



## Norfolk Fire & Rescue Service - Partner Agency Briefing

### Managing fire risk in your clients' homes and requesting a home fire safety visit

This briefing sheet is to clarify our new referral pathway to request fire safety support for your clients/customers. It also signposts you to information to help you manage fire risks independently.

The links below go to our website which is periodically updated, some updates may affect the links, however the information will continue to be accessible via our home page [www.norfolk.gov.uk/fire](http://www.norfolk.gov.uk/fire)

#### Information we provide on our website to help you to reduce home fire risk

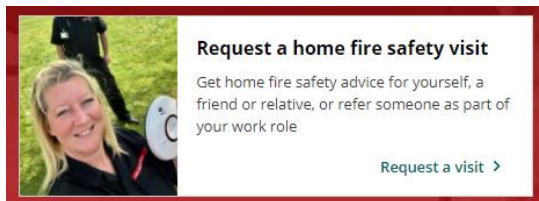
- General [Home Fire Safety Guidance](#)
- [Video guidance on how to highlight fire risks in the home and how to manage them](#)
- [Home fire safety check list](#) – can be used in conjunction with the video above

#### Requesting a visit

To request a Home Fire Safety Visit as a referring agency or as an individual, please use [our online request form](#). *You must gain permission from the occupier before requesting a visit on their behalf.*

With immediate effect please cease requesting visits via email/fax form or by contacting our advisors directly, we now only accept requests for a visit via our single points of contact.

This request form can also be found on the top of our home page [www.norfolk.gov.uk/fire](http://www.norfolk.gov.uk/fire)



Other home fire safety queries can be made to:

0300 123 1448 / [HomeFireSafetyVisitCoordinator@fire.norfolk.gov.uk](mailto:HomeFireSafetyVisitCoordinator@fire.norfolk.gov.uk)

#### How you can reduce the fire risk for your clients and how we can help

We provide a tiered response based on the risk rating of a request for assistance.

1. We encourage partner agencies to self-help their clients with the use of our online resources, many of the referrals we receive are lower risk, which do not require fire expertise to mitigate.
2. Primarily, we encourage those who can, to purchase and install their own smoke detectors (noting that any landlords have a legal responsibility to provide these along with carbon monoxide detection)
3. We provide telephone guidance from our trained and experienced Community Fire Safety Advisors where this is appropriate
4. For the highest risk households, we provide a full, in person home fire safety visit, this can include smoke alarm provision and fitting where alarms cannot be provided by the occupier
5. For very high-risk safeguarding and hoarding referrals we will attend with other agencies as part of a joint visit
6. We can provide training to teams to enable them to manage the fire risk in your clients' homes

Please note, we no longer fit hard of hearing/deaf alarms, these need to be requested from Assistive Technology within Norfolk County Council.