

# make it yours

adapting your Motability  
car to the life you lead



**Motability**  
The leading car scheme for disabled people

# Relax...

we'll guide you through

more comfort, more choice .....	4
simple, affordable, reassuring .....	5
adaptations to meet your needs .....	7
speed & steering .....	7
signalling, safety & so much more .....	9
quick guide to adaptations .....	10
stowage systems .....	12
seating & access .....	13
gather information & take advice .....	15
your questions answered .....	19

for more information  
please call us on

**0845 456 4566**





## Adapted to your lifestyle...

Sometimes, selecting your new car from Motability's widest-ever range is only part of the story. Our Motability Managed Adaptations Programme has made it easier than ever to choose the adaptations which are perfect for you – often at no additional cost.

### Are adaptations for everyone?

In some cases, obstacles to your mobility can be overcome simply by choosing the right car. Car designs are constantly evolving and new features such as automatic sliding doors, start button ignition and parking sensors, can all assist your mobility requirements. The range of models available through Motability has never been wider, and there may be one that's already perfect for you. So take the time to explore the different features already available.

Leasing a car through the Motability Contract Hire Scheme gives you the flexibility to adapt your car to

suit your needs. Your Motability dealer can arrange any extras – from air conditioning to hand controls – at the time you order the car, so when you collect your car it's been perfectly adapted to the life you lead. It's a seamless service, designed around your needs and choices.

You'll also find that trouble-free motoring is more affordable than ever. From automatic cars to Wheelchair Accessible Vehicles, you and your family can now enjoy more choice and even better value.



Take the direct route to motoring freedom with the Motability Managed Adaptations Programme



## More comfort, more choice

Whatever make or model you choose, you'll find that car manufacturers offer more choices 'as standard' than ever before. Some features may make the car easier, safer or simply more comfortable for you to use. Simple features such as adjustable steering column height, parking sensors and start button ignition, available as standard on some models, may all make driving easier.

Motability now offers more than 300 cars, including automatics and Wheelchair Accessible Vehicles (WAVs) with no advance payment required.

Many popular adaptations – such as push-pull hand controls and left-foot accelerators – are available at no additional cost. Some adaptations can be fitted alongside the standard controls so other drivers are still able to drive your car.

It's also now more affordable to have some larger adaptations, like an electric hoist that lifts a powered wheelchair or scooter into your boot at the touch of a keypad.

When you choose a Motability managed adaptation you can do so with peace of mind.

## Simple, affordable, reassuring

### Simple

If you need adaptations, the Motability Managed Adaptations Programme enables you to select and order them along with your new car. Your Motability dealer will place the order at the same time as your Contract Hire application is processed.

Some of the more commonly fitted adaptations include:

- Hand controls (push/pull and radial)
- Pedal guards
- Steering wheel balls (simple and quick release)
- Secondary controls
- Twin flip accelerators
- Swivel seats
- Roof mounted wheelchair hoists
- Easy release handbrake devices
- Pedal extensions.

Even if you are familiar with particular adaptations, it's worth taking a little time to find out what's new and what might best suit your needs. There are many sources of information available to help you choose the right adaptations, see page 15 for more information. If it is the first time you have considered or require an adaptation, Mobility Centres can provide advice and assessments – see page 16 to find your local centre.

### Affordable

Many adaptations are now available at no additional cost to Contract Hire customers. The prices of some of the most popular adaptations available through the Scheme are included in the Car Price Guide. The prices shown apply nationwide; they include the cost of installation and any maintenance required.

Where a price is shown as 'nil', there is no additional cost to have this adaptation fitted to your Motability Scheme car at the time of application. However, further adjustments carried out by your installer to meet your specific needs, may result in an additional charge. Our full price list of over 3,000 cars and 285 adaptations is available at [www.motability.co.uk](http://www.motability.co.uk), alternatively call our Customer Services team on **0845 456 4566** for a copy of our current Car Price Guide containing a comprehensive selection of cars, adaptations and WAVs.

### Reassuring

When you choose an adaptation through the Motability Managed Adaptations Programme, you can do so with peace of mind. You can be assured that the adaptations you select will be:

- Manufactured by Motability accredited suppliers
- Fitted by a Motability accredited installer who will liaise with your supplying dealer to ensure they are fitted before delivery
- Managed along with your car by Motability Operations to provide worry-free motoring for the length of your contract.





