

Advocacy Approach for Motability Operations

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1. Introduction

At Motability Operations, we are committed to enhancing the lives of disabled people by providing mobility solutions that empower independence and improve quality of life. Our advocacy approach is our commitment to societal progress, equity for our disabled customers and aims to guide our interactions with stakeholders, policymakers, and the wider community. This document outlines our approach to advocacy, which we define as ‘improving understanding by using evidence to ensure the needs of our disabled customers are considered’.

Scope

This approach applies to employees of Motability Operations, the organisation responsible for the day-to-day management and operation of the Motability Scheme under contract to the Motability Foundation, which includes:

- Leasing vehicles, powered wheelchairs, and scooters to disabled people
- Providing comprehensive support services to Scheme users, including insurance, maintenance, and roadside assistance.
- Ensuring the affordability and accessibility of mobility solutions for eligible people.

We work with stakeholders to improve understanding of what we do and to ensure, the needs of our customers are considered by Government, the industry and the public.

The Motability Foundation engages with the Government about the administration of the Motability Scheme and in reference to its wider role helping all disabled people make the journeys they choose.

2. Our Advocacy Principles

Motability Operations advocates for policies and practices that advance the mobility and independence of disabled people. Our key principles include:

2.1 Commitment to mobility

Motability Operations is focused on delivering high-quality, reliable, and good value mobility solutions for eligible people through our vehicle leasing services. We use customer insight to influence and advocate for their benefit.

2.2 We are apolitical

Motability Operations exists for the benefit of people in receipt of the higher-rate mobility allowance and other

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qualifying allowances. This allowance and the eligibility for it is determined by the Government. We do not favour any political party or ideology and we do not donate money to any political party.

2.3 Collaboration and partnerships

We believe in the power of collaboration and seek to work with organisations and other stakeholders to achieve shared goals. By fostering partnerships, we can amplify our impact and drive meaningful change.

2.4 Inclusivity and Representation

Our advocacy efforts are rooted in inclusivity, ensuring that the voices of disabled people are heard and represented. We strive to create an environment where all people can achieve their full potential.

2.5 Evidence-Based Advocacy

We are committed to using data and research to inform our advocacy positions. By leveraging evidence-based insights, we can effectively communicate the needs and benefits of our mobility solutions to policymakers, relevant trade or industry associations, and the public.

2.6 Responsible Advocacy Principles

Motability Operations will only seek to influence an individual, party or Government organisation on any issue that falls within its purpose or has a likely impact on the business and its stakeholders. Any activity will be supported by and overseen by Motability Foundation.

2.7 Conflict of Interests

A conflict of interest exists when a Motability Operations employee's role requires them to take a contrary position to a personal, financial or other interest or duty they hold. It is the responsibility of employees to disclose a conflict of interest by discussing it with their manager or member of the People Team. If the employee requires independent external advice, they should access the employee assistance programme (EAP) through the confidential helpline. Where a financial incentive is offered, the employee must disclose this against the guidance outlined in the Bribery and Fraud policy.

2.8 Revolving Door Policy

All applicants from public and private sector roles must meet the minimum requirements of any advertised role. Motability Operations and any applicants that have held government

positions will adhere to the relevant guidance produced by The Advisory Committee on Business Appointments (ACOBA)¹.

3. Advocacy Activities

Stakeholder Collaboration

Motability Operations collaborate with various stakeholders, including disability advocacy groups, healthcare providers, and industry partners, to advance our advocacy goals and ensure a cohesive approach to mobility solutions.

Engagement with Policymakers

Motability Operations and the Motability Foundation actively engage with policymakers to advocate for legislation and policies that promote the mobility and independence of disabled people in receipt of the higher rate of mobility and other qualifying benefits.

4. Conclusion

Motability Operations is dedicated to advocating for the needs and rights of disabled people in receipt of the high rate of mobility allowance. Through our commitment to mobility, collaboration, inclusivity, and evidence-based advocacy, we strive to create a more accessible and inclusive society.

¹ <https://www.gov.uk/government/organisations/advisory-committee-on-business-appointments>



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