



LONDON FIRE BRIGADE

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**Freedom of Information request reference number:** 6844.1

**Date of response:** 21/09/2022

**Request:**

*Any other [fire safety] information relating to Hallmark Connections/Hallmark coaches/Diamond Bus South East [following a fire on 11 August 2022 at BROADVIEW INDUSTRIAL ESTATE, TW19 7LY]*

**Response:**

Following the fire on 11 August 2022, our Fire Safety team visited the premises and have provided us with a copy of the following documents held on file relating to the fire:

1. The Senior Fire Safety Officer's (SFSO) report completed after the fire at Broadview Industrial Estate on 11 August 2022;
2. A LFB notifiable fire report;
3. A post-fire, fire safety audit (FSA) undertaken at the premises on 17 August 2022. The results of the audit confirmed no significant failure to comply with the Regulatory Reform (Fire Safety) Order 2005 (RRO) were found and as a result the premises was deemed broadly compliant. This means that no enforcement action (informal or formal) was required as a result and no notices were issued.

I have attached a copy of these documents to this response. Please note, I have redacted the following information from the documents:

Senior Fire Safety Officer's (SFSO) report

- Photos have been redacted from this document as they are exempt from release under [Section 21 of the FOIA - Information accessible to applicant by other means](#). Photos and videos can be requested by emailing the LFB Photos and Videos team at [photosandvideos@london-fire.gov.uk](mailto:photosandvideos@london-fire.gov.uk).
- Personal data has also been removed from this document under [section 40 of the FOIA – Personal Information](#).

I have also removed pages 8-10 of the report as these just provides instructions to the SFSO on how to complete the report.

LFB notifiable fire report

- Incident cause details have been redacted from this document as they are exempt from release under [Section 21 of the FOIA - Information accessible to applicant by other means](#). Incident reports can be requested from the LFB incident reports team. Further details are included on the LFB website: <https://www.london-fire.gov.uk/about-us/services-and-facilities/services-we-offer/incident-reports/>
- Personal data has also been removed from this document under [section 40 of the FOIA – Personal Information](#).

Fire safety audit (FSA) report

- Personal data has also been removed from this document under [section 40 of the FOIA – Personal Information](#).

We have dealt with your request under the Freedom of Information Act 2000. For more information about this process please see the guidance we publish about making a request [on our website](#).



LONDON FIRE BRIGADE

# Senior Fire Safety Officers Report

<b>Protective Marking Status:</b>	<b>OFFICIAL</b>
For fatal fire reports and to protect personal or commercial data, 'Official' is likely to be required. <a href="#">See policy</a> for guidance.	

## Part A – Data recording

SFSO details:	
Name:	██████████
Call sign:	████
Tel.no:	██████████

Event details:			
Incident No:	130886	Date:	11/08/2022
Borough:	Hounslow	Stn. Ground	G39 Feltham
Farynor Number (If known): 25/250508			
Address of Premises: DNATA Bus Depot, Bedfont Road, Stanwell TW19 7LY			
Details of Address Lookup (LFB Data): No data available			

Reason for notification (tick box):	
Incident	<input checked="" type="checkbox"/>
Request by Ops crews (not at incident)	<input type="checkbox"/>
Request by FSR staff	<input type="checkbox"/>
Alleged Fire Risk (AFR)	<input type="checkbox"/>
Were you the sole responder of the AFR	<input type="checkbox"/>
Action taken:	
Attended	Yes
Monitored only (including any remote action, e.g.: letters, phone calls)	Yes
FIT Attended (If YES, liaise and jointly agree and complete Fire Investigation Scene Contemporaneous Notes (Page 5) & Incident of Interest Notification (Fire Safety Implications section))	Yes
IMP Entry (Firefighter Safety Issue)	No
FSIGN 423_01 sent to station (AFR)	No

