



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

Information Compliance Team
Headquarters
Leigh Road
Eastleigh
Hampshire
SO50 9SJ

Sent by email to:

[REDACTED]

t. 02380 644000
e. DP@hantsfire.gov.uk
w. hantsfire.gov.uk

Date: 16 January 2024

Our Reference: FOI 128 23-24

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 2 January 2024. We can confirm that we have now completed our search for the information requested.

You asked:

Relating to lift call outs

Provide the figures in plain numbers, not percentages.

1) How many times was the Hampshire and Isle of Wight Fire and Rescue Service called out to lift/elevator-related incidents in 2023? (1st Jan-31st Dec)

Our answer:

We can confirm that we hold the information requested, there were 433 lift/elevator-related incidents between 1 January 2023 and 31 December 2023.

You asked:

1a) How many of these total call outs required the fire service to rescue, or help to rescue, one or more parties stuck in a lift/elevator?

Our answer:

243

You asked:

1b) How many of these total call outs were deemed as an emergency by the fire service?

Our answer:

79

You asked:

1c) How many of these total call outs were deemed as a non-emergency by the fire service?

Our answer:

354

You asked:

2) How many times was the Hampshire and Isle of Wight Fire and Rescue Service called out to lift/elevator-related incidents in 2022? (1st Jan-31st Dec)

Our answer:

413

You asked:

2a) How many of these total call outs required the fire service to rescue, or help to rescue, one or more parties stuck in a lift/elevator?

Our answer:

257

You asked:

2b) How many of these total call outs were deemed as an emergency by the fire service?

Our answer:

74

You asked:

2c) How many of these total call outs were deemed as a non-emergency by the fire service?

Our answer:

339

The above concludes our investigation into this matter.

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 Data Protection Officer at the above address.

Should you remain dissatisfied you can appeal against the internal review decision by contacting the Information Commissioners Office. This can be done online at www.ico.org.uk/foicomplaints or by post to The Information Commissioner, Wycliffe House, Water Lane, Wilmslow SK9 5AF.

Yours sincerely

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