

**Freedom of Information request reference number:** 6338.1

**Date of response:** 28.02.2022

**Request:**

Please provide us with the following information in relation to fires in Hoover Candy tumble dryers:

- (i) The number of fires originating in Hoover Candy tumble dryers that the London Fire Brigade attended between February 2009 and the present day;
- (ii) The model of tumble dryer involved;
- (iii) The cause of the fire within the machine recorded by the London Fire Brigade; and
- (iv) Any report prepared by the London Fire Brigade in relation to the causes of these fires.

**Response:**

Section 21 of the Freedom of Information Act (FOIA) 2000. exempts disclosure of information that is reasonably accessible by other means. The terms of the exemption mean that the public authority does not have to consider whether or not it would be in the public interest for the requestor to have the information.

I am pleased to inform you that you can access the information you seek, as detailed below.

Q1: The Brigade publishes details of every incident responded to since January 2009, through the London Datastore. These can be accessed via the following link:

<https://data.london.gov.uk/dataset/london-fire-brigade-incident-records>

The data currently runs until March 2021, and the data for April 2021 to March 2022, will be updated soon.

You will be able to filter column 'L' (Ignition Source) for tumble dryers.

Q2: You will be able to filter column 'O' (Appliance/Manufacturer) for the model.

Q3: The cause of the fire is in column 'M' ('Item First Ignited').

Q4 For fire incidents, individuals and organisations affected by the incident can request a 'Fire Report' which, for fires that involve buildings, vehicles, or those that cause injuries, provides more details about the incident and the cause of the fire where known.

Fire Reports are not available under the Freedom of Information Act (FOIA) 2000, as they are considered a chargeable service and, therefore, will incur a fee. As a result, they are exempt under (FOIA) 2000, Section 21 - Information accessible to applicant by other means.

Regrettably, this means we cannot provide you with a copy of the Fire Report (or the information held within it) without payment.

If you do want to go ahead and request a copy of any fire reports, I must also advise that you may not be eligible to receive a copy. However, if any eligible party (such as the owner/a tenant/local borough council/insurance firm or loss adjustor) requests the primary Fire Report document, and is willing to share it with you, then we would be able to provide consent for them to do this.

Further information about how to obtain a LFB Incident Report is published on our website and can be accessed through the following link: <https://www.london-fire.gov.uk/about-us/services-and-facilities/services-we-offer/incident-reports/>

I hope you find the information we have been able to provide of use. If you have any further questions, please contact: [InformationAccess@london-fire.gov.uk](mailto:InformationAccess@london-fire.gov.uk)

We have dealt with your request under the Freedom of Information Act (FOIA) 2000. For more information about this process, please see the guidance we publish about making a request on our website: <https://www.london-fire.gov.uk/about-us/transparency/request-information-from-us/>