



# Your guide to adaptations



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### Need-to-know

handy details about adaptation types

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### Step-by-step guide

to leasing your Motability car with adaptations

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### Questions answered

our customers most frequently asked adaptations questions



**Watch our  
adaptations film clips**  
[motability.co.uk/adaptationsfilms](http://motability.co.uk/adaptationsfilms)



## **Who's involved**

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

Motability, the charity, oversees and sets policy for the Motability Scheme. If customers are unable to afford the right mobility solution to meet their needs, Motability may be able to provide financial help.



# Hello

## and welcome to our adaptations guide



### Our advice

Many cars now have standard features such as automatic transmission, push button ignition, auto wipers, auto lights and parking sensors, all of which can help make driving or travelling easier. Speak to your Motability dealer about how these features could help improve your experience. You can find your nearest dealer by visiting our website at [motability.co.uk](http://motability.co.uk)

Adaptations are a range of devices that can be fitted to your car, typically falling 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. Today over 40,000 customers have adaptations fitted to their cars, to make their driving or travelling experience easier and more comfortable.

This guide is designed to explain the basic functions of some of our most popular adaptations, and get you on the road to finding the right answers to your mobility needs. We'll take you through each stage step-by-step, from getting the right advice, to ordering adaptations for your Motability car.

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# 1 | Driving Adaptations

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. It's important to remember that most driving adaptations require an automatic gearbox, and you must ensure you are able to control the vehicle safely when using any adaptations. The next few pages highlight some of our most popular driving devices.



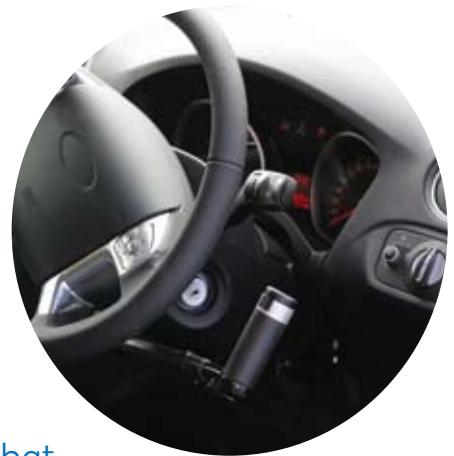


# Speed control

## → Push/pull device



A push/pull 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. If you think a push/pull device may be right for you, it is important to be aware that push/pull devices are designed for use with automatic gearboxes only.





## Electronic accelerators

If you have limited mobility in your legs or find push/pull hand controls take too much effort, an electronic accelerator may help. These enable you to accelerate by pressing on a ring positioned either in front of or behind the steering wheel, or by simply pulling on a trigger device. All electronic accelerators come with a hand operated brake.

### Our advice



There are a number of Electronic Accelerators. To find out which would be most suitable for you, speak to your adaptation installer.



### Trigger accelerator

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



### Over ring accelerator

The over ring accelerator is fitted in front 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.



### 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.





**Find a choice of adaptation installers near you at [motability.co.uk/adaptations](http://motability.co.uk/adaptations). Or call one of our team who will be happy to help 0800 093 1000**

## → 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 a Mobility Centre for advice.

#### 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

A twin-flip accelerator is a second pedal fitted to the left of the brake pedal, enabling you to use your left foot to accelerate. The original pedal folds away. In most cases, this can still be used if your nominated driver does not require adaptations.





## Steering aids



If you have difficulty holding or turning a standard steering wheel, there are a number of simple solutions that may well help you.

### 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 to assist with other functions such as headlights and indicators. Many can be easily attached and removed.

### Our advice



If you find using a steering wheel difficult, or it makes your arms tired on longer journeys, lightened, power-assisted steering could help and comes as standard on the majority of new cars. You should speak to your dealer to find out more.



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## → Signalling and general aids

If you struggle to reach or operate a car's standard controls such as the indicator, handbrake or foot pedals, there are simple adaptations to make things easier.

### 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, whilst remaining safely in control of your car.



### 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 ↓

If you have difficulty operating a standard handbrake, an easy release handbrake reduces the lever grip required and eliminates the use of the thumb to depress the button.



### Our advice



If you find using a handbrake difficult, many new car models feature an electronic handbrake as standard. You should speak to your dealer to find out more.



# 2 | Stowage Adaptations

The best 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.





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## Car boot and rooftop stowage

Your wheelchair or scooter will affect the type of boot hoist you need and the space required. So you should take your product to the dealership, so as they can make sure the cars you are considering will fit the hoist type you need. Adding a boot hoist to a car also offers you an alternative to a Wheelchair Accessible Vehicle (WAV).



