



Gwasanaeth Tân ac Achub  
De Cymru  
South Wales  
Fire and Rescue Service



Gwasanaeth Tân ac Achub  
Canolbarth a Gorllewin Cymru  
Mid and West Wales  
Fire and Rescue Service



Gwasanaeth Tân ac Achub  
Fire and Rescue Service

# A GUIDE TO HOME SAFETY



Visit number \_\_\_\_\_

Visit date \_\_\_\_\_

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**IF THERE IS A FIRE RING 999  
AND ASK FOR THE FIRE AND RESCUE SERVICE**

## DISCLAIMER

We have visited to you as you requested a Safe and Well Visit, either through FRS or one of our partner agencies. During our visit we collected information about you. This was so that we understand your needs and can ensure you receive the correct equipment or services. The information will be held securely by FRS so that we can continue to provide the best service to you should you need us in future. The information will be shared only with other partner agencies but only if we have explained this to you during our visit – or if we have another legal reason for doing so (such as for your own safety or wellbeing). Your information will never be passed to any 3rd party for sales, promotion or marketing purposes without your explicit consent. Any information we retain will be done in line with Data Protection Legislation. If you would like further information on how we use and look after your personal information, please contact your Fire Service Data Protection Officer.

**WORKING SMOKE ALARMS**  
**save lives!**

**PROTECT YOUR  
HOME WITH  
SMOKE  
ALARMS**



**For a FREE Home Safety visit  
call 0800 169 1234**

You were visited by	
Date	
We have installed	

**#TestItTuesday**

# In the kitchen

**Did you know that in Wales in 2016-2017 almost half of fires started in the kitchen?**

- Put the cooker ring off if you leave the kitchen for any reason
- Use a timer when cooking in the oven
- Keep the oven, hob and grill clean and in good working order. A build-up of fat and grease can ignite a fire
- Avoid cooking if you have been drinking alcohol or are taking medication that may make you drowsy or tired
- Check toasters are clean and placed away from curtains and kitchen rolls
- Don't put toasters under cupboards
- Don't put anything metal in the microwave
- Keep tea towels and cloths away from the cooker and hob



## Did you know that in 2016-2017 there were over 400 electrical fires in Welsh homes?

### Tips on how to improve electrical safety at home:

- Check that you have RCD protection in your fusebox
- Make sure that your plug sockets are not overloaded. Electrical Safety First has developed an online "socket calculator" to help you to check that yours are safe. Use Electrical Safety First's online socket calculator to see if you're overloading your sockets.
- Ensure that plugs and sockets are not damaged
- Check that visible cables and leads are in good condition
- Check that your light fittings are not visibly damaged and that down lighters are in good working condition
- Check that you are not storing combustible materials around your fuse box, electricity meter or electrical intake
- Don't use the top of the microwave for extra storage
- Never trail cables under carpets or rugs
- Never take mains-powered electrical items into the bathroom
- Always switch off your electrical items when they are not in use
- Don't use electrical gardening equipment outdoors until it is dry



**For more information visit [www.electricalsafetyfirst.org.uk](http://www.electricalsafetyfirst.org.uk)  
and [www.registermyappliance.org.uk](http://www.registermyappliance.org.uk)**

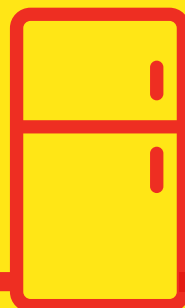


Electricity can cause fires and can kill.  
Here are some top tips to help keep  
yourself safer in your home:

- Make sure that you register the electrical products in your home. That way, the manufacturer can contact you if there is a problem. Electrical Safety First has an online tool that you can use to check whether any of the products in your home have been recalled. ([www.electricalsafetyfirst.org.uk/recall](http://www.electricalsafetyfirst.org.uk/recall))
- Most people have extension leads in their homes, using 4-way bar adaptors to increase the number of appliances they can plug into a wall socket. However, although there is space to plug in four appliances, this doesn't mean it's safe to do so. Make sure that your plug sockets are not overloaded by visiting [www.electricalsafetyfirst.org.uk/socketcalculator](http://www.electricalsafetyfirst.org.uk/socketcalculator)
- If you need to carry out electrical work in your home, use a Registered Electrician. This is a legal requirement for any electrical installation work. Find out more at [www.electricalsafetyfirst.org.uk/findanelectrician](http://www.electricalsafetyfirst.org.uk/findanelectrician)
- In Wales, three fires each week are caused by white goods, such as dishwashers and fridge-freezers. Electrical Safety First has developed a microsite with tips to help people use these appliances safely. Visit [www.whitegoodsafety.com](http://www.whitegoodsafety.com) to find out more.



