



## Freedom of Information Request FOI 22 88

### Fire call attendance procedures for commercial and residential premise in and out of hours

#### Query and response:

Can we please have:

your attendance procedures for fire calls for commercial premise in and out of hours

procedures for residential premise in and out of hours.

**This information is held, however, under the terms of the Freedom of Information Act, a request for information can be refused where one or more exemptions listed in the Act apply.**

**Releasing our attendance procedures for fire calls for commercial premise in and out of hours poses a risk to our ability to sufficiently control an incident. If we were to release this information to the public, this may compromise our abilities to sufficiently deploy the relevant staff to an incident and may also put our staff at risk when attending an incident.**

**Section 24 of the Act allows public authorities to withhold information that, if released, may compromise the safeguarding of National Security. Section 24 is a qualified exemption, which means that it is subject to a public interest test to assess whether the public interest lay in disclosing the information or maintaining the exemption. The result of this test indicates that the public interest lies in maintaining the exemption.**

**The matters which were considered in applying the public interest test are as follows:**

#### **Factors in favour of disclosure**

- **The transparency of information relating to public safety**

#### **Factors in favour of withholding**

- **Release will inhibit the effective delivery of services and/or undermine the Authority's ability to fulfil its role**
- **Release may put health and safety of a group or individual at risk**
- **Members of the public will appreciate that as an emergency service, we must ensure that certain information relating to the security of our operations is appropriately protected.**

**It is considered that the greater public interest therefore lies in not providing the information at this time. In coming to that conclusion, the public interest in providing the information has been carefully weighed against any prejudice to the public interest that might arise from withholding the information; in all the circumstances of the case, the public interest in maintaining the exemption outweighs the public interest in disclosing the information.**

Can we please have direct control room number for alarm passing.



Under the terms of the Act, a request for information can be refused where one or more exemptions listed in the Act apply. In this case we are claiming the following exemption to the information that you have requested: “Information accessible by other means” in Section 21 of the Act.

The information requested can accessed by contacting [enquiries@dwfire.org.uk](mailto:enquiries@dwfire.org.uk). Any such request would be passed to a senior member of our control room staff, who would validate that it is from a legitimate, registered and industry compliant alarm receiving centre. Please note that there is a cost attached to this service, which is currently £250 per annum.

Information/Detail accurate on the date provided: 16, November 2022