



# Home Fire Safety Referral Portal

## Full Guidance for Partner Agencies

### Guidance Information

The guidance below details each element of the referral form, what questions will be asked, how to answer and why we need to know this information. Responses highlighted are those that should be chosen by our partners when making a referral. For responses not highlighted, you will need to choose the most appropriate option.

### 1) Your details & partner agency information



So that we can provide the most appropriate response, please provide us with as much information as you can

Are you completing this referral for yourself?

No

How do you know the person you are completing this referral for?

Partner agency

Referred by:

Nothing selected

#### Responses:

☐ Yes – this option should only be selected if you are the occupier of the property to be visited.

☒ **No** - If you are referring an occupier for a Home Fire Safety visit, you should select 'no'.

#### Responses:

- ☐ Family member
- ☐ Friend or Neighbour
- ☒ **Partner Agency**
- ☐ FRS employee

#### Responses:

- ☐ Business
- ☐ Care Agency
- ☐ Charity
- ☐ Council – Adult Services
- ☐ Council – Housing
- ☐ Council – Children's Services
- ☐ Council – Public Health
- ☐ Council – Trading Standards
- ☐ GP
- ☐ Hospital
- ☐ Housing Association
- ☐ Pharmacy
- ☐ Police
- ☐ Residential Lettings
- ☐ SAIL
- ☐ School
- ☐ Telecare
- ☐ Utility Supplier
- ☐ Hearing & Vision (Swindon)
- ☐ Hearing & Vision (Wiltshire)
- ☐ Sight & Hearing (Dorset)
- ☐ Sight & Hearing (BCP)

To streamline the referral process, and reduce administrative burden for partners and DWFRS staff, with the introduction of the new portal there will no longer be individual partner codes. Instead, partners will be asked to select which sector their organisation falls into. The sectors cover the entire service area and are not split into Dorset and Wiltshire. The sector codes will allow us to still monitor where referrals are coming from, but no longer on an individual partner basis. It is important for partners to leave contact details when making a referral so that any additional information that might be needed to support the referral can be sought. If you find that there is not a suitable sector choice for your organisation, please contact our Partnerships Officer to discuss.



Please state Partner agency name

Characters Remaining: 300

Your Contact Name

Characters Remaining: 100

Telephone number

Characters Remaining: 100

Email

Characters Remaining: 100

□ This is a free-text box for you to type your email address.

□ This is a free-text box for you to type your Partner Agency name – such as Age UK, Air Liquide, and so on.

□ This is a free-text box for you to type your full name.

□ This is a free-text box for you to type your telephone number.

We need to know this information because there may be occasions where we need to follow-up with the agency who made the referral. This could be to arrange a joint visit, discuss the occupier's situation in more detail or check the occupier's details if we are unable to contact them.

Please double check you have entered this information correctly, so we are able to contact you if necessary.

## 2. The occupier's information

Please search for the occupier's address

SN1 3AD



25 Drove Road Swindon SN1 3AD

51 matching records found.

Is the occupier aware of this referral?

Nothing selected

□ Type the occupier's address into the box. The most accurate way to search for the address is via postcode. Click the magnifying glass icon to search for the address. Any matching addresses will appear in the drop down box below. Click to select the appropriate address.

Whenever possible please always try and gain consent from the occupier before you make a referral. Knowing if the occupier is aware of the referral means our Home Fire Safety Advisors and Crews are prepared when they contact the occupier.

Occupier's full name

Characters Remaining: 50

Occupier's telephone number

Characters Remaining: 50

Does occupier want to be contacted by email?

Nothing selected

□ These are free-text boxes for you to type the occupier's details. Please double check you have entered this information correctly, so we have accurate information. If the occupier is happy to be contacted via email, select 'yes' and an additional question will appear asking for the occupier's email address.

### 3. The occupier's fire risks and vulnerabilities

The final section of the referral form identifies the occupiers fire risks and vulnerabilities. Knowing this information in advance enables us to:

- identify high-risk households and prioritise those most at risk,
- prepare for the visit by bringing appropriate equipment, resources or preparing specific advice,
- understand the occupier's circumstances to us help build rapport and trust,
- capture data to identify common risk factors, which will help us to make sure we are focusing our resources in the right places.

**All referrals are automatically risk scored upon form completion.**

To ensure an accurate assessment, please provide as much accurate information as possible regarding fire risks and vulnerabilities. Avoid guessing responses, as this can lead to an incorrect risk score. Each risk or vulnerability is answered with 'Yes', 'No', or 'Unknown', and only completed responses are scored. The more confirmed risks or vulnerabilities an individual has, the higher their risk score will be. Providing accurate data is essential to ensure the right level of support is offered.

