



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

**Tel:** 01443232000

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

**Our ref:** IG000243

**Dyddiad/Date:** 23/06/2020

## **RE: Request for Information held by SWFRS**

Your request ref: IG000243 has been dealt with under the Freedom of Information Act 2000.

In terms of resourcing at SWFRS for FOIA what are:  
-the number of staff employed

Two full time staff and one part time staff make up the Information Governance & Compliance Team.

Additional assistance also provided is currently by our Apprentice whose time is split between supporting different teams throughout placement.

Resilience is sometimes possible within the wider Department of Service Performance and Improvement ( of which IG&C sits).

- costs

FOI tasks/ responsibilities are included in the IG&C roles (and all relevant departments have a duty to cooperate with providing responses)but it does not form all of the duties within the job descriptions, it is therefore not possible to put an exact cost ( in terms of human resources) to FOI duties per se.

However I can advise that as per the FOI Act 2000, there is an exemption in place for any request which would be excessive in terms of time/ cost, usually exceeding a maximum of £450 ( this also includes time involved in identifying, retrieving and searching for information) If this happens we should assist the requestor where possibly in advising to narrow down the request.

We do use an external provider for our ticket logging system (licenses from a central ICT budget) and also have to pay the annual data protection fee to the information Commissioner's Office ( however this fee is payable regardless as we are a registered data controller)



The annual ICO fee is £2,900

Adobe yearly cost is £206.21 per licence (we have 3)= £618.63

We are using a system that was already available to us within the organisation. Additional licenses however are at a cost of £240 per licence (of which we have 4)= £960

-time spent

-Each request can vary in terms of time taken, some requests can take a couple of days and others which are more complex could require further time ( we must respond within 20 working days) clarity from the requestor, may take longer to gather/ collate or some further exchanges within Department(s) internally may be required as we look quality assure/ review and approve the data for release. The team require time to redact out information that is not relevant, put responses into templates, send to Directors for approval and of course seek any relevant exemptions/ advice from myself or relevant Heads of Service, Directors and or our SIRO. We are unable to give a definitive answer on exact time attributed to FOIS as this varies and is not held.

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

### **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 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)

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**