



## **FIRE SAFETY PROCEDURE**

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## 1. INTRODUCTION

- 1.1 This Fire Safety Procedure should be read in conjunction with the Hanover Fire Safety Policy.
- 1.2 This procedure describes our arrangements for ensuring that Hanover comply with our legal duties under the [Fire \(Scotland\) Act 2005](#) and the [Fire Safety \(Scotland\) Regulations 2006](#), which sets out the fire safety duties in respect of the majority of non-domestic premises in Scotland.
- 1.3 The legislation requires the provision of fire safety measures; including risk reduction measures, means of fire warning, fire-fighting equipment, escape routes maintained, staff training and instruction, as well as emergency procedures. It sets out fire safety responsibilities and seeks to ensure the safety of persons from harm caused by fire. The list below is a summary of the general requirements and is not intended to be comprehensive see section 2 for further detail:
- assessing the risk from fire.
  - identifying the fire safety measures necessary as a result of the assessment of risk.
  - implementing these fire safety measures, using risk reduction principles.
  - putting in place fire safety arrangements for the ongoing control and review of the fire safety measures.
  - complying additionally with the specific requirements of the fire safety regulations;
  - keeping the fire safety risk assessment and outcome under review; and
  - record keeping.

## 2. LEGISLATION, REGULATIONS, STANDARDS AND GUIDANCE

### Fire (Scotland) Act 2005

Duties of employers to employees - Fire (Scotland) Act 2005 - (Part 3, Chapter 1, Section 53)

- 1) Each employer shall ensure, so far as is reasonably practicable, the safety of the employer's employees in respect of harm caused by fire in the workplace.
- 2) Each employer shall:
  - (a) carry out an assessment of the workplace for the purpose of identifying any risks to the safety of the employer's employees in respect of harm caused by fire in the workplace.
  - (b) take in relation to the workplace such of the fire safety measures as are necessary to enable the employer to comply with the duty imposed by subsection (1).

The Fire Safety (Scotland) Act 2005 will apply to areas of the building that fall under the heading of relevant premises which includes the guest bedroom. Customers' flats are considered to be "domestic premises," which are not deemed to be relevant premises. Relevant premises are predominately the communal areas, office, commercial kitchen, and employee sleep over area.

The relevant parts outlined above will be subject to requiring a risk assessment. Hanover's buildings are predominantly categorised as:

Sheltered / very sheltered / extra-care housing - mainly (but not exclusively) for older people living at home with different levels of care or support. This ranges from sheltered housing complexes with set day-time on-site management to very sheltered or extra care premises with significant on-site management, including 24-hour, care.

Supported housing - for people with physical, sensory, mental health or cognitive impairments. The degree of independent living and level of care varies considerably. Residents may live independently or in a group home setting in the community.

Guidance also applies to small care homes which have been constructed as domestic dwellings and accommodate only a few residents. There is a range of groups that live in these: older people; children and young people; people with learning disabilities; people with drug and alcohol problems; people with mental health problems; and people with physical and sensory impairment. As with all care homes, they are registered with the Care Inspectorate as providing a "care home service," as defined by the Public Services Reform (Scotland) Act 2010.

### **Fire Safety (Scotland) Regulations 2006**

Duty to review assessments - Fire Safety (Scotland) Regulations 2006 (Part II, Section 3)

- (1) A review of an assessment under section 53 or 54 must be carried out regularly so as to keep it up to date.
- (2) A review of an assessment under section 53 or 54 must be carried out if:
  - (a) there is reason to suspect that it is no longer valid; or
  - (b) there has been a significant change in the matters to which it relates including when the relevant premises, special, technical, and organisational measures or organisation of the work undergo significant changes.

Fire Safety Arrangements - Fire Safety (Scotland) Regulations 2006 (Part III, Sections 10 - 22)

Make and give effect to arrangements as are appropriate for the effective planning, organisation, control monitoring and review of fire safety measures, including:

Section 12 - means for fighting fire and means for giving warning in the event of fire

Section 13 - Means of escape

Fire safety duties for the majority of non-domestic and 'relevant' premises in Scotland are set out in the Fire Scotland (2005) Act and Fire Safety (Scotland) Regulations 2006. The responsibility for complying with the fire safety duties in premises sits with the employer and other persons who operate or have control of the premises to any extent. This may include managing agents, landlords and tenants, factors, owners, and managers and staff.

Non-domestic premises are:

- all workplaces and commercial premises
- all premises the public have access to
- all types of houses in multiple occupation (HMO).

(House in Multiple Occupation means any living accommodation occupied by 3 or more persons who are not all members of the same family or of one or other of two families and is occupied by those 3 or more persons as an only or main residence). Living accommodation falls within this subsection if it is a house or it is, or forms part of, any premises or group of premises owned by the same person and its occupants share one or more of the basic amenities with each other. The 'basic amenities' are a toilet, personal washing facilities, and facilities for the preparation or provision of cooked food).

### **The Civic Government (Scotland) Act 1982**

Section 93 of this Act requires occupiers to keep common property free of combustible substances and anything which might obstruct egress from and access to the property in the event of fire. SFRS has power to enter the common property to determine if the duty is being complied with, and if it is not and there is an immediate risk of fire likely to endanger life, to do anything necessary to remove that risk including seizing and retention of items

### **Housing (Scotland) Act 1987 (Tolerable Standard) (Extension of Criteria) Order 2019**

The Scottish legislation states that an interlinked Fire and Smoke alarm system must be fitted in a property and that there should be adequate Carbon Monoxide protection.

This legislative change to the Tolerable Standard covers all homes, both in the private and social housing sectors

The standard requires:

- One smoke alarm installed in the room most frequently used for general daytime living purposes
- One smoke alarm in every circulation space on each storey, such as hallways and landings
- One heat alarm installed in every kitchen

- All alarms should be ceiling mounted and interlinked. There is also a requirement for carbon monoxide detectors to be fitted where there is a carbon-fuelled appliance (such as boilers, fires (including open fires), heaters and stoves) or a flue.

The tolerable standard is amended by the Housing (Scotland) Act 1987 (Tolerable Standard) (Extension of Criterion) Order 2019 and now includes this new element covering smoke and heat alarms

### British Standards

<b>BS 5266-1:2016</b>	Code of practice for the emergency lighting of premises
<b>BS 5839-1:2017</b>	Fire detection and fire alarm systems for buildings. Code of practice for design, installation, commissioning, and maintenance of systems in non-domestic premises
<b>BS 5839-8:2013</b>	Fire detection and fire alarm systems for buildings. Code of practice for the design, installation, commissioning, and maintenance of voice alarm systems
<b>BS 5839-6:2019 + A1:2020</b>	Fire detection and fire alarm systems for buildings. Code of practice for design, installation, commissioning, and maintenance of systems in domestic premises
<b>BS 5306-0:2020</b>	Fire protection installations and equipment on premises. Guide for selection, use and application of fixed firefighting systems and other types of fire equipment
<b>BS 5306-3:2017</b>	Commissioning & maintenance of portable fire extinguishers
<b>BS 5306-8:2012</b>	Fire extinguishing installations and equipment on premises. Selection and positioning of portable fire extinguishers. Code of practice.
<b>BS 7273-4:2015+A1:2021</b>	Code of practice for the operation of fire protection measures. Part 4: Actuation of release mechanisms for doors. Part 4: Actuation of release mechanisms for doors
<b>BS 7273-6:2019</b>	Code of practice for the operation of fire protection measures. Fire detection and fire alarm systems. Interface with ancillary systems and equipment
<b>BS 8214:2016</b>	Timber-based fire door assemblies. Code of practice
<b>BS 8458: 2015</b>	Fixed fire protection systems. Residential and domestic water mist systems. Code of practice for design and installation
<b>BS 8629:2019</b>	Code of practice for the design, installation, commissioning, and maintenance of evacuation alert systems for use by fire and rescue services in buildings containing flats
<b>BS 9251:2021</b>	Fire sprinkler systems for domestic and residential occupancies-Code of practice



<b>BS 9990:2015</b>	Non automatic fire-fighting systems in buildings. Code of practice (Wet / Dry Risers)
<b>BS 9414:2019</b>	Fire performance of external cladding systems
<b>BS 9991:2015</b>	Fire safety in the design, management, and use of residential buildings. Code of practice
<b>BS 9997:2019</b>	Fire risk management systems. Requirements with guidance for use
<b>BS 9999:2017</b>	Fire safety in the design, management, and use of buildings. Code of practice
<b>BS 5499-4: 2013</b>	Safety signs including fire safety signs. Code of practice
<b>BS 5499-10 :2016</b>	Guidance for the selection and use of safety signs and fire safety notices
<b>PAS 79-1:2020</b>	Fire risk assessment – Part 1: Premises other than housing Code of practice
<b>PAS 79-2:2020</b>	Fire risk assessment – Part 2: Housing – Code of practice