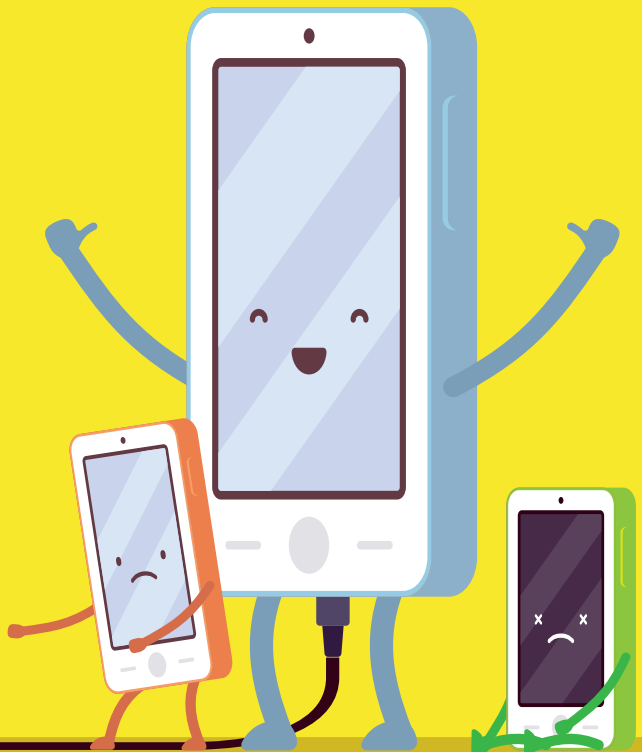
**Electrical  
Safety First**  
The UK's electrical safety experts



## E-Cigarette and mobile phone charging

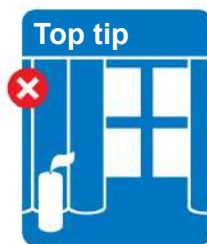
- Follow the instructions provided by the manufacturer carefully
- Heed any warnings supplied with the product
- Ensure that mobile phones, tablets and e-cigarettes are not left charging for long periods of time
- Do not leave mobile phones, tablets and e-cigarettes plugged in unsupervised, overnight or whilst you are out of the house
- Look for the CE mark that indicates chargers comply with European Safety standards

**For more information visit your local Fire Service website or [www.firesafetyfirst.org.uk](http://www.firesafetyfirst.org.uk).**



# Candle safety

- Make sure candles are secured in a proper holder and away from materials that may catch fire - like curtains
- Put candles out when you leave the room, and make sure they're put out completely at night
- Use a snuffer or a spoon to put out candles. It's safer than blowing them out as sparks can fly
- Children shouldn't be left alone with lit candles



# Cigarettes

- Stub cigarettes out properly and dispose of them carefully. Put them out. Right out!
- Never smoke in bed
- Use a proper ashtray - never a wastepaper basket
- Make sure your ashtray can't tip over and is made of a material that won't burn
- Don't leave a lit cigarette, cigar or pipe lying around. They can easily fall over and start a fire
- Take extra care if you smoke when you're tired, taking prescription drugs, or if you've been drinking alcohol. You might fall asleep and set your bed or sofa on fire
- Keep matches and lighters out of children's reach
- Consider buying child resistant lighters and matchboxes





# Summer Safety

## Barbeques

### Charcoal barbeques

- Never light a barbeque indoors
- Make sure that your barbeque is in good working order
- Keep a bucket of water, a bucket of sand or a garden hose nearby in case of emergencies
- Make sure that your barbeque site is flat and well away from buildings, fences, trees and shrubs
- Use only enough charcoal to cover the base of the barbeque to a depth of about 50mm (two inches)
- Keep children, garden games and pets well away from the cooking area
- Do not drink and cook



