

Scottish Fire and Rescue Service

HOME SAFETY

PARTNER GUIDE



You can help **keep your household safe** from fire and other risks.



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Contact: SFRS.HFSVadministrators@firescotland.gov.uk

SECTION 1:

HOME FIRE SAFETY VISITS

1.1 What is a Home Fire Safety Visit?

A Home Fire Safety Visit (HFSV) is a home visit conducted by both operational and support staff from the Scottish Fire and Rescue Service (SFRS). The overall aim of the visit is to ensure people live safely in their homes, reducing not only the risk of fire, but other incidents of unintentional injury. By widening the scope of our home visits from our previous home fire safety model, we will better focus our resources towards helping those at highest risk in our communities.

Focussing our resources on preventative measures is a key objective of public service reform. Understanding this, and ensuring that fire prevention information, and other safety advice is directed towards the people that require it the most in our communities is at the heart of what a HFSV is trying to achieve.

1.2 What does a Home Fire Safety Visit include?

- ✦ A physical visit to the property by SFRS personnel.
- ✦ A fire risk survey of the property and completion of a questionnaire with the occupier to include wider safety and welfare considerations.
- ✦ Onward referral to appropriate partners, if applicable.
- ✦ Signposting to local and national support services, if required.
- ✦ Advice, testing and, where eligible, installation of smoke alarms in line with Scottish legislation.
- ✦ A Home Safety Guide which will be left at the property which contains useful home safety advice and contact details of some partner organisations who can provide additional support/assistance.



1.3 Who benefits from a Home Fire Safety Visit?

Our communities:

Early intervention by SFRS and your organisation will enable people to:

- ✦ Maintain independence;
- ✦ Maintain personal resilience;
- ✦ Improve their quality of life; and
- ✦ Live longer in their own home.

Our public and emergency services:

- ✦ Allows us to provide services where they are needed most;
- ✦ Assists in the reduction of casualties and fire fatalities;
- ✦ Reduces the impact of public services; and
- ✦ Creates quality partnerships with shared responsibilities.

Our partners:

- ✦ Assists with early intervention;
- ✦ Supports organisational strategy, aims and objectives;
- ✦ Enhances partnership working, co-production and shared responsibility;
- ✦ Raises your organisational profile; and
- ✦ Improves and enhances network relationships.

1.4 How can you help us to identify the most vulnerable in our communities?

Many of the individuals involved in serious fires have other health and wellbeing considerations and most house fire victims were already

known to at least one other agency. We would like your employees to be able to recognise the common risk factors of fire and get your clients/service users help if required.

By understanding and recognising those at highest risk, and referring your clients/service users to us, we will be able to ensure we give appropriate advice and guidance to help keep them safer in their own home, and where applicable, we can onward refer or signpost to other organisations to get them any further help they may require.

1.5 What is the Home Fire Safety Visit qualifying criteria?

From reviewing our incident data (Fatal Fire analysis), and understanding how fires start and who is involved, we are aiming to better target our resources to those most at risk across our communities. The HFSV criteria is a list of behaviours or circumstances that are known to contribute to a higher risk of fire.

Does your organisation work with clients or service users who meet one or more of the HFSV criteria listed below? If so, with the service users' permission, your staff/personnel will be able to easily refer them for a HFSV through our secure HFSV partner application.

- ✦ Aged 65+;
- ✦ Anyone in the household has a history, or may be a target of, fire related crime;
- ✦ High levels of clutter/hoarding;
- ✦ History of fire, including signs of burns/scorch marks on furniture or clothing;
- ✦ Use of medical oxygen, emollient products, or medical airflow mattress where someone in the household smokes;



- ✦ Unable to evacuate the property in an emergency due to mobility issues or medical condition including hearing and/or visual impairment;
- ✦ Dementia/cognitive impairment;
- ✦ Use medication that causes drowsiness, visual disturbance or dizziness;
- ✦ Alcohol or drug dependant; and
- ✦ Anyone in the household has shown an interest in starting fires.

1.6 What are the benefits to your organisation?

HFSV ICT system

You will have access to the **HFSV Application**, a custom-built digital platform which offers a safe and secure way for your organisation to raise a HFSV referral on behalf of your client/service user, and where applicable receive referrals from the SFRS. The **HFSV Application** is designed to be easy to use and provides other features to improve the efficiency and effectiveness of the referral process, allowing partners to track any referral raised and identify its status.

Training

Initial training input and guidance is offered on LearnPro Communities which is a digital training platform used by our partners ([LearnPro Community – Login](#)) and is in the form of two training modules for your personnel:

- ✦ a Training Module on the digital LearnPro Site (details of how to log on are outlined the end of this guide); and
- ✦ a Training Module on Fire Risk Recognition for those practitioners going into households.

