

Documents for FOI 202100245541

From: [Redacted]
Sent: 19 August 2021 16:47
To: [Redacted]
Subject: Fire alarms for gov.scot

Hi [Redacted]

Could you liaise with the policy team on this page?
<https://www.gov.scot/publications/fire-and-smoke-alarms-in-scottish-homes/>

We'd like to strip out the Q&A format. It's not a good way of presenting the info. I've done this very quickly so it will need more work but the main focus will be mygov now.

Could you check and see if they are ok with this.
[Redacted]

[Redacted]

From: [Redacted]
Sent: 19 August 2021 16:55
To: [Redacted]
Cc: [Redacted]
Subject: RE: Fire alarms for gov.scot

[Redacted]

I've spoken to [Redacted] who is keen to keep the Q&A format as it's based on real questions and it's helpful to be able to refer people to it.

From: [Redacted]
Sent: 19 August 2021 17:01
To: [Redacted]
Cc: [Redacted]
Subject: RE: Fire alarms for gov.scot

Hi [Redacted]

We are quite against Q&A format for many reasons: <http://saltire/our-organisation/blogs/Pages/6-reasons-why-FAQs-are-not-the-answer.aspx>
It's really not good practice to use this format and we wouldn't have put it on like that, if we'd had involvement/time.

Could you take a look at this revised copy and let me know your thoughts. I doubt anything is missing from the revisions and I've added in more helpful info like a contact for the team.

Thanks

[Redacted]

[Redacted]

From: [Redacted]
Sent: 19 August 2021 17:05
To: [Redacted]
Cc: [Redacted]
Subject: RE: Fire alarms for gov.scot

As long as the answers are the same, I am not overly concerned.

[Redacted]

From: [Redacted]
Sent: 06 September 2021 11:48
To: [Redacted]
Subject: FW: New Fire And Smoke Alarm Standard

Hello [Redacted]

I got your email address on following a link re the new alarm standards.

Please see below I hope you can help as I received another undeliverable reply. I am not sure if the email account newfirestandard@gov.scot is still active.

Thanks, [Redacted].

From: [Redacted]
Sent: 01 September 2021 11:16
To: 'newfirestandard@gov.scot' <newfirestandard@gov.scot>
Subject: New Fire And Smoke Alarm Standard

Hello

Can you confirm if a mains wired alarm with a replaceable back up battery is acceptable?

Thanks, [Redacted]

From: [Redacted]
Sent: 13 September 2021 11:04
To: [Redacted]
Cc: [Redacted]
Subject: webpage

Hi [Redacted]

Can we amend the page at <https://www.gov.scot/publications/fire-and-smoke-alarms-in-scottish-homes/>, at the bottom it has an incorrect email address, reads Email: newfirestandard@gov.scot, but should be newfirealarmstandard@gov.scot

[Redacted]

[Redacted]

From: [Redacted]
To: [Redacted]
Cc: [Redacted]
Sent: Tuesday, 5 Oct, 21 At 19:28
Subject: RE: Compliant Smoke and Heat Detectors

Dear [Redacted],

Thank you for your response to my email confirming it's not enough to ensure that the smoke/heat alarms are compliant with the relevant standards, but that battery (i.e. non-mains wired) operated alarms also require to have tamper proof batteries installed. The point I was trying to make re the www.gov.scot website guidance is that the use of the word 'just' could lead to the reasonable inference that alarms which meet the quoted standards are compliant with the law applicable from 1 February 2022. I believe that the guidance requires to be modified by the removal of the word 'just' and insertion of a further bullet point that battery powered alarms require to be fitted with a tamper proof battery.

Yours sincerely,
[Redacted]

From: [Redacted]
Sent: 6 October 2021 12:47
To: [Redacted]
Cc: [Redacted]
Subject: amendment to web page

Hi [Redacted]

Can we get an amendment to the webpage at <https://www.gov.scot/publications/fire-and-smoke-alarms-in-scottish-homes/>, where it says:

Where and what to buy

There is no list of approved suppliers or fitters. You can buy both types of alarms online or in store from a number of retailers, and any qualified electrician can fit the mains-wired type.

