



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

Tel: 01443232000

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

Our ref: IG000792

Dyddiad/Date 23.03.21

RE: Request for Information held by SWFRS

Your request ref: IG000792 has been dealt with under the Freedom of Information Act 2000

You asked us:

Do you hold a register of any description which logs the addresses of homes where the resident is described in some way as being a hoarder of belongings or materials and so whose home might prove difficult to access in the case of a fire?

Yes, South Wales Fire and Rescue Service hold a hoarding register. The Nationally recognised and adopted hoarding scale developed by the International OCD Foundation is used to categorise, where possible, the level of hoarding.

If so could you please state how many addresses in your area are categorised in this way?

There are 127 addresses on the register.

Could you also please state what materials or possessions are logged on this register which would be passed on to crews attending a fire call at any of these addresses to warn them of potential fire or safety concerns?

All the addresses are tagged with our Fire Control for Operational Safety. The Nationally recognised and adopted hoarding scale developed by the International OCD Foundation is used to categorise, where possible, the level of hoarding.

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 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

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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