

Freedom of Information request reference number: 8157.1

Date of response: 19 December 2023

Request:

- 1. Internal Complaints Processes: I request comprehensive details regarding the internal complaints processes within the London Fire brigade. Including the Avenues Available for Redressal delineating the procedures governing complaint handling and the mechanisms established for ensuring accountability and scrutiny within the organization in cases where a significant breach of the 28-day deadline has occurred without accompanying communication?*
- 2. Instances of Public Scrutiny and Accountability: I seek records illustrating instances where the London Fire Brigade has faced public scrutiny or has been held accountable for its actions, particularly in cases involving irregular enforcement actions or violations of the LFB's policy statements.*
- 3. Management of Freedom of Information Requests: I request disclosure and elucidation regarding the management and handling of matters arising from Freedom of Information requests within the London Fire Brigade, particularly focusing on instances or practices indicating procedural irregularities or areas of concern that transpire where evidence of wrongdoing has occurred and what imposition or retribution is provided to ensure an applicant (requester) wanting information is adequately compensated.*
- 4. Inquiry into the Alleged Existence of the Senior Fire Safety Officers (SFSO) Report: I wish to reiterate an inquiry raised under request reference 7433.1, seeking confirmation of the existence of an SFSO report, S200 FS20 01. This confirmation is necessary due to the document (FSIGN309), which mandates the completion of an SFSO report in all Article 31 cases. The inquiry made at point 3 seeking clarification on legal exemptions concerning audit quantification, the response received was "N/A - The LFB would affirm audit existence under the Freedom of Information Act." However, under request reference number 7764.1, the representation of the SFSO report's existence was provided as ("at scene contemporaneous notes"). Notably, FSIGN309 does not endorse using notes as a substitute for documenting risk assessment, a responsibility necessitating the completion of the S200_FS20_01 in all potential Article 31 cases as evidence in legal proceedings or appeals. Could you clarify this position?*

Response:

Please see my response to each of your queries in turn below:

- 1. Internal Complaints Processes: I request comprehensive details regarding the internal complaints processes within the London Fire brigade. Including the Avenues Available for Redressal delineating the procedures governing complaint handling and the mechanisms established for ensuring accountability and scrutiny within the organization in cases where a significant breach of the 28-day deadline has occurred without accompanying communication?*

This information is published online via the LFB website and can be accessed via the following link:

<https://www.london-fire.gov.uk/about-us/compliments-and-complaints/>

Our website states that, if you remain unhappy at the outcome of your complaint, the LFB will direct you to the Local Government Ombudsman (LGO). They may carry out an independent investigation, however, the LGO will normally only consider your complaint once you have been through our complaints procedure.

- 2. Instances of Public Scrutiny and Accountability: I seek records illustrating instances where the London Fire Brigade has faced public scrutiny or has been held accountable for its actions, particularly in cases*

involving irregular enforcement actions or violations of the LFB's policy statements.

The Local Government Ombudsman Commission for Local Administration in England would be responsible for conducting independent investigations into complaints about the LFB. They would likely hold records of the information you are seeking for this question. Information about the Local Government Ombudsman Commission for Local Administration can be found online here:

[https://www.lgo.org.uk/information-centre/about-us/who-we-are/our-boards/commission#:~:text=The%20Commission%20for%20Local%20Administration%20\(the%20Commission\)%20is%20the%20official,body%20funded%20by%20government%20grant.](https://www.lgo.org.uk/information-centre/about-us/who-we-are/our-boards/commission#:~:text=The%20Commission%20for%20Local%20Administration%20(the%20Commission)%20is%20the%20official,body%20funded%20by%20government%20grant.)

- 3. Management of Freedom of Information Requests: I request disclosure and elucidation regarding the management and handling of matters arising from Freedom of Information requests within the London Fire Brigade, particularly focusing on instances or practices indicating procedural irregularities or areas of concern that transpire where evidence of wrongdoing has occurred and what imposition or retribution is provided to ensure an applicant (requester) wanting information is adequately compensated.*

This information is published online via the LFB website and can be accessed via the following link:

<https://www.london-fire.gov.uk/about-us/transparency/request-information-from-us/>

The Information Commissioner's Office (ICO) also publish guidance in relation to what to do if you are unhappy with response to your request. This information can be accessed via the following link: <https://ico.org.uk/for-the-public/official-information/what-to-do-if-youre-unhappy-with-the-response-to-your-request/>

- 4. Inquiry into the Alleged Existence of the Senior Fire Safety Officers (SFSO) Report: I wish to reiterate an inquiry raised under request reference 7433.1, seeking confirmation of the existence of an SFSO report, S200 FS20 01. This confirmation is necessary due to the document (FSIGN309), which mandates the completion of an SFSO report in all Article 31 cases. The inquiry made at point 3 seeking clarification on legal exemptions concerning audit quantification, the response received was "N/A - The LFB would affirm audit existence under the Freedom of Information Act." However, under request reference number 7764.1, the representation of the SFSO report's existence was provided as ("at scene contemporaneous notes"). Notably, FSIGN309 does not endorse using notes as a substitute for documenting risk assessment, a responsibility necessitating the completion of the S200_FS20_01 in all potential Article 31 cases as evidence in legal proceedings or appeals. Could you clarify this position?*

Our Prevention and Protection team have confirmed that an S200 FS20 01 is essentially a summary document (drawing from various sources) that is completed after the event of an article 31 prohibition notice being served for the purpose of providing a summary to other officers. The fire safety aspects recorded on an S200 FS20 01, including the nature of the problems, are taken from a Senior Fire Safety Officer's (SFSO) contemporaneous notes (the guidance advises an SFSO to check that anything to be said on an S200 FS20 01 is covered in the contemporaneous notes).

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](#).