

Getting adaptations through the Motability Scheme



Welcome to your adaptations guide



In this guide, we'll share the three types of adaptations available: to help you drive, get in and out, and store equipment.

Then, when you're ready, follow these three simple steps.



Step one

Speak to an adaptations installer

They'll help you find the right adaptations for your needs and recommend which cars are likely to be the best fit for you. That's because not all adaptations are suitable for all cars. We have over 100 adaptations installers in the UK who supply the Motability Scheme. You can find their contact details and the adaptations they offer at [motability.co.uk/adaptations](https://www.motability.co.uk/adaptations).

- ✱ Remember, the adaptations you need might not be suitable for every car
- ✱ Speak to your installer about the cars that will work best with the adaptations you choose
- ✱ Not all installers supply every adaptation type. If they do not have what you need, simply speak to another installer
- ✱ It's very rare that you'll need two different installers. If you do, please speak to your dealer
- ✱ Most driving adaptations need an automatic gearbox

How an adaptations review can help you

We recommend you have a review first, before you do anything else. It's not a driving test. It's to help you decide which adaptations are right for you and to make sure you're comfortable using them.

We can arrange one for you at a local Driving Mobility centre. Your reviewer will give you support and advice about adaptations and recommend which ones suit you. You'll need to wait six to eight weeks for an appointment. If you live in a remote area, this could take longer.

To get started, go to [motability.co.uk/adaptationsreview](https://www.motability.co.uk/adaptationsreview)





Step two

Choose your new car

We have a range of brand-new cars for you to pick from. And our online tool can help you find the right one. Visit [motability.co.uk/carsearch](https://www.motability.co.uk/carsearch) to start your search now.

You might need to make an upfront payment for some higher specification cars. We call this an Advance Payment. You can learn more about how you pay and what it costs at [motability.co.uk/payments](https://www.motability.co.uk/payments).

If you're thinking of getting an electric car, these can usually be adapted just like most petrol and diesel cars. Always speak to your installer about the adaptations you're considering before you order an electric car.

Step three

Order your new car and adaptations

Once you've chosen your adaptations and car, and had a test drive, your Motability Scheme dealer will order for you.

They'll work with your installer to make sure your brand-new car is fitted with the adaptations you need.

Before your installer can fit the adaptations, you'll need to complete the Customer Suitability Questionnaire. This must be signed by both the customer and installer before any work can commence. Your installer will send this to you.

Many of our most popular adaptations can be fitted to your new Scheme car at no extra cost if you order them at the same time as your car.

You can also arrange a free session to help you get used to using your new adaptations. Simply speak to your dealer when you order.

Here's a tip:

Start applying in your Motability Scheme online account first. This will give your dealer more time to help you find the right car for your needs.

Get started at [motability.co.uk/account](https://www.motability.co.uk/account).



Adaptations to help you drive



Speed control, steering and signalling

These are controls that replace all the existing controls in your car, so things are individually designed for you. Most of the time, you can still use the original controls with your adaptations, so other drivers can still use the car.

Most driving adaptations need an automatic gearbox. Make sure you're able to control the vehicle safely when you're using any adaptations and comply with any specific codes on your driving licence.

Upper body adaptations



Push/pull device

This 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. Adaptations installers can only fit these to automatic cars.



Easy release handbrake

Many cars now come with an electronic parking brake. If the car you're interested in has a standard handbrake and you struggle to use it, an easy release handbrake could help. Talk to your dealer if you think this could help you.

Electronic accelerators

These are less effort than push/pull hand controls. You press on a ring in front of or behind the steering wheel to accelerate. Or you pull on a trigger.

Adaptations installers can only fit these to automatic cars. You can pair all of these with a hand-operated brake; sometimes, these come included.



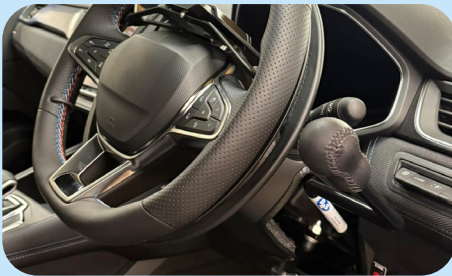
☀ Over ring accelerator

This is fitted on top of the steering wheel. You push it down towards the wheel to accelerate.



☀ Trigger accelerator

With this, you pull with your finger to accelerate and push away to brake.



☀ Under ring accelerator

This is fitted behind the steering wheel. You pull it towards the wheel to accelerate.



☀ Ghost ring accelerator

This is fitted behind the steering wheel. You control the speed by using your fingers in side-to-side movements.

Signalling aids



☀ Remote control devices

These help make it easier to operate some of your standard car controls, like the indicators, windscreen wipers and headlights.

☀ Built-in indicator switch

This lets you operate the indicators by flicking a switch on your hand controls, without having to remove your hand.

Steering aids

☀ Steering ball

If you have hand controls fitted, you'll often need this too. It lets you steer the car with one hand and use the hand controls with your other hand. You can combine a steering ball with a remote control device, too.

