



DORSET & WILTSHIRE
FIRE AND RESCUE

HOME FIRE SAFETY



If you need this information in your language,
click this QR Code:



Jeśli potrzebujesz tych informacji w swoim języku, kliknij ten kod QR:

Se você precisar dessas informações em seu idioma, clique neste QR Code:

Dacă aveți nevoie de aceste informații în limba dvs., faceți clic pe acest cod QR:

Yadi tapā'implā'ī tapā'imkō bhāṣāmā yō jānakārī cāhincha bhanē, yō QR kōḍa klika garnuhōs:

Si necesita esta información en su idioma, haga clic en este Código QR:

तुमकां तुमच्या भाशेंत ही म्हायती जाय जाल्यार, हो QR कोड क्लिक करात:

Ha szüksége van erre az információra az Ön nyelvén, kattintson erre a QR-kódra:

Bu bilgiye kendi dilinizde ihtiyacınız varsa bu QR Kodunu tıklayın:

如果您需要您语言的此信息，请单击此二维码：

تامولعمل هذه ىلا ةجاحب تنك اذا
اذه ةعيرسلا ةباجتسالال زمر قوف رقناف ،كتغلب

Keeping you Safe & Well

Your visit explained

To help keep you safer in your home, we carry out visits covering relevant aspects of Home Fire Safety. With your permission, we will look around your home, look for any potential risks and offer advice.

All the advice we share is based on good will, and we encourage you to follow our practical tips and guidance.

This Home Fire Safety booklet is yours to keep as a reminder of our visit.

If your circumstances change and you feel more at risk of fire, please give our team a call on **0800 038 2323**.

If any of the detectors we install start beeping or chirping:

- clean the detector by gently vacuuming to remove any dust or insects,
- press the test button,
- if your detector continues to beep or chirp and you can't get anyone to help you, please call **0800 038 2323**.

If you live in a rented property, it is your landlord or housing association's legal responsibility to fit smoke and carbon monoxide detectors in your home.

You should contact them direct if your detectors are faulty or need replacing.

Detectors



Smoke detectors

Smoke detectors will provide early warning of a fire, giving you time to escape and call 999.

- Fit a smoke detector on every level of your home, ideally on the ceiling of a hallway and landing.
- The detectors we install have a 10-year battery life within a sealed unit.
- Test detectors regularly, at least once a month. More often if you are able.

If the detector fully activates: **Get out, Stay out and Call 999**



Mains powered smoke detectors

This type of detection is hard wired into your mains electrical supply.

- You must test your detectors regularly and change the backup battery every year.
- Check your detectors for the expiry date. If the system needs replacing, contact a qualified electrician.
- We cannot install or fix any faults with these systems. If your mains powered detection becomes faulty or needs replacing contact a qualified electrician.

If you live in a rented property, contact your landlord or housing provider to inform them of the faulty system.



Carbon monoxide detectors

Carbon Monoxide (CO) is a poisonous gas produced by the incomplete burning of solid fuels, including gas, oil, wood, petrol and coal. It is known as the silent killer. You cannot see it, taste it or smell it.

- Install a CO detector near any potential source.
- Follow the manufacturer's advice on where to position the detectors.
- Always use a professionally registered tradesperson to install fuel burning appliances.

CO poisoning occurs when fuel burning appliances have not been properly installed or maintained, or in cases of poor ventilation.

Symptoms of CO poisoning are:

- headaches,
- feeling dizzy or sick,
- feeling tired or confused,
- being sick or having stomach pains,
- shortness of breath or difficulty breathing,
- losing consciousness.

If you are worried you have been exposed to CO, get outside and call 111 immediately for medical advice.

If you smell gas: Call **0800 111 999** National Gas Emergency Number

If your CO detector activates fully: **Get out, Stay out and Call 999**



Heat detectors

Heat detectors are generally fitted on kitchen ceilings. We can discuss whether your property would benefit from a heat detector during a visit.

Maintaining and testing all your detectors

- Test your detectors regularly. We would recommend at least monthly.
- Vacuum around your detectors every 6 months to remove dust and small insects.
- Do not paint detectors and do not use polish or cleaning products near them.
- Always check the expiry date on your detectors and replace before they expire.
- If you have elderly relatives or neighbours, please help them test and maintain their detectors on a regular basis.



Specialist equipment for hearing and vision impaired

Hearing loss

If you are deaf or hard of hearing, you may benefit from having a specialist deaf alert system.