### 3. ROLES AND RESPONSIBILITIES

- 3.1 **Chief Executive** - Monitors through the Director of Asset Management the implementation and effectiveness of Fire Safety Policy and procedures.
- 3.2 **Director of Asset Management** - Monitors the implementation and effectiveness of the Fire Safety Policies and Procedures on behalf of the Chief Executive. Is the appointed Duty holder for fire safety for Hanover. Ensures all risks are advised to the Board.
- 3.3 **Head of Asset Management** - Responsible for the day-to-day performance of the Fire function within Hanover.
- 3.4 **Repairs and Customer Safety Manager** – Hanover’s internal responsible person for ensuring compliance with our legal duty under the Fire Safety (Scotland) Act 2005 and Fire Safety (Scotland) Regulations 2006 and all other relevant legislation. Responsible for the delivery of fire remedial works and annual fire safety risk assessment (FSRA) reviews and new FSRAs. Responsible for liaising with external bodies in relation to Fire issues and works. Responsible for day-to-day responsibility for the operation and monitoring of our Fire Safety Policy and Procedures and processes. In liaison with the Head of Asset Management develops and implements policies, procedures, and safe working practices when necessary to enable us to meet our obligations under all relevant legislation and regulations, however, all relevant employees have a responsibility to ensure that the procedures are applied as instructed in collaboration with the R and CS Manager.
- 3.5 **Customer Safety Coordinator** – Responsible for ensuring day to day compliance with our legal duties for the FSRA programme, remedial works programme and testing & maintenance of fire components. Carrying out reviews and auditing of the Fire Safety documentation and process. The Customer Safety Coordinator will also collate Fire Safety Documentation from the contractors and update relevant systems and programmes with evidence of completed work.

- 3.6 **Customer Safety Officer** – Will lead with the technical elements of interpreting the Fire Risk Assessment and any recommended remedial works. They will advise which suppliers to use in terms of competency and design work in relation to Fire regulations and CDM regulations. They will manage the remedial programme, assist in the management and specification with contractors and post inspection of works.
- 3.7 **Health, Safety and Wellbeing Manager** – Advise Senior Management on current Fire Safety Legislation making recommendations for action and supporting auditing activities. Carry out Fire Risk Assessments as required at developments which can be assessed within this role's competency levels (e.g., simple developments and not able to carry out high rise complex premises). Deliver Lateral Fire Evacuation training with employees at very sheltered and housing with care developments on an annual cycle. Deliver Fire Extinguisher and Evacuation training to employees on all developments on a 2 yearly cycle. Further develop and maintain all emergency arrangements relating to fire.
- 3.8 **Customer Safety Assistant**- Responsible for supporting the Customer Safety Coordinator (CSC) with day-to-day duties in maintaining compliance with the FSRA programme, remedial programme and fire equipment checks, flagging any issues with the CSC immediately. They will also be responsible for maintaining accurate databases and ensuring evidence of completed works is stored correctly.
- 3.9 **Repairs Supervisor** – Overseeing and auditing any works which are deemed fire related and could compromise the integrity of any building's passive fire protection (compartmentation) e.g., penetrative drilling works. Any issues will be raised with the CSC.
- 3.10 **Repairs Advisors** - Responsible for instructing repair works and flagging any works which could be deemed fire works e.g., works which may then need fire stopping or working on fire doors. They will ensure that appropriate controls are in place and liaison with the CSC should a specialist contractor be required. They will ensure all completion paperwork, evidence of completion to the required standard is sent to the Customer Safety Advisor.
- 3.11 **Admin Assistant** – Providing support to the Customer Safety Assistant as required. Including assisting with data and certification storage, customer communication and letter management.
- 3.12 **Operations Manager/Operations Manager Care** – Are responsible for ensuring all fire safety protocols which are assigned to the roles of all staff working in sheltered, very sheltered and care developments are complied with, and all records associated are updated and recorded on the Hub.
- 3.13 **Housing Officer** - Assisting with access to properties should it be needed for the FSRA or subsequent remedial works. Responsible for any actions which affect tenants e.g., fly tipping, hoarding concerns or smoking in non-permitted areas.
- 3.14 **Development Manager/Very Sheltered Housing and Housing with Care Manager** – Assisting with access to properties if required and carrying out such management actions identified by the FSRA e.g., housekeeping, keeping walkways clear or moving hazards (scooters, prams bicycles etc). Managing fire safety as set out in this procedure, associated standards and any other best practice guidance issued by Hanover. Ensuring everyone under their control knows 07811758413

- What actions to take in the event of a fire
- The escape routes in their place of work and where to assemble in case of an evacuation
- How to report fire safety hazards.

When on duty, manage the evacuation of people in communal areas and liaise with the Fire and Rescue Service. Manage appropriate actions highlighted in the development's fire risk assessment which fall under their remit. Carry out daily, weekly, and monthly visual and testing of fire safety equipment as described in detail in the Fire Safety equipment testing and inspection procedure. Complete fire safety documentation as described in this procedure i.e., fire logbook, resident dependency sheet etc.

3.15 **Hanover Employees** - Have a duty of care to themselves, their colleagues, contractors, customers, and members of the public including:

- Any work situation that represents a serious, immediate, or long-term danger to fire safety should be reported to their manager immediately.
- Adhere with Hanover by complying with the fire safety policy, associated standards any other best practice guidance and any relevant fire safety training and arrangements.
- Follow relevant fire safety precautions and evacuation procedures.
- Complete fire safety induction training and other fire safety training as may be necessary for their role.
- Evacuate immediately if the fire alarm sounds, closing doors when leaving. Ensure visitors or anyone under their responsibility evacuates the building.
- Report any fire safety issues to their manager.

3.16 **FSRA Contractor** – Responsible for delivery of the FSRA programme and raising any immediate fire risks whilst on site. They also must ensure that all FSRA's are suitable and sufficient and carried out in line with Scottish fire legislation, regulations, standards, and guidance. All assessors will be trained and experienced to the required standards.

3.17 **Remedial Contractor** – Responsible for delivery of the FSRA programme and raising any concerns which may impact it at the earliest opportunity. They also must ensure that all Fire Works are carried out in line with Fire legislation and all engineers are trained and competent to the required standard.

## 4. **FIRE SAFETY RISK ASSESSMENT (FSRA) PROGRAMME**

4.1 From the introduction of the Fire (Scotland) Act 2005 and the Fire Safety (Scotland) Regulations 2006, there is a legal requirement and responsibility for a building owner or an employer to assess the fire safety risks and implement adequate control measures through the process of risk management.

- 4.2 The assessments will identify possible ignition sources, combustible materials (such as piles of paper, storage of flammable materials etc.), working practices which give rise to fire risk (such as electric heaters being left on overnight), suitability of escape routes and fire detection / control system, personnel who may be affected by fire and training needs of employees.
- 4.3 Where necessary, the existing Fire Safety Procedures will be amended to reflect any improvements deemed necessary by the risk assessments.
- 4.4 The Fire Risk Assessment will also check and cross reference the appropriate certification is in date for fire detection systems, electrical systems, and portable appliance equipment.

### **FSRA frequency**

- 4.5 The fire risk assessments will be carried out as per the timescales detailed below:
- Very Sheltered and Housing with Care Developments – annually
  - Housing of Multiple Occupancy – annually
  - Sheltered Developments – every 2 years
  - Offices – every 3 years
- 4.6 To fulfil our statutory and regulatory duties we will identify all developments which require an FSRA (relevant developments). These developments will be classified as the “FSRA register.” This will be kept and maintained by the Customer Safety Team.
- 4.7 The FSRA register will be combined with the review frequency set out in 4.5 above, and this will set out each year’s FSRA review programme which should be completed for each relevant development before the anniversary target date.
- 4.8 All relevant developments will have a suitable and sufficient FSRA completed by a suitably competent contractor (appropriate skills, knowledge expertise and behaviours). See section 9.
- 4.9 The frequency for which a FSRA will be undertaken or reviewed, is based on the risk profile of the property and its occupants. The opinion of the risk assessor will be considered if the frequency for a specific development differs from that set out in section 4.5. The rationale will be discussed with the risk assessor and a recorded outcome of the decision made will be added to the risk assessment. The final decision will be made by the Customer Safety Team.

### **Additional occasions when an FSRA requires a review**

- 4.10 The FSRA will also need to be reviewed in the following circumstances:
- A change of use of the property or the introduction of new equipment.
  - Alterations to the property, including internal layout (including those carried

out by a customer with or without our agreement).

