



Out & about

Motability Scheme customer update

Hello

Welcome to your annual newsletter. This issue includes an update on PIP, news on why renewing next time could cost you £100 less, new Rough Guide reviews and much more!

Why service your product?

Ever wondered how far your scooter or powered wheelchair travels in a year? With regular local trips it can be anywhere from 500 to 1,500 miles!

So, it's not hard to see why your product needs regular care and attention. Your Motability Scheme lease includes an annual service for your scooter or powered wheelchair to make sure your product is in the best possible working order. Each year your dealer will check:

- Steering • Battery
- Tyres • Suspension
- Lights • Indicators

The cost of the service and any repairs needed due to wear and tear are all included in your lease. It's all part of our promise to provide worry-free mobility.



Have you signed up for our e-newsletter yet?

It's the best way to get the latest Scheme news delivered straight to your inbox. Plus it also includes content from Rough Guides to Accessible Britain to help you make the most of your scooter or powered wheelchair. **Go to [motability.co.uk/signup](https://www.motability.co.uk/signup)** to start receiving your regular updates.



Personal Independence Payment Update

The Department for Work and Pensions (DWP) is now a good way through its programme to replace Disability Living Allowance (DLA) with Personal Independence Payment (PIP). They are planning to complete the programme by the end of 2019, so if you haven't already heard from the DWP yet, it's likely that they'll be in touch within the next year or so.

It's really important that the DWP has the correct details to send you any paperwork and to ensure that there is no disruption to your lease with Motability Operations Ltd. If you've moved in the past year you need to let us and the DWP know – visit [motability.co.uk/updatedetails](https://www.motability.co.uk/updatedetails) for more information.

Here's a short summary on the important things you need to know about PIP.

What's the difference between DLA and PIP?

Disability Living Allowance (DLA) is ending for people who were born after 8 April 1948 and are 16 or over. But you can keep getting DLA if you're under 16 or you were born on or before 8 April 1948 and already receive DLA.

The DWP set the eligibility criteria for PIP and arrange assessments to decide whether the allowance is appropriate and if so, what level you're entitled to.

How is eligibility assessed?

An independent healthcare professional will be responsible for assessing your claim to PIP. The assessment covers both daily living and mobility needs to find out the level of support you require. For the mobility section, the assessor will use a scoring system to understand your abilities in 'planning and following a journey' and 'moving around'.

There are a number of sections to answer and the higher your score, the more support you're expected to need, but you must score enough points to cross the 'entitlement threshold' to qualify for PIP in the first instance. All applicants for PIP will need to do this assessment when invited to do so by the DWP, including individuals currently receiving the DLA.

What happens next?

If you are awarded the Enhanced Rate Mobility Component PIP, then it works in exactly the same way as DLA, so you continue your lease with no interruptions.

If you are not awarded the enhanced rate, you will no longer be able to use the Scheme. Please let us know if your application is unsuccessful and we will support you through the next steps. See [motability.co.uk/pip](https://www.motability.co.uk/pip) for further information.

If you do not receive the Enhanced Rate Mobility Component PIP, can you appeal the decision?

An appeals process is in place if you are unhappy with the outcome of your assessment. You must first discuss this with the DWP and then make a formal request (known as a mandatory reconsideration) to have your score reviewed - if you are still unhappy you can appeal the outcome of this review with Her Majesty's Courts and Tribunals Service.

Are you missing out?

If you've recently moved, changed your name or have a new phone number, please let us know. We'll use your address to send you letters each year when a service is due, to send you a handy guide to how to renew and to send your End of Contract bonus cheque if you are eligible at the end of your lease. If we don't have your current address you could miss out! The quickest and easiest way to let us know is by filling out our online form at [motability.co.uk/updatedetails](https://www.motability.co.uk/updatedetails). If you don't have internet access, please call us on **0300 456 4566**.

→ Who to call

Out and about - If you breakdown or have an accident and you need to get both you and your product home, call **Motability Assist** on **0800 953 5000**

At home - if your product will not start and you are at home, please call your local dealer.

In either case, if you need to make an insurance claim please call **RSA Motability** on **0800 294 0790**

Rewarding you at the end of your lease

One of the benefits of leasing through the Motability Scheme is choosing a new product every three years. And now, choosing your next product just got even better! Since 1 January 2017, any customer who completes the full term of their agreement can order a new one without having to pay the £100 Non-refundable Payment usually due on standard products.

What do I need to do?

About three months before the end of your lease, we'll send you a letter and a guide to remind you of what you need to do next. Your first step is to get in touch with some local dealers and they'll help you find a product that suits your needs now and for the next three years. Don't worry if you want to choose a product from a different dealer to last time, as long as you place your new application before the end of your current agreement you will not have to pay the £100 Non-refundable Payment.

Your price list still says £100?

As this offer is only for customers who are renewing after completing the full agreement, the Motability Scheme price lists will still include details of the £100 Non-refundable Payment for all other customers.

What about the End of Contract Bonus?

You could still be eligible for this too! All customers who are in the process of completing the full term of their lease are eligible for the £100 End of Contract bonus which will be sent as a cheque about a month before the end of their lease.

It's our way of saying thank you for leasing through the Motability Scheme.



Dan and Jason from 1st Step Mobility, one of our many Motability Scheme dealers, share their advice about keeping your scooter or powered wheelchair in tip-top condition.

What advice would you give to customers about looking after the controls on their scooter or powered wheelchair?

For a scooter, get a tiller cover. It protects the controls whilst allowing you to safely operate the scooter. For powered wheelchair users, we would recommend a waterproof cape, available from most mobility shops, or your dealer. These cover both you and the wheelchair, so your product is protected from the rain helping to keep it in optimum condition.

