

Safe and Well Visit – Referral Checklist

Key principles

Please check these points before you send a Safe and Well visit referral. This helps us decide if the referral meets our criteria and the visit will provide the right support.

Things to check first

- Not every referral will qualify for a Safe and Well visit. **Do not** send the same referral again if it does not qualify.
- Check that the person lives at the property now.
- You **must** have visited the property and seen the fire risks yourself.
- Missing smoke alarms alone are not enough for a referral. There must be at least one other fire risk in the home. Check that smoke alarms are fitted on every level and are working.
- Make sure you have the person's permission before you make the referral. If they say no, but you are still worried, call 0800 587 4536 or email the Service Delivery Administration Hub at SDAH@westyorksfire.gov.uk.
- Safe and Well visits are only for domestic properties. Commercial buildings and care homes do not qualify.

Issues to report elsewhere

Problems with rented homes must be reported to the landlord, housing provider, responsible person or local authority. This includes poor repairs, no smoke alarms, damaged or missing doors, damp, mould or clutter. Do not use a Safe and Well referral to report these issues to West Yorkshire Fire and Rescue Service (WYFRS).

If someone has threatened arson, report this to West Yorkshire Police by calling 101. This is the non-emergency number. Arson risk is **not** part of the Safe and Well referral process.

Before you send the referral

- Only choose 'YES' for risks you have seen yourself. Add clear and useful details in the comments box.
- Complete every field marked with a *.
- List any support services already helping the person. This could include home care services or community support groups.

Other useful information

Add any other useful information in the case comments:

- Say if you have made any other referrals for the person.

- Say if the person has a support plan or care plan.
- Say if family, carers or other people need to be there to support the person during the visit.
- Tell us about anything that could affect staff safety. Think about staff who may visit alone.
- Say if another agency needs to attend the visit.