



Personal Emergency Evacuation Plan (PEEP) for Hub customers and visitors

Name of customer / visitor:	
Name of Hub representative completing form:	

Identifying reasons for support

What type of impairment / health-need / disability do you have, which leads you to need support to evacuate? <i>(tick all that apply)</i>				
Mobility impairment / wheelchair user	Visual impairment	Hearing impairment	Learning disability / neurodiversity	Mental health condition
Other <i>(add details)</i>				

Identifying an agreed support process

Evacuation process step	No support needed	Support from people I'm with	Support from Hub workers	Details of support I will receive from Hub workers <i>(see page 2 for examples)</i>
1. Raise alarm if I discover a fire.				
2. Know alarm is raised				
3. Evacuate from downstairs				
4. Evacuate from upstairs		<i>See Note below</i>	<i>See Note below</i>	
5. Go to assembly point				
6. Remain at assembly point				
7. Manage any distress during this process				

Note: Other than the wheelchair stair-lift the Hub does not have Evac. equipment to assist customers to evacuate from upstairs. We advise customers who could not evacuate independently and with reasonable speed down stairs, not to use the upstairs of the Hub.

Customer / visitor signature:	Date
Hub representative signature:	Date



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Guidelines to assist Hirers

Examples of support that may be appropriate:

Remember: the customer / visitor (or their personal assistance / carer, if the customer cannot discuss their needs) will know their needs best.

Use this table to help you match the customer's needs to the support Hub workers can give in an evacuation. A person may have more than one impairment; consider all their needs on one form.

Impairment / health need / disability	Stage of evacuation	Examples of common support needs of customers / visitors (CV) and some ways that Hub Representative (HR) can assist with them. <i>Italics = do now as training/practise for CV, if possible.</i>
Mobility impairment / wheelchair user	1	<i>HR show CV where break glass points are and explain how to use</i> If can't use, CV can raise alarm to HR, also auto detection present.
	3	HR carry items (eg handbag), clear pathway, hold open door.
	4	HR carry items (eg handbag), clear pathway, hold open door. See note on first page re independent evacuation. <i>CV can practise evacuation to check they can do so safely and at a reasonable speed, if they wish.</i>
	5	<i>HR show CV step-free route.</i> HW provide steadying shoulder/arm when CV using external steps.
	6	HR to bring chair for CV to sit on. CV can leave if they wish.
Visual impairment	1	<i>HR show CV where break glass points are and explain how to use</i> If can't use, CV can raise alarm to HR, also auto detection present.
	3	HR carry items (eg handbag), clear pathway, hold open door, provide verbal assistance (eg 'three more steps to the door').
	4	HR carry items (eg handbag), clear pathway, hold open door, provide verbal assistance (eg 'three more steps to the door').
	5	<i>HR show CV step-free route.</i> HW provide steadying shoulder/arm when CV using external steps.
Hearing impairment	2	HR to ensure person alerted, light touch to arm if needed
	3	<i>Show CV routes.</i> When giving instructions HW to be aware if CV has directional hearing issues eg 'use the atrium door' not 'over here' as CV may not know where sound is coming from.
	4	
	5	
Learning disability / neurodiversity Or Mental health condition	1	<i>HR show CV where break glass points are and explain how to use.</i> If can't use, CV can raise alarm to HW, also auto detection present. <i>CV can attend a planned fire drill to experience this, if requested.</i>
	2	HR to ensure person alerted, touch arm / wave etc to avoid touch, depending on person's preferred approach.
	3	HR to provide prompting and reassurance, in way preferred by CV.
	4	Evacuate just after other people, if this is preferred by CV.
	5	HR to provide prompting and reassurance, in way preferred by CV. Take CV further away from Hub / other people, if this is preferred by CV.
	6	CV can leave if they wish.
	7	HR to provide prompting and reassurance, in way preferred by CV. HR can contact someone on CV's behalf if contact details given.
Other	All stages	Consider options listed above. Consider suggestions from customer / visitor. Ask others for advice.