Don't worry, even when the adaptation is fitted, other drivers will still be able to use the standard controls



## Adaptations to meet your needs:

# 1. Speed and steering

Adaptations that help you to steer, brake and accelerate (known as primary driving controls) are designed for drivers who are:

- Unable to use one or more of the foot pedals to control speed
- Unable to turn the steering wheel fully to control steering.

### Controlling speed

#### Hand controls

If you are unable to use foot pedals, you can control the speed of the car by using a hand control. They come in many forms, but are generally a lever which you can push and pull or move up and down to accelerate and brake.

When trying out a hand control, you should consider your specific driving requirements. Does the shape feel comfortable? Is it padded in the right places? Most importantly, is it easy to use? Does it deliver the range of movement and smoothness of operation that you require, without needing too much pressure – especially if you drive for long periods?

You may want to operate the brake and accelerator separately, but it's more common for both functions to be operated by a single adaptation. Manufacturers produce various adaptations for braking and accelerating, ranging from mechanical push/pull systems to electronic or air compression systems. You will need a fully automatic car if you want to use hand controls.

Even when the adaptation is fitted, other drivers will still be able to use the foot pedals.

If the controls are linked to conventional pedals by metal rods, these should be placed well away from your knees. You might also want to consider pedal guards which prevent you from pressing pedals accidentally while operating the vehicle with hand controls; this is particularly important if you are unaware of the position of your feet, or are prone to leg-spasm.

Many people find foot pedals are uncomfortable because of their size, height, or position. This should be taken into account when you choose your car. Pedals can be extended, lengthened or re-sited if necessary.



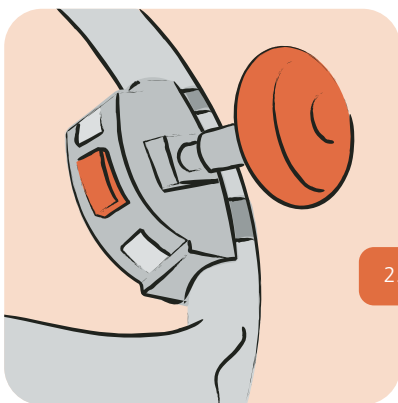
1. Hand control

You could have a steering wheel ball fitted to your steering wheel if you have limited movement in your upper body.

### Controlling steering

Steering controls range from simple steering wheel balls – which can be used to aid steering control of cars – to electronic joysticks.

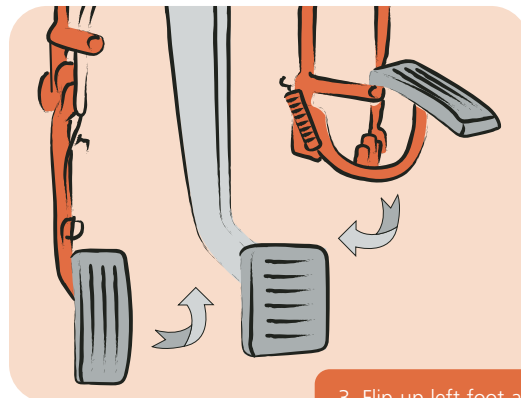
If you have difficulty holding or turning a steering wheel, or have the use of only one hand, you can have a steering wheel ball fitted. Many people use a steering wheel ball to aid steering with one hand, while they use the other hand to operate a push/pull hand control. As well as helping you to turn the wheel easily, it can also be further adapted to include additional switches to operate indicator lights, horn and main-beam flash/dip lights.



2. Steering wheel ball

### What's right for you?

- If you have difficulty activating the clutch, opt for a car with automatic transmission
- If you have difficulty operating the brake and accelerator, you could choose a hand control. See diagram 1
- If you need to steer with one arm only, a steering ball – perhaps with infra-red secondary controls – may be the answer. See diagram 2
- If you are unable to use your right leg, you might choose a left foot accelerator pedal (in a car with automatic transmission). See diagram 3
- If you have weakness in the arms, lightened, power-assisted steering may help to reduce tiredness in your arms when you drive.



3. Flip-up left foot accelerator



## Adaptations to meet your needs:

# 2. Signalling, safety and so much more...

### There are adaptations that can help with:

- Locating and turning the ignition key
- Putting the hand brake off and on
- Moving the gear selector
- Using the indicators, horn, wipers and lights
- Selecting options for your comfort and convenience, such as the radio or air conditioning.

