



Telford and Wrekin
CVS
Involving, Inspiring, Supporting

General Emergency Evacuation Plan for Visitors & External Groups using Telford and Wrekin CVS Accommodation

Building	Hazledine House, Central Square, Telford Centre, TF3 4JL		
Floor	2 nd Floor		
No. of staff	30	Approx. maximum no. of visitors at one time	60
Date	07/08/2025	Review Date	07/08/2026 or sooner

PERSONS DESIGNATED TO ASSIST

Fire Marshals	Niky Guest Karen Morrow Lucie Roberjot Maria Morgan Julie Lloyd Claire Alford Sarah Asadi Caroline Ward Jeni Kuczynska Esmae Cooke
TWCVS Staff	All Staff have received emergency evacuation training to include the evacuation of visitors with mobility issues
External Groups using TWCVS accommodation	Any external group who uses TWCVS accommodation on a regular basis will be expected to provide TWCVS with Risk assessments, PLI and PEEP's for any regular service user with limited mobility that they are aware will be attending sessions. Group Leaders are required to provide assistance to any of their service users with restricted mobility. If it is safe to do so, they are to ensure they can be escorted from their room on activation of any alarm within the building and accompanied to the designated assembly point or accompanied to a safe area and follow the guidance below which will be provided to them.

ACTION TO TAKE ON ARRIVAL TO TWCVS ACCOMMODATION

It will be a requirement of any external group leader who has booked accommodation within TWCVS, who has service users attending that may require assistance in an emergency to make themselves known to staff at the reception. They will then be advised of the evacuation procedure with this plan being communicated with them. For bookings in advance, this plan may have been communicated in advance of arrival.

For regular bookings, PEEP's which have been provided by external groups to TWCVS will be shared with TWCVS fire marshals.

ACTION TO TAKE ON ALARM SIGNAL

The Fire Alarm will be a continual bell, TWCVS operates a full evacuation policy on activation of any alarm within its premises. Therefore, as soon as a fire alarm activates, all occupants should proceed to leave their room as quickly as possible and proceed to evacuate the building using the protected routes. They must use their nearest exit if it is safe to do so. Once outside the building, the assembly point is 'Muster Point B'. Occupants should not delay to collect belongings and should not re-enter the building until authorised to do so by the emergency services or Telford Centre Security staff. The fire alarm is tested on a weekly basis every Monday and Thursday morning between the hours of 9am & 11am. This will last no more than 30 seconds – anything longer should be treated as a real emergency.

Occupants with limited mobility

All TWCVS fire marshals are aware of the procedure during an emergency evacuation if there is someone on site with limited mobility. All TWCVS staff are also aware of this procedure.

- Ask if the person can use the stairs with assistance.
- If so, assist them down the stairs and to the assembly point.
- If not, **one** TWCVS staff member should take them to the area outside the lift (if it is safe to do so) and wait with them. This is also by the Evacuchair. (All other TWCVS staff should make their way to the assembly point with our other visitors and check everyone off from the list of attendees).
- Call the onsite Telford Centre control room (01952 293190) and tell them that there is someone waiting in the safe area who cannot evacuate. Tell them the location is on the 2nd floor near the Evacuchair, outside the lift.
- If there is an immediate danger, i.e. the fire is in Hazledine House, they will send someone who is trained to use the Evacuchair to this location.
- If there is no immediate danger i.e. the fire is in the shopping centre or elsewhere, they will explain this on the phone and will only send someone to this location when it is necessary.
- If it is not safe to wait by the Evacuchair, i.e. there are signs of fire in that area, take them to the nearest alternative fire exit, either at the far end of the family zone or at the other end of the office corridor.
- Ensure that the fire door is closed and wait at the top of the staircase.
- Call the onsite Telford Centre control room and explain the situation, that there are signs of fire, and tell them clearly where the location is. They will prioritise this evacuation.

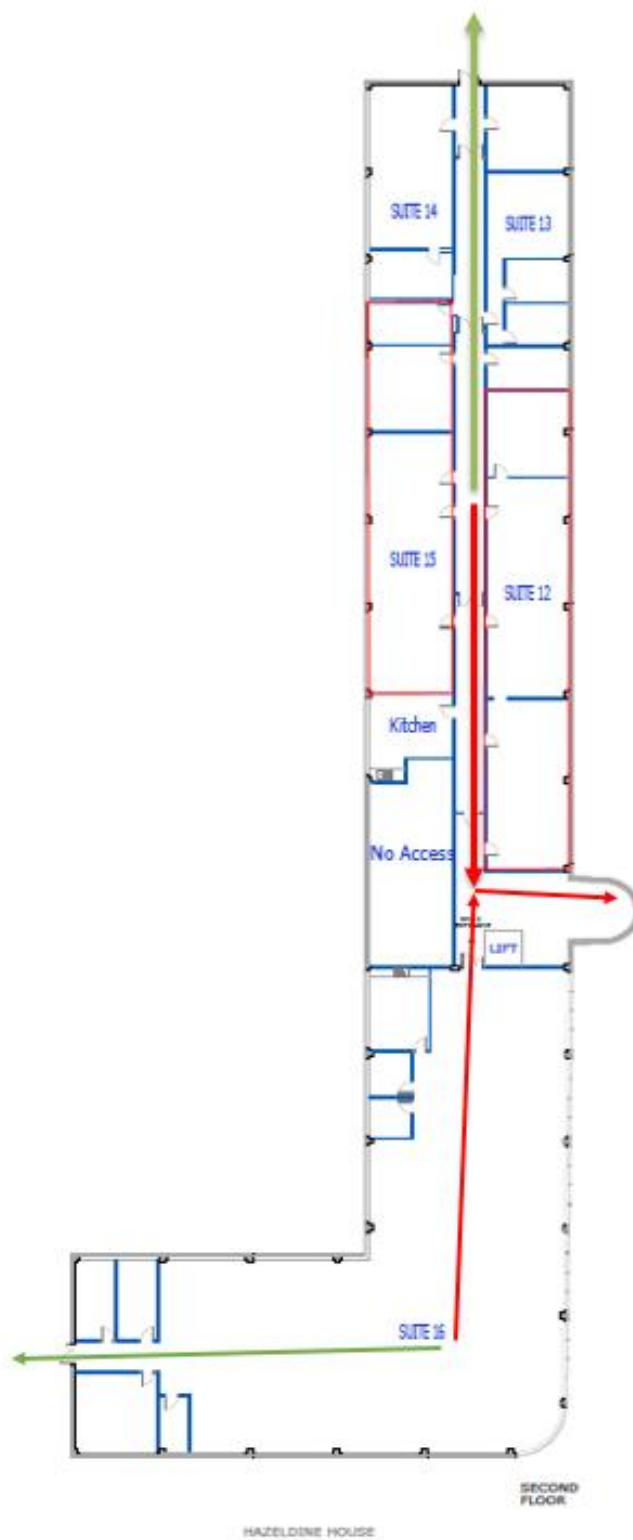
If TWCVS staff are aware that someone attending an activity has limited mobility i.e. they book onto an activity, then a PEEP (Personal Emergency Evacuation Plan) will be completed in advance. External groups who use TWCVS accommodation on a regular basis will be expected to provide PEEP's for any regular service user they have with limited mobility.

OTHER INFORMATION

This GEEP should be used in conjunction with:

- TWCVS Fire Risk Assessment
- H&S Handbook
- H&S Policy
- Face-to face training
- Refresher training
- Landlord instructions

Plan of Escape Route



→ = Route A
→ = Route B

