



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

Tel: 01443232000

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

Our ref: IG000164

Dyddiad/Date: 20/04/2020

RE: Request for Information held by SWFRS

Your request ref: IG000164 has been dealt with under the Freedom of Information Act 2000.

You asked us:

Please, kindly help with information about any chargeable services you render and the respective cost implication. For example, large animal rescue, lift rescue, locked in or out, etc.

Our response:

We do not currently hold the information in the format that you have requested.

South Wales Fire and Rescue Service do not have a defined set of fees e.g. for large animal rescue, lift rescue, lock in or out. Our charges for these types of items which we refer to as "special service calls" can vary greatly due to the differing nature of incident requests, the time spent attending an incident and the multitude of equipment resources/crewing required. Subsequently there are no definitive standard charge lists for example broadly covering "large animal rescue" as these chargeable services may be calculated each on a case by case basis where relevant. It is not possible therefore for us to predict future charges for attendance to particular categories as suggested, however the below is an indication of current rates used for related calculations of this sort:

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 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

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



- A) Heavy appliances plus crew £360.49 + VAT per hr or part thereof (e.g. RT, WRL, Aerial)
- B) Light appliances plus crew of two £246.11 + VAT per hr or part thereof (e.g. 4x4, L4P)
- C) Light appliances plus crew of four £157.66 + VAT per hr or part thereof (e.g. 4x4, L4P)

We will now be closing down your request Ref. **IG000164** however should you wish to narrow down your request further or to raise another FOI request, please let us know on Dataprotection@southwales-fire.gov.uk quoting the reference number above in any future communication.

UPDATE COVID-19: Information Requests

We are kindly asking that any data protection correspondence come to Information Governance & Compliance via email, as due to Government advice many of our support staff are working flexibly and we may not be in receipt of physical post as normal. SWFRS anticipates that it may take us longer than 20 working days to complete Freedom of Information Requests and Subject Access Requests. The Information Commissioner recognises that there might be delays as our services and resources may be being utilised in slightly different ways, under the current unprecedented circumstances. At current, we are no longer accepting physical postal cheques, however we can accept BACs payments for items that carry a fee (such as IRS Reports and Interviews, where appropriate following standard procedure and charges).

We would like to thank you for your patience at this time.

If you are dissatisfied with the way that your information request has been handled, you can request an internal review by emailing Dataprotection@southwales-fire.gov.uk

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

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