

**We're at the heart of our communities...
with our communities at heart.**



**We're here to keep you
Safe and Well**

WEST MIDLANDS FIRE SERVICE



Safe and Well

Contents



Download the
latest digital
version of
this booklet.

02 Introduction

Part 1

Keeping safe

- 03 Did you know?
- 04 Smoke alarms
- 04 Support and resources for deaf people
- 05 Night-time routine
- 06 Fire escape plan
- 07 In the event of a fire
- 07 What to do
- 08 When you call 999 or 112
- 08 Help us to help you
- 09 999eye
- 09 What if you can't make voice calls?
- 09 999BSL
- 10 Are you at increased risk?
- 10 People with disabilities
- 11 Clutter and hoarding
- 11 Medical oxygen users
- 11 Deliberate fires

Part 2

Be aware

- 12 Reduce risk in the home
- 12 Watch what you heat
- 12 Safer heating
- 13 Smoking
- 14 Stopping smoking
- 15 Candles

- 15 Medication
- 15 Oxygen
- 16 Emollients
- 17 Airflow pressure relieving mattresses or cushions
- 17 Incontinence pads
- 18 Alcohol
- 19 Carbon monoxide
- 20 Register your appliance
- 20 Electrics
- 21 Slips, trips and falls
- 22 Flats and high-rise buildings
- 24 Water safety
- 28 Road safety

Part 3

Useful information

- 32 Bogus callers
- 33 Flooding
- 34 The Silver Line Helpline and Your health

Part 4

- 35 Useful contacts
- 37 Privacy statement
- 39 Safe and Well visits
- 40 Notes
- 42 Disclaimer

Introduction

Welcome to our 'Safe and Well' booklet.

On the following pages you'll find lots of useful advice to help keep you and your home safe from fire.

There's also information about what to do if you're unfortunate enough to have a fire, including planning your escape route and what to tell us if you call **999** or **112**.

We've also included sections on road and water safety, as well as some useful contact numbers.

You can find out more about our work making the West Midlands safer, stronger and healthier on our website: **wmfs.net**.

Our website has a section dedicated to the rising cost of living, and how to stay warm, safe and well if you're trying to save money.

If you're a British Sign Language user, look out for our **BSL safety videos**.

If you use social media, please follow us at **@WestMidsFire**. We're on Twitter, Facebook, Instagram and YouTube.

Be sure to sign up for **FREE** email updates from us and our partners, like West Midlands Police, at **www.wmnow.co.uk**.



Keeping safe

Did you know?

Our prevention work aims to keep you safe and well at home and when you're out and about.

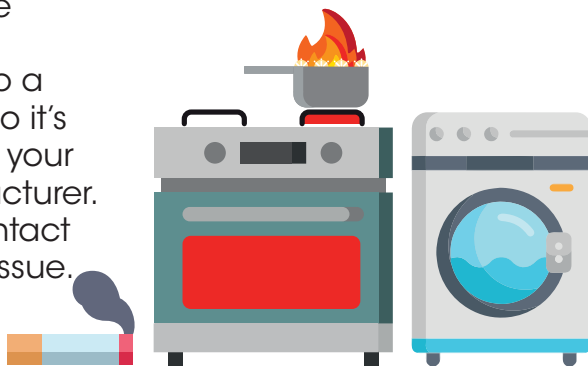
Kitchen fires account for almost half of the fires we attend in West Midlands homes. This is why it's important to always 'Watch What You Heat' and never leave cooking unattended.

Nearly two thirds of smoking-related fires happen in bedrooms or living rooms. It's much safer to smoke outdoors if you can. If you're looking to quit, we can point you in the direction of support.

Most fires involving appliances like tumble dryers and washing machines are linked to a fault in the machine, so it's important you register your items with the manufacturer. It means they can contact you if there's a safety issue.

We can work with you to:

- ✓ eliminate or reduce the risks in your home, eg give advice on cooking safely
- ✓ suggest changes in lifestyle/behaviours to reduce the risk of fire, eg unplugging devices when they're not being used
- ✓ make sure equipment or devices are in appropriate places, eg mobile devices not left charging on bedding
- ✓ make sure exits are clear and free of clutter
- ✓ install fire safety equipment, eg smoke alarms.



Keeping safe

Smoke Alarms

Every home should have at least one working smoke alarm on each level. Any need for specialist fire safety equipment will be assessed on a case-by-case basis during a Safe and Well visit.

Fitting and maintaining

- ✓ the ideal position is on the ceiling in the middle of a room, and in hallways and on landings
- ✓ test your smoke alarms weekly on 'Test It Tuesday'
- ✓ if a battery-powered alarm starts to beep on its own, change the battery immediately
- ✓ if a mains-powered alarm starts to beep, the entire alarm will need replacing.
- ✗ do not position smoke alarms in, or near, a bathroom or kitchen as steam and smoke will set them off by accident
- ✗ do not disconnect your alarms or remove working batteries from them.



Landlords and tenants, please also see page 22.

Our Deaf Community Team offers bespoke fire safety advice, Safe and Well visits, and installation of smoke alarms designed for people who are deaf or hard of hearing. BSL safety videos are also available for most of our safety content on our website: [wmfs.net](https://www.wmfs.net).