- Substantial changes to fixtures or fittings.
- The introduction, change of use, increase in storage, or removal of hazardous substances.
- The failure of fire precautions e.g., alarm systems.
- A significant increase in the numbers of people using the building.
- A change in the customer profile or composition of people using the property.
- A fire or significant 'near miss.'
- Issues arising from other fire risk assessments.
- Any other change which could impact on fire safety within the property.

4.11 In addition, an FSRA will be reviewed when there is reason to suspect that it is no longer valid, or there has been a significant change in the property that has affected the fire safety measures.

#### **Different types of FSRA**

4.12 There are 4 different types of fire risk assessment, these are:

- Type 1 fire risk assessment (common parts – non-destructive)
- Type 2 fire risk assessment (common parts – destructive)
- Type 3 fire risk assessment (common parts and flats – non-destructive)
- Type 4 fire risk assessment (common parts and flats – destructive)

4.13 Typically, Hanover will carry out a Type 1 assessment for most developments. There may be occasions when a Type 3 could be considered, for example when changing sleep over arrangements at a very sheltered development. Destructive surveys (types 2 and 4) are not usually considered, but in rare occasions may be used as decided by the responsible person, for example when it is suspected that the compartmentation of a building's integrity is suspected to be breached but intrusive works are required to evidence the potential breaches.

#### **Contents of an FSRA**

4.14 There are a number of smaller simpler buildings within Hanover whereby the risk assessment is carried out by the Health, Safety and Wellbeing Manager which is considered within their competency to do so. There is a pro forma template used for these sites.

4.15 The format and content of all fire risk assessments carried out by contractors will reflect legal and regulatory requirements, the type of risk assessment being undertaken and be based on the methodology set out in PAS79-2. Examples of information that they may include are as follows:

- Description of the location and property.
- Identification of hazards.
- People at risk.
- Hazard control measures.
- Escape route provision.
- Detection and alarm systems.
- Arson risk control.
- Fire safety management.
- Summary of fire risks and of existing control measures.
- Number of colleagues.
- Number of customers.
- Gross floor area.
- Building use.
- Priority issues within the building.
- Actions and recommendation.
- Building fire risk rating.
- Date and time of assessment.
- Name and signature of the assessor.

4.16 The format and content of fire risk assessments will be approved by the R&CSM.

#### **Management of communal areas and furnishings**

- 4.17 Hanover's policy is to adopt a sensible balance between minimising the risk of fire in the communal areas and allowing customers to make these areas more attractive but still comply with fire safety legislation i.e., Furniture and Furnishings (Fire Safety) Regulations 1988.
- 4.18 The above legislation is designed to ensure that upholstery components and composites used for furniture meet specified ignition resistance levels and are suitably labelled.
- 4.19 All upholstered items in a communal area of a development and guest bedroom must be of non-combustible material and have the appropriate labelling to ensure they meet the above standard.

- 4.20 The Guidance on managed use of common areas procedure details the guidelines on what is permitted to enable a balance between making an area homely and attractive and ensuring fire safety.

## 5. ACTIONS IDENTIFIED FROM THE FSRA

- 5.1 Prior to the commencement of a Fire Risk Assessor appointed by Hanover (Internal staff or contractor), timescales will be agreed between the Customer Safety Team and the risk assessor which will be set out in the following categories:

- High
- Medium
- Low

- 5.2 All actions resulting from an FSRA will be logged and managed in the master remedial spreadsheet. The master remedial spreadsheet will be automatically linked with the fire remedial risk matrix which will provide the priority of the remedial works. Any remedial works will be logged and managed via our repair management system and will only be complete on the master remedial spreadsheet on confirmation of completion of works on the repair management system.

- 5.3 The actions will predominantly be split into two main categories:

- 5.3.1 Management Actions – Where there is no physical work to carry out. Some examples are when there may be a need to update a policy or an instruction to another department or a housekeeping action e.g., combustible mattress to be removed. Our aim is to assign these efficiently and aim to complete within 1-2 months dependent on the complexity of the task.

- 5.3.2 Building Fabric – These are physical remedial works to be carried out to the building itself. Some examples could be, to replace or repair a fire door, complete fire stopping to penetrations in the building fabric, install additional smoke detection or add additional fire signage. Our aim is to assign these efficiently and aim to complete within 1-2 months dependent on the complexity of the task. Significant findings relating to the building fabric and structure will be risk rated and planned in with risk, complexity, and budget considerations.

### Management actions from FSRAs

- 5.4 Management actions will be assigned to the appropriate manager on the development within the appropriate team within Hanover. The Housing and Operations Managers will be accountable for ensuring their team complete the action assigned within the timescale given.
- 5.5 The CSC will keep track of and report on all management actions and their target dates to the R&CSM and who they are assigned to.
- 5.6 For all management actions the CSC will ensure:
- They are completed within the target date

- They are completed to the required outcome/standard
- Evidence is supplied to the Customer Safety Team.
- They are completed on the repairs management system.
- The FSRA is updated to reflect the action is completed

### **Building fabric actions from FSRA's where CDM applies**

- 5.7 Building fabric actions will be assigned to suitably competent contractors to carry out the work. See section 9 below on contractor competence.
- 5.8 For all actions resulting from FSRA's which involve construction work Hanover will ensure compliance with the Construction Design Management Regulations 2015 (CDM). Any member of staff instructing any remedial actions where CDM applies, will be responsible for:
- 5.8.1 Considering all work requiring "design," whereby specifications need to be made for any building fabric actions identified from the FSRA which will need to comply to all relevant standards e.g., building regulations or British Standards;
- 5.8.2 Identifying all parties required to carry out design work (designers), the levels of competency which are required to design solutions to actions, based on the type of remedial required;
- 5.8.3 Confirming the Principal Contractor (PC), the duties of the PC and whether any works are allowed to be sub contracted. Note the contractor's competences, experience, qualifications, third party accreditations (where required), convictions and insurances should all be confirmed, checked, and evidenced.
- 5.8.4 Confirming the Principal Designer (PD) who are appointed by the client to take control of the pre-construction phase of any project involving more than one contractor. Principal designers have an important role in influencing how risks to health and safety are managed throughout a project. Design decisions made during the pre-construction phase have a significant influence in ensuring the project is delivered in a way that secures the health and safety of everyone affected by the work. Principal designers must:
- plan, manage, monitor and coordinate health and safety in the pre-construction phase. In doing so they must take account of relevant information (such as an existing health and safety file) that might affect design work carried out both before and after the construction phase has started;
  - help and advise the client in bringing together pre-construction information, and provide the information designers and contractors need to carry out their duties;
  - work with any other designers on the project to eliminate foreseeable health and safety risks to anyone affected by the work and, where that is not possible, take steps to reduce or control those risks;



- ensure that everyone involved in the pre-construction phase communicates and cooperates, coordinating their work wherever required;
- liaise with the principal contractor, keeping them informed of any risks that need to be controlled during the construction phase.

### **Remedial contractor management, meetings, and quality assurance**

5.9 The CSC will ensure that regular update meetings are scheduled and recorded with the PC. The PC will confirm the status of all actions assigned and submit relevant information to the CSC to evidence the work which has been completed to the required standard. This can include:

- Industry specific certification e.g., electrical minor works certificates;
- Operation and Maintenance Manuals for any mechanical and electrical equipment;
- TRADA or FIRAS certification of fire stopping works or fire door installations;
- Material data sheets confirming the right use of materials e.g., the correct mastic used in the correct scenario;
- Fire test data – for individual components or for example fire doors (testing both sides);
- Photographs of before, during and after the works, clearly showing work completed.

5.10 The CSC will ensure:

- Evidence is received from the contractor for all actions confirmed as completed;
- All evidence is checked for validity and completeness;
- The evidence is used to validate the payment;
- Where specific work has been designed or specified, the evidence is reviewed to substantiate the solution meets the design/specification;
- Where evidence is not supplied or is not to the required standard, the contractor will be instructed, and payment will not be made until the correct evidence is received;
- Where technical solutions that require a level of competency is not within Hanover's capabilities, a suitably competent individual will be resourced to validate the evidence, for example a fire engineer inspecting the remediation of cladding to a building.

## **Checking Remedial works**

- 5.11 The contractor will carry out their own quality control checks, selected at random, with a variety of checks being undertaken. The contractor will report on their internal checks at the contract review meetings when required.
- 5.12 Contractors will be required for all works to provide photographic evidence of completion which should be inspected before any payment is made.
- 5.13 For some works e.g., fire stopping works and fire door installation, a third-party accreditation certificate will be required to evidence the work has been carried out to the required standard and to enable the third-party accreditation scheme to be aware of the work should they wish to inspect.
- 5.14 Where any remedial work was subject of any design work, then the work should be checked against the design and materials specified to evidence the solution will meet the required standard specified within the design.
- 5.15 All issues identified should be raised with the contractor and documented at the contract meetings and payment shall not be made until all work is completed to the required standards.
- 5.16 Internal checks will be carried out by contracts officers where it is deemed, they have the required competencies to do so. For any specialist fire remedial work where it deemed the contracts officers do not have the level of competency required, a suitable fire specialist can be consulted.

