

RISK MATRIX TOOL HFSV REFERRAL PRIORITISATION Considering the likelihood of fire using known risk factors And consequence/severity using occupier's ability to react in an emergency and the impact of fire		Severity of consequence according to household profile									
		Significant/Very High Risk Customer profiles					Medium/Lower Risk Customer profiles				
		Lone "Adult at Risk" (already receiving care & support)	Child At Risk/In need (CP/Child In Need Plan)	Vulnerable Adult incl 80+ adults (single or couple) Adult needs some support	Vulnerable Adult living with other able adult (e.g. partner u 80, or family)	Child/Family needing or accessing Early Help/financial hardship live in target area	Adult/s over 65 (no known support needs)	Family & under 5's no other known needs	Lone Adult <65 (no known support needs)	Family & older children No other known needs	Adult not VA and living with other adult/s
Likelihood of fire	Single or Multiple risk factors Lifestyle/behaviour/environment										
	Arson Threat/Attempt										
	Hoarding scale 6+/or cluttered escape										
	Heavy Meds/Drug/Alcohol concern					*NA	*NA	*NA	*NA	*NA	
	Smoking & bedbound					*NA	*NA	*NA	*NA	*NA	
	Smoking/Open Flame with home oxygen, and/or emollient use					*NA	*NA	*NA	*NA	*NA	
	Fire-setting concerns										
	Previous accidental fire or near miss such as burn marks/cooking										
	Inability to raise/react/escape unaided eg bedbound due to physical health, sensory impairment (no above risks)					*NA	*NA	*NA	*NA	*NA	
	Concerns re living environment - electrical safety, clutter (3-6), poor repair, heating										
	HMO potential (not in above risks)										
	Concerns about safe decision making/mental health capacity					*NA	*NA	*NA	*NA	*NA	
	Home Oxygen and/or emollients – no smoking/open flame risk										
	No working smoke alarms but no known specific fire safety issues from above										
	WORKING Smoke detector present no specific fire safety issues from above	HST	HST								
Key to Risk Ratings and NFRS response time for initial customer contact attempt											
	IMMINENT	ATF/HST – 24hr		HIGH COMPLEX	HST – 5 day		MEDIUM		TEL/ONLINE		
	VERY HIGH	HST – 72hr		HIGH	HST/CRG – 7 day		LOW		ONLINE		

Areas of deprivation - we will target these on the assumption that high risk factors/profiles are more likely to be found. For HST – where a red risk exists and there is no working smoke detector these referrals will be prioritise over ones where there is a WSD. (*NA – if this category applies customer would be in a different profile.)