Secondary driving controls can be adapted by simple attachments which make specific hard-to-reach or hard-to-use controls easier to use. Or they may bring all the controls together in one easy-to-access place. Some can be positioned so that there is no need to take your hand off the steering wheel to use them. They are often used either alongside or as part of the primary controls. For example, you might find it helpful to have an indicator switch on a hand control.

The simpler secondary controls tend to be mechanical or electronic. If you opt for combined controls (which usually work from a single pad for multiple functions) you'll find these often use infra-red technology. As with primary driving controls, it's your specific driving requirements which matter. You might want just one adaptation for added comfort – such as an extension for a heater control. But if you are considering a combined control with more features, look for buttons that are within easy reach and well spaced for your hands. You should be able to tell them apart by touch.

Take time to familiarise yourself with the operations while the vehicle is stationary. It's essential to check with your Motability dealer or adaptation installer that the car you choose has electronic systems compatible with the controls you need.

### What's right for you?

- Drivers with limited finger dexterity or weakness in the wrist might have a key turner fitted. If hand movement is more limited, push button ignition can be a good solution
- Difficulties releasing the hand brake can be solved by an easy button push, cantilever hand brake – or even an electric hand brake if necessary
- If you have weakness or limited movement in your left arm, the gear selector on your automatic transmission can be made to work at the touch of a button or even electronically
- If it's difficult to move your arm or fingers, extending indicator switches or an infra-red control box make it easy to activate indicators, horn, wipers and lights.



# Quick guide to popular adaptations



Push/pull control

## Push/pull hand control

If you are unable to use the foot pedals in your car, a push and pull device will enable you to control the speed with your hand.

### Operation:

Push the lever forward to apply the brake and pull it backwards to apply the accelerator.

## Radial accelerator

Similar to the push and pull control, the radial accelerator can help you control the speed of your car if you are unable to use the foot controls.

### Operation:

To accelerate, push downwards on the lever in a slight radial action, pushing the lever away from the body to brake.



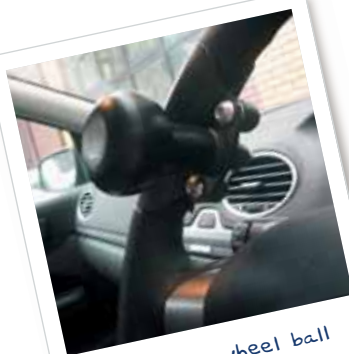
Radial accelerator

## Steering wheel ball

If you have difficulty holding or turning a steering wheel or have the use of only one hand, having a steering wheel ball fitted means you will have more control when steering your car.

### Operation:

Simply hold the ball, making sure your hand is comfortable, and use it to push the steering wheel in the direction you need.



Steering wheel ball

## Left foot accelerators

If you are unable to use your right leg, you could use a pedal transfer to switch the accelerator to the opposite side, enabling you to control the speed with your left foot.

### Operation:

For a twin flip accelerator, you pull down the pedal required, the other pedal flips up automatically. You can then use that pedal while the other is safely folded up out of the way. Floor mounted left foot accelerators operate with a guard to cover the pedal not in use.



Left foot accelerators

## Easy release hand brake

If you have limited strength or flexibility in your arms an easy release hand brake device will reduce the effort needed to apply and release the hand brake.

### Operation:

This will depend on the type of device you choose. Some are operated by buttons and some by a small lever.



Easy release hand brake



If you use your boot to carry shopping or luggage, a rooftop stowage system could be a good option.

Adaptations to meet your needs:

### 3. Stowage systems

Wheelchair stowage systems load and store wheelchairs either inside a vehicle or on its roof, so there's no need for manual lifting. They range from light hoists for manual wheelchairs to tail-lifts fitted to the rear of the car. The more common adaptations tend to be either roof or boot mounted. The type of hoist required will depend on the size and weight of the wheelchair.

Wheelchairs or scooters come in many different sizes and shapes, so Motability strongly recommends discussing your specific requirements with an installer. Your Motability accredited adaptation installer will be able to give you advice on the suitability of the system for use with your chosen car and wheelchair.

#### Rooftop wheelchair stowage systems

These will store a manual folding wheelchair on the roof of the vehicle. You transfer directly to the car and the stowage system lifts the wheelchair into its protective box on the roof. The driver can load the wheelchair without assistance, using a remote control. Alternatively, if you are more often the passenger than the driver, the system can be installed on the passenger side.

If you often travel with other equipment or luggage, it's worth noting that a rooftop system leaves the boot free for other items.