### 4-way hoist



4-way hoists are ideal if you need to transport a scooter or larger wheelchair. They help move the product in and out of the boot at the touch of a button, although you will also need to guide the product by hand. In many cases, your product will only fit with one or more rear seats folded down. You may also need to dismantle your scooter.



### 2-way hoist



2-way hoists are for lighter wheelchairs. They operate with an up and down action only, so you will need to push the wheelchair into the boot by hand, then secure the product using tie-downs. Although generally for use with smaller products, the rear seats may still need to be part or fully folded flat, so again this is an important consideration when deciding which hoist is best for you.

A car roof top stowage unit could be a solution if you transport a manual wheelchair, and need to use your boot to store other items. They can usually be installed on either the passenger or driver side.



### 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.

### Our advice



Your dealer will need to know the height and weight of your product. Also, due to the complex nature of boot hoists, it is important that you speak with your adaptation installer to discuss how they work.





# 3 | Access Adaptations

When considering how to access your car as a wheelchair user, a Wheelchair Accessible Vehicle is not the only option and there are a number of adaptations that can be installed on a standard car. Our adaptation installers will be happy to arrange a no-obligation demonstration and will advise which cars will be suitable.





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## → Getting in and out of your car



### Transfer plates ↑

A transfer plate is fitted to the side of the car seat and provides a smooth surface between the wheelchair and the car seat to help you with the transfer. Once you have transferred into the vehicle and are comfortable, the transfer plate can simply be folded out of the way.

Transfer plates can be either manual or electric, however electric versions cost more.

### Our advice



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 then slipped onto the hoist, which is raised electronically. 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. Remember, you may need help putting your wheelchair in the boot if you are not able to do it yourself.

Wheelchair swivel seats are also available. They are made up of two parts and allow your wheelchair base to connect to a specially designed car seat. Wheelchair swivel seats 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.

#### **Note:** Swivel seats can only be fitted in some cars.

Please speak to one of our adaptation installers that specialises in swivel seat installations, who will happily advise on vehicle choices.



# 4 | Ordering Adaptations

The following pages will help explain the process of choosing and ordering a car fitted with adaptations, including the best steps to take to make sure you drive away with the most suitable combination of car and adaptations. On page 18 you'll find a useful list of frequently asked questions, but if there's anything else you would like to know please find more detailed information at [motability.co.uk/adaptations](http://motability.co.uk/adaptations).





**Find a choice of adaptation installers near you at [motability.co.uk/adaptations](http://motability.co.uk/adaptations). Or call one of our team who will be happy to help 0800 093 1000**

# Getting a Motability car with adaptations

**You can apply to lease a product through the Motability Scheme if you receive one of the following allowances, and have at least 12 months remaining:**

- Higher Rate Mobility Component of the 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)

**You can adapt your Motability car at the start of your lease or during your lease.**

## **Adapting your car at the start of your lease**

The easiest and most cost effective way of adapting your car is at the start of your lease. We currently have around 350 different adaptations available through our Motability Managed Adaptations Programme.

## **What is the Motability Managed Adaptations Programme (MMP)?**

The MMP is available to both new and renewing customers, when fitted before the start of your lease. Many of our most popular adaptations can be fitted to your car at no extra cost, whilst others will require payment, which can be paid directly to your car dealer prior to you taking delivery of your new car.

## **Adapting your car during your lease**

If you need to add adaptations during your lease, you will need to pay the cost of any adaptations directly to the adaptation installer. If you are considering adding an adaptation to help make driving or travelling easier, please make sure you contact our Customer Services team on **0300 456 4566** and RSA Motability (RSAM) on **0300 037 3737** before you get any adaptations fitted, to ensure your insurance covers this.





# There are just three simple steps to choosing the adaptations and car that best suit your needs



**If you've never driven a car with adaptations,  
you should consider visiting a Mobility Centre.**

There are 17 Mobility Centres across the UK, each employing qualified occupational therapists and driving instructors. They will provide you with an independent assessment, as well as practical driving experience in a car fitted with adaptations, to help you understand the types of adaptations you may need to improve your driving or travelling experience. Call our Customer Services team on **0300 456 4566** if you would like to arrange a Mobility Centre assessment before speaking to an adaptation installer or dealer.



Find a choice of adaptation installers near you at [motability.co.uk/adaptations](http://motability.co.uk/adaptations). Or call one of our team who will be happy to help 0800 093 1000

## First...

**Speak to a Motability adaptation installer and discuss your needs**



With a huge selection of cars to choose from, there's bound to be one that suits your needs, budget and the adaptations you require. There are nearly 5,000 dealers across the UK with trained Motability 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/findadealer](http://motability.co.uk/findadealer).