You can contact the Deaf Community Team via Textphone/SMS text on **07973 709 560** or email deafcommunityteam@wmfs.net

Keeping safe

Night-time routine

You are more at risk from a fire when you're asleep, so it's a good idea to check your home before you go to bed with a night-time routine checklist. The list below is also useful for when you leave your home.

Do

- ✓ close internal doors to stop a fire spreading
- ✓ turn off and unplug electrical appliances unless designed to be left on, like a fridge or freezer
- ✓ turn heaters off and put up fireguards
- ✓ make sure cigarettes and candles have been put out properly
- ✓ make sure exits are clear
- ✓ keep door and window keys handy
- ✓ plan an escape route and take time to practise it with your household.



Do not

- ✗ leave mobile phones, electric cigarettes or other electrical devices charging overnight
- ✗ leave the washing machine or tumble dryer on
- ✗ leave heaters on.

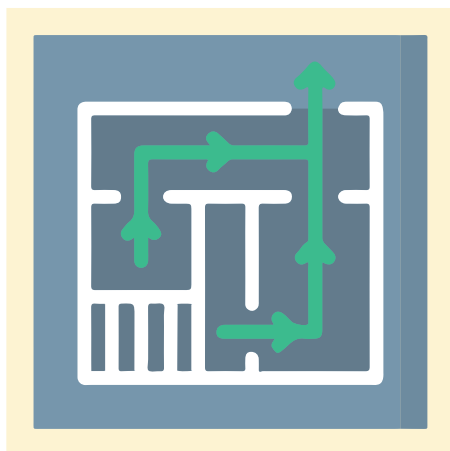


Keeping safe

Fire escape plan

Fire escape plan

- ✓ make sure your house number is clearly visible from the street so emergency services can easily find your home
- ✓ plan an escape route
- ✓ make sure everyone knows how to escape
- ✓ take a few minutes to practise your escape plan
- ✓ plan a second route in case the first one is blocked
- ✓ make sure exits are kept clear
- ✓ the best route is the normal way in and out of your home
- ✓ close all doors
- ✓ have keys readily available for all exits
- ✓ review your plan if the layout of your home changes.



Keeping safe

In the event of a fire

**GET OUT
STAY OUT
AND CALL
999**

NEVER tackle a fire yourself, however small you may think it is:

- ! you could get burnt or hurt
- ! you could slip, trip or fall
- ! you could breathe in smoke and toxic fumes.

What to do

- ✓ keep calm and act quickly
- ✓ check each door with the back of your hand before you open it. If the door is warm, do not open it. Find another route
- ✓ if there is smoke, keep as low as you can until the air is clear
- ✓ get out and stay out
- ✓ call 999 or 112 as soon as you are clear of the building
- ✗ **don't** look for, or go back in for, pets or valuables.

**Don't tackle fires yourself.
Leave it to the professionals.**



Keeping safe

In the event of a fire

When you call 999 or 112

Dialling 999 or 112 is **ALWAYS** free.

Even if you think someone else has already called for the fire service, **DO** call us yourself to be sure.

An operator will ask what service you require. If you need the fire service, say 'fire'. You'll then be connected to our fire control room.



Help us to help you:

- ✓ try to stay calm and speak clearly
- ✓ you will be asked **WHAT** you're reporting and **WHERE** it is
- ✓ be ready with the property details, road name and district
- ✓ the postcode's useful – especially if it's a common name, like Church Road
- ✓ the operator will also ask if you know the name of a road that joins the one where the incident is
- ✓ even if it's a fire outside, the number of the nearest house will still help
- ✓ mention any landmarks, like a big factory or a school.

Keeping safe

In the event of a fire

999eye

If you're on a mobile phone, we may ask you to use a system called 999eye.

We will send you a link, which will let you send us photos or video of the incident.

This can help us to assess the situation and send the appropriate resources.

NEVER move closer to a fire or other incident to take pictures or videos, unless you're asked to and it's safe to do so.

What if you can't make voice calls?

If you're unable to make voice calls, please visit our website to learn about the latest emergency options available to you.

Do this as soon as you can, so you're prepared in case of an emergency:

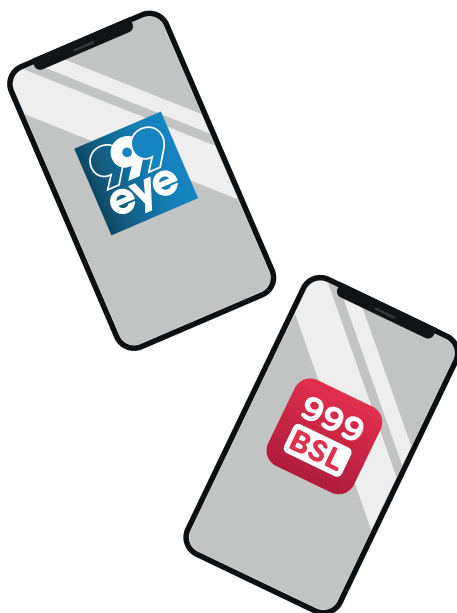
[wmfs.net/safety/
bt-relay-service/](https://wmfs.net/safety/bt-relay-service/)

999 BSL

If you are hard of hearing or deaf and use British Sign Language (BSL), you can contact the emergency services through a BSL interpreter.

