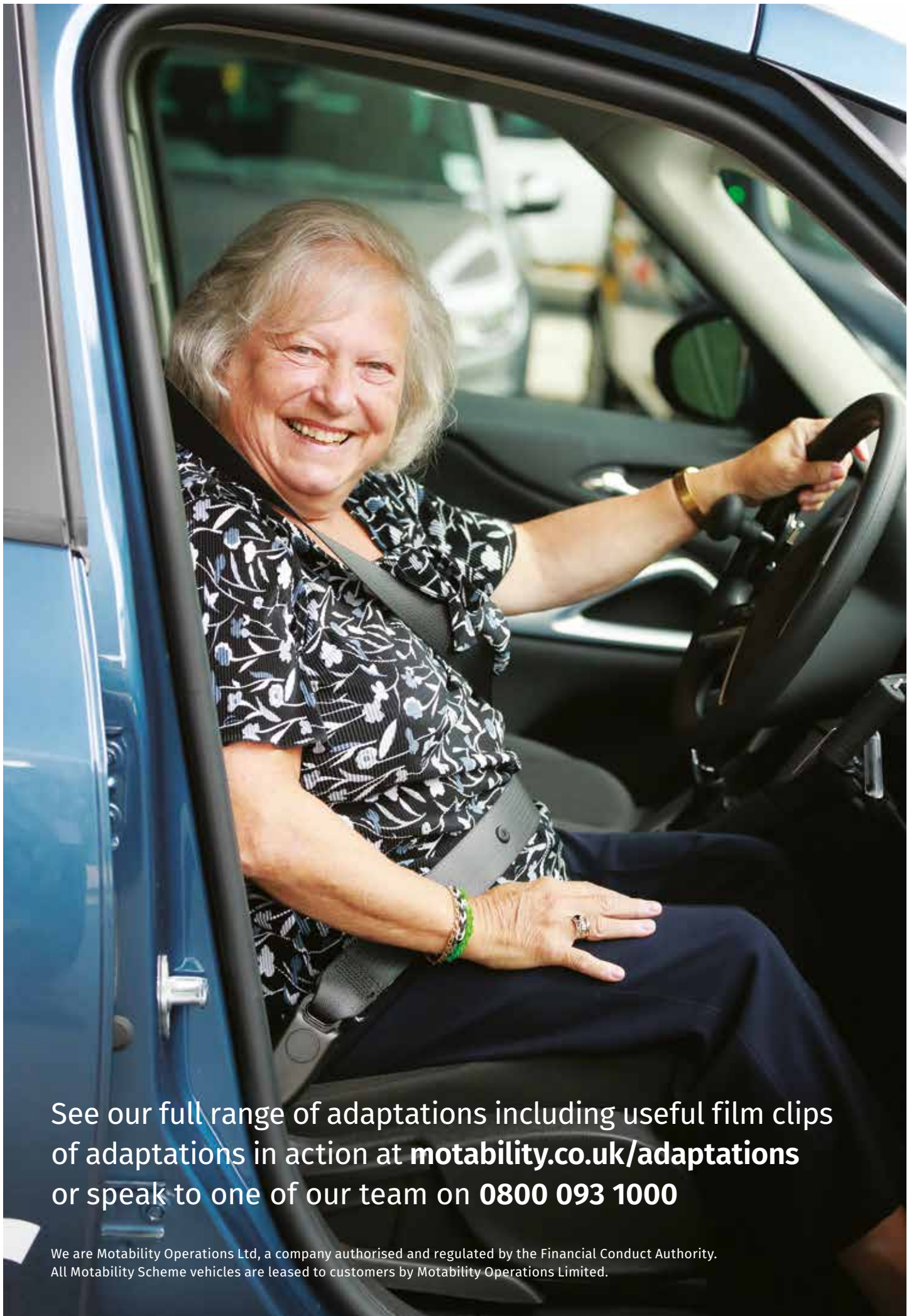




# Your guide to adaptations on the Motability Scheme



See our full range of adaptations including useful film clips of adaptations in action at [motability.co.uk/adaptations](https://www.motability.co.uk/adaptations) or speak to one of our team on **0800 093 1000**

We are Motability Operations Ltd, a company authorised and regulated by the Financial Conduct Authority. All Motability Scheme vehicles are leased to customers by Motability Operations Limited.



