

Resident Emergency Evacuation Support Policy

Summary

This policy explains how Portsmouth Homes helps residents who may need support to leave their home safely in an emergency. We do this by offering a Person-Centred Fire Risk Assessment (PCFRA) and creating a Residential Personal Emergency Evacuation Plan (PEEP) if needed.

These plans become a legal requirement from 6 April 2026 under the Fire Safety (Residential Evacuation Plans) (England) Regulations 2025.

We are committed to identifying residents who may need support, conducting PCFRAs, preparing PEEPs, sharing information securely, and implementing reasonable and proportionate safety measures.

Effective date

July 2026

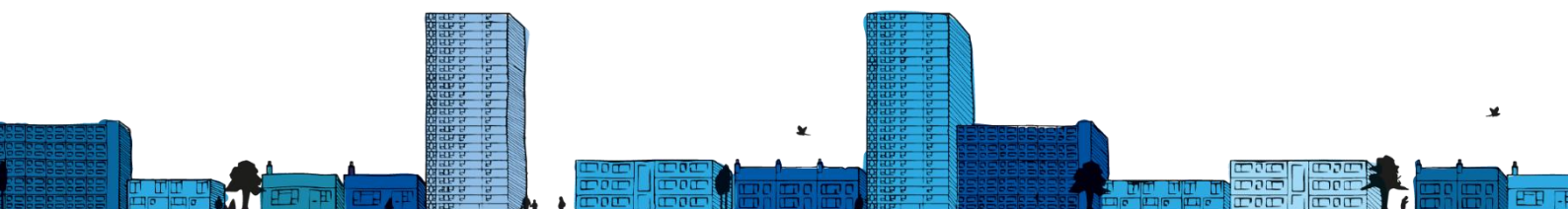
Review

We will review this Policy every 3 years or when there has been an update to legislative, regulatory, best practice or operational changes.

Version

Version 1.0

This policy was written
with the help of residents
of Portsmouth Homes



Resident Emergency Evacuation Support Policy

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Definitions

Term	Meaning
Person-Centred Fire Risk Assessment (PCFRA)	A step-by-step conversation that helps us understand your individual needs, abilities and any risks that could affect how you evacuate.
Residential Personal Emergency Evacuation Plan (PEEP)	A personalised plan that explains what you should do in an emergency and what support you may need to leave your home safely.
Relevant Resident	Anyone who may not be able to leave their home quickly and safely without assistance.
Responsible Person (RP)	Portsmouth Homes, as the landlord with legal responsibility for managing fire safety duties under the Regulatory Reform (Fire Safety) Order 2005.

Who does this apply to?

Residential Personal Emergency Evacuation Plans (PEEPs) are a legal requirement in certain types of buildings and situations. In other buildings, we may still offer a Person-Centred Fire Risk Assessment and fire safety advice, but a formal PEEP may not always be required or appropriate.

This policy applies to:

- All Portsmouth Homes residents, leaseholders and shared owners.
- All building types, including houses, maisonettes, low rise blocks, high rise blocks and sheltered or supported housing. While this policy applies across all building types, a Residential PEEP will only be created where it is legally required or appropriate for both the building and the resident.
- The processes for offering a Person-Centred Fire Risk Assessment (PCFRA) and creating Personal Emergency Evacuation Plans (PEEPs).

Any reference in this policy to 'we', 'our' or 'us' refers to Portsmouth Homes.

Any reference in this policy to 'tenant', 'customer' or 'resident' refers to a Portsmouth Homes resident, leaseholder or shared owner.

Any reference in this policy to 'assessment' refers to a Person-Centred Fire Risk Assessment (PCFRA)

Any reference in this policy to 'plan' refers to a Personal Emergency Evacuation Plans (PEEPs).



Why we have a Resident Emergency Evacuation Support Policy?

The purpose of this policy is to:

- Identify residents who may need support to leave their home safely in a fire.
- Offer a Person-Centred Fire Risk Assessment (PCFRA) to understand individual needs and any risks.
- Create a Residential PEEP where residents want one and meet the criteria.
- Store and share essential information securely and only with consent.
- Follow the Fire Safety (Residential Evacuation Plans) (England) Regulations 2025 and other relevant fire safety legislation.