## **FSRA contractor management, meetings, and quality assurance**

- 5.17 The Customer Safety Coordinator will hold monthly meetings with the FSRA contractor to monitor progress with the current FSRA programme, review quality control reports and deal with any concerns or issues that arise. The meetings will normally follow a standard agenda including resource, quality, issues, financial and health & safety matters.
- 5.18 The meetings will be minuted with copies being circulated to all present and a copy being added to the relevant contract file.
- 5.19 Any changes to the appointed assessors will require the contractor to submit evidence of assessor competence to the Customer Safety Coordinator who will check the information and store within the relevant contract file.
- 5.20 The contractor's nominated QA officer will check that each assessment has been completed to the required standards to enable it to be classed as suitable and sufficient, before passing them to the Customer Safety Advisor and Customer Safety Coordinator. Where required the QA officer will follow up any errors or omissions with the relevant Fire risk assessor.
- 5.21 If the Customer Safety Advisor or Customer Safety Coordinator has any query or concerns about the completion of an assessment, they will raise this without delay to the Repairs and Customer Safety Manager and Health, Safety and Wellbeing Manager.

## **External quality control**

- 5.21 A programme of external quality control inspections can be undertaken by a specialist consultant appointed by Hanover for any specialist work outside of the competencies and skill set of Hanover employees.
- 5.22 The consultant will be appointed by the responsible person. The Customer Safety Coordinator will supply the consultant with a selection of work to carry out checks.
- 5.23 The consultant will review the quality of the work, materials used and whether the work is completed to the required standard. The consultant will confirm the outcome of the inspection in writing, highlighting any deficiencies to be rectified by the contractor.
- 5.24 The consultant will report on the results of each inspection to the Customer Safety Coordinator who will follow up any faults etc. directly with the Fire safety contractor.

## **6. PEEPs & PCFRAs**

### **Personal emergency evacuation plans (PEEPs)**

- 6.1 Where appropriate a Personal Emergency Evacuation Plan (PEEP) will be carried out for customers with a disability, mobility issue or physical and mental wellbeing needs. This will be recorded on the Resident's Dependency Sheet and held in Key Safe 1 to assist/ advise the Scottish Fire & Rescue Service in the event of an evacuation.
- 6.2 The PEEP will consider individuals on a case-by-case basis and take into account a person's ability to evacuate or understand their responsibility and their cognitive capacity.

### **Person centred fire risk assessments (PCFRAs)**

- 6.3 Where required Person-Centred Fire Risk Assessments (PCFRA) will be used to identify customers who are at higher risk from fire in their own accommodation whether this is due to their behaviours or their ability to respond and escape from a fire. The risk assessment will include an action plan that specifies what steps will be taken to improve the safety of the vulnerable customer.
- 6.4 The PCFRA will consider individuals on a case-by-case basis and take into account a person's ability to evacuate or understand their responsibility and their capacity.
- 6.5 The completed PCFRA will be discussed with the customer and shared with the customer's family if permission is granted where the inherent risks will be highlighted, and any action plan created with appropriate timescales.

## **7. REPAIRS, PLANNED WORKS & HOT WORKS AFFECTING FIRE SAFETY**

- 7.1 Work is undertaken in our developments, including communal areas and customers' homes by our approved contractors. These may be appointed directly to undertake work, or they may be subcontracted.
- 7.2 The nature of the work and the potential risks to the integrity of fire safety arrangements and the integrity of the building, will both affect how work is

undertaken.

- 7.3 Access may be required to customers' homes to undertake work. Every attempt is made to gain access to a property with the customer's consent. However, if access or contact is not achieved to enable work to take place, we will work with housing officers and managers on the developments to gain access.
- 7.4 Vulnerable customers will be dealt with compassionately and all avenues will be explored to gain access and arrange appointments at times which are convenient to them. However, action to obtain access to a customer's home will be taken if required. If so, we will ensure that the customer receives appropriate support.
- 7.5 This may involve engaging support services and professional agencies, providing an interpreter, and contacting their nominated next of kin or carer. In the event that we are seriously concerned about a customer, we may make a safeguarding referral, or to an appropriate emergency services provider.

## Repairs

- 7.6 All repairs or servicing delivered by our contractors and their sub-contractors, which may affect the passive fire integrity or active fire controls in any of our developments, are issued specific works orders which contain details instructing not to breach compartmentation of the buildings being worked on and for the application of any passive fire materials being installed, that these meet the required fire resistance and standards.
- 7.7 Where there is any risk that the integrity of any fire safety arrangement has been, or could be, compromised by undertaking the repair or servicing, it is essential that the issue is, as a matter of urgency, brought to the attention of the relevant manager or in their absence, the CSC or R&CSM. This is to enable a survey or investigation of the work to be urgently made and an appropriate course of action to be agreed upon.
- 7.8 Any repairs affecting key active or passive elements of any building which will be changed, removed, or be taken out of service during the project, will require alternative arrangements to be made to maintain fire safety in line with the fire strategy for that building. All work of this nature will be agreed with the Customer Safety Coordinator prior to commencement. After works are completed the FSRA will be updated as required.

## Planned works

- 7.9 Risk assessments are carried out on all planned works, which could affect fire safety prior to work be undertaken. These must include the risk of fire and explosion, taking account of the property and customer profile, and provide confirmation that risks are minimised or appropriately mitigated.
- 7.10 In addition, before work can commence, checks must be made of existing drawings, records, and the current fire risk assessment to ensure that the proposed work will not compromise fire safety arrangements that are in place.
- 7.11 Once works are underway, and at their completion, checks will be carried out to ensure that any risks are being managed and that the work is not compromising fire safety arrangements. This is a central aspect of our approach to contract

management.

- 7.12 If during a planned works project, key active or passive elements of that building will be changed, removed, or be taken out of service during the project, alternative arrangements will be made to maintain fire safety in line with the fire strategy for that building. All work of this nature requires careful planning and should be agreed with the Customer Safety Coordinator prior to commencement. After works are completed the FSRA will be updated as required.

### **Hot work**

- 7.13 'Hot work' includes any work that uses open flames or the local application of heat and friction. Examples include:

- Sparking tool usage.
- Soldering.
- Cutting & grinding.
- Hot riveting.
- Heat/flame applied to roof coverings

- 7.14 All hot work will try to be avoided at the point of design either by elimination by designing out the risk or by substituting working methods with an alternative method.

- 7.15 For all 'hot work' that cannot be eliminated or substituted, a 'Permit to Work' that gives explicit permission for 'hot work' to take place is required before any work takes place, for any repairs, servicing or maintenance that are undertaken by any contractor or subcontractor.

## **8. AMENDING THE FSRA REGISTER**

### **Adding a property**

- 8.1 A property will be added to the FSRA register when it falls in scope of the legislation and regulations and as a result of:
- a) Development or acquisition of a newly built property
  - b) Acquisition of an existing property (not new build)
  - c) Change of use of an existing building
  - d) Disposal of an existing property

### **Development or acquisition of a newly built property**

- 8.2 Where we are developing or acquiring a newly built freehold property from a third party, and we will become responsible for fire safety within the property, then responsibility for identifying, installing, and commissioning fire safety systems and design will be set out in the build contracts. The contract will also confirm details of

any warranties, guarantees or similar from the third party.

- 8.3 Where we are acquiring a new property from a third party and we are not the freeholder, we will ensure that we understand who is responsible for fire safety within the property and any responsibilities that we have. If we are not responsible for the fire safety, we will ensure that arrangements are put in place so that we can demonstrate that we have made reasonable attempts to ensure that the third party is fulfilling its fire safety responsibilities
- 8.4 The design of the property fire safety strategy and general fire safety provisions will be undertaken by a competent third party where evidence has been provided to us of their competence.
- 8.5 Our role is to appoint competent consultants and contractors to oversee the design and construction process and, based on the advice of consultants and contractors (where appropriate), to decide whether to accept the property and associated systems at practical completion. It is also our responsibility to ensure that testing and inspection arrangements are in place and suitable evidence and certification is received.

