

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: SFRS fire prevention information
Date: 06 July 2023 10:40:38
Attachments: [image009.png](#)
[high_rise_fire_safety_campaign_leaflet_finalindd.pdf](#)
[sfrs_safe_cooking_leaflet.pdf](#)
[smoking_alcohol.pdf](#)

Good morning [REDACTED]

The link provided here contains SFRS advice regarding HRDBs:
[Scottish Fire & Rescue Service: Multi-Storey Flats \(firescotland.gov.uk\)](https://www.firescotland.gov.uk)

I have also attached a copy of the leaflet relating to Fire Safety within HRDBs, safe cooking and smoking / alcohol. Some of which will not be specific to HRDBs but, as part of our overall approach to Fire Safety engagement, play a role in reducing the risk of fire within the home so will have some overarching benefits.

SFRS don't have a specific literature for premises affected by EWS as each building will have its own evacuation strategy based on the recommendations by the Fire Engineers. When these premises are identified we have targeted Engagement dependant on the specific circumstances (waking watch, full simultaneous evacuation, etc.)

For further information on the Engagement carried out it would be best to contact my colleagues [REDACTED] [REDACTED] who are responsible for arranging these sessions. I've cc'd them into this response.

Regards,

[REDACTED]

[REDACTED]

[REDACTED] | Fire Safety Enforcement Support Officer | Prevention and Protection | City of Glasgow HQ | Cowcaddens | 91-123 Port Dundas Rd | Glasgow G4 0ES | Scottish Fire and Rescue Service | [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]



From: [REDACTED]

Sent: 05 July 2023 14:32

To: [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Subject: SFRS fire prevention information

Importance: High

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Afternoon all

I'm looking for some official SFRS fire safety advice for homeowners. I understand you have some printed material or other advice that you can offer homeowners. The Programme is aiming to pull together cladding specific fire safety advice for those residents in multi residential buildings with problematic cladding. We would like to use existing fire safety material produced by SFRS for this.

Is this something you can share with us to coordinate for homeowners and residents ?

Regards

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]



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of Scotland



Integrity



Inclusion



Collaboration



Innovation



Kindness

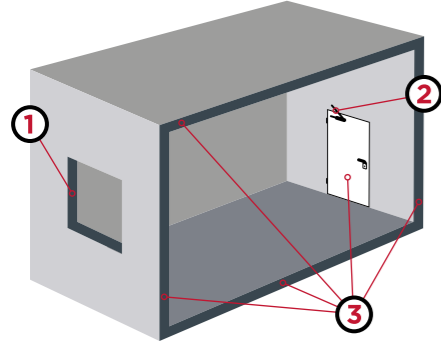
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WHAT TO DO IF THERE IS A FIRE IN YOUR BUILDING



- 1 Fire resisting cavity barriers around windows
- 2 Self closing device (various kinds)
- 3 Fire resisting door, walls and floors

STAY PUT, STAY SAFE

Most high rise domestic buildings are built with the principle of 'stay put' in mind. This means that flats will be designed to resist the spread of fire. Because of this, a fire is not likely to spread from one flat to another.

If there is a fire in your building - but not in your flat - you should stay in your home and keep the front door closed **unless**:

- you are directly affected by heat, smoke or fire
- or the Fire and Rescue Service or Police tells you to get out

If you have any questions, you should speak to the person responsible for fire safety in your building.

IF YOU ARE TRAPPED

It is rare for people to be trapped by fire. If you are:

- Go to a 'safe room' which should have a window and a phone and gather everyone there.
- Call the Fire and Rescue Service and pack bedding or towels around the door to keep out smoke.
- Open the window to breathe clean air and try attracting attention by waving a sheet if it is safe to do so.

FOR MORE ADVICE



Visit www.firescotland.gov.uk, or talk to your local firefighters. You'll find contact details on our website, in your local library and in the phone book.

TO BOOK A FREE HOME SAFETY VISIT
Call **0800 0731 999**, Text 'FIRE' to 80800
or visit www.firescotland.gov.uk



IN AN EMERGENCY CALL 999



USE AND KEEP THIS LEAFLET



Make sure everyone in your home is clear on these actions. Put it somewhere handy to remind you - pinned to the wall or the fridge door.