## Then...

**Visit a Motability dealer and choose your car**



## Finally...

**Order your new Motability car and adaptations**



Once you have chosen your adaptations and car, your Motability dealer will complete the simple online ordering process with you. They will work with a 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.

# Adaptations... your questions answered

## Q. Can I buy adaptations without involving my dealer?

A. Ordering adaptations through your dealer when you order your car is the only way to take advantage of the great prices offered through the Motability Managed Adaptations Programme (MMAP). You can arrange adaptations yourself, but only through a Motability adaptation installer and you will need to pay the cost of any such adaptations directly to the installer. Remember to contact our Customer Services team and RSA Motability (RSAM) first, to ensure your insurance covers this.

## Q. Am I able to get more than one adaptation through the MMAP?

A. Yes, once you've spoken to your adaptation installer and know which adaptations you need, your dealer will take care of placing the order. Don't forget, you can find a complete list of our current prices at [motability.co.uk/adaptations](http://motability.co.uk/adaptations).

## Q. I need several adaptations to my car, but I'm worried they won't be fitted in time.

A. The MMAP is designed to take the worry out of ordering your new car. If there are any delays or issues along the way, your dealer or adaptation installer will let you know and if you currently lease a car through the Motability Scheme, you will be able to stay in it until your new car is ready.

## Q. Can I transfer an adaptation from my old car?

A. This may be possible as long as the adaptations are suitable for your new car. If you had your adaptations fitted through the MMAP at the start of your lease, then you may have the option of transferring them from your existing vehicle to your next Motability car at no extra cost, providing they are still suitable for your needs and for your new vehicle. For more information, talk to your adaptation installer or call us on **0300 456 4566**.

## Q. Can I get any financial help with the cost of adaptations?

A. Many of our adaptations are available at no additional cost, but if you are unable to afford essential adaptations Motability, the charity, may be able to help. To ensure their limited funds go to those most in need, financial assistance applications are means-tested and any help will only be given towards your basic 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**.



## Q. I am part way through my current lease. Can I order adaptations for my new car?

A. If you think you would benefit from an adaptation for your current Motability car you should first call our Customer Services team on **0300 456 4566** and they will advise you on the steps that you need to take. You will also need to inform RSAM by calling **0300 037 3737** to make sure you are covered by your insurance policy. You will have to pay for the adaptation yourself and payment will need to be made directly to the installer. Your adaptation installer will inform you of how long the installation process will take. Remember – only a Motability adaptation installer should fit and/or remove adaptations.

## Q. I've never had adaptations before, where do I start?

A. Our Motability adaptation installers will be happy to help you choose the most suitable adaptation for your needs. There are more than 100 adaptation installers across the UK who supply the Motability Scheme. You can find their contact details and information about adaptations they provide, at [motability.co.uk/adaptations](http://motability.co.uk/adaptations) or call **0800 093 1000**.

If you've never driven with an adaptation before, it may be worth visiting a Mobility Centre for an assessment – see page 19 for contact details.



## Useful contacts

### The Motability Scheme:

#### **Motability Operations Ltd**

City Gate House  
22 Southwark Bridge Road  
London SE1 9HB

Telephone: **0800 093 1000**

**[motability.co.uk](http://motability.co.uk)**

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

### Disability Living Allowance (DLA) or Personal Independence Payment (PIP):

#### **Department for Work and Pensions**

Telephone: **03457 123 456**

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

### Department for Social Development (NI)

Telephone: **028 9090 6182**

**[dsdni.gov.uk](http://dsdni.gov.uk)**

### War Pensioners' Mobility Supplement or Armed Forces Independence Payment:

#### **Veterans UK**

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

### Insurance

#### **RSA Motability (RSAM)**

Telephone: **0300 037 3737**

### To find an installer

Use the 'Find adaptations installers' tool at **[motability.co.uk/adaptations](http://motability.co.uk/adaptations)**

### For independent information and advice

#### **The Forum of Mobility Centres**

Telephone: **0800 559 3636**  
**[mobility-centres.org.uk](http://mobility-centres.org.uk)**



**Find a choice of adaptation  
installers near you at  
[motability.co.uk/adaptations](http://motability.co.uk/adaptations).**

**Find a choice of dealers near you at  
[motability.co.uk/findadealer](http://motability.co.uk/findadealer).**

Enter your postcode, select the dealers you would like to visit and speak to their Motability specialist to arrange an appointment.

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

Our easy 'Car Search' will help you narrow down the types of cars you may be interested in.

**Or call one of our team  
who will be happy to help  
0800 093 1000**



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Published by Motability Operations Limited.

Adopt 03/16