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# Welcome to your adaptations guide

Today over 50,000 customers have adaptations fitted to their Motability Scheme cars, to make driving or travelling easier and more comfortable.

Adaptations fall into three categories: to help you drive, to help you stow your wheelchair or scooter and to help you get in and out of your car.

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## First things first

This guide explains the basic functions of some of our most popular adaptations and the benefits of ordering an adapted car through the Motability Scheme.

The most important thing to remember about adaptations is that the first person you should speak to is one of our expert installers. That's because not all adaptations are suitable for all cars. They will be able to advise you of the right adaptations for your needs and make some recommendations of which cars are likely to be the best fit for these adaptations. The step by step guide over the page tells you more.

## Tailored to your needs

One of the benefits of the Motability Scheme is that you decide on your adaptations, choose your car, and it arrives ready to drive away, tailored to your needs. And all for a price that makes driving a new car very affordable.

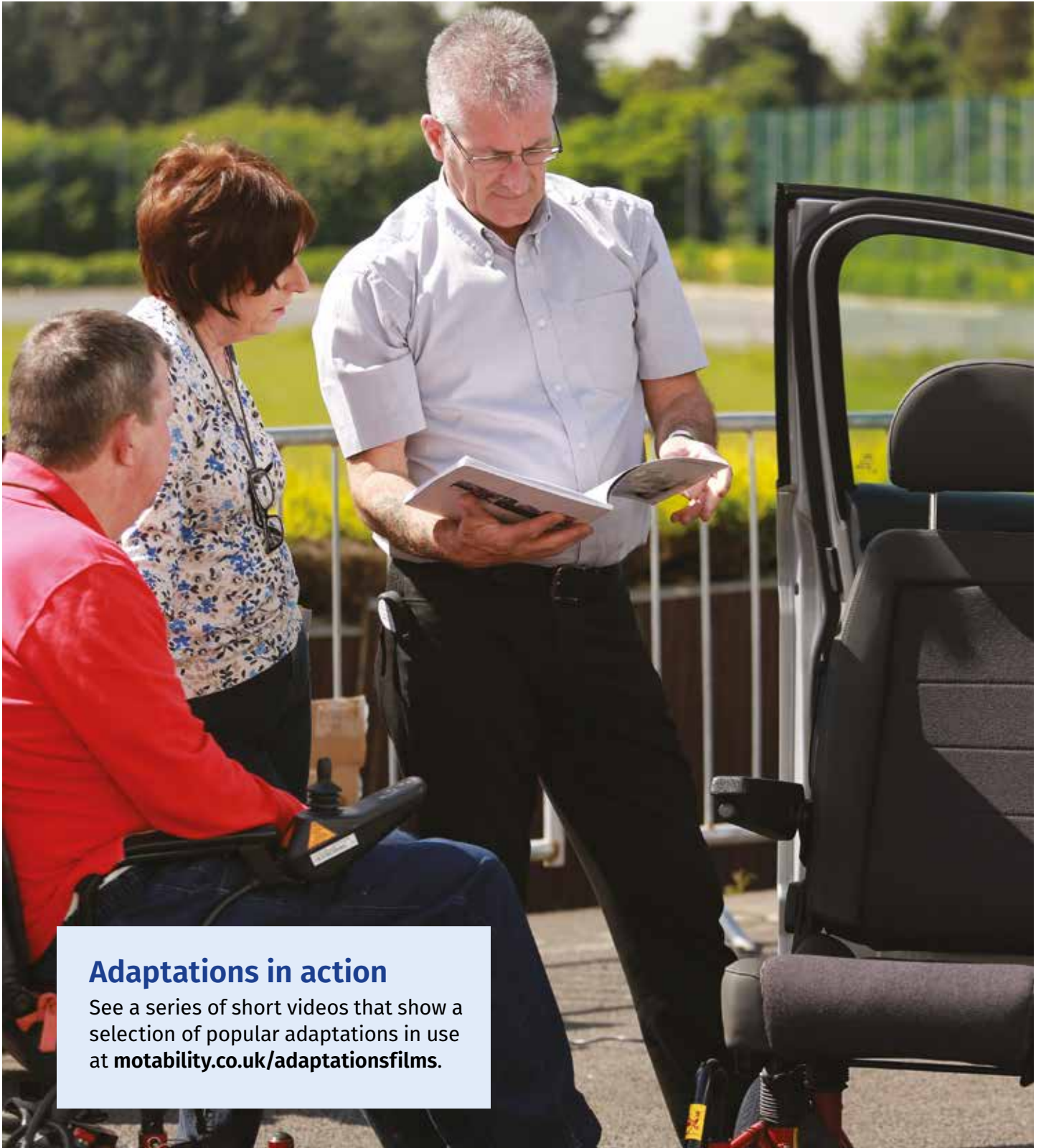
Also, it's worth noting that 150 of our most popular adaptations can be fitted to your new Motability Scheme car at no extra cost if you order the adaptations at the same time as your car with your dealer.

