



West Yorkshire
Fire & Rescue Service

Safe and Well Policy

PRE-POL-001



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1 What is our offer?

Safe and Well is our programme of community safety activity, aimed at promoting wellness and making people safer in their homes, which commenced in April 2017. Safe and Well promotes the effects of prevention work across a variety of different areas of health and social care and encourages closer working with our public health and social care partners. This enables our officers to identify the signs and symptoms of a range of health and wellbeing issues at an earlier stage than would otherwise occur; and encourage individuals to change their behaviour and seek appropriate support to stay safe and well in their homes. Our Safe and Well offer within West Yorkshire encompasses a range of interventions tailored to the level of risk experienced by individuals in their homes.

We will receive referrals from our partners, self-referrals from the public, or will identify at risk individuals during hotstrikes and other targeted campaigns. Following an initial assessment of risk, referrals will be allocated to an appropriate team depending on the levels of risk.

If people contact us by telephone or in person, we will carry out a short initial assessment to determine their likely level of fire safety risk. If they are assessed as being at low risk of fire, they will have the option of receiving written fire safety advice and information or be re-directed to an online education package. If they are assessed as medium or high risk, they will be offered a Safe and Well visit. These visits will be delivered by our operational crews and our prevention teams and will include some, or all, of the following elements:

- Fitting smoke detectors in homes where the smoke detection is inadequate or non-existent.
- Fitting heat detection in kitchens, and other appropriate locations based on risks identified.
- Giving advice and information in relation to fire risks and fitting appropriate interventions.
- Discussing a bed-time routine and escape plan that is relevant to the customer's circumstances.
- Offering light-touch advice, information or interventions to any individuals who
 - are at risk of falling within the home.
 - are vulnerable to crime against their property or themselves.
 - feel lonely or socially isolated.
 - are considering giving up smoking.
 - may be at risk of poor health due to living in a cold home.
- Signposting or making referrals to other agencies for support where appropriate.

WYFRS does not provide Safe and Well visits to individual residents within sheltered housing schemes, residential care homes, children's homes, hospices or other specialised schemes. Providing smoke detection and fire safety advice to individual

residents is the responsibility of the housing provider or housing management company of the scheme. However, we can recommend the installation of further fire safety interventions and support the owner with the provision of tailored advice if they have already attempted to do such and the resident remains a danger to themselves or to others.

2 Accessibility

We will promote our services not only through our use of traditional media such as radio, television and the press, but also through social media, our website, our partners and our presence within local communities.

People who are concerned about their fire safety can contact us via a variety of different methods i.e., web, email, mail, telephone or face-to-face and a proportionate response will be offered.

People who are at a low risk of fire within their home will have the option of completing an online education package in which they will receive relevant fire safety information for their situation. This package is available in a variety of different formats.

3 Partnerships

We will develop and maintain successful partnerships and use secure and effective referral pathways across the five districts of West Yorkshire. Where appropriate, we will use these pathways to access early support and interventions from our partners so that the health and well-being of our customers is maintained or improved. We will also receive medium and higher risk referrals from our partners which will enable the more effective use of our resources.

4 Data and information sharing

We will use compliant information-sharing protocols and agreements to share appropriate data and personal information with our partners and other relevant organisations.

5 Equality and Diversity

We will work with our partners to ensure that our Safe and Well service is accessible to all individuals within our local communities, particularly those at most risk of fire. We will engage with diverse groups and communities in West Yorkshire, to ensure that we remain flexible in our approach and continue to meet changing needs around fire prevention advice and information.

6 Change / Review Record

| Date | Approver(s) | Version | Comments | Review Date |
|-------------|--------------------|----------------|--|--------------------|
| 17/3/23 | Emma Gealy | 4.0 | Accessibility checked. Text size increased. | March 2025 |
| 10/9/23 | Emma Gealy | 4.1 | Added provision of heat alarms to our offer. | |
| 28/9/23 | Emma Gealy | 5.0 | Updated reference from night-time routine to bed-time. | |