You **just** need to check that each alarm complies with the following standards:

Can you delete the word “just” which I have highlighted. It’s been pointed out it is potentially misleading as some alarms comply with the BS but not with the new Scottish standard.

Thank you

[Redacted]

[Redacted]

From: [Redacted]>

Sent: 08 October 2021 12:35

To: [Redacted]

Cc: [Redacted]

Subject: Updated SFRS wording - fire and smoke alarm legislation

Good afternoon,

Please find attached an updated form of words which we have today published on the SFRS website on our dedicated fire and smoke alarms page for the new legislation.

Below, I have also copied a condensed version for the dedicated page on the SG website. We would appreciate if this could replace the existing text for the SFRS / Home Fire Safety Visits section (under the **Information and Advice** header).

Free Home Fire Safety visits from the Scottish Fire and Rescue Service (SFRS)

To protect the most vulnerable, the Scottish Fire and Rescue Service (SFRS) will only fit interlinked alarms into owner-occupied homes where the individual/household is assessed as “high risk” through our Home Fire Safety Visit assessment process.

If the individual / household does not meet these criteria, SFRS staff will provide safety advice, information and details of the revised legislation during the visit. Interim detection can also be supplied if the property has no detectors at present.

To request a Home Fire Safety Visit contact SFRS on 0800 073199 or text “FIRE” to 80800

Ends

Many thanks,
[Redacted]

[Redacted]

From: [Redacted]
Sent: 08 October 2021 15:31
To: [Redacted]
Subject: FW: Updated SFRS wording - fire and smoke alarm legislation

Hi [Redacted]

We have a request from SFRS to amend the current wording about fire safety visits on the website at <https://www.gov.scot/publications/fire-and-smoke-alarms-in-scottish-homes/>, in the section on information and advice. Would you be able to substitute the text below?

[Redacted]

[Redacted]

From: [Redacted]
Sent: 15 October 2021 13:53
To: [Redacted]
Cc: [Redacted]
Subject: Re: Fire Alarm Standards Marketing Campaign Launch

Hello [Redacted],

I hope you're both well.

I just wanted to feedback our latest learning and what we are doing in response.

With service colleagues, we have drafted an information sheet that can be used by HSCP telecare providers to help prevent telecare service users removing their telecare devices and/or asking for additional telecare devices so they meet the requirements in the regulations. We have also developed some FAQs, which can be used by telecare call handlers and others services that might receive enquiries. I've attached both for your info.

Do you think there is scope to include a couple of lines from this on the scotgov website? For example:

Interlinked smoke and heat alarms are required to be installed in addition to any Telecare smoke/heat alarms to help keep you safe. **If you have fitted or are planning to fit interlinked smoke and heat alarms, please do not remove your telecare smoke, heat or carbon monoxide alarms.**

We also have a new issue. Telecare call handlers are receiving high volumes of calls about the new regulations generally, rather than telecare specifically. This is problematic - telecare is an emergency service and cannot be the point of contact for general enquiries about the new regulations. Also, call handlers are not experts in this.

This has highlighted the need for a telephone line for enquiries (as opposed to online info or leaflets - many service users are not online). Has this been considered or would you expect this to be something local authorities would arrange locally?

Many thanks for considering,

[Redacted]

From: [Redacted]
Sent: 21 October 2021 17:06
To: [Redacted]
Cc: [Redacted]
Subject: fire web page

Hi [Redacted]

Can we make a change to the page at <https://www.gov.scot/publications/fire-and-smoke-alarms-in-scottish-homes/>, can you add this at the end of the section on specialist alarms?

Interlinked smoke and heat alarms are required to be installed in addition to any Telecare smoke/heat alarms to help keep you safe. If you have fitted or are planning to fit interlinked smoke and heat alarms, please do not remove your telecare smoke, heat or carbon monoxide alarms.

[Redacted]

[Redacted]