Keeping yourself and others safe from fire in your high rise building



ACTIONS TO STOP FIRES HAPPENING



AT HOME

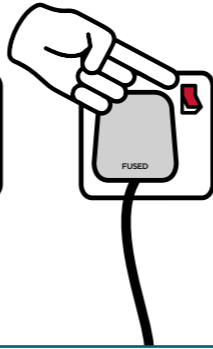
IN THE KITCHEN

- Never leave cooking unattended - keep an eye on your cooker when it is on.
- Deep fat fryers or oven chips are much safer than using open chip pans.
- If you use a chip pan do not fill it up too much (no more than 1/3 full).



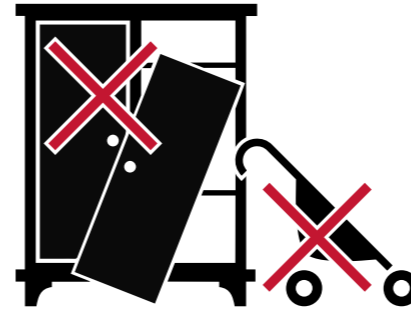
SMOKING

- Make sure cigarettes are put out properly in a sturdy ashtray.
- Don't smoke in a chair if you have been drinking alcohol or feel sleepy.
- Do not smoke when sleepy or in bed.
- Keep lighters and matches away from children.



ELECTRICS

- Do not overload sockets by plugging in too many electrical appliances.
- Turn electrical appliances off at the wall, this is safer than leaving them on standby.
- Don't leave appliances on when sleeping or out of the house - this includes washing machines, dishwashers and tumble dryers.



COMMON AREAS

STAIRS, HALLS AND CORRIDORS

- Make sure stairs, landings and corridors are clear for escape. Remove bikes, prams and other objects that could get in the way.
- If you have arranged for items to be taken away, do not leave these in common areas.
- Make sure all rubbish is disposed of properly using the communal bins provided.
- If you have questions about common areas, contact the person that manages your building.

PREPARE FOR ESCAPE AND GET EARLY WARNING



AT HOME

- Close all doors when you go to bed - especially the doors to the lounge and kitchen.
- Plan an escape route out of your home and keep it clear so you can leave quickly if you have to.
- Make sure everyone knows the escape plan.
- Make sure you've got working smoke and heat alarms, and test them weekly.



IF YOU HAVE TO LEAVE

- Get out as quickly as you can, closing doors behind you to stop smoke and fire spread.
- Use the stairs to get down to the ground floor - never take the lift.
- Once you get out, call the Fire and Rescue Service and stay out.

TO RAISE THE ALARM

If the fire is where you are - in your home or in a common area - leave the building immediately if it is safe to do so and **call the Fire and Rescue Service on 999**. Tell other residents if you can, but don't put yourself at risk.

From: [REDACTED]
To: [REDACTED]
Subject: FW: SFRS Query
Date: 20 June 2023 16:12:42
Attachments: [image005.png](#)
[image006.png](#)
[image001.png](#)

FYI

[REDACTED]
Chief Technical and Design Officer | Cladding and Remediation Division
Scottish Government Local Government and Housing Directorate
[REDACTED]



From: [REDACTED]
Sent: Friday, June 16, 2023 5:02 PM
To: [REDACTED]
Cc: [REDACTED]
[REDACTED]
Subject: SFRS Query

Classification: **Unclassified**

Hi [REDACTED]

The following is a SFRS Fire Safety Enforcement (FSE) timeline that has led to an Enforcement Notice (EN) being issued as per the attached documents –

- Initial audit conducted by Fire Safety Enforcement Officers (FSEO) on 01/06/22;
- FSA02 Areas for Improvement issued on 11/07/22;
- Following further information received in November 22 - Factors notified of risk;
- FSEO physical walk around development and common areas – notification of issues provided to Factors 01/02/23;
- FSEO conducted audits of the [REDACTED] on 28/11/22;
- FSA02 Areas for Improvement issued on 23/11/22;
- FSEO audit following notice of gas safety concerns on 28/04/23; and
- FSA08 EN issued on 15/06/23.

