

GBS-POL-H&S-028

Mobility Vehicles

Policy & Procedures

Applicable Company: The Calico Group

Author: Health & Safety

Version Number: 2

Reviewed By SLT

Signed Off By: Health and Safety

Review Cycle: Tri-Annually

Revision Date: 14/04/2025

Next Review Date: 01/06/2028

Policy Checklist Completed? Yes



Contents

1. Amendments	3
2. Introduction	4
3. Policy Statement	4
4. Scope	4
5. Legal and Regulatory Framework	5
6. Key Principles	5
7. Key Risks	.5-6
8. Roles and Responsibilities	6
9. Arrangements for Storing and Charging	7-8
10. Vulnerable residents and Care Settings	8
11. Higher Rise or Complex Buildings	8
12. Employee and Contractor Safety	8
13 Monitoring and Assurance	8-9
14. Enforcement	9
15. Incident Reporting and Learning	9
16. Equality and Diversity	9-10



1. Amendments

Amendment(s)	Reason for Amendment(s)	Authorised by	Date
Updated roles and responsibility titles	Not included previously	J Wilks	12/05/25
Updated H&S manager to Head of H&S	No current H&S manager	J Wilks	12/05/25
Updates to guidance on Fire Safety in line with current advice from Fire Services	Updated guidance	J Wilks	13/05/25
Updates to related strategies, policies and procedures	Updates required	J Wilks	13/05/25
Added Section: Key Principles	Cross referenced GM's inclusion of a Principles Framework and added it to the overall policy.	A Sullivan/G McGiffin	26/05/26
Added an overarching resident's responsibility regarding following guidance to the Tenants' Roles & Responsibilities	Cross referenced GM's document – Adds further clarity to resident responsibilities.	A Sullivan/G McGiffin	26/05/26
Added reference to Calico's zero-tolerance approach in Section 7: Storage of Mobility Scooters	Cross referenced GM's document – Clear and firm wording of Calico's expectations of storage of mobility scooters	A Sullivan/G McGiffin	26/05/26
Added reference to attention to lithium-ion batteries in Section 9: Charging of Mobility Scooters	Added explicit attention to battery-risk when it comes to fire ignition	A Sullivan	27/05/26
Added Section 13: Monitoring & Assurance	Cross referenced GM's document to include performance indicators	A Sullivan	27/05/26
Updated all sections around consistency and duplications. Reworded sections for more concise narrative	General improvements	J Wilks	22/06/26
Updates to EDI section	More mobility vehicles focused less generic	J Wilks	22/06/26
Policy outcomes narrative added under the policy statement	V Webb	J Wilks	08/07/26
Customer Voice narrative added under the policy statement	V Webb	J Wilks	08/07/26

2. Introduction

The Calico Group is committed to supporting the independence, wellbeing, and mobility of residents while ensuring the safety of all occupants, employees, contractors, and visitors.

Mobility vehicles, including scooters and powered wheelchairs, are essential for many residents, however, their storage and charging can introduce fire, obstruction, and electrical risks. This policy sets out how those risks will be managed through proportionate, risk-based controls.

Calico will incorporate safe mobility vehicle storage and charging solutions into new developments and refurbishment programmes where reasonably practicable.

3. Policy Statement

Calico will:

- Support residents to safely use mobility vehicles
- Manage risks in accordance with legal and regulatory requirements
- Ensure fire safety and means of escape are never compromised
- Balance safety with accessibility through reasonable adjustments
- Maintain clear governance, accountability, and assurance.

Clear leadership and accountability will be maintained to ensure this policy is effectively communicated, implemented, and consistently applied across all services.

Policy Outcomes

- Residents who require mobility vehicles can maintain independence safely.
- Escape routes remain free from obstruction.
- Fire risks associated with mobility vehicles are effectively managed.
- Reasonable adjustments are considered consistently.
- Compliance with fire and building safety requirements is maintained.

Customer Voice

Insights from complaints incidents, customer feedback and case reviews will be used to identify themes, improve arrangements and inform policy reviews.

4. Scope

This policy applies to:

- All Calico Homes, Syncora and Safenet managed residential properties
- Communal areas, shared spaces, and external environments
- Employees, contractors, residents, and visitors

It applies to all mobility vehicles used, stored, or charged within Calico Homes and Syncora/Safenet properties.

5. Legal and Regulatory Framework

This policy operates in accordance with:

- Health and Safety at Work etc. Act 1974
- Management of Health and Safety at Work Regulations 1999
- Regulatory Reform (Fire Safety) Order 2005
- Fire Safety Act 2021
- Building Safety Act 2022
- Housing Act 2004 (HHSRS)
- Homes (Fitness for Human Habitation) Act 2018
- Landlord and Tenant Act 1985
- Equality Act 2010

All arrangements reflect current guidance from the HSE, National Fire Chiefs Council, and sector best practice.