If you live in a rented property via a housing provider, please speak to them, as some housing providers install their own specialist equipment.

If you are unable to make a 999 call, register for the SMS 999 Service. This will link you automatically to the Emergency Services.

Text 'register' to 999 and you will get a reply with instructions to follow.



Visual impairments or sight loss

If you have reduced vision, or if you are blind, there are additional ways to help make you safer in your home.

- Place helpful indicators along your escape route to make it easier to find your exits.
- Consider putting bright stickers on your detectors to help you see them for testing, or ask for support from a family member, friend or neighbour.
- Place tacti-marks and bump-on stickers onto switches, cooker hobs and electrical items, as a way of making sure that they are switched off properly.
- If electrics are giving off a burning smell, switch them off and unplug immediately.

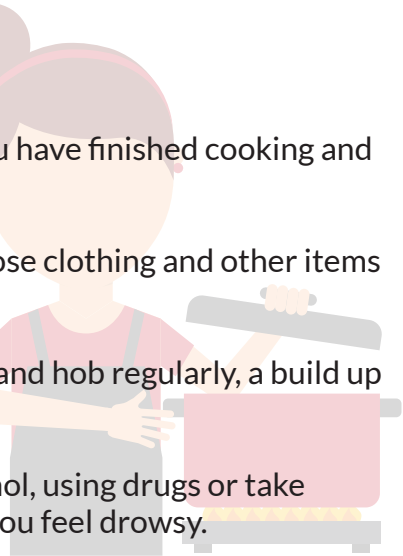
For further information visit: www.rnib.org.uk or contact your local council's Sight and Hearing Team.

General home safety



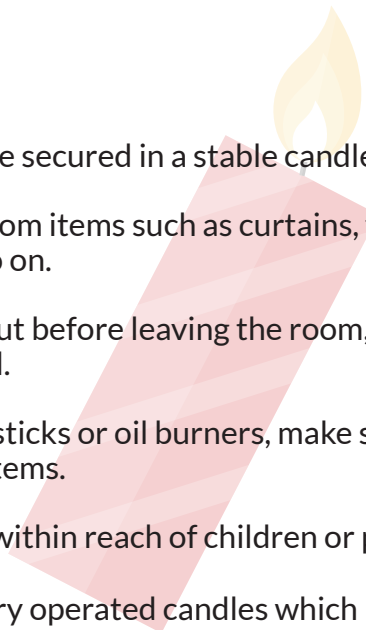
Kitchen safety

- Never leave cooking unattended.
- Switch off the oven or hob when you have finished cooking and take pans off the heat.
- Keep electrical leads, tea towels, loose clothing and other items away from the hob and oven.
- Remember to clean your grill, oven and hob regularly, a build up of grease and fats can catch fire.
- Never cook if you are drinking alcohol, using drugs or take prescribed medication that makes you feel drowsy.
- Keep children and pets away from the oven and hob whilst cooking.



Candle safety

- Make sure candles are secured in a stable candle holder.
- Keep candles away from items such as curtains, furniture, clothing, cards and so on.
- Always put candles out before leaving the room, leaving the house or going to bed.
- If using incense, joss sticks or oil burners, make sure these are not near flammable items.
- Never leave candles within reach of children or pets.
- Consider using battery operated candles which lower the risk.





Escape plans

- Make sure your family members and staying guests know what to do in the event of a fire in your home.
- The best escape route is your normal way out, but make sure you all know an alternative route.
- Make sure all exits to your home are kept clear and clutter free.
- Think about any issues that might make your escape difficult and decide on solutions.
- Make sure everyone knows where the door keys are kept. We suggest a hook close to the door to hang the keys on.

If you are unable to exit the home in the event of a fire:

- gather in a room preferably at the front of the property, closer to the road, if safe to do so,
- close the door to the room and block the gap at the bottom of the door by using bedding, clothing or a blanket,
- open the window wide to breathe fresh air,
- shout “Fire, Fire,”
- call 999. The Fire Control Operator will stay on the line with you until the Fire Crews arrive.



Electrical safety

- Turn off electrical appliances when not in use, especially before going to bed (unless designed to stay switched on, like a fridge or freezer).
- Do not overload sockets. Keep to one plug per socket, especially in the kitchen.
- Check old cables and leads for fraying or exposed wires.
- Check plug sockets for overheating and scorch marks.
- Never place cables or leads under carpets, rugs or mats.
- Never use a dishwasher, washing machine or tumble dryer overnight.



