



**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 644000  
e. DP@hantsfire.gov.uk  
w. hantsfire.gov.uk

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Date: 17 January 2024

Our Reference: FOI 136 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 15 January 2024. We can confirm that we have now completed our search for the information requested.

#### ***You asked:***

1. Who is Hantsfire's current provider of firefighter availability planning software? e.g. Gartan, Firewatch, FireServiceRota (On-call and Wholetime if different please)

#### ***Our answer:***

We can confirm that we hold the information requested. Our firefighter availability planning system is Gartan.

#### ***You asked:***

2. When the current contract began and when the current contract (s) expire (s) or are due for renewal?

#### ***Our answer:***

The contract with Gartan began 8 June 2021 and expires 7 June 2025. The contract is due for review 7 June 2024.

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](mailto: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](http://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