

Accessible Vehicles and Equipment Scheme

Application for Accreditation



Scottish Government
Riaghaltas na h-Alba
gov.scot

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Glossary of terms

Micro enterprise

A micro enterprise is an enterprise which both:

- employs fewer than 10 people
- has an annual turnover and/or annual balance sheet total does not exceed £1.57 million.

Small enterprise

A small enterprise is an enterprise that both:

- employs fewer than 50 people
- has an annual turnover and/or annual balance sheet total does not exceed £7.86 million.

Medium enterprise

A medium enterprise is an enterprise which is neither micro or small that both:

- employs fewer than 250 people
- has an annual turnover not exceeding £39.28 million and/or an annual balance sheet total not exceeding £33.78 million.

Supported business

A supported business is an economic operator who has both:

- social and professional integration of disabled or disadvantaged people as its main aim
- a workforce made up of at least 30% disabled or disadvantaged people.

Supported employment

A supported employment programme is an employment programme operated by an economic operator who has both:

- social and professional integration of disabled or disadvantaged people as its main aim
- a workforce made up of at least 30% disabled or disadvantaged people.

Subcontractor

A subcontractor is a third-party supplier used to deliver elements of the service. This might include third parties the applicant has an agreement with such as breakdown recovery or maintenance and repairs providers.

Disadvantaged worker

A disadvantaged worker is any person who meets one or more of the following criteria:

- has not been in regular paid employment for the previous 6 months
- is between 15 and 24 years of age
- is over the age of 50 years
- has not attained an upper secondary educational or vocational qualification (international standard classification of education 3) or is within two years after completing full-time education and who has not previously obtained their first regular paid employment
- lives as a single adult with one or more dependants
- works in a UK sector or profession where the gender imbalance is at least 25 % higher than the average gender imbalance across all UK economic sectors, and belongs to that under-represented gender group
- is a member of an ethnic minority within the UK and who requires development of their linguistic, vocational training or work experience profile to enhance prospects of gaining access to stable employment.

A severely disadvantaged worker is defined as any person who meets either of the following criteria:

- has not been in regular paid employment for at least 24 months
- has not been in regular paid employment for at least 12 months and belongs to one of the categories mentioned under the definition of 'disadvantaged worker' (other than not having been in regular paid employment for the previous 6 months).

Disabled workers

A disabled worker means any person who is either:

- recognised as a disabled person under national law
- has long-term physical, mental, intellectual or sensory impairment which, in interaction with various barriers, may hinder their full and effective participation in a work environment on an equal basis with other workers.

About this form

This is the form to apply to be an accredited provider for the Accessible Vehicles and Equipment Scheme.

The purpose of the form is for applicants to provide evidence that they meet the following minimum conditions and requirements:

- standard conditions
- minimum service requirements
- minimum requirements for accreditation categories
- the minimum technical requirements.

If the applicant relies on any other entities to meet the accreditation criteria, the applicant must provide evidence to support the capability and capacity to provide such support.

Evidence

Applicants must provide evidence that they meet all of the minimum accreditation criteria. We expect the applicant to include evidence to support their application, such as:

- a detailed business plan
- any relevant certificates or documentation
- promotional flyers
- links to a website
- copies of annual audited accounts
- confirmation of their consumer credit license
- copies of insurance policies
- copies of organisational policies on complaints and customer service
- testimonials.

Exclusions

An application may be excluded if the applicant:

- provides false information
- withholds information that might impact the applicant's ability to meet the minimum requirements and conditions
- is unable to provide supporting documents.

Section 1: Applicant Information

Provide information about the company applying for accreditation and its representatives.

1

Business name

Business type

If the applicant has answered 'other', provide details:

Name of parent company (if applicable)

Name of ultimate parent company (if applicable)

VAT reference number

National identification number

If the applicant is a UK based company, this will be their Companies House number.

Address

Postcode

Country

Website

Main contact

Position/job title

Telephone

Mobile

Country

Representatives

Provide the contact information of any additional people who will represent the applicant for this application other than the main contact.