AFR additional detail:			
If AFR, was response within 3 Hrs	<input type="checkbox"/>		
Time AFR received	Enter hh:mm		
Time AFR responded to	Enter hh:mm		
Time spent resolving AFR	Enter hh:mm		
Reason for attendance:			
4 PF	<input checked="" type="checkbox"/>	Rescues	<input type="checkbox"/>
6 PF	<input type="checkbox"/>	Unusual Fire Spread	<input type="checkbox"/>
Commercial	<input checked="" type="checkbox"/>	Mass Evac	<input type="checkbox"/>
Residential Flats	<input type="checkbox"/>	Escape Hoods	<input type="checkbox"/>
Fatality	<input type="checkbox"/>	SFSO Support	<input checked="" type="checkbox"/>
Injuries	<input type="checkbox"/>	PIB	<input type="checkbox"/>
No FIU Available secure scene	<input type="checkbox"/>	Self Mobilised	<input checked="" type="checkbox"/>

Additional details: (Including stop message from Boss)

This is a Bus Depot of two floors 150m x 45m. it consists of office accommodation, various meeting rooms, Training Rooms, workshops, repair facility, stores/Parts oil storage

**Actions on scene by SFSO:**

*(Review ORD & Fire Action Plan for building, Activation of AOV's etc. What action did you take and review?)*

Liasied with RP and FIT crew.

**Advice given to IC:**

*(What areas did you give advice on? Was advice taken by OiC? Has firefighting action impacted on FS solutions)*

IC not present on arrival.

**Time spent:**

Time SFSO notified (hh:mm)	17:14
Monitoring time (mins)	15
On site (mins)	60
Travelling (mins)	90
Office time (mins)	60

**Part B – Premises Contact**

**Contact details:**

Manager [REDACTED]

**Part C – Premises Description**

**Premises Description:**

Type of premises	Industrial unit and office	Floor of Fire Origin		
Use of Premises	Bus Depot	Building in use at time of fire (Y/N/Unknown)	Yes/No	
Building Dimensions	45m 150m x	Number of floors (note above/below ground (i.e. Above G + 4 = 5)	Above	Below
			1	0
Number of Escape Routes	2	Number of Staircases (note if above/below ground)	Above	Below
			2	0
Fire Safety Systems (AFD/EL/MCP/AOV/firefighting lifts)	AFD/EL	Number of Basements	0	
Cladded Façade (Y/N)	No	Waking Watch (Y/N)	No	

Stay Put, Simultaneous or Temporary Simultaneous strategy	Simultaneous	Private or Local Authority Owned	Private
Fire Loading on Balcony (Y/N)	No	Engineered Solutions (Y/N) Sprinklers etc.	No
Fire spread beyond room of origin (Y/N)	Yes	Common parts affected (Y/N)	Yes
Is this premises listed?	Yes	If listed, select GRADE	Choose an item.
Comments: (if Temporary Simultaneous is marked, please explain here what that looks like i.e. 6 people with air horns or fire alarm with concierge, etc.) Click or tap here to enter text.			

## Part D

Fire Safety issues:		
Highlighted area	Infringement	Description of fire safety issues
Fire Doors Self-closing, well fitting, strips & seals	1	Attached Portacabin doors notional.
Compartmentation Walls and ceilings adequate		
Detection and Warning	1	Detection and warning missing from interconnecting portacabin
Fire Suppression		
AOV		
Emergency Escape Lighting		
Evacuation Escape Routes Number, exit doors, lead to place of safety		
Escape routes Clear, no combustibles and ignition sources		
DRM/WRM/DRM		
Fire Fighting equipment		
Fire Risk Assessment		
Fire Exit signage		
Article 31/Prohibition		
General/Management Issues	1	Smoking material found at foot of rear external stair.
Maintenance, training and test records	1	Not observed at time of incident.
Balconies		
Fire Lifts		

Construction (Roofs)		
Other		
<b>Total</b>	4	
Injury	0	
Death	0	
<b>Total (Injury &amp;/Or Death)</b>	0	

## Part E

Evidence gathered:	
FIT report and photos attached	
Photoset Number:	92167

## Part F

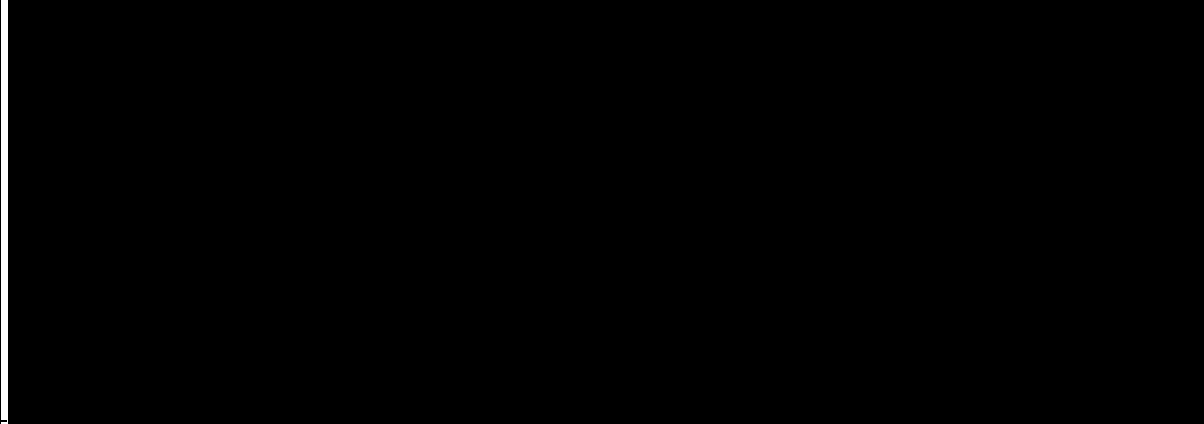
Follow-up actions:	
Intervention Required	<input type="checkbox"/> Prevention (HFSV/FS Regulation etc) <input checked="" type="checkbox"/> Protection (FS Regulation)
Audit by local fire safety Team Include time-scale	Audit by local team within 3 weeks/ liase with RP, as offices are not accessible without PPWE at the moment and are out of use.
Joint partnership visit e.g. LA, HSE	Click or tap here to enter text.
Station notification/ORD consideration	Click or tap here to enter text.
HFSV by local station	Click or tap here to enter text.
Safeguarding	Click or tap here to enter text.
PDA Section	Click or tap here to enter text.
Other	Click or tap here to enter text.
<b>Article 31 Issued</b> <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO Prohibition <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO Restriction <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO Restrictions imposed on building: If Prohibition Notice served, mark Articles contravened and describe restrictions imposed:	<input type="checkbox"/> Article 8 - Duty to take general fire precautions. <input type="checkbox"/> Article 12 - Elimination or reduction of risks from dangerous substances. <input type="checkbox"/> Article 13 - Fire detection and warning. <input type="checkbox"/> Article 14 - Emergency routes and exits. <input type="checkbox"/> Article 15 - Procedures for serious and imminent danger and danger areas.
<b>If answered <u>NO</u> to Article 31, provide details why criteria not met.</b>	Does not satisfy Article 31 criteria



Part G

**SFSO Photographs from scene:**

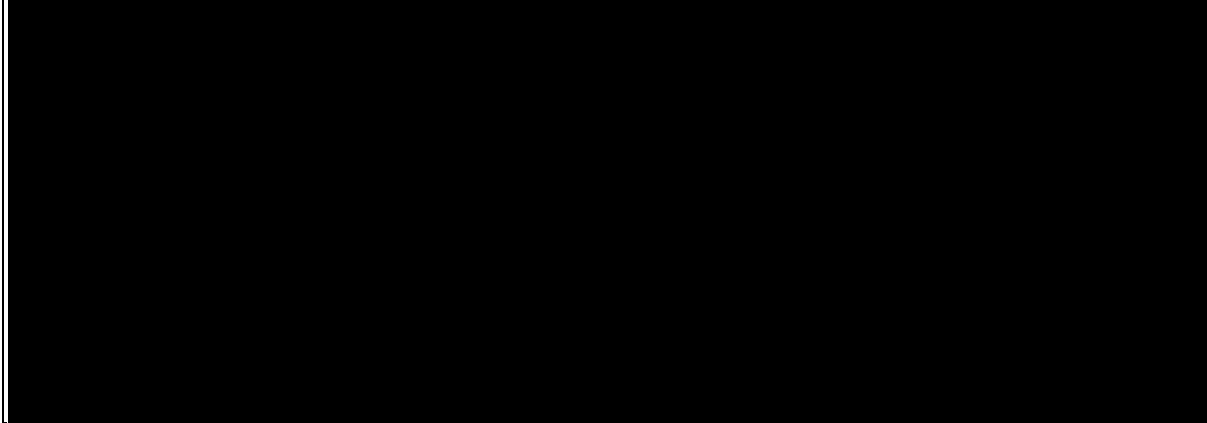
Photos are exempt from release under Section 21 of the FOIA - Information accessible to applicant by other means.



1. Front view

2. Alarm Panel

Photos are exempt from release under Section 21 of the FOIA - Information accessible to applicant by other means.

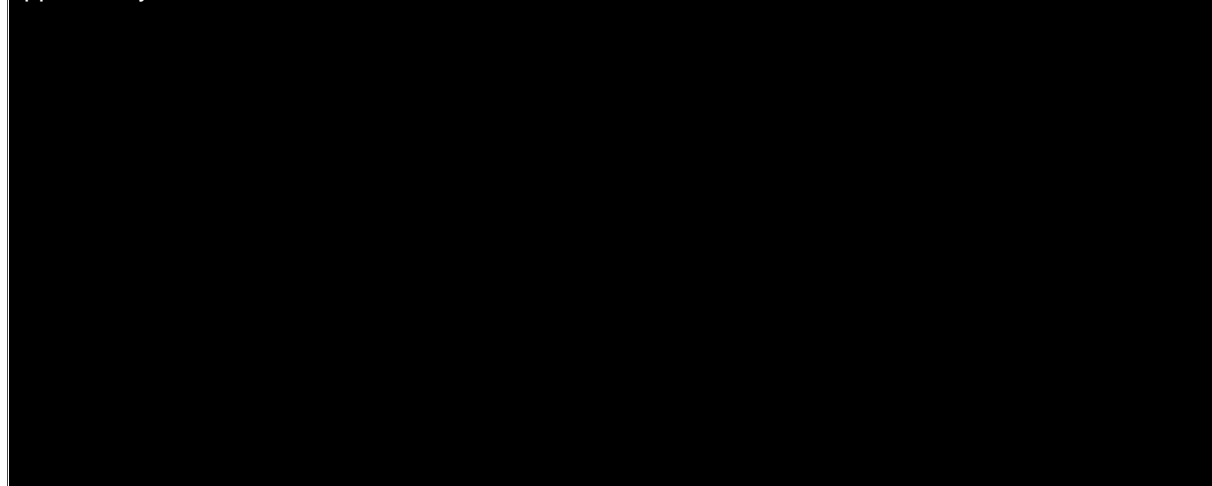


3. Zonal Map

4. Rear stair/portacabin

Rear

Photos are exempt from release under Section 21 of the FOIA - Information accessible to applicant by other means.



5. AC units under Stair	6. 1 <sup>st</sup> floor portacabin office	





**Brief Description of Fire:**

A fire occurred in a bus depot of one and two floors, measuring 100 metres by 25 metres, built of traditional construction circa 1960. The bus depot had an annexe of two portacabins, measuring eight metres by five metres, which could be accessed internally, or externally via a metal staircase to the rear. The building had a mains supplied fire detection system. The depot was used for providing transport for staff to and from the local airport.

Exempt from release under Section 21 of the FOIA - Information accessible to applicant by other means.

SFSO SC [REDACTED] attended the incident. The building was broadly compliant, however it was noted that there was no detection or fire doors within the portacabin annexe. This is to be further investigated, in conjunction with the premises risk assessment. A non-urgent post fire audit will be carried out within three weeks.

Exempt from release under Section 21 of the FOIA - Information accessible to applicant by other means.

Photoset number 92167 relates to this incident.

This report sent to the following by email:

Fire Investigation HQ  
Fire Engineering  
Resource Management Centre (RMC)  
Fire Safety Regulation Admin  
NW Area Support Team  
FS Regulation Policy Team (RRO) mailbox  
IM Risk Information Team  
Fire Safety Team Leaders  
[REDACTED]@london-fire.gov.uk  
[REDACTED]@london-fire.gov.uk  
[REDACTED]@london-fire.gov.uk

**Circulation instructions for Area Team:**

1. Station Manager at Feltham Fire Station if not listed above
2. Team Leader for Hounslow  
Heston Fire Station, 520 London Road, TW7 4DA Fax:
3. Hounslow Building Control Office  
If either structural damage or structural fire safety precaution failure is 'Yes'  
  
Civic Centre, Lampton Road, Hounslow, TW3 4DN  
Telephone: [REDACTED] Fax: [REDACTED]
4. Hounslow Environmental Health Office  
If detailed property use indicates a house in multiple occupation (HMO)  
  
Civic Centre, Lampton Road, Hounslow, Middlesex TW3 4DN  
Telephone: [REDACTED] Fax: [REDACTED]

This report produced 11 August 2022 21:32

This report is based on information currently available and may be subject to change.

