

Date 7 October 2026
Your Ref
Our Ref 11917

Enquiries to Richard Mutch
Extension 35687
Direct Line 0131 465 5687
loth.freedomofinformation@nhs.scot
richard.mutch@nhs.scot

Dear

ENVIRONMENTAL INFORMATION – ROOFING

I write in response to your request for information in relation to roof maintenance at the Western General Hospital.

Question:

- Confirmation that Pinnacle Roofing (Scotland) Ltd was the contractor carrying out roof works on or around the index date at Western General Hospital, Crewe Road, Edinburgh, EH4 2XU

Answer:

Yes

Question:

- Confirmation of the scope of work being carried out by Pinnacle Roofing (Scotland) Ltd

Answer:

These works were to overlay the flat roof with new insulation and waterproof membrane.

Question:

- Dates Pinnacle Roofing (Scotland) Ltd attended Western General Hospital to carry out works,

Answer:

Work began 03/02/26.

Question:

- We note that a roof tile fell prior to the index accident on 6 February 2026, please provide the circumstances and details of this incident along with any investigations, maintenance, remedial works, risk assessments or safe systems of work put in place prior or subsequent to this event,

Answer:

Yes. A previous roof tile fell on 06/02/2026 as it was dislodged by a similar incident of a manual handling error causing an impact on the roof and dislodging an adhered ceiling tile. After this incident the security of the tiles in the area were checked and any loose were secured with screws.

Question:

- Please detail any other instances where roof tiles or other roof objects have fell from the ceiling during the contractual works being carried out by Pinnacle Roofing (Scotland) Ltd,

Answer:

A skylight was broken, no items fell through this and there were no injuries on 03rd March 2026

Question:

- Please detail any investigations which have taken place prior to the index event and the incident on 6 February 2026

Answer:

After the incident on the 6th February 2026 there were further checks and remedial works undertaken on the tiles internally to secure them, as per point 4. The contractor manager also spoke to operatives ensure they were mindful of the manual handling issues.

Question:

- Please provide details of any risk assessments or safe systems of work detailed prior to or after our client's index accident related to the work being carried out by Pinnacle Roofing (Scotland) Ltd,

Answer:

Documents enclosed. Please note that NHS Lothian has a policy of not releasing the names and details of staff (and non-staff) below a senior level. This information is considered exempt under Regulation 11 of the EIRs – personal information.

Question:

- Please detail any measures taken in response to our client's accident.

Answer:

Following the incident on 13/02/26 a Joinery contractor was brought in to secure every office ceiling tile with screws even if they appeared secure at the time.

I hope the information provided helps with your request.

If you are unhappy with our response to your request, you do have the right to request us to review it. Your request should be made within 40 working days of receipt of this letter, and we will reply within 20 working days of receipt. If our decision is unchanged following a review and you remain dissatisfied with this, you then have the right to make a formal complaint to the Scottish Information Commissioner within 6 months of receipt of our review response. You can do this by using the Scottish Information Commissioner's Office online appeals service at

www.itspublicknowledge.info/Appeal. If you remain dissatisfied with the Commissioner's response you then have the option to appeal to the Court of Session on a point of law.

If you require a review of our decision to be carried out, please write to the FOI Reviewer at the email address at the head of this letter. The review will be undertaken by a Reviewer who was not involved in the original decision-making process.

FOI responses (subject to redaction of personal information) may appear on NHS Lothian's Freedom of Information website at: <https://org.nhslothian.scot/FOI/Pages/default.aspx>

Yours sincerely

ALISON MACDONALD
Executive Director, Nursing
Cc: Chief Executive
Enc.



Pinnacle Roofing (Scotland) Ltd

Risk Assessment for

NHS Flat roof install PIN 204 Post roof

install new Bitumen roof on top of existing roof

Reference number	PIN2851286
Assessor	██████████
Date completed	26/01/26
Review Schedule	Annually
Review date	26/01/27
Approved date	26/01/26
Approved by	██████████
Affected site(s)	Western General Hospital, Edinburgh

Hazards and controls

 Hazard: Torch on roofing		
lay bitumen felt using naked flame		
Who can be harmed/how?	Controls in place	Risk rating
Contractors using naked flame can cause burns if used incorrectly	 All staff trained in expected housekeeping standards  Appropriate first aid provided  Gloves/gauntlets worn - EN 407 thermal risks  Good housekeeping observed during the task  Manual handling training given  Only competent persons can carry out the task  Regular housekeeping inspections carried out  Routine maintenance undertaken in accordance with manufacturer's requirements  Suitable and sufficient lighting provided  Weather conditions checked and planned for	 Medium Risk: 6 Likelihood: 2/5 Severity: 3/5

 Hazard: Work At Height on Fragile Surfaces/Roof		
RAAC substrate under existing roofing system		
Who can be harmed/how?	Controls in place	Risk rating
Contractors Risk of falling through the surface if weight exceeded.	 Adequate supervision provided  Edge protection/identification for work at height  Method statements (RAMS) read and understood  Only authorised employees work at height  Pre-start checks undertaken	 Low Risk: 3 Likelihood: 1/5 Severity: 3/5