Total 13 amp max

Electric blankets

- Unplug at night unless thermostatically controlled.
- Never buy second-hand.
- Store it flat or rolled up loosely. Never fold an electric blanket.
- Get it tested by a qualified electrician every 2 years and replace every 10 years.

For further information visit: www.electricalsafetyfirst.org.uk



e-scooters, e-bikes & lithium-ion batteries

If you have an e-bike, e-scooter or other lithium-ion battery powered item please **do not**:



- charge overnight,
- store or charge in communal areas such as stairwells, landings or entrances or exits,
- cover chargers or battery packs when charging as this could lead to overheating or even a fire,
- charge batteries or store your e-bike or e-scooter near combustible or flammable materials,
- overcharge your battery – check the manufacturer’s instructions for charge times,
- try to modify or tamper with the batteries or motors,
- charge mobile devices such as laptops or phones overnight.

If the item starts to swell, make a popping sound or gives off a vapour:

- immediately take it off charge if it is plugged in,
- raise the alarm,
- leave the room and close the door,
- call 999.



For further information about this topic, please visit our website:
www.dwfire.org.uk

Get out, stay out, call 999

Medicines and medical devices

Medicines

Some prescribed and non-prescribed drugs can make you drowsy which could cause a delay to you hearing and responding to a smoke detector.

If you take medication that is known to make you drowsy or dizzy:

- be extra cautious if you must cook or smoke,
- refrain from using candles and open fires,
- be extra careful if drinking alcohol and taking non-prescribed drugs as these can make you feel extra drowsy and unable to respond in an emergency.

Oxygen

If you use oxygen therapy in your home:

- never smoke or let anyone else smoke in your home,
- do not use e-cigarettes or vapes near to the oxygen equipment,
- do not use matches or any naked flames (such as candles, incense sticks, wax burners, gas stoves, portable heaters or open fires) within 3 metres of where oxygen equipment is used,
- check trailing tubes to make sure they are not a trip hazard or leaking,
- make sure the equipment is switched off when not in use.

Airflow mattresses and devices

If you have an airflow mattress or similar device, **do not:**

- smoke in bed,
- burn candles in the same room,
- use matches or lighters,
- use an electric blanket with the airflow mattress,
- overload the plug socket the device is plugged into,
- use hair straighteners or hairdryers near the device,
- use a petroleum based emollient.



Emollients and skin creams

These items alone are not hazardous however, a build-up of the emollient on fabrics such as bedding, clothing or furniture, can increase their flammability.

If you use these products:

- do not smoke,
- if you are a smoker, contact your GP to discuss alternative emollient products. Consider switching to vaping,
- take care when close to the cooker, a fire or heater,
- wash your clothing and bedding on a very hot wash regularly to help reduce the build-up of products,
- if you use oxygen therapy as well as emollients, contact your GP to discuss alternative products,
- non-paraffin-based emollients are available.



Heating your home



Portable heaters

- Always turn off any portable heaters before bed.
- Keep heaters away from bedding, clothing, curtains and any other flammable items.
- Always follow the manufacturer's instructions and buy from a reputable retailer.
- Never overload plug sockets. Heaters should be plugged in to their own plug socket when in use.

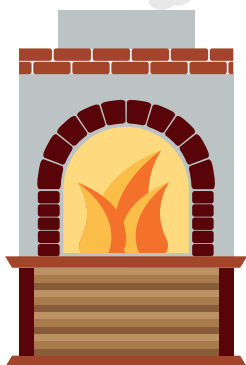
If you have any concerns, switch the heater off and contact a qualified electrician.





Chimney safety, wood burners & open fires

- Make sure your burner is properly installed, maintained and regularly serviced by a qualified chimney professional.
- Make sure you burn the right type of wood and coal. Treated wood and household rubbish such as plastics can emit toxic fumes when burned.
- Never store dry logs around the log burner or close to the open fire, as radiated heat can cause the logs to catch fire.
- Blocked or defective chimney flues carry a risk of carbon monoxide poisoning.
- Get your chimney swept regularly (we recommend twice a year. If you don't, it could invalidate your home insurance).
- Ask your chimney professional to carry out a smoke test to check for leaking fumes.
- If you have children or pets, use a fireguard.
- Sparkguards can prevent serious property fires.
- Extinguish any fires before going to bed, make sure they are out fully and with a fireguard in place.



