



PREVENTION



Partner Newsletter

November 2023

Issue #01

Welcome to the first edition of the Hereford & Worcester Fire and Rescue Service (HWFRS) Prevention Partners Newsletter. We will be sending the Newsletter out biannually which will bring together highlights from our work. We hope you will find it helpful. Thank you for your continued support.

Home Fire Safety Visits (HFSV)

Hereford & Worcester Fire and Rescue Service work in partnership with other agencies to target the most vulnerable people within our areas. A FREE Home Fire Safety Visit (HFSV) can be carried out for the more vulnerable such as the elderly, families with young children, people living alone and those with reduced mobility.

The visit includes a home safety check to help reduce the risk of fire in the home, including the checking and fitting of smoke alarms where required. This includes alarms suitable for those with a hearing impairment and giving advice on a fire escape plan. It will also identify any health and care needs that require signposting to local services to help ensure safety and wellbeing.

A Home Fire Safety Visit maximises the opportunity to help individuals stay safe and independent and we would like to encourage partners to speak to their clients about whether they would like a FREE Home Fire Safety Visit.

We ask that partner agencies provide us with detailed information about any risks in the property and if the occupier/s has working smoke alarms so we can prioritise the most urgent referrals.

If you would like to refer a client for a Home Fire Safety Visit, please complete an online referral <http://www.safelincs.co.uk/hfsc> or complete a [referral form](#).

We need to know where vulnerable people live. Having this information will help the team plan how best to deliver our services to help prevent fires. To help us define what we mean by 'vulnerable', we have identified and analysed the factors that put people at an increased likelihood of requiring an intervention or response from our Service. Further information can be found in the [Statement of Intent for Accident Dwelling Fires](#).

HOW SAFE ARE YOU?

Complete your FREE online Home Fire Safety Check now!

www.safelincs.co.uk/hfsc

For further information about a FREE Home Fire Safety Visit call us on

0800 032 1155



Equipment we can provide:

When fire crews or Prevention Technicians visit an occupier to carry out a HFSV, they will make an assessment on what equipment they require to make them safer in their home.

The equipment HWFRS can provide is:



1. Smoke, Heat and Carbon Monoxide alarms

2. Hearing Impaired equipment

If an individual has hearing aids which they take out at night resulting in them being unable to hear the smoke alarms; a strobe light and vibrating pad which goes under the pillow can be linked to their alarms. These can also be linked to heat and carbon monoxide alarms.

3. Fire retardant

Fire retardant bedding, blankets and mats can be provided where there are concerns around careless smoking.

4. Extension Leads

Extension leads can be provided where there is evidence of overloading of sockets.

5. Oil filled Radiators

Oil filled radiators can be provided where it is identified that a household has inadequate heating and they are unable to access a heater themselves.

Cost of Living Campaign

Now we are coming to the colder months the Prevention Team have been planning ahead and putting together a Cost of Living Campaign to support those most vulnerable in our communities.

The cost of living rise will continue to have an impact on fire risks in the home, as people try to reduce the cost of heating their homes and unable to afford to service their appliances.

The Service will be supporting the National Fire Chief's Council (NFCC) Cost of Living: Steps to stay safe campaign. The campaign encourages people to take simple steps in the home to protect themselves from accidental fires and carbon monoxide poisoning.



As part of this campaign, the department have increased the stock of winter warmth packs, oil filled radiators, extension leads and carbon monoxide alarms.

Winter warmth packs can be provided to assist the occupier to keep warm in winter. The pack contains: socks, gloves, hat, thermal mug, light, and blanket. Hot water bottles are only given where appropriate.

Extra advice will be given at HFSVs in relation to candle use, using the correct fuel for woodburning stoves and open fires and heating the person not the property.

The team would like to work alongside partners to ensure we target those most at risk.

Please continue to refer anyone for a HFSV via our referral form or our online referral form.

[The on-line Home Fire Safety Check Form can be accessed via the Service Website.](#) –

Please share this with members of your team, community, your family, friends and neighbours, encouraging them to complete this simple online check.

Free Professionals Hazard Awareness Training

To assist partners in identifying when an individual may benefit from a HFSV, our team of Prevention Engagement Officers can deliver free Professionals Hazard Awareness training; this is for staff members who work with vulnerable individuals.

The training will provide the professional with the awareness to spot fire hazards and unsafe practices around the home and the knowledge on how to refer an individual to us for a free HFSV.

The aim of the training is to reduce death and injury from fire and other hazards through effective partnership working, making every contact count and save more lives.

Please contact the **Prevention Team** for more details and to book:

Tel: **0800 032 1155**

Email: signposting@hwfire.org.uk



Partner Feedback

We carried out our first annual HFSV Partner Feedback Survey earlier this year. As part of our commitment to our communities, we contacted all our partners who have made a referral for a HFSV and partners we have referred on to. Obtaining feedback on how effectively we engage with partners and the referral processes for Home Fire Safety Visits (HFSV) allows us to monitor and review to ensure that systems and processes are updated and improvements are made where required.

We were really pleased to have received so many responses – 64 in total. It was good to see lots of positive comments about the relationship between ourselves and our partner agencies.

As hoped, we received a number of comments regarding the HFSV referral process. This was really helpful and allowed us to examine our processes from your perspective. Following on from this, we put together some Frequently Asked Questions (FAQ) to address the more common themes that were mentioned and to improve our mutual understanding.

If you have not received a copy of the FAQs and would like one, please get in touch. We will be carrying out a further survey in January 2024 – please keep an eye out for the email!

If you would like any further information, please contact the **Prevention Team**:

Tel: **0800 032 1155**

Email: signposting@hwfire.org.uk



If you need any advice or support with regards to signposting or HFSVs, or any of the items mentioned in this newsletter, contact the Prevention Team on **0800 032 1155** or email signposting@hwfire.org.uk



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FIRE AND RESCUE SERVICE



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