



Fire Safety Procedures

CBH Older Persons Services – CBH-H-OPS-017

1. Purpose of Procedure

To ensure that visiting officers are fully aware of the fire safety procedures, in the event of an alarm sounding within a sheltered scheme building. This procedure covers communal areas and tenanted flats.

Colchester Borough Homes operates a stay put policy. Residents and guests are advised to remain in a place of safety i.e. their flat or communal area that is protected by fire doors when a fire alarm is activated unless the fire is located in the flat or communal area in these circumstances residents and guests should move to the outside of the building to the relevant assembly point.

2. Responsibilities

Visiting officers, team leaders and the facilities coordinator are responsible for ensuring relevant paper work and keys are stored in the fire safety box located on site is kept up to date, tidy, secure and accessible by the fire service in the event of a fire.

Visiting officers are responsible for:

- Familiarising themselves with relevant procedures & policies in relation to fire safety & building maintenance
- Ensuring all fire alarms are tested weekly & maintaining accurate records
- Ensuring all fire exit doors are working correctly and are not obstructed in any way
- Switching the on site /off site Helpline system on and off when entering & leaving the building
- Reporting faults with the alarm systems immediately, advising their managers and Helpline of faults

- Reminding residents and guests of the stay put policy regularly, ensuring the fire action notice is displayed in guest rooms, communal notice boards and in lifts.
- Ensuring all fire safety signs are up to date and clearly visible
- Ensuring that all firefighting equipment has been regularly serviced and remain unobstructed
- Complying with other relevant procedures in relation to fire safety
~OPS 19
- Attending relevant training as required

3. Office hours where a member of staff is on site – communal areas

If the fire alarm is activated whilst a member of staff is on site they should go to the fire panel and identify the zone. If safe to do so go to the zone indicated and establish whether there is a fire. Do not silence the fire panel at this stage.

If there is a fire the officer must dial 999 and alert Helpline. **They should not put themselves or any member of the public in danger.** The following action should be taken:

- Evacuate tenants and guests from the communal area where the fire is located and lead them to a place of safety outside of the building.
- If it is safe to do so, you have been trained and feel confident, use a fire extinguisher to put out the fire. This applies for small fires only, never attempt to tackle a larger fire.
- If it is safe to do so contact the tenants via the intercom and advise the fire service are on their way ask all tenants to remain in their flats.
- If it is safe to do so take all the information from the fire box and hand to the fire service upon arrival. Let the fire service know where the fire is.
- Report the incident to your managers & Helpline once the incident has been dealt with.

FALSE alarms

- If a false alarm is identified silence the fire panel, establish which smoke detector is at fault.
- Advise Helpline that a fault has been identified.
- Telephone repairs to raise an urgent repair for the faulty alarm.
- Contact all tenants via the intercom and advise a false alarm and is being investigated.

4. Communal areas OUT OF HOURS or where a member of staff is not present on site

The handset will be off site and all calls and alarms including the fire panel will be diverted to Helpline.

If an alarm is activated it will go through to Helpline where an operator will deal with the call by dialling 999.

A Mobile Support Officer (MSO) will be dispatched and will liaise with the fire service on site.

The MSO will alert the control centre of the details of the fire and note any details in the diary on site if safe to do so.

The control centre will contact CBH duty manager and alert of any repairs required and contact the relevant disaster recovery contact team identified in the CBC/CBH disaster recovery plan.

The MSO will check & provide reassurance to the residents and advise via the call all facility the outcome of the incident.

5. Residents accommodation during normal office hours

If an alarm is activated whilst a member of staff is on site an alert will come through via the handset. The officer is to contact the tenant via the handset to check if there is a fire in the residents flat.

If the resident advises there is a fire the officer must:

- Advise the tenant to evacuate their flat and go to the dedicated assembly point outside of the building
- Dial 999, sound the main alarm and alert Helpline
- If it is safe to do so contact other tenants via the intercom and advise the fire service are on their way ask all tenants to remain in their flats.
- If it is safe to do so take all the information from the fire box and hand to the fire service upon arrival. If possible let the fire service know where the fire is.
- Report the incident to your managers & Helpline once the incident has been dealt with.