2

Name of first representative

Position/job title

Address

Postcode

Country

Telephone

Mobile

Email

Name of 2nd representative

Position/job title

Address

Postcode

Country

Telephone

Mobile

Email

3

Select which categories the applicant is seeking accreditation for:

- Cars
- Wheelchair Accessible Vehicles
- Scooters and Powered wheelchairs
- Electric bikes

For questions 4 to 5, refer to the glossary on page 3 and 4 of this form for a definition of:

- small and medium enterprise
- supported business
- disadvantaged worker
- disabled worker.

Only answer question 4 if the applicant is a Small to Medium Sized Enterprise (SME).

4

Is the applicant a small or medium enterprise? Select an option

- small enterprise medium enterprise

5

Does the applicant consider themselves to be a supported business?

- Yes No

Only answer questions 6 to 6e if the applicant is a non-UK business.

6

6a Is the applicant either:

- registered on an official list of approved economic operators (such as the European Union's Authorised Economic Operator list)
- certified under an equivalent national qualification system.

- Yes No

If the applicant has answered **Yes**, answer question 6a.

6b Provide the name of the list or certificate and the relevant registration or certification number, if applicable:

6c If a digital version of the registration or certificate is available, provide:

i) the web address

ii) the issuing authority

iii) the reference in the document

6d Provide both:

- the references the registration or certification is based on
- the classification obtained in the official list, where applicable.

6e Will the economic operator be able to either:

- provide a certificate with regard to the payment of social security contributions and taxes
- provide instructions for the Scottish Government to obtain the certificate from a national database free of charge.

Yes No

6f If a digital version of the registration or certificate is available, provide:

i) the web address

ii) the issuing authority

iii) the reference in the document

Group applications

In this section, the applicant should provide information on any others that will form part of the applicant's application.

7

7a Is the applicant applying in partnership with others as part of a group, consortium or joint venture?

Yes No

7b Provide details of the role of the applicant in the partnership. For example, is the applicant the leader or responsible for specific tasks?

7c Provide the name of the other party in the group, consortium or joint venture:

7d Name of group (if applicable):

Other entities the applicant relies upon to meet the minimum criteria

In this section, provide details of any other entities the applicant relies upon to meet the minimum criteria.

An applicant can rely upon the capacities of another entity or entities in respect of:

- their economic and financial standing
- their technical and professional ability
- quality assurance schemes and environmental management standards.

Another entity is not the same as using a subcontractor to deliver elements of the service, such as breakdown cover or insurance.

8

8a Does the applicant rely on the capacities of other entities to meet any of the following where relevant:

- standard conditions
- minimum service requirements
- minimum requirements for each accreditation category.

Yes No

8b If the applicant has answered yes, provide details of the support provided by the other entity.

Evidence reminder

If the applicant has answered yes to question 9, the applicant must provide evidence that any other entities have the capacity and capability to provide the support.

Subcontractors

In this section, provide details of any subcontractors. See the glossary on page 3 and 4 for a definition of subcontractor.

8c Does the applicant intend to subcontract any share of the service to third parties?

Yes No

8d If yes, list the proposed subcontractors:

Section 2: Grounds for exclusion

Misrepresentation

The applicant may be excluded from the process or any accreditation awarded to them may be terminated if they either:

- fail to disclose information relevant to this section
- misrepresent the information disclosed.

In this section, the applicant may be asked to provide any relevant documentation. By providing this information, the applicant agrees that the Scottish Government may retrieve the documentation subject to both:

- the national rules implementing Directive 95/46/EC on the processing of personal data
- in particular the special categories within Directive 95/46/EC for handling data on offences, criminal convictions or security measures.

The applicant uses the response as a self-declaration that meet the relevant selection criteria and that they either:

- have not breached any of the mandatory and discretionary exclusion grounds
- can demonstrate to the Scottish Government they have taken self-cleansing measures as per the guidance of the Public Contracts Regulations 2015.