You can find the full price list of all available adaptations at [motability.co.uk/adaptations](https://www.motability.co.uk/adaptations).



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# Three simple steps to choosing the adaptations and the car that suits your needs



## Adaptations in action

See a series of short videos that show a selection of popular adaptations in use at [motability.co.uk/adaptationsfilms](https://www.motability.co.uk/adaptationsfilms).



# One

## Talk to an adaptation installer

There are over 100 adaptation installers in the UK who supply the Motability Scheme. You can find contact details and information about adaptations they provide at [motability.co.uk/adaptations](https://www.motability.co.uk/adaptations) or call **0800 093 1000**. Remember, the adaptations you need may not be suitable for all cars. Speak to your installer about the cars that will work best with your chosen adaptations.

Also, not all installers supply every adaptation type, so if the supplier you speak to initially cannot supply what you need, simply speak to another Scheme installer. Most installers cover a range of adaptations so it is very rare you would need two different installers. However, if this is the case, please speak to your dealer who will work with us to find a solution.

We've recently launched a new initiative for customers to lease a lightweight manual wheelchair with a Motability Scheme car. Please see page 17 for further information.



# Two

## Visit a dealer and choose your car

With a huge selection of cars to choose from, there's bound to be one that suits your needs, budget and chosen adaptations. There are nearly 5,000 dealers across the UK with trained Motability Scheme specialists who will be happy to talk you through your options. You can search for local dealers in your area, and find up-to-date pricing for all the cars on the Scheme at [motability.co.uk](https://www.motability.co.uk).



# Three

## Order your new car and adaptations

Once you have chosen your adaptations and car, your Motability Scheme dealer will complete the simple online ordering process with you. They will work with your preferred installer to ensure that your brand new car is fitted with the adaptations you need before it's delivered. You can also arrange a free introductory session to help you get used to using your new adaptations. Simply speak to your dealer when you place the order.





# Driving adaptations

## Speed control, steering and signalling

Driving adaptations help with speed control, steering and signalling. They vary from simple attachments, to replacing all existing controls with a system individually designed for you. In most cases the original controls can still be used with adaptations in place, so nominated drivers can still use the car. Most driving adaptations require an automatic gearbox, and you must ensure you are able to control the vehicle safely when using any adaptations and comply with any specific codes on your driving licence.

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## Push/pull device

This device is a good option if you find it difficult to use standard foot pedals to accelerate and brake. You just pull the control towards you to accelerate, then push away to brake. Push/pull devices can only be fitted to cars with an automatic gearbox.



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## Left foot accelerators

If you have limited mobility in your right leg and cannot use the standard accelerator comfortably, you may benefit from having a left foot accelerator fitted. This will allow you to control the speed with your left foot, while the original accelerator is safely out of the way.

### Our advice

If you have never driven with a left foot accelerator it is important to speak to your adaptations installer or Driving Mobility for advice, see page 9.



### Floor-mounted accelerator

A floor-mounted accelerator is fitted to the left of the brake, so that you are able to use your left foot to accelerate. A pedal guard is fitted over the original pedal whilst the new accelerator pedal is being used.



### Twin-flip accelerator

This is an additional pedal fitted to the left of the brake pedal, so you can use your left foot to accelerate. In most cases you can fold the new pedal away allowing you, or nominated drivers, to use the original pedal.

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## Electronic accelerators

If you find push/pull hand controls too much effort, an electronic accelerator may help. You accelerate by pressing on a ring in front of, or behind the steering wheel, or by pulling on a trigger device. As with push/pull devices, electronic accelerators can only be fitted to cars with an automatic gearbox and all electronic accelerators come with a hand operated brake.



### Over ring accelerator

The over ring accelerator is fitted on top of the steering wheel. You push it down towards the steering wheel to accelerate.



