



Resident Emergency Evacuation Support- Quick Guide (V1.0)

What this policy is about

A quick guide to how we support residents who may need help to leave their home safely in an emergency.

We do this by offering a **Person-Centred Fire Risk Assessment (PCFRA)** and creating a **Personal Emergency Evacuation Plan (PEEP)** where needed.

Who it applies to (See policy: Who does this apply to? p.3)

This applies to all Portsmouth Homes residents, leaseholders and shared owners across all property types.

A PEEP will only be created where it is **required or appropriate** for the resident and building.

What is a PCFRA? (See policy: PCFRA, p.4)

A Person-Centred Fire Risk Assessment is a conversation to understand:

- Your needs and abilities
- Any risks that may affect how you evacuate
- How we can support you to leave safely

We only collect the information needed to help keep you safe.

What is a PEEP? (See policy: What is a PEEP? p.4-5)

A Personal Emergency Evacuation Plan (PEEP) is your personal plan for leaving your home safely in an emergency.

It explains:

- What you should do in a fire
- What support you may need
- Key information for emergency services

PEEPs are a legal requirement in certain buildings from 6 April 2026.

Who may need a PEEP? (See policy: Who may need a PEEP? p. 5)

You may need a PEEP if you would find it difficult to leave your home safely, for example due to:

- Mobility difficulties
- Sight or hearing loss
- Cognitive or memory difficulties
- A medical condition
- Temporary issues (e.g. injury or recovery)

How we identify and support residents (See policy: Identifying residents, p.5-6)

Identifying residents, p.5-6

We may identify residents who need support through:

- Information shared at sign-up or tenancy visits
- Self-referrals or requests
- Referrals from staff, carers or family (with consent)
- Observations during visits

Participation is always your choice, and you can request support at any time.

Creating a PEEP (See policy: Creating a Residential PEEP, p.6)

If you need a PEEP and meet the criteria, we will:

- Work with you to create your plan
- Agree the safest way for you to evacuate
- Provide a written Evacuation Statement

Your plan will be reviewed every 12 months, or sooner if your needs change.

Our Responsibilities (See policy: Our Responsibilities p.7)

We will:

- Identify residents who may need support
- Offer PCFRAs fairly and sensitively
- Create PEEP's where appropriate
- Keep information secure and up to date
- Share information with emergency services where required and with consent

Your Responsibilities (See policy: Your Responsibilities p.8)

Residents should:

- Tell us if you may need help in an emergency
- Take part in assessments if you choose
- Follow your PEEP guidance
- Let us know if your needs change
- Keep communal areas clear and safe
- Report fire safety concerns

Further information

This is a summary only. For full details about PCFRAs, PEEP's and fire safety responsibilities, please refer to the Resident Emergency Evacuation Support Policy or contact Portsmouth Homes. Information is available in alternative formats on request.

[Link- Resident Emergency Evacuation Support Policy](#)