Grounds for exclusion

Grounds relating to common convictions

- the common law offence of conspiracy where conspiracy relates to either:
 - participating in a criminal organisation as defined in Article 2 of Council Framework Decision 2008/841/JHA on the fight against organised crime(40)
 - an offence under sections 28 or 30 of the Criminal Justice and Licensing (Scotland) Act 2010
- corruption within the meaning of either:
 - section 1(2) of the Public Bodies Corrupt Practices Act 1889
 - section 1 of the Prevention of Corruption Act 1906, where the offence relates to active corruption as defined in Article 3 of the Council Act of 26th May 1997 and Article 3(1) of Council Joint Action 98/742/JHA
- bribery or corruption within the meaning of sections 68 and 69 of the Criminal Justice (Scotland) Act 2003, where the offence relates to active bribery or corruption
- bribery within the meaning of sections 1 or 6 of the Bribery Act 2010 where the offence relates to fraud affecting the European Communities' financial interests as defined by Article 1 of the Convention on the protection of the financial interests of the European Communities:
 - the offence of cheating the Revenue
 - the common law offence of fraud
 - the common law offence of theft or fraud
 - fraudulent trading within the meaning of section 458 of the Companies Act 1985, or section 993 of the Companies Act 2006
 - fraudulent evasion within the meaning of section 170 of the Customs and Excise Management Act 1979 or section 72 of the Value Added Tax Act 1994
 - an offence in connection with taxation in the European Union within the meaning of section 71 of the Criminal Justice Act 1993
 - the common law offence of uttering
 - the common law offence of attempting to pervert the course of justice;
- any offence listed in either
 - section 41 of the Counter-Terrorism Act 2008
 - Schedule 2 to that Act where the court has determined that there is a terrorist connection
- money laundering within the meaning of sections 340 and 415 of the Proceeds of Crime Act 2002
- an offence in connection with the proceeds of criminal conduct within the meaning of section 93A, 93B or 93C of the Criminal Justice Act 1988
- any offence under Part 1 of the Human Trafficking and Exploitation (Scotland) Act 2015 or under any provision referred to in the Schedule to that Act
- an offence in connection with the proceeds of drug trafficking within the meaning of section 49, 50 or 51 of the Drug Trafficking Act 1994
- any other offence within the meaning of Article 57(1) of the Directive as defined by the law of any EEA state or any part of it.

9

9a Has any of the following been the subject of a conviction by final judgement within the last 5 years for one of the reasons listed above:

- the applicant
- any person who is a member of its administrative, management or supervisory body
- any person who has powers of representation, decision or control
- any other entities the applicant relies upon to meet the minimum criteria.

Yes No

If the applicant has answered **Yes**, continue to questions 9b to 9d.

If the applicant has answered **No**, go to question 10

9b If a digital version of the documentation is available, provide:

- i) the web address
- ii) the issuing authority
- iii) the reference in the document

9c If the applicant answered yes to question 9a, provide:

- i) date of conviction
- ii) reason for the conviction
- iii) who was convicted

9d In case of convictions, has the applicant taken measures to demonstrate its reliability despite the existence of a relevant ground for exclusion (self-cleansing as per the guidance of the Public Contracts Regulations 2015)?

Yes No

Grounds relating to payment of taxes or social security contributions

10

10a Has the applicant or any of its entities met all its obligations relating to the payment of taxes and social security contributions, both:

- in the UK
- in the country registered if not the UK.

Tax

Yes No

Social Security

Yes No

10b Enter the country or member state concerned

10c Enter the amount concerned

£

10d Has this breach of obligations been decided by a judicial or administrative decision?

10e Is the decision final and binding?

Tax

Yes No

Social Security

Yes No

10f Provide the date of the conviction or decision:

10g By other means? Specify:

10h Has the applicant or any of its entities fulfilled or will it fulfil its obligations by both:

- paying or entering into a binding arrangement with a view to paying the taxes
- paying social security contributions due, including, where applicable, any interest accrued or fines.