### Sky (Chinese) lanterns

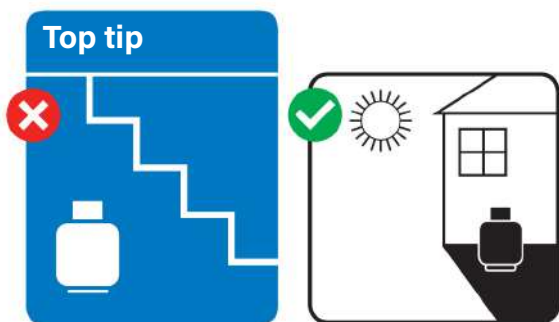
- We do not recommend the use of Sky lanterns. They are a fire risk to property, crops, vehicles and livestock and can harm the environment

## Gas barbeques

- Make sure the tap is turned off before changing the gas cylinder
- Change gas cylinders in the open air
- When you've finished cooking, turn off the gas cylinder before you turn off the barbeque controls, to ensure any gas in the pipeline is used up
- Only use barbeques and open fires outdoors

## Storing of gas cylinders

- Keep gas cylinders away from frost and direct sunlight
- Never store gas cylinders under the stairs of your home - if you are upstairs this is your means of escape from a fire
- Do not keep gas cylinders that you do not need. Return all empty cylinders to where you bought them



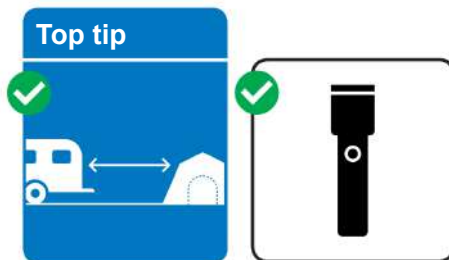
**Never store gas cylinders under the stairs**

# Camping, caravanning and tents

- Make sure tents or caravans are kept a safe and appropriate distance apart - as recommended by your campsite
- Find out what the firefighting arrangements are on the campsite and where the nearest telephone is
- Keep a torch handy for emergencies. Do not use a candle
- Fit an optical smoke alarm in your caravan
- Fit a Carbon Monoxide alarm in your caravan
- Do not leave children alone in a caravan
- Camping Caravans and tents should be 2 metres apart
- Never overload plug sockets - Residual Current Device (RCD) are recommended - and always ensure you fully unwind coiled extension cables

## If there is a fire:

- Get everyone out straight away. Fires in tents and caravans spread very quickly
- Call 999 and ask for the Fire and Rescue Service
- Try and give a map reference, if possible. Otherwise give a landmark such as a farm or pub to help the Fire and Rescue Service locate you



**Make sure tents or caravans are kept a safe and appropriate distance apart**

# Keep safe in the Winter

**Tragically every year there are over 100 fires in Welsh homes caused by heating equipment?**

## Heating your home

### Open fires

- Be careful when using open fires and log burners. Make sure you always use a fire guard to protect against flying sparks from hot embers
- Make sure embers are under control and properly put out before you go to bed
- Keep chimneys and flues clean and well maintained
- Don't store logs or fuel next to open fires and log burners

**For more information on chimney safety visit [www.nacs.org.uk](http://www.nacs.org.uk).**

### Using portable heaters

- Keep heaters away from curtains and furniture and never use them for drying clothes
- Always unplug electric heaters when you go out or go to bed

# Fire safety in high rise buildings

Following these basic home safety tips and adopting them into your daily routine will help to make your home safer.