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## Fire Safety Audit Report

### Audit Information

**Audited By** [REDACTED] ([REDACTED])  
**Audit Completed** 17 August 2022

### Location summary

**File No** 25/250508  
**UPRN** 200003992961  
**Building Name** HALLMARK CONNECTIONS BUS DEPOT  
**Address** BROADVIEW INDUSTRIAL ESTATE  
 BEDFONT ROAD  
 STANWELL  
 STAINES  
 TW19 7LY  
**Borough** Hounslow  
**Use** T - Other workplace  
**Responsible Team** FSD BRENT & EAL-HHH  
**Station Ground** G39 - Feltham  
**Site Risk Score** 3.25  
**Total Floors** 2 **Basement floors** 0  
**Estimated number of sleeping** 0  
**Special Features** Common Curtilage  
**Additional detail** Fire Load

1. Diesel capacity: 35000L
2. Oil capacity: 15000L

Cylinders:

- 4x 75 kg acetylene
- 2 x 63 kg o2
- 1 x 20kg o2
- 2 x 63 kg argon
- 4 x 15kg aircon gas cylinder
- 2 x 15kg nitrogen
- 1 x 75kg Oxy/acetylene set in workshop

### Premises Description

This is a Bus Depot of two floors 150m x 45m. it consists of office accommodation, various meeting rooms, Training Rooms, workshops, repair facility, stores/Parts oil storage, Diesel Storage Max 35,000 ltrs, 15000L oil , 1 Oxy/acetylene on trolley.4x 75 kg acetylene , 2 x 63 kg o2 , 1 x 20kg o2, 2 x 63 kg argon, 4 x 15kg aircon gas cylinder , 2 x 15kg nitrogen  
 There are about 60 coaches standing and 8 in bays, there are 6 column lifts and 2 Pits.

Exterior Wall Cladding	N/A
Exterior Wall Insulation	N/A
<b>Cladding/Insulation details confirmed by</b> NOT CONFIRMED	
Environmental Risks	NONE
Features assisting fire spread	NONE
<b>Site Reinspection date</b>	
Heritage Building	No
Balconies present?	No
Gas Supply present?	No
Petroleum redevelopment?	No
Known firesetting in area?	No
Site lone worker risk	

### Property Detail (OCCUPIER PROPERTY)

<b>Occupier Contact</b>	Hallmark Connection Bus Depot
<b>Address</b>	BROADVIEW INDUSTRIAL ESTATE BEDFONT ROAD STANWELL STAINES TW19 7LE
<b>Responsible team</b>	FSD BRENT & EAL-HHH
<b>Occupancy Type</b>	Sole Occupier
<b>Property Use</b>	T - Other workplace
<b>Valuation Office</b>	CX - Other Commercial
<b>Original Risk Score</b>	<u>3.25</u>
<b>Reinspection Date</b>	N/A (SAMPLE)
<b>Last Inspection</b>	12 August 2022
<b>Total Capacity</b>	0
<b>Maximum number of people</b>	<u>20-100</u>
<b>Property Size for use</b>	Large 601m <sup>2</sup> to 700m <sup>2</sup>
<b>Environmental Risks</b>	* Water Contamination
<b>Occupant Mobility</b>	Average
<b>Fire Loading</b>	Average
<b>Additional detail</b>	

#### Specific lone worker risk

**Primary Authority Partnership** N/A

### Protection Data (SHARED)

<b>Fire Protection &amp; Warning</b>	Adequate
<b>Unwanted fire signals count</b>	0
<b>AFD remote monitoring</b>	No

