver being found to be at fault for an accident. These include:

- Driving while drunk or under the influence of substances
- Speeding
- Distracted driving (using a mobile phone etc.)

- Failure to obey traffic signals or other rules of the road
- Tailgating – Following another car too closely
- Not yielding to drivers, cyclists or pedestrians who have the right of way

If you, at any time receive penalty points on your driver licence, you must inform Motability of this and the admin team. Failure to declare your penalty points to Motability will result in the car insurance becoming invalid. This is extremely serious and will be considered as a conduct issue and as such may result in disciplinary action.

If you are not the person responsible for liaising with Motability then you must report this issue to your team leader or service leader. They will report the change in your driving status to Motability on your behalf.

If you pass your driving test and you intend to become a dedicated driver within the team for the person you support, and they have a Motability car, then you must provide your driving licence to the admin team prior to driving the vehicle. This is to ensure all necessary checks can be completed prior to authorisation been given.

RESPONSIBILITIES

Motability vehicles are insured to drive up to 20,000 miles per year. If you are a dedicated driver within the team, you must ensure that the usage of the vehicle does not exceed this.

It is the responsibility of the whole team (whether you are a driver or not) to ensure the vehicle receives its annual service and that all the weekly vehicle checks are completed.

It is the responsibility of the whole team to ensure that the vehicle checks are completed on a weekly basis.

Checks will typically include things like:

- Checking the tyre tread depth
- Checking fluid levels
- Checking lights

Whichever team you are working in, there will be a specific named person who will be responsible for ensuring that people are completing the weekly checks. This person will also be responsible for training staff on how to complete the weekly vehicle checks, including any new members that join the team.

There will be a nominated day of the week on which these vehicle checks need to be completed and whoever is on shift on this day, it is their responsibility for completing the checks.

Without fail, the weekly checks must be completed on a weekly basis and must be recorded using the 'Weekly Vehicle Safety Checks' checklist which can be found in the health and safety folder for your team.

Of particular note are the weekly checks on the tyre tread depth. For Motability vehicles if the tyre tread depth of any of the tyres is lower than 1.6mm, you must not drive the vehicle. Tyres below 1.6mm are below the legal minimum and as such you must arrange for the vehicle to be collected and the tyres to be changed. On the weekly checklist there is a 2mm limit so staff can book the vehicle in for new tyre(s) before the legal minimum is reached or exceeded.

If as part of the weekly checks, any faults or damage are discovered this must be reported to your line manager immediately.

Any minor faults or issues identified with the car must be reported to the team leader or service leader upon immediate discovery. It is everyone's responsibility to do this, regardless of whether you are a driver for the team.

Any significant faults or issues that make the vehicle unsafe to drive or unroadworthy must be addressed and reported to the team leader or service leader immediately. The car must

not be used until the issue/fault has been rectified. Under no circumstances should the person you support travel in a car which has been identified as having a fault or which is unroadworthy.

If the vehicle is damaged in any way, this must be reported to Motability as soon as possible, regardless of how minor.

All staff must ensure that the vehicle is maintained in good condition.

Any staff member driving the Motability vehicle has a responsibility to adhere to all driving guidelines and ensure they drive in keeping with the law. Any parking tickets or penalty fines (such as those issued for speeding or failing to adhere to the rules of the road) acquired whilst driving and being in control of the vehicle, will be the sole responsibility of the driver at the time.

Any staff member who is new to the team and who is required to drive the Motability vehicle should initially familiarise themselves with the vehicle. They should take the vehicle out on a short drive, on their own initially for a test run prior to driving the person they support in the vehicle.

FIXED PENALTY NOTICES

Fixed penalties are monetary fines which can be issued for a number of reasons, for example:

- Speeding offence
- Parking offence
- Other driving offence (running a red light, generally driving without due care and attention)

If you receive a fixed penalty notice whilst driving the mobility belonging to the person you support, it is your sole responsibility to pay this. You must pay the fine within the timeframe specified so the penalty does not increase. Upon receipt of such a penalty, you must notify both your team leader and service leader so they can ensure payment has been made and you will also be required to present proof of payment.

If the fixed penalty is from a private company, you should be able to give your name as the driver of the vehicle so that the person you support is not liable for the penalty. You must still notify your line manager, so they can make sure the name change has happened, and they will then log the penalty.

For penalties issued by Plymouth City Council, these may stay in the name of the registered keeper of the vehicle i.e. the name of the person you support. If it remains in the registered

keepers name and the penalty is not paid, this can negatively affect the registered keeper's ability to secure credit in the future and may result in debt collectors sending letters about visiting their own to remove possessions etc.

Upon receipt of the penalty this must be recorded on the 'Parking/Driving Fine Log' that all line managers hold. Under no circumstances should any correspondence addressed to the person you support (registered keeper) be removed from the person's home unless agreed by the person and/or their representative. If penalties are not actioned or we ascertain that there are ongoing issues with team members about fines and/or penalties, we may need to investigate further.

All team members should remember that the car is provided for the person who receives support, and it is registered in their name or in the name of their representative (often parents). You should always be respectful of this, making sure you abide by the rules of the highway code and ensure you park appropriately in accordance with the rules at the time.

GUIDANCE ON THE USE OF THE MOTABILITY VEHICLE POLICIES

The team leader/service leader have a responsibility to liaise with Motability about the policy as these can vary from person to person. It is important to check that all nominated drivers within the team are covered to drive the Motability vehicle. It is worth noting that some Motability policies only cover people over the age of 25 and others over the age of 21.

Some policies are classed as 'open' which means anyone who is supporting a person is covered to drive the vehicle and individual names do not need to be listed. In contrast there are also 'closed' policies which means that Motability requires the names and driving licence numbers of all potential drivers. A closed policy has a restriction on the number of individuals who can drive the vehicle, this is that no more than three drivers can be listed at any one time.

It is important to keep an open dialogue with Motability and to report any changes in personnel within the team. Such as when a nominated driver leaves the team or when a new nominated driver joins the team.

All Motability vehicles are covered by Motability for breakdowns, repairs and tyres. These issues are covered by certain companies stipulated by Motability. All vehicles come with a guidebook which details who should be contacted to carry out repairs, change the tyres and

in the event of a breakdown. Nominated drivers should familiarise themselves with this handbook and it should be kept in the glovebox of the car at all times so it can be easily accessed.

The RAC is responsible for attending all call outs for breakdown. The contact number is 0800 73 111 73 and you will need to give your name, the vehicle registration and the exact location and detail of your breakdown.

PROHIBITED USES

The Motability vehicle has been provided to the person who receives support. It should only be used to transport the person, or to carry out a task on behalf of the person.

The vehicle must not be used for any personal reasons by staff or used for the benefit of staff or for the business of the organisation.

Under no circumstances should any person who is not authorised to do so, drive the Motability vehicle.

Under no circumstances should the Motability vehicle be used for any illegal activities or in a manner that could bring the organisation into disrepute.

Under no circumstances should you smoke or vape in a vehicle which belongs to the person you support.

If the person you are supporting has a blue badge (a blue badge is a permit that helps people with severe mobility problems to park closer to where they need to go) this should only be used when the person you are supporting is present in the vehicle.



It should not be used when the person who you support is not present or when any staff member is completing a task on their behalf, for example collecting medication.

Any misuse of Motability vehicles and or the blue badge scheme must be reported immediately and any staff found to be in violation of this policy may face disciplinary action.

This policy will be reviewed and updated as a minimum on an annual basis to ensure compliance with legal requirements and organisational needs.

