

## British Red Cross

The Red Cross' Fire and Emergency Support Service (FESS) is provided by trained British Red Cross volunteers who work in partnership with RBFRS. The volunteers attend the scene of a fire or other incident in response to a request from RBFRS. The FESS is free of charge, all costs are met by voluntary donations to the British Red Cross. Type of support available:

- Immediate temporary shelter
- Emotional support
- Help in seeking accommodation
- Assistance in contacting insurers
- Use of shower and toilet facilities
- Provision of toiletries, clothing and light refreshments

## Fire Scene Investigation

Following a fire, a formal Fire Scene Investigation may be required. This investigation aims to determine the cause of the fire and how the fire developed or spread. It may involve other agencies, such as the police and insurers. RBFRS will complete the investigation as quickly as possible, although it can take some time depending on the severity of the fire.

## Useful Contacts

- **RBFRS:** Call our Reception Team on: 01189 452888.
- **Thames Valley Fire Control Service:** Call their non-emergency number on 01183 589333.
- **In an emergency always call 999.**
- **Police:** Call 999 for emergencies and 101 for non-emergencies.
- **Medical Emergency NHS:** Call 999 in an emergency, and 111 when it is less urgent.
- **Electricity:** To report power cuts, call 105.
- **Gas:** If you smell gas or suspect a gas leak you must call 0800 111 999.
- **Water 24 hour line:**  
South East Water: 0333 000 333  
Affinity Water: 0333 000 0365  
Thames Water: 0800 316 9800

**Fire Safety advice  
in other languages**



**ROYAL BERKSHIRE  
FIRE AND RESCUE SERVICE**

 RoyalBerksFRS  @RBFRSofficial  RoyalBerkshireFire  
 Royal Berkshire Fire & Rescue Service [www.rbfrs.co.uk](http://www.rbfrs.co.uk)



Home Safety Advice

**After the Fire**

# What to do after a fire takes place

After a fire or flood in your home, you need to know what you need to do to ensure your safety. This leaflet provides guidance to help you immediately after an incident. This information is designed to assist you with your immediate concerns and direct you towards agencies that can offer further assistance.

## Immediate Safety:

- Don't re-enter a damaged building.
- Maintain good air quality.
- Make sure gas, electricity and water are restored and checked by a professional.
- Do not use any electrical equipment that may have been involved in a flood or fire.
- If you feel unwell at any time after a fire or flood, contact NHS Direct on 111, your GP or a hospital's A&E department.

## Dealing with Fire Residues:

- Avoid skin contact with fire residues e.g. soot and ash. Wear gloves and protective clothing if you need to handle them.
- Check and replace smoke alarm batteries and damaged units.

## Floodwater Safety:

- Avoid direct contact with contaminated water, wash your hands thoroughly, and protect any cuts.
- Consider the structural stability of buildings or garden walls after flooding.
- Isolate and check electrical wiring and appliances before use.

## Security:

- Secure your property when it is empty, close and lock windows and doors.
- Remove valuables and important documents if safe to do so.
- Contact your landlord if you're in rented accommodation.

## Insurance:

- Contact your insurance company, make a note of any damage, taking photos if possible, and keep copies of correspondence.

## If you don't have Insurance, contact:

- The British Red Cross for support and guidance.
- The local council for emergency housing.
- Citizens Advice Bureau or victim support groups.

## Personal Documents:

Consider if you need to replace lost or destroyed personal documents such as:

- Insurance policies
- Personal finance and credit cards
- Birth/Death/Marriage certificates
- Medical records
- Income tax
- Divorce decree
- Deeds
- Passports
- Driving Licence and vehicle documents

**Read more on [rbfrs.co.uk](http://rbfrs.co.uk)**

