

Case Study Briefing Note

Activity	Home Fire Safety Visit App
Audit Period	2015/16
Description	<p>Avon Fire & Rescue Service has designed and created a special “app” to enhance our existing Home Fire Safety Visit (HFSV) service.</p> <p>The app, which is the first of its kind to be created in the UK fire and rescue service, is specially designed for use on mobile devices such as laptops and tablet computers and will be used by our fire crews and Community Support Workers when they are delivering safety advice in people’s homes.</p> <p>It will further improve the service we offer because it uses a range of different methods, such as narrative, pictograms and video, to convey our messages. This should help to ensure that the information is more likely to be understood by recipients, regardless of their preferred language, learning and communication styles.</p> <p>We can also tailor the app to focus on specific content which is unique and relevant to each individual and the risks that they have in their own homes, based on the information that they have already provided us with prior to the visit.</p>
Objectives	<ul style="list-style-type: none"> • To maximise the delivery of high-quality, comprehensive and consistent home safety information to our communities. • To tailor each Home Fire Safety Visit so that the recipient receives information that is specific to their needs. • To improve the effectiveness of the HFSV by using a range of communication methods.
Evidence & Evaluation	The app will be fully evaluated in May 2016 as part of the wider review of the entire HFSV service.
In partnership with:	N/A
Linked to other scheme/plan/strategy	Community Risk Reduction Strategy Home Fire Safety Strategy
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