



Freedom of Information Request FOI 25 50

Contact details for all Fire Stations

Query and Response:

Please can you provide me the contact details for all Fire Stations within your authority, including name, address, telephone number and email contact.

You requested the name and address of all fire stations in our authority. 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. In this case we are claiming the following exemption: Section 21 – Information accessible by other means. You can find our station names and their addresses using the following link.

[Dorset & Wiltshire Fire Service | Fire stations](#)

You also asked for the telephone number and email address for each fire station in our authority. We can confirm we do hold the requested information, 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. In this case we are claiming the following exemption in relation to the release of the direct dial phone number and email address for our stations:

Section 38 – Health and Safety

Section 38 of the Freedom of Information Act states that information is exempt if its disclosure under the act would, or would likely to, endanger the physical or mental health of an individual or endanger the safety of any individual. Section 38 is a qualified exemption, which means that it is subject to a public interest test.

We acknowledge the public interest in openness and transparency, but we consider that there is also a public interest in the Service to protect the health and safety of our staff and members of the public. The public interest in favour of disclosing would mean that the requestor would have a direct contact number and email address for all our fire stations meaning potentially quicker access to the answers for questions they have.

However, disclosing our station phone numbers and email addresses could endanger the health and safety of members of the public . Our on call fire stations do not have personnel at the stations unless they are there for operational reasons meaning calls to these stations wont generally be answered. Our wholetime and day crewed stations do not have a receptionist to answer calls so the phone is answered by operational staff. The nature of our work means crews are generally not able to answer the phone as they are either responding to an emergency, training in the yard or out in the community. Calls to any of our stations are likely not be answered and responded to, therefore, to release the phone numbers could endanger the health and safety of members of the public if these numbers were called, not answered and the call was of an emergency nature. The number on our web site (01722 691000 (during office hours) or 0306 799 0019 (out of hours)) is our enquiries number and is monitored.

The direct email address for DWFRS fire stations is not closely monitored and this means any mail would not be classed as a priority contact and therefore emails would



not be answered in a timely manner. This could result in emails of an emergency nature sitting in the inbox, not being responded to. The result of this could put members of the public at risk of harm or death.

The Freedom of Information Act states that all requests for information should be treated equally and whilst the requestor may not use the station email address and phone numbers to report an emergency, if another person requests this information we would have to release it and could not guarantee that they would not use this for an emergency.

For these reasons, we consider that the public interest in maintaining this exemption outweighs the public interest in disclosure.

Information/Detail accurate on the date provided: 09, May 2025