



West Yorkshire
Fire & Rescue Service

Safe and Well Visit Policy

PRE-POL-001



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Introduction

Safe and Well is our community safety programme, launched in April 2017, focusing on identifying fire risks and ensuring community safety. During a Safe and Well visit, our officers assess potential fire risks in an individual's home and provide tailored advice to reduce or eliminate any identified risks. Safe and Well visits promote the importance of fire prevention and encourage collaboration with public health, social care partners, and other organisations to address broader safety concerns. By identifying fire risks early, we can provide appropriate advice and interventions to help individuals adopt safer behaviours and seek appropriate support, ensuring a comprehensive and person-centered approach to home fire safety.

What is Our Offer?

West Yorkshire Fire and Rescue Service (WYFRS) will receive referrals from partner organisations, third parties, self-referrals from individuals, or will identify at-risk individuals following a fire incident at a property and during targeted campaigns. After an initial assessment of fire risk, referrals will be allocated to the appropriate team based on the level of risk identified, using our referral risk matrix.

If an individual, or someone on their behalf, contacts us by telephone or in person, we will carry out a short initial assessment to determine the level of fire risk. If assessed as low risk, the individual will have the option of receiving written home fire safety advice and information. If assessed as medium or high risk, they will be offered a Safe and Well visit. These visits, delivered by our operational crews and our fire prevention teams, may include:

- Fitting smoke detection in homes where the detection is inadequate or non-existent.
- Fitting heat detection in kitchens and other appropriate locations based on risk.
- Assessing risks relating to the individual, their home environment, and behaviours that may increase the likelihood and severity of a fire.
- Providing advice and information on fire risks and fitting appropriate interventions.
- Discussing a bedtime routine and escape plan that is relevant to the layout of the home and the individual's circumstances.
- Signposting or making referrals to other agencies for support where appropriate.

WYFRS is committed to providing Safe and Well visits to individuals who qualify based on our referral risk matrix. However, we will not conduct these visits for individuals within integral medical facilities or care homes, such as nursing homes, children's homes, residential care homes, or hospices. This is because these facilities are already required to have comprehensive fire safety measures in place, and our resources are better allocated to individual's living independently who may not have access to such measures. Safe and Well visits are intended for residential domestic properties with a permanent address.

During Safe and Well visits, we may install smoke or heat detection tailored to the needs of the individual, the identified fire risks, and the layout of the home. It is the statutory duty of the

Responsible Person (an individual or an entity with control over the premises, such as private landlords, housing providers, property management companies, and building owners) to install adequate smoke detection appropriate to the needs of the individual, and WYFRS will not install smoke detection in homes where it is the responsibility of the Responsible Person to do so. For more detailed information, please refer to our [Smoke and Heat Detector Policy](#). In situations where an immediate fire risk is identified, WYFRS will provide advice and recommendations to help an individual to remain safe from fire within their home. WYFRS may install temporary smoke detection, ensuring the appropriate authorities are notified to enable them to provide long-term solutions. This approach underscores the commitment of WYFRS to fire safety in the home while respecting the roles and responsibilities of other parties.

Accessibility

We will promote our services through traditional media such as radio, television, and the press, as well as through social media, our website, our partners, and our presence within local communities. The literature we provide can be requested in various formats. People concerned about fire safety within their home can contact us via web, email, mail, telephone, or face-to-face, and a proportionate response will be offered.

Partnerships

We will establish and maintain partnerships, using secure and effective referral pathways across the five districts of West Yorkshire. These pathways will be used to access early support and interventions from partner organisations, ensuring the safety and well-being of those visited is maintained or improved. Additionally, we will receive referrals from our partners to enable the efficient use of our resources.

Data and Information Sharing

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

Equality and Diversity

We will collaborate with our partners to ensure that our Safe and Well visits are accessible to all residents within our local communities, particularly those at higher risk from fire. We will engage with diverse communities in West Yorkshire to remain flexible in our approach and continue to address changing needs regarding fire prevention advice and information.

Monitoring and Review

We will gather feedback from staff and community members regarding our Safe and Well visits. This input will enable us to refine and consistently enhance our Safe and Well visit programme as required.

How this Policy Supports WYFRS Values

Core values:



- **Teamwork:** We recognise everyone's strengths and contributions, working effectively as one team.
- **Integrity:** We are trustworthy, act ethically, treating each other with dignity and respect.
- **Learning:** We learn all the time; we share knowledge and experiences, celebrating success.
- **Responsibility:** We are responsible, work positively and take ownership of the work we do.
- **Communication:** We share clear information, in ways everyone understands, having open discussions.

Core Code of Ethics for Fire and Rescue Services – our five ethical principles:



- **Putting our communities first:** We put the interests of the public, the community, and service users first.
- **Integrity:** We act with integrity including being open, honest, and consistent in everything that we do.
- **Dignity and respect:** We treat people with dignity and respect, making decisions objectively based on evidence, without discrimination or bias.

- **Leadership:** We are all positive role models, always demonstrating flexible and resilient leadership. We are all accountable for everything we do and challenge all behaviour that falls short of the highest standards.
- **Equality, diversity, and inclusion (EDI):** We continually recognise and promote the value of EDI, both within the FRS and the wider communities in which we serve. We stand against all forms of discrimination, create equal opportunities, promote equality, foster good relations, and celebrate difference.

This policy supports WYFRS values and the Core Code of Ethics in a number of ways, including:

- **Putting our communities first:** The policy adopts a person-centered approach, ensuring the safety and well-being of individuals are our top priority.
- **Integrity:** WYFRS commits to acting ethically and being trustworthy. The policy ensures that all actions during Safe and Well visits are conducted with honesty and consistency.
- **Responsibility:** WYFRS takes ownership of the work we do, providing tailored interventions during Safe and Well visits to ensure the safety of our communities.

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