6. Key Principles

6.1 Safety First

Life safety is the primary consideration. Escape routes must remain clear and fire risks effectively controlled at all times.

6.2 Risk-Based Approach

All decisions will be based on building-specific and person-centred risk assessments.

6.3 Designated Storage and Charging

Mobility vehicles may only be stored and charged in approved, risk-assessed locations. (see section 9).

6.4 Accessibility and Inclusion

Reasonable adjustments will be considered in line with the Equality Act 2010, ensuring residents are supported without compromising safety.

6.5 Accountability and Assurance

Clear governance arrangements will ensure the policy is implemented, monitored, and continuously improved.

6.6 Continuous Improvement

Incidents, feedback, and emerging guidance will be used to review and enhance arrangements.

7. Key Risks

The primary risks associated with mobility vehicles include:

- Fire risk, particularly from lithium-ion batteries



- Obstruction of escape routes and emergency access
- Smoke spread in communal areas
- Trip hazards
- Electrical risks from unsafe charging practice

8. Roles and Responsibilities

The Calico Homes Senior Leadership Team (SLT)

The Calico Homes SLT will be responsible for ensuring this policy is communicated to all Calico Homes employees as well as new and existing tenants and that the correct procedure is followed. This may be through the Caretakers/Building Managers, Independent Living Manager, Supported Living Manager, Customer Service Manager, Housing with Care Manager and Service Managers. They will be responsible for the implementation of this policy and ensure it is being followed, through regular monitoring and review of the processes.

The Syncora/Safenet Operational Leadership Teams

The Syncora and Safenet OLT's will be responsible for ensuring this policy is communicated to all Syncora and Safenet employees as well as new and existing customers/residents where applicable and that the correct procedure is followed. This may be through the Caretakers/Building Managers and Service Managers. They will be responsible for the implementation of this policy and ensure it is being followed, through regular monitoring and review of the processes.

The above teams are responsible for:

- Ensuring risks are understood
- Ensuring effective implementation of this policy
- Ensuring the policy is communicated across all services
- Providing resources and systems to support compliance
- Monitoring performance and risk through governance frameworks

Group Head of Health and Safety/Senior Business Partner

Will:

- Provide strategic oversight and assurance
- Ensure compliance with legislation and best practice
- Support policy development and review
- Provide guidance on complex or high-risk cases

Service Managers/Operational Teams

Will:

- Implement the policy within their services
- Assess resident requests and confirm safe arrangements
- Communicate requirements to residents
- Monitor compliance and escalate concerns

Tenants/Residents/Customers

Must:



- Obtain permission before acquiring a mobility vehicle
- Follow all guidance on use, storage and charging
- Maintain equipment safely
- Hold appropriate insurance
- Comply with agreed arrangements.

9. Arrangements for Storing and Charging

9.1 General Requirements

Written permission must be obtained prior to any agreement to house mobility vehicles. Requests will be assessed based on:

- Property layout
- Fire risk
- Resident needs
- Impact on others
- Proposed Storage

Upon receipt of any requests a home visit (where applicable i.e. dispersed housing) may need to be arranged.

Where permission is granted:

- The scooter must be stored within the customer's own property or a designated storage area
- The customer must provide proof of adequate insurance cover
- The customer will be required to sign an agreement confirming the approved storage location and compliance with this policy

No alterations may be made to the property or surrounding areas without written permission. Calico Homes will not provide mains power or electrical sockets to scooter storage sheds. Any required electrical works must be funded by the customer, and an electrical test certificate must be provided to Calico Homes prior to use.

In some premises, it may not be physically possible to safely store or charge mobility scooters. Where storage areas are approved, fire-resisting construction should normally provide 60 minutes fire resistance, reduced to 30 minutes where there are no more than three scooters or where automatic fire suppression is provided. Storage arrangements deemed unsafe or installed without written permission will be treated as a breach of tenancy.

9.2 Prohibited Areas

Mobility vehicles must **not** be stored or charged in:

- Corridors
- Lobbies
- Stairwells
- Protected escape routes

A zero-tolerance approach applies to these risks.



9.3 Approved Storage Options

Where permitted, vehicles must be stored:

- Within the resident's property (where safe and if applicable), or
- For all other properties, in designated, risk-assessed storage areas

Calico will provide suitable facilities where reasonably practicable.

