



**Buckinghamshire**  
**FIRE & RESCUE SERVICE**  
*we save lives*

# Information requests 2018 to 2019

Responses to requests made between 1 April 2018 and 31 March 2019

We receive a wide range of requests for information from the public and from businesses.

Listed below are the requests we have responded to under the Freedom of Information Act 2000, between 1 April 2018 and 31 March 2019

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## BFRS Ref:

122 18/19

## Information request:

1. Please provide me with the network provider name e.g. EE, Telefonica, Vodafone, Three
2. Can you provide me with the average annual spend over the 3 years. If this is a new contract can you, please provide the estimated annual spend.
3. Number of Connections for voice only devices, voice and data devices, data only devices, please provide me with the breakdown and not the overall total.
4. Duration of the contract- please state if the contract also includes contract extensions for each provider.
5. Can you provide me with the start date of the signed agreement. I require the contract dates of the signed agreement. (if there are multiple start dates, could you please provide me with the earliest date for each provider)
6. Can you provide me with the expiry date of the signed agreement. If the contract is rolling, please state.
7. Can you provide me with a date when the organisation plans to review this contract.
8. Can you send me the full contact details Contact Name, Job Title, Contact Number and direct email address for each network provider? If full contact details cannot be provided, please send me their actual job title.

9.
  - a. If the mobile phone contract is provided by a managed contract please provide me with the actual name of the network provider along with the number of connections and the internal contact from within the organisation responsible for this contract.
  - b. Please can you provide me with the latest information- If the organisations are currently out to tender please can you also state the approx. date of the award along with the information above.
  - c. Also, if the contract in the response has expired/rolling please can you provide me with further information if available of the organisation's plans going forward with regards to mobiles and the current status?
  - d. If this contract was awarded within the past three months can you, please provide me with a shortlist of suppliers that bid on the contract?

**Response:**

1. EE
  2. £49,884
  3. 151 voice and data  
  
70 voice only  
  
25 data only
  4. 2 Years
  5. 1st Feb 2019
  6. 31st Jan 2021
  7. 1st July 2020
  8. Ronda Smith, Procurement Manager, 01296 744400,  
rondasmith@bucksfire.gov.uk
  9.
    - a. Not applicable
    - b. Latest information is we are two months into a 2 year deal
    - c. Not applicable
    - d. Not applicable
-

**BFRS Ref:**

121 18/19

**Information request:**

Currently, do you work in partnership with the police in order to reduce the number of deliberate fires? For example, do you currently have an arson reduction strategy? If so does it involve working in partnership with the police?

**Response:**

Further to your request for information about the Buckinghamshire & Milton Keynes Fire Authority's partnership with the police and arson strategy, which I am dealing with under the terms of the Freedom Of Information Act 2000.

In terms of working in partnership with the police, all arson incidents we attend are shared with Thames Valley Police (TVP) by Thames Valley Fire Control to have a Unique Reference Number raised for them, however it is within TVP's prioritisation of arson incidents using their Threat/Harm/Risk matrix as to whether there is any subsequent investigation. This means that a property arson would most likely be attended but what we term a secondary fire – bins, fences, hedges may not.

We liaise with TVP where trends are identified in an area and support their investigations with information release when requested with a basis for processing Data Protection Act / General Data Protection Regulation.

**BFRS Ref:**

120 18/19

**Information request:**

I'm writing to request some information under the Freedom of Information Act [2000].

Please could you provide me with the answers to the following questions.

1. How many staff does your brigade currently employ?
2. How many equality and diversity staff do you employ?
3. How many of your staff are:

- a. female
  - b. black and ethnic minority
  - c. have not specified their gender?
4. How many firefighters do you employ?
  5. How many of those firefighters
    - a. female
    - b. black and ethnic minority
    - c. have not specified their gender?

**Response:**

1. 434
  2. Whilst our People & Organisational Development department have a leading role in equality, diversity and inclusion issues, all employees are considered as having equality, diversity and inclusion within their job function.
  3.
    - a. 91
    - b. 15
    - c. 0
  4. 323
  5.
    - a. 23
    - b. 10
    - c. 0
- 

**BFRS Ref:**

119 18/19

**Information request:**

I am currently researching PTSD and mental health across the UK emergency services. Therefore, I would appreciate it if you could assist me with several questions

1. How many firefighters have taken their own lives between 2003 and 2017 inclusive.

2. How many firefighters are currently off work sick as a result of PTSD?

How long has the officer been off sick?

- a. Less than six months
- b. Six to twelve months
- c. Twelve to eighteen months
- d. Eighteen months to two years
- e. Two years plus

3. How many firefighters are currently off sick with stress or other mental health condition?

How long has the officer been off sick?