### **Pre-occupation FSRA for new build properties**

- 8.6 The first FSRA for any new build properties being developed by Hanover, should, where possible, be carried out at the pre-occupation phase. This is primarily to determine if the building has been built in line with the fire strategy for the use of the building and its occupants and all active and passive components are to the required standard.
- 8.7 Consideration should be given to visiting the property during the construction phase to evidence key phases of the build and evidence compartmentation meets the required standards.
- 8.8 Prior to acquisition of a property developed by others, and before occupation, a new FSRA will be carried out to identify, evaluate, remediate, and manage all the fire hazards in the property based on its intended use.
- 8.9 The results of the new FSRA, including any remedial actions, will be added, managed, and recorded in our FSRA register.
- 8.10 All remedial action, except where this is categorised as moderate, tolerable, or trivial, must have been completed before the property can be used for its new purpose. All actions will have specific 'action by' dates and will be monitored by OPIs and KPIs.
- 8.11 The new occupants of the property must be provided with fire safety information relevant to the property, including precautions and what to do in the event of a fire.

### **Acquisition of an existing property**

- 8.12 Where we are acquiring an existing property from a third party and we will become responsible for fire safety within the property, we will obtain fire safety records from the third party and a new FSRA must be carried out to identify, evaluate, remediate,

and manage all the fire hazards in the property based on its intended use.

- 8.13 This will determine whether any existing fire protection measures including its design are effective, suitable, and sufficient. It will also help us to determine whether we will require and/or obtain any warranties, guarantees or similar from the third-party following completion of the transaction.
- 8.14 Where we are acquiring an existing property from a third party and we are not the freeholder, we will ensure that we understand who is responsible for fire safety within the property and any responsibilities that we have. If we are not responsible for the fire safety, we will ensure that arrangements are put in place so that we can demonstrate that we have made reasonable attempts to ensure that the third party is fulfilling its fire safety responsibilities
- 8.15 The results of the new FSRA, including remedial action, and reviews of legal agreements relating to fire safety, will be added, recorded, and managed in our FSRA register.
- 8.16 All remedial action, except where this is categorised as moderate, tolerable, or trivial, must have been completed before the property can be used for its new purpose. All actions will have specific 'action by' dates and will be monitored by OPIs and KPIs.
- 8.17 The new occupants of the property must be provided with fire safety information relevant to the property, including precautions and what to do in the event of a fire.

#### **Change of use or remodelling of an existing property**

- 8.18 Where a change of use of an existing property is planned or the partial/full remodelling is scheduled, a new FSRA must be carried out to identify, evaluate, remediate, and manage all the fire hazards in the property based on the new use of the property and the construction phase.
- 8.19 This will determine whether the existing fire protection measures are effective, suitable, and sufficient and whether any interim fire safety measures need to be put into place during the remodelling phase.
- 8.20 The results of the new FSRA, including remedial action, must be recorded in, and managed through our FSRA register.
- 8.21 All remedial action, except where this is categorised as moderate, tolerable, or trivial, must have been completed before the property can be used for its new purpose. All actions will have specific 'action by' dates and will be monitored by OPIs and KPIs.
- 8.22 The new occupants of the property must be provided with fire safety information relevant to the property, including precautions and what to do in the event of a fire.

#### **Disposal of an existing property**

- 8.23 In these situations, disposal means that the legal ownership of the property is transferred from us to a third party through its sale, by being gifted or leased.
- 8.24 Where an existing property is to be disposed of to a third party on a freehold basis, we will provide information about fire safety upon request. Once the disposal has

been completed, we will no longer have any responsibility for fire safety within the property, unless the terms of any legal agreements specify otherwise.

- 8.25 Where an existing property is to be disposed of to a third party on a leasehold basis, information about our fire safety responsibilities and those of the leaseholder will be agreed as part of the disposal process and set out in the lease.
- 8.26 Prior to disposal, due to the property's change in use (for example it may be empty for a period of time, boarded up and services decommissioned), a risk assessment must be carried out to ensure that any fire safety (and other) compliance checks are undertaken periodically (frequency depending on the duration if it is empty) and prior to the disposal being completed.

### **Deleting a property**

- 8.27 Properties will be deleted from the annual programme and FSRA register when they are sold or demolished.
- 8.28 When a property is sold the details including the date of sale will be sent to the Customer Safety Coordinator by colleagues in Finance. Authorisation should be confirmed with the Repairs and Customer Safety Manager prior to deleting the property. On the sale date all outstanding repairs orders, including any for FSRAs, remedials or fire component checks will be cancelled in accordance with current procedures, and the relevant contractors will be notified.
- 8.29 The Customer Safety Coordinator will liaise with the repair's supervisor on the cancellation of works orders as required.

## **9. COMPETENCY OF CONTRACTORS**

### **Fire risk assessor competency**

- 9.1 Hanover will ensure that only suitably competent Fire Risk Assessors, certified by a UKAS accredited certification scheme that meets the competency criteria required by Hanover are appointed.
- 9.2 FSRAs will be undertaken on our behalf by a competent organisation who is appointed by the 'responsible person.'
- 9.3 The assessor must hold as a minimum the NEBOSH National Fire Safety and Risk Management Certificate and/ or registered under the Fire Risk Assessors Certification scheme (FRACS). They must be able to demonstrate that they have the skills, knowledge, and experience for conducting fire risk assessments in the housing sector., and demonstrate they have a clear understanding of the Fire Scotland Act and relevant regulation and guidance specific to the housing sector
- 9.4 The company Must be registered with one or more of the below:
- IFC Certification operate the 'IFCC 0099' company scheme.
  - Institute of Fire Prevention Officers (IFPO) This is a professional body registration scheme.



- institute of Fire Safety Managers (IFSM) This is a professional body registration scheme.
- Register of skilled persons (ROSP) The ROS Group operate a Fire Lead Assessor Management Evaluator scheme 'Flame.'
- Warrington Certification Ltd operate a 'Fire Risk Assessors Certification Scheme (individual and company) 'FRACS.'
- The Institution of Fire Engineers (IFE)
- The Institute of Fire Prevention Officers (IFPO)

9.5 Evidence will be obtained to confirm the competence of the company and fire risk assessors on an annual basis.

### **Fire remedial contractor competency & accreditation**

9.6 Hanover will ensure that only suitably competent contractors and engineers, certified by a UKAS accredited certification scheme, are procured and appointed to undertake works to fire safety equipment, systems, and installations, who will be appointed by the 'responsible person.'

9.7 As part of the appointment process an assessment of competency will be carried out to determine the qualifications and experience of all operatives carrying work out, supervisors, management employees and anyone carrying out "design work."

9.8 Passive remedial works (e.g., fire stopping or installing new fire doors) must be carried out by a remedial contractor who has a recognised membership of a third-party accreditation scheme which should be checked as part of the appointment process that they hold current membership for the types of work they carry out and are able to issue certification upon completion of all passive work for Hanover.

9.9 The third-party accreditation will be BM Trada Q mark, Firas or equivalent.

## **10. REGISTER OF FIRE EQUIPMENT & TESTING/INSPECTION REGIMES**

10.1 We will maintain a register of the fire equipment, such as fire alarms, emergency lighting & dry/wet risers, which are in use within our properties, and which contributes to the overall Planned Preventative Maintenance (PPM) requirement in Fire Safety (Scotland) Act 2005 and Fire Safety (Scotland) Regulations 2006. The register will specify, as a minimum, all of the following:

- Description of the equipment and its purpose.
- Manufacturer, product name, serial number, installer, date of installation.
- Detailed description of the location.
- Testing and inspection requirements, including frequency, type, and who is commissioned to undertake the testing and inspection.

- Any guarantees or warranties.

## Testing and Inspection

10.2 The following is the recommended frequency for maintenance and inspection of fire safety measures and systems in accordance with British Standards and their Codes of Practice. Development staff can be trained to complete some of these tasks, but where it mentions competent persons, this would normally be that of a suitably qualified contractor:

### 10.3 Daily:

10.3.1 Walk through premises and check escape routes to ensure they are clear of obstructions and combustible materials and that self-closing doors are not wedged open;

10.3.2 Check any fire alarm control panel and indicating equipment to ensure the system is active and fully operational.

### 10.4 Weekly

10.4.1 Test fire alarm system by activating a manual call point (using a different call point, in rotation and ensuring a different zone for each successive weekly test), usually by inserting a dedicated test key. This will check that the control equipment is capable of receiving a signal and in turn, activating the warning alarms. Manual call points may be numbered to ensure they are sequentially tested. It is good practice to test the alarm at the same time each week but consider the need to ensure that employee working shifts are given the opportunity to hear the alarm. During a test, the alarm should not operate for too long so that there can be a ready distinction between a test and an unplanned actuation. Where the system is connected to an alarm receiving centre, the centre should be notified prior to testing and on completion of the test.

