



Dear Partners,

West Midlands Fire Service (WMFS) would like to update you on how we are responding to coronavirus (COVID-19) and how we will maintain our service delivery in these most challenging of times. We are trying to work closely with our partners and are continually monitoring the latest government advice and responding accordingly.

WMFS's business contingency planning has allowed us to prepare for situations such as these for many years and is now deploying resources to keep our own staff and the people of the West Midlands as safe and healthy as we possibly can. We have introduced extensive measures to protect not only our staff both frontline and support but also our businesses and community members, all of whom we want to help to stay safe and healthy during these particularly testing times.

We are continuing to provide our emergency response across the region, and we intend to continue to support the most at-risk members of our communities to keep them safe by delivering limited, risk-critical prevention activities to those who are most at risk and vulnerable to being injured or dying in a fire. These services will, however, be delivered in a way that keeps non-essential social contact to an absolute minimum and therefore protects those who have been identified as being most at risk of contracting Covid-19.

Further information and updates on our approach to Covid-19 can be here - [wmfs.net COVID-19](https://www.wmfs.net/COVID-19)

Referrals to WMFS

We urge our partners to continue referring to WMFS those most at risk and vulnerable to fire in the usual way. For anyone unsure how to refer to us, here are links to our referral forms:

- [Online Referral Form](#)
- [Standard Referral Form](#)

Further information

For further information that may be useful in supporting your most vulnerable service users can be found by following the links below:

- [Safe and Well Booklet](#) A copy of the booklet we leave with those who receive a Safe and Well visit containing key safety messages.
- [Fire Safety Guidance for Professionals and Carers](#) PDF document covering all aspects of fire safety aimed at practitioners working within the community.
- [Fire Safety E-learning](#) A 30-45 minute interactive e-learn which covers all aspects of fire safety. Enrolment key – 999.
- WMFS - [Website](#) / [Twitter](#) / [Facebook](#)

We thank you for your continued cooperation and support in keeping our communities safe and well at this challenging time for us all.

Regards,

Prevention Team