



**Hampshire  
& Isle of Wight**  
FIRE & RESCUE SERVICE

**Information Compliance Team**  
Headquarters  
Leigh Road  
Eastleigh  
Hampshire  
SO50 9SJ

Sent by email to:

[REDACTED]

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t. 02380 626850  
e. DP@hantsfire.gov.uk  
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Date: 21 November 2022

Our Reference: FOI 084 22-23

Enquiries to: Information Compliance Officer

### **Freedom of Information Act 2000**

Dear [REDACTED]

We are writing in respect of your application for the release of information held by the Service, which we received on 19 October 2022 which you clarified on 27 November. We can confirm that we have now completed our search for the information requested.

#### **You asked:**

Can we please have your pre-determined attendance list for commercial, residential and industrial properties. We would also like an indication of whether you would respond at all times of day or only during certain hours (i.e., do you have a different approach for in and out of hours response?).

#### **Our answer:**

We can confirm that we hold the information requested, please find it in the attached document. Please note that we do not distinguish whether we attend any property in or out of hours the process is the same. We respond to all incident types at all times of day. Where an incident type is noted as having pumps, or some other acronym in the response plan, this indicates the types of vehicle/ resource we will deploy to the incident type. Please note that this is not the full pre-determined attendance as some incident types were not relevant to your request.

#### **You asked:**

Direct control room number for alarm passing.

#### **Our answer:**

While we do have a direct control room number, we are refusing to provide it on the grounds that it would prejudice the effective conduct of our public affairs, per Section 36 of the Freedom of Information Act 2000.

A disclosure under the Freedom of Information Act is treated to be to the world at large. While we are not questioning the motives of the applicant the release of this number to everyone in the world. Such a release would be likely to mean that the number would be used to make calls to the Service for non-emergency (and even for malicious) purposes. As this number presents as an emergency call within our Control room releasing this number would tie up the phone lines making it more difficult for genuine emergency calls to be received by the Service. This would, consequently, delay our response to incidents which would in turn endanger lives.

### **Public Interest Test**

For this exemption to apply the public interest in refusing to provide the information must outweigh the public interest in disclosing the information.

### **Reasons for disclosure**

There are several reasons in favour of disclosure to the public at large as follows:

- It promotes transparency ensuing that people have information about the ways in which they can contact us.
- Enable people to directly report fire incidents to our control room
- Avoids the risk of being misdirected to the wrong emergency service by 999 call handlers

### **Reasons against disclosure**

There are also significant reasons why providing the information is not in the public interest as it may:

- Lead to non-emergency calls being put through to an emergency number thus delaying the deployment of our appliances
- Increase the number of hoax or malicious calls
- In the worst case potentially lead to the loss of lives of members of the public.

### **Conclusion**

Public safety and the ability to deliver an effective response to emergencies are of paramount importance to HIWFRS. As the timely arrival of emergency services to engage in life saving activities is of key importance to our function and the protection of the public, we believe that the balance of public interest favours not disclosing this information.

Any future correspondence with Hampshire and Isle of Wight Fire and Rescue Service in relation to this matter should be sent to the Information Compliance Officer at the above address.

If for whatever reason you are unhappy with our response you may request an internal review by contacting DP@hantsfire.gov.uk or by writing to the Information Compliance Team at the above address.

Should you remain dissatisfied you can appeal against the internal review decision by contacting the Information Commissioner, Wycliffe House, Water Lane, Wilmslow SK9 5AF.

Yours sincerely

Information Compliance Officer  
Information Compliance Team  
Hampshire and Isle of Wight Fire and Rescue Service