Lower body adaptations

☀ Left foot accelerators

If you cannot use a standard accelerator comfortably, you might benefit from having a left foot accelerator. This lets you control the speed with your left foot, while the original accelerator is safely out of the way.

Never used a left foot accelerator?

It's important you speak to your adaptations installer or Driving Mobility for advice first. You can find out more on [page 2](#).



☀ Floor-mounted accelerator

This is fitted to the left of the brake. A pedal guard is fitted over the original pedal while you're using the new pedal.

☀ Twin-flip accelerator

This is an extra pedal fitted to the left of the brake pedal. You can fold most of these away, so other drivers can use the original pedal.

☀ Pedal extensions

If you have difficulty reaching foot pedals, you could have these extended to bring them closer to you. This will give you more comfort and help you control the car with ease.



Adaptations to help you store equipment

Car boot hoists and rooftop stowage

The easiest way to lift your wheelchair or scooter into your car is with a stowage system, like a boot hoist or rooftop stowage. They take the weight of the wheelchair or scooter and help you guide it into your car boot or your rooftop stowage.



☀ 4-way hoist

This helps move a scooter or larger wheelchair in and out of the boot. Most of the time, your product will only fit with one or more rear seats folded down.

You might also need to remove the scooter seat. If you regularly need to use the rear seats for passengers, then a large boot hoist might not be for you.

☀ Rooftop storage box

This lets you store a folded, lightweight manual wheelchair in a box on the roof. An electric hoist lifts the folded wheelchair from the ground, then moves it into the box.

☀ 2-way hoist

If you have a lighter wheelchair, this might suit you. They go up and down, so you need to push the wheelchair into the boot, then use tie-downs to secure the product. You might need to partially or fully fold the rear seats so they're flat.



Adaptations to help you get in and out

Transfer plates, person hoists and swivel seats

These help you or your passengers get in and out more easily. Some people get these instead of a Wheelchair Accessible Vehicle (WAV). The main way they help you is by letting you stay seated in the front of the car.



☀ Transfer plates

These are fitted to the side of the car seat and give you a surface between the wheelchair and the seat to help you transfer. Once you're comfortable, you can simply fold the transfer plate away. They can be manual or electric.

Ensure you consider your upper body strength first, as you'll need to be able to transfer yourself out of your wheelchair, onto the transfer plate, and back again.





☀ Electric person hoist

This includes a permanent mount fitted to the car and three sections that clip together and form a frame. Plus a specially designed canvas sling seat. You slip the sling onto the hoist and press a button to raise it.

Once you're seated, you can remove and stow the frame of the hoist in the boot.

The sling stays in place to make it easier to use it again later.

☀ Swivel seats

These are permanent. Adaptations installers can only fit these to some cars. They turn and sometimes move in and out of the car. Then they lower or tip, to make getting in and out easier. They can be manual or electric.

Wheelchair swivel seats are specially designed seats that are safely attached in the car. You can then transfer onto a wheelchair base. You'll need someone to help put the wheelchair base into position and store it once you're in the car.



Transferring adaptations to your next lease

We're working to make as many adaptations transferable as possible, so you can keep it for your next lease.

Which adaptations can be transferred?

Lots can, including adaptations to help you get in and out, and store equipment. We cannot transfer adaptations to help you drive.

Different adaptations have different lifespans, so speak to your adaptations installer about which ones can be transferred. If you're planning to transfer one, it's important you do not extend the lease on your current car, unless you need to because of delivery delays or renewing your allowance. If you're applying for financial help through the Motability Foundation, please let them know you want to transfer adaptations.

Need to transfer an adaptation to your next Scheme car?

If it can be transferred, we'll make sure this costs less than getting a new adaptation. Your dealer will add the relevant 'transfer kit' when you apply.

You'll need to pay any costs for this kit to your dealer at the same time as your Advance Payment.



Need to get adaptations part way through your lease?

If you think you'd benefit from this, call us on **0300 456 4566** first. We'll tell you the next steps. You'll need to speak to **Direct Line Motability (DLM)** too, to make sure your insurance covers this.

Want to arrange adaptations yourself?

You can, but only through a Motability Scheme adaptations installer. You'll need to pay the cost of those adaptations to the installer.

Remember, only a Motability Scheme adaptations installer should fit or remove adaptations.



Ready to get started?

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

Search for adaptations installers at [motability.co.uk/adaptations](https://www.motability.co.uk/adaptations)

See our range of adaptations at [motability.co.uk/adaptations](https://www.motability.co.uk/adaptations)



Connect with the Motability Scheme

All Motability Scheme vehicles are leased to customers by Motability Operations Limited. Published by Motability Operations Limited. Registered Office: 6th Floor, 22 Bishopsgate, London, EC2N 4BQ. Registered in England and Wales Company No. 1373876 Motability Operations Limited is authorised and regulated by the Financial Conduct Authority. Calls may be recorded and monitored to improve customer service.

