



**Gofynner am/  
Please ask for:** Information Governance  
and Compliance

**Tel:** 01443232000

**E-bost/E-mail:** DataProtection@southwales-fire.gov.uk

**Our ref:** 115\_1920

**Dyddiad/Date:** 11/07/2019

## RE: Request for Information held by SWFRS

Your request ref: 115\_1920 has been dealt with under the Freedom of Information Act 2000.

You asked us:

**As I indicated on the phone, I plan on carrying out a fire insurance survey in early July in the Severn Bridge Industrial Estate (Symondscliff Way) and in preparation would, if the information is available to the public, like to have a bit of general information about the fire station at Caldicot:**

**1. Is the fire station manned 24 hours?**

No, the station is crewed by our On Call Duty System responders who all live within 5 mins of the station to respond to calls. They also carry out community safety risk prevention and protection visits within the Caldicot area.

**2. Are the firefighters all whole-time or are there also volunteer/retained fire fighters at this station?**

Please see answer to question 1.

**3. How many vehicles and in general terms what type of fire engine/vehicle are at the station (i.e. ladder truck, pumper, equipment vehicle, etc.)?**

Fire appliance (Fire Engine) and small fire appliance 4x4 van with limited water capability for small rural fires.



- 4. Is there a general policy for when the fire brigade responds or doesn't respond to sites when alerted by an approved central alarm station, using RedCare system, for smoke detection alarms at night when industrial buildings are not occupied? The site emergency response plan might have to be revised to take into account either fire brigade arrival outside normal working hours or their delayed arrival if the alarm source first has to be investigated.**

South Wales Fire and Rescue Service (SWFRS) has procedures for responding to calls passed by Alarm Receiving Centres in relation to the type of premises in question. At all times we will send the appropriate number of fire appliances unless we have been informed that the alarm is false.

- 5. Do the fire services test and maintain the public hydrants?**

Yes, SWFRS test and maintain hydrants via our hydrant technicians. The Technicians inspect and clean approximately 35,000 hydrants on a two year inspection programme. They are trained to the 'New Road and Street works act 1997 and Highways Act 1980' standards.

- 6. Where would I be able to get some information about the water supply in the area (static water pressure, pipe diameters, and available flow)?**

Welsh Water.

If you have any queries regarding your Freedom of Information request, please contact us at [Dataprotection@southwales-fire.gov.uk](mailto:Dataprotection@southwales-fire.gov.uk) quoting the reference number above in any future communication.

If you are dissatisfied with the way that your information request has been handled, you can request an internal review by writing to:

Information Governance and Compliance Manager  
South Wales Fire and Rescue Service  
Forest View Business Park  
Llantrisant  
CF72 8LX

Pencadlys Gwasanaeth Tân ac Achub De Cymru,  
Parc Busnes Forest View, Llantrisant, Pont-y-clun, CF72 8LX.

Ffôn 01443 232000 • Ffacs 01443 232180  
[www.decymru-tan.gov.uk](http://www.decymru-tan.gov.uk)

Rydym yn croesawu gohebiaeth yn y gymraeg a'r saesneg - byddwn yn ymateb yn gyfartal i'r ddau ac yn ateb yn eich dewis iaith heb oedi.

**CODI YMWYBYDDIAETH - LLEIHAU PERYGL**

South Wales Fire and Rescue Service Headquarters,  
Forest View Business Park, Llantrisant, Pontyclun, CF72 8LX.

Telephone 01443 232000 • Fax 01443 232180  
[www.southwales-fire.gov.uk](http://www.southwales-fire.gov.uk)

We welcome correspondence in Welsh and English - we will respond equally to both and will reply in your language of choice without delay.

**RAISING AWARENESS - REDUCING RISK**



If you remain dissatisfied with the handling of your request, you have the right to appeal to the Information Commissioner at:

Information Commissioner's Office-Wales,  
2nd Floor,  
Churchill House,  
Churchill Way,  
Cardiff,  
CF10 2HH.

There is no charge for making an appeal.

Yours Faithfully

**Information Governance and Compliance**

[Dataprotection@southwales-fire.gov.uk](mailto:Dataprotection@southwales-fire.gov.uk)

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