### Under ring accelerator

The under ring accelerator is fitted behind the steering wheel. You pull it towards the steering wheel to accelerate.



### Trigger accelerator

With a trigger accelerator you pull with your finger to accelerate, and push away to brake.



### Ghost ring accelerator

The ghost ring accelerator is fitted behind the steering wheel. You control the speed by using your fingers in side to side movements.





### **Our advice**

Consider contacting Driving Mobility, an organisation with a network of 20 centres across the UK who specialise in mobility assessments. They employ qualified occupational therapists and driving instructors. They provide practical driving experiences in cars fitted with adaptations, to help you understand the types of adaptations you may need. Call our Customer Services team on **0300 456 4566** if you would like to arrange a Mobility Centre assessment.

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## General aids



### Pedal extensions

If you have difficulty reaching foot pedals when driving, you could have them extended, bringing them closer to you. This will give you more comfort while controlling the car with ease.



### Easy release handbrake

Many cars now come fitted with an electronic parking brake that is operated by simply pushing a button. However, if the car you are interested in has a standard handbrake and you struggle to operate it, an easy release handbrake adaptation helps to reduce the effort required to operate it. Talk to your dealer about what type of handbrake your chosen car comes with and whether this adaptation could help you.



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## Signalling aids



### Remote control devices

Remote control devices help make it easier to operate some of your standard car controls, such as the indicators, windscreen wipers and headlights.



### Built-in indicator switch

An indicator switch can be added to your hand controls. This simple addition allows you to operate the indicators by flicking a switch, without having to remove your hand from the controls.

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## Steering aids



### Steering ball

If you have hand controls fitted, a steering ball is often essential, as it enables you to steer the car with one hand, while operating hand controls with the other. You can combine a steering ball with a remote control device.

### Our advice

If you find using a steering wheel difficult, or it makes your arms tired, lightened, power-assisted steering could help and comes as standard on the majority of new cars.





# Stowage adaptations

## Car boot hoists and rooftop stowage

The easiest way to lift your wheelchair or scooter into your car is with a stowage system, such as a boot hoist or rooftop stowage unit. Both options work at the touch of a button, taking the weight of the wheelchair or scooter, helping you guide the product into either your car boot, or your rooftop stowage unit. Adding a boot hoist could offer an alternative to a Wheelchair Accessible Vehicle (WAV).

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## Hoists



### 4-way hoist

If you need to transport a scooter or larger wheelchair, a 4-way hoist helps move the product in and out of the boot at the touch of a button. You will need to guide the product into place by hand. In many cases, your product will only fit with one or more rear seats folded down and you may also need to remove the seat. So, if you regularly need to use the rear seats for passengers, then a boot hoist may not be for you.



### 2-way hoist

If you have a lighter wheelchair a 2-way hoist may be suitable. They operate with an up and down action, so you need to push the wheelchair into the boot, then secure the product using tie-downs. The rear seats may need to be part or fully folded flat.

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## Rooftop stowage



### Rooftop stowage unit

A rooftop stowage unit allows you to store a folded, lightweight manual wheelchair, in a box, on the roof of your car. An electric hoist lifts the folded wheelchair from the ground and then manoeuvres it into the rooftop box.





## Access adaptations

### Transfer plates, person hoists and swivel seats

These adaptations allow easier access for passengers or drivers and could offer an alternative to Wheelchair Accessible Vehicles (WAVs). The key advantage to access adaptations is that they can allow you to remain seated in the front of the car.





### **Transfer plates**

These are fitted to the side of the car seat and provide a surface between the wheelchair and the car seat to help you transfer. Once you are comfortable the transfer plate is simply folded out of the way. Transfer plates can be either manual or electric.

To use a transfer plate it is essential that you consider your upper body strength, as you'll need to be able to transfer yourself out of your wheelchair, onto the transfer plate and back again.



### **Electric person hoist**

The electric person hoist includes a permanent mount fitted to the car, three sections that clip together and form a frame and a specially designed canvas sling seat.

The sling is slipped onto the hoist and is raised automatically by pressing a push button control. Once you are seated in the car, the frame of the hoist can be removed and stowed in the boot, but the sling remains in place, making it easier to reverse the process at the end of the journey.



### **Swivel seats**

A permanent swivel seat turns, and in some cases moves in and out of the car, then lowers or tips, to make getting in and out of the seat easier. Manual and powered versions are available.