These modules will guide your personnel through the sign-up process and how to navigate the **HFSV Application** plus be able to recognise those individuals who may be at risk from fire.

You can also access the Safety House at our HQ in Cambuslang if your personnel would benefit from face to face training by SFRS personnel; area resources permitting.

Guidance documents and advice

Once your personnel have access, a suite of guidance documents is available on the HFSV partner application site which will deal with commonly encountered scenarios.

1.7 Statement of expectation

What we expect and promise in return as HFSV partners

- ✦ Work within the principles of an agreed Data Sharing Framework to protect the individual, the SFRS and the partner organisation from any recourse;
- ✦ Submit referrals in the agreed format, completing all questions accurately;

- ✦ To accommodate, where possible, joint visits with SFRS personnel when a service user requires support; and
- ✦ Act on any referrals (where agreed) received from the SFRS and in accordance with your organisation's processes and the principles of the Data Sharing Framework.

SFRS – Our commitment to you

- ✦ Engage in a data sharing framework with referring partners;
- ✦ Assess the priority of all referrals received and arrange a HFSV to be carried out;
- ✦ Provide general fire safety advice and possibly fire safety equipment, such as letter boxes, fire retardant bedding and sometimes deep fat fryers (if applicable), this varies from area to area;
- ✦ Refer and signpost to partners when specific risks are identified – an onward consent form will be approved by the occupier and completed by personnel (this is contained within a Home Fire Safety Guide will be left with every occupier following a HFSV);
- ✦ Provide partners with the ability to monitor the progress of referrals received by SFRS and see how many completed HFSVs have been achieved;
- ✦ Ensure any information recorded is maintained in accordance with data protection law; and
- ✦ Act to end the partnership if any member of the organisation, or person delivering services on its behalf, brings, or is likely to bring, disrepute upon the SFRS, and reserves the right to cancel membership.

1.8 What commitment would we expect from you as a Home Fire Safety Visit partner?

- ✦ Nominate a Co-ordinator for your organisation i.e. a key Individual to be the point of contact who will liaise with our personnel and work together to sign up to the system via a Data Sharing Framework;
- ✦ Agree to relevant members of your staff/ volunteers receiving Fire Safety Awareness and Risk Recognition training, provided by SFRS personnel;
- ✦ Actively promote HFSVs to service users living within Scotland;
- ✦ Ensure all relevant staff are made aware of HFSVs and associated commitments;
- ✦ Promptly refer any service user (if they meet the criteria) for a HFSV where a professional concern of fire safety has been identified by completing the partner referral online form via the HFSV Application;
- ✦ To accommodate joint visits, if necessary, with SFRS personnel when a service user requires support;
- ✦ Where possible, provide a link to the SFRS website and/or SFRS safety advice on your organisation's website or other relevant media platforms; and
- ✦ Ensure any information recorded is maintained in accordance with data protection law.

SECTION 2:

BECOMING A HOME FIRE SAFETY VISIT PARTNER

2.1 Signing up as a Home Fire Safety Visit partner

Signing up to be a HFSV partner is simple, although it requires both parties to understand their specific roles in protecting the data and information that we will have to pass to make and/or receive referrals. This involves the signing of a Data Sharing Framework, which clearly defines the details of the agreement which must be adhered to as per information governance and data protection laws.

2.2 Home Fire Safety Visit application site – Sign-up page

Go to the following web address:
[HFSV – Partner Site](#)

2.3 The data sharing framework

This Framework should be completed online within the HFSV Partner Application. The Data Sharing Framework (DSF) is an agreement between the SFRS and all relevant partners which reflects the arrangements that they have agreed to facilitate the sharing of Personal Data. This relates to the safety and wellbeing of service users and explains the purposes for which that personal data may be used. We require partners' agreement to use and share personal data within the terms set out in the DSF.

The DSF consists of a choice of two appendices, one of which we would require your organisation to complete, dependant on the commitment you can agree to:

- ✦ **Appendix 1** – One-way referral – You refer to us – We signpost your service where applicable [Appendix 1 help text](#).
- ✦ **Appendix 2** – Reciprocal referrals – You can refer to us, and we can refer to you if applicable. This will also be the option you choose if SFRS will only be referring to your organisation [Appendix 2 help text](#).

2.4 General data protection regulation (GDPR) – Privacy notice

The full SFRS HFSV privacy notice can be found by visiting the HFSV landing page and selecting 'Privacy Notice' or by using this link – [Privacy Notice](#).

2.5 Occupier's consent requirement

If an occupier consents to SFRS sharing their information with another partner, SFRS will record the name of any partners and the date and time of the HFSV within the section of a Home Safety Guide which SFRS will leave with the occupier.

