



Fire Emergency on Developments Procedure

1. Introduction

- 1.1 This procedure will ensure that Hanover developments operate to an agreed emergency plan in the event of fire.

2. Ensuring Fire Emergency Procedures are known and understood

- 2.1 Managers will instruct new employees in fire emergency procedures during the first week of their induction and prior to commencing any lone working duties.
- 2.2 Managers at each staffed development will remind existing customers of the fire procedures and information on the Fire Action Notice for Customers [Fire Action Notice for Customers and Visitors.docx](#) regularly, i.e. every six months at customer meetings / coffee mornings etc. This will be recorded on the liaison report.
- 2.3 New customers on staffed developments will be told by a development employee of the fire procedures, exit routes and fire action notices on their first day on the development. See Fire Safety Letter for New Customers [Fire Safety Letter for New Customers.docx](#). This letter should be given out at this stage, not sent with the new tenancy documents.
- 2.4 On amenity developments this letter should be sent with the new tenancy documents.
- 2.5 All new customers will also receive a copy of the 'Staying Safe from Fire Booklet' in their welcome pack.
- 2.6 Where customers are visually impaired the appropriate employee should describe the fire procedure to them and record this in the customer's file. If there is a local sensory service, they should be asked to visit the customer for further advice.
- 2.7 Pay particular attention to ensuring customers with learning or other difficulties in relation to comprehension understand the procedures. It may be necessary to carry out a risk assessment for actions in the event of a fire.
- 2.8 All customers will also be encouraged at the start of their tenancy to accept a Fire and Rescue Service for a home fire safety visit.
- 2.9 Managers should advise visiting services employees (e.g. homecare, nurses etc) of the fire action notices around the Development.
- 2.10 The Customer Dependency Level Information Form [Customer dependency level information form.docx](#) in the Key Box 1 lists those customers who may require to be assisted in the event of an evacuation of the building. Keep this information up to date.

3. Fire Action Notices for Employees

3.1 The following documents on HAPI Templates refer to fire action for:

- Fire Action Notice for Employees on Sheltered Developments [Fire Action Notice Employees on Sheltered developments.docx](#)
- Fire Action Notice for Employees on Very Sheltered/Housing with Care Developments [Fire Action Notice Employees on Very Sheltered developments.docx](#)
- Fire Action Notice for Very Sheltered/Housing with Care Kitchen employees [Fire Action Notice Kitchen employees Very Sheltered Housing with Care.doc](#)

4. Smoke Alarm Activated Within a Dwelling on Staffed Developments

- 4.1 When a development employee responds to a call from a dwelling smoke alarm, they should attempt verbal communication with the customer via the warden call system if the system on the development allows this. In other developments it may be necessary to visit the property, assess the heat of the door etc. to establish if it is an emergency and call 999.
- 4.2 First ask the customer if there is a fire in their home, or if not, the reason as to why the smoke or heat detector may be activating.
- 4.3 When a satisfactory, non-emergency, reason is given for the detector having been triggered, where possible shut down the call and investigate the cause.
- 4.4 Where there is no response, or the response is unsatisfactory or the customer has been assessed as at special risk, proceed to a place of safety and dial 999. Ask for Fire and Rescue Service; give the development/ service name, address, telephone number and other information as requested.
- 4.5 If the call is triggered for a second time, or the main (communal) fire alarm sounds, do not continue to investigate the cause. Proceed to a place of safety and dial 999.

5. Main Fire Alarm Activated on Staffed Developments

- 5.1 On hearing the main fire alarm, all development employees in common areas must proceed to a place of safety and support worker in care, or any employee in other developments would dial 999.
- 5.2 The remote alarm centre will also call the Fire and Rescue Service and issue an emergency code to allow immediate entry using the keypad at the development front door. The onsite employee will meet the emergency services at the front door.
- 5.3 The development employees and the alarm call centre both make a 999 call to the emergency service to ensure there are no system failures and time lost contacting the emergency services.