There's an app for BSL users to download to your mobile, available in the relevant app store.

Visit www.999bsl.co.uk to find out more.



Keeping safe

Are you at increased risk?

People with disabilities

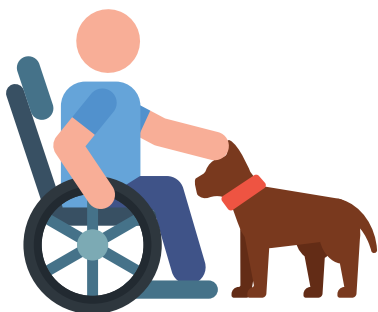
Talk to a family member, carer, friend or neighbour about how to identify risks and what improvements you can make to reduce those risks.

Some things to consider:

- ✓ make sure your bedroom's close to a way out of your home
- ✓ keep mobility aids within easy reach at night
- ✓ if you have a personal alarm, wear it in bed or keep it next to your bed
- ✓ keep your keys in a place you'll easily find them in an emergency.

If you cannot evacuate from your home without assistance, you should:

- ✓ have a phone by your bed, pre-programmed with 999
- ✓ in the event of a fire, dial 999 and tell them you have a fire and need evacuation assistance
- ✓ stay on the phone so you can tell them where to find you
- ✓ get down as low as you can to stay out of the smoke.



Keeping safe

Are you at increased risk?

Clutter and hoarding

Clutter and hoarding significantly increases the risk of having a fire, and will limit your ability to escape. We can work with you to help you keep exits and entrances clear, and to ensure doors can be shut to stop fire spread. Contact us for advice and information: www.wmfs.net

Medical oxygen users

If you use medical oxygen, always follow the safety advice from your supplier. This is important, to reduce the likelihood of a fire and the intensity of a fire if one breaks out.

It is very dangerous to smoke while medical oxygen is being used.

Deliberate fires

We do lots of work in our communities to reduce opportunities for people to start fires deliberately.

Such fires can have devastating effects on people and communities, businesses and the environment.

You can help. Please store bins out of sight and away from your property, and keep back gates locked.



Reduce risk in the home

Take extra care in the kitchen.
48% of house fires start from cooking!

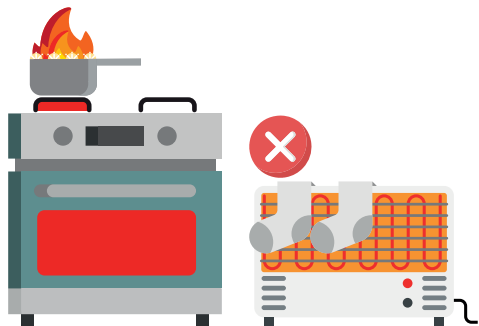
Watch what you heat!

- ✗ **do not** cook if you are affected by alcohol or drugs, including prescribed drugs
- ✗ **do not** let saucepan handles stick out as they could be knocked off the cooker or hob
- ✗ **do not** use a toaster under a cupboard or shelf, or close to a wall
- ✓ take care of loose clothing – they can easily catch fire
- ✓ if you must leave the kitchen whilst cooking, take pans off the heat or turn them down
- ✓ keep tea towels and cloths away from the cooker and hob
- ✓ keep electrics away from water
- ✓ keep grills and ovens clean. A build-up of fat and grease can fuel a fire
- ✓ use a thermostat-controlled deep fat fryer – they cannot overheat.

Safer heating

Each year, our firefighters respond to serious fires involving heaters. They're often placed too close to bedding, blankets or clothes, but we also have incidents where people have tripped over or fallen on to a heater. This can result in serious and sometimes fatal injuries.

Stay safe AND save energy: turn off appliances when you're out.



Be aware

Reduce risk in the home

Smoking (cigarettes, tobacco, cigars and pipes)

Do

- ✓ use an ashtray that is on a flat surface
- ✓ take care if you are smoking when tired, taking prescription medication or have been drinking
- ✓ keep matches and lighters out of children's reach
- ✓ only buy legal cigarettes – illegal ones can start fires more easily
- ✓ be careful if you use emollient creams.

Never

- ✗ smoke in bed
- ✗ smoke if using medical oxygen
- ✗ leave a lit cigarette lying around.

E-cigarettes and vapes

Do

- ✓ only use a charger supplied or recommended by the device's manufacturer
- ✓ charge on a flat, solid surface.

Do not

- ✗ leave the device when charging
- ✗ exceed recommended charging time
- ✗ charge overnight.



Reduce risk in the home

STOPPING SMOKING THE BENEFITS OF QUITTING

20 minutes

Blood pressure and pulse return to normal. Circulation improves especially in hands and feet.

8 hours

Blood oxygen levels increase to normal and your chances of having a heart attack start to fall.

24 hours

Carbon monoxide leaves the body. Lungs start to clear out the mucus and debris.

48 hours

Your body is now nicotine free. Your sense of taste and smell begin to improve.

