



Cheshire
Fire & Rescue Service

Helping you to keep

Safe and Well at home



cheshirefire.gov.uk

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Introduction

The information in these pages will help you keep yourself, your loved ones and your home safe.

Our safe and well visits are part of the work we do alongside our health and wellbeing partners and with local authorities.

For even more information about how to keep safe and well, scan the QR code using the camera on your smartphone or visit the safety pages on our website: cheshirefire.gov.uk/your-safety/home-safety



If you need to contact Cheshire Fire and Rescue Service, please call **01606 868700** for general enquiries.

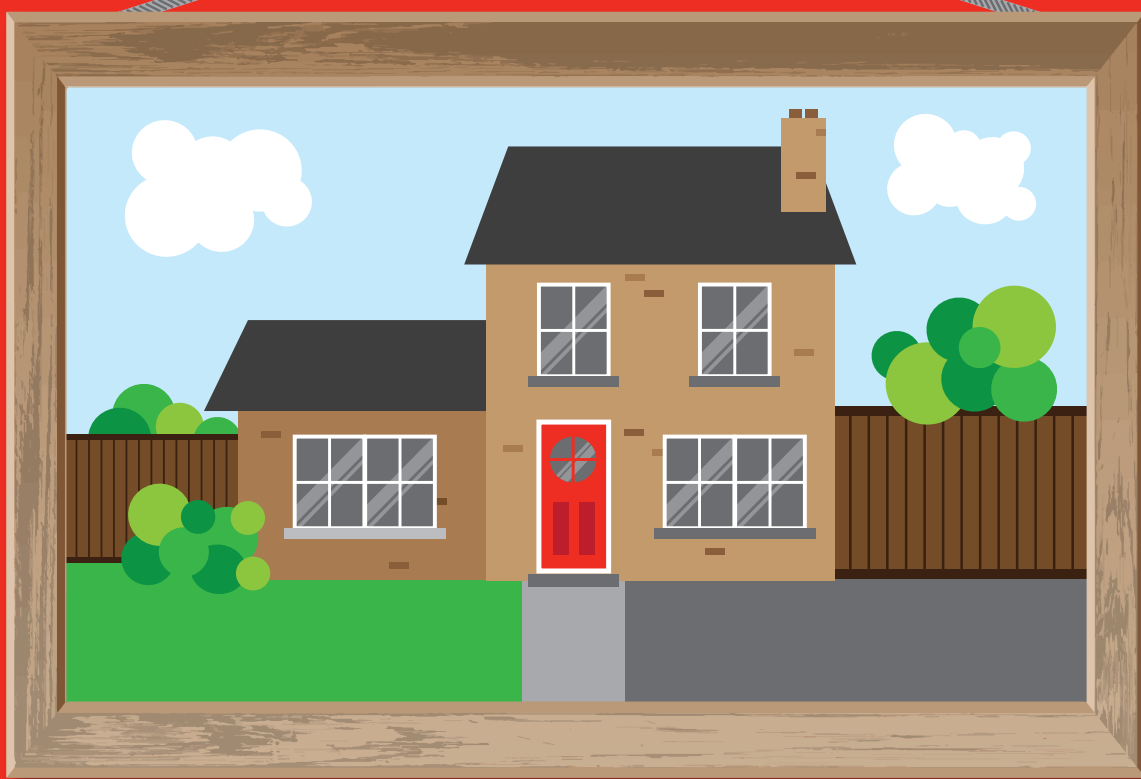


In an emergency, always call **999**.

Need this booklet in a different format?

If you need the advice in this booklet in another format - such as large print, Braille, audio, another language or British Sign Language, please turn to page 39 at the back of this booklet for more information.

Fire safety in the home

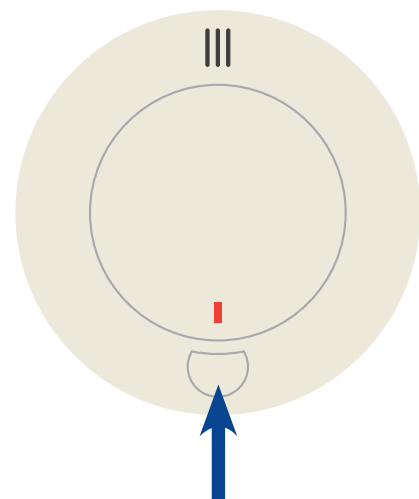


Smoke alarms

You are around 10 times more likely to die in a fire if you do not have a working smoke alarm in your home.

- ✓ You should have at least one working smoke alarm on every level of your property.
- ✓ Private landlords are legally required to provide working smoke alarms in their properties.
- ✓ Test your smoke alarm once a week by pressing the test button. If you cannot reach, use a broom, mop handle or something similar to help you.
- ✓ For people who are deaf or hearing impaired, strobe lights and vibrating pad alarms are available. Contact us on **01606 868700** for more information.
- ✓ Keep your smoke alarm in good working order by giving it a dust or vacuum every so often.

- ✓ Hard-wired (mains-powered) smoke alarms should be replaced as per the manufacturer's guidelines. They should also be tested weekly.
- ✓ Many hard-wired smoke alarms also have a back up battery that will need to be replaced when they fail. Signs of this include your alarm making frequent little beeps.



Press for 3 seconds to test. Check the manual for more information.







In the event of a fire

Do not attempt to fight fires yourself.



**GET OUT
STAY OUT
CALL 999**

Be prepared - know your escape route (see page 16).

- | | |
|---|---|
|  Wake everyone in your home and leave together through the nearest safe exit. |  Do not open doors that feel warm when touched with the back of your hand. |
|  Crawl low if you can - smoke is toxic and the air is cleaner near the floor. |  Do not delay to collect valuables or search for pets. |
|  Only open the doors you need to, and close any behind you to slow the fire. |  Do not try to investigate or fight the fire yourself. |

Once outside, call **999**.

Stay out until the fire and rescue service tells you it is safe to go back.

If the fire is blocking your escape, move everyone to the safest room and pack clothing, towels or bedding under the door to prevent smoke from coming through. Open a window and shout for help, and call **999** if you can.

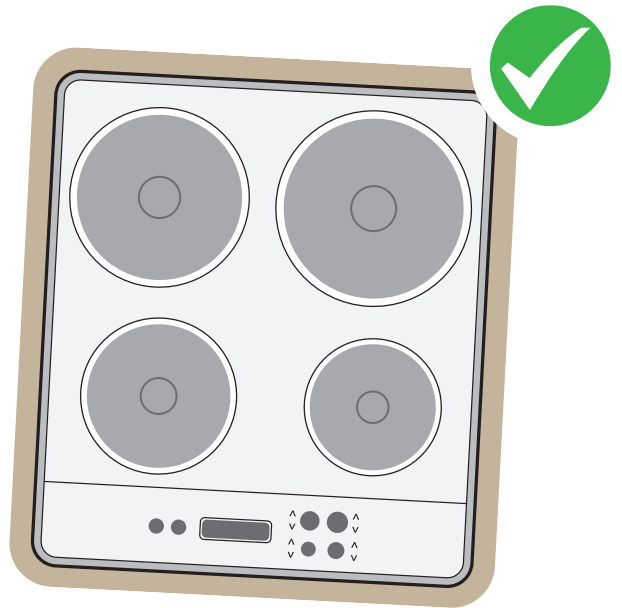
If your clothes catch fire - stop, drop and roll

- **STOP** what you are doing
- **DROP** to the ground and cover your face with your hands
- **ROLL** over and over to put out the flames

Kitchen safety

Cooking

- ✓ Keep children and pets away from the cooker.
- ✓ Turn pan handles inwards and away from flames so they do not get hot or get knocked off.
- ✓ Keep loose clothing and tea towels away from sources of heat.
- ✓ Avoid cooking when drinking alcohol.
- ✓ Keep your grill pans clean. A build up of grease can easily catch fire.
- ✗ Never leave your cooking unattended. If you do have to leave the kitchen when cooking, turn off the heat and remove the item from the hob or oven.



