**Safe and Well Visit – Tyne and Wear Fire and Rescue Service**

Tyne and Wear Fire and Rescue Service have launched a new referral pathway for individuals and partners to request a Safe and Well Visit.

The Safe and Well visit aims to identify all fire and lifestyle associated hazards, in order to reduce the risk of having a fire or an accident in the home.

The Safelincs website is now used across the UK, and can be accessed at <https://www.safelincs.co.uk/hfsc/>

This easy-to-follow online process should take between 3-5mins and has been developed through partnership between the National Fire Chiefs Council (NFCC), Fire Kills and Safelincs.

Consent is key, and without consent from the occupier the site won’t let you proceed. However, if there is a critical risk of fire, and you are unable to gain consent to refer to Tyne and Wear Fire and Rescue Service, you can email [safeguarding@twfire.gov.uk](mailto:safeguarding@twfire.gov.uk).

They can then discuss the risks and the potential for a “cold call” visit during office hours or at evenings/weekends.

**This new website will replace all previous referral pathways.**

If you have any further questions, please don’t hesitate to get in touch with Alan D’Arcy, Safeguarding Manager, Tyne and Wear Fire and Rescue Service at [alan.darcy@twfire.gov.uk](mailto:alan.darcy@twfire.gov.uk)