72 hours

Breathing is easier and your energy levels increase.

2 -12 weeks

Circulation improves throughout the body. Walking and exercise get easier.

3-9 months

Breathing problems, coughing, shortness of breath and wheezing improve. Lung efficiency improved by 5-10%.

5 years

Risk of having a heart attack falls to about half that of a smoker.

10 years

Risk of lung cancer falls to about half that of a smoker. Risk of heart attack is about the same as someone who has never smoked.

Be aware

Reduce risk in the home

Candles

- ✓ extinguish them before going to sleep
- ✓ keep them away from curtains and draughts, children and pets
- ✓ if using tea lights, use an appropriate holder
- ✗ never leave a candle burning unattended
- ✗ never put directly onto a surface.



Medication

Some medications are designed to help you relax or sleep. Others commonly cause drowsiness as a side effect. These medicines include those used to treat pain, anxiety, depression, high blood pressure and allergies.

The effect of these medications can affect someone's ability to hear and respond to a smoke alarm. Drinking alcohol when taking medication can further increase drowsiness and alertness.

Oxygen

Home oxygen therapy is commonly prescribed for people with conditions such as COPD, heart failure and smoking-related lung disease.

Poor storage and maintenance of oxygen equipment and unsafe behaviour by the patient and/or their visitors can lead to an increased risk of fire.

It is very dangerous to smoke while medical oxygen is being used.

Reduce risk in the home

Emollients

Emollients are creams, lotions and ointments which are prescribed, or bought over the counter, and used to treat long-term skin conditions such as eczema and psoriasis. They are also used on open ulcers and sores which may arise when someone is less mobile or bed dependent.

Emollient creams may contain paraffin, eg white soft paraffin, liquid paraffin or an emulsifying ointment, or they may be paraffin-free.

Please be aware that there is a danger that smoking or using a naked flame could cause your dressing or clothing to catch fire.

Emollients dry onto fabrics such as clothing, bedding and bandages, meaning that a fire could ignite and develop more rapidly.

Emollients are used widely by people of all ages, but the main risk of serious injury or death by fire involves smokers who are aged 60 and over and may have restricted or slower mobility.



Be aware

Reduce risk in the home

Dynamic airflow pressure-relieving mattresses and cushions

Dynamic airflow pressure-relieving mattresses and cushions are usually provided for the prevention and treatment of pressure sores, if someone has restricted mobility or is confined to bed.

If a fire starts, or a detector goes off, the person will be less likely to be able to escape without help.

The flow of air can contribute to the rapid development of a fire if the mattresses are pierced or burnt by a heat source or flame.

The most common cause of fires involving these mattresses is smoking in bed.

Incontinence pads

Incontinence pads are often issued to people who are immobile or less mobile.

They are made of highly-combustible material. They should be stored away from heat and ignition sources.

Reduce risk in the home

Alcohol – what are 'safe' limits?

No-one can say that drinking alcohol is absolutely safe. By sticking within these guidelines, you can lower your risk of harming your health if you drink most weeks.

Men and women 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.



Glass of red, white or rosé wine

Alcohol by volume (ABV) 13%

Small
125ml glass



1.6 units

Standard
175ml



2.3 units

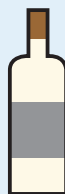
Large
250ml glass



3.3 units

750ml bottle of red, white or rosé wine

(ABV 13.5%)



10
units
per bottle

Beer, lager and cider

Regular
(ABV 4%)



1.8
units



2.3
units

Strong
(ABV 5.2%)



2.2
units



3
units

Extra strong
(ABV 8%)



3.5
units



4.5
units

Other drinks (ABV varies)

25ml single spirit and mixer
(ABV 40%)



1 unit

275ml bottle of alcopop
(ABV 5.5%)

1.5 units

Be aware

Reduce risk in the home

Carbon monoxide

Unsafe or faulty gas appliances (eg boilers, cookers and fires) can release carbon monoxide. It's also a risk with solid fuel appliances, such as wood burners.

The gas has no taste, smell or colour. It is important to have your gas appliance checked and serviced by a Gas Safe registered engineer.

If you fit a carbon monoxide alarm it can detect the gas and give a warning.

Do you know the health effects of carbon monoxide?

Carbon monoxide gets into your blood stream and prevents your red blood cells from carrying oxygen. Small amounts can cause serious harm to health when breathed in over a long time.

Symptoms of carbon monoxide poisoning

Headaches



Nausea



Dizziness



Breathlessness



Collapse



Loss of consciousness



Always make sure new appliances are registered with the manufacturer. That way you can be contacted in the event of any problems.

Reduce risk in the home

Register Your Appliance

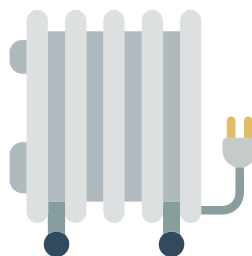
Visit: wmfs.net/register-product

- ✓ ensure manufacturers can contact you if a safety recall is issued
- ✓ register appliances purchased in the last 12 years
- ✓ update your details if your appliances move to a new address.
- ✓ use portable heaters on a flat, even surface away from curtains and furniture
- ✓ avoid second-hand electric blankets
- ✓ consider a mattress topper instead of an electric blanket – they're easier to store and can be washed.
- ✓ ensure the appliance has a British or European safety mark when you buy it

Electrics

We can work with you or your property owner to ensure electrical appliances are registered, so you'll get safety alerts if ever the manufacturer discovers a fault.