Keep cooker tops clear

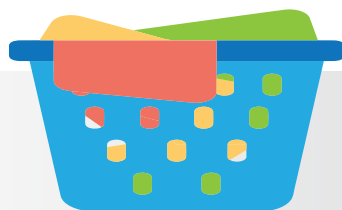
- ✗ Do not use kitchen cooker tops as extra workspace even if the hob is switched off. Our firefighters have been to many incidents where items left on the hob have caught fire.
- ✗ Never add water to hot oil or a pan that has caught fire - it causes a reaction which could lead to burn injuries.

Burns and scalds – cool, call, cover

- **COOL** the burn for 20 minutes under cool running water
- **CALL** for help – **999, 111** or **your GP**
- **COVER** loosely with cling film or a clean non-fluffy dressing or cloth

Kitchen appliances

- ✔ Register your appliances at [registermyappliance.org.uk](https://www.registermyappliance.org.uk) to receive free recall alerts if there is a problem with your appliance.
- ✔ Always follow the manufacturer's instructions when using appliances.
- ✔ Keep appliances uncovered and ensure adequate space around them for air to circulate.
- ✔ Unplug appliances when not in use, except for appliances like fridge-freezers that are designed to stay on.
- ✔ Avoid overloading sockets (see page 10). Only plug in one appliance per plug socket and do not use extension leads for appliances.
- ✔ Clean appliances regularly – remove fluff from dryers, crumbs from toasters, and grease from cookers to reduce the risk of fire.
- ✔ Only use microwave-safe containers to heat up your food. Do not use metal containers or foil.
- ✘ Never leave washing machines, dryers, or dishwashers running when you are asleep or out of the house.

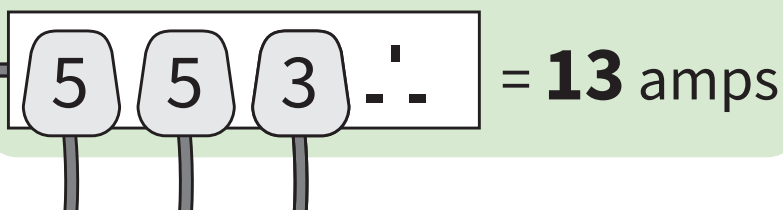


Electrical safety

Faulty electrics cause around 4,000 fires in the home across the country every year.

- ✓ Only charge devices according to the manufacturer's instructions and make sure that you are using the charger made for that device.
 - ✓ Register your appliance at registermyappliance.org.uk to receive free recall alerts if there is a problem with your type of appliance.
 - ✓ Keep electrical equipment clean and do not allow dust to build up.
 - ✓ Keep electrical leads, plugs and appliances away from water.
 - ✗ Never leave appliances running such as a washing machine, tumble dryer or dishwasher when you go to bed or leave the house.
- ✓ Only use 'gang' type extension leads, as shown below, never use 'block' adaptors. Make sure that you do not overload the socket into which your extension lead is plugged.
Remember, each socket has a maximum output of 13 amps.
Check extension leads regularly for wear and tear to the plug and the cable. Replace worn extension leads immediately.
Always completely unwind drum (reel) extension leads when using them. Leaving wiring coiled in the drum can cause it to overheat.

Remember the 13 amp rule



Lithium-ion batteries and e-bikes

Most electric bikes and e-scooters and their batteries are safe when they are purchased from reputable places and used correctly. However, firefighters are seeing more fires caused by lithium-ion batteries.

When batteries are damaged, they can potentially overheat and catch fire without warning.

- ✔ Check your battery regularly and if you suspect it is damaged - replace it.
- ✔ Converting a push bike or scooter to run on a lithium-ion battery should only ever be done by a professional.
- ✔ Buy products from reputable retailers and only use the charger that comes with your product.
- ✔ Only charge batteries when you are home and awake.
- ✔ If your electric bike, electric scooter, or lithium-ion battery catches fire do not attempt to extinguish it - **get out, stay out, call 999.**
- ✘ Never charge a damaged battery or try and tamper with it.
- ✘ Lithium-ion batteries should not be placed in your regular rubbish. Check with your local council about safe disposal.
- ✘ Never attempt to adapt a battery.



Candle safety

Candles can create a warm and relaxing atmosphere, but they also pose a serious fire risk if not used carefully.

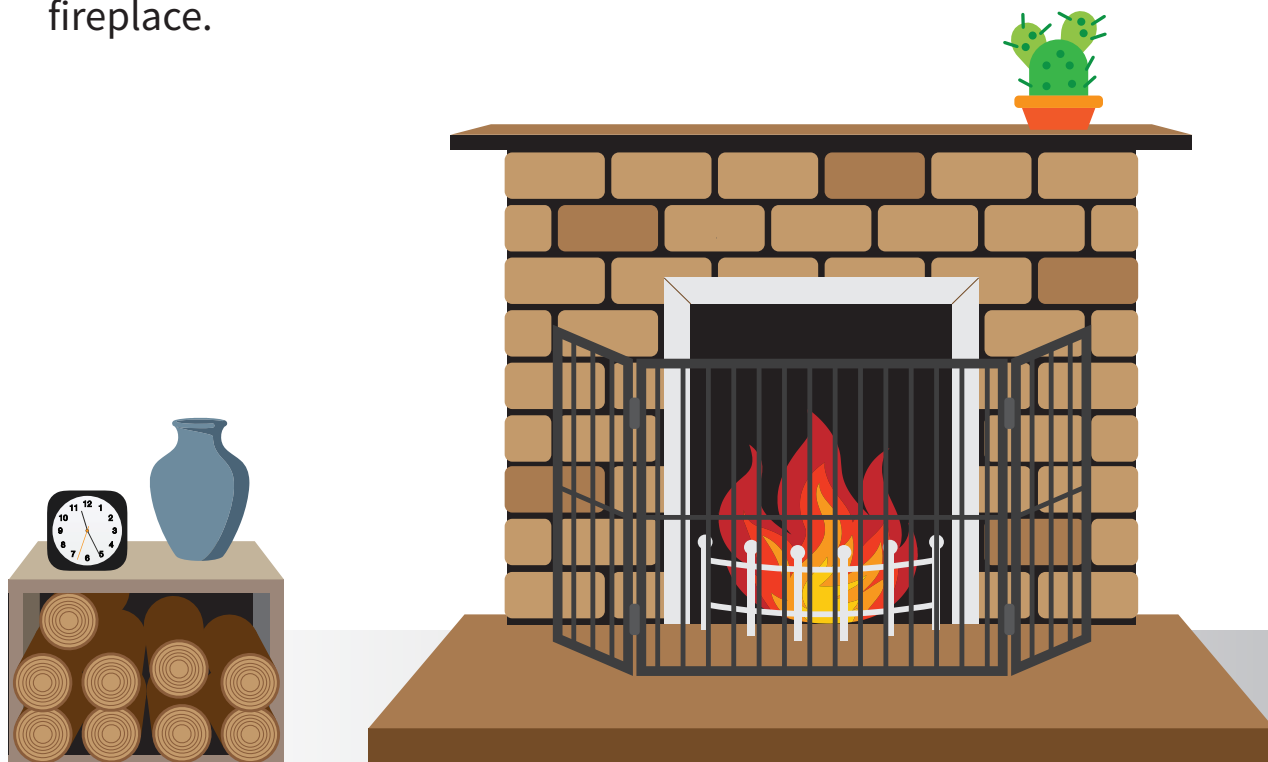
- ✓ Make sure candles are secured in a proper holder and away from materials that may catch fire, like curtains or clothing.
- ✓ Make sure your candles are fully out before you go out or go to bed.
- ✓ Be careful when putting candles out, as blowing on the flame can cause it to flare or splatter hot wax.
- ✓ Keep matches and lighters out of children's reach.
- ✓ Stop using jar candles when the level of the wax is about a centimetre from the base of the jar.
- ✓ LED and battery-operated candles are a great, safe alternative, but remember to always keep batteries away from children.
- ✗ Never leave children and pets alone with lit candles.
- ✗ Do not leave matches or other materials to burn on top of a candle.



