

Residential Personal Emergency Evacuation Plan (RPEEPS) Policy

1 Purpose

Metropolitan Thames Valley Housing (MTVH) is committed to ensuring the safety of residents in the event of fire.

In accordance with the Fire Safety (Residential Evacuation Plans) (England) Regulations 2025, MTVH will implement a structured process to identify residents who may have difficulty evacuating their home in the event of a fire and ensure appropriate measures are in place to support their safety.

MTVH will use reasonable endeavours, as defined within this policy, to identify residents whose ability to evacuate may be compromised, whether on a permanent or temporary basis.

Where agreed with the resident, MTVH will record an Emergency Evacuation Statement and share limited information with the relevant Fire and Rescue Authority where the resident has provided explicit consent.

The purpose of this policy is to:

- Ensure MTVH complies with statutory obligations under the Fire Safety (Residential Evacuation Plans) (England) Regulations 2025
- Provide a governance framework for identifying residents who may require assistance during evacuation
- Establish MTVH's approach to undertaking Person-Centred Fire Risk Assessments
- Define how Emergency Evacuation Statements are agreed and recorded
- Establish arrangements for sharing relevant information with Fire and Rescue Authorities

2 Scope

This policy applies to residential buildings managed by MTVH that fall within the scope of the Fire Safety (Residential Evacuation Plans) (England) Regulations 2025.

The regulations apply to:

- Residential buildings that are 18 metres or higher or have seven or more storeys, containing two or more domestic premises; and
- Residential buildings over 11 metres in height where a simultaneous evacuation strategy is in place.

3 Our Approach

MTVH maintains a register of residential buildings that fall within the scope of the regulations. This register is maintained within MTVH operational systems and is subject to periodic review and data validation to ensure that all buildings within scope are accurately identified and recorded, including changes to building height classifications, remediation works, or evacuation strategies.

Detailed operational guidance sits separately from this policy and supports colleagues in delivering the RPEEP process, including resident identification, Person-Centred Fire Risk Assessments, Emergency Evacuation Statements, record maintenance and information sharing.

Appendix 1: Residential Personal Emergency Evacuation Plan Process Matrix

RPEEP Process Matrix

The table below provides an overview of the key stages in the RPEEP process, including the main activities undertaken, the teams responsible for delivery, and the expected outcomes at each stage.

Step	Activity	Responsible Team	Outcome
1	Identify residents who may have difficulty evacuating	Housing Teams (through programmed engagement and home visits), Customer Contact Teams and Building Safety Team – with all teams responsible for identifying residents and signposting them to the appropriate team for assessment	Potentially relevant resident identified
2	Contact resident and provide information about how the RPEEP process works	MTVH Housing Teams / Customer Contact Teams / Building Safety Team	Resident informed about the RPEEP process and invited to participate
3	Explain the RPEEP process, including how resident information may be used and shared with the Fire and Rescue Authority, and obtain the resident's consent to participate in the RPEEP assessment process	Building Safety Team leads the RPEEP assessment process, with Housing and Customer Contact Teams supporting the identification and initial engagement with residents.	Resident receives information about the RPEEP process and provides informed consent to participate
4	Offer Person-Centred Fire Risk Assessment (PCFRA)	Building Safety Team / Fire Safety Team	Assessment arranged if resident agrees
5	Conduct PCFRA and identify risks	Building Safety Team (appropriately trained colleagues) will carry out the PCFRA.	Risks and evacuation barriers identified
6	Identify mitigation measures	Building Safety Team / Fire Safety Team	Actions agreed to reduce risk
7	Agree Emergency Evacuation Statement with resident	Building Safety Team will agree the Emergency Evacuation Statement with the resident as part of the RPEEP process.	Evacuation actions recorded
8	Internal review of Emergency Evacuation Statement through MTVH governance arrangements	Building Safety / Housing / Operational Risk (where appropriate)	Statement approved



Step	Activity	Responsible Team	Outcome
9	Record RPEEP and confirm the resident's consent decision regarding sharing information with the Fire and Rescue Authority	Building Safety Team	RPEEP record created
10	Provide relevant resident information to Fire & Rescue where consent given	Building Safety Team	Fire & Rescue information available
11	Review RPEEP	Building Safety Team	RPEEP remains current
12	Communicate outcome of RPEEP process to resident and provide Emergency Evacuation Statement	Building Safety Team	Resident informed of agreed evacuation arrangements and RPEEP record finalised and stored



MTVH will ensure that the RPEEP process is implemented in a way that is inclusive, accessible and proportionate, taking account of its duties under the Equality Act 2010 and the Public Sector Equality Duty.

Operational arrangements, including system storage, roles and workflow ownership, are being developed and maintained by the Building Safety Team in conjunction with relevant service areas. An overview of the end-to-end process is set out in **Appendix 1: Residential Personal Emergency Evacuation Plan Process Matrix**.