- ✓ keep appliances clean and in working order
- ✓ check for scorch marks, loose wiring, hot plugs, etc
- ✓ use the right fuse for the appliance
- ✓ one plug per socket
- ✗ **do not** sit too close or dry clothes in front of portable heaters
- ✗ **do not** fold electric blankets when you store them - roll them or keep flat.



Be aware

Slips, trips and falls

Spot the dangers!

Be aware that our reactions get slower as we age, just enough sometimes to turn a minor trip into a nasty fall.

Balance

Everybody loses their balance or trips occasionally, but with something steady to hold on to you could avoid a painful accident.

Ensure rugs and carpets are fitted correctly and that your routes are free from trip hazards.

Visit your local Health and Wellbeing website to learn about how to improve your balance.

Our eyesight tends to get worse, or slower to react to light and darkness, as we get older.

If you feel your eyesight is declining book an appointment at your local opticians.



Flats and high-rise buildings

Fire safety in flats and high-rise buildings

Following a risk assessment, the **property owner**:

- ✓ should communicate the escape plan to all occupants (the plan may be a 'stay put' policy)
- ✓ has a legal duty to give you a copy of the escape plan for your building. Ask for a copy if you don't have one.



In the event of a fire in your flat

Follow your escape plan:

- ✓ get everyone out, stay out, call the fire service out
- ✓ close all doors behind you when you leave, to contain the fire
- ✓ if safe to do so, activate the fire alarm if the building has one
- ✓ if it is safe to do so, alert all neighbours on your floor
- ✗ **DO NOT** use the lift - go down the nearest stairs.



Be aware

Flats and high-rise buildings

If there is a fire, but not in your flat

- ✓ if there is no smoke in the hallways or stairwells, and it is safe to do so, follow your escape plan
- ✓ call the fire service
- ✗ **NEVER** assume someone else has already called the Fire Service – you could save someone's life.

Owners and landlords

The owners and landlords of rented accommodation have legal responsibilities when it comes to fire safety.

Visit wmfs.net and gov.uk to find out more.

If trapped in your flat by a fire

If it is too dangerous to follow your escape plan, move all occupants to the safest room, furthest away from where the smoke is coming in and the heat. Doors and walls will provide extra protection.



Water safety

Outdoor water can be extremely dangerous.

Nearly two thirds of drownings in the UK happen in inland open water such as rivers, canals, lakes, quarries and reservoirs.

It's much safer to go to a supervised public swimming pool or where there are lifeguards.

In hot weather, open water can be much colder than you'd think. Even the strongest swimmers could be overcome by cold water shock.

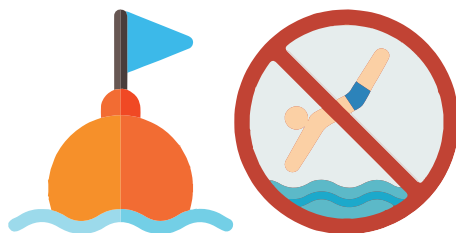
If you still choose to go in, never jump or dive. There may be strong currents, variable depths, hazardous objects or pollution.

Make sure you're familiar with the area, including safety signs, flags and notices, and think about what you might do if things go wrong.

Children should always go with an adult, not by themselves. An adult can point out dangers or help if somebody gets into trouble.

If it's dark, only use well-lit areas and avoid waterside routes.

If you must walk near water, stay away from the edge - especially if you've been drinking alcohol.



Be aware

Water safety

If **YOU** get into trouble in deep water:

- ✓ lie on your back and float in a starfish shape, until you're calmer and your breathing is steady
- ✓ push your stomach up and extend your limbs, moving hands and feet to help you float
- ✓ call for help and, if possible, try making your way to safety.



If it's **SOMEONE ELSE**:

- ✗ do not enter the water
- ✓ call 999 or 112
- ✓ inland, ask for the fire service
- ✓ at the coast, ask for the coastguard
- ✓ if you don't have a phone, shout for help
- ✓ encourage the person to try to float on their back
- ✓ if there's rescue equipment nearby, throw it to them.



Water safety

Winter water safety

Although frozen lakes, ponds, canals and reservoirs can look picturesque during the winter, please don't be tempted to venture into the water or on to ice.

Teach children that they should **NEVER** go on to ice.

Keep dogs on their leads near ice and don't throw sticks or toys onto it. Don't go onto ice or into the water to rescue a dog. Move to somewhere where the dog will be able to climb out, then call them towards you.



If YOU fall through ice:

- ✓ stay calm and shout for help
- ✓ spread your arms out across the surface of the ice in front of you
- ✓ if the ice is strong enough, kick your legs to propel yourself forward or use your arms to pull yourself over the ice towards the shore
- ✓ if you're stuck, shout and wait for help
- ✓ stay as still as possible – arms close to your sides, legs together - to conserve your energy
- ✓ when you're safely out of the water, it's important to go to hospital for a check-up.