Tax

Yes No

Social Security

Yes No

If the applicant has selected 'yes', provide details:

10i If a digital version of the relevant documentation concerning payment of taxes or social contributions is available, provide:

i) the web address

ii) the issuing authority

iii) the reference in the document

Grounds relating to blacklisting

11

11a Has the applicant or any of its entities committed an act prohibited under the Employment Relations Act 1999 (Blacklists) Regulations 2010?

Yes No

If the applicant answered **Yes**, answer questions 11b to 11f.

If the applicant answered **No**, go to question 12.

11b What date did the blacklisting occur?

11c Provide details of the blacklist:

11d Has this been established by a judicial decision having final and binding effect?

Yes No

11e Has the applicant taken measures to demonstrate its reliability despite the existence of this ground for exclusion (self-cleansing as per the guidance of the Public Contracts Regulations 2015)?

Yes No

11f If yes, describe these measures:

Grounds relating to insolvency, conflicts of interests or professional misconduct

12

12a Has the applicant or any of its entities committed an act prohibited under the Employment Relations Act 1999 (Blacklists) Regulations 2010?

Yes No

If the applicant answered **Yes**, answer questions 12b to 12c.

If the applicant answered **No**, go to question 13.

12b What date did the blacklisting occur?

12c Provide details of the blacklist:

12d Has this been established by a judicial decision having final and binding effect?

Yes No

12e Has the applicant taken measures to demonstrate its reliability despite the existence of this ground for exclusion (self-cleansing as per the guidance of the Public Contracts Regulations 2015)?

Yes No

12f If yes, describe these measures:

13

13a Has the applicant, to its knowledge, breached its obligations in the fields of environmental law?

Yes No

If the applicant answered **Yes**, answer questions 13b to 13f.

If the applicant answered **No**, go to question 14.

13b What date did the breach occur?

13c Provide details of the breach:

13d Has this been established by a judicial decision having final and binding effect?

Yes No

13e Has the applicant taken measures to demonstrate its reliability despite the existence of this ground for exclusion (self-cleansing as per the guidance of the Public Contracts Regulations 2015)?

Yes No

13f If yes, what measures?

14

14a Has the applicant, to its knowledge, breached its obligations in the fields of labour law?

Yes No

If the applicant answered **Yes**, answer questions 14b to 14f.

If the applicant answered **No**, go to question 15.

14b What date did the breach occur?

14c Provide details of the breach:

14e Has this been established by a judicial decision having final and binding effect?

Yes No

14f Has the applicant taken measures to demonstrate its reliability despite the existence of this ground for exclusion (self-cleansing as per the guidance of the Public Contracts Regulations 2015)?

Yes No

14g If yes, what measures?

15

15a Is the applicant or any of its entities or members in any of the following situations?

- bankrupt

Yes No

- the subject of insolvency or winding up proceedings

Yes No

- in an arrangement with creditors

Yes No

- in any analogous situation arising from a similar procedure under national laws and regulations

Yes No

- having its assets administered by a liquidator or by the court

Yes No

- having its business activities suspended

Yes No

- having its business activities are suspended

Yes No

If the applicant answered **Yes** to any of these questions, answer questions 15b to 15d.

If the applicant answered **No** to all of the questions, go to question 16.

15b Provide details of the situation the applicant or its entities are in:

15c Provide the reasons for being able nevertheless to perform the service, taking into account the applicable national rules and measures on the continuation of business in those circumstances:

15d If a digital version of the relevant documentation concerning payment of taxes or social contributions is available, provide:

- i) The web address
- ii) The issuing authority
- iii) The reference in the document

16

16a Is the applicant or any of its entities guilty of grave professional misconduct?

Yes No

If the applicant answered **Yes**, answer questions 16b to 16d.

If the applicant answered **No**, go to question 17.

16b What date did it happen?