If there is no response from the tenant on the handset the officer should go to the flat indicated on the handset to look for signs of fire

- Is there smoke coming from the door?
- Are there sounds coming from the flat that could be fire related?
- Is the door warm to touch – place the back of your hand against the door? **Do not touch the door handle or open the letter box.**
- Can you smell smoke?

If yes to the above **do not open the door** – dial 999, sound the main alarm and alert Helpline immediately.

If there are no signs of a fire knock on the door and carefully enter using the master key.

- Check everything is okay.
- Report the faulty alarm immediately to repairs
- Record the incident in the diary
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6. Residents accommodation out of hours

The handset will be set to off site and all calls including the fire panel & individual smoke detectors will be diverted to Helpline.

If an alarm is activated it will go through to the control centre. The responding officer will contact the flat indicated to establish if there is a fire or if it is a false alarm, such as burnt food. If the operator is able to establish a false alarm the call will be closed down, the resident will be advised to open a window and air the area affected.

An MSO maybe dispatched where necessary to offer appropriate support.

If the call centre operator is unable to obtain a response or where the user advises there is a fire the operator will alert the fire service immediately. An MSO will also be dispatched to the site.

On arrival the fire service will gain entry via the door entry panel which will be released by Helpline or via a fire access key to gain access to the building.

The fire service will establish whether there is a fire and deal with as appropriate.

The MSO will update the control centre of the severity of the fire, the number of residents affected & of any damage to the building.

If it is safe to do so The MSO will check & provide reassurance to the residents and advise via the call all facility the outcome of the incident.

The operator will alert the CBH duty manager and alert of any repairs required and contact the relevant disaster recovery contact team identified in the CBC/CBH disaster recovery plan.

If there is no fire the fire service will establish the zone where the fault is and report it to the control centre or member of staff on site. The control centre or MSO will contact repairs and arrange for contractor to attend the site. The MSO will reset the fire panel. A note will be made in the diary in the office.

The MSO will check & provide reassurance to the residents and advise via the call all facility the outcome of the incident.

Document control sheet

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Document amendment history

Version	Date	Notes	Approved by
V1.0	July 2014	No Change	Y DAY
<ul style="list-style-type: none"> Major changes: V2.0 	February 2018	Procedure re written CBH - H - OPS 17 Fire & Smoke Detection Procedure - September 2017 v2.0	

Colchester Borough Homes Residents Fire Action Notice

Upon hearing the fire alarm

If you are in a flat

If you are in your own, or another flat, you should. Close all doors but do not lock them. If you have security chains on the doors, these must not be used.

Do not open the door unless requested by staff or members of the emergency services.

Remain in the flat until directed otherwise by staff or members of the emergency services.

If you are in a communal area

If you are in the communal areas of the building you should **remain where you are**.

Discovering a fire in your flat or communal area where you are located

Any resident discovering a fire should immediately sound the alarm using the nearest fire call point.



Residents should not attempt to fight any fire.

If a fire has started within your flat or in a communal area in which you are present, you should immediately vacate the building using the nearest available and safe fire exits.



You should assemble at the designated fire assembly point located <<insert location >> and remain there unless otherwise directed by a member of staff or the emergency services.



DO NOT USE LIFTS

You should assemble at the front of the block and remain a safe distance away from the building unless otherwise directed by staff or emergency services.

Do **NOT** attempt to re-enter the building unless told to do so. Care should be taken on roads due to traffic movement.

Fire assembly point locations

Scheme	Fire assembly point
Winstree Crt	Car park at rear
Oatfield Close	Outside the community Hall
Grymes Dyke Crt	Car park at front of building
Walnut Tree House	Car park at the front of the building
Elfreda House	At front of Elfreda House
The Cannons	Located at front of building
Dutch Quarter	None
Charles Smith House	Car park at front of the building
Harrison Crt	Car park at front of building
Cherry trees - communal hall	Car park at side of the building
Heathfields House	Car park at front of building
John Lampon Crt	Opposite the car park
Worsnop House	Main car park
Plum Hall	Car park at Plum Hall
Fairfield Gardens	Car park by communal Hall
Enoch	Outside main entrance – Hawthorn Avenue
Stuart Pawsey Crt	Garden at rear of main entrance.
Britannia Crt	Main car park
Mary Frank House	Front entrance car park.
Ivor Brown Crt	Car park near office