Further work undertaken by SFRS

- Community Safety Engagement via an online engagement session conducted by SFRS for residents on 16/03/23 where fire safety advice was provided;
- Amended operational response model;
- Incident Response Plans (IRP) produced;
- Operational Assurance Visits (OAV) undertaken; and
- Table top exercise conducted.

With regards to the [REDACTED] I would expect that the SFRS would be in a position to discuss with 7 days' notice from receipt of the report.

As an interim measure can I ask that all requests for information relating to [REDACTED] [REDACTED] come directly to myself.

Many thanks

[REDACTED]
City of Glasgow Area / HQ
123 Port Dundas Road / Glasgow / G4 0ES
Service Delivery Directorate
Scottish Fire and Rescue Service
[REDACTED]



From: [REDACTED]
Sent: 16 June 2023 08:23
To: [REDACTED]
[REDACTED]
[REDACTED]
Subject: RE: SFRS Query
Importance: High

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[REDACTED]
In the spirit of collaboration and transparency, could you please urgently answer my queries below?

[REDACTED]
As agreed at yesterday's meeting, could I also get a timeline with events which took place between SFRS and the restaurant's duty holder re. the Enforcement Notice?

Many thanks

[REDACTED]
Chief Technical and Design Officer | Cladding and Remediation Division
Scottish Government Local Government and Housing Directorate
[REDACTED]



From: [REDACTED]
Sent: Thursday, June 15, 2023 1:21 PM
To: [REDACTED]
Subject: RE: SFRS Query
Importance: High

Hi [REDACTED]

On top of the SFRS firefighting capability, can you please reply to this email with your proposed mitigation measures so that I make sure that [REDACTED] has considered them as part of their assessment?

Once I received that information from you, I'll contact [REDACTED] directly and will let you know if they've missed anything.

Many thanks

[REDACTED]
Chief Technical and Design Officer | Cladding and Remediation Division
Scottish Government Local Government and Housing Directorate



From: [REDACTED]
Sent: Wednesday, June 14, 2023 9:40 AM
To: [REDACTED]
Subject: FW: SFRS Query

Hi [REDACTED]

I hope I find you well.
Are you able to provide us a quick overview of the outcomes of the SFRS visit to [REDACTED] on 23/12/22? See picture below.

Many thanks

[REDACTED]
Chief Technical and Design Officer | Cladding and Remediation Division
Scottish Government Local Government and Housing Directorate



From: [REDACTED]

Sent: Tuesday, June 13, 2023 9:49 PM

To: [REDACTED]

Cc: [REDACTED]

Subject: SFRS Query

[REDACTED],

Could you get an answer from SFRS on this?

SFRS attended site on the 23 December 2022 [REDACTED]

[REDACTED] We had a professional interview today about the outcomes from our report and this photo was scrutinised. [REDACTED]

[REDACTED] the biggest turntable ladder is 32m (about 10/11 storeys) and this is 14 storeys at this point, so that looks about right as per the photo.





The photo came to me from the factors and any feedback would be helpful.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

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From: [Redacted]
To: [Redacted]
Subject: FW: Block 198 7th Floor
Date: 26 May 2023 11:30:00
Attachments: [image006.png](#)

[Redacted] | Head of Communications, Stakeholder Engagement & Accord Service Design |
Cladding Remediation | Directorate for Local Government & Communities | 5 Atlantic Quay Glasgow
[Redacted]



Integrity



Inclusion



Collaboration



Innovation



Kindness

From: [Redacted]
Sent: 26 May 2023 11:28
To: [Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]
Cc: [Redacted]
[Redacted]
[Redacted]
[Redacted]

Subject: RE: Block 198 7th Floor

Hi [Redacted]

Thank you for the update regarding this incident. These items pose a significant obstruction to the escape route, can you confirm if the items have been removed from the stairwell to a safe location until they are uplifted?

Regards,

[Redacted]

[REDACTED] | Watch Commander | Fire Safety Enforcement Support Officer | Prevention and Protection | City of Glasgow HQ | Cowcaddens | 91-123 Port Dundas Rd | Glasgow G4 0ES | Scottish Fire and Rescue Service | [REDACTED]
[REDACTED]

Our response to Automatic Fire Alarms is changing, please click (Ctrl+Click) the picture for further information.