Be aware

Water safety

If **SOMEONE ELSE** falls through ice:

- ✓ shout for help, call 999 or 112 and – if the incident involves inland water – ask for the fire service
- ✓ do not go on to ice or into the water to attempt a rescue
- ✓ encourage them to stay calm
- ✓ try to reach them from the bank with a rope, pole, tree branch, clothes tied together - anything that extends your reach
- ✓ lie down flat on the bank, to avoid slipping or being pulled in
- ✓ if you can't reach them, try sliding to them something that floats for them to hold on to, like a football or large plastic bottle

- ✓ wait for the emergency services to arrive. Continue to calm and reassure the person.

After the casualty has been rescued from the ice or water:

- ✓ ensure the ambulance service are on their way
- ✓ lay the casualty flat. Begin CPR if necessary and you know how
- ✓ keep them warm with clothing and blankets and shelter them from the cold, so they gradually warm up
- ✓ leave them in their clothes until you reach a safe, warm location
- ✗ don't rub their skin, never apply hot water bottles and do not give them alcohol.

Nearly all road traffic collisions are caused by human error. Only a tiny percentage are caused by mechanical problems.

The riskiest behaviours - **'The Fatal Five'** - are:

Excess or inappropriate speed

- ✓ check your speedometer regularly
- ✓ know the limits - look for signs, especially at junctions
- ✓ street lighting means 30mph, until signs say otherwise
- ✓ try using 3rd gear in a 30mph limit to help you stay within the limit.



Failure to wear seatbelts

By law, you must wear a seatbelt in cars and goods vehicles where one is fitted.

The driver can be prosecuted if a child under 14 years does not wear a seatbelt or child restraint as required.

The only situations when you don't need to wear a seatbelt are if you're:

- ✓ a driver who is reversing, or supervising a learner driver who is reversing
- ✓ a passenger in a trade vehicle and you're investigating a fault
- ✓ driving a goods vehicle on deliveries that is travelling no more than 50 metres between stops
- ✓ a licensed taxi driver who is 'plying for hire' or carrying passengers
- ✓ medically exempt from wearing a seatbelt, when your doctor will give you a 'Certificate of Exemption'.

Be aware

Road safety

Animals in vehicles

Dogs or other animals must be suitably restrained in a vehicle.

This is so they don't distract the driver, or injure themselves or passengers if the vehicle stops suddenly.

Methods of restraint include a seatbelt harness, pet carrier, dog cage or dog guard.

Drivers using a hand-held mobile phone

It is illegal to use a hand-held mobile phone or similar device while driving a vehicle, riding a motorcycle or supervising a learner.

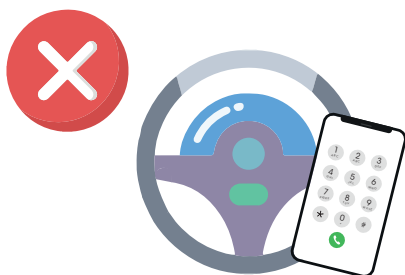
Even though hands-free kits

people using these kits can be as distracted as if driving after drinking alcohol.

You could be issued with a fixed penalty notice and a £200 fine and six points on your licence ([gov.uk](https://www.gov.uk)). If you are a relatively new driver, or already have penalty points on your licence, you could end up off the road very quickly.

What should you do?

Either switch off your phone or divert to voicemail and place it in the glove box before setting off. If your phone does ring, leave it and pick up any messages and make calls once you are safely parked, with the engine switched off and keys out of the ignition.



Driving under the influence of alcohol or drugs

You could receive:

- ! a 12-month driving ban or more
- ! an unlimited fine
- ! a prison sentence for some offences
- ! a criminal record.

A driver found guilty of causing death by dangerous driving could go to prison for up to 14 years.

A conviction for drug driving is shown on your driving licence for 11 years.

If you drive for work, your employer will see the conviction when you show them your licence.

What's the legal limit?

In England, Wales and Northern Ireland the legal alcohol limit for drivers is

- i 80 milligrams of alcohol for every 100 millilitres of blood in your body
- i 35 micrograms of alcohol for every 100 millilitres of breath
- i 107 micrograms of alcohol for every 100 millilitres of urine

The limits for alcohol and drugs are irrelevant if your driving and behaviour are deemed to be unfit or if you have been involved in a collision.



Be aware

Road safety

Careless and inconsiderate driving

There is no standard list of what would be considered careless or inconsiderate driving.

The General Advice section of The Highway Code includes:

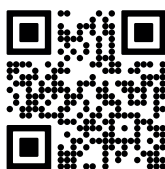
- ✓ Rule 147: Be considerate
- ✓ Rule 148: Safe driving and riding needs concentration
- ✓ Rule 150: You **MUST** exercise proper control of your vehicle at all times.

Any breach of The Highway Code could be treated as an offence if seen by officers. You must keep up to date with changes in The Highway Code.