16c Has the applicant taken self-cleansing measures as per the guidance of the Public Contracts Regulations 2015?

Yes No

16d If yes, what measures?

17

17a Has the applicant or any of its entities entered into agreements with other economic operators aimed at distorting competition?

Yes No

If the applicant answered **Yes**, answer questions 17b to 17d.

If the applicant answered **No**, go to question 18.

17b What date did it happen?

17c Has the applicant taken self-cleansing measures as per the guidance of the Public Contracts Regulations 2015?

Yes No

17d If yes, what measures?

18

18a Is the applicant or any of its entities aware of any conflict of interest due to its participation in the application process?

Yes No

18b If yes, give details:

19

19a Has the applicant or an undertaking related to it either:

- advised the Scottish Government on the application
- been involved in the preparation of the application process.

This does not include being involved in user research.

Yes No

19b If yes, give details:

19

19a Has the applicant or any of its entities experienced an early termination or imposed damages or sanctions for any of the following:

- a prior public contract
- a prior contract with a contracting entity
- a prior concession contract.

Yes No

If the applicant answered **Yes**, answer questions 19b to 19d.

If the applicant answered **No**, go to question 20.

19b What date did it happen?

19c Has the applicant taken self-cleansing measures as per the guidance of the Public Contracts Regulations 2015?

Yes No

19d If yes, what measures?

Economic and financial standing check

For disabled people accessing the scheme, continuity of service is of paramount importance. The Scottish Government will carry out an initial check to understand the applicant's financial and economic capacity. This will be undertaken using all of the following:

- existing published accounts
- information available through Dun and Bradstreet
- discussion with the applicants, where necessary.

We will not reject an application on financial grounds without first giving the applicant the opportunity to provide further assurances.

20

20a Does the applicant understand that the Scottish Government will consider their economic and financial standing prior to making any decision on their application?

Yes

No

Section 3: Standard conditions

Applicants must without exception meet all of the standard conditions. Applicants who cannot meet the minimum standard conditions will be rejected.

View the standard conditions in the Scheme Rules.

21

21a Can the applicant and any other entities confirm they meets the standard conditions for

- consumer credit authority Yes No
- appropriate insurance Yes No
- information security Yes No
- insolvency Yes No
- exclusion Yes No
- exit strategy Yes No
- expenses Yes No
- sustainability Yes No

21b Provide the applicant's registration number for the Financial Credit Authority:

Evidence reminder

The applicant must provide all relevant evidence, such as copies of their:

- annual audited accounts
- public liability and employer's insurance
- General Data Protection Regulation (GDPR) statement or policy

Section 4: Minimum service requirements

Accredited providers must deliver a service that meets the minimum requirements for:

- general service
- customer service
- service continuity.

View the minimum service requirements in the Scheme Rules.

22

22a Can the applicant comply with the requirements for general service?

Yes No

22b If the applicant answered no, can they provide both:

- the reasons why the applicant cannot comply
- a plan for how the applicant intends to meet the requirements before accreditation begins.

23

23a Can the applicant deliver a customer service that includes:

- customer service in accordance with the Equality Act 2010

Yes No

- a freephone 24-hour emergency support phone number

Yes No

- a choice of accessible telephone and online contact methods

Yes No

- a website that complies with Web Content Accessibility Guidelines (WCAG) 2.1 (w3.org)

Yes No

- a complaints policy published in a range of accessible formats on their website

Yes No

- a published annual report detailing the number of complaints received, upheld/ refused and average time taken to respond and shared bi-annually with Social Security Scotland

Yes No

23b If the applicant answered no, can they provide both:

- the reasons why the applicant cannot comply
- a plan for how the applicant intends to meet the requirements before accreditation begins.

24

24a Can the applicant comply with the requirements for service continuity?

Yes

No

24b If the applicant answered no, can they provide both:

- the reasons why the applicant cannot comply
- a plan for how the applicant intends to meet the requirements before accreditation begins.