Clutter & hoarding

If you store large amounts of possessions in your home, you can help protect yourself and others by:

- keeping all exits and escape routes clear from possessions in areas such as doorways and stairways,
- make sure all internal doors can be fully closed at night,
- do not store belongings around sockets where items are plugged in, make sure there is plenty of ventilation space,
- do not plug extension leads into other extension leads, this is called 'daisy chaining' and can cause fires,
- do not stack belongings to a height where they become unstable, they could fall and block your escape,
- make sure any heaters or other ignition sources are stored on stable surfaces,
- do not place items on, or near to heaters, lamps or other electrical equipment.

For further information or support visit:

www.helpforhoarders.co.uk

www.hoardingdisordersuk.org

www.mind.org.uk

Arson and deliberate fires



Arson

If you are a victim of an arson threat, call 999 and report it to the Police immediately. Help and support is available from several of our partner agencies, which we can help you access.

Contact us on **0800 038 2323** if you want to discuss this further.

- Make sure you have working smoke detectors, especially inside your main front and back doors.
- Keep the inside of your external doors clear from clutter and possessions.
- Do not leave any flammable items close to exit routes.



Fire play and fire setting children and teenagers

If you are concerned about a child or teenager who is playing with fire or involved in firesetting, it is important that this is not ignored. Early intervention can help them make safer choices.

Where possible remove access to matches and lighters for the child. Make sure you have working smoke detectors and clear escape plans for the whole family.

We have trained advisors who work sensitively with children and teenagers to educate them about their fire safety and to help them make positive choices to keep themselves and others safe.

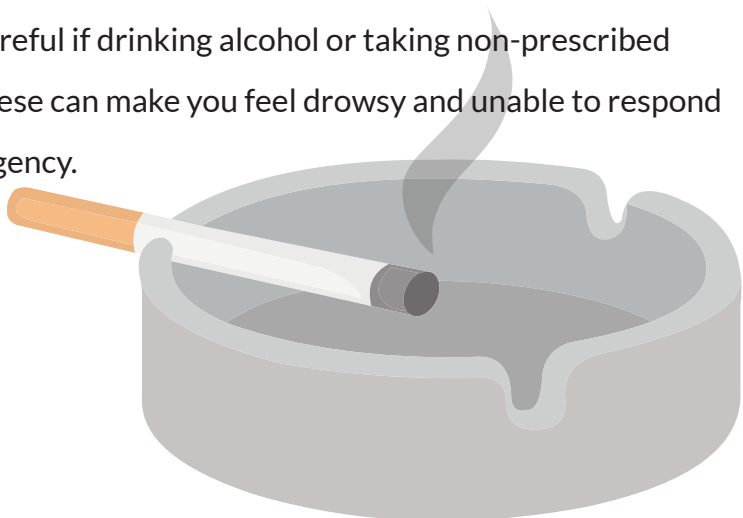
Please visit our website for further information www.dwfire.org.uk



Safer smoking

Over half of all fire fatalities are caused by unsafe smoking.

- Never smoke in bed or if feeling sleepy or drowsy.
- Smoke outdoors and extinguish cigarettes fully.
- Always stub it out properly and use a proper ashtray that is sturdy and can't get knocked over.
- Empty ashtray contents regularly. Wait until the ash is cool and place in an outside bin.
- Never leave smoking materials unattended.
- Keep matches and lighters out of sight and reach of children.
- Never smoke in the home if there are oxygen cylinders or if there is an air filled pressure relieving mattress or device.
- Never smoke if you or anyone near you uses emollient creams.
- Be extra careful if drinking alcohol or taking non-prescribed drugs as these can make you feel drowsy and unable to respond in an emergency.





e-cigarettes or vaping

- Never leave e-cigarettes or vapes charging overnight.
- Unplug fully when charged.
- Regularly inspect the batteries and if damaged or leaking, stop using and replace the vape.
- Use the correct charger supplied with the product.
- Never buy counterfeit goods, they are not subject to manufacturing standards and may be dangerous.
- Never dispose of vapes or batteries in your household waste, visit your local waste recycling website to find out about recycling in your local area.

If you would like support to stop smoking, please visit the NHS website <https://www.nhs.uk/>



Do you have children living or visiting your home?

- Help children understand what the smoke detector sounds like and what to do if they hear it.
- Teach them '**Get out, Stay out, call 999**'.
- Make sure they know what you need them to do if the smoke detector sounds at night .
- What are the hazards in the home that children can reach? Identify them and remove them.
- Keep matches and lighters out of reach.
- Keep medication out of reach and sight.