3.1 Definitions

The following definitions apply for the purposes of this policy and are intended to support consistent understanding and application across MTVH.

Term	Definition
Residential Personal Emergency Evacuation Plan (RPEEP)	A process required under the Fire Safety (Residential Evacuation Plans) (England) Regulations 2025 used to identify residents who may have difficulty evacuating their home in the event of a fire and to consider appropriate measures to support their safety.
Person-Centred Fire Risk Assessment (PCFRA)	An assessment undertaken by appropriately trained MTVH colleagues to understand a resident’s ability to evacuate safely in the event of a fire and to identify any reasonable mitigation measures that may reduce risk.
Emergency Evacuation Statement	A written statement agreed with a resident following a Person-Centred Fire Risk Assessment which outlines the actions the resident should take in the event of a fire based on their individual circumstances.
Building Emergency Evacuation Plan (BEEP)	A building-level document that outlines the fire evacuation strategy, relevant safety arrangements and information required to support emergency response in the event of a fire.
Reasonable Endeavours	The steps a Responsible Person must take to identify and engage with residents who may have difficulty evacuating in the event of a fire, using proportionate and practical measures. This reflects the duty set out in the Fire Safety (Residential Evacuation Plans) (England) Regulations 2025.
Premises Information Box (PIB) / Secure Information Box (SIB)	A secure box located within or near a building entrance containing key fire safety and building information to support Fire and Rescue Service response in an emergency.

4 Roles and Responsibilities

Delivery of the Residential Personal Emergency Evacuation Plan (RPEEP) process requires collaboration across multiple teams as outlined below.

Role	Key Responsibilities
Responsible Person (as defined by the Regulatory Reform (Fire Safety) Order 2005)	Holds overall legal responsibility for compliance with fire safety legislation, including the Fire Safety (Residential Evacuation Plans) (England) Regulations 2025. Within MTVH, the Responsible Person role is assigned to the Director of Property roles set out below depending on building height classification
Director of Property – Compliance & Technical Services	Acts as the Responsible Person for residential buildings up to 17.9 metres and is accountable for fire safety compliance within those buildings.
Director of Property – Asset Management / Property Leadership	Act as the Responsible Person for Higher-Risk Buildings (18 metres and above) and is accountable for fire safety compliance within those buildings.
Cross Directorate Responsibilities Working Group	- Relevant teams across Property, Building Safety, Fire Safety, Housing, Resident Safety and customer-facing services work together to support delivery of the RPEEP programme through their respective operational responsibilities and referral routes.
Head of Building Safety	Acts as the operational lead for delivery of the RPEEP programme across MTVH, coordinating implementation, oversight of processes and alignment with MTVH building safety governance arrangements.
Strategic Lead for Resident Safety	Supports Customer Services teams to undertake their role in relation to RPEEPs, providing specific advice and support related to engaging with customers.
Building Safety Team	Coordinates delivery of the RPEEP programme, undertakes or coordinates Person-Centred Fire Risk Assessments, maintains RPEEP records and building registers, supports compliance monitoring, and oversees the review and approval of Emergency Evacuation Statements through MTVH governance arrangements.
Fire Safety Team	Provides specialist fire safety advice to support the RPEEP process, contributes to the development of assessment methodologies, and provides technical assurance where required.
Housing and Support Teams (including Local Housing Managers, MTVH support colleagues and teams supporting Keyworker sites where applicable)	Support the identification of residents who may have difficulty evacuating through planned engagement activities, including programmed visits to known or identified vulnerable residents where appropriate, and refer or signpost residents to the appropriate team for a Person-Centred Fire Risk Assessment.
Resident Engagement and Customer Contact Teams (for example Customer Contact Centre, Property Desk or Customer Hub)	Support communication and engagement activities to ensure residents are aware of the RPEEP process, understand how to request an assessment, and refer residents to the appropriate teams where evacuation support may be required.

Role	Key Responsibilities
Residents	Residents, including tenants, leaseholders and other living in the home, may choose to participate in the RPEEP process and provide information about their circumstances to support assessment of evacuation needs. Residents may also provide consent for relevant information to be shared with the Fire and Rescue Authority where appropriate.

Delivery of the RPEEP programme will be monitored through MTVH's building safety governance arrangements and reported through appropriate senior management forums where required.

5 Identification of Relevant Residents

MTVH will take reasonable and proportionate steps to identify residents who may have difficulty evacuating their home in the event of fire.