#### Boot stowage systems

These allow you to store either a manual or electric wheelchair, or a scooter, in the rear of the vehicle. They can be operated manually or by remote control. Depending on the model, they can raise or lower a wheelchair/scooter to the level of the boot or, additionally, move it in and out.

#### What's right for you?

- If you use a wheelchair or scooter and want truly independent motoring, you may choose a driver-operated stowage system
- Passenger-operated stowage systems can be useful in a wide range of situations
- Whatever hoist you choose, you'll need to match the weight of the wheelchair to the load-bearing ability of the hoist
- If you prefer a boot-mounted hoist, the size and shape of storage space within the vehicle is important.



Independence starts the moment you get into your car – so you'll want this to be as easy and comfortable as possible.

Adaptations to meet your needs:

## 4. Seating and access

Seating solutions are adaptations which allow ease of access or increased comfort for the driver or passenger. The swivel or rotating seat is the most common. Generally, swivel seats work better in 2-door vehicles where the doors are wider than 4-door models. Electronically adjustable seats are often found in higher specification models or can sometimes be added as a manufacturer fitted option.

Take time to find the shape of seat that best suits your individual needs. Make sure you try getting into and out of the seat from both road and kerb level – and check out the roof height if your adaptation is going to raise the level of the seat.

Your adaptation supplier can arrange a demonstration of any modifications that they propose and give you advice on the suitability for your chosen make and model of car.

### What's right for you?

- If you just need a little extra help when getting in and out of the car, you can choose a very simple device that inserts into the doorframe and helps to support your body weight
- If you require additional leg or lumbar support when sitting in the car, replacement seats may solve the problem
- If you have stiff legs, make sure that a swivel seat slides back far enough for you to get in
- If bending down is a problem, one solution is to have the car seats raised or adjusted electronically by a Motability accredited adaptation company
- If you find it difficult to swing your legs into the car, turning cushions can rotate you on the car seat, and they are height adjustable.



Take time to find the seat that best suits your individual needs

Arrange a demonstration with the adaptations installer or Mobility Centre



We're here to help you get the adaptation that's right for you

With the Motability Managed Adaptations Programme there are lots of people who can help you make the right decision when it comes to choosing your adaptations.

## Gather information and take advice

### Talk to Motability Customer Services

Our Customer Services team makes a good starting point when you're considering adaptations. They can answer specific questions or just talk you through how the adaptations programme works. They understand which adaptations are available and can direct you to further sources of information – such as accredited installers in your area.

Call **0845 456 4566** or **Minicom 0845 675 0009**.

### Look at the Motability website

You can find the latest prices for all available adaptations on our website, and you can also find your nearest Motability accredited adaptation installers using our '*Find a Dealer*' tool.

The online Vehicle Suitability Guide is also a useful resource. Simply answer some questions about your needs and driving lifestyle to find out about vehicle types and possible adaptations that may be suitable for you.

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

### Visit a Mobility Centre

If you have never used an adaptation before or your condition has changed, visiting a Mobility Centre for an assessment is a good idea. There are centres across the United Kingdom which offer advice and assessments to people who wish to begin, or return to driving following an illness, injury or accident. They also offer advice about getting in and out of a car or loading and transporting a wheelchair or a scooter. See page 16 for more information.

### Contact Motability accredited adaptation manufacturers and installers

Some of the participating manufacturers and installers produce their own information and provide advice which may be helpful. They may also be able to demonstrate the specific products they offer.

For a full list of manufacturers and their products visit [www.motability.co.uk](http://www.motability.co.uk), or for a selection of the most popular adaptations see the Car Price Guide, call **0845 456 4566** to request your copy.

### Get information from Ricability

Ricability, the trading name for the Research Institute of Consumer Affairs (RICA), offers independent consumer information on many topics including:

- Car controls – a guide for older and disabled people
- Getting a wheelchair into a car
- Ins and outs of choosing a car – a guide for older and disabled people
- People Lifters – devices which help wheelchair users get into a car.

You can read or download the information from their website at [www.ricability.org.uk](http://www.ricability.org.uk).

### Get in touch with other disabled drivers

You can contact Mobilise (formerly known as Disabled Drivers' Association and Disabled Drivers' Motor Club) on **01508 489449** or [www.mobilise.info](http://www.mobilise.info).