10.4.2 A check should be made to determine that the testing of the fire alarm also results in the operation or disabling of other linked features such as electrically powered locks, the release of any doors on hold open devices, the operation of doors on swing free arms and automatic opening doors reverting to manual operation.

10.4.3 Fire doors with hold open devices linked directly to the fire alarm i.e., electromagnetic hold open device or Dorgards should release when the fire alarm has been tested and all these doors should close.

10.4.4 Fire doors should be checked to ensure they are in good working order as follows:

- Inspect doors for any warping or distortion that will prevent the door from closing flush into the frame
- Check that intumescent strips and smoke seals are in good condition
- Check escape routes, and test exit locking mechanisms such as panic bars, push pads and electromagnetic locking devices;
- Check sprinkler system (if applicable, only the newer developments have this system fitted).

10.4.5 Visual inspection of the fire extinguisher, checking the tamper tag is still in situ and the fire extinguisher is still on the wall bracket.

## 10.5 Monthly

10.5.1 Functional tests of all emergency lighting systems should be at an appropriate time when, following the test, they will not be immediately required. However, some modern systems have self-testing facilities that reduce routine checks to a minimum. Depending on the type of installation certain routine checks and routine maintenance work may be able to be done in house. Test methods will vary. Further maintenance may need to be carried out by a service engineer.

10.5.2 Check sprinkler system; (if applicable, only the newer developments have this system fitted.). Carry out brief visual check of fire extinguishers to ensure the tamper tag is in situ and there are no obvious faults.

## 10.6 Three monthly:

10.6.1 Quarterly checks of smoke window operation.

## 10.7 Six monthly

10.7.1 A Competent Person will conduct the testing, servicing, and preventative maintenance of the fire-warning and automatic detection systems at six-monthly intervals;

10.7.2 A Competent Person will conduct the testing, servicing, and preventative maintenance checks of sprinkler system at six-monthly intervals

## 10.8 Annually

10.8.1 A Competent Person will carry out the testing, servicing, and preventative maintenance

- Maintenance of portable fire extinguishers;
- Annual discharge test of emergency lighting;
- Annual checks, inspection, and test of sprinkler system;
- Dry risers;
- Two-way communication systems at specific designated refuge areas;
- Evacuation chairs

10.8.2 On completion all records should be recorded in the appropriate section in the Fire Safety Logbook.

### Fire detection and warning systems

10.9 Hanover has various different fire detection/ warning systems fitted across the housing stock.

10.10 The different fire detection/ warning systems are detailed below:

Type of Housing	Type of alarm	Description
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Very Sheltered Developments/ Housing with Care	BS5839 Classification L1 system with fully addressable fire panel, sounders, and beacons	L1 provides for Automatic Fire Detection (AFD) and is installed into all areas of a building including customers' accommodation
House of Multiple Occupancy (Licensed)	BS5839 Classification L1 system with fully addressable fire panel, sounders, and beacons	L1 provides for Automatic Fire Detection (AFD) and is installed into all areas of a building including customers' accommodation
Sheltered Housing – Communal areas only	BS5839 Classification L3 system with fire panel and sounders. Upgraded developments may have a fully addressable fire panel and additional detection.	L3 Automatic Fire Detection (AFD) with smoke detection should be installed on escape routes with detection in rooms opening onto escape routes.  This will be dependent on the size and layout of the development
Sheltered Housing – Customers' flats	BS 5839 Part 6 – smoke and heat detection – which meets the Tolerable Standard	Warden call system, where the smoke and heat detection within the flat are interlinked and connected to an alarm receiving centre.
Amenity & General Needs Housing properties	BS 5839 Part 6 – smoke and heat detection – which meets the Tolerable Standard	Interlinked Smoke and Heat detection within the property
Owner Occupied - Customers flats	BS 5839 Part 6 – smoke and heat detection – which meets the Tolerable Standard	If the Owner has requested the smoke and heat detection within the flat are interlinked and connected to an alarm receiving centre.  The Owner may have decided to fit their own interlinked smoke & heat detectors, this system is not connected to an alarm receiving centre but could still meet the requirements of the Tolerable Standard.
Owner Occupied – Communal areas	BS5839 Classification L3 system with fire panel and sounders.	This will be dependent on the size and layout of the development

10.11 Fire equipment installed in our properties will be tested in accordance with the manufacturer's instructions and relevant legislation & British Standards. This includes testing and inspection frequency and the type of testing and inspection that takes place.

- 10.12 Testing and inspection will only be undertaken by competent people and organisations. They will need to have provided evidence of their competency prior to undertaking any testing and inspection.
- 10.13 We operate a mixed approach where the method of testing and inspection is undertaken by our appointed contractors or the suppliers of the systems.
- 10.14 In our register of fire equipment, testing and inspection arrangements will be specified including frequency and type.
- 10.15 All remedial actions which are identified during testing and inspection of fire equipment will be recorded and their resolution managed through our compliance management system.

## **11. MONITORING AND REPORTING**

- 11.1 The Customer Safety Coordinator is responsible for ensuring all databases, registers and programmes are kept up to date, are accurate and reflect the compliance status for each work stream relating to fire safety. These include:
- Progress on the annual FSRA Programme
  - Records to substantiate the accuracy of the FSRA Register
  - A database of all actions resulting from an FSRA
  - The register of fire equipment
  - Progress for all testing of fire equipment
- 11.2 The Customer Safety Coordinator will produce Operational Performance Indicators (OPIs) and Key Performance Indicators (KPIs) specified by the Repairs and Customer Safety Manager as required.
- 11.3 OPI and KPI data will be used to report progress with fire safety work to the Executive team, Senior Management Team and Audit, Performance and Risk Committee (APR) as required.

### **Internal Auditing**

- 11.4 The Customer Safety Coordinator will carry out a monthly check to the FSRA and fire equipment registers by cross referencing the development address on Capita Open Housing Report and the Contracts Master List to ensure that any deletions or input errors are found and corrected.
- 11.5 The Repairs and Customer Safety Manager will carry out a quarterly audit of the FSRA and fire equipment registers with the health, safety, and Wellbeing Manager.

## **12. EMERGENCY SITUATIONS, FIRE INCIDENTS, & NEAR MISSES**

### **Objectives**

- 12.1 To keep the public, customers, and employees safe from danger and to ensure that

we fulfil our legal and regulatory obligations relating to Fire safety.

### Evacuation strategy

- 12.2 When a fire occurs, Hanover currently has a stay put policy predominantly across all but 8 of the developments listed in 12.4.
- 12.3 The customers are notified of the policy for their building at the start of their occupancy and this is clearly marked on signage in every building.
- 12.4 There are some specified developments which have a lateral evacuation strategy in place which enables customers to be moved to an area of safety during the evacuation process. These sites are:

Development Number	Development	Address
136	Orchard Court	Orchard Street Renfrew PA4 8RZ
146	Walkinshaw Court	Walkinshaw Street JOHNSTONE PA5 8AF
156	McAlpine Court	11 McAlpine Street WISHAW ML2 8AH
162	Callieburn Court	30 Callieburn Road BISHOPBRIGGS G64 1TJ
165	Montgomery Court	Montgomery Road PAISLEY PA3 4AH
168	Woodburn Court	1 Woodburn Grove HAMILTON ML3 6AN
175	Glengowan Court	Claude Street LARKHALL ML9 2HT

183	Archibald Kelly Court	30 Livingstone Drive EAST KILBRIDE G75 0HB
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### **Fire action, evacuation procedure and training**

- 12.5 Fire Action signage will be exhibited in a prominent position to tell all employees and the public, including people with a disability, what to do in the event of an emergency.
- 12.6 A typical fire action procedure for employees, visitors and customers is detailed in - Fire Emergency Procedure for Employees on Developments/Services at Appendix 1.
- 12.7 All employees will be made aware of the fire evacuation procedure during the Corporate Induction and a reminder on an annual basis which is communicated by email and recorded in the fire logbook for development employees and will be advised of the fire evacuation procedure and shown the location of fire alarm points, fire exits, fire extinguishers, assembly point etc. All new staff will be given this information as part of their induction training.
- 12.8 Employees working at the Very Sheltered and Housing with Care Developments will receive enhanced evacuation training to lateral fire evacuation i.e., assisting a customer to a place of safety if it is safe to do so.
- 12.9 Each office and development will carry out the minimum of two fire evacuations per calendar year. This fire evacuation will be recorded in the Fire Logbook.
- 12.10 Each development holds emergency procedures specific for that building, including isolation of services, alternative services e.g, taxis and accommodation

### **The emergency plan**

- 12.11 The emergency plan details arrangements and processes to follow in the event of a major emergency (unplanned event). It covers our emergency response, major incident management and recovery, and full-service resumption and return to business as usual.

