



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

**Tel:** 01443232000

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

**Our ref:** IG000613

**Dyddiad/Date:** 25.11.2020

## RE: Request for Information held by SWFRS

Your request ref: IG000613 has been dealt with under the Freedom of Information Act 2000

You asked us:

- Cost of animal rescues in the year 2019/20 2.
- How many animal rescues were carried out by the service in 2019/20 3.
- Details of the animal rescues (i.e. cat stuck in tree, bird stuck in chimney) and how many of each kind in 2019/20

Our response:

Please find attached. The spreadsheet and attached document contains the figures for the financial year that relate to animal rescues within the time frame.

**Please note:** SWFRS have been unable to comply completely with the request for the following reasons:

1. Cost of animal rescues in the year 2019/20 – SWFRS do not calculate costs for operational incidents.

2. How many animal rescues were carried out by the service in 2019/20 3. Details of the animal rescues (i.e. cat stuck in tree, bird stuck in chimney) and how many of each kind in 2019/20.

- The attached spreadsheet splits the animal rescue incidents in South Wales by the following categories:

- Rescues from height
- Rescues from below ground

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.

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We welcome correspondence in Welsh and English - we will respond equally to both and will reply in your language of choice without delay.

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- Rescues from water / mud etc...
- Lift heavy animal
- Animal harm
- Other

Within each of these categories we split animals into the following types:

- Domestic e.g. Cat, Dog, Rodent, Horse, Bird etc
- Livestock e.g. Horse, Cow, Sheep, Goat, Pig, Poultry, Fish, Exotic (Llama / Ostrich), Deer etc
- Wild e.g. Horse, Deer, Wildfowl, Game, Aquatic, Exotics etc

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.

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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**

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