From: [REDACTED]

Sent: 26 May 2023 11:20

To: [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Cc: [REDACTED]
[REDACTED]
[REDACTED]

Subject: Block 198 7th Floor

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Hi all,

Please find the incident report attached, there is various pieces of rubbish/furniture that has been discarded in the evacuation stairwell. The concierge has been made aware; they have confirmed they will organise an uplift.

[REDACTED]
Regional Support Manager
[REDACTED]



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ECO-POWERED
CCTV TOWER**



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Registered Office: 65 – 81 Townsend Street, Port Dundas, Glasgow, G4 0LA.
Company Registered in Scotland Number: SC 449831.

Prime Secure Systems Ltd t/a Prime Secure holds SIA approved contractor status for the provision of security guarding and key holding services.

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From: [Redacted]
To: [Redacted]
Cc: [Redacted]
Subject: 179 Finnieston Street
Date: 06 June 2023 13:38:47
Attachments: [Waking Watch Incident Report 179, Finnieston street, 6th June.docx](#)

Hi all,

Please find attached the incident report from this morning.

SFRS have requested the fire panel to be inspected by agreed engineer, this is due to the repeated issues from the same flat.

[Redacted]
Regional Support Manager

[Redacted]



Prime Secure Systems Ltd t/a Prime Secure.
Registered Office: 65 – 81 Townsend Street, Port Dundas, Glasgow, G4 0LA.
Company Registered in Scotland Number: SC 449831.

Prime Secure Systems Ltd t/a Prime Secure holds SIA approved contractor status for the provision of security guarding and key holding services.

From: [Redacted]
To: [Redacted]
Cc: [Redacted]
Subject: RE: 179 Finnieston Street - FAO JAMES GIBB FACTORS - False Alarms
Date: 06 June 2023 18:59:33

FAO JAMES GIBB FACTORS

-
Hi [Redacted]

Re below, given the significant impact these repeated false alarms are having on SFRS resources, could you please make investigations and liaise with alarm engineers where required to address cause(s) and take remedial actions as necessary.

Should the unwanted fire alarm signals continue at this development, SFRS may need to review weight of operational response for reports of fire alarm signals.

Happy to discuss further if required.

Thank you.

Kind Regards,

[Redacted]

[Redacted]

Station Commander

Scottish Fire and Rescue Service | City of Glasgow | Prevention and Protection

T: 0141 302 3183 M: 07814 634 426 E: Andrew.McDuff@firescotland.gov.uk

www.firescotland.gov.uk



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Safety. Teamwork. Respect. Innovation.

From: [Redacted]
Sent: 06 June 2023 13:37
To: [Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
Subject: 179 Finnieston Street

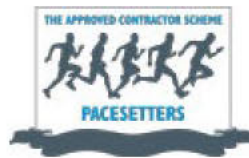
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Hi all,

Please find attached the incident report from this morning.

SFRS have requested the fire panel to be inspected by agreed engineer, this is due to the repeated issues from the same flat.

[REDACTED]
Regional Support Manager
[REDACTED]



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[REDACTED]
Registered Office: 65 – 81 Townsend Street, Port Dundas, Glasgow, G4 0LA.
Company Registered in Scotland Number: SC 449831.