The fire risk and vulnerability questions are detailed below, along with the reasons why we need to know this information:



**Are there working smoke detectors in the property?**

Research shows that a home without a smoke detector is 6 times more likely to experience a fire than one that is fitted with detection. In the event of a fire, homes without smoke detectors are 1.5 times more likely to suffer a fatality. Where a smoke detector is fitted and successfully alerts the occupants, the risk of fatality is halved, demonstrating that working smoke detectors save lives.



**Is anyone living in the property aged 65 or over?**

Research shows an increased risk of fire and fire severity among specific age groups, especially those over 60 and even more so in those over 80 years of age. It is a combination of factors that increase the risk including, age related health and mobility problems, living alone, reduced ability to detect or respond to fires and so on.



**Are there any children living in the property?**

Younger children typically cannot self-rescue and rely on adults to recognise danger and help them escape. Children's underdeveloped sense of danger means they might not react appropriately if a fire did start. However, the presence of adults reduces the fatality and injury rates.



**Does the occupier live alone?**

Living alone is associated with several risk factors that increase the chance of a fire occurring, such as no one else being there to respond which could delay help or evacuation. Certain risk factors combined with living alone, such as alcohol use, reduced mobility or being older, increases the risk of fire fatality.



**Is the property thatched, a caravan or park home?**

Whilst fires in thatched properties, caravans or park homes do not occur frequently, when they do the results are often devastating, with a high likelihood of injury or fatality.



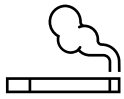
**Is the property rented or social housing?**

Some research indicates that privately rented dwellings were more likely to have a serious fire hazard than all other tenures. Also, that private renters are less likely to have a working smoke alarm in the home.



**Have the occupants had a previous fire in the home in the last 3 years?**

Research shows that only 25% of fires are put out by fire and rescue services. This suggests that in 75% of domestic fires, no home fire safety education or behaviour change support is provided. Underlying risks are therefore unlikely to be addressed increasing the likelihood of another fire occurring.



**Does anyone living in the property smoke?**

Smoking is associated with significant fire and health hazards. Smoking continues to be one of the leading causes of preventable deaths and remains a major ignition source in fatal fires. Despite a gradual decline in smoking rates, millions of people in the UK still smoke, maintaining a persistent and serious risk to fire safety. Fatal fires where the source of ignition was from smokers' materials were more often associated with alcohol or drug use than any other ignition type.



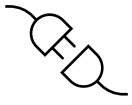
**Does anyone living in the property have any disabilities or health conditions such as sight/hearing loss, mobility, memory loss etc.**

Home fire safety risks are generally higher for disabled individuals due to a range of physical, sensory, and cognitive limitations that can make fire detection, evacuation, and emergency response more difficult. Certain conditions like hearing or vision impairments may also make it harder to notice fire risks or respond to detectors appropriately. The combination of having a disability or health condition with other risks such as using oxygen, smoking and so on, also increases the risk of fire.



**Are there any concerns about cooking safety that would increase the risk of fire?**

Cooking is the leading cause of accidental dwelling fires. As cooking is the most common ignition source in home fires it represents a high fire risk. Often cooking fires are driven by human behaviour such as using large amounts of oil or fat, cluttered cooking areas, combustible materials being placed too close to the heat source, being distracted or leaving cooking unattended and so on. These behaviours increase the chance of a fire starting. Although cooking fires account for around half of all accidental dwelling fires they account for less fatalities. This suggests that cooking fires are not always fatal but there is still a significant risk they will cause harm due to the nature of cooking fires with increased ignition potential and accelerated fire spread.



**Are there any concerns about electrical safety that would increase the risk of fire?**

Electrical related fires pose a significant danger and are among the leading causes of accidental dwelling fires, injuries and fatalities. More people are buying cheaper or fake goods online or from markets (such as phone chargers) that often don't meet UK safety standards. Rechargeable lithium-ion batteries are a growing concern due to overcharging, modification and not being used with correct chargers. E-bikes and E-scooters are also a concern as these are often charged indoors.



**Are there any concerns about how the home is heated?**

Heaters are often placed too close to clothing or furniture increasing the risk of igniting curtains, bedding, sofas, and so on. Fires igniting textiles and furnishings often burn quickly leading to rapid fire development. Even though heater-related accidental dwelling fires make up a minority of total incidents, the risks involved with heaters make heater-related fires a high risk.