Examples of dangerous behaviours include:

- ✗ driving too close to the vehicle in front
- ✗ failing to give way at a junction
- ✗ inappropriate speed for the road and conditions, even if within the speed limit
- ✗ operating a sat nav while driving
- ✗ eating and drinking at the wheel
- ✗ under-taking or dangerous over-taking.

If you commit one of these offences you are not only putting your life at risk, but also your passengers, other road users and pedestrians.



For more information, visit the road safety section of our website.

Useful information

Bogus callers

Bogus callers are people who try to con their way into your home to steal from you or trick you out of money.

How can I avoid being scammed?

Please be wary of information sent by post, and of phone calls and text messages.

Take extra care on the internet and with emails.

You can always ask a caller at the door to come back at another time when someone will be with you, or tell them to write to you to arrange an appointment.

Remember, you do not have to let any stranger into your home. If you decide to answer the door, remember to take the following steps.

Lock

Lock all your other outer doors before you go to the front door. Some burglars work together – one keeps you chatting on the

doorstep while another gets in through a back door.

Stop

Think about whether you are expecting anyone.

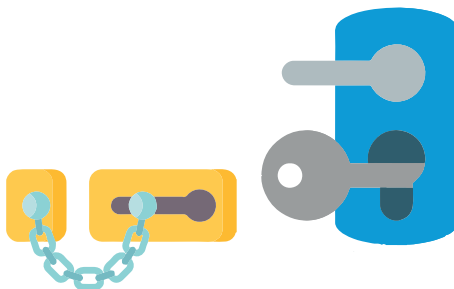
Chain

Put the door chain on before you open the door (but do not keep the chain on all the time, as it will prevent anyone with a key, such as a home help, from entering). Look through the window or spyhole to see who is there.

Action Fraud has lots of useful advice:

www.actionfraud.police.uk

Think you've been a victim of a scam? Unsure if a phone call is genuine? Call Action Fraud on **0300 123 2040**.



Useful information

Flooding

Is your home or business at risk of flooding?

Find out now:

call **Floodline**
0345 988 1188 or visit
www.gov.uk/check-flooding

You can also sign up for free flood warnings at gov.uk

Flood water is dangerous:

- ! flash flooding can happen quickly
- ! six inches of fast-flowing water can knock over an adult
- ! avoid walking or swimming in flood water as it may contain hidden dangers
- ! avoid driving through flood water.



Useful information

The Silver Line and Your health

The Silver Line Helpline

Calls are FREE
0800 4 70 80 90
www.thesilverline.org.uk

There are many people who go for days without seeing or talking to anyone. They may be bereaved, isolated, housebound, or caring for someone else and just want to hear a friendly voice at the end of the phone.

The Silver Line Helpline is available 24 hours a day.

Your health

According to the British Heart Foundation, 70% of the population are not active enough to benefit their health. That's 6 in 10 men and 7 in 10 women.

Be active

Increased physical activity has a positive impact on reducing stress, improving sleep and increasing social activity and self-esteem.

Adults should aim to be moderately active for 30 minutes on 5 (or more) days of the week.

For children, aim for one hour of moderate activity each day.



For more information
and support visit

NHS Healthier Families
www.nhs.uk/healthier-families/

British Heart Foundation
www.bhf.org.uk

Useful contacts

Emergency and non-emergency

**In an emergency dial
999 or 112**

**Dialling 999 or 112
is ALWAYS free.**

Even if you think someone else has already called for the fire service, police or ambulance, **DO** call 999 or 112 yourself to be sure.

If there is a fire:



Non-emergency contacts:

Ask Marc

Helpline for male victims
0121 289 6402
askmarc.org.uk

British Red Cross

Bradbury House,
7 Lowe Street,
Camp Hill,
Birmingham,
B12 0ER
0121 766 5444
www.redcross.org.uk

Carbon Monoxide

Help Line
0845 835 1111

ChildLine

0800 11 11

Citizens Advice Bureau

www.citizensadvice.org.uk

Environmental Agency

03708 506 506
[www.gov.uk/
government/organisations/
environment-agency](http://www.gov.uk/government/organisations/environment-agency)

Highway Code

www.gov.uk/highway-code

Useful contacts

Non-emergency

National Domestic Violence
Freephone 0800 2000 247
[www.gov.uk/guidance/
domestic-abuse-how-to-get-
help](http://www.gov.uk/guidance/domestic-abuse-how-to-get-help)

**National Grid 24 hour
Gas Emergency Service**
0800 111 999

**Housing Advice -
Local Services:**
[www.gov.uk/council-
housing](http://www.gov.uk/council-housing)

NHS
111
0800 22 44 88
www.nhs.uk

Refugee Council
3 Stone Road,
Edgbaston,
Birmingham,
B15 2HH
www.refugeecouncil.org.uk
0121 446 5118

Samaritans Freephone 116
123 jo@samaritans.org
www.samaritans.org

Severn Trent Water
0800 783 4444
(24hr emergency)

South Staffs Water
0800 389 1011

The Silver Line
(Helpline for older people)
0800 4 70 80 90
(24 hours, 7 days a week)