Chimneys and fireplaces

If you use a fireplace or stove that burns fuel, you must ensure the chimney is swept regularly and that you have a working smoke alarm.

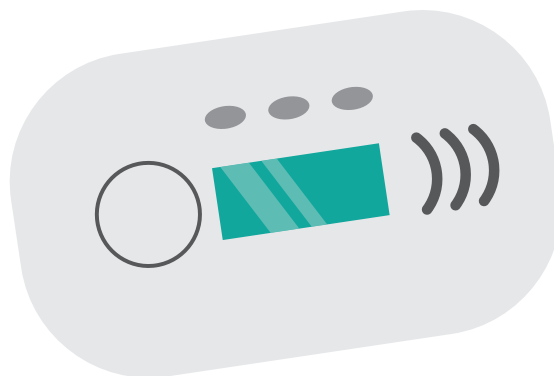
- ✔ Make sure embers are properly put out before you go to bed.
- ✔ Always use a fire guard to protect against flying sparks and hot embers.
- ✔ Chimneys should be swept regularly, ideally at least once a year regardless of the type of fuel you burn.
- ✔ Store logs away from the fireplace.
- ✘ Do not dry clothes or put items in front of your fireplace.
- ✘ Be careful of loose clothing around open fires.



Carbon monoxide

Carbon monoxide (sometimes called CO) is a colourless, odourless, tasteless, poisonous and flammable gas. Unsafe or faulty gas appliances, as well as solid fuel appliances such as wood burners, can release carbon monoxide.

- ✓ Installing a CO alarm is a simple DIY task. They should be placed in any room with a gas or solid fuel appliance, in accordance with the manufacturer's guidelines. Your landlord must provide one if you rent your home.
- ✓ It is important to have your gas appliance checked and serviced by a Gas Safe registered engineer, as per the maintenance schedule for your appliance. If you rent your home, your landlord should arrange this.
- ✓ Symptoms of carbon monoxide poisoning include headaches, nausea, dizziness, breathlessness, collapse and loss of consciousness.



- ✓ CO alarms are available to purchase online or from any hardware store. Make sure to check it every week, alongside your smoke alarm.
- ✓ If you think there may be a CO issue or leak, contact Cadent Gas as soon as possible on **0800 111 999**. Ventilate your property and do not use naked flames. If you think you are physically affected by a potential gas leak, seek medical advice immediately by calling **999** or get advice from **111**.



Clutter and hoarding

Clutter can make it easier for a fire to start and spread. It can also make it very difficult to escape, increasing the risk of being injured or killed in the event of a fire.

- ✔ Always make sure you keep entrances and exits clear.
- ✔ Make sure all internal doors can be closed. Closed doors can help slow fire from spreading.
- ✘ Never block escape routes. Make sure you know your way out and that it is clear should you need to leave quickly. Read about escape routes on page 16.
- ✘ Clutter can increase the spread of fire, increasing the risk of a fire becoming more serious should one occur.



Bedtime routine and escape routes

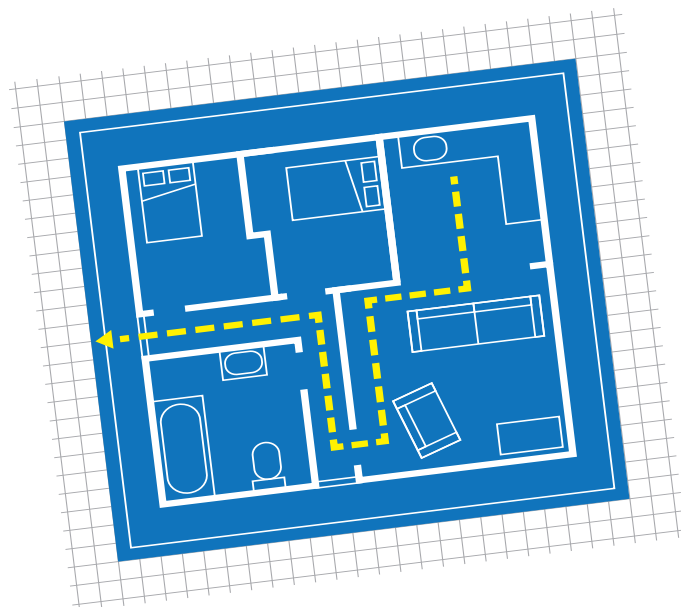
Bedtime routine

The best way to stay safe from a fire while you are asleep is to have a safety bedtime routine for everyone in your home.

