LONDON FIRE BRIGADE

London Fire Brigade Headquarters
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london-fire.gov.uk

Freedom of Information request: Reference number FOI2026/01301

Date of request: 12th October

Request:

Crowne Plaza London Docklands, Royal Victoria Dock, Western Gateway, London E16 1AL. Following incident number: 184959-01092026 (on 01 September 2026):
5. Whether LFB undertook any subsequent fire-safety investigation, inspection or assessment of the hotel's emergency response procedures.
6. Whether any recorded findings, recommendations, concerns or enforcement actions resulted from LFB's involvement.

Response:

Thank you for your request for information, received on 12 October 2026, which has been handled under the Freedom of Information Act 2000 (FOIA).

The results of this audit confirmed that no significant failures to comply with the Regulatory Reform (Fire Safety) Order 2005 (RRO) were found. In these situations, the premises are deemed to be "broadly compliant" with no enforcement action needed. This means that no enforcement notices (either formal or informal) were issued. I have attached a copy of the audit to this response. Please note that personal data within the document has been redacted under section 40 of the FOIA (personal information).

In addition to the audit, our records include an email to the responsible person for the premises. This document is exempt from disclosure under Section 31 of the FOIA ("law enforcement", Section 31(1)(g) combined with Section 31(2)(a) and Section 31(2)(c)) . We are of the view that the correct balance between the public interest in building safety and our ongoing regulatory involvement lies in making information about enforcement action available (formal or informal) to those that request it, but in withholding the supporting information and evidence gathered during regulation activities. This information should be protected from publication to preserve the safe space for good regulation principles, and any withheld information could be used at a later date as part of formal enforcement action or prosecution where the materials go to demonstrate the behaviour, actions or omissions of the responsible person. [

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

FS14 - DESKTOP ADVICE & AUDIT FORM

Enter File Number:	17/013383
Enter Job Number:	2638388
Enter Date:	07/09/2026
Inspecting Officer/Fire Safety Advisor:	[redacted]
Enter Occupier's Name:	Crowne Plaza
Occupancy Type: (click in box & select)	Owner Occupying
Name, Role, Email of Telephone Contact:	[redacted]@cpdocklands.co.uk // [redacted]@cpdocklands.co.uk // [redacted]@rbhmanagement.com

Building Information

Use of Premises: (click in white box & select)	Hotel
VO Code (auto-completes-ignore default '0')	CH
FSEC Group (auto-completes-ignore default '0')	F

Are plans in place to remediate the building? (include detail of any timescales)	No
Has the Responsible Person applied for funding through one of the government schemes?	No

High Risk/High Rise Premises

Is this premises a 'high risk premises team' building on the simultaneous evacuation database? **If 'YES' Complete sections in red font below. If 'No' move on to next section in black font.**	No
Is this premises registered on the High Rise Building data portal (If 'No' and it is high-rise, prompt to register and consider NOD)	No

Evacuation Strategy

Is the evacuation strategy: NB: If it has changed to a 'Stay Put', an FS01 will be required	'Stay Put'	☐
	'Simultaneous'	☑
	'Other'	☐
What Interim Measures are in place? NB: If it is waking watch, an FS01 will be required.	'Waking Watch'	☐
	'Fire Alarm System'	☐
	' Fire Alarm System with evacuation management'	☐
Have the Interim Measures changed since the last intervention? (E.G.: moved from a waking watch to a fire alarm system with evacuation management)		No
NB: If interim measures/evacuation strategy have changed, send notification to station and High Rise Referral Mailbox.		☐

FSR Team: (click in white box & select)	FSD Barking&Dagenham, City, Newham, Tower Hamlets

Premises Address:	CROWNE PLAZA HOTEL LONDON DOCKLANDS
Second Line:	16 WESTERN GATEWAY
Third Line:	CANNING TOWN
Post Code:	LONDON
Email address of RP for serving Letter if Reqd:	E16 1AD

Re-Inspection Programme Audit - Note: if the answer is Yes to any of the next 7 questions, then an FS01 should normally be raised and, if so, there is no requirement to complete the rest of the form. If the officer, using their judgement and experience, determines an FS01 is not required, this should be justified in the notes at the bottom of this form.	
Has there been a primary fire since the last audit? (If this Desktop audit FS14 was prompted by a fire incident (i.e. a potential post fire) do not automatically tick Yes. Consider whether this fire merits an audit on its own terms, and check whether there have been any primary fires before it).	Yes
Has there been an unsatisfactory Building Control Consultation since the last audit with no resubmission of amended plans?	No

Has there been an unsatisfactory C08/C11 licensing application since the last audit?	No
Did the last audit result in the issue of a Notice of Deficiencies that has not been followed up?	No
Does the premises have an RRL of 6 or above?	No
Was the last audit activity an FS14 Desktop Audit?	No
Have there been 5 or more Unwanted Fire Signals in the last 12 months?	No

Protection Factors **(Click in white boxes for drop down menu - change where appropriate)**

Premises Type	Hotels	
Premises Size	3601 to 9500m - Very Large	3
Predominant Mobility Type	Adequate	#REF!
Fire Warning System	Adequate	0
Smoke Control Systems covering Means of Escape and/or common areas?	Yes	-2
Percentage of Operable Sprinkler System (installed and maintained in working order)	None	0

Management and Other Issues **(Click in white boxes for drop down menu - change where appropriate)**

History Of Fires	None	0
Unwanted Fire Signals	None	0
Known Fire Setting Behaviour for Area	None	0
Building Features which assist fire spread	None	0
Fire Loading which assist fire spread	Average for the Occupancy	0
Access for Fire Fighting	Average for the Occupancy	0
Water Supplies	Average for the Occupancy	0
Maximum People in the Premises	More than 100	0.1

Calculation **(will 'auto complete' after 'Compliance Score' completed below)**

Relative risk	#REF!
FSEC score	#REF!

