

My Home

Personalised emergency evacuation planning



We recognise that safety can look different for every person, especially if you have a disability, or support need within your household.

Your safety is our priority and responsibility. That's why we'll help you plan in case you ever need to evacuate your home because of a fire or other emergency.

Residential Evacuation Plans

✓ We have a legal duty to you. If you have a physical mobility issue, other disability such as sight or hearing impairment, or a cognitive condition we must offer you a **person-centred**

fire risk assessment (PCFRA) to understand your individual needs and agree an emergency evacuation statement known as a **Personal Emergency Evacuation Plan**. You will often see these referred to as **PEEPs**.

Please turn over for more information.

How we can help



To make sure you're fully prepared, we offer **personalised support** for anyone who may need it. Here's how we do it:

What we will do

- ✓ We will arrange to meet with you to carry out a personal assessment designed to make sure you and your household can respond safely in the event of a fire. It focuses on your individual needs and how these might affect your ability to notice, respond to, or escape from an emergency.
- ✓ The assessment will result in measures we can put in place to ensure you feel safe and supported.
- ✓ If the PCFRA results in additional measures such as specific equipment, a safe designated waiting place or instructions to help you evacuate safely in an emergency, we will provide you with a **written emergency evacuation statement** and seek your approval to share this with the fire and rescue services.

When do we do this?

- ! Don't delay if you feel you have an immediate need. Please **contact our Building Safety Team**, and we'll make sure you have everything in place to stay safe.
- ✓ If you are new ISHA resident, we aim to offer this shortly after moving into your home.
- ✓ Existing residents with a plan will be reminded annually to review their need, renew or update their plan.
- ✓ All residents will be reminded annually to contact us at any time if they believe they might now need an evacuation statement. We will do this by letter, text or other forms of communication such as our resident magazine.
- ✓ This applies to permanent or temporary requirements, for example, you might be using crutches for a few months following an accident. Let us know!



CONTACT US

We're here to help – always.

Please contact our **Building Safety Team** who are here to help. Don't forget you have a part to play too. Requirements change, so you have a responsibility to contact us so together we keep things up to date. By phone: **0300 131 7300**
By email: buildingsafety@isha.co.uk



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