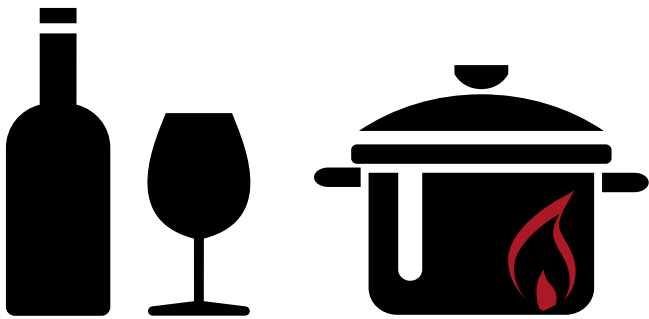
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Site Name:	Lancefield Quay
Site Address:	179 Finnieston Street, Glasgow, G3 8HE
Contractor:	
Site Contact:	
Reported By:	On site fire marshals
Incident Date:	06-06-2023
ASM Contacted:	Yes
RSM Contacted:	N/A
Time Reported:	01:47
Incident:	False Alarm
Police Reference:	N/A
Description of the Incident (Including Times):	<p>Waking watch officer was on routine patrol and heard alarm activation around 01:47. Waking watch radioed the on-site supervisor immediately.</p> <p>Fire panel was checked which displaying 7th floor, flat 7/3.</p> <p>Waking watch officer and the supervisor responded promptly to the activation and attended to the concerned flat for investigation. The warden repeatedly knocked on the flat door, but no one responded. As there was no answer from the flat in question, the warden and the supervisor looked through the letter door and there was no sign of smoke, fire or smell.</p> <p>Supervisor called SFRS and informed them regarding the activation.</p> <p>SFRS arrived on site approximately at 02:05 and inspected the concern area. SFRS confirmed it was a false alarm. SFRS instructed the supervisor to phone the fire panel engineer to investigate the fault as this is the 3rd false alarm of the same flat and the warden cannot reset the fire panel.</p> <p>SFRS left the site at 02:18.</p>
Actions carried out by Helpdesk:	Contacted ASM

	Contacted site management
Actions carried out by Security Officer:	Contacted Control Room Complied Report
Actions carried out by On Duty ASM:	Contacted onsite fire marshals & site supervisor
CHARGABLE	
Head of Security Sign off	



> COOKING & ALCOHOL – A RECIPE FOR DISASTER

Cooking is the biggest cause of house fires in Scotland.

If you're tired, have been drinking, or taking drugs, you will be less alert to the signs of fire.

You are more likely to fall asleep.

You are less likely to wake up if a fire does start, particularly if you don't

working smoke and heat alarms in your home.

If fire does break out, alcohol or drugs can heighten feelings of disorientation, making it difficult for you to escape.

Buy food on the way back from the pub, rather than attempting to cook when you get home. Or prepare cold food at home.

If you're tired, or have been drinking alcohol or taking drugs, don't cook.

FIRES START WHEN YOUR ATTENTION STOPS

> KEY TIPS

The best way to avoid having a fire involving hot oil is to use a thermostat-controlled, electric deep-fat fryer.

Never throw water over a pan that is on fire.

Keep grill pans clean.

Fires start when your attention stops.

Never walk away while you're cooking.

Take extra care if you suffer from any illness, disability or are taking prescribed medications that makes you careless or forgetful.

Visit www.firescotland.gov.uk for practical fire safety advice. Or talk to your local firefighters. You'll find contact details on the website, in your local library and in the phone book.

If you would like a copy of this document in a different format or a version in another language, please contact **0800 0731 999**.

TO BOOK A FREE HOME FIRE SAFETY VISIT
Call **0800 0731 999** Text 'FIRE' to 80800
or visit www.firescotland.gov.uk

If you've been drinking alcohol or taking drugs, don't cook.

In the event of fire, a smoke or heat alarm will alert you and give you time to react safely and sensibly. Make sure you have working smoke alarms. Fit a heat alarm in your kitchen. All smoke and heat alarms should be ceiling mounted and interlinked.



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@SFRSYourSafety



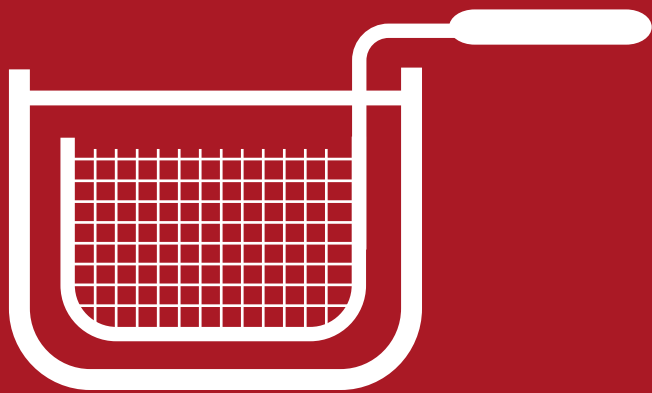
Fact.

More fires start in the **kitchen** than any other room in the house.

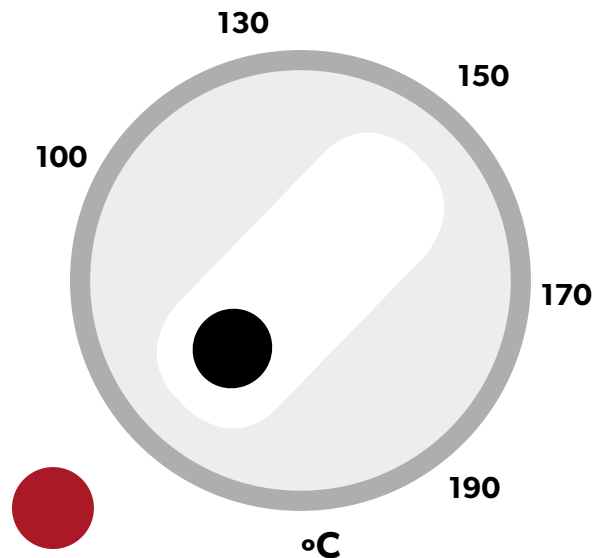


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There are over 5,000 house fires in Scotland every year. (National Statistics, Scottish Government, 2013-2014). More fires start in the kitchen than in any other room in the house. Deep frying – using fat or oil, such as a chip pan – remains a major risk. Here are a few tips to help you stay safe.



DEEP FRYING MAJOR RISK



> SAFE FRYING

The best way to avoid having a fire involving hot oil is to use a thermostat-controlled, electric deep-fat fryer.

- They're safer to use – the safety cut-out (the thermostat) controls the temperature of the fat or oil

If you cook with oil and it catches fire:

- If the fire is well developed **GET OUT, STAY OUT, DIAL 999!**
- Never try to move the pan
- Never throw water over the pan as it will react violently with the hot oil

If you're not concentrating, cooking the simplest meal can cause a fire.

Never walk away while you're cooking.

It's easy to be distracted when cooking. It's easy for a cooking fire start. It only takes a minute.

If the fire is in its early stages, and if it is safe to do so:

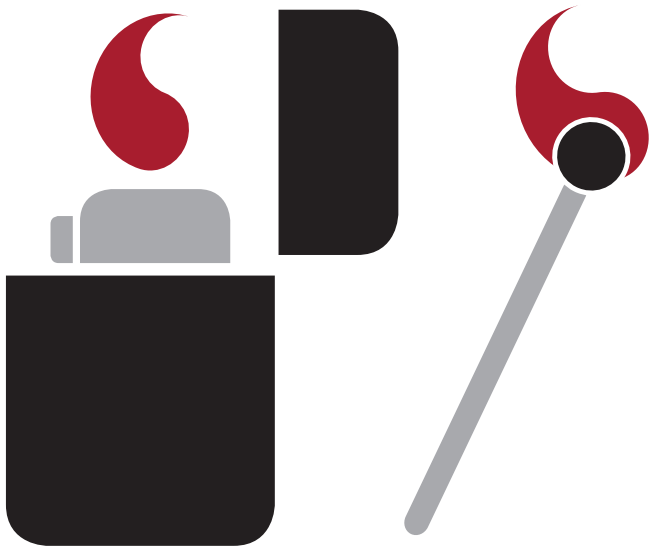
- If you can, turn off the heat
- Close the door
- Get out of the kitchen
- Phone the Fire and Rescue Service

It's not just deep frying pans that are a risk when you're busy cooking:

- Don't leave cooking unattended
- Always clean grill pans when you've been cooking fatty food
- Turn all pan handles to the side so they're not spilled by accident
- Don't leave children or pets unattended in the kitchen
- Never dry tea towels or cloths on – or above – the cooker
- Never trail electrical flexes near cookers
- Never put any metal objects inside microwave ovens

If you use a chip pan:

- Turn the pan handle to the side so that fat or oil doesn't get spilled by accident
- Never fill the pan more than one-third full of fat or oil
- Make sure chips are dry before putting them into hot fat or oil
- Never walk away when the pan's on the heat
- Never deep fry with fat or oil when you've been drinking alcohol



> MATCHES AND LIGHTERS

Fires can be caused by children playing with matches and lighters that have been left lying around the house. Regularly check childrens' clothing for matches/cigarette lighters and signs of smoking or fire such as burn marks or the smell of smoke.