What is a Person-Centred Fire Risk Assessment (PCFRA)

A PCFRA is a friendly, informal conversation between you and one of our trained team members. It helps us understand anything that might affect how safely or quickly you can leave your home in an emergency.

During this visit, we will:

- Talk with you about anything that might affect your ability to evacuate safely.
- Look at your home and building layout to understand the safest way out.
- Identify anything that may make evacuation harder and explore how we can help.
- Discuss any equipment or support that could assist you.
- Record only the information we need to help keep you safe, we will never ask for your medical records.
- Consider any building features that may create additional risks for you because of a cognitive or physical impairment. Government guidance requires us to complete this assessment before creating a Residential PEEP for you.

What is a PEEP?

Residential PEEPs are a legal requirement only for certain buildings, as set out in fire safety regulations. In other buildings, we may still offer advice, a PCFRA or other fire safety support, but a formal PEEP may not always be required or appropriate.

A Residential Personal Emergency Evacuation Plan (PEEP) is your personal plan for how to leave your home safely if there was an emergency. It explains:

- What you should do if you need to evacuate.
- What support you may need to do so.



- What information emergency services may need to help keep you safe.

A PEEP is personal to you. It is based on your individual needs, your home, and your building.

From 6 April 2026, building owners must create PEEPs for residents who need help to evacuate, but only for certain building types. This applies to:

- High rise blocks (18m+ or 7 storeys)
- Buildings over 11m where the evacuation procedure requires everyone to leave at the same time.

Who may need a PEEP?

You may need a PEEP if you would find it difficult to leave your home quickly and safely on your own during an emergency. This may be because of:

- Mobility difficulties
- Sensory impairment (such as sight or hearing loss)
- Cognitive or memory difficulties
- A medical condition
- Temporary issues (such as recovering from an operation or injury)

You can let us know yourself, or a trusted person (such as a family member, carer or support worker) can contact us on your behalf with your permission.

Why a PEEP is important?

A Residential PEEP helps make sure you can leave your home safely if there is an emergency. It gives the fire service the key information they need to help you, and it helps us understand what reasonable changes we can make to your home or building to support your safety.

We will only share your information with the fire service if you give us permission.

In line with the guidance, we are not responsible for providing personal support during an evacuation, but we are responsible for making reasonable changes to the property or building where needed.

How we identify residents who may need a PEEP

We identify residents who may need a PEEP in several ways:

- Information you share with us at sign-up or during tenancy update visits.
- Self-referrals, if you contact us directly.
- Referrals from staff, carers, or family members (with your consent).
- Observations from our staff or contractors during visits.



- Requests from you at any time.
- Information gathered during your Person-Centred Fire Assessment (PCFRA).

The law requires us to do our best to identify residents who may need support to leave the building safely during a fire. This includes checking in regularly and making it as easy as possible for you to tell us if you need help.

Taking part is always your choice.

If you choose not to take part in a PCFRA, we will respect your decision. We will still provide you with fire safety information and you can change your mind at any time.

If you ask for a PEEP but one is not required by law or guidance, we will explain why and discuss other ways we can support your fire safety.

Creating a Residential PEEP

If you would like a PEEP and you meet the criteria, your plan will include:

- Your name, flat number and floor
- Your needs and any risks
- The safest evacuation route for you
- What support or equipment may help
- What you should do if there is a fire (your Emergency Evacuation Statement)
- Your consent choices for sharing information

We will agree the plan with you and review it every 12 months, or sooner if your needs change.

After your PEEP is created, we will also give you a written Evacuation Statement. This is a short, clear summary of what you have agreed to do if a fire affects you, including any support arrangements you choose to make (for example, with a neighbour).

There is no set format for this statement, but it must be in writing, and we will provide you with your own copy. This applies even if no additional equipment or mitigation is needed.

What changes we may be able to make to help keep you safe

The law requires us to consider “reasonable and proportionate” ways to reduce risk. These might include:

- Improved lighting or signage
- Handrails in communal areas
- Visual or vibrating alarms
- Advice on the safe use of mobility equipment
- Referrals to appropriate support or monitoring services



- Additional safety reminders

Some measures are usually not reasonable, such as major structural changes, removing fire-resistant doors, or anything that increases risk for other residents.