6. On Discovering a Fire on Staffed Developments

- 6.1 Whoever discovers a fire must sound the alarm by activating the nearest fire break glass point.
- 6.2 Tackle the fire only if it is safe to do so and you have had appropriate training; do not take risks.
- 6.3 All employees in common areas must proceed to a place of safety and call 999.
- 6.4 Proceed to the Assembly Point (normally the car park). The manager will collect the development emergency information from Key Box One if safe to do so.
- 6.5 Await the Fire and Rescue Service and provide information as requested on the fire zones, resident dependency requirements etc.
- 6.6 On Very Sheltered/Housing with Care developments after calling the Fire and Rescue Service start the lateral evacuation of customers (in applicable developments) from the area indicated on the fire panel, if safe to do so, to a place of safety.

TELECARE RESPONSIBILITIES (SECTIONS 7, 8 AND 9)

7. Call Handling priority

- 7.1 As Fire Detection Calls represent a potential risk to life, Telecare Operators must ensure that any such Fire Detection calls which activate through to the Control Room are answered as an immediate priority.
- 7.2 All Fire Detection calls must be answered within 60 seconds or less when such calls present in the PNC Calls Handling Queue (mandatory).
- 7.3 Telecare Operators must not be selecting non-life critical calls prior to any Fire Detection Call waiting in the queue.
- 7.4 Where a Fire Detection call presents in the PNC Calls Handling Queue then any such non-life critical calls should be either placed on hold or delayed to allow Telecare Operators to answer any such priority Fire Detection Calls either presented or waiting in the queue.
- 7.5 Calls handlers have 30 seconds to establish speech with the customer. Where speech cannot be established in the 30 second time frame a call MUST be placed to the Fire and Rescue Service (FRS).
- 7.6 Where speech is established, you have 90 seconds to establish the reason for the smoke fire call.
- 7.7 You must first ask, is there a fire in your home.
- 7.8 If you cannot establish the reason for the call in that time frame a call must be made to the FRS.

- 7.9 If you can establish the reason and all is ok, you can close the call down.
- 7.10 You no longer have to wait for a second activation. You must triage each call within the FRS accredited time scales.
- 7.11 Once the Priority Fire Detection call has been answered and fully dealt with, then operators can answer and/or follow up on any such delayed or non-life critical calls waiting.

8. Smoke Detector Activated When no Employees on Duty

- 8.1 Unless forewarned of a test or a fault, then treat as a potential emergency.
- 8.2 Is there a parked call that an employee or an engineer are testing the alarm? If there is, clear the call down with the appropriate call reason. (Test Call)
- 8.3 Check the call history to establish if this is the first call within the last 10 minutes. If it is the first call ask if there is a fire in their home. If not try to establish the reason for the detector going off. If a satisfactory reason is given and the cause eliminated, it is not necessary to call the FRS if this is the only activation within the last 10 minutes.
- 8.4 If it isn't the first call, advise the customer that the fire service will attend and call the FRS on 999. Should the customer then request that they do not wish the Fire Service to attend, this must be overruled. Reassure the customer that Fire Service will just check all is safe so no need to worry.
- 8.5 If no satisfactory reason is given for the detector going off or you are unable to make verbal contact with the customer, then you must phone the FRS on 999. Again such request/s from the customer that they do not wish the Fire Service to attend must be overruled. (Reassure customer as previously indicated.)
- 8.6 Park the call with a schedule for 30 minutes, then follow up with Fire Service Control, recording full details in the Call Report according to reporting procedures.

Background or non – activated Smoke Detector Calls

- 8.7 In situations where the detector activated through to the Control Room (Alarm Receiving Centre) is not a Smoke Alarm activation, for example the initial call was received from the customer's pendant or integral button or indeed another peripheral device, and it is clearly heard/audible in the background that a smoke alarm has activated, then operators must take the following action/s:
- First ask the customer if there is a fire in their home, or if not, the reason as to why the smoke alarm may be activating;
 - Where a satisfactory reason/s has been provided and the call history reflects no earlier activation within the last 10 minutes, then no further action is necessary;
 - Where no satisfactory reason/s have been provided then as in point 8.5 above escalation to the FRS is required/necessary;

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- Where it is established that there may be a fault, then report the fault in accordance with the warden engineer and/or dwelling record information.