### **Communication with Fire & Rescue Services**

- 12.12 In the event of a fire being discovered, colleagues (or any person at the scene) should contact the Fire and Rescue Service immediately (999). Colleagues should also notify a manager, who in turn informs the relevant senior staff.
- 12.13 This ensures that the relevant colleagues (including the 'responsible person' and chief executive) are aware and able to manage any incident and can identify the principal point of contact for the fire and rescue service.
- 12.14 Some of our fire alarm systems are monitored remotely and following the activation

of an alarm, our 24-hour telecare monitoring provider will contact the fire and rescue service. They will also notify the relevant Hanover contact.

- 12.15 Fire action notices are displayed in all multi-occupancy residential buildings and commercial premises. These provide information to customers on what to do in the event of a fire.
- 12.16 A premises information box will (also referred to as Key Safe 1 Box or Magpie Safe) be available at all required sites that include detailed information on the building to ensure these are made readily available to attending fire service in the event of an incident.
- 12.17 The Health, Safety & Wellbeing Manager Team is responsible for reporting incidents to the HSE as required (including RIDDOR reportable incidents see below section), and for managing contact with the HSE and other statutory bodies.

### **Fire incidents and near misses**

- 12.18 All fire incidents, including near misses, will be logged in the Workrite AMS including details of any follow-up actions. This may include, but is not limited to the following:
- Undertaking remedial work.
  - Investigating the circumstances that led to the incident.
  - Undertaking remedial action that is required to improve fire safety at the location of the fire incident and at other properties.
  - Taking tenancy or lease enforcement action.
  - Communicating with customers to improve fire safety awareness.
  - Working with the police, fire authority or other statutory agencies.
  - Making a claim with our insurers.
- 12.19 We will review all incidents, including near misses, (particularly those where claims are made) to ensure that any lessons learnt are reflected in updates to policies, procedures and working practices in order to reduce the number of incidents and near misses and to mitigate our liability.

## **13. RIDDOR, ENFORCEMENT AND STATUTORY BODIES**

- 13.1 The list of dangerous occurrences in [Schedule 2 of RIDDOR](#) is designed to obtain information primarily about incidents with a high potential to cause death or serious injury, but which happen relatively infrequently. Collecting the information allows the enforcing authorities to learn about the circumstances and their causes. This provides valuable information which both regulators and business can use to help prevent accidents.
- 13.2 We will work closely with fire and rescue services, local authorities, and other statutory bodies to obtain their advice and assistance in relation to fire safety in our



developments. This can include audits and inspections of our properties and fire equipment and promoting fire safety awareness amongst our customers.

- 13.3 We will respond promptly and positively to any enforcement or improvement action that is taken by a statutory body. Our response will include the following:
- We will review the conclusions of the statutory body and engage with them if we have reason to challenge or seek clarification of their conclusions and/or requirements.
  - We will ensure that requirements are addressed within the specified or agreed timescale.
  - We will identify if there are similar issues within our other properties. If so, we will take appropriate remedial action.
  - Full details will be recorded and reported to the 'responsible person'

## **14. TRAINING**

### **14.1 Legislation**

The legislation that is applicable is section 2 and 3 of the Health & Safety at Work Act 1974:

- General duties of employers to their employees. Section 2 (c) the provision of such information, instruction, training, and supervision as is necessary to ensure, so far as is reasonably practicable, the health and safety at work of his employees.
- General duties of employers and self-employed to persons other than their employees. Section 3 (1) It shall be the duty of every employer to conduct his undertaking in such a way as to ensure, so far as is reasonably practicable, that persons not in his employment who may be affected thereby are not thereby exposed to risks to their health or safety.

### **14.2 Regulatory**

Management of Health and Safety at Work regulations 1999

- Section 7 Health and Safety Assistance

### **14.3 Best Practice** \*

14.3.1 Ensure employees are competent when communicating with customers and have the knowledge to appropriately triage and correctly identify the nature of the problem reported.

14.3.2 Failure to appropriately triage and correctly identify the nature of the problem reported could result in a customer being injured or killed in their home as well as putting neighbours and members of the public at risk.

- 14.3.3 Front-line call handlers have a vital role to play in keeping customer, and others, safe
- 14.4 Fire safety training will be delivered according to Hanover's health & safety training matrix.
- 14.4 Training records will be maintained to provide assurance about the competence of colleagues and to identify any gaps.
- 14.5 All fire safety training needs will be assessed annually, as a minimum.

### **Training required – key management employees**

- 14.6 The following employees are deemed to be key management employees and will be required to have clear knowledge of the Fire Safety Policy, procedures, and the different evacuation strategies at our housing stock.
- Repairs and Customer Safety Manager
  - H&S and Wellbeing Manager
  - Customer Safety Coordinator
  - Head of Asset Management
- 14.7 Employees receiving Repairs - To ensure competency, understanding and how to appropriately triage and correctly identify the nature of the problem reported the Repairs team will have to complete the following:
- Read, understand, and sign acknowledgement of Hanover's Fire Safe Policy, and this Fire Safety Procedure
- 14.8 Employees receiving Emergencies calls - To ensure competency, understanding and how to appropriately triage and correctly identify the nature of the problem reported the Repairs team, Telecare employees, Managers on the Developments will have to read, understand, and sign acknowledgement of:
- Read, understand, and sign acknowledgement of Hanover's Fire Safe Policy, and this Fire Safety Procedure
  - The Repairs and Customer Safety Manager must be informed of the Fire related incident in the normal reporting method.
- 14.9 Employees involved in Repairs/ Remedial work

The Building Services Officers, Contracts Officers, Customer Safety Advisor & Customer Safety Co-ordinator will be required to complete the training and have the knowledge and understanding set out in 13.17

### **Awareness training**

- 14.10 All employees will have basic fire safety awareness and emergency evacuation training.
- 14.11 Refresher training via e-learning will be undertaken on an annual basis.

## Specialist training

- 14.12 The Health Safety and Wellbeing Manager and a selected member of the Customer Safety Team will hold the NEBOSH National Fire Safety and Risk Management Certificate. If either of the post holders do not hold this qualification, they will enrol and complete the course within 1 year of employment commencing. Other specific training will be provided to those responsible for implementation of the FSRA and fire equipment maintenance programmes.
- 14.13 Specialist training will include fire warden training, fire extinguisher training and fire door inspector training. Requirements for each role are set out in the HR system, any other specialist training will be identified and agreed with the R&CSM and resourced via HR team.
- 14.14 The organisation will ensure that the employees below will maintain and update their own skills, information and knowledge relating to fire safety as part of their professional development.

Job Role	Briefing on Hanover Policy, Procedure	Fire E Learning
Repairs employees	X	X
Telecare and Development employees	X	
Contract Officers & Customer Safety Advisor	X	
Building Services Officer	X	X
Head of Asset Management & Sustainability, Customer Safety Co-ordinator & Health, Safety & Wellbeing Manager	X	X
Repairs and Customer Safety Manager	X	X

## 15. IMPLEMENTATION & REVIEW

- 15.1 The R&CSM is responsible for ensuring that this procedure is implemented by all concerned.
- 15.2 The R&CSM will ensure that this procedure is reviewed annually.

<b>Department</b>	Asset Management
<b>Author</b>	Repairs and Customer Safety Manager

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## 16. APPENDIXES

<b>Internal References – Policies &amp; Procedures (Located on The Hub)</b>	Fire Risk Assessment – Individual Developments Fire Logbooks – Individual Developments Specific Fire Guidance Documents - Electrical Cupboards, Furniture and Ornaments on Fire Escape Routes Person centred Fire Risk Assessment Residents’ Dependency Sheet Fire Safety equipment testing and inspection procedure Guidance on managed use of common areas
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### Appendix One – Fire Emergency on Developments Procedure for Development and Telecare Employees

#### 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 Residents (Appendix 1A) regularly, i.e. every six months at customer’ meetings / coffee mornings etc.

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 Residents (Appendix 1B). 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 to contact the Fire and Rescue Service for a home fire safety visit.

