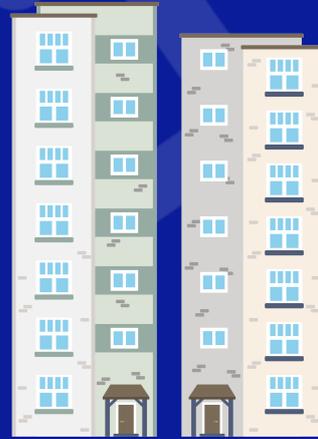


# Are you ready for the change?

## Residential Personal Emergency Evacuation Plan (RPEEP)



11m to 18m  
Simultaneous evacuation



18m and above

LiveWest is improving how we support customers who may find it difficult to evacuate a building during a fire. This may be due to mobility issues, a disability such as a sight or hearing impairment, or a cognitive condition.

To keep customers safe, we will provide a Residential Personal Emergency Evacuation Plan (RPEEP) for anyone who needs help.

### The 5 steps we will take:

1. Identify customers who may need assistance in an emergency.
2. Complete a Person-Centred Fire Risk Assessment (PCFRA) – a supportive conversation between LiveWest and the customer.
3. Create a RPEEP and Emergency Evacuation Statement, if required and in partnership with the customer so it is clear what actions are needed in an emergency.
4. Share relevant information with the Fire and Rescue Authority (with consent) to help inform any operational response and in case they need to undertake evacuation.
5. Review all plans at least annually to ensure they remain accurate and up to date.

### This is a legal requirement from April 6 2026 in England

The Fire Safety (Residential Evacuation Plans) (England) Regulations 2025

For customers who require a RPEEP, contact us:

 [pcfra@livewest.co.uk](mailto:pcfra@livewest.co.uk)

 0300 123 80 80

For more information please visit:  
[livewest.co.uk/RPEEP](https://livewest.co.uk/RPEEP)