8.8 Once the FRS has been called please ensure the responder is made aware the Fire Service will be attending to a Smoke Detector Activation. Advise them not to enter the property until after the fire service has arrived and they are advised it is safe to enter. (*reference to a responder should be indicated where a responder service is available)

8.9 Following a report back from the FRS where a fire has actually taken place and/or the customer has been taken into hospital due to smoke inhalation and/or injury, or where the property has become uninhabitable, then it is important that the next of kin, family and/or the contacts of the customer are informed accordingly and the Out of Hours on-call Manager alerted.

9. Main Fire Alarm Activated When no Employees on Duty

9.1 Check if there is a parked call advising that an employee is testing. If there is, clear the call down as Test Call, advise the employee of a successful test received and confirm testing now completed then delete the parked call.

9.2 If a fire alarm test has been performed and received by Telecare Operators and within 2 minutes of the original test, a second fire alarm call is then received, then Telecare Operators should quickly check with onsite employee to establish if the second Fire Alarm activation has been activated again in error and/or establish if employees are having any difficulties clearing the test call down.

9.3 If this is the case do not call the FRS. If however, you are unable to establish this then as a precaution the FRS should be called to attend.

9.4 Check if there is a parked call advising that the FRS have already been contacted. If there is, try to make contact to see if they have attended and close the call down.

9.5 Where calling the FRS to attend, pass full details of the development address, details of the call and access instructions to Fire Service Control. Clear this call down as Fire Brigade requested, clear the initial call down as Fire/Ongoing noted and park a call under both the individual dwelling record and under the associated scheme in order to inform/advise all Telecare Operators to provide access to the development when the Fire crew arrive onsite.

9.6 A follow up call to the FRS should be made within 30 minutes of the original Main Scheme Fire Alarm activation in order to obtain an update from the Fire Service Control.

9.7 After the Fire Service have attended and given the building the all clear, other contacts may have to be contacted. These possibly include a fire alarm re-set engineer/contractor/employee and also in some cases a contact who should attend to close automatic fire windows, which have opened or make sure the lift is then operational or re-set boilers which have cut out due to the fire alarm being activated.

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- 9.8 Telecare Operators should therefore carefully check any such notes against the dwelling record for all appropriate action/s required to be taken following a Main Scheme Fire Alarm Activation.
- 9.9 In some cases the fire alarm may not be connected to Hanover Telecare but to another Control Centre who will call to inform us of any activation and that they have called the FRS. At this point we should then contact any fire alarm re-set engineers etc.
- 9.10 If there has been injury or damage to the building due to fire then the appropriate emergency contact should be advised.

10. Information and Training - Development Employees

- 10.1 All employees (including temporary and agency employees) will be given fire safety information, training and instruction on the action to be taken in case of fire appropriate to their post and specific to the environment they work in, the dependency of the customers and whether they may require to physically move or assist customers during an evacuation.
- 10.2 Fire Safety Information for Employees [Fire Safety Information For Employees Checklist.docx](#). The aim of this document is fire prevention. It should be read as part of initial fire safety training and on a regular basis as a refresher.
- 10.3 Managers at each development will ensure practice fire drills are carried out to check that employees understand the emergency fire action plans (including Personal Emergency Evacuation Plans where required) to evaluate effectiveness of the plans and to identify any weaknesses in the evacuation strategy.
- 10.4 At least two Fire evacuations will be carried out per year. Consideration should also be given to employees who work nights and/or at the weekends.
- 10.5 Employees will be duly updated when any changes occur to the emergency fire action plan, or where working practices or people's responsibilities have changed.

11. Review

- 11.1 This procedure will be reviewed every three years or sooner if required.

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