



**Gofynner am/
Please ask for:** Information Governance
and Compliance
Tel: 01443232000
E-bost/E-mail: DataProtection@southwales-fire.gov.uk
Our ref: IG000330
Dyddiad/Date: 15/06/2020

RE: Request for Information held by SWFRS

Your request ref: IG000330 has been dealt with under the Freedom of Information Act 2000.

You asked us:

- Q1: Do you operate a call challenge for AFA calls?

Yes.

- Q2: To you operate a call back system when dealing with FAMO's?

Yes.

- Q3: Do you reduce your attendance for calls to AFA's? If so, which building types or occupancies are covered and do you alter attendance for specific risk types such as heritage or COHMA sites?

Yes, where appropriate as a result of call challenging and intelligent mobilising. Premises have a pre-determined attendance level which may vary by time of day and day of the week, and is tailored to suit the risks associated with site-specific factors.

- Q4: If you do vary attendances, it's this dependant on the time of day?

Yes, for a number premises types South Wales Fire and Rescue Service mobilises a reduced attendance during the day time. Also, during the day for certain premises types this mobilisation is at normal road speed, unless an emergency response is deemed necessary.

- Q5: Do you provide a reduced attendance or investigation to AFA calls?

Yes, a reduced attendance is implemented where deemed appropriate, for example, during the daytime at certain premises types. All AFA incidents are investigated where appliances attend the incident. Also, call challenging means that the Alarm Receiving Centre and premises are contacted (where possible) to try to ascertain the cause of the AFA.

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



- Q6: Do you attend a fire signal from a high integrity detection system (e.g. multi-detector system or sprinklers regardless of the property type?)

Yes, South Wales Fire and Rescue Service attends all such actuations.

- Q7: Do you vary the attendance to calls received from automatic fire alarm systems and alarm receiving centres for premises that make persistent calls, for example hospitals? If so, how is this varied?

At present, there is no reduced attendance based on persistent calls as standard. However, the attendance to AFAs at certain premises has been amended, in agreement with the premises (e.g. to permit an extended investigation period during the day). Attendance can be varied temporarily during a short period of time if a premises is experiencing a fault and is waiting for an engineer to attend.

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

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

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