2.6 What happens next?

Once you have submitted your DSF this will be checked and verified by the HFSV Admin Team and the SFRS Information Governance Team. Once all the required information has been provided, your application will be accepted, and the individual who has been nominated by your organisation to be the **HFSV Coordinator** (main contact) will receive an email notification confirming this. If there is an issue, or more information is required, this will be communicated to the HFSV Coordinator via email, and a comment recorded on the HFSV application, with further instructions on how to resolve the issue.

Once your organisation has been approved, you will have access to the **HFSV Application**, use all its features, make HFSV referrals and receive referrals from SFRS, if applicable.

2.7 Signing up your personnel / staff

The named Co-ordinator for each organisation, after receiving confirmation that their partner agency has been approved, should provide individual users of the organisation with the following information.

How an individual within a partner organisation registers for an account:

- ✦ Use this URL: [HFSV – Partner Site \(azapp-sfrs-uks-pi-hfsv-web-partner-ui.azurewebsites.net\)](https://azapp-sfrs-uks-pi-hfsv-web-partner-ui.azurewebsites.net).
- ✦ Choose “new user registration” from the left hand menu.
- ✦ Complete the required fields using your work email address and a password of your choice.
- ✦ Submit – you will receive the undernoted confirmation.



Once you have submitted your registration request you will require to validate your account by selecting a link sent to your work email address. If no email is delivered to your inbox **please check your “junk” folder**.

Your account must be validated within 48 hours.

- ✦ If validated within 48 hours you can go ahead and log in to the HFSV application.
- ✦ If not validated within 48 hours your link will expire and you will require to go through the registration process again (as described above).

When you press the hyperlink within your email to verify, the undernoted message will pop up.

After they submit this information, they will be able to raise a referral immediately if required by simply logging on using their login name and password. However, we would advise accessing the training materials and resources within the system prior to this ([see section 3](#)).

Whenever a ‘new user’ registers on the system, **the HFSV Partner Coordinator** for the organisation they are associated with will be sent a notification advising that someone new has signed up. If that person does not hold a position which requires access, the Co-ordinator will be expected to remove their access.

NOTE:

- ✦ Each individual user must register for their own account.
- ✦ Group registration and sharing of passwords is forbidden.
- ✦ If your “team” is not in the drop-down list on the registration form, your organisation’s HFSV Partner Coordinator can add this to allow a new user to proceed.

2.8 Multi factor authentication (MFA)

This is a “one off” process that appears when a user creates an account and logs in for the first time. If you require further information or advice on this please go to [MFA Guidance](#).

2.9 Forgotten password

If at any time you require to change your password due to a breach or have forgotten your password, use the undernoted steps.

- ✦ Use this URL: [HFSV – Partner Site \(azapp-sfrs-uks-pi-hfsv-web-partner-ui.azurewebsites.net\)](https://azapp-sfrs-uks-pi-hfsv-web-partner-ui.azurewebsites.net)
- ✦ Click log in icon in top right corner.
- ✦ Under the icon “log in” choose the forgot your password function.
- ✦ User details screen will pop up.
- ✦ Enter email address.
- ✦ Verification code will be sent.
- ✦ Enter verification code to gain access.

SECTION 3:

TRAINING AND RESOURCES

3.1 Training and resources

As mentioned in [section 1.6](#), as a fully signed up HFSV partner organisation, you will have access to a range of training packages, documents, and resources to **support** your personnel/staff with recognising fire risk and knowing when to raise a HFSV referral:

- ✦ **Online e-Modules on Learn Pro** (see instruction document below on how to sign up to LearnPro:
 - ✦ Partner Training Module
 - ✦ SFRS Fire Risk Recognition Module

- ✦ **Face-to-face training** by SFRS personnel and support available, if resources permit in your area.
- ✦ **Safety House visit** – This bespoke training resource is available at our SFRS HQ in Cambuslang if you wish to utilise this with your staff. Please contact HFSV administrators SFRS.HFSVadministrators@firescotland.gov.uk who will direct you to appropriate personnel.

SECTION 4:

QUALIFYING CRITERIA / REFERRALS

The qualifying criteria is outlined in [section 1.5](#) above and will be on the front page of the HFSV Partner Application when you sign in. Please ensure you only raise a referral where you have identified one or more of these qualifying criteria prior to completing the referral form. This will save you time – if the person does not qualify, they will not be offered a visit.

4.1 Non-qualifying home settings

SFRS **will not** conduct HFSVs at relevant premises as defined in the Fire Scotland Act 2005, together with any premises which come under the scope of the Care Commission.