As a minimum, this will include:

- Information gathered during tenancy sign-up
- Fire Safety Engagement and Remediation (FSER) flat front door checks
- Resident communications and engagement campaigns
- Written communication to residents within relevant buildings (for example letter campaigns)

Additional methods used to support identification include:

- Resident meetings within high-rise buildings
- Communications linked to building remediation programmes
- Engagement activities carried out by Housing Teams, including programmed home visits to known vulnerable residents, where residents may be identified as requiring support and referred to the appropriate team for assessment OR Strategic Lead for Resident Safety
- Updates to resident engagement guides
- Information published on building microsites
- Resident self-identification through communication channels.

Participation in the RPEEP process is voluntary and residents cannot be compelled to participate.

MTVH will proactively communicate with residents in buildings within scope of the regulations to inform them that they may request a Person-Centred Fire Risk Assessment (PCFRA), and will provide clear information on how to do so.

MTVH will also enable residents to self-identify where they believe they may require evacuation support.

Self-identification routes may include digital or telephone contact channels, such as:

- QR codes linked to online forms
- Online contact forms
- Contact with MTVH colleagues such as the Property Desk, Customer Hub or other customer contact channels

Residents who self-identify as potentially requiring support will be offered a Person-Centred Fire Risk Assessment (PCFRA) where appropriate.

6 Person Centred Fire Risk Assessments

Where a resident is identified as potentially requiring support, MTVH will offer a Person-Centred Fire Risk Assessment (PCFRA), where appropriate.

The PCFRA will consider:

- The resident's ability to evacuate independently
- Their ability to respond to fire alarms
- Additional fire risks within the home
- Potential mitigation measures to reduce fire risk, which may include advice, referrals or the provision of appropriate safety equipment where reasonable and practicable, subject to assessment and availability

MTVH uses a Person-Centred Fire Risk Assessment (PCFRA) template aligned with guidance from London Fire Brigade, ensuring consistency with local fire service expectations.

PCFRAs will be undertaken by appropriately trained colleagues, including members of the Building Safety Team and other designated colleagues who have received training in undertaking Person-Centred Fire Risk Assessments in accordance with MTVH operational procedures.

Where risks are identified through the PCFRA, MTVH will consider reasonable and proportionate mitigation measures to support the resident's safety.

In considering mitigation measures, MTVH will also take account of its duties under the Equality Act 2010 and the Public Sector Equality Duty, including the requirement to consider reasonable adjustments where appropriate.

Mitigation measures identified through the PCFRA may include, but are not limited to:

- Fire safety advice, including signposting to Fire and Rescue Service guidance and resources
- Referral to the relevant Fire and Rescue Service Safe and Well visits or equivalent fire safety support
- Installation or improvement of alarms
- Specialist alarm systems
- Telecare monitoring

Any mitigation measures will take account of:

- The risks identified during the assessment
- The circumstances of the resident
- The fire safety arrangements within the building.

Where mitigation measures are identified, these will be considered and agreed through MTVH's internal operational and governance arrangements, led by the Building Safety Team and involving relevant teams, including Fire Safety and Housing where appropriate, prior to implementation.

7 Building Emergency Evacuation Plans (BEEPs)

MTVH maintains Building Emergency Evacuation Plans (BEEPs) for relevant residential buildings to support emergency response arrangements in the event of a fire and to meet requirements for information sharing with Fire and Rescue Authorities.

These plans:

- Are reviewed at least annually by the Building Safety Team

- Are maintained as part of the building's Golden Thread information
- Support the provision of relevant building information to Fire and Rescue Services
- Confirm whether there are residents identified who may require evacuation support
- Confirm that evacuation information has been shared with residents in accordance with fire safety requirements
- Include information on any additional arrangements in place to support evacuation of the building (for example evacuation alert systems, waking watch or other interim fire safety measures)
- May be developed or reviewed with support from external fire safety specialists where appropriate

8 Emergency Evacuation Statements

Following completion of a PCFRA, MTVH will use reasonable endeavours to agree an Emergency Evacuation Statement with the resident.

The Emergency Evacuation Statement outlines the actions the resident should take in the event of a fire.

The Emergency Evacuation Statement will then be reviewed through MTVH's RPEEP governance arrangements, led by the Building Safety Team, to ensure that the proposed evacuation actions and any mitigation measures are appropriate, proportionate and practicable.

The review will consider:

- The risks identified through the Person-Centred Fire Risk Assessment
- The individual circumstances of the resident
- The fire safety arrangements within the building
- The practicality and safety of any proposed mitigation measures.

Reviews will be carried out through MTVH's internal governance arrangements, including the Building Safety Panel and Executive Team, with input from relevant teams such as Building Safety, Housing, Property Services, Fire Safety, and Operational Risk, as appropriate.

Emergency Evacuation Statements will also be reviewed where there is a known or reported change in the resident's circumstances, changes to the building or its fire safety arrangements, or where concerns are raised that may affect the resident's ability to evacuate safely.