Existing Fire Precaution Arrangements:	Brief Notes:	BC	LR	HR
Fire Risk Assessment available? (Art 8 & 9) - Is it understood? - Are there any outstanding actions? - When was it last reviewed?	Fire Risk Assessment has been carried out. 30th November 2023. Subjected to internal review yearly basis. New Fire Risk Assessment review. Internal review has been conducted regarding the recent fire. 3 yearly external FRA unless needed for other reasons. Area of fire has been changed to single knock activation. FRA 2023 has been completed.	☑	☐	☐
Type of fire alarm system? (Art 13 - Detection & Warning) - Is it still being checked/tested regularly by occupier/ Engineer?	L1 system in place. Company service the system and came in after the incident to change the extinguishers reset panel and service. 3 monthly service. Every Monday at 12:15-12:30pm	☑	☐	☐
Emergency Plan in place? (Art 15) - Are these actions clear/understood by staff? - Any impact resulting from staff shortages	Night time vs Day Time staffing levels - 1 night manager and 2 reception team. Alarm will kick in straight away. Duty Manager is fire marshall. Receptionists are at bottom of stairs and leaving to assembly. PEEP guests - increased support of staff for PEEP guests. GM is always on site. Duty Manager responsible for investigation and liasijng/ calling FRS. Grab Bag in reception - recess of luggage room and fire cards, megaphone, downtime report, hi vis, heat blankets, radios, batteries, torches.	☑	☐	☐
Are all staff being trained effectively? (Art 21) - Date of last training/refresher? Training on the use of evacuation aids?	Fire Awareness training is compulsory online on SMILE. Every year. Practical sessions also in place. Fire Meetings every month. EAP. EVAC Chairs - Staff all trained on usage of Evac Chair.	☑	☐	☐
Is there adequate Emergency Lighting? (Art 14) - Is it still being checked/tested?	Suitable and sufficient - Monthly test EL - Annual 3 hours drop down. Means of escape fire doors all checked on weekly basis. Complaince check.	☑	☐	☐
Is there Fire fighting Equipment provided? (Art 13 - Fire-Fighting Equipment) - Is it still being checked/tested?	Fire Extinguisher compliance check in house and fire exintuisher servicing every year.	☑	☐	☐
Are all escape routes/exits clear and accessible? (Art 11 - Management) - Do fire doors close properly/not wedged open? - Are they still being checked regularly?	All exits clear and accessible. Whenever there is an issue it is corrected immediately supported by 6 walks of the premises a day. Majority of doors are held on mag lock hold open devices.	☑	☐	☐
Are other relevant fire protection systems being maintained? (Art 11 & 38) (Smoke control, catering extraction, sprinklers, firefighter facilities).	Smoke Control - 6 monthly basis service. Monthly in house test. Restaurant - TR-19 Clean is every 6 months. Firefighting lifts x 2 and quaterly service basis.	☑	☐	☐

Compliance Score & Action **(Following telephone discussion and evaluation)**	Level 1 - Broadly Compliant - Verbal Action	-2

Earned Credit: If the risk score is unchanged by this audit, it may be appropriate to make an 'earned credit' reduction of 0.25. Note that the outcome must be 'Broadly Compliant'. Earned credit cannot be applied to High Risk premises in temporary sim evac. If the score would be lower than 5, it cannot be applied to care premises or hospitals (to avoid being subject to sampled inspections). By reducing the RRL by 0.25, will the risk score fall below 5? If yes review additional NFCC risk factors below. Where additional Risk Factors are present, consider keeping the RRL at 5. Confirm action in Notes to Admin Free Text.

Is the premises affected by Individual Risk?	No
Is the premises affected by Societal Risk?	No
Is the premises affected by Fire Fighter Risk?	No
Is the premises affected by Heritage Risk?	No
Is the premises affected by Community Risk?	No
Is the premises affected by Environmental Risk?	No

RRL Consideration Note: If applying earned credit (see note above), reduce the risk score via the red box below. Advise admin to increase the re-inspection date by 6 months (to a max of 5 yrs).

If 'Broadly Compliant', is it appropriate to reduce the final risk score via 'earned credit'. (See section above - allows a risk score to reduce by 0.25 where the risk score would otherwise be unchanged). If 'Yes' is selected, this will automatically be applied to the Relative Risk Level final score above.	Yes

(Click in white box for drop down menu - select appropriate item)

Notes to Admin:		
	File No:	17/013383
	Job No:	2638388
Broadly compliant - NFA - Update Farynor - Upload form to case file		
Additional Free Text Notes to Admin:		

Has a Station Notification Form been sent for: - Firefighter risks; - Lack of staff for evacuation or waking watch.		No

Advice discussed/given:	**Brief notes if not already covered above:**	
Consider effect of staff shortages on evacuation plans (particularly PHE)		No
Reducing risk to firefighters		No

Other General Notes: