



Gofynner am/ Information Governance
Please ask for: and Compliance

Tel: 01443232000

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

Our ref: 176_1920

Dyddiad/Date: 12/09/2019

RE: Request for Information held by SWFRS

Your request ref: **176_1920** has been dealt with under the Freedom of Information Act 2000.

You asked us:

I am keen to understand how requests for information are handled by Fire and Rescue Services, especially those with a legal/statutory obligation (e.g. SAR, FOI, EIR,).

I would be grateful if you provide me with the following information please:

1. How many requests do you receive per annum

	19/20 <small>*(figures currently, as at 30/08/2019 date of the request)</small>	18/19	17/18
FOI	70	146	106
SAR	6	20	10
EIR	0	0	0

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

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 YMWHYBYDDIAETH - 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

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



2. What IT resources are used to help with management/tracking, reporting, auditing, redaction, etc

We are currently using an in house SharePoint solution. We also use secure computer drives for management/ tracking and reporting.

For redaction we use – Adobe Pro redaction tools.

3. Are these decided by each Fire & Rescue Service or are they provided as part of a National resource?

We use internal systems as described above. We can only comment for SWFRS.

If you have any queries regarding your Freedom of Information request, please contact us at 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

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