How we share and store your fire safety information. We will only share information with the Fire & Rescue Service if:

- You give clear consent
- Sharing helps them keep you safe

With your consent, we will share your full Residential PEEP, including your Evacuation Statement. This helps the Fire & Rescue Service understand how best to support you in an emergency. You can withdraw your consent at any time.

Fire safety regulations require us to make certain building and safety information available to the Fire & Rescue Service.

Where a Secure Information Box (SIB), also known as a Premises Information Box (PIB), is installed in your building, the information will be stored securely inside it. This information includes:

- Floor plans
- Details of the building layout
- Essential fire safety information, including the emergency evacuation plan
- A list of residents who may need support to evacuate (with consent)
- Your full PEEP and Evacuation Statement (with consent).

In buildings without a SIB, we will provide the same information using secure alternative methods, in line with current fire safety regulations and data protection requirements.

Our responsibilities

We will:

- Identify residents who may need help to evacuate
- Offer PCFRAs sensitively and fairly
- Create PEEPs where residents request them and meet the criteria
- Keep all information secure, accurate and up to date. Provide essential information to the Fire & Rescue Service in line with legislation
- Use Secure Information Boxes (SIBs) correctly where installed, or secure alternatives where they are not
- Follow our Fire Safety Policy, including the zero-tolerance approach in our communal areas
- Meet all our duties under national fire legislation and the Regulator's consumer standards
- We will make sure information from PCFRAs, and PEEPs is used to inform our wider fire risk assessments, building safety decisions and service improvements.



Your responsibilities

You should:

- Tell us if you may need help in a fire
- Take part in assessments and discussions with our team
- Follow the guidance in your PEEP
- Let us know if your health, mobility or support needs change
- Keep communal areas clear and follow safety rules
- Report any safety concerns, such as damaged fire doors or faulty alarms

Your voice

We provide residents a wide range of meaningful opportunities to engage, influence and scrutinise the Landlord Strategies, policies and services, to include participation in regular resident meetings and give feedback on services and policies.

If you would like to be included in future resident engagement focus groups and would like to know how to get involved, please contact us for more information:

You can contact our team by:

- Email: housing.engagement@portsmouthcc.gov.uk
- Phone: 02392 834835
- Website: visit the [Resident engagement and community resources on our website](#)

What have we done to make sure this Policy is fair?

We completed an Integrated Impact Assessment (IIA) to consider the positive and negative impacts this Policy may have on people with protected characteristics under the [Equality Act 2010](#). This Policy should have direct and positive equality and diversity impacts.

Regulation and legislation

We recognise the variety of legislation, and we will continue to monitor relevant legal guidance. The list below reflects some of the existing legal framework and relevant publications:

- [Social Housing \(Regulation\) Act 2023](#)
- [The Fire Safety \(Residential Evacuation Plans\) \(England\) Regulations 2025](#)
- [Equality Act 2010](#)



- [The Fire Safety \(England\) Regulations 2022](#)
- [Building Safety Act 2022](#)
- [The Regulatory Reform \(Fire Safety\) Order 2005](#)

Related documents

This policy should be read in conjunction with:

- [Portsmouth Homes policies, strategies and reports](#)
- Tenancy Agreement / Leasehold Agreement

How to feedback

If you have any questions around the policy or would like to know more about its application, please contact the relevant service in the first instance.

You can get this policy in large print, braille, audio or in another language by contacting your Housing Office. More information is available [translation, interpreting and audio information](#).

Compliments

To help us provide the best service we can. We would like to hear customer views on the services that they use. If the customer is pleased with a member of staff or service, please let us know.

- Telephone: 02392 606383
- Email address: HNBLandlordComplaints@portsmouthcc.gov.uk

Complaints

If a customer is unhappy, they can refer to our Landlord Complaints Policy.

- Online complaint form at [Make a housing complaint](#)
- Telephone: 02392 606383
- Email address: HNBLandlordComplaints@portsmouthcc.gov.uk

Housing Ombudsman Service

If a customer is unhappy, they can contact the Housing Ombudsman Service for advice and guidance at any time.

- Online complaint form on [the Housing Ombudsman Service website](#)
- Telephone: 0300 111 3000
- For more information, visit [Housing Ombudsman's Complaint Handling Code](#)