- a. Less than six months
- b. Six to twelve months
- c. Twelve to eighteen months
- d. Eighteen months to two years
- e. Two years plus

4. How many staff members are currently applying for ill health retirement or equivalent on the grounds of PTSD?

Response:

- 1. 1
  - 2. a) 0
  - 2. b) 0
  - 2. c) 0
  - 2. d) 0
  - 2. e) 0
  - 3. a) 2
  - 3. b) 0
  - 3. c) 0
  - 3. d) 0
  - 3. e) 0
  - 4. 0
-

**BFRS Ref:**

118 18/19

**Information request:**

1. As of the 31st January 2019, how many social media accounts do you have representing your organisation?
2. 12 months ago - as of the 31st January 2018 - how many social media accounts did you have?
3. How many inbound social media questions, queries or complaints did you receive during the period 1st January 2019 to 31st January 2019?
4. How many inbound social media questions, queries or complaints did you receive during the period 1st January 2018 to 31st January 2018?
5. As of the 31st January 2019, how many people in your organisation manage and respond to inbound social media questions, queries or complaints?
6. 12 months ago - as of the 31st January 2018 - how many people in your organisation were managing and responding to inbound social media questions, queries and complaints?
7. What was your average response time across all of your social media accounts during the period of 1st January 2019 to 31st January 2019?
8. What was your average response time across all of your social media accounts during the period of 1st January 2018 to 31st January 2018?

If it is not possible to provide the information requested due to the information exceeding the cost of compliance limits identified in Section 12, please provide advice and assistance, under the Section 16 obligations of the Act, as to how I can refine my request.

**Response:**

Disclosure Log - Response to request 118 18\_19.xlsx.docx

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**BFRS ref:**

117 18/19

### Information request:

1. In the last three financial years (2015/16, 2016/17 and 2017/18) please provide me with (a) the number of settlements and (b) the total amount paid by the force as compensation to fire service personnel for injuries sustained while at work or as a result of their work duties. (c) Provide if possible a breakdown of the legal costs to the fire service associated with these claims.
2. For each payout that resulted in compensation of more than £5,000 being paid please provide me with (i) the amount of compensation, (ii) the costs associated with the claim and (iii) a one sentence summary of the nature of the successful claim against your service.

Note: The question relates to payments made in (2015/16, 2016/17 and 2017/18) regardless of when the incident took place or when the claim was lodged. If the settlement was made by your service's insurers it is still information "held" by your authority under the terms of the Act.

### Response:

Pending

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### BFRS ref:

116 18/19

### Information request:

I am wondering whether you are able to supply me with some data for my review.

I am looking for the following information for all Primary Fires involving Commercial Buildings Only that your Fire Service has attended over the last ten years or so:

- Incident Number
- Date Of Call
- Time Of Call
- Address Of Fire
- Postcode Of Fire
- Easting
- Northing
- Property Type
- First Pump Arriving Attendance Time
- Second Pump Arriving Attendance Time
- Number Of Pumps Attending

- Length Of Fire Brigade Attendance
- Time Fire Started
- Time Fire Put Out
- Fire Alarms?
- Sprinklers?
- Floor Area Damaged
- Main Cause Of Ignition

**Response:**

Disclosure Log - Response to request 116 18\_19.xlsx

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**BFRS Ref:**

115 18/19

**Information request:**

1. In the last three financial years (2015/16, 2016/17 and 2017/18) please provide me with (a) the number of settlements and (b) the total amount paid by the force as compensation to fire service personnel for injuries sustained while at work or as a result of their work duties. (c) Provide if possible a breakdown of the legal costs to the fire service associated with these claims.
2. For each payout that resulted in compensation of more than £5,000 being paid please provide me with (i) the amount of compensation, (ii) the costs associated with the claim and (iii) a one sentence summary of the nature of the successful claim against your service.

**Response:**

Pending

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**BFRS Ref:**

114 18/19



### Information request:

I visited this service last week as part of our routine inspection programme.

I understand the service received a fire safety visit in August 2016. Unfortunately, the manager could not locate the report following that visit. I wondered if it would be possible for you to forward a copy to me, please.

### Response:

Copy sent

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### BFRS Ref:

113 18/19

### Information request:

This is a request for information that relates to the organisation's contracts around ICT contract(s) for Server Hardware Maintenance, Server Virtualisation Licenses and Maintenance and Storage Area Network (SAN) Maintenance/Support, which may include:

Server Hardware Maintenance- contracts relating to the support and maintenance of the organisation's physical servers.