Evidence reminder

Explain in detail how the applicant intends to comply with the minimum service requirements. Include any relevant evidence, such as:

- a detailed business plan for delivering the scheme
- any copies of organisational policies on complaints and customer service
- any client testimonials.

Section 5: Minimum requirements for accreditation categories

In this section, the applicant should describe how they will comply with the minimum requirements for the accreditation category or categories they're applying for.

View the minimum requirements for accreditation categories in the Scheme Rules.

25

25a Has the applicant read and do they understand the minimum requirements for accreditation categories?

Yes No

Only provide a response for the accreditation categories the applicant has chosen to apply for in question 3 of this form.

The applicant must also complete the blank boxes in section 8 (page 36-51) to provide detailed responses for each requirement.

Cars:

25b Is the applicant able to provide all of the minimum requirements for this accreditation category, such as:

- types of car

Yes No

- affordability

Yes No

- leasing arrangements

Yes No

- changes of circumstances

Yes No

- insurance arrangements

Yes No

- maintenance and dealership arrangements

Yes No

- breakdown and recovery

Yes No

- customer service and support

Yes No

Wheelchair accessible vehicles:

25c Is the applicant able to provide all of the minimum requirements for this accreditation category, such as:

- types of wheelchair accessible vehicle

Yes No

- affordability

Yes No

- leasing arrangements

Yes No

- changes of circumstances

Yes No

- insurance arrangements

Yes No

- maintenance and dealership arrangements

Yes No

- breakdown and recovery

Yes No

- customer service and support

Yes No

Scooters and powered wheelchairs and equipment

25d Is the applicant able to provide all of the minimum requirements for this accreditation category, such as:

- types of scooters, powered wheelchairs or equipment

Yes No

- affordability

Yes No

- leasing arrangements

Yes No

- changes of circumstances

Yes No

- insurance arrangements

Yes No

- maintenance and dealership arrangements

Yes No

- breakdown and recovery

Yes No

- customer service and support

Yes No

Electric bikes

25e Is the applicant able to provide all of the minimum requirements for this accreditation category, such as:

- types of electric bike

Yes No

- affordability

Yes No

- leasing arrangements

Yes No

- changes of circumstances

Yes No

- insurance arrangements

Yes No

- maintenance and dealership arrangements

Yes No

- breakdown and recovery

Yes No

- customer service and support

Yes No

Evidence reminder

The applicant should provide supporting evidence such as:

- a detailed business plan
- links to the applicant's website
- promotional materials
- copies of insurance policies
- copies of organisational policies on complaints and customer service
- client testimonials.

Section 6: Minimum technical requirements

In this section, the applicant should show their ability to comply with the minimum requirements for the accreditation category or categories they're applying for.

View the minimum technical requirements in the Scheme Rules.

26

26a Is the applicant able to meet the minimum technical requirements for accreditation?

Yes No

26b If the applicant answered no, can they provide both:

- the reasons why the applicant cannot meet the requirements
- a plan for how the applicant intends to meet the requirements before accreditation.

Section 7: Declaration

The applicant must sign the declaration and provide the information requested before submitting the application to the Scottish Government or before uploading it to the relevant online sites.

27

27a Can the applicant and its other entities confirm that:

- it has not been guilty of serious misrepresentation in supplying the information required to verify both that:

- ▶ there are no grounds for exclusion
- ▶ they satisfy the selection criteria.

Yes No

- It has not withheld such information

Yes No

- It has been able, without delay, to submit the supporting documents required by the Scottish Government

Yes No

- It has not undertaken to unduly influence the decision making process of the Scottish Government to both:

- ▶ obtain confidential information that may confer upon it undue advantages in the Application Process
- ▶ to negligently provide misleading information that may have a material influence on decisions concerning exclusion, selection or award.

Yes No

The undersigned formally declare that all the information provided in this application form:

- is accurate and correct
- has been set out in full awareness of the consequences of serious misrepresentation

The undersigned formally consent to the Scottish Government gaining access to documents supporting the information, which has been provided in this application form for the purposes of this accreditation application.