What would you advise customers to do in order to look after their batteries?

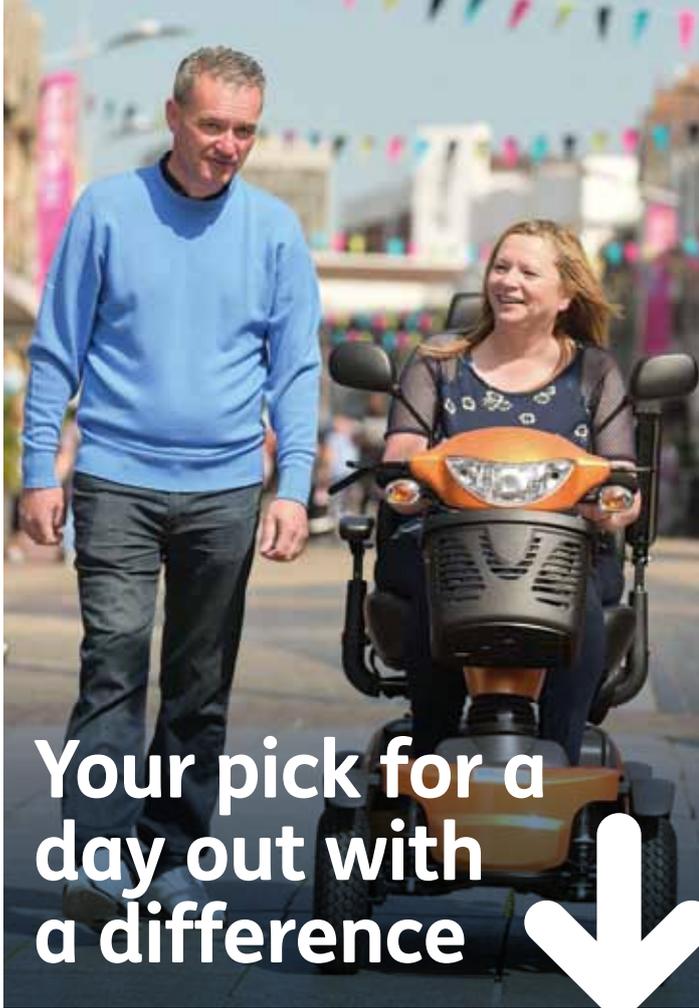
The best thing to do is use your product frequently, and charge the battery regularly too. When you charge the battery, charge it fully, as this is best for the product. An ideal time to charge would be overnight, so that it's ready for you in the morning.

When it comes to looking after the tyres on their product, what tips would you give customers to help keep them in good condition?

If you have air-filled tyres, we would recommend that you get the pressure checked regularly, typically between every 1-3 months. Your Motability Scheme dealership can do this for you. Other than that, do a visual check of your tyres before you set off to check for punctures. Also, keep your Motability Scheme 'useful numbers card' with you at all times, so you have the right contact details to hand in case you need assistance.

Is there any other advice you have for customers?

If you have any queries, your first port of call should always be your dealership. We can give you expert advice, and assist with any questions you may have.



Your pick for a day out with a difference



If you'd like some inspiration for days out this year, 'The Rough Guide to Accessible Britain' provides reviews written by Rough Guides' team of disabled writers. We've highlighted a few of the teams' favourites, but you can find all the reviews, free online at accessibleguide.co.uk. To make sure your day out runs as smoothly as possible, it's always best to phone ahead.

Culture Vultures

If national heritage is your thing here's our pick of some of the most accessible venues around the UK.



IWM Duxford, located just outside Cambridge on the site of the best-preserved World War II airfield in Europe, this fascinating venue takes you on a journey through the history

of aviation. Highlights include the Battle of Britain exhibition and it has one of the finest collections of tanks and military vehicles in the UK. Much thought has gone into making the museum as accessible as possible and entry to all the main buildings is wheelchair accessible. iwm.org.uk

For more ideas of days out in your local area the Rough Guide to Accessible Britain, created in association with the Motability Scheme, has over 200 reviews.

Please visit accessibleguide.co.uk, follow twitter.com/accessibleguide or 'like' facebook.com/accessibleguide



Royal Shakespeare Company, following an extensive renovation, the home of Shakespeare in Stratford-upon-Avon is even more accessible than ever. With reduced tariff tickets for visitors with disabilities and their carers, as well as free exhibitions, guided theatre tours, there's plenty to see and do. rsc.org.uk



Scottish National Gallery, Edinburgh is home to this fully accessible museum which houses Scotland's national collection of fine art, which for its size equals any other gallery in the world. A couple of streets away is the **Scottish National Portrait Gallery**, which recently had a multi-million pound restoration and is fully accessible. nationalgalleries.org

Adventure Seekers

These action-packed ideas offer a chance to enjoy a day out without any limits.



Gliding with Walking on Air, a charity set up to allow people with disabilities and a sense of adventure to soar the thermals using a modified glider. Based near Kinross in Scotland, flying day is Fridays in spring and summer but other dates are possible by prior arrangement. walkingonair.org.uk

National Ice Centre, if you're able to transfer, this centre in Nottingham have self-propelled ice hockey sleds, alternatively they have manual wheelchairs which can be borrowed for use on the ice. national-ice-centre.com



Airkix Indoor Skydiving, this Manchester thrill centre gives you the opportunity to experience "flying" in a vertical wind tunnel. Staff are experienced at assisting disabled people, however you will need to contact the centre in advance to discuss your needs. airkix.com