- 2.9 Managers should advise visiting services employees (eg homecare, nurses etc) of the fire action notices around the Development.
- 2.10 The Resident Dependency Level Information Form 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 See Appendices 1C to 1E

- Fire Action Notice for Employees on Sheltered Developments (Appendix 1C)
- Fire Action Notice for Employees on Very Sheltered/Housing with Care Developments (Appendix 1D)
- Fire Action Notice for Very Sheltered/Housing with Care Kitchen employees (Appendix 1E)

### **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 call system, if the system on the development allows this. In other developments it may be necessary to visit the property, test the heat of the door etc to establish if it is an emergency. In other developments, activation of the smoke alarm goes directly to Fire and Rescue Service who will attend.
- 4.2 When a satisfactory, non emergency, reason is given for the detector having been triggered, where possible shut down the call and investigate the cause. It is not necessary to dial 999 if the call has not already gone automatically to emergency services.
- 4.3 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.
- 4.4 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 staff member 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 in order to allow for 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 to 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 If you cannot establish the reason for the call in that time frame a call must be placed to the FRS.
- 7.8 If you are able to establish the reason and all is ok, you can close the call down.
- 7.9 You are no-longer to wait for a second activation you must triage each call within the FRS accredited time scales.

7.10 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 Alarm 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 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 Fire Brigade 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 to attend 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 Alarm Calls**

8.7 In situations where the alarm actually activated through to the Control Room (Alarm Receiving Centre) is not an actual 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:

- Establish with the customer 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;
- 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 in regards 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.



8.9 Following a report back from the FRS, in such situations 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.

## **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 Scottish 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.

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.

See Appendix 1F Fire Safety Information for Employees. 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.

- 10.2 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.
- 10.3 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.
- 10.4 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.

## Appendix 1A

### Fire Action Notice for Customers, Owners and Visitors

#### **If the smoke / fire alarm sounds in your flat**

- Leave the flat immediately, do not delay to pick-up possessions;
- Close the flat door behind you and;
- Evacuate the building as detailed below.

#### **If main fire alarm sounds in the building**

- **IF YOU ARE IN YOUR FLAT** stay-put in your flat (unless your flat alarm also sounds):
- Be ready to evacuate your flat if told to do so or smoke or heat affects it.
- **IF YOU ARE NOT IN YOUR FLAT** evacuate as detailed below.

#### **If you discover a fire**

- Leave the area immediately.
- Close doors behind you if safe to do so.
- Operate the nearest, but safe, break glass point (if the alarm is not already sounding).
- Evacuate the building as detailed below.

#### **Evacuation**

- Follow the green fire escape signs to reach a final exit door.
- Do not use lifts.
- Leave the building and assemble at the designated assembly point (normally the car park)

**Do not re-enter the building until advised to do so by the Fire Officer in charge**

**Never ignore the fire alarms**

## Appendix 1B Fire Safety Letter for New Customers

<Name>  
<Address 1>  
<Address 2>  
<Town>  
<Postcode>

<Date>

Dear Resident,

### Fire Safety

The enclosed **Fire Action Notice for Residents** is designed to remind you of what to do in the event of a fire.

For your own safety, you are advised to read it carefully and to pin it up in a prominent place, for example behind your front door, for easy reference.

You will see that the notice tells you to take **different action** depending on **where you are** and the **location of the fire**.

**If the fire is NOT in your flat** our general advice is:

- |                            |  |
|----------------------------|--|
| <b>Close your doors -</b>  | Each flat door can contain fire for a minimum of 30 minutes.   |
| <b>Stay in your flat -</b> | If you are <b>sure the fire is not in your flat</b> . Do not wander into the corridor, you risk meeting smoke and flames - smoke kills - DO NOT take chances with your life. |

**If the fire IS in your flat, OR you are not in your flat**

- Leave the area immediately and evacuate the building
- Under no circumstances should you waste time collecting possessions.
- The lift should NOT be used under any circumstances; the stairways are the SAFE exit route.

### Fire Prevention Advice:

We ask you to be aware of the following simple fire precautions for your own and your neighbours' safety:

- Please refrain from smoking in bed.

- Ensure your home doesn't have any worn electrical flexes or cables.
- Ensure electrical equipment is in good working order.
- Do not place anything on top of or against gas/ electric heaters in your home.
- Do not fit electric light bulbs of a higher wattage than specified on the lamp shade or fitting.
- Be extra vigilant when cooking and refrain from using a chip pan.
- Please ensure any candles and burners are used with extreme caution; be careful where you place them and do not leave unattended.

Should you require any additional information please contact your development manager.

Thank you for your co-operation.  
Yours sincerely

<Name>

<**Job title**>

## **Appendix 1C**

### **Fire Action Notice – Employees on Sheltered Developments**

#### **If main fire alarm sounds**

- Proceed to a place of relative safety;
- Dial 999 and ask for Fire and Rescue Service;
- Evacuate the Building as detailed below.

#### **On confirming a dwelling fire alarm is an emergency**

- On receiving a call from a dwelling smoke alarm attempt verbal communication with the customer via the call system, depending on the system at the development
- Proceed to a place of relative safety;
- Dial 999 and ask for Fire & Rescue Service;
- All employees in common areas must evacuate the Building as detailed below
- Customer will remain in their own homes, unless the fire is in their property.

#### **On discovering a fire**

- Sound the alarm by activating the nearest break glass point;
- Close doors behind you;
- Proceed to a place of relative safety;
- Dial 999 and ask for Fire & Rescue Service;
- Evacuate the Building as detailed below.

#### **Evacuation**

- Collect the resident dependency level information form from the Key Box One, if safe to do so.
- Go to the assembly point (normally the car park)and;
- Await the Fire & Rescue Service and provide information as requested.

**Do not silence or reset fire alarm until instructed to do so by a Fire Officer.**

## **Appendix 1D**

### **Fire Action Notice – Hanover Employees on Very Sheltered/Housing with Care Developments**

**Support Workers – What to do if the main fire panel activates the sounders – Remember the smoke & heat detection within the customer dwelling is linked to the fire panel along with all the detection within the communal areas.**

#### **Smoke alarm activated within a dwelling.**

##### **Main fire panel sounds due to fire activation in dwelling or communal area.**

- Support Worker should go immediately to the fire alarm panel and identify the zone which is indicating fire condition. Collect the Red Fire Bag located in the office or sleep over area;
- Proceed to a place of safety, dial 999 and ask for Fire and Rescue Service, giving the name and address of the development;
- Start the lateral evacuation (if applicable) of customers from the area indicated on the fire panel, if it is safe to do so, through the nearest fire door to a place of safety.

##### **Other employees will:**

- Assist with the lateral evacuation.
- Prepare customers in unaffected flats / zones for possible evacuation.
- Prepare and assist all customers to evacuate to a place of relative safety, or from the building if it becomes necessary.
- Initiate a head count of customers and employees and pass to Support Worker to communicate with Fire Officer.

**Do not silence or reset fire alarm until instructed to do so by a Fire Officer.**

## Appendix 1E

### Fire Action Notice – Very Sheltered/Housing with Care Kitchen Staff

#### **If main fire alarm sounds**

- **If safe to do so:**
- Turn off cooking equipment using main isolation switches;
- Close serving hatch shutters.
- Leave the area
- Close doors
- Proceed to designated assembly point

#### **If you discover a fire in the kitchen**

- **If it is a cooking range fire** smother with a Fire Blanket, but only if you have been trained in the use of fire extinguishers and it is safe to do so.
- **If safe to do so:**
- Turn off cooking equipment using main isolation switches;
- Close serving hatch shutters.
- Leave the area;
- Close doors;
- Operate the nearest break glass call point;
- Proceed to designated assembly point.



## Appendix 1F

### Fire Safety Information for Employees

#### You must be familiar with the following:

- With regards to the operation of the fire alarm panel, please pay particular attention to the information displayed and how to interpret this information.
- The action to take on discovering a fire.
- How to raise the alarm and what happens then.
- The action to take upon hearing the fire alarm.
- Telecare will issue the Fire & Rescue Service with a 24hour code to allow immediate entry using the keypad at the development front door.
- The significant findings of the fire risk assessments.
- The measures that have been put in place to reduce the risk from fire.
- The identity of people nominated with responsibilities for fire safety.
- Any special arrangements for serious and imminent danger to persons from fire.
- The procedures for alerting visitors, including, where appropriate, directing them to exits.
- The arrangements for calling the Fire and Rescue Service.
- The measures in place to ensure a safe escape from the building and how they will operate.
- The Residents' dependency tool detailing the requirements for assistance.
- The evacuation procedures for everyone in the building to reach an assembly point at a safe place.
- The principle of lateral evacuation (where appropriate).
- The fire prevention and fire safety measures and procedures in the premises and where they impact on staff and others in the building.
- The location and, where appropriate, the use of fire fighting equipment.
- The location of the escape routes, especially those not in regular use.
- How to open all escape doors, including the use of any emergency fastenings (and locks where appropriate).

- The importance of keeping fire doors closed to prevent the spread of fire, heat and smoke.
- The importance of good housekeeping.
- The risks from flammable materials used or stored on the premises.
- The precautions to be taken to minimise and control the risks, with particular attention to their role in reducing and controlling fuel and ignition sources.