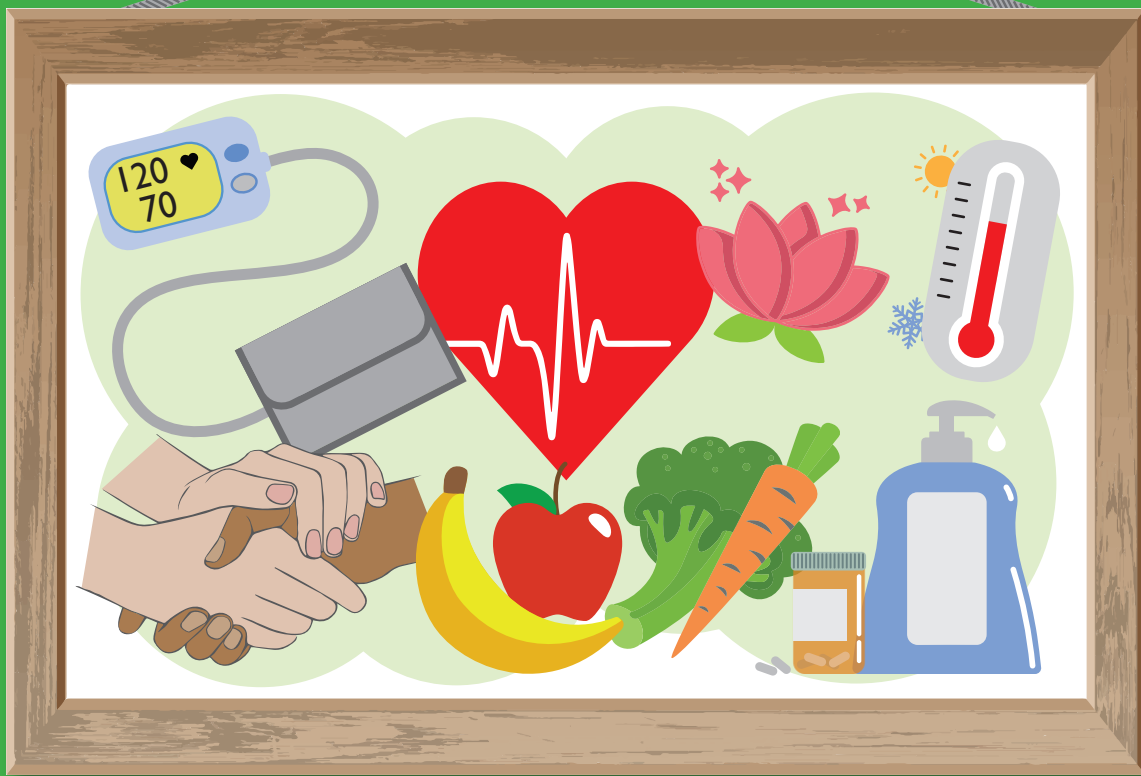
- ✓ Close internal doors before going to bed to stop a fire from spreading throughout your home.
- ✓ Turn off and unplug electrical appliances unless they are designed to be left on, like your fridge and freezer.
- ✓ Keep keys to doors and windows where everyone can find them.
- ✓ Keep your phone nearby so you can call for help.
- ✓ Check you can still hear your smoke alarm when you wear devices such as ear plugs.
- ✗ Do not charge devices like mobile phones overnight.
- ✗ Do not run washing machines, tumble dryers or dishwashers while you are asleep or out of the house.

Escape route

- ✓ Plan an escape route for each person in your home, including any children, and ensure everyone knows what to do in the event of an emergency.
- ✓ Have a backup plan in case your initial escape route is blocked.
- ✓ Ensure your escape route is kept clear at all times.



Looking after your health and wellbeing



Smoking, alcohol and medication

Smoking

- ✓ Take extra care if you smoke when you are tired, taking prescription drugs or if you have been drinking.
- ✓ Use a heavy-based ashtray that doesn't tip over and can't melt or burn. A glass ashtray is ideal.
- ✓ Make sure your cigarette is **fully** extinguished.
- ✗ Never smoke in bed.



E-cigarettes/vapes

- ✓ E-cigarettes can pose fire risks, especially when charging - use only the correct charger, avoid overnight charging, and never leave devices unattended while plugged in (see page 11 for more information).

Alcohol and medication

- ✓ Adults are advised not to regularly drink more than 14 units a week.
- ✓ Spread your drinking over three days or more if you drink as much as 14 units a week.
- ✓ Seek professional support if you are concerned about your own or a loved one's drinking.
- ✗ Do not cook or handle naked flames under the influence of alcohol or drugs.
- ✗ Avoid drinking alcohol when taking medication, as this can further increase drowsiness and make you unwell.
- ✗ Some medications can affect your ability to respond to a smoke alarm.



Emollients and oxygen use

Emollient creams, lotions and ointments are often used to soothe and treat dry skin conditions, such as eczema and psoriasis. Many emollients contain paraffin, which is flammable.

Some people have conditions which require the use of oxygen within their home.

❌ Oxygen is a fire hazard. Poor storage, maintenance and use of oxygen equipment can increase risk of fire.

❌ Never smoke while using oxygen or emollients.

Emollient creams can soak into your clothes or bedding and stay there, even after washing, making them easier to catch fire.

To help reduce the risk, washing fabrics contaminated with emollients at the highest temperature recommended on the care label can reduce the build-up of residue, but it may not eliminate the fire risk.

If you use emollients regularly, stay away from open flames and sources of heat and do not smoke.



Cardiac health

Blood pressure

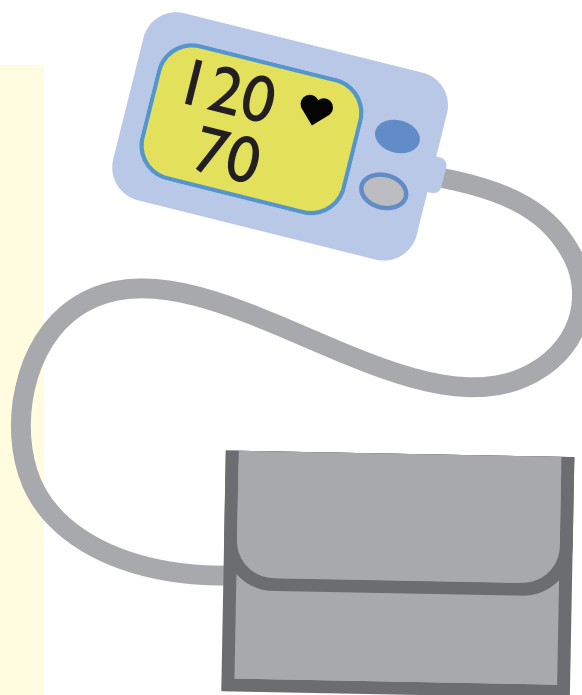
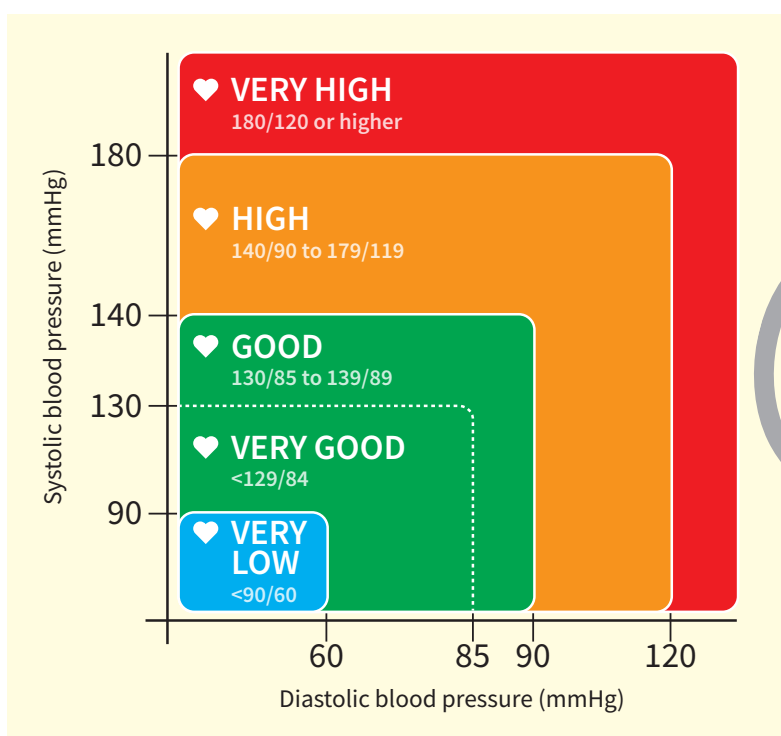
High blood pressure usually has no symptoms, but may increase the risk of having a stroke or heart attack.

