

**Advice Leaflet 36
Hotels and Boarding Houses
Child Listening Services**

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INTRODUCTION

Many hotels and boarding houses catering for families, now provide, (or may wish to provide) a child listening service for the benefit of their residents. This service enables parents of young children to enjoy the full facilities of the hotel, or local attractions, in the knowledge that the well being of their children is being monitored.

Where children are left unattended in a room where a child listening service is provided, they could be vulnerable in the event of a fire starting in the room, or elsewhere in the premises. It is therefore essential that automatic fire detection is provided within the room and that an adequate number of suitably trained staff is available. The following guidance should assist responsible persons to provide the safest possible environment.

OTHER AUTHORITIES YOU MAY NEED TO CONSULT

These are likely to include: Local authority - Social Services Department

FIRE PRECAUTIONS

In some older hotels and boarding houses smoke detectors are only provided in the escape routes. More recently installed fire alarm systems include smoke detectors in all rooms. Any room used for child listening/monitoring services should be provided with smoke detection linked to the main fire alarm system. Where heat detectors are installed these should be replaced with suitable smoke detectors.

Where it is proposed to provide a child listening service in hotels and boarding houses with only one stairway, rooms set aside for the purpose should be restricted to ground and first floors only.

A register should be maintained with entries made each time the service is provided in order that full evacuation in case of fire or other emergency can take place. Each entry should specify the names and locations of the children. The register should be kept with the hotel register and be available for use at the predetermined assembly point following evacuation of the premises.

NOTE: Many hoteliers use information technology by way of a computer printout as the sole method of registration of guests. It must be pointed out that this is not acceptable as a substitute for a register as a computer printout may not be available if a fire causes a failure of the power supply. The importance of keeping an up to date, written register of hotel guests cannot be over emphasised.

In the event of a fire alarm the nominated person should call the Fire Service, and suitably trained staff should proceed to the relevant room(s) to collect the child(ren) and then continue to the designated assembly point. There should be one member of staff nominated for each room set aside for child monitoring services.

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Parents using the child listening service should be advised that if they are on the premises when the fire alarm actuates then they must proceed directly to the assembly point and not return to their room.

To ensure that the hotel staff or the Fire Service can gain access to all rooms in an emergency, a master key should be kept readily available.

FURTHER ADVICE

Any persons considering the installation of a child listening service can contact their District Fire Safety Office for advice prior to installation.

BIBLIOGRAPHY

More detailed guidance on the requirements relating to the provision of a child listening service may be obtained from the following bibliography. Listed alongside each document is the organisation from which it may be obtained.

Title	Available From
BS 5839 - 1: 2002 Part 1 Fire Detection and Alarm Systems for Buildings	BSI
Fire Safety Risk Assessment Guide – Sleeping Accommodation	TSO
Fire Safety Management in Hotels and Boarding Houses	TSO

The publications can be obtained from the following addresses:

BSI	British Standards Institution (Sales) 389 Chiswick High Road London W4 4AL	Tel: 0208 996 7003 e-mail: cservices@bsi-global.com web: bsonline.techindex.co.uk
SO	The Stationery Office Ltd PO BOX 29 Norwich NR3 1GN Or Blackwells Blenheim Terrace Leeds LS2 9HJ	Tel: 0870 600 5522 Fax: 0870 600 5533 e-mail: customer.services@tso.co.uk web: www.tso.co.uk/bookshop/bookstore.asp Tel: 0113 245 2623 Fax: 0113 242 5641 E-mail: osleeds@blackwellsbookshops.co.uk Opening hours: Mon–Sat: 09.00 – 17.30