9.4 Charging Requirements

Charging must:

- Use manufacturer-approved equipment
- Take place in suitable, ventilated locations
- Not be left unattended
- Not occur overnight
- Comply with fire risk assessment controls

10. Vulnerable Residents and Care Settings

The Calico Group recognises that may be vulnerable. Where required:

- Person-centred risk assessments will be undertaken
- Reasonable adjustments will be considered
- Risks will be balanced against independence and wellbeing
- Links to fire safety measures (e.g. PEEPs) will be considered where appropriate

11. Higher-Rise or Complex Buildings

For higher-rise or complex buildings, we will:

- Incorporate mobility vehicle risks into Safety Case files
- Ensure arrangements do not compromise:
 - Compartmentation
 - Evacuation strategies
 - Fire service access
- Apply enhanced controls where required

12. Employee and Contractor Safety

Calico Homes, Syncora and Safenet will:

- Include mobility vehicle risks in risk assessments
- Inform employees of known hazards before visits where applicable
- Ensure safe access for contractors/inspections and works.

13. Monitoring and Assurance

Compliance will be monitored through:

- Fire Risk Assessments (FRA)



- Health and Safety Inspections and audits
- Performance reporting and KPI's
- Resident/customer engagement and feedback

Performance will be reported through established H&S governance structures such as Occupational Health and Safety Management System Reviews (formally HASP, when appropriate), PowerBi (audit reports), Homes SLT's and Syncora and Safenet OLT's, monthly and quarterly reports as applicable.

The group will maintain accurate records of:

- Resident requests and approvals
- Risk assessments and decisions
- Storage and charging arrangements
- Incidents and enforcement actions

Records will support transparency, accountability, and regulatory compliance.

This Policy will be reviewed every 2 years or following significant incidents, changes in legislation or guidance or findings from audits.

14. Enforcement

Serious breaches of this policy, particularly those affecting fire safety, may result in immediate withdrawal of permission to house mobility vehicles within Syncora, Safenet or Calico Homes properties. Decisions will be made in a trauma-informed and person-centred way, recognising the importance of independence, dignity and wellbeing for residents who rely on mobility aids. We will ensure that we undertake a proportionate approach using the following methods:

- Advice and support
- Written warning
- Formal tenancy action (where required)

Calico Homes, Syncora and Safenet reserve the right to request proof of servicing or maintenance records where necessary. Where a mobility scooter or its charging equipment is found to be in an unsafe condition, we may require its repair, removal, or replacement.

15. Incident Reporting and Learning

All incidents, near misses, and concerns involving mobility vehicles must be:

- Reported (via MyCompliance) in line with current procedures (see accident/incident/near miss policy and procedures).
- Investigated where required
- Used to inform continuous improvement

16. Equality and Diversity



This policy ensures that everyone is supported equitably based on individual needs, with no discrimination or victimisation based on any protected characteristic as outlined in the Equality Act 2010. The Calico Group has considered its public sector equality duties under Section 149 of the Equality Act 2010, which require the following:

- **Eliminating Discrimination:** Taking steps to prevent any form of discrimination, harassment, or victimisation.
- **Advancing Equality of Opportunity:** Ensuring equal opportunities for individuals with protected characteristics compared to those without.
- **Fostering Good Relations:** Promoting positive interactions and mutual understanding between individuals with different protected characteristics.
- **Ensuring Accessibility:** Committed to providing accessible formats of information, such as Braille, large print, and digital formats for those with visual impairments. We also ensure web accessibility for individuals with disabilities and offer translator services to support effective communication for all customers.

Equity Statement

This policy promotes equity by recognising that residents have different levels of mobility, independence and access to resources. Decisions are made on a case-by-case basis to ensure individuals are supported in a way that enables independence while maintaining safety, rather than applying a one-size-fits-all approach.

The Calico Group recognises that this policy may disproportionately affect residents with disabilities, older people and those with reduced mobility, as mobility vehicles are often essential to maintaining independence. Restrictions on storage or charging may also impact individuals with limited financial resources, space constraints, or access to alternative facilities.

To address potential inequalities, the organisation will strive to:

- Undertake person-centred risk assessments considering individual mobility needs
- Identify reasonable adjustments wherever possible without compromising life safety
- Explore alternative storage or charging solutions where standard arrangements are not suitable
- Provide clear, accessible information in appropriate formats and languages
- Apply a flexible and proportionate approach to decision-making
- Work with residents, families and support services to agree safe solutions

This policy has been informed by:

- Feedback from residents and services supporting individuals with mobility needs
- Fire safety risk assessments and incident learning
- Operational experience from supported housing and care environments
- Organisational EDI priorities and Equality Impact Assessment learning.