- Keep matches and lighters out of reach of children, and away from heat sources
- Buy child proof lighters with safety locks and that go out when you let go of them
- Teach children not to play with matches and lighters
- Make sure matches are out before you put them down
- Teach children to hand any matches or lighters they find to a responsible adult
- Make sure lighters are out properly before putting them down
- Buy safety matches (ones that only strike on the box)
- Don't throw used matches straight in the bin

Every year, children are killed or injured playing with fire. It only needs a child to be left on their own for a few minutes with a lighter or a box of matches for a fire to start.

> SMOKING & ALCOHOL

Smoking is the main cause of death from fire in the home.

You are more likely to lose your life in a fire if you drink and smoke.

Read this leaflet for simple tips to keep everyone in your home safe.

Make sure you have working smoke alarms in your home.

> CONTACT US

A short visit from the Fire and Rescue Service will help make sure your home is as safe as it can be. They can even install smoke alarms, free, if you need them. It only takes about 20 minutes, and their advice and help could save your life.

If you would like a copy of this document in a different format or a version in another language, please contact **0800 0731 999**.

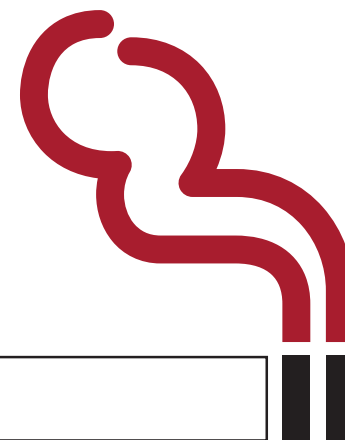
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To book a **FREE HOME FIRE SAFETY VISIT**
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or visit **www.firescotland.gov.uk**



Fact.

Smoking is the **main cause** of **death** from **fire** in the home.



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EVERY HOUR OF EVERY DAY THERE'S A HOUSE FIRE IN SCOTLAND



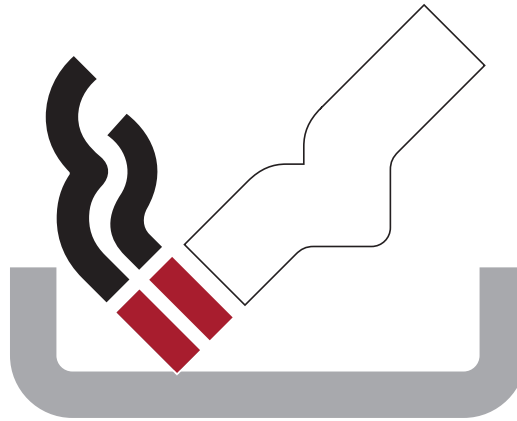
> THE FACTS

Smoking is the main cause of death from fire in the home.

You are more likely to lose your life in a fire if you drink and smoke.

These fires are more likely to happen at night – between 10pm and 3am.

Men are twice as likely to be victims as women.



> PUT IT OUT - RIGHT OUT

Cigarette ends can smoulder undetected for hours if not put out properly.

DO:

- Stub out properly in an ashtray – make sure there's no smoke
- Pour water on cigar and cigarette ends before putting in a bin
- Keep smoking materials out of reach of children and pets

NEVER:

- Leave a cigarette, cigar or pipe unattended
- Balance cigars or cigarettes on the edge of an ashtray or anything else – they can tip and fall as they burn away
- Empty a pipe into a bin – the embers can still be very hot even if it's not smoking
- Purchase illegal, bootlegged or counterfeit cigarettes

NEVER SMOKE IN BED



> ALCOHOL & SLEEPINESS

In many fires started by cigarettes, people have also been drinking and are sleepy.

- Take extra care if you've been drinking alcohol
- Never smoke in bed
- Don't smoke in your chair if you've been drinking or you're feeling sleepy
- If you do feel sleepy, smoke outside, standing up, or at a window or outside door

If fire breaks out when you are under the influence of alcohol your response may be impaired. Make sure you have working smoke alarms. They could be your only chance of waking up. Consider fitting a heat alarm in your kitchen.