Signature(s)*(where required or necessary):

1	2	3
Name:	Name: :	Name: :
Position:	Position:	Position:
Email:	Email:	Email:
Date: : DD MM YYYY	Date: DD MM YYYY	Date: DD MM YYYY
Place:	Place:	Place:

This form should be returned either by email to by 24th February 2023 to AVE@gov.scot

or by post to:
Disability Benefits Policy Unit
Social Security Directorate
Area 1B South
Victoria Quay
Edinburgh
EH6 6QQ

Applications received after the closing date will not be accepted. View our privacy statement.

Section 8: Detailed applicant responses

Use the table below to provide detailed responses to questions 27 to 28c.

Applicants must both:

- refer to the minimum requirements for accreditation categories
- explain how they meet each of the requirements for the accreditation category they're seeking accreditation for.

Accreditation category	Requirement	Detailed applicant response
Cars	Types of cars	
Cars	Affordability	Detailed applicant response

Accreditation category	Requirement	Detailed applicant response
Cars	Leasing arrangements	
Cars	Changes of circumstances	Detailed applicant response

Accreditation category	Requirement	Detailed applicant response
Cars	Insurance agreements	
Cars	Maintenance and dealership arrangements	Detailed applicant response

Accreditation category	Requirement	Detailed applicant response
Cars	Breakdown and recovery	
Cars	Customer service and support	Detailed applicant response

Accreditation category	Requirement	Detailed applicant response
Wheelchair accessible vehicles	Types of wheelchair accessible vehicle	
Wheelchair accessible vehicles	Affordability	Detailed applicant response

Accreditation category	Requirement	Detailed applicant response
Wheelchair accessible vehicles	Leasing arrangements	
Wheelchair accessible vehicles	Changes of circumstances	Detailed applicant response

Accreditation category	Requirement	Detailed applicant response
Wheelchair accessible vehicles	Insurance agreements	
Wheelchair accessible vehicles	Maintenance and dealership arrangements	Detailed applicant response

Accreditation category	Requirement	Detailed applicant response
Wheelchair accessible vehicles	Breakdown and recovery	
Wheelchair accessible vehicles	Customer service and support	Detailed applicant response

Accreditation category	Requirement	Detailed applicant response
Scooters and powered wheelchairs	Types of scooters and powered wheelchairs	
Scooters and powered wheelchairs	Affordability	Detailed applicant response

Accreditation category	Requirement	Detailed applicant response
Scooters and powered wheelchairs	Leasing arrangements	
Scooters and powered wheelchairs	Changes of circumstances	Detailed applicant response

Accreditation category	Requirement	Detailed applicant response
Scooters and powered wheelchairs	Insurance agreements	
Scooters and powered wheelchairs	Maintenance and dealership arrangements	Detailed applicant response

Accreditation category	Requirement	Detailed applicant response
Scooters and powered wheelchairs	Breakdown and recovery	
Scooters and powered wheelchairs	Customer service and support	Detailed applicant response

Accreditation category	Requirement	Detailed applicant response
Electric bikes	Types of electric bike	
Electric bikes	Affordability	Detailed applicant response

Accreditation category	Requirement	Detailed applicant response
Electric bikes	Leasing arrangements	
Electric bikes	Changes of circumstances	Detailed applicant response

Accreditation category	Requirement	Detailed applicant response
Electric bikes	Insurance agreements	
Electric bikes	Maintenance and dealership arrangements	Detailed applicant response

Accreditation category	Requirement	Detailed applicant response
Electric bikes	Breakdown and recovery	
Electric bikes	Customer service and support	Detailed applicant response

Checklist

The applicant must include as much evidence as possible to support their application.
This might include:

- a detailed business plan
- links to the applicant's website
- promotional materials
- copies of organisational policies on complaints and customer service
- client testimonials
- annual audited accounts
- public liability and employer's insurance
- General Data Protection Regulation (GDPR) statement or policy



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