- ✓ You can lower your blood pressure with a healthy lifestyle and by taking medication if advised to do so by your clinician.
- ✓ Know your numbers: If you don't know your blood pressure or are concerned, you can access free testing at your pharmacy, GP, or during your Safe and Well visit. Or you can use a home monitor.

- ✓ Visit bloodpressureuk.org for more information.

Date/time	Blood pressure

Note: a diagnosis cannot be made with a single reading. This guidance is intended for people who are not known to have high blood pressure. If you are known to have high blood pressure, follow the advice from your clinician.



Atrial fibrillation

Atrial fibrillation is a heart condition that causes an irregular and often abnormally fast heart rate.

Atrial fibrillation is one of the most common forms of abnormal heart rhythm and a major cause of stroke.

Happy Hearts estimates that around 60,000 people across Cheshire and Merseyside are affected, with 12,000 of them not yet diagnosed. If left undetected, heart conditions can lead to medical episodes that may increase the risk of fire at home, so we offer simple checks during our Safe and Well visits to spot potential issues early and help keep you safe.



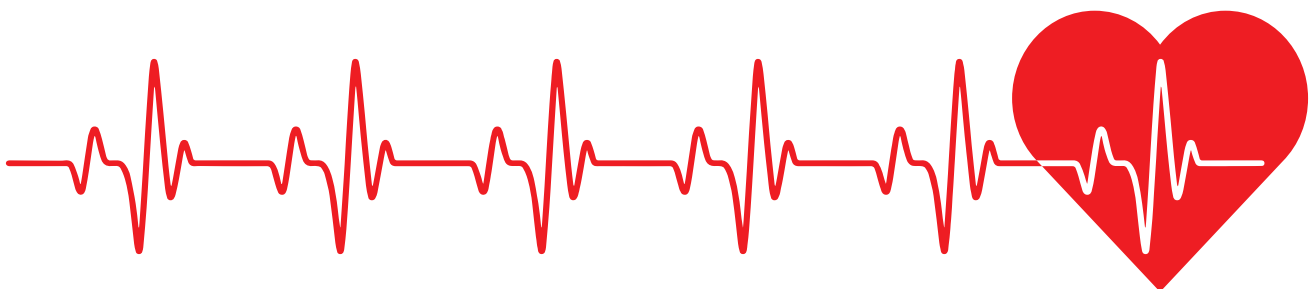
If you are concerned about your heart, always speak to your GP as early as possible.



For more information and advice visit [happy-hearts.co.uk](https://www.happy-hearts.co.uk)

Other websites that may be able to help if you are concerned about a medical condition are:

- NHS: [nhs.uk](https://www.nhs.uk)
- Stroke Association: [stroke.org.uk](https://www.stroke.org.uk)
- British Heart Foundation: [bhf.org.uk](https://www.bhf.org.uk)





**British Heart
Foundation**

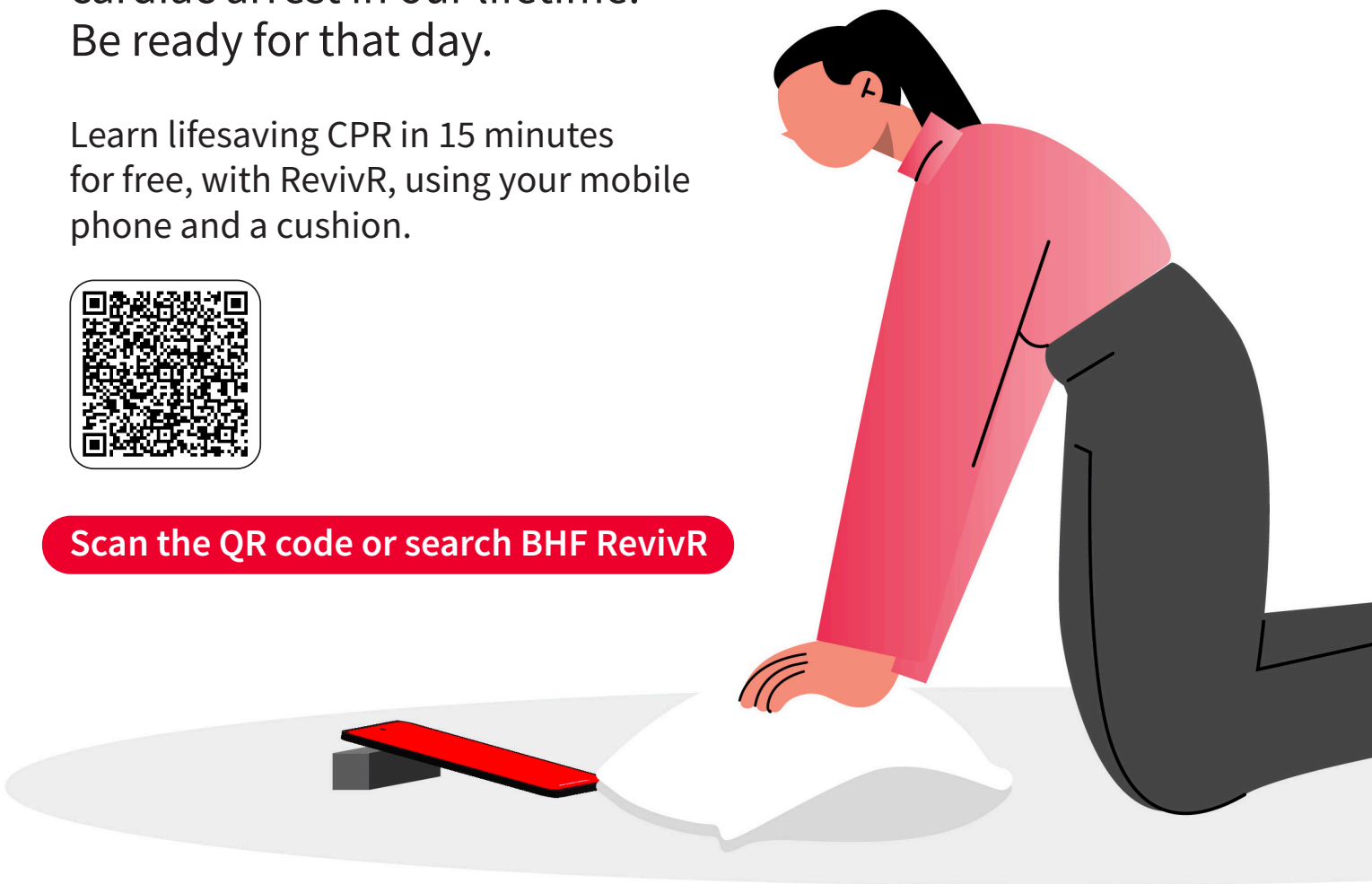
What would you do if somebody's heart stopped?

Many of us will witness a cardiac arrest in our lifetime. Be ready for that day.