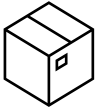
**Are there any concerns about candles being used in the home?**

Using candles is a high fire risk because it is very easy for the open flame to ignite household items. This risk increases significantly when combined with unsafe behaviours and household factors. Even though candle fires happen less frequently, candle fires more often lead to severe injuries.



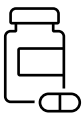
**Are there any concerns about alcohol or drug use that would increase the risk of fire?**

Research highlights there is a strong correlation between alcohol or drug use and an increased risk of fire, fatalities and injuries. Using these substances reduces the individual's ability to respond to a fire and affects their judgement. The interaction of alcohol with other risks such as smoking, significantly increases vulnerability. Alcohol or drugs were a factor in a substantial proportion of fatal fires, particularly where the ignition source was smoking materials. While cooking fires were most common among severe casualties involving substance use, smoking-related fires combined with alcohol pose the greatest fatality risk.



**Does the occupier have a large volume of possessions that would restrict their escape?**

Hoarding increases fire load and causes a fire to spread rapidly. Hoarded items often block escape routes meaning occupiers are unable to quickly escape. Hoarded properties also pose significant risk to firefighters. Hoarded conditions combined with risky behaviours such as misusing electrical appliances or using portable heaters, significantly increase the chance of a fire starting.



**Does anyone living in the property take medication that causes drowsiness or dizziness?**

Medications that cause drowsiness or dizziness increase the risk of fire due to impaired perception, judgement, mobility and reaction. As with other risk factors, this worsens when combined with unsafe behaviours such as smoking, alcohol or drugs.



**Does anyone living in the property use medical oxygen?**

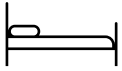
Using medical oxygen is a high fire risk because it fuels fires and makes them burn hotter and faster. So even a small spark or heat source can cause a small fire to rapidly increase due to the oxygen-enriched environment. This, as well as soft furnishings, clothing and bedding surrounding the individual raises the risk of rapid fire spread. Also, as oxygen is often stored in high-pressure cylinders, there is a risk these will explode if damaged or overheated.



**Does anyone living in the property use emollients?**

Emollients increase the flammability of fabrics when they dry onto items such as clothing and bedding. If a fire were to start, the dried-on emollient will make the fire spread more quickly and burn hotter. Often those using emollients have mobility or health concerns, live alone, the combination of which makes it harder to escape or react quickly if clothes or bedding do catch fire.





Does anyone living in the property use an air pressure mattress or pillow?

Air pressure mattresses and pillows are often used by people with reduced mobility or those who are bedbound. This increases the risk of fatality or injury if a fire were to occur due to their reduced ability to escape or reliance on others to help them escape. Air pressure devices continuously move air through them, if the device is pierced or burnt, the airflow can feed oxygen into a fire, making it spread more quickly and burn hotter. The risk of fire increases substantially when combined with unsafe behaviours such as smoking.

#### 4. Additional information

Any additional information that we should know? (such as call after 4pm, contact my neighbour to book, very hard of hearing please text, more information about any health or medical conditions)

Characters Remaining: 250

☐ Please use this field to inform us of anything additional such as if the occupier is hard of hearing and needs to communicate via text, if the occupier has a health or medical condition, if we need to make any adjustments to meet the needs of the occupier, if the occupier does not speak English and so on.

Please detail any known risks or safety issues that we need to be aware of (such as no lone workers, hazardous materials, aggressive animals, needle risk, occupier known to be violent and so on).



Characters Remaining: 250

☐ We ask this question to make sure that our staff are safe when attending or entering a property. Knowing about any risks or safety issues allows us to assess and manage risk appropriately by preparing and implementing safety measures and ensuring proper protective equipment.

Do you need to be present at this visit?



Nothing selected

☐ By confirming whether you need to be present at the visit we can make sure we contact you to agree the appointment date and time. This will help us to better prepare for the visit and avoid unnecessary delays. **Please make sure you have entered your contact details in section 1 so we can contact you.**





## Success

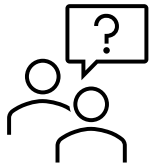


**Thank you - your request for a Home Fire Safety Visit has been successfully submitted.**

**Our Home Fire Safety Team operates during regular office hours and is unavailable during weekends and bank holidays.**

All visit requests are prioritised according to risk. We will review the referral and contact the occupier (or nominated person) as soon as possible.

We do not provide reports or feedback to partners following a Home Fire Safety Visit. It is your responsibility to follow up with the occupier after the visit for any updates on advice, recommendations, or resources shared.



If you have any questions about our new Home Fire Safety Referral Portal please contact:

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