<b>Smoke ventilation</b>	Natural
<b>Covers MOE/Common areas?</b>	No
<b>Sprinklers Installed?</b>	No
<b>Access for fire-fighting</b>	Average
<b>Water supplies</b>	Average
<b>Special Features</b>	
<b># Fire fighting shafts</b>	0
<b>Engineered solution?</b>	No
<b>Trade off measures?</b>	No
<b>Evacuation type</b>	Simultaneous Evacuation
<b>History of fires?</b>	<b>YES</b>

**Contacts**

**Occupier**

<b>Name</b>	Hallmark Connection Bus Depot
<b>Responsible Person</b>	[REDACTED]
<b>Position</b>	Facilities Manager
<b>Address</b>	BROADVIEW INDUSTRIAL ESTATE BEDFONT ROAD STANWELL STAINES TW19 7LE
<b>Telephone</b>	[REDACTED]

**Owner/Co-Owner**

<b>Name</b>	Coach Depot - ROTALA PIC
<b>Responsible Person</b>	[REDACTED]
<b>Position</b>	Managing Director
<b>Address</b>	BROADVIEW INDUSTRIAL ESTATE BEDFONT ROAD STANWELL STAINES TW19 7LE
<b>Email</b>	[REDACTED]

**Enforcement history**

**Articles**

**Article 9 - Risk assessment**

**SAFETY CRITICAL**  
**Safety Evaluation**  
Broadly Compliant

**Observations**

The Fire Risk Assessment was viewed and dated 23/12/21. It appeared to be suitable and sufficient. Company policy requires that it is reviewed annually. Any items on the significant findings are actioned by raising job orders.

## Article 11 - Fire Safety Arrangements

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**SAFETY CRITICAL  
Safety Evaluation**  
Broadly Compliant

### Observations

The company has effective fire safety arrangements in place. The company management and staff have a positive attitude toward ensuring that these arrangements are followed.

## Article 13 - Detection and warning

---

**SAFETY CRITICAL  
Safety Evaluation**  
Broadly Compliant

### Observations

The garage is provided with call points located in offices and at exits and detection in officer areas.

Verbal Advice Given

Advice to change zone plan so that there are no zone 4's in 2 different

## Article 14 - Emergency routes and exits

---

**SAFETY CRITICAL  
Safety Evaluation**  
Broadly Compliant

### Observations

The exit routes that were sampled and inspected were found to be free of obstructions, available to use, adequately signed and where required provided with a suitable emergency lighting system.

## Article 15 - Procedures for serious and imminent danger and for danger areas

---

**SAFETY CRITICAL  
Safety Evaluation**  
Broadly Compliant

### Observations

Garage staff have undertaken evacuation drills. Q&A of staff showed they had an understanding of their duties in an emergency. Last live evac 11/8/22 - advice given to have drill to cover night shift

Verbal Advice Given

## Article 17 - Maintenance

---

**SAFETY CRITICAL  
Safety Evaluation**  
Broadly Compliant

### Observations

RATP Dev Transit London has a maintenance contract in place to ensure that all the fire-fighting systems (FFE) are subject to regular maintenance and testing. A sample was taken of the FFE and they appear to be within test date.

FFE Dated: 8/22

Detection/call point weekly: 16/8/22

Emergency lighting: 15/8/22

## Article 21 - Training

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**SAFETY CRITICAL  
Safety Evaluation**  
Broadly Compliant

**Observations**

Staff are required to complete company training at annual intervals as per company policy. Q&A of staff on site to ensure they were aware of the basic emergency protocols of the garage.

Been refreshed 19/8/22

## Article 8 - General fire precautions

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**Safety Evaluation**  
Not Applicable

**Observations**

None

## Article 10 - Principles of prevention to be applied

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**Safety Evaluation**  
Broadly Compliant

**Observations**

A sample of electrical items were checked to ensure they are subject to PAT. Of those seen all were in date and dated 5/22

Verbal Advice Given

Other items that were checked against this article appear to be suitable and sufficient and therefore scored broadly compliant.

Advice given to remove acetylene cylinders from the site. Station notification sent to G39 Feltham informing them that the cylinders are on site.

## Article 12 - Elimination or reduction of risks from dangerous substances

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**Safety Evaluation**  
Broadly Compliant

**Observations**

Hallmark/Diamond has company policies in place to effectively manage dangerous substances on site. Q&A of staff regarding these policies showed they had an understanding of the elements contained within.