Residents will be provided with a copy of the Emergency Evacuation Statement and MTVH will retain a and manage record in accordance with its, [Data Protection Policy](#), [Privacy Notice](#) and any relevant [records management](#) and information security policies and procedures.

Operational procedures will set out the detailed process for:

- Approving Emergency Evacuation Statements
- Storing documentation
- Providing copies to residents.

9 Information Sharing with Fire and Rescue Authorities

Where residents provide explicit consent, MTVH will share limited information with the relevant Fire and Rescue Authority.

This information may include:

- Flat number
- Floor number
- Level of assistance required
- Confirmation of whether an Emergency Evacuation Statement exists

Information may be shared:

- Digitally through Fire and Rescue systems; or
- Through documentation stored within the Premises Information Box (PIB) within the building.

The format and method of information sharing will be determined in accordance with the requirements of the relevant Fire and Rescue Authority, and MTVH will engage with them to ensure that information supports operational response arrangements.

Secure Information Boxes are installed in high-rise buildings where required to support fire service access to building information.

Where required, MTVH will ensure that relevant and up-to-date documentation is available within the Premises Information Box in accordance with fire safety legislation.

MTVH will ensure that information shared with Fire and Rescue Authorities is maintained and kept up-to-date by the Building Safety Team, with input from relevant teams where required, in accordance with MTVH's operational arrangements.

10 Systems and Record Keeping

MTVH will ensure that Residential Personal Emergency Evacuation Plan (RPEEP) records are stored securely and managed in accordance with its Data Protection Policy, Privacy Policy, and relevant records management and information security policies and procedures. Where information is shared with Fire and Rescue Services, this will be done with the resident's consent.

11 Training

MTVH will ensure that colleagues responsible for delivering the RPEEP process receive training appropriate to their role.

Training will as a minimum include:

- Fire safety awareness training, including identification of common household fire risks and behaviours that may increase fire risk
- Training on completing Person-Centred Fire Risk Assessments
- Guidance on resident engagement and obtaining resident consent and identifying appropriate and proportionate mitigation measures based on individual risk

12 Monitoring and Assurance

MTVH will monitor delivery of the Residential Personal Emergency Evacuation Plan (RPEEP) programme through developing internal governance, reporting, and assurance arrangements. Actions and outcomes will be reported through monthly performance reporting and to the Executive Team. Demographic and equality data will be considered as part of a wider MTVH project to which this work is linked.

MTVH will monitor the following:

- The number of residents identified as potentially requiring evacuation support
- The number of Person-Centred Fire Risk Assessments (PCFRAs) completed
- The number of Emergency Evacuation Statements agreed with residents
- The number of residents providing consent for information to be shared with Fire and Rescue Authorities
- The number of RPEEP reviews completed
- Demographic and equality data (where available), to support compliance with the Equality Act 2010 and the Public Sector Equality Duty

Monitoring information will be used to support compliance monitoring, internal reporting and regulatory assurance.

MTVH will also review the effectiveness of the RPEEP process as part of its wider building safety assurance arrangements.

13 Legal and Regulatory Framework

This policy supports compliance with the following legislation and regulatory frameworks:

- Regulatory Reform (Fire Safety) Order 2005
- Fire Safety (England) Regulations 2022
- Fire Safety (Residential Evacuation Plans) (England) Regulations 2025
- Building Safety Act 2022
- Data Protection Act 2018
- UK General Data Protection Regulation (UK GDPR)

14 Related Policies

This policy should be read alongside:

- Fire Safety Policy
- Building Safety Policy
- Mandatory Occurrence Reporting Policy
- Personal Emergency Evacuation Plans (PEEPs) Policy
- Data Protection Policy
- Building Safety Resident Engagement Strategy (Higher-Risk Buildings)

15 Our Commitment to Equality, Diversity and Inclusion

In implementing this policy MTVH will not discriminate against any colleague, customer, or stakeholder on the grounds of their sex, sexual orientation, gender reassignment status, ethnic origin, age, religious belief, disability, marital status, and pregnancy/maternity.

An Equality Impact Assessment has been completed for this Policy and is retained by the Policy Team.

16 Key Policy Information

Policy Owner	Director of Property - Asset Management
Author	Building Safety Consultant
Approved by	Director of Property - Asset Management



MTVH

Effective from	April 2026
Approach to review	This Policy & associated Procedures will be reviewed as required by the owner for changes in legislation, regulation, and operational need. Any amendments will be appropriately consulted on and signed off before being clearly communicated to customers and colleagues. Next expected review is 5 years from the 'Effective date' of this document.
This is a controlled document maintained and accessible via MTVH's intranet, The Hub. When viewed outside of the intranet, this document should be checked against the master copy held by MTVH to verify that it is the current version, or it shall be considered uncontrolled.	

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