## Contact a Mobility Centre to get expert assessment and advice on suitable adaptations.

If you are an experienced user, you may already be in touch with a particular Motability accredited manufacturer or installer. If you've never used adaptations before, it can be useful to have a driving assessment at your nearest Mobility Centre, or even take some extra driving lessons from a driving instructor who is suitably qualified in teaching drivers who use adaptations.

### Visit a Mobility Centre

The Forum of Mobility Centres is a charitable network of centres providing driving assessments and useful information. Their practical and independent advice is designed to enable you to make informed choices about your mobility needs.

Located throughout the UK, Mobility Centres employ qualified occupational therapists and driving instructors who are best positioned to offer advice. They can provide an assessment for any driver who feels they may benefit from adaptations, together with details of driving instructors who are trained in teaching drivers who use adaptations.

If you book your assessment through Motability your assessment will be free of charge. To request more information please call us on **0845 456 4566**.

If you live in Scotland you should contact your GP to arrange your free Mobility Centre assessment.

For over the phone advice or for more information about Mobility Centres call **0800 559 3636** or visit their website

[www.mobility-centres.org.uk](http://www.mobility-centres.org.uk)



### Mobility Centres:

#### South West England

- Bristol Mobility Service of the Disabled Living Centre
- Cornwall Mobility Centre
- Southampton Mobility Centre

#### South East England

- Queen Elizabeth's Foundation Mobility Centre (Surrey)
- DART Driving Assessment & Advice Centre (Kent)
- Hertfordshire Action on Disability Mobility Centre

#### East Anglia

- Kilverstone Mobility Assessment Centre (Norfolk)

#### West Midlands

- Birmingham Regional Driving Assessment Centre
- Oxford Mobility Centre

#### North West England

- Wrightington Mobility Centre (Lancashire)

#### North England

- William Merritt Disabled Living Centre & Mobility Service (Leeds)
- Derby DrivAbility

#### North East England

- North East Drive Mobility (Newcastle-upon-Tyne)

#### Northern Ireland

- Northern Ireland Mobility Centre (Belfast)

#### Scotland

- Scottish Driving Assessment Service (Edinburgh)

#### Wales

- Mobility & Driving Assessment Service (Cardiff)
- Mobility & Driving Assessment Service (Denbighshire)

The Forum of Mobility Centres:

**0800 559 3636**

can offer advice on driving, adaptations and more information about the centres listed.

## Motability accredited adaptation manufacturers

Accredited adaptation manufacturers are able to give advice on their own adaptation products and will also be able to provide details of nationwide installers who fit their products. The majority of Motability accredited installers are able to install simple secondary controls and modifications, more

complex or combined secondary controls may not be available from all manufacturers. To find your local adaptation installer use our online '*Find a Dealer*' tool at [www.motability.co.uk](http://www.motability.co.uk), choose the Adaptation Installer option and insert your postcode or nearest town.

### For speed and steering solutions

Adaptatcar Ltd	01769 572785
Alfred Bekker	01377 241700
Autoadapt UK Ltd	01213 335170
Brig-Ayd Controls Ltd	01707 322322
Cowal Mobility Aid Ltd	01494 714400
Chris Elliott Adaptations	01733 333023
Eclipse Vehicle Adaptations Ltd	01443 813656
Elap Mobility	08000 433159
Jeff Gosling Hand Controls Ltd	01614 302151
Jim Doran Hand Controls	02476 460833
McElmeel Mobility Services Ltd	028 3752 5333
Mobility Conversions	01617 459737
PB Conversions	01525 850588
Techmobility	01376 564499

### For rooftop stowage systems

Autoadapt UK Ltd	01213 335170
Autochair Ltd	0800 214045
Braiden International Ltd	01623 422922
Cowal Mobility Aid Ltd	01494 714400

### For secondary controls, such as indicator, horn & light switches

Autoadapt UK Ltd	01213 335170
Elap Mobility	08000 433159
Lodgesons	0870 0132420
Techmobility	01376 564499

### For seating solutions

Autoadapt UK Ltd	01213 335170
Elap Mobility	08000 433159

### For boot stowage systems

Autoadapt UK Ltd	01213 335170
Autochair Ltd	0800 214045
Brig-Ayd Controls Ltd	01707 322322
B&S Autoaanpassing	+31 229285010
Cowal Mobility Aid Ltd	01494 714400
KC Mobility Solutions Ltd	01924 442386
McElmeel Mobility Services	028 3752 5333
Techmobility	01376 564499

The full list of adaptations available through the Motability Managed Adaptations Programme (MMAP) is available at [www.motability.co.uk](http://www.motability.co.uk). Prices are for adaptations fitted as part of the MMAP at the start of your agreement only. For adaptations not covered by the MMAP or those fitted during your lease, you need to inform Royal & SunAlliance Motability (R&SAM) and Motability Operations, prior to any installation, to ensure you have adequate insurance. Only a Motability accredited adaptation installer should fit and/or remove adaptations.