Some examples are shown below, however, there may be others in addition to these:



- ✦ Men's/Women's Hostels;
- ✦ Student Accommodation;
- ✦ Staff Accommodation;
- ✦ Nurses' Quarters;
- ✦ Care Homes;
- ✦ Children's Homes;
- ✦ Holiday Accommodation;
- ✦ Caravans;
- ✦ Properties being used for child minding services, if the request is directly regarding that service; and
- ✦ Houses in Multiple Occupation (HMO).

NOTE: An HMO is a property rented out to at least three (unrelated) people who share the bathroom or toilet and kitchen

4.2 How to refer if the application is offline

If you have signed up to being a partner with us and in the unfortunate event of the online system being unavailable for some unforeseen reason or if your personnel do not have access to the internet, we would encourage you to contact us by telephone **0800 0731 999** to raise the referral verbally. SFRS Personnel can raise a 'partner referral' on your behalf. However, only in these circumstances will we accept telephone referrals. The quickest, and most secure way is through the HFSVs Partner Portal. **Email referrals will not be accepted due to the higher risk of data breach.**

4.3 What happens once we receive a referral?

Update notifications

If at any time you wish to check the status of any referral for a HFSV that you have made you can do so by accessing the Partner App. You will require to submit authentication (surname and postcode) for the referral you want to track. Once done, you will see the workflow of the referral as it progresses. For example, that a HFSV has been carried out or if the person declines, delays or books a visit, or if we have been unable to contact them, which we call a 'no response'.

4.4 Communication

As well as communicating the above, we will also share any information, changes or risk updates which are considered directly relevant to HFSVs. These may include information which we have identified in regards to training or support needs if we identify any issues with the referral process. This will ensure as far as possible, that those at highest risk are being correctly identified and given the support and help they require.

4.5 Free text box for partners to provide additional information

Within the Partner Application, a **Free Text Box** is available for your personnel to detail any relevant information you wish to share with SFRS personnel prior to them carrying out a visit. Please pay particular attention to the information you provide, complying with GDPR regulations i.e. no personal information relating to an individual within a property, examples could include:

- ✦ Previous smoke alarms activations – if known:
 - ✦ 'Can SFRS personnel contact us as we require to provide key information on the individual (partners can provide a telephone number?)';
 - ✦ 'Complex household with signs of neglect in home environment, possible impact on health/wellbeing and public health issues';
 - ✦ 'Complex household – hazards in the home due to poor maintenance, drug paraphernalia, refuse leading to infestations'; and
 - ✦ 'Highly vulnerable individual'.

4.6 Revisits

Once you have raised the original referral for your client/service user, if they continue to meet our high-risk criteria after the home visit, we will offer them an annual visit. After your initial referral, SFRS will take on the responsibility of sending that person a notification when required.

However, it is important to note this annual visit is subjective, and if at any time, your personnel feel that risks within the household have changed, or there continues to be a risk of fire at subsequent visits following your initial visit with the client/service user, they can re-refer the occupier for a HFSV.



SECTION 5:

WHO CAN I CONTACT FOR SUPPORT / FURTHER INFO

For support and advice please contact the HFSV team:

SFRS.HFSVadministrators@firescotland.gov.uk

5.1 Information on how to log onto LearnPro communities

Organisations that don't have access to their own LearnPro system can access through SFRS Community LMS.

Registration link: [LearnPro Community – Logon and Registration](#)

You can send this registration link to anyone who wants to access LearnPro Community. With this link, an individual user can create an account on the Community system and access any module or e-learning packages that have been made available.

Step 1: Click link ([LearnPro Community – Logon and Registration](#)). If Admin has created an account for you go to Step 15.

Step 2: Click **Create Account**

Step 3: Read Terms and Conditions of Use and '**Agree to the Terms and Conditions**' to progress.

Step 4: Registration, Search for '**SFRS**' and choose, '**SFRS Prevention and Protection, Scottish Community Partnership, Partnerships**'.

Step 5: Click **continue**.

Step 6: Select location – **Choose All Areas**.

Step 7: **Confirm and Continue**.

Step 8: Click '**Choose from list**'.

Step 9: Choose '**Scottish FRS Community Partnership**'.

Step 10: CHOOSE '**OTHER**'.

Step 11: Confirm and Continue.

Step 12: If you have previously registered on LearnPro Community, please go to Step 15. Fill out the required fields.

NOTE: YOUR E-MAIL WILL BE YOUR LOGON

Step 13: You are registered with LearnPro Community.

Step 14: Logon using your registered e-mail address and password. If an account has been created for you from Admin, you will have to change your password on your first logon.

Step 15: Click on **HFSV Awareness** on the Home page. You can now select **HFSV Partner Guidance** and **Risk Recognition modules**.

Step 16: Once you have selected a module, click ADD to view the module.

Step 17: Confirm course. Repeat this stage with every module you want to add to your learning list.

Step 18: Select and launch the e-learning module.



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FIRE AND RESCUE SERVICE

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