**Hazard: Adverse Weather**

Who can be harmed/how?	Controls in place
Contractors Risk of injury due to lightning strikes, high winds/heavy rain, snow and ice.	 Weather conditions checked and planned for

**Hazard: Manual handling**

Lifting material to roof space	
Who can be harmed/how?	Controls in place
Contractors Risk of injury whilst undertaking the manual handling of tall, awkward & unwieldy loads.	 Manual handling training given

**Hazard: Work At Height (Above 5 metres)**

Risk of falls whilst working at height	
Who can be harmed/how?	Controls in place
Contractors working at height is dangerous and people can fall causing serious injury.	 Scaffolding/working platforms provided by competent persons and regularly inspected

Assessor's signature: Approved by signature: 

Method statement for : Pinnacle Roofing (Scotland) Ltd



Pinnacle Roofing (Scotland) Ltd
 12 Brewster Square Brucefield Industrial Estate
 Livingston
 EH54 9BJ
 Telephone: 07712 896660

NHS Western general Post room overlay

Site address:	Western General hospital , Edinburgh	Principal contractor	Pinnacle Roofing
Project reference	Pin 204	Document created	26/01/26
Client reference	Pin 204	Document created by	██████████
Client name	NHS Lothian	Client address	Western general hospital , Edinburgh
Client telephone number	██████████	Site supervisor	██████████
Location of works	Western General hospital , Edinburgh	Site supervisor phone	██████████
Start date	26/01/26		
End date	31/03/26		

1. Description of work

Flat roof renewal. prepare deck, install new torch on bitumen roof

2. Sequence of events

2.1 hot works permit

Sign on to hot works permit at the beginning and end of each working day.

2.2 Manual Handling

Where possible all materials will be supplied in manageable loads. Operatives are not expected to handle heavy loads on site without assistance.

Appropriate PPE will be worn to make sure that materials can be handled safely, e.g. Gloves and Safety Footwear and eyewear.

All routes by which the materials have to be carried will be checked for and kept free of obstructions.

2.3 access via scaffold staircase

Access roof via scaffold stair case. material will be sent up the hoist.

Prior to works assess deck and suitability for 'propping' up if required due to fragile deck status.

2.4 set up plant

Method statement for : Pinnacle Roofing (Scotland) Ltd

Plug in 110v transformer and run 110v cables to works location on roof. set up inner hoist .

2.5 Prepare deck for new roof

1. scrape back chips from roof and dispose in to skip via chute
2. cut blisters and ensure deck suitable for roofing works
3. ensure any damaged felt is ok ready for roof install

2.6 Tidy work area and remove all debris to designated waste area

Tidy work area and remove all debris to the designated waste area. Areas kept as tidy as possible.

Ensure all debris is disposed of correctly.

Tools etc not being used should be stored correctly. All tools stored away at end of each working day. Equipment checklist will be in place for confirmation tools/equipment are stored correctly.

2.7 Install all Components to form bitumen flat roof

Install materials as per manufacturers instructions as follows

1. prepare deck by ensuring smooth surface for new system
2. prime roofing using bitumen primer
3. lay torch on roofing system
4. 'safe to torch' detailing where required.

2.8 Housekeeping

All good practice guidelines regarding housekeeping in the workplace will be observed. All works equipment and materials will be properly secured when they are not in use.

During the works the area will, as far as is reasonably practicable be kept clean and tidy with clear walkways as appropriate.

3. Plant & equipment

Item	Used for	Special requirements
Hand Tools	Hacksaws to be used in the fine cutting of materials Hand Saws to be used for cutting of materials	Correct PPE to be worn in the use of the hand tools - Correct Gloves and Safety Glasses
Imer ES150N Scaffold Hoist	For Lifting Materials safely onto the scaffolding	Needs installed by competent operatives
Gas Bottles	For any Hot Works that requires a direct flame	Ensure cannisters are stored correctly in vans and yard when not in use

Method statement for : Pinnacle Roofing (Scotland) Ltd

Item	Used for	Special requirements
Fire Extinguishers	To be on hand when any Hot Works are being carried out.	Must be checked and re-filled as and when required. In date and serviced prior to commencement. 2 minimum at any working area.
Gas Storage Cage	Its used on site to store all gas bottles securely when not in use.	Must be set up away from populated areas
28v Battery Drill	Drill used in the removal of fixing screws and the drilling of new fixings	Correct PPE to be worn will using the drill - Correct Gloves and Safety Glasses
240/110v Transformer	Transformer is used to bring the local electrical supply 240v down to a safer voltage for working on building sites	Correct size of transformer - 5kva is used for the Hand Held Hot Air Gun

4. Safety precautions

4.1 Personal protective equipment (PPE)

PPELogo

Alpine Eye Protection
EN174

PPELogo

cut 5 gloves , PVC
gloves

PPELogo

Ear Plugs 352-2

PPELogo

General Protective
Clothing EN 340

PPELogo

High Performance
Industrial Helmets
EN14502

PPELogo

High visibility warning
clothing EN 471

PPELogo

Protection against rain
EN 343

PPELogo

Safety footwear for
Professional Use EN
ISO 20345 (200J Toe
caP - P, C, A, HI, CI, E,
WRU, HRO)

4.2 Safety responsibilities

Name

Responsibility

4.3 Safety procedures

4.3.1 Accidents

Employees and representatives will report all accidents at the earliest opportunity in accordance with procedures.