Teach them this rhyme:

**Matches, lighters
never touch. They
can hurt you very
much.**

In the event of a person's clothing catching fire:

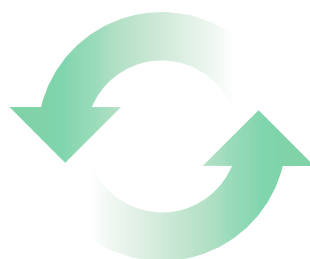
STOP DROP AND ROLL

If clothes catch fire:

STOP – Stand still,

DROP – Drop to the ground,

ROLL – Roll around on the ground to put the flames out.



For further advice, including car seat safety and water safety, resources and activities for all ages, please visit www.dwfire.org.uk

Safeguarding - is everyone's responsibility

Safeguarding is about protecting people from abuse, harm and neglect.

Abuse can come in many forms such as domestic, physical, sexual, financial, self-neglect and emotional.

Abusers rely on people not saying anything.

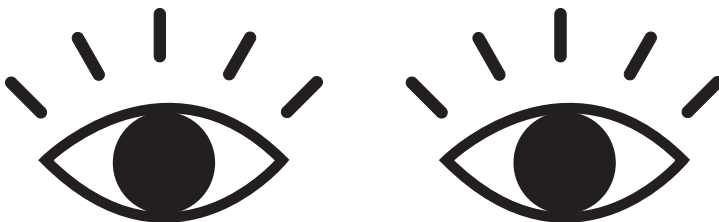
What should you do if you are concerned?

- If there is immediate danger, call 999 and ask for the Police. For example, if you witness physical abuse.
- For any concerns about a child, call your local council's child safeguarding team.
- For any concerns about an adult (over 18) - call the local council's adult safeguarding team.
- If you are experiencing any form of abuse, harm or neglect yourself, you can contact the above teams directly.

Your concerns will be taken seriously, and the matter will be dealt with sensitively making sure the person is safe. Reporting a concern can be done anonymously.

If you have a gut feeling that something doesn't feel right, it probably isn't.

If you see something, say something.



How we use the personal information collected from you during a visit

We collect information such as your contact details and other personal information (e.g. age, lifestyle, and medical information) and information about the interventions that we have carried out.

We use this information to fulfil our obligations under the FRS Act 2004 to promote fire safety and reduce the risk from fire to the community. This includes recording and evaluating our work and helping you to contact other services, which may benefit you and improve your fire safety and wellbeing.

We have a responsibility to promote social wellbeing. To make sure you receive the relevant services we may need to share your personal information with other organisations such as: community organisations, councils, police and other emergency services, voluntary services, health services, housing providers and utility companies.

In almost all such cases we will make you aware if your information is intended to be used in this way and provide the opportunity for you to say no, except when we are required by law to pass on the information.

There are occasions where your personal information can be shared without us asking you; if we have a legal duty or power to share information with other statutory bodies when the public good is of greater importance than personal confidentiality and where your safety or the safety of others is at risk. Decisions will be made on a case-by-case basis.

For more information about how we process your personal data or for more information on your rights then please visit our website: www.dwfire.org.uk

Bedtime Checklist

- ☐ Close all internal doors at night to stop fire from spreading.
- ☐ Turn off and unplug electrical appliances, unless they are designed to be left on, like the freezer.
- ☐ Check your cooker and hob is switched off.
- ☐ Check your washing machine or tumble dryer is switched off.
- ☐ Turn heaters off and put a fireguard around an open fire.
- ☐ Put candles and cigarettes out completely.
- ☐ Keep door and window keys easily accessible.
- ☐ Make sure all your exits are kept clear.

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Page for Notes

We advise you to share these notes and recommendations with your family, carers and support providers.



DORSET & WILTSHIRE
FIRE AND RESCUE

We hope you found our home fire safety advice useful and informative. We encourage you to follow our recommendations to stay safer in your home.

Please take 5 minutes to complete our online survey. We are always looking to improve our services and value your feedback.

Visit our website at www.dwfire.org.uk and find our “Have your say” page.

If you have any home fire safety queries:



Call: 0800 038 2323.



Email: safeandwell@dwfire.org.uk

Our team work normal office hours only.

If you smell burning or your detectors are fully alarming:

Get out, stay out and call 999

PASSIONATE ABOUT

CHANGING & SAVING LIVES