

## **The Motability Scheme**

The Motability Scheme enables disabled people to use all or part of their mobility allowance to lease a new car, scooter or powered wheelchair. This gives them the freedom to get to work or college, attend a medical appointment, meet up with friends – in short, to enjoy the freedom and independence that so many of us take for granted.

Anyone who receives one of the following mobility benefits, with at least 12 months remaining, can use it to pay for their lease:

- Higher Rate Mobility Component of Disability Living Allowance (HRMC of DLA).
- Enhanced Rate of the Mobility Component of Personal Independence Payment (ERMC of PIP).
- War Pensioners' Mobility Supplement (WPMS).
- Armed Forces Independence Payment (AFIP).

It is entirely up to the recipient whether they choose to spend their allowance joining the Motability Scheme or in some other way. One in three of those who are currently eligible have chosen to join the Scheme.

### **Who can use a Motability Scheme car?**

Around two-thirds of Scheme customers drive but those who do not can lease a car as a passenger. Similarly, parents or carers can also apply on behalf of a child aged three and above. The car must be used by, or for the benefit of, the disabled person.

### **What is included in the cost of a lease?**

Scheme customers lease a new car every three years with insurance, road tax, servicing, tyres and breakdown cover all included within the cost. A wide range of adaptations and Wheelchair Accessible Vehicles (WAVs) are also available. A similar scheme exists for disabled people wishing to lease a scooter or powered wheelchair instead.

### **Who is involved in the Motability Scheme?**

The Motability Scheme is operated for Motability on a contract basis by Motability Operations Limited (the operating arm of Motability Operations Group PLC, which itself is owned by the major banks: Barclays, Lloyds, HSBC and Royal Bank of Scotland). Any profits made are non-distributable and are held for the benefit of the Scheme. Please see the 'Motability, Motability Operations and Tenth Anniversary Trust' factsheet for explanations of roles and responsibilities of the two organisations.

### **Value for money**

For disabled people, the Scheme offers a leasing package that is over 40% cheaper than comparable market offerings (source: CAP Derwent). Excluding the benefit of VAT and IPT concessions, the Scheme is still some 25% cheaper than comparable offers in the wider market, reflecting its buying power and efficiency.

In 2014, Motability commissioned EY (formerly known as Ernst & Young) to produce an independent review of Motability Scheme overhead costs. Steve Varley, Chairman and Managing Partner of EY concluded:

“EY reviewed Motability Scheme overhead cost information provided by Motability Operations for the period 2002 through 2013. We noted, over this time, the Scheme improved its customer service levels (as independently measured by customer satisfaction scores) to 98%, and the number of models available at nil Advance Payment rose from 62 to 490. Based on the study of the overhead cost information provided, EY concluded that, at the same time as these improvements were achieved, the Scheme also succeeded in reducing its overhead costs per customer by 29% in real terms.”

## **Key features of the Motability Scheme**

### **Affordable vehicles**

- Over 200 vehicles available at no Advance Payment.
- Wide range of adaptations at no additional cost.
- 60,000 mileage allowance over three years.
- £600 Good Condition Bonus at end of lease (subject to vehicle condition).

### **Worry-free motoring**

- Comprehensive insurance, service, maintenance and repair included in the lease.
- Breakdown and recovery service included.
- Replacement tyres included.
- Windscreen repairs or replacement included.

### **Unique customer service**

- UK-based customer services centre taking over 1 million calls each year.
- Customers are supported during periods of hospitalisation when their mobility allowance is suspended.
- Available to eligible disabled people across the UK with no pricing differentials.
- Customers are allowed to change drivers to facilitate changing carer arrangements.
- Customers are supported with alternative transport, for example hire cars, taxi journeys, if their vehicle is off the road.
- 98% customer satisfaction for the Car Scheme and 94% for the Powered Wheelchair and Scooter Scheme.
- Motability Operations Limited was recognised in 2015 as ‘the highest performing organisation in the UK’ by the independent Institute of Customer Service reflecting the importance of service meeting the unique needs of disabled people.