

Policy name:	
Personal Emergency Evacuation Plan (PEEP) Policy	
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1. Purpose

To ensure that all who may have difficulty evacuating in an emergency are identified and supported, even in low-risk housing settings, in line with best practice and inclusive housing principles.

2. Policy Aim

The purpose of a Personal Emergency Evacuation Plan (PEEP) is to provide people who cannot get themselves out of a building without assistance with an emergency evacuation plan.

A PEEP may be needed for someone with an impairment or disability such as:

- Mobility impairment
- Sight impairment
- Hearing impairment
- Cognitive impairment
- Medication impairment
- A medical condition or injury which might cause them to need assistance

3. Relevant Legislation

- Housing Act 2004
- Building Regulations 2010
- The Equality Act 2010
- Fire Safety Act 2021
- Fire Safety Regulations 2022
- The Care Act 2014

4. Roles And Responsibilities

4.1 Chief Executive

- Ensure that sufficient resources are allocated to enable colleagues to work effectively with residents in the preparation and implementation of Personal Emergency Evacuation Plans (PEEPs).

4.2 Director of Property Services and Director of Housing

Will jointly:

- Hold responsibility for the implementation of the PEEPs Policy in conjunction with the Fire Safety Policy.
- Ensure that PEEPs are developed, implemented, monitored, and shared appropriately in compliance with all GDPR requirements.
- Ensure that colleagues are suitably trained to develop and implement PEEPs with Cornerstone residents.
- Manage and monitor the completion and quality of PEEPs and the information input into the Housing Management system.

4.3 Staff will:

- Make reasonable adjustments to support residents' needs when preparing PEEPs.
- Ensure that any adjustments are proportionate and achievable without compromising organisational resources, operational efficiency, or the ability to meet practical requirements.
- Note that reasonable adjustments do not include the provision of aids or physical adaptations to properties or communal areas.

5. Key Principles

In accordance with the Regulatory Reform (Fire Safety) Order, we will take reasonable steps to identify and assess any factors that may affect a resident's ability to evacuate safely in the event of a fire or other emergency.

Residents will be encouraged to voluntarily disclose information relevant to evacuation planning, including mobility or sensory impairments, cognitive conditions, prescribed medication that may affect waking or movement, and the use of drugs or alcohol.

At the commencement of a tenancy, we will ask residents about any evacuation needs to inform fire risk assessments and the development of a Personal Emergency Evacuation Plan (PEEP).

Residents will be encouraged to notify us of any change in circumstances, including temporary changes, that may impact their ability to evacuate safely.

To support compliance with fire safety legislation and effective emergency planning, Cornerstone are committed to providing services that are accessible and responsive to individual needs.

We will:

- ensure colleagues take reasonable steps to understand residents' circumstances where these may affect emergency evacuation.
- provide multiple communication channels, including telephone, post, and email, to facilitate engagement and information sharing.
- offer alternative communication formats on request, such as large print, braille, or interpretation services, to ensure residents can access fire safety and evacuation information.
- record and use residents' preferred methods of communication when sharing fire safety and emergency planning information.
- PEEPs and related arrangements will be regularly reviewed as part of ongoing fire risk assessment processes and updated where necessary to reflect changes in resident circumstances or building risk profiles, ensuring continued compliance with the Regulatory Reform (Fire Safety) Order 2005.

6. Person Centred Fire Risk Conversations

Cornerstone will offer a voluntary person-centred fire risk assessment to any resident or family member who identifies as needing assistance.

We will assess their:

- ability to hear alarms
- visual impairments
- mobility limitations
- cognitive understanding of evacuation procedures
- reduced capacity to react and respond due to impairment from prescribed medication, alcohol or illegal substance mis-use.
- support network availability
- whether oxygen is present or likely to be present in the home to support a health condition

Where needed and in conjunction with the resident, we will create a simple Emergency Evacuation Statement, outlining:

- What to do in an emergency, including escape routes and refuge points within their building.
- Who may assist them (e.g., family members, neighbours, carers)

7. Staff Training

We will ensure that relevant Cornerstone colleagues are trained to:

- recognise signs of vulnerability
- initiate sensitive conversations
- complete and implement a PEEPs
- record and review evacuation needs on an annual basis or when needs change

8. Information Sharing

With the resident's consent, we will contact the Devon & Somerset Fire & Rescue Service to arrange a home visit. The fire service representative will arrange a home visit, assess the resident and their circumstances, and provide advice on additional aids that may be used to ensure the resident's safety.

In some instances, they will provide equipment free of charge to the resident or a report will be passed back to Cornerstone identifying additional fixed equipment that is required.