Learn lifesaving CPR in 15 minutes for free, with RevivR, using your mobile phone and a cushion.



Scan the QR code or search BHF RevivR



British Heart Foundation is a registered charity in England and Wales (225971), Scotland (SC039426) and the Isle of Man (1295).

Slips, trips and falls

As we age, our reactions slow down and bones become more fragile - so even a small trip can lead to a serious injury. Falls are common, but many can be prevented with a few simple changes.

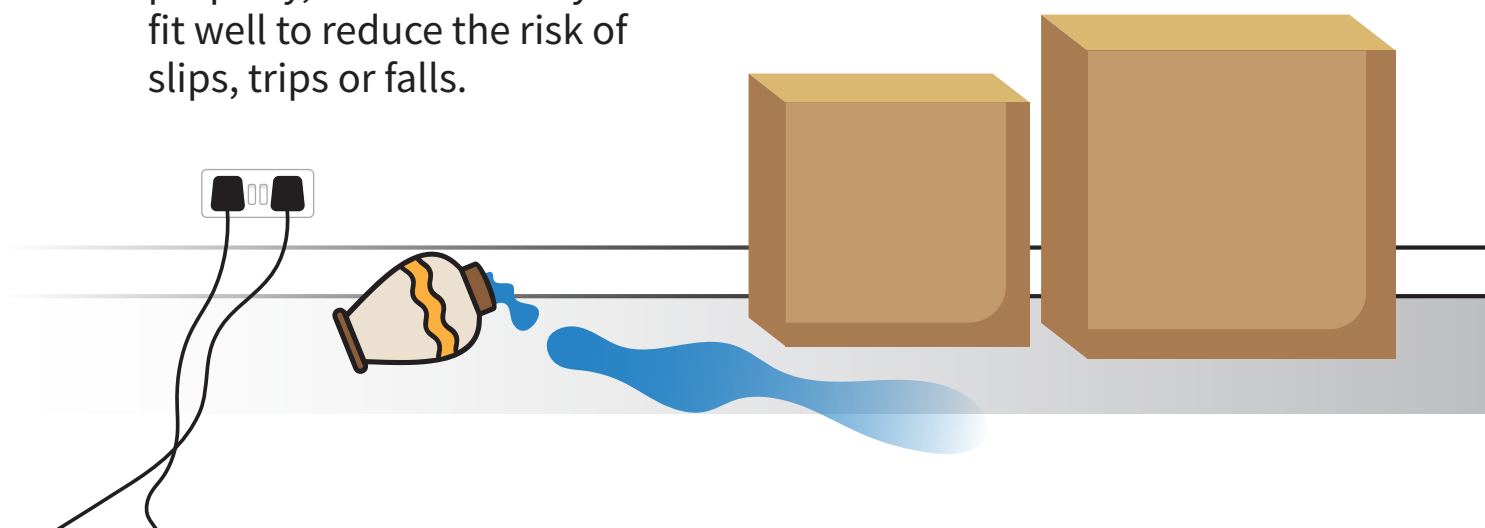
- ✓ Remove trip-hazards like clutter, trailing wires and frayed carpet.
- ✓ Use non-slip mats and rugs, especially in bathrooms.
- ✓ Fit grab rails in places like showers, steps and garden paths.
- ✓ Make sure your home is well-lit, especially hallways and stairs.
- ✓ Get help with tasks you cannot do safely on your own such as lifting, reaching, climbing or using steps and ladders.
- ✓ If you wear slippers in your property, make sure they fit well to reduce the risk of slips, trips or falls.

You should contact your GP if you:

- have had a fall
- are worried about your balance or mobility
- feel dizzy, unsteady, or have blacked out
- think your medicines could be affecting your balance

Your GP can check your balance, review your medication, and refer you to services that help reduce your risk.

- ✓ If you or someone you know needs help making your home safer, call **Cheshire Fire and Rescue Service** on **01606 868700** for advice and support.



Living alone

Sadly, statistics show that people who live alone are more likely to be seriously hurt or even die in a house fire. The advice in this booklet will help to keep you safe and reduce the risk of a fire occurring.

A person under pensionable age and living alone is most likely to experience a fire in the home, while someone over pensionable age living alone is most likely to die in the event of a house fire.

This booklet and our Safe and Well visits are designed to help you spot fire risks early and offer support if you are feeling alone or need help staying safe.

Living alone can mean no one is immediately there to help if something goes wrong.

Many people go days without seeing or speaking to anyone - feeling isolated can affect your health, wellbeing and safety.

Need support?

Our staff can signpost support if you are feeling isolated. We work with organisations who offer a friendly voice and practical help to people feeling alone or in need of assistance.

Speak to the member of staff delivering your visit, or call us on **01606 868700**.



Lone person under pensionable age

properties **most likely** to involve a

serious injury



Lone person over pensionable age

properties **most likely** to be involved in a

fatal fire

Staying warm

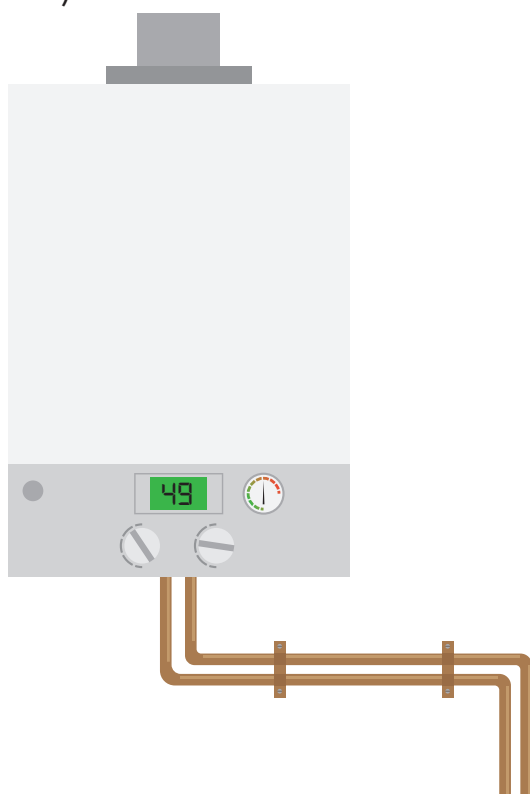
Keeping warm is important for your health, especially if you are over 65 or have a long-term health condition.

To stay safe and well during the colder seasons, make sure your home is well-insulated to keep the heat in. Dress in layers to stay warm, and if you are able, keep gently active indoors.








It is also important to let fresh air in regularly to help reduce damp and mould.

Gas boilers

- ✓ Have your boiler serviced yearly to keep it safe and efficient. If you rent your home, your landlord should arrange this.
- ✓ Test your carbon monoxide alarm regularly (see page 14).