## Article 13 - Fire Fighting Equipment

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**Safety Evaluation**  
Broadly Compliant

**Observations**

The garage is provided with suitable levels of FFE. These are located in various locations throughout the building. Those sampled appeared to be in test date

## Article 16 - Measures for dealing with dangerous substances affecting general fire precautions

---

**Safety Evaluation**  
Not Applicable

**Observations**

The bus company has provided all staff with information relating to the dangers of items stored on site and how to mitigate incidents when they occur. This was evidenced through Q&A of onsite staff.



## Article 18 - Safety assistance

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Safety Evaluation	Observations
Not Applicable	None

## Article 19 - Provision of information to employees

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Safety Evaluation	Observations
Broadly Compliant	All staff receive regular briefings via email and staff meetings. Alerts and bulletin are sent out by the company. This would appear to ensure compliance with this article.

## Article 20 - Provision of information to employers and the self employed from outside undertakings

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Safety Evaluation	Observations
Not Applicable	None

## Article 22 - Co-operation and co-ordination

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Safety Evaluation	Observations
Not Applicable	None

## Article 23 - General duties of employees at work

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Safety Evaluation	Observations
Not Applicable	None

## Article 37 - Fire fighters switches for luminous tube signs

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Safety Evaluation	Observations
Not Applicable	None

## Article 38 - Maintenance of measures provided for protection of fire fighters

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Safety Evaluation	Observations
Broadly Compliant	The garage is provided with a set of plans that are available to attending crews. This set would appear not to be the current edition as there is no indication of storage areas for diesel, oil, cylinders and gas shut off valves. This is not a life safety issue so a broadly compliant was scored. Advice given to update the plans to reflect the layout of the garage.
Verbal Advice Given	

**Article 24 - Power to make regulations**

Safety Evaluation	Observations
Not Applicable	None

**Article 27 - Powers of inspectors**

Safety Evaluation	Observations
Not Applicable	None

**Article 29 - Current alterations notices**

Safety Evaluation	Observations
Not Applicable	None

**Article 30 - Current enforcement notices**

Safety Evaluation	Observations
Not Applicable	None

**Article 31 - Current prohibition notices**

Safety Evaluation	Observations
Not Applicable	None

**Article 32 - Offences**

Safety Evaluation	Observations
Not Applicable	None

**Overall safety standard**

Broadly Compliant

**Management compliance level**

<b>Management Compliance Level</b>	1 - Well above average
<b>Initial Expectation</b>	Verbal action
<b>Considered EMM?</b>	Yes
<b>Confirmed Action</b>	Verbal action

## Audit Conclusion

### Date audit carried out

17/08/22

### Time of audit

07:45

### Reason for audit;

Audit was carried out as a result of a fire on the 11th August 2022. This fire damaged a 2 storey porta cabin and part of the main office block.

It appears that the fire started in a newly installed aircon unit attached to the building which then spread to the porta cabin and other parts of the structure.

### Conclusion

MS, FARYNOR and Portal checked prior to inspection and no issues found.

Addition time added to the post audit time to account for pre-audit research.

This is a well-run garage and during the inspection, a broadly compliant outcome was expected and confirmed when completing FARYNOR.

### Extent of premises audited

- 1) Fire damaged porta cabin
- 2) reception
- 3) workshop
- 4) canteen
- 5) drivers rest area
- 6) office
- 7) cylinder store

### Justification of audit outcome

Broadly compliant scored due to the evidence provided on site in relation to documents, policies and management attitude. The fire was caused by an issue outside of the control of the management as a possible result of faulty new electric aircons that were installed. As a result A broadly compliant has been scored

## Verbal Advice Given

None recorded

## Other Authorities to notify

None

**Weeks to Complete Work**

N/A

**Specific instructions for Admin to Action**

None

**Compliance calculation & signature**

<b>Compliance Level</b>	1 - Well above average
<b>Property Risk Group</b>	D - Workplace familiar
<b>Life Risk</b>	1
<b>Actual Risk Score</b>	3.6
<b>Risk Score</b>	3.50

**Audit Timings**

**Audit Duration**  
200

**Travel Time**  
100

**Post Audit Processing Duration**  
100