With the resident's consent, Cornerstone will share relevant information with Devon and Somerset Fire and Rescue Service to support emergency planning and evacuation efforts in the event of a fire.

Details, such as flat number, mobility restrictions, and the type of assistance required will be stored in the locked fire document box located by the main entrance. This will allow the fire service to identify and provide any necessary assistance as early as possible. Confidential information will not be held in the locked box or shared with any service provider.

9. GDPR and Data Protection

Cornerstone is committed to ensuring that all personal data relating to residents and PEEPs is:

- **Processed lawfully, fairly, and transparently**, in line with legal requirements and organisational standards.
- **Collected for specified, legitimate purposes** and not used for any purpose beyond those stated, or as outlined in our privacy and fair processing notices.
- **Relevant and limited** to what is necessary to fulfil the purpose for which it is processed.
- **Accurate and up to date**, with any identified inaccuracies corrected or removed without undue delay.
- **Retained only for as long as necessary**, in accordance with Cornerstone's Records Retention Policy.
- **Secured appropriately**, with technical and organisational measures in place to protect against unauthorised or unlawful processing, and against accidental loss, destruction, or damage.

10. Consultation

Residents have been engaged and consulted in the development and review of the Person-Centred Personal Emergency Evacuation Plans Policy.

Primary Authority (Devon & Somerset Fire Rescue Service) have been consulted regarding their requirements from the outcomes of assessments.

11. Monitoring And Review

This policy will be reviewed every three years, or sooner if required by statutory, regulatory, best practice, emerging developments, or circumstances arising from reviews of other Cornerstone policies

12. Equity, Inclusion And Diversity

Cornerstone aims to implement policies and procedures that support and meet the diverse needs of its stakeholders, ensuring that no one is placed at a disadvantage over others and to minimise, and if feasible, remove any disproportionate impact on the grounds of the nine protected characteristics under the Equality Act 2010

This policy and procedure operates without detriment to any colleague on grounds of gender, race, ethnic origin, nationality, age, disability, religion or belief, sexual orientation or work pattern.

Appendix 1 - Personal Evacuation Plan Procedure:

Identify a need for a personal evacuation plan. This can be through sign-up questions, resident communications, Housing Officer, Direct Labour Force, or Contractor raised concerns.

1. Tenancy sustainment officer to sensitively discuss evacuation needs with the residents and gain consent to complete an evacuation plan if in agreement.
2. Work with the resident to understand their needs and what would be suitable for them in the event of a fire.
3. Complete a PEEP and Evacuation Plan and provide a copy to the resident.
4. Store a digital copy of the PEEP and Evacuation Plan in the relevant property SharePoint file.
5. Appropriate information to be passed to the Fire Services, with the resident's agreement, and if required.
6. Review annually or when the resident's circumstances change.

Appendix 2 - Things to consider when writing a peep

When writing a PEEP with someone who has an impairment, the provision of reasonable adjustments and the following information should be considered:

MOBILITY IMPAIRMENT – things to consider

The provision of handrails on escape routes;

- Whether handrails are on one or both sides;
- How far the distance of travel is on particular routes;
- The provision and extent of fire compartments;
- The provision and location of evacuation chairs;
- The location of any lift that can be used in the event of a fire;
- Availability of staff assistance.

QUESTION TO ASK DURING THE INTERVIEW

- Can you walk unaided down the stairs?
- How far can you walk unaided?
- Can you walk down the stairs with some help?
- If yes, what help do you require?
- Can you get down the stairs any other way?
- If so, how many flights can you manage?
- Would this be increased where assistance was made available?
- How many people would you need to assist you?
- How many times might you need to stop to rest?
- Would handrails be of use in assisting your evacuation?
- Are there positions along the escape route where aids might assist you?
- How might your mobility be worsened, e.g. by smoke, etc.?
- Is your wheelchair powered, or manual?
- Do you wish to be carried in your wheelchair? Impairment

HEARING IMPAIRMENT – things to consider

- Visual warning in the fire alarm system
- Telephone network- text-phone
- Vibrating pager
- Team member
- Fire wardens
- Appointed 'Buddy'

QUESTION TO ASK DURING THE INTERVIEW

- Will you be in the building out of hours?
- Will you ever be alone in the building?
- Can you discern the fire alarm throughout the building?
- Do you work as part of a team or in a group environment?
- Do you have a dedicated text number?
- Do you have an email address?
- To what extent do you move around the building?