Wheelchair swivel seats are a specially designed car seat that is safely attached within the car, but can then be transferred onto a wheelchair base to allow easy transfer. These cannot be operated independently, as you will need someone to help put the wheelchair base into position and store it once you are in the car.

Swivel seats can only be fitted to some cars. For advice on vehicle choices please ask one of our adaptation installers that specialises in swivel seats.



## **We're making adaptations more affordable**

Whether installing adaptations at the time of ordering your new Motability Scheme car, or transferring from an existing Scheme car, our aim is to make it as affordable as possible to access the right solutions for your needs. Remember, many of our most popular adaptations are available at no extra cost when you order with your new Motability Scheme car. Your chosen adaptation installer will be able to advise you as to which products these are.

## Financial help with the cost of adaptations

If the type of adaptations you need are essential and you are unable to afford them Motability, the charity, may be able to offer financial help. To ensure their limited funds go to those most in need, financial assistance applications are means-tested and any help can only be given towards your everyday mobility needs. This means that if you are successful you will not necessarily receive help towards your preferred adaptations if a better value alternative, that meets your needs, is available. For more information, call our Customer Services team on **0300 456 4566**.

## Why choose adaptations through the Scheme?

Once you have spoken to your preferred adaptations installer to assess your needs, the only way to take advantage of the great prices offered through the Motability Scheme is to order your adaptations through the dealer that you order your new car from. You can arrange adaptations yourself, but only through a Motability Scheme adaptation installer and you will need to pay the cost of any such adaptations directly to the installer.

## Maximise your mobility

We've recently launched a new option for customers to lease a lightweight manual wheelchair with a Motability Scheme car. This new option is aimed at customers who already use a wheelchair, but would benefit from having a secondary lightweight wheelchair to use in combination with their car. You can find out more at [motability.co.uk/wheelchair](https://www.motability.co.uk/wheelchair).

## Getting adaptations part way through your current lease

If you think you would benefit from an adaptation for your current Motability Scheme car you should call our Customer Services team first on **0300 456 4566** and they will advise you on the steps that you need to take. Remember only a Motability Scheme adaptation installer should fit and/or remove adaptations and you will need to speak to RSA Motability (RSAM) first to ensure your insurance covers this.

## Transferring adaptations between Scheme cars

If you are already in an adapted Motability Scheme car and would like to transfer the adaptations, please speak to your adaptations installer to check whether it is possible to do so. Where adaptations are suitable to be transferred onto your next Scheme car, the transfer will either be at a significantly lower cost than getting a new adaptation, or in some cases the transfer is actually at no extra cost.

However, in order to transfer any suitable adaptations, your car dealer must add the relevant "transfer kit" to the application for your next Scheme car. Any costs associated with the transfer kit must be paid to your dealer at the same time as your Advance Payment.