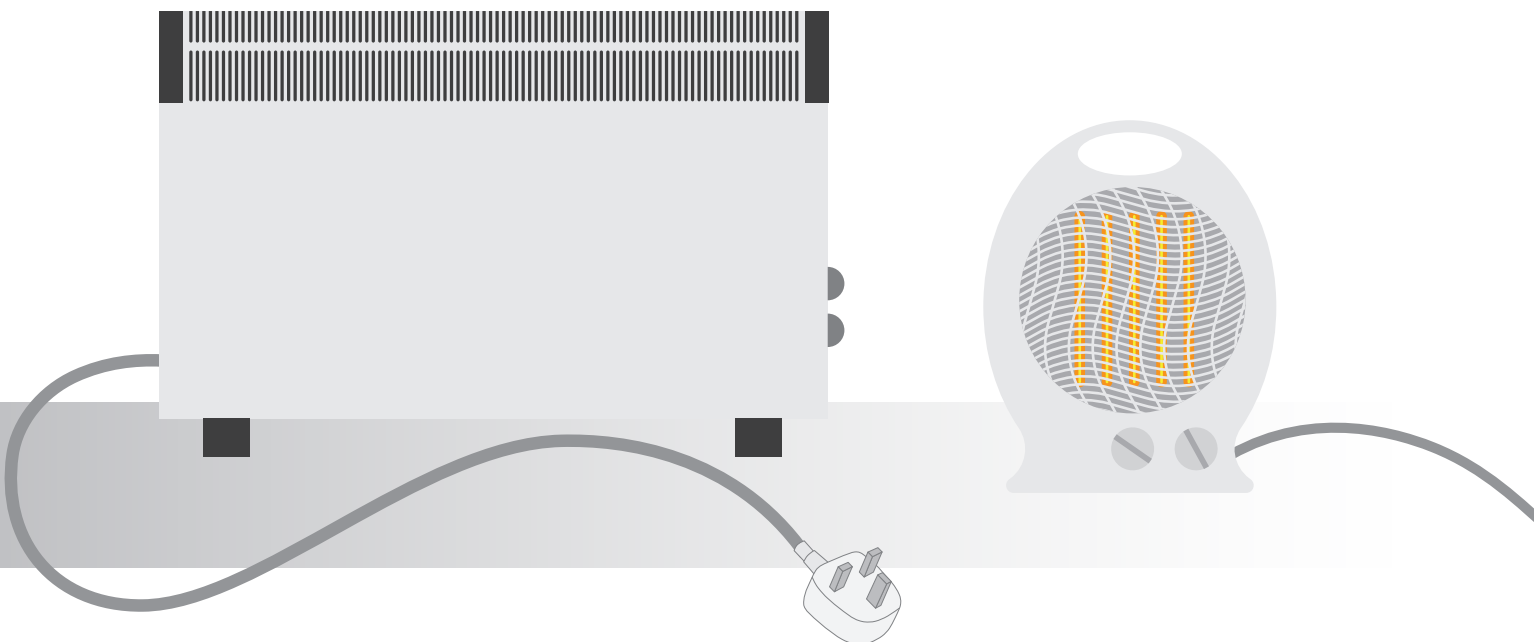


- ✓ Turn your boiler off and call a Gas Safe engineer if you notice something wrong, such as:

- » «  **strange noises** – banging, gurgling, or whistling
-  **leaks** – water around the boiler or pipes
-  **a yellow flame** – it should always be blue
-  **unusual smells** – especially gas or burning plastic
-  **turning itself on and off** - or the pilot light keeps going out
-  **low pressure** or **no hot water**
-  **Soot or staining** around the boiler

Electric and other portable heaters

- ✔ Only buy electric heaters from reputable retailers.
- ✔ Check cables and plugs regularly for damage.
- ✔ Keep heaters clean and free of dust and never paint over or cover them.
- ✔ Always place them well away from curtains, bedding and furniture.
- ✔ If you rely on fixed electric heaters because you don't have central heating, make sure they are safely installed by a qualified electrician.
- ✘ Never leave heaters switched on unattended, especially around children or pets.
- ✘ Never use outdoor heaters inside – only use models designed for indoor use and follow the manufacturer's safety guidance.



Other helpful advice



Be ready for emergencies

Emergencies such as flooding, fire or power cuts can sometimes happen without warning. Taking simple steps now will help you feel more prepared if an emergency does happen.

Check if you are eligible for the Priority Services Register

If you or someone you care for might need help during a power cut or water outage, check if you can join the free Priority Services Register at the-psr.co.uk. It gives you extra advice and support from your energy or water supplier.

Make a household emergency plan

Test your smoke alarms regularly (see page 6 for how). Then, make a note of what your family would do in an emergency - include things like mobile numbers and meeting points. See page 16 for planning your escape in the event of a fire. You can download a template from prepare.campaign.gov.uk

Keep important numbers handy

Write down key contacts like **105** to report a power cut and emergency numbers for your family. Keep the list somewhere easy to find.

Talk it through with your household

Make sure everyone knows what to do in an emergency. Teach children how and when to call 999, their home address and a trusted adult's phone number.

Get your home and supplies ready

Learn how to turn off your gas, electricity and water safely. Check your home insurance cover and sign up for flood and weather alerts. Think about what supplies you would need if things were disrupted for a few days - see page 29 for ideas.



Emergency kit essentials

Keep useful items together in case of a power cut or water outage.

If there is a fire, get out, stay out, call 999 – do not stop to collect anything.

Useful items to have in an emergency are:

- a torch (battery or wind-up) – this is safer than candles
- a charged power bank for your phone
- a battery or wind-up radio for updates
- spare batteries or backup for medical equipment
- a first aid kit
- hand sanitiser and wet wipes
- bottled water and ready-to-eat food such as tinned meat, fruit or veg
- supplies for babies, children or pets if needed.

For further information about preparing for emergencies, please visit: prepare.campaign.gov.uk



Wheelie bins

On average, our firefighters put out more than 150 wheelie bin fires a year, around 80% of which are deliberate.

- ✔ Store all wheelie bins securely, particularly at night, to avoid them becoming a target for arsonists.
- ✔ Only place your wheelie bin out on collection day and return it to your property as soon as possible after collection.
- ✘ Avoid storing wheelie bins by windows, doors or fences - any fire in the bin could easily spread to your property.
- ✘ Never place hot items in the bin, for example smoking materials or hot embers from coal or wood.
- ✘ Lithium-ion batteries should not be placed in your regular rubbish. Check with your local council about safe disposal.



Garden safety

Our firefighters are called out to around 80 garden or allotment fires every year, most of them started by accident.

- ✓ Barbecues should only be used outdoors, due to the potential build-up of carbon monoxide.
- ✓ Ensure the barbecue is on flat and even ground, well away from sheds, trees or shrubs.
- ✓ Keep children, garden games and pets well away from the cooking area.
- ✓ Ensure the barbecue is cool before attempting to move it.
- ✓ Make sure barbecues are properly out before leaving them unattended.
- ✓ Disposable barbecues must be fully cooled before throwing away; and do not use them in open countryside.
- ✗ Never add flammable liquid to fires or barbecues.
- ✗ Never leave a lit barbecue unattended.



Bonfires are not illegal, but nuisance laws apply. Follow your local council's advice - composting is a safer alternative for most garden waste like grass and leaves.

Flats and apartments

There is legislation in place to keep residents of flats and apartments safe, but you are also responsible for playing your part.

Your housing association or building management team will be able to give you specific fire safety advice about how and when to evacuate your flat. This should be provided when you move in to a new flat and then again, every year.