VISUAL IMPAIRMENT- things to consider

- The type of fire alarm system available
- Marking of escape routes
- Orientation information
- If fire instructions are in accessible formats

- Whether escape routes and stairs have step edge markings
- Provision of handrails on the escape routes and stairs
- Whether stairs have open risers
- Whether there are external open escape routes

QUESTION TO ASK DURING THE INTERVIEW

- Do you work alone in the building?
- Do you work out of hours?
- Are you aware of the positions of all of the escape routes?
- Can you use escape routes un-aided?
- If no, what assistance do you need?
- Do you work as part of a team or in a group environment?
- To what extent do you move around the building?
- Can you read the evacuation instructions?
- If not, what format do you need them in?

COGNITIVE IMPAIRMENT – things to consider

- The type of fire alarm system available
- Marking of the escape routes
- Orientation information
- Fire instructions provided in accessible formats
- Step edge markings on the escape stairs
- Handrails on the escape stairs
- The need for two speed traffic on the stair and whether the stairs are
- wide enough to allow this
- If stair risers are open
- Whether there are external open escape routes

QUESTION TO ASK DURING THE INTERVIEW

- Do you work alone in the building?
- Do you work out of hours?
- Do you know what the fire alarm sounds like?
- When you hear the fire alarm do you know where to go?
- Do you work as part of a team or in a group environment?
- Do you work in the same place all the time?
- Do you use other parts of the building?
- Can you read the escape instructions? Do you understand them?

Appendix 3 – additional information

What is a Mobility Impairment?

The degree to which an individual is affected by a mobility impairment, and the extent that this constitutes a life risk is unique to that individual's circumstance. A mobility impairment definition can be applied to any individual who is unable to or finds it difficult to move over the potential evacuation distance without the assistance of others, or at such a pace that would impede others escaping at a normal speed.

In effect, the definition can be extended beyond wheelchair users to elderly persons, those with breathing difficulties, those with temporary conditions such as pregnancy, or other injuries affecting their mobility. It could also affect those with a visual impairment, who move slowly because they cannot easily see the means of escape. In short, any individual who is unable to evacuate with the main body of able-bodied occupants.

Mobility Impaired Persons

Evacuation in an Emergency - Assisting Wheelchair Users Downstairs

When disabled persons are located above the ground floor, specific considerations must be made to ensure safe evacuation.

In all such situations:

- Evacuation lifts, where installed, should be identified, accessible, and clearly signed for emergency use.
- Temporary refuges should be designated and clearly marked to provide a safe waiting area for those who may require assistance.
- Personal Emergency Evacuation Plans (PEEPs) should clearly outline the procedures for safely assisting wheelchair users, including the use of lifts, refuges, or other evacuation routes.

These measures ensure that wheelchair users can be evacuated safely and in accordance with fire safety regulations.

Temporary Refuges

A temporary refuge is a designated safe area where disabled or mobility-impaired individuals can wait for assistance during an emergency evacuation.

A refuge:

- Is separated from fire and smoke by fire-resisting construction.
- Provides a safe route to the final exit, such as at the head of a protected stairway, where sufficient space is available.
- Supports a staged evacuation, allowing occupants to be assisted to safety in a controlled manner.
- Is clearly identified with appropriate signage.
- Is of adequate size to accommodate both individuals using the refuge and any other occupants passing through on their way to the building exit.

Temporary refuges are an essential component of evacuation planning and must be considered when developing Personal Emergency Evacuation Plans (PEEPs).

Lifts

Cornerstone lifts cannot be used in an emergency.

Residents requiring assistance to leave the building will need to use the refuge point or alternative method as identified in their PEEPs if it is unsafe to stay in their flat.

Safe Routes

A Personal Emergency Evacuation Plan (PEEP) must include details of the required escape route(s) for the individual. When planning safe routes, the following should be considered:

- Walkways and floor layouts must be clear, unobstructed, and easily navigable.
- Any security devices, such as door locks or access controls, must be operable by the person evacuating.
- Where possible, there should be alternative routes to the final safe exit to provide flexibility in the event of blockages or hazards.

Careful planning of safe routes ensures that all occupants can evacuate safely and efficiently, in line with fire safety requirements.

Deaf and Hearing-Impaired persons

In most cases, deaf or hearing-impaired individuals who live with family members, carers, or others will not require additional equipment, provided they are fully informed about what to do in the event of a fire. They can observe and respond to the actions of those around them.

Individuals who are deaf or hearing-impaired and live alone may require alternative methods of being alerted to an emergency. These may include:

- Visual alarm indicators, such as flashing lights.
- Vibrating alert systems, such as pager devices.

Personal Emergency Evacuation Plans (PEEPs) should identify the most appropriate alerting method for each individual to ensure they can respond safely and promptly during an emergency.