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

**A.** Ordering your adaptations through your dealer is the only way to take advantage of the great deals offered through the Motability Managed Adaptations Programme. You can arrange adaptations from elsewhere, however the manufacturer and installer must be Motability accredited and you will need to contact Royal & SunAlliance Motability (R&SAM) to ensure that your car is still covered by your Motability insurance policy.

# Frequently Asked Questions

## Q. Am I able to get more than one adaptation through the Motability Managed Adaptation Programme?

A. Yes you can. Check the Car Price Guide or [www.motability.co.uk](http://www.motability.co.uk) for the latest prices. Like the cars on the Scheme, the prices of the adaptations change every three months. If all of your chosen adaptations have a 'NIL' advance payment, then you won't need to pay anything.

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

A. The Motability Managed Adaptations Programme is designed specifically to take the worry out of ordering your new car. Your Motability dealer will keep you informed of progress. If the delivery date changes for any reason, you'll be informed – and if you are renewing, you won't be left without a car.

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

A. In some cases yes, but some adaptations such as hand controls are not suitable for transfer, please check with your installer or manufacturer. You must advise R&SAM for insurance purposes and remember, all adaptations must be fitted by an accredited installer.

## Q. How do I order adaptations, which are not listed in the Price Guide?

A. Contact your local adaptation installer directly to discuss your particular requirements. You will need to pay separately for these additional adaptations and ensure that R&SAM have been informed.

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

A. Many adaptations on the Scheme are now available at no additional cost, but if you are unable to afford essential adaptations, Motability may be able to help (financial help can only be given towards the least expensive solution that meets your mobility needs). Call **0845 456 4566** for more information.

## Q. What isn't covered by the price shown in the price guide?

A. The price does not cover:

- Any significant adjustments or additional parts required to make the adaptation suitable for your specific requirements at the time of fitting
- Adjustments or changes to your adaptations during the Contract Hire period
- Any costs resulting from misuse of the adaptations.

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

A. You can only order adaptations through your Motability dealer when ordering a new car. If you are part way through your contract you can still order accredited/approved adaptations but this can only be done directly with an accredited installer. You will need to inform R&SAM to ensure you have adequate insurance.

## Q. If I use the Motability Managed Adaptations Programme, do I still need to tell R&SAM about my adaptations?

A. We'll take care of that. Adaptations are automatically covered by R&SAM if installed via the Motability Managed Adaptations Programme.

## Q. Who should remove adaptations?

A. At the end of the contract, you can return your car with the adaptations in place. There's no need to pay extra to have them removed. On more expensive adaptations which are reusable – such as roof top hoists – we plan to introduce a service which will arrange the removal from your old car and refit it to your new one.



Got more questions?

## Ask Mo

Our online assistant can answer your questions about adaptations at [www.motability.co.uk](http://www.motability.co.uk).

Not online?

Call **0845 456 4566**.

# Motability at a glance...

You can apply to join the Motability Scheme if you receive the Higher Rate Mobility Component of the Disability Living Allowance or the War Pensioners' Mobility Supplement.

You can exchange your higher rate allowance for a worry free package that includes:

- ✓ a new car every 3 years
- ✓ insurance
- ✓ road tax
- ✓ breakdown cover
- ✓ servicing and maintenance
- ✓ free tyres and windscreen repair
- ✓ 60,000 miles allowance over 3 years
- ✓ as well as some adaptations

There are no waiting lists, credit checks or assessments. Make your choice from over 3,000 cars from the major manufacturers and order at your local dealership.

*You choose the car, we do the rest...*

Visit [www.motability.co.uk](http://www.motability.co.uk) or call 0845 456 4566 to find out more

If you would like this guide in large print or an alternative format, please call 0845 456 4566

#### **Motability Operations**

City Gate House  
22 Southwark Bridge Road  
London SE1 9HB

Customer Helpline: 0845 456 4566  
Minicom: 0845 675 0009

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