West Midlands Ambulance
www.wmas.nhs.uk

West Midlands Fire Service
www.wmfs.net

**West Midlands Fire Service
Deaf Community Team**
Textphone/SMS
07973 709 560
[deafcommunityteam@
wmfs.net](mailto:deafcommunityteam@wmfs.net)

West Midlands Police
www.west-midlands.police.uk

West Mids Victim Support
Affected by crime?
0300 303 1977
8am - 8pm Mon-Fri
9am - 5pm Sat-Sun

Safe and Well

Privacy Statement

Under the Fire and Rescue Services Act 2004, West Midlands Fire Service has a duty to promote fire safety as one of its core functions. This is achieved by providing advice, education and community safety interventions to reduce the incidences of fires. We provide advice on fire safety in the home and this is done during a Safe and Well visit. In order to do this, we collect information about you (including your name, date of birth, gender and ethnicity) and your risk and vulnerability to fire (including details about your property, lifestyle and health and wellbeing). We will use this to help you to reduce the risk of fire and to help you understand what you should do if a fire occurs. We may also use automated decision making to prioritise visits for people at the highest risk, based on the answers you give us.

We recognise that information we collect about you, particularly that about your health and wellbeing is more sensitive. We only collect the minimum amount that enables us to effectively assess all risk factors that might make you more vulnerable to fire and other incidents in your home. Our lawful basis to process and share this information is to undertake our public task as set out in the legislation referred to above.

The Equality Act 2010 places a duty on WMFS to serve all communities equally and to the highest standards in line with the Fire and Rescue Service Equality and Diversity Strategy. This is why we collect diversity information (including ethnic origin, gender, sexual orientation and disability status).

We work closely with other organisations who may be able to assist you further in reducing your risk and vulnerability to fire and provide help such as falls prevention or smoking cessation. If we consider it appropriate to share your information with our partner agencies we will tell you who we are sharing this information with and why.

Privacy Statement

If you were referred to us by another organisation with whom we have an information sharing or partnership agreement, we may make the outcomes of our visit available to them. This is for the purpose of enabling them to understand how best to assist you in reducing any outstanding risks.

West Midlands Fire Service is required by law to make contact with other agencies, usually relating to crime or where there is a serious risk to personal safety, abuse or neglect and we feel that making a safeguarding referral to Adult or Children's Services is appropriate.

Any information that would indicate a risk to life or property that is collected during a Safe and Well visit may be used by operational personnel during an incident, helping to protect life and property.

This information is kept by us to help prevent death or injury by fire. The current retention period is a maximum of 6 years.

We may use your information to contact you to request feedback on your experience in engaging with our services. This will help us to monitor and improve the quality of services and improve service user experience. The option to opt-out of this communication will be provided.



Safe and Well

Safe and Well Visit

Date of Safe and Well Visit:

Referrals to our partner organisations

To help you to improve your fire safety, WMFS will be making the following referrals on your behalf:

Name of person referred	Referral to: (organisation name)	Referred for the following service:

A copy of the WMFS Safe and Well privacy notice can be found on the previous page which provides information about how WMFS uses your data and information and the legal basis on which we do this.

Suggested contacts and other action advised

We also suggested that you contact the following organisations for further help, advice or support:

Name of organisation	Contact details	For help with the following:

We advised you to take the following action to reduce risks we identified at our visit:

Area	Risk	How you can make this safer:

Safe and Well

Notes

This image shows a single sheet of white paper with horizontal blue ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

Safe and Well

Notes

[illegible]

Disclaimer

Whilst care has been taken to ensure that the information contained in this publication is accurate at the time the information was produced, the information is intended to provide general guidance and advice only and does not constitute electrical engineering or other professional advice. West Midlands Fire and Rescue Authority and the other authors of the information do not, therefore, claim that it is complete or that it necessarily applies in all individual circumstances. It should not be acted on without full understanding of your current circumstances and needs and you should therefore rely upon your own inspections, test, surveys and professional advice.

West Midlands Fire and Rescue Authority do not offer any undertaking or guarantee, either expressly or implicitly, including liability towards third parties, regarding how correct, complete or up to date the contents of this booklet are and reserve the right to make changes to the contents of this booklet. West Midlands Fire and Rescue Authority and the other authors of the information will not be held liable or responsible for any loss, damage or inconvenience resulting from the reliance on the information. However, this does not affect any liability that cannot be excluded or limited under applicable law.

As the result of a Safe and Well Visit, where appropriate, West Midlands Fire and Rescue Authority will supply equipment, including smoke alarms certified to the British Standard. The equipment is supplied at your request and specification and in agreeing to such supply you confirm that save as to any liability that cannot be excluded or limited under any applicable law West Midlands Fire and Rescue Authority shall have no liability under any warranties, conditions or terms relating to fitness for purpose, merchantability or condition of the goods. The detection equipment will be covered by the manufacturer's warranty but the future maintenance and replacement shall remain the responsibility of the recipient. West Midlands Fire and Rescue Authority, itself, cannot be held responsible for any defect in the equipment and therefore disclaim all liability in the event of it failing to perform satisfactorily, or at all. If you have any technical problems with your newly installed detection equipment please contact the manufacturer, contact details on detection equipment installed.

WEST MIDLANDS FIRE SERVICE

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