

Think Family Programme  
West Midlands Fire Service (WMFS) Offer

**WEST MIDLANDS FIRE SERVICE**

**West Midlands Fire Service - Family Offer**



West Midlands Fire Service (WMFS) offers free Safe and well visits to all households that require it. The occupants of households that have an increased risk of having an accidental dwelling fire (vulnerable), include: **substance misuse, hoarding, long term unemployed and physical/mental disabilities.**

This safe and well is completed by fully trained fire fighters, advising on: escape plans, night time routine, cooking, cigarettes, electrical and candle safety. Free fire safety equipment will also be provided where appropriate. Safe and well visits may result in triggering referrals to partner agencies. These can also result in a safeguarding alert.

1. Think Family workers can refer vulnerable persons to WMFS using our robust referral system for safe and well visits.
2. WMFS can provide fire safety and home safety awareness training to Think Family staff to strengthen their knowledge, spot potential hazards and generate quality referrals.
3. WMFS if required can provide free smoke alarms and other equipment e.g. fire retardant bedding, letter box fire protectors, and smoke alarms for deaf users.
4. Our Vulnerable Persons Officers (VPOs) provide advice, support and assistance to service users and other agencies where situations require additional or prolonged intervention. This provides an additional level of expertise to facilitate effective joint working. VPO staff can work in conjunction with Think Family staff to increase effectiveness and productivity of visits.
5. WMFS, Youth Services Section works with young people who are at risk of becoming victims of fire, mis-users of fire or perpetrators of fire related crime.

**How to refer families for a Safe & Well visits**

1. Complete the Safe and well Referral Form and return it via:  
Email: [contact.centre@wmfs.net](mailto:contact.centre@wmfs.net) or fax to: 0121 380 7201

**OR**

2. Call the Contact Centre on free phone 0800 389 5525; providing the same information that is requested on the Referral Form.

**In both cases, please ensure you quote the following reference 1696**

However for evaluation purposes it is preferred that referrals are sent via **email.**

The Contact Centre will arrange the safe and well visit at a time convenient to the family. If you have identified yourself as the person to contact on the referral, please ensure you pass the details on to the family. If WMFS is unable to access the home to undertake the Safe and well, they will make 3 further attempts before going back to the referrer.