## Which adaptations can be transferred?

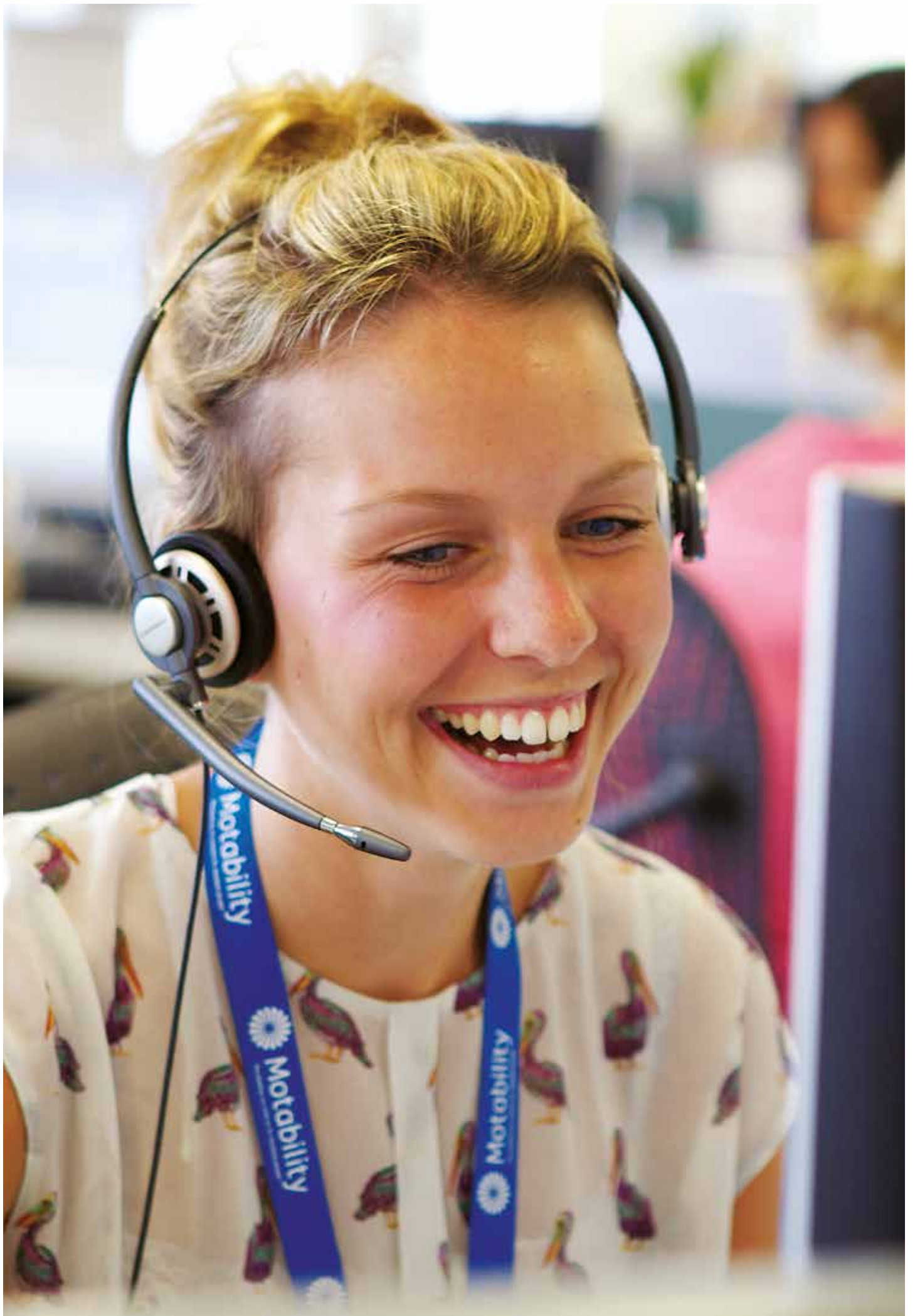
The majority of access and stowage adaptations available on the Scheme can be transferred to your next Scheme car, though we are not able to offer transfer of driving adaptations.

To minimise the amount of maintenance required, no adaptation should be older than six and a half years at the end of your next lease.

If you are planning to transfer an adaptation it is important that you do not extend the lease on your current vehicle, unless you are required to do so due to delivery delays or allowance renewal. If you are applying for financial help through Motability, the charity, please ensure you make the grants team aware that you wish to transfer the adaptations.







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# Ready to get started?

## Useful contacts

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### The Motability Scheme

Browse our latest list of new cars at [motability.co.uk](http://motability.co.uk)

See short films of how adaptations work at [motability.co.uk/adaptations](http://motability.co.uk/adaptations)

Search for adaptations installers at [motability.co.uk/findadealer](http://motability.co.uk/findadealer)

Or call one of our team on **0800 093 1000**

If you have specialist Minicom equipment, please call our text phone **0300 037 0100**

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### Disability Living Allowance (DLA) or Personal Independence Payment (PIP) / Questions about your allowance

#### Department for Work and Pensions:

Disability Living Allowance: **0800 121 4600**

Personal Independence Payment: **0800 121 4433**

[dwp.gov.uk](http://dwp.gov.uk)

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### Department for Communities (NI)

Disability Living Allowance: **0800 587 0912**

Personal Independence Payment: **0800 587 0932**

[communities-ni.gov.uk](http://communities-ni.gov.uk)

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### War Pensioners' Mobility Supplement (WPMS) or Armed Forces Independence Payment (AFIP)

Veterans UK

**0808 191 4218** [veterans-uk.info](http://veterans-uk.info)

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### For independent information and advice

#### Driving Mobility

Telephone: **0800 559 3636**

[drivingmobility.org.uk](http://drivingmobility.org.uk)

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### Insurance

#### RSA Motability (RSAM)

Telephone: **0300 037 3737**

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## Don't just take our word for it

To see what our customers think visit [motability.co.uk/videos](http://motability.co.uk/videos).



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