- ✓ Fire doors should be kept shut when not in use. It is important that you do not tamper with any fire doors and their self-closing devices.
- ✓ Check that there is nothing in the corridors or stairways that could catch fire or block your escape route. Make sure your fire exit door can be opened easily in an emergency.
- ✓ Make sure you have a working smoke alarm - your landlord must provide one if your property is rented. If your smoke alarm is faulty please speak to your landlord immediately. See page 6 of this booklet for more information on smoke alarms.



- ✓ If you have any fire safety concerns about your building, contact your housing association or building management team.

Further information and contacts



Other useful contacts

Health services

NHS England: [nhs.uk](https://www.nhs.uk) | [usethe rightservice.com](https://www.usethe rightservice.com)

Visit NHS.uk for trusted general health information, tools, advice and patient rights information. Visit 'Use the Right Service' when you need help to choose the correct NHS service for your symptoms or situation.



Call 111 for non-emergency help or GP advice out of hours.

Police and crime

Cheshire Police (non-emergency): 101 | [cheshire.police.uk](https://www.cheshire.police.uk)

If you have witnessed or been the victim of a crime that is not an emergency, please report it to Cheshire Police online or by calling 101 any time.

Crimestoppers UK: 0800 555 111 | [crimestoppers-uk.org](https://www.crimestoppers-uk.org)

Crimestoppers UK's free, confidential support line is open 24/7 and ensures complete anonymity when passing information to the police.

Local councils

Support is available with things like housing, social care, public health, and community wellbeing. Visit your local council's website to find out what services are available in your area.

Cheshire East Council:

0300 123 5500 | [cheshireeast.gov.uk](https://www.cheshireeast.gov.uk)

Cheshire West and Chester Council:

0300 123 8123 | [cheshirewestandchester.gov.uk](https://www.cheshirewestandchester.gov.uk)

Halton Borough Council:

0303 333 4300 | [halton.gov.uk](https://www.halton.gov.uk)

Warrington Borough Council:

01925 443322 | [warrington.gov.uk](https://www.warrington.gov.uk)

Wellbeing support services

Alzheimer's Society: 0333 150 3456* | alzheimers.org.uk

Calls to the dementia support line are charged at your standard local rate.

British Heart Foundation: 0808 802 1234* | bhf.org.uk

The British Heart Foundation offers a free Heart Helpline to answer your questions on heart and circulatory diseases.

Childline: 0800 1111 | childline.org.uk

Childline is free, confidential and available 24/7 for anyone under 19 in the UK. You can call or contact them online about any issue.

Hub of Hope: hubofhope.co.uk

Hub of Hope is the UK's largest mental health support directory.

Kind to Your Mind: kindtoyourmind.org

Kind to Your Mind offers tailored mental health and wellbeing support for people living in Cheshire and Merseyside.

National Domestic Abuse Helpline: 0808 2000 247 | nationaldahelpline.org.uk

Free, confidential help is available 24/7 by phone or online.

Samaritans: 116 123 | Samaritans.org

Whatever you are going through, free, confidential help is available 24/7 by phone.

SSAFA – the Armed Forces charity: 0800 260 6780 | ssafa.org.uk

Free support for serving personnel, veterans and their families in their time of need. Alternatively, the **Veterans Gateway** provides a 24/7 helpline on **0808 802 1212** or text **81212**.

Stroke Association: 0303 3033 100* | stroke.org.uk

Calls to the stroke support line are charged at your standard local rate.

*Check the website for support line opening hours.

How we use your information

Under the UK General Data Protection Regulation (GDPR), we must inform you of how and why we process (collect) your data.

We must process personal data lawfully, fairly and in a transparent (clear) manner. We must only collect it for a specific and legitimate purpose, and not in a manner that is not compatible with these purposes.

Fire safety

During our Safe and Well visits, we will collect some personal information. We do this under our **legitimate interests** as a fire and rescue service to help keep you safe and protect you from fire risks. We will record the advice we give and any risks we may identify. Fire safety records are stored securely on our system and are kept for seven years (10 years by exception).

Health and wellbeing

We may also ask you additional questions in relation to your health and wellbeing. These questions are only asked **with your consent**. You have the right not to answer these questions, or you can choose which questions to answer and opt to move on to the next question. **This data is only collected with your consent**. These additional questions may help us to offer tailored advice or refer you to specialised services. Health and wellbeing information is stored securely on our system and kept for 12 months unless consent is withdrawn.

Sharing information

We will only share your personal details with partner organisations **if you have given your consent** for us to do this. Referral details are kept only until the referral is made.

Improving our service

To assist us in monitoring our performance and effectiveness, we may use anonymised data to help us improve our service.

Your data rights

Under UK GDPR, you have the right to:

- ask us to confirm if we are using or storing your personal data and request a copy
- request rectification or erasure, or restrict how we use your data
- withdraw your consent at any time
- complain to the Information Commissioner's Office (ICO) if you are unhappy with how we have dealt with your request, visit ico.org.uk or call **0303 123 1113**.

Contact us

- If you have any concerns about the data or wish to exercise any of your rights as above, please contact our data protection officer, call **01606 868808** or email data.protection@cheshirefire.gov.uk

How was your visit?

Thank you for your time during our Safe and Well visit – we would appreciate your feedback.



If you would like to share your feedback anonymously, please scan the QR code.



Your feedback helps us improve how we support people across Cheshire. It only takes a few minutes and your answers help us make sure everyone gets the best possible service.

At the end of the form there is a section that asks optional questions about you. This helps us check that we are treating everyone fairly and reaching all parts of our community.

Your feedback is anonymous and only used to help us improve and do the right thing for every household we visit.

For more information about how we use information collected during your visit, please see pages 36 and 37.

Accessibility

All the safety information in this booklet is also available on our website, or by scanning the QR code below. The website includes a range of accessibility features designed to make content easier to read and navigate, including options to adjust colours, contrast, fonts and text size, as well as compatibility with keyboard navigation, screen readers and other assistive technologies.

We have also provided a British Sign Language version online for people who are deaf.

If you need this information in another format - such as large print, audio, Braille, or a different language - please get in touch and we'll do our best to help.

Email equalities.diversity@cheshirefire.gov.uk or call our general enquiries line on **01606 868700**.





Test your smoke alarms weekly

(see page 6)

In the event of a fire



**GET OUT
STAY OUT
CALL 999**

(see page 7)

If your clothes catch fire



STOP

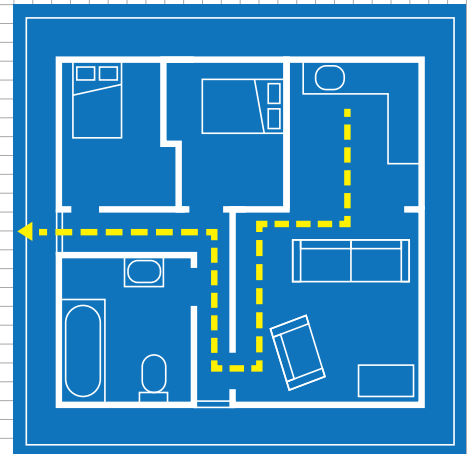


DROP



ROLL

(see page 7)



**Plan your escape route
and make sure everyone in
your house knows what to do
in an emergency**

(see page 16)

Cheshire Fire and Rescue Service
Sadler Road, Winsford, Cheshire
CW7 2FQ

Tel: 01606 868700