



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

Tel: 01443232000

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

Our ref: IG001038

Dyddiad/Date: 10 September 2021

RE: Request for Information held by SWFRS

Your request ref: IG001038 has been dealt with under the Freedom of Information Act 2000.

You asked us:

provide me with details of the Retained/On-Call fire appliances availability over the most recent 12-month period, stipulating the amount of time these appliances were 'off the run' (unavailable) to respond to an emergency.

I would like these details to be broken down into the number of hours per month that an appliance has been unavailable on a station-by-station basis and expressed as a percentage figure.

In addition, and if possible, could the reason why the appliances were unavailable be included: i.e., lack of crew; lack of Officer in Charge; lack of driver etc?

Our response:

Please find attached the information you requested.

South Wales Fire & Rescue doesn't hold the information on the reason why the appliances were unavailable.

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

Pencadlys Gwasanaeth Tân ac Achub De Cymru,
Stryd y Ffôn, Llantrisant, Pontyclun, CF72 8LX.

We would like to thank you for your patience at this time.

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 YMWHYBYDDIAETH - LLEIHAU PERYGL

South Wales Fire and Rescue Service Headquarters,
Stryd y Ffôn, Llantrisant 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

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).

Pencadlys Gwasanaeth Tân ac Achub De Cymru,
Parc Busnes Forest View, Llantrisant, Pont-y-clun, CF72 8LX.

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