Blind and Partially sighted persons

Visually impaired residents should be offered a building orientation to familiarise them with their surroundings and emergency procedures.

Where applicable, the orientation should include alternative escape routes to ensure safe evacuation under different scenarios.

For individuals who use a guide dog, it is important to allow the dog sufficient opportunity to learn and navigate the designated evacuation routes.

Personal Emergency Evacuation Plans (PEEPs) should reflect these arrangements to ensure that visually impaired individuals can evacuate safely and confidently.

Appendix 4 - Emergency Evacuation Questionnaire

PART A: To be completed in liaison with the person requiring a PEEP

This form is PRIVATE AND CONFIDENTIAL. Any information that you give will not be discussed with others without your consent and knowledge. All the information will be dealt with properly, however it is collected, recorded and used, in line with Data Protection legislation.

Please complete the following sections as fully as possible in your own words.

NAME	
ADDRESS	
DATE OF ASSESSMENT	
NAME OF PERSON ASSISTING WITH QUESTIONNAIRE	

Impairment disclosed /other information of relevance:

Impairment	Level/examples	Notes
Mobility	Impaired/wheelchair Temporary/permanent	
Hearing	Impaired / deaf	
Vision	Impaired / blind Stick / guide dog	
Epilepsy	Triggered how ?	
Cognitive dyslexia / dyspraxia autism/	Cognitive dyslexia / dyspraxia /autism	
Pregnancy / months	Pregnancy / months	
Respiratory COPD, Asthma	Respiratory COPD, Asthma	
Musculoskeletal such as back injuries	Musculoskeletal such as back injuries	
Cardiovascular	Cardiovascular	
Neurological	Multiple Sclerosis, Cerebral Palsy, Parkinson's	
Medication and affects		
Other Please specify:		

AWARENESS OF EMERGENCY EVACUATION PROCEDURES				
1.	Are you aware of the emergency evacuation procedure which operates in your building?	DON'T KNOW	YES	NO
2.	Do you require emergency evacuation procedures (tick as applicable) In writing <input type="checkbox"/> In large print <input type="checkbox"/> In Braille <input type="checkbox"/> Audio <input type="checkbox"/> Supported by British sign Language <input type="checkbox"/> Other:			
EMERGENCY ALARMS				
3.	Can you hear the fire alarms provided in your home?	DON'T KNOW	YES	NO
4.	Would the alarms wake you when you are sleeping?	DON'T KNOW	YES	NO
5.	Can you hear the fire alarms provided in the communal areas?	DON'T KNOW	YES	NO
6.	Do you know how to raise an alarm in the event of a fire?	DON'T KNOW	YES	NO
7.	Do you carry a mobile phone with you?		Yes	NO
8.	Do you understand the emergency exit signs located around the building?	DON'T KNOW	YES	NO
9.	Do you carry a mobile phone with you?		Yes	NO
10.	Do you know how to raise an alarm in the event of a fire?	DON'T KNOW	YES	NO
ASSISTANCE				
11.	Do you require assistance to leave your home in the event of an emergency? If NO go to question	DON'T KNOW	YES	NO
12.	Is there anyone living with you who can help you evacuate in the event of an emergency? If Yes – please list names	DON'T KNOW	YES	NO
13.	Can you contact anyone via pendant/mobile phone/landline etc in the case of an emergency?	DON'T KNOW	YES	NO
EVACUATION				
14.	Can you move quickly in the event of an emergency	DON'T KNOW	YES	NO
15.	Do you find the stairs difficult to use?	DON'T KNOW	YES	NO
16.	Are you a wheelchair user		YES	NO

NAME:

Evacuation from the building step by step

Agreed means of escape/including assistance required/equipment required/refuge point/rendezvous point

This document has been shared with all relevant persons and the evacuation plan has been read and understood by all parties.

Person requiring PEEP

PRINT NAME

DATE:

SIGNATURE

PCFRA and PEEP Refusal

I, (name), of (address) have declined the offer of a person-centred fire risk assessment and personal emergency evacuation plan. I understand that whilst generic fire safety advice will be given to me, this will not be tailored to my specific needs or requirements as I have declined this.

I understand that I can contact Cornerstone at any time should I change my mind.

Signed.....

Date.....

Information sharing refusal

I, (name), of (address) have declined for my information to be shared with the local Fire and Rescue Service following my person-centred fire risk assessment and personal emergency evacuation plan. I understand that whilst I may be aware of my personal evacuation strategy in the event of an emergency, without sharing this information Devon and Somerset Fire and Rescue will not be aware of my needs to offer additional assistance.

I understand that I can contact Cornerstone at any time should I change my mind.

Signed.....

Date.....