



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

Tel: 01443232000

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

Our ref: IG000444

Dyddiad/Date: 24.08.2020

RE: Request for Information held by SWFRS

Your request ref: **IG000444** has been dealt with under the Freedom of Information Act 2000

You asked us:

In response to your request, please find information below.

1. For the following years, please can you provide data for how many call-outs your fire service attended related to carbon monoxide in domestic properties:

01 August 2015 to 31 July 2016 - **218**

01 August 2016 to 31 July 2017 - **255**

01 August 2017 to 31 July 2018 - **124**

01 August 2018 to 31 July 2019 - **153**

01 August 2019 to 31 July 2020 – **151**

All incident counts include call-outs to False Alarms. Incident counts since 1st April 2020 are subject to change.

2. For the following years, please can you provide data for how many call-outs your fire service attended related to other gas leaks (not including carbon monoxide) in domestic properties:

01 August 2015 to 31 July 2016 - **91**

01 August 2016 to 31 July 2017 - **96**

01 August 2017 to 31 July 2018 - **90**

01 August 2018 to 31 July 2019 - **95**

01 August 2019 to 31 July 2020 - **93**

All incident counts include call-outs to False Alarms. Incident counts since 1st April 2020 are subject to change.

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



3. For the following years, please can you provide data for how many call-outs your fire service attended related to fires caused by domestic boilers:

01 August 2015 to 31 July 2016 - **13**

01 August 2016 to 31 July 2017 - **5**

01 August 2017 to 31 July 2018 - **7**

01 August 2018 to 31 July 2019 - **6**

01 August 2019 to 31 July 2020 – **7**

Incident counts since 1st April 2020 are subject to change.

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.

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



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

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