**Working smoke alarms save lives; fit yours and test every week**  
Remember, a smoke alarm can only warn you if it works properly



## **Know your escape route**

Plan how you would get out if there was a fire in your home. Get to know your building's evacuation plan; ask your building manager, landlord or warden



## **Have a night time routine**

Every night, remember to close all doors, switch off and unplug appliances. Keep your phone and any mobility aids close by if you need them



## **Take extra care when cooking**

Keep anything that could catch fire away from the cooker. Use a timer and never leave it unattended



## **Check your appliances**

Unplug them when they're not in use, unless they need to be on at all times e.g. fridge/freezer. Keep them clean and in good working order and check for British or European safety marks



## **Take extra care with open flames and heaters**

Always use a fire guard and make sure candles are not near anything that could catch fire. Make sure heaters aren't placed too close to flammable material and are not covered



## **Don't overload plug sockets**

Use a maximum of one plug in each socket and never use them if wet



## **Never smoke in bed**

Take proper care to put out and dispose of cigarettes properly and keep matches and lighters away from children

# Celebrate Safely

## Fireworks

The Welsh Fire and Rescue Services recommend you attend an organised display.

### Don't:

- Don't go back to a lit firework – even if it hasn't gone off it could still explode
  - Don't throw fireworks or put them in your pocket
  - Don't drink alcohol if you are setting off fireworks
  - Don't use paraffin or petrol on a bonfire
- Follow the instructions on each firework. Use a torch to read them not a naked flame
  - Light fireworks at arm's length, using a taper
  - Make sure everyone stands well back
  - Always supervise children around fireworks and never give sparklers to children under five

### Do:

- Keep a bucket of water nearby
  - Store fireworks in a closed box and take them out one at a time
- Light sparklers one at a time and wear gloves
  - Keep pets indoors.
  - Make sure all fireworks comply with approved standards and regulations










**Never go back  
to a lit firework**

# Have a bedtime checklist

## Check list

**You are more at risk from a fire when asleep, so it's a good idea to check your home before you go to bed.**

-  Close internal doors at night to stop a fire from spreading
-  Turn off and unplug electrical appliances unless they are designed to be left on – like your freezer. Check your cooker is turned off
-  Don't leave the washing machine on
-  Turn heaters off and put up fire guards
-  Put candles and cigarettes out properly
-  Make sure exits are kept clear
-  Keep door and window keys where everyone can find them



**Close internal  
doors at night**

# Be prepared by making a plan of escape

Fitting a smoke alarm is the first crucial step to protecting yourself from fire. But what would you do if it went off during the night?

This section will help you make a plan ready for an emergency.

- Plan an escape route and make sure everyone knows how to escape
- Make sure exits are kept clear
- The best route is the normal way in and out of your home.
- Think of a second route in case the first one is blocked
- Take a few minutes to practice your escape plan
- Review your plan if the layout of your home changes

**Keep door and window keys where everyone can find them**



**Plan an escape route**





# STAY ALIVE

GET TO KNOW THE

## FATAL

# 5



# What happens when I dial 999?

When you dial 999 you will be asked which service you require ambulance, fire, police or coastguard. Once you've asked for the Fire Service you will be connected to the Fire Service.

You may be asked for the following when phoning 999 and asking for the Fire Service:

- What is the address of the incident?
- What is the nearest main road?
- What is your postcode?
- What is the problem?
- Do you have a fire?
- What is on fire?
- Can everyone get out?
- Can you give me directions from...?

All of your answers are used to help us know what's needed.



# What if I'm trapped in a fire?

- If you think that you are unable to leave your home, even using your escape plan, you will not be alone. The fire service operator will stay on the line and support you until you are helped to safety.
- They will ask questions about the type of property that you live in before asking what room the fire is in and what room you are in.
- Next they will ask questions about what is on fire, who else is in the property and why you think you can't leave.
- The fire service operator may then make some suggestions about how you may be able to leave the property or suggest that you move to another room if it is further away from the fire.
- If the decision is made that it is safer to stay in the property, the fire service operator will give you some advice that will help to protect you from fire and smoke.
- This advice includes shutting as many doors between the fire and yourself as possible, blocking gaps in doors or even opening a window to let smoke out.
- The fire service operator will tell you how long a fire engine is going to take to get you and what to expect when they arrive.
- They will also tell the fire crews about what type of property you are in, what room you are in and why you can't get out.



