



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

Tel: 01443 232000

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

Our ref: IG000779

Dyddiad/Date: 31.3.21

RE: Request for Information held by SWFRS

Your request ref: IG000779 has been dealt with under the Freedom of Information Act 2000

You asked us:

1. Digital Transformation Strategy - Please provide an online or PDF copy.

Our improvements are business led – the Annual Improvement Plan is on our website.

The next one is in currently in preparation and will also be published on the website at the start of the new financial year:

<https://www.southwales-fire.gov.uk/who-we-are/our-performance/>

Our last Digital Strategy change was reported to Fire Authority in Dec 2020 and is embedded here

<https://www.southwales-fire.gov.uk/app/uploads/2019/03/Fire-and-Rescue-Authority-Meeting-Monday-14-December-2020-FULL-PAPERS.pdf>

2. Electronic Point of Sale (EPOS) System/Support. The details we require are:

- 2.1 Incumbent Suppliers for onsite / remote hardware & Support Maintenance Services.
- 2.2 Contract value.
- 2.3 Chosen Framework/contract (& any sub lots)
- 2.4 Start date & duration of contract.
- 2.5 End date / duration / extension option of contract
- 2.6 Please provide any details of any new epos related technology deployment in 2021/22
- 2.7 Who is the senior officer (outside of procurement) responsible for this contract?

We do not use these, as we are a Fire and Rescue Service rather than a retailer.



3. Public Guest Wi-Fi:

3.1 Do you have a guest Wi-Fi portal and which company manages this for you?

3.2 If not, are you planning to add this service and any branded content?

3.3 Footfall – How do you currently measure this within town centres as part of the Gov Funded regeneration grant.

3.4 Do you currently require a Wi-Fi survey to improve service performance?

We do have a Guest Wi-Fi, but it is not public and it is not provided by an external company.

4. Cabling: CAT5 / CAT5e / CAT6 / Fibre

4.1 Who is your current contractor for the above?

4.2 What is your chosen framework to tender for Cabling projects?

4.3 Do you have any forthcoming cabling tenders or projects in 2021/22?

Works are included in any building tenders which will usually be placed on the Sell2Wales forum if not within the scope of currently awarded contractors

5. Smart Cities: Next Generation Customer experience

5.1 IoT – Are you implementing/planning on any of the following: Interactive Kiosks, Digital Signage, Cashless parking, Machine to Machine Telemetry, Remote Machine Monitoring

No

5.2 5G/ SD WAN/ Wireless WAN

SWFRS have wireless WAN at all sites, but this has already been implemented. No plans for 5G or SD-WAN at the moment

5.3 What are the digital technologies your authority is planning to deploy in relation to smart cities in the next 1-3 years?

ICT do not have any work planned for smart cities. We support internal ICT for SWFRS

5.4 Mobility – Fleet/Vehicle & Pop-up connectivity – Do you currently use remote digital connectivity for your fleets what contracts for hardware do you have in place?

We make use of the nationally procured Airwave System which will be replaced with the nationally procured ESN system in the near future.

5.5 If not to above, are you planning to use in future? Please state each Department i.e. Refuse rubbish collect and analytics reporting.

Our operations department use the system for vehicle location and status reporting.

5.6 COVID-19 – what plans from an IT perspective do you have for return to work – i.e. what proportion of the work force do you think will return to the office.

SWFRS are currently scoping options with reference to return to the office, no firm details have been decided at this time.



5.7 Branch – primary and secondary fail over in buildings/offices etc utilising 4g and 5g (5g smart cities) plus Working from Home/Home Office

It is likely that any failover service we need will be provided by the national ESN programme referred to earlier.

5.8 COVID-19 – do they support pop up testing and vaccinations?

Yes, SWFRS staff are providing support to the Cwm Taff Health Board, Community Vaccination Centres. We are not currently engaged in Community Testing.

5.9 Branch Connectivity – what contracts in place for in building networking/Wi-Fi – who provides signage and P.O.S connectivity.

SWFRS Wide Area Network provided through Welsh Government PSBA contract

6. Contacts: Please provide the name, email, telephone contact for the senior IT staff within your organisation responsible for:

6.1 IT Services

6.2 IT Infrastructure/Operations

6.3 Digital Transformation

6.4 IT Procurement

With regard to your request for direct contact details, SWFRS operates a single point of contact policy. All callers are requested to contact the Service via HQ Reception on 01443 232000. The call will be directed to the most appropriate department/individual to deal with your call.

This is the same for email correspondence. Please direct all emails enquiries to swfs@southwales-fire.gov.uk so that your request can be directed as appropriate.

This policy is in operation to ensure that calls/emails are dealt with more efficiently – as structures/posts can change, this prevents emails being sent to individuals whose role may have changed. It also prevents individuals from receiving unwarranted calls/correspondence.

This stance is supported by guidance from the Information Commissioner's Office

which states that:

“The presumption is in favour of protecting privacy, so the release of personal information will only be fair if there is a genuine reason to disclose. This involves a three-stage test. A public authority will generally have to satisfy itself that:

- there is a legitimate interest in disclosure;

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



- the legitimate interest can only be met, or fully met, by the disclosure of information which identifies individuals (i.e. the disclosure is necessary to that purpose); and,
- the disclosure would not involve unwarranted detriment to the individual's privacy or other rights and legitimate interests.

In this instance you have not provided any indications a legitimate interest in disclosure of such information – or demonstrated that the release of such information is vital to that interest.

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 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

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



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.

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