Accident book to be completed.

4.3.2 General Safety

Accidents Reporting and First Aid:

Pinnacle roofing will be Appointed Person/First aider in case of an accident.

Hadden will be responsible for their own first aid whilst on site.

All accidents will be fully investigated.

Welfare Arrangements:

Method statement for : Pinnacle Roofing (Scotland) Ltd

The Client is responsible for providing adequate washing, toilet, drying and refreshment facilities for staff and sub-contractors.

Staff and contractors are responsible for ensuring that these welfare facilities are maintained in a clean manner.

All employees are not permitted to smoke on site.

Manual Handling:

All staff and contractors have been instructed on the potential dangers of manual handling and have received manual handling training. Staff and contractors will not lift items of tools or equipment beyond their capabilities. Heavy or awkward items will be broken down into smaller units or dual lifted where this is not possible. It is the responsibility of the Site Supervisor to identify and control potentially dangerous manual handling situations as they occur on site on a day to day basis.

Work Equipment:

Machine tools will only be operated by competent and trained persons. Machine tools will be isolated when not in use and under no circumstances will they be left unattended. All machine tools that are not hardwired will be PAT tested on an annual basis and visually inspected on a daily basis by the competent person. Any tools found to be damaged will be removed from the site immediately until a repair or replacement can be effected. Where possible battery operated tools will be used. All powered tools will be 110v, transformers will be 240v.

Work at Height:

The use of step ladders on this project are strictly prohibited. The site foreman will be responsible for identifying where further control measures are required. All staff are aware of the dangers of working from step ladders and have been instructed and received training on their safe use.

Only competent members of staff will be allowed to work from step ladders and it is the responsibility of the site foreman to ensure conditions are safe before allowing any ladder work to take place.

Pinnacle will carry out a risk assessment prior to work at height and put in place equipment and measures to prevent falls occurring.

All company equipment will be inspected on a regular basis and any damaged equipment will be withdrawn from service immediately.

Fire Action:

Fire actions and assembly point will be as explained at the Site Induction. NHS fire plan to accompany RAMS.

Personal Protective equipment:

Personal protective equipment provided and worn, in accordance with risk assessments.

- Safety boots (at all times).
- Dust mask (whilst drilling into masonry and carrying out wood sanding operations).
- Gloves (whilst handling equipment).
- Goggles (whilst drilling).
- Safety helmet (as per the site rules).
- Ear defenders (whilst drilling).
- Hi-visibility jackets (as per the site rules)

Training and Competence:

All operatives are trained for the job they are employed to do and hold relevant CSCS Cards.

Asbestos awareness training has been provided to all operatives.

Hazard and Near-Miss Reporting:

A hazard spotting procedure is used, as detailed in the employee handbook, allowing an identified hazard to be remedied through discussion with the site supervisor.

5. Further information

Method statement for : Pinnacle Roofing (Scotland) Ltd

5.1 Related risk assessments

5.2 Facilities affected by works

Top floor to an empty student accommodation block.

5.3 Foreseeable adverse affects and controls

Torch exclusion zone to wall abutment to timber kit required to mitigate fire risk.

5.4 Monitoring systems

Hot works permit will be issued by MC

6. Supporting documentation

  Unity 6B2, Dalhousie Business Park,
Carrington Road, Bonnyrigg, EH19 3HY
T 0131 278 3393
E-mail: info@pinnacleroofing.co.uk
www.pinnacleroofing.co.uk

 
Pinnacle Roofing (Scotland) Ltd
Company Reg No. SC370688
VAT Reg. No. 913 269 526



13/02/2026

For the attention of: - [REDACTED]

NHS Estates
Western General Hospital
Edinburgh

Dear Sirs,

Ref: - Incident report, Cashiers Roof, ref PIN 204

- | | |
|--------------------|--|
| 1. Incident date | 13/02/2026 |
| 2. Incident time | 11am |
| 3. Location | Cashiers roof , Western General Hospital |
| 4. People involved | office worker, internally |
| 5. Witnesses' | [REDACTED] |

Description of events.

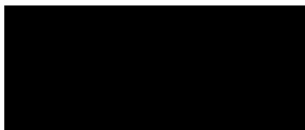
Our job on site is to install an overlay to the bitumen roof using torch on felt. These roll weigh 45kg each. They are stood up vertically. During works a roll of felt fell over on the roof, beside a containment tray, on the roof and the vibration caused a ceiling tile to fall of the ceiling internally and subsequently landed on a person's shoulder and desk.

The person involved went to a & e as she had a pain in her shoulder.

Immediate actions taken.

We stood our team down immediately who made the roof safe and finished work while we established a safe way forward liaising with the hospital. NHS estates team had contractors in securing the ceiling tiles using screws to ensure they remain fixed so these don't fall down again.

Yours faithfully,



For and on Behalf Of Pinnacle Limited

Mob: [REDACTED]