# IF YOUR CARBON MONOXIDE ALARM GOES OFF:

- ☒ OPEN DOORS & WINDOWS TO VENTILATE
- ☒ WHERE POSSIBLE, TURN OFF ALL APPLIANCES
- ☒ EVACUATE THE PROPERTY
- ☒ YOUR EMERGENCY NUMBERS ARE:  
**GAS - 0800 111 999**  
**OIL - 08456 585 080**  
**SOLID FUEL - 08456 014 406**
- ☒ SEEK MEDICAL HELP IF YOU FEEL UNWELL

**DO NOT USE APPLIANCES AGAIN UNTIL THEY  
HAVE BEEN CHECKED & CLEARED FOR USE BY A  
SUITABLY QUALIFIED & REGISTERED ENGINEER**



**WALES&WEST**  
UTILITIES



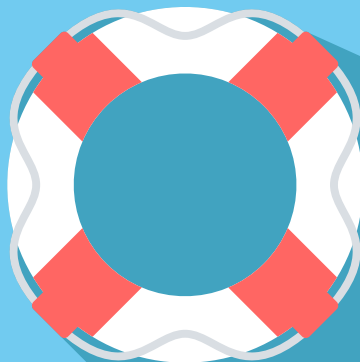
# Keeping Wales' Communities Safe Around Water

400 people die from drowning in the UK every year. Whenever you are near water always take extra care. Try to choose a place to swim where there are Lifeguards and make sure you swim where they can see you. Look for safety information that may include warnings and safety signs. If you spot someone in trouble in the water ring 999 and ask for the Coastguard if you are at the coast or the fire service if you are inland at a river, reservoir, quarry, pond or lake.

## The dangers of water

- It is very cold and could cause cold water shock or hypothermia
- There may be hidden currents which could make it difficult to swim back to shore
- It can be difficult to get out e.g. steep slimy banks
- It can be deeper than it looks and can be difficult to estimate the water's depth
- In the water there may be hidden rubbish or debris e.g. shopping trolleys, broken glass
- If swimming in rivers, quarries or reservoirs there will be no lifeguards around to help
- The water may be polluted and cause illnesses

In an emergency ring 999 and ask for the Fire and Rescue Service if inland or Coastguard if at the coast.



# Start preparing before a flood happens

## Am I at risk of flooding?

You can find out if your local area is at risk of flooding by contacting Floodline (24 hour service) on 0345 988 1188, or by visiting Natural Resources Wales website [www.naturalresourceswales.gov.uk](http://www.naturalresourceswales.gov.uk)

If you are at risk of flooding, you can register to receive flood warning messages for your local area. This service is FREE. To register, phone Floodline and speak to the operator. You can also register a member of your family to receive flood warnings on your behalf.

## How do I prepare for a flood?

Your safety is the most important thing. Planning ahead will help you prepare and think carefully about what to do and who can help you, especially if you have a disability or may require extra assistance. Find out if family or friends can offer you a place to stay if you are flooded.

If you take regular medication, make sure it is easy to access.

If you have pets, think about keeping their food, fresh water and bedding somewhere safe. Keep portable pet carriers close at hand and consider moving small animals upstairs.

Plan your escape route, particularly if you are in a bungalow. If you live in a house and have window locks, always keep a key upstairs.

**Make a flood plan** that outlines actions to take if you receive a flood warning. This should include a list of useful numbers:

- Floodline 0345 988 1188
- Local authority emergency helpline
- Insurance company 24-hour number and your policy number
- Family, friends and neighbours
- Work phone numbers
- Doctor's surgery
- Local police station
- Gas/Electricity/Water suppliers and meter numbers

Think about who you could ask for help, or if you could offer help to others. Know how to switch off your Gas, Electricity and Water supplies.

**Prepare a flood kit** of essential items and keep it handy.

This should include:

- Copies of home insurance documents and a list of important telephone numbers
- A torch with spare batteries and a wind-up battery radio
- Warm, waterproof clothing and blankets
- A first aid kit and prescription medication
- Bottled water and non-perishable food
- Baby food and baby care items
- Mobile phone charger
- Pet food and spare supplies

**Tune into local radio for updates, follow the advice of the Emergency Services, and call 999 if you are in danger.**

# CARTREFI DI-FWG

## SMOKEFREE HOMES



Yn y DU, mae rhywun yn marw o dân a achoswyd gan sigarét pob 3 diwrnod. Yng Nghymru, roedd 163 o danau wedi'u achosi gan ddeunydd ysmegu (2014/15).

In the UK, someone dies from a fire caused by a cigarette every 3 days. In Wales, 163 fires were caused by smoking materials (2014/15)



ash.wales



@SmokefreeWales



Helpa fi i Stopio/Help Me Quit  
(FREE NHS service):  
0808 250 6061



**ash** wales  
cymru  
action on smoking and health

 **CHOOSE  
SMOKEFREE**



# Sadiwch i... Gadw'n **SAFF**



Cryfder



A Chydbwysedd



Hanes  
o gwympo



Amgylchedd



# Steady on... Stay **SAFE**



Strength



And Balance



Falls History



Environment

## Nid yw cwmpo yn rhan anochel o heneiddio

- Cadwch yn heini, cadwch yn gryf
- Os ydych yn cwmpo, dywedwch wrth rywun
- Gwylwch eich cam - byddwch yn ymwybodol o beryglon baglu

Am ragor o wybodaeth, ewch i  
[www.ageingwellinwales.com/wl/atal](http://www.ageingwellinwales.com/wl/atal)

Gwnewch wahaniaeth – rhannwch y neges hon

## Falls are not an inevitable part of growing older

Reduce your risk of falls:

- Stay active and stay strong
- If you fall, tell someone
- Watch your step – be aware of trip hazards

For more information, go to  
[www.ageingwellinwales.com/falls](http://www.ageingwellinwales.com/falls)

Make a difference – please share this message



GIG  
CYMRU  
NHS  
WALES

Iechyd Cyhoeddus  
Cymru  
Public Health  
Wales

Heneiddio'n Dda  
yng Nghymru  
Ageing Well  
in Wales



# QUIT SMOKING WITH FREE NHS SUPPORT

**HELP ME QUIT  
ARE WITH YOU  
EVERY STEP OF  
THE WAY ON  
YOUR  
SMOKEFREE  
JOURNEY.**

**HEIPA FFI  
STOPIO  
HELP ME  
QUIT**

**Dewiswch fod yn Ddi-fwg  
Choose Smokefree**

## SUPPORT IS AVAILABLE IN:



Meetings with other smokers  
(the best way to stop smoking)



1:2:1 appointments,  
face-to-face or over the  
telephone



Community venues



Hospitals



Pharmacies

## INCREASE YOUR CHANCES OF SUCCESS BY:

**300%\***

\*With help from the NHS compared to  
quitting on your own

### MOST SUCCESSFUL



Alone



With  
medication



With NHS  
support

**HELP ME QUIT IS THE BEST  
CHOICE YOU CAN MAKE TO  
STOP SMOKING**

## **WE UNDERSTAND HOW HARD IT CAN BE TO QUIT. WE ARE FRIENDLY AND NOT HERE TO JUDGE YOU.**

We will offer you confidential support each week, talking about:

- The steps involved in quitting
- How to set a quit date that works
- How to use stop smoking medication
- How you are getting on

## **DID YOU KNOW?**

If you use a Help Me Quit service you will receive stop smoking medication worth around £250 for free

## **CONGRATULATIONS**

on taking the first step to becoming smokefree by making a stop smoking appointment with Help Me Quit.

# **EVERY YEAR WE HELP OVER 15,000 SMOKERS IN WALES**

Take the first step to become smokefree and contact Help Me Quit to find the support that's right for you:

Call us: **0800 085 2219**

Text\*: **HMQ TO 80818**

or visit: **HELPMEQUIT.WALES**

\*standard rate message

**“ I GOT HELP FROM THE NHS. I COULDN'T HAVE MANAGED TO GIVE UP WITHOUT THE SUPPORT I HAD. ”**

**PAUL,**  
South Wales



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Canolbarth a Gorllewin Cymru  
Mid and West Wales  
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# WOULD YOU LIKE TO WORK FOR THE **FIRE AND RESCUE SERVICE?**



Find out more about the varied careers we offer by visiting our website

**[www.southwales-fire.gov.uk](http://www.southwales-fire.gov.uk)**

**[www.mawwfire.gov.uk](http://www.mawwfire.gov.uk)**

**[www.nwales-fireservice.org.uk](http://www.nwales-fireservice.org.uk)**



Cynllun Gwirfoddolwyr  
Volunteer Scheme

# Be a volunteer

with your local Fire and Rescue Service



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De Cymru  
South Wales  
Fire and Rescue Service



Gwasanaeth Tân ac Achub  
Canolbarth a Gorllewin Cymru  
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Fire and Rescue Service

For information on the Volunteer Scheme visit  
[WWW.SOUTHWALES-FIRE.GOV.UK](http://WWW.SOUTHWALES-FIRE.GOV.UK)  
[WWW.MAWWFIRE.GOV.UK](http://WWW.MAWWFIRE.GOV.UK)  
[WWW.NWALES-FIRESERVICE.ORG.UK](http://WWW.NWALES-FIRESERVICE.ORG.UK)



Follow us on Twitter, Youtube and Like us on Facebook

# Age Cymru Advice

## 08000 223 444

Free, confidential and expert  
information and advice on matters  
affecting the over 50s in Wales

- |                    |                   |                      |
|--------------------|-------------------|----------------------|
| • Welfare Benefits | • Local Services  | • Consumer           |
| • Pensions         | • Help at Home    | • Physical Activity  |
| • Dementia         | • Wills           | • Money              |
| • Bereavement      | • Housing         | • Legal              |
| • Staying Safe     | • Scams           | • Saving Energy      |
| • Disability       | • Work & Learning | • Community          |
| • Care Homes       | • Retirement      | • Travel & Lifestyle |
| • Rights           | • Health          | • Social Care        |

Email: [advice@agecymru.org.uk](mailto:advice@agecymru.org.uk)

Web: [agecymru.org.uk/advice](http://agecymru.org.uk/advice)

 [facebook.com/agecymru](https://facebook.com/agecymru)

 [twitter.com/agecymru](https://twitter.com/agecymru)



**Live Fear  
Free Helpline**

**Llinell Gymorth  
Byw Heb Ofn**

**0808 80 10 800**

**Domestic Abuse and Sexual Violence can  
happen to anyone, at any stage of their life.**

Abuse and violence such as this is not acceptable; if you are experiencing domestic violence and abuse you are not to blame and you are not alone. Speak to a trained support worker in confidence. Everyone has the right to be safe and to live free from fear.

**Text service: 078600 77333**

**Email: [info@livefearfreehelpline.wales](mailto:info@livefearfreehelpline.wales)**

**Live chat service: [livefearfree.gov.wales](https://livefearfree.gov.wales)**

**24 hours a day - 7 days a week**



Ariennir gan  
**Lywodraeth Cymru**  
Funded by  
**Welsh Government**

## **Useful Contacts**

### **South Wales Fire and Rescue Service**

[www.southwales-fire.gov.uk](http://www.southwales-fire.gov.uk)

### **Mid and West Wales Fire and Rescue Service**

[www.mawwfire.gov.uk](http://www.mawwfire.gov.uk)

### **North Wales Fire and Rescue Service**

[www.nwales-fireservice.org.uk](http://www.nwales-fireservice.org.uk)

### **Public Health Wales**

[www.wales.nhs.uk](http://www.wales.nhs.uk)

### **Electrical Safety First**

[www.electricalsafetyfirst.org.uk](http://www.electricalsafetyfirst.org.uk)

### **Age Cymru**

[www.ageuk.org.uk](http://www.ageuk.org.uk)

### **Ash Wales**

[www.ashwales.org.uk/en](http://www.ashwales.org.uk/en)

### **Register my Appliance**

[www.registermyappliance.org.uk](http://www.registermyappliance.org.uk)

### **SAGA**

[www.saga.co.uk](http://www.saga.co.uk)

### **Natural Resources Wales**

[www.naturalresources.wales/?lang=en](http://www.naturalresources.wales/?lang=en)

### **National Association of Chimney Sweeps**

[www.nacs.org.uk](http://www.nacs.org.uk)