



**DEVON &
SOMERSET**
FIRE & RESCUE SERVICE

Organisation name:

Shared Lives SW

Referral code: 250

Partnerships Information Pack



Within this guide you will find information related to vulnerabilities and risk to fire, equipment we can provide, guidance on making referrals, and links to our website and videos.

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Thank you for working in partnership with us. Following on from your recent Trigger Point Awareness session, we are pleased to offer this resource pack with additional information to support with identifying individuals and making referrals into our Home Safety service.

Data highlights eight characteristics which increase the likelihood of fire risk and fire death. These are:

- smoking
- limited mobility
- living alone
- alcohol misuse
- drug use (both prescription and illicit misuse)
- mental health concerns (including memory loss)
- poor housekeeping, such as hoarding or blocked escape routes
- not having a working smoke alarm.

We also know that the factors above are more likely to appear within certain demographic groups, for example:

- older people are more likely to live alone, and over half of victims in dwelling fires live alone
- those over the age of 85 are more likely to experience a combination of health concerns and reduced mobility
- Low-income households are less likely to have advanced fire safety measures within the home.

Individually, these factors increase the risk of fire. A combination of them increases the risk even more and means that appropriate support and risk mitigation becomes more important.

When you identify risk and vulnerability to fire, you should request a Home Safety Visit, using our form. The person needs to agree to have a visit and be aware of the referral.

Identifying vulnerability and risk to fire

The following is a list of vulnerabilities that highlight risk to fire. Please use the hyperlinks to explore information on our website pages. Please note that this list is not exhaustive, and if you are unsure of the risk, please speak to us.

Smoking in the home [Smoking, vaping and e-cigarettes](#)

Limited mobility and physical impairment [Fire safety for people with mobility difficulties](#)

Disorganised living, clutter and hoarding disorders [Read more and watch a video](#) about a firefighter's personal experience with hoarding. Also refer to the clutter rating scale on the [Hoarding Disorders UK website](#).

No working smoke detection

This includes detectors more than 10 years old and powered by mains electricity or battery [Smoke alarms](#)

Portable heaters [Gas and electric heaters](#)

Open fires [Chimneys, open fires and log burners](#)

Sensory impairments [Hearing impairment](#) and [visual impairment](#)

Electricals used inappropriately [Electrical safety](#)

Emollient creams

This applies to all emollient creams, not just paraffin-based creams. To see how quickly emollients ignite and [read more safety information](#).

Read more about [‘specialist health equipment’](#) and the fire risks. This includes medical oxygen, incontinence pads and airflow mattresses, overlays and cushions.

Other risks to consider:

- living alone
- drug and alcohol dependency/misuse
- use of prescribed medication that causes drowsiness
- mental illnesses and diagnosed mental health conditions
- dementia and memory loss
- learning disability
- other health conditions or disabilities.

Equipment

Equipment is provided on a case-by-case basis and is free of charge.



The image shows the equipment we currently offer and includes; (a) smoke alarm testers, (b) fire retardant bedding, throws, blankets and mats, (c) rundown timers, (d) arson-proof letterboxes, (e) extension leads, (f) cooking timers, (g) key hooks, (h) carbon monoxide detectors, (i) smoke detectors, (j) heat detectors, (k) hard of hearing alarms and (l) ashtrays.

There are other adaptations which may also help to reduce someone's risk of fire. For more information please visit [Recommended adaptations website page](#).

Making referrals

Wherever possible, please use our online referral form to make referrals into our service. [Request a home safety visit](#)

If it's not possible to make a referral via our website, you can call us on **0800 05 02 999** between 9am and 4pm. Please check our website for the most up to date information regarding our opening times.

For us to accept a referral, we require the following information:

- your unique organisational reference code
(please select from the drop-down list on our website)

- your details: forename, surname, telephone number and/or email address
- the customer's details: full address and postcode, forename, surname, telephone number
- any additional contact details or third party
- identified vulnerabilities (as described on pages 3 to 4).

In addition to the above, please make us aware of:

- any thatched properties and any previous fires or 'near miss' incidents
- any properties that are unsuitable for lone working, and the reason why
- any risk to our staff entering the property such as known violence or dangerous dogs.

Sharing other information with us

On some occasions you may support someone who will not agree to a Home Safety Visit. As part of our commitment to keeping people safe in their homes, you have the option to submit information to us which could save vital time for our fire crews attending an emergency incident.

If an individual will not agree to a Home Safety Visit or for information to be passed on, you should refer to your own internal processes and Data Protection statements in relation to sharing information with us. This is often supported under the Care Act 2014.

If you are able, please share the following data using [our online form](#)

The only information we can accept, without a home visit is:

- occupants who are unable to self-evacuate (must be bed or chair bound or bariatric), including identification of their usual location
- hoarding rated at Level 6 or above, which is roughly waist height or above and limiting escape routes. For more information on the hoarding scale, please visit: [link to hoarding scale](#)
- domestic Battery Energy Storage Systems (BESS) utilising lithium-ion battery banks, usually associated with solar panels
- flammable gas cylinders normally associated with portable heaters
- risks to fire service representatives, for example, dangerous dogs or other animals, previous aggressive behaviour within the household

- information relating to illegal drug paraphernalia, sharps, explosives, firearms or bladed weapons.

Please inform us if any information changes. If this information is not kept up to date, it may impact our ability to respond appropriately to an incident. Information must be revalidated 12 months after submission using the contact details provided. If we are unable to revalidate, the information could be wholly or partially removed.

Useful links to our website

Fire Safety Talks for groups [request a talk](#)

[Fire safety for carers and professionals](#)

Video links

[What is a Home Safety Visit?](#)

[Trigger Point Awareness refresher](#) **(N.B for staff only, not public facing)**

Clutter image ratings for hoarding [Image Ratings](#)

[Home Safety Visit for families video](#)

[Hoarding and fire risk - Tim's story](#)

Oxygen fire safety [smoking on oxygen](#)

Emollients [The effects of emollient creams on the rate of ignition](#)

E-scooter fire [E-scooter on charge bursts into flames before a huge explosion](#)

E-bike and scooter batteries [Why do e-bike and e-scooter batteries explode?](#)

Resources

We have a range of resources available to support you and your staff in making referrals for Home Safety Visits. Our posters and leaflets are available in paper and electronic formats, and we have organisation specific referral reminder cards, letter templates and digital resources, all available on request.

If you would like to request resources to support your engagement, please contact us via cspartnership@dofire.gov.uk