Virtualisation Maintenance/Support/ Licensing (VMware, Solaris, Unix, Linux, Windows Server)

Storage Area Network Maintenance/Support (EMC, NetApp etc)

For each of the type of contract described above, please can you provide me with the following data. If there is more than one contract please split the information for each separate supplier this includes annual spend

1. Contract Title: Please provide me with the contract title.
2. Type of Contracts (ABOVE): Please can you provide me with one or more contract types the contract relate to: Server Hardware, Virtualisation, SAN (Storage Area Network)
3. Existing/Current Supplier: Please provide me with the supplier name for each contract.
4. Brand: Please state the brand of hardware or software

5. Operating System / Software (Platform): (Windows, Linux, Unix, Vsphere, AIX, Solaris etc.) Please state the operating system used by the organisation.
6. Annual Average Spend: Please provide me with the most recent annual spend for this contract?
7. Contract Duration: (Please can you also include notes if the contract includes any contract Extension periods.)
8. Contract Expiry Date: Please can you provide me with the date of when the contract expires.
9. Contract Review Date: (An approximate date of when the organisation is planning to review this particular contract.)
10. Purchase of Servers: Could you please provide me with the month and year in which most/bulk of servers were purchased.
11. Number of Physical Server: Please can you provide me with the number of physical servers.
12. Number of Virtual Servers: Please can you provide me with the number of Virtual servers' servers.
13. Brief Contract Description: I require a brief description of the service provided under this contract. Please do not just put maintenance I need at least a sentence.
14. Contract Owner: (The person from within the organisation that is responsible for reviewing and renewing this particular contract. Please include their full name, job title, direct contact number and direct email address.)

### Response:

Further to your request for information about ICT contracts please find attached excel file.

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### BFRS Ref:

112 18/19

### Information request:

I study Faculty of Safety Engineering at VSB. My thesis is about powder extinguishing in combination with water/foam jet. I mean products as monitors or hand-line nozzles (example available from. Would you be so kind and let me know about products, which

you use at your institution? Please write to me even when you are not using any technology.

**Response:**

Pending

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**BFRS Ref:**

111 18/19

**Information request:**

Request for an unredacted Incident Recording System report.

Legal claims

33 This condition is met if the processing:

- a. is necessary for the purpose of, or in connection with, any legal proceedings (including prospective legal proceedings),
- b. is necessary for the purpose of obtaining legal advice, or
- c. is otherwise necessary for the purposes of establishing, exercising or defending legal rights.

**Response:**

Thank-you for your request for information, including personally identifiable information, for which you are not the data subject.

Section 35(2) (a) Have you got the data subjects consent to the processing? Or (b) are you claiming to be a competent authority? I reviewed schedule 7 and was unable to find any category to which you may belong.

<http://www.legislation.gov.uk/ukpga/2018/12/schedule/7/enacted> Please clarify the basis for your claim for exemption under section 35. The Information Commissioner considers that two calendar months is sufficient to enable you to clarify your request to the Buckinghamshire and Milton Keynes Fire Authority.

If I have not received clarification by that date (22 April) I will close your request and no further action will be taken.

If you wish to contact me further regarding this request please quote reference 111  
Please be advised that your request and any other correspondence associated with it will be retained until the time has lapsed for the request to be closed. Once the request is closed only anonymised data will be retained as this is of public interest and is posted on our website. It may also may be of use in answering similar requests.

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#### BFRS Ref:

110 18/19

#### Information request:

I am requesting the following information under the Freedom of Information Act:

1. A list of the fire stations used by the fire service in 2010/11 within the fire service area (including any temporarily out of use), including their address and postcode
2. A list of the fire stations used by the fire service in 2018/19 within the fire service area (including any temporarily out of use), including their address and postcode
3. Where a fire station was used by the fire service in 2010/11 but not in 2018/19, please state why.

#### Response:

Further to your request for information about fire stations,  
[bucksfire.gov.uk/contact-us/stations/](https://bucksfire.gov.uk/contact-us/stations/) this includes the full address details and the name of the Station Commander. All the Authority's Stations are in use although I am aware that Stokenchurch will be taken out of service later this year (2018/19) for maintenance. I can confirm that none of our other Stations has been taken out of service in either period and advise you.

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#### BFRS Ref:

109 18/19

#### Information request:

I want to apologise in advance for the length of this request, the first part is just an outline of the request below (A-D) I have added this for clarification so you know exactly what I am referring to. Can you please read all the information within the request this is an urgent request so if you could please provide me with the information before the 20

working days this will be greatly appreciated. The information I require relates to the organisation's software contract, please send me the organisation's primary contract around the types of contract below.

I require the organisation's to provide me with the following contract information relating to the following corporate software/enterprise applications:

A. Enterprise Resource Planning Software Solution (ERP) -this is the organisation's main ERP system and may include service support, maintenance and upgrades.

B. Primary Customer Relationship Management (CRM) Solution-this is the organisation's main

CRM system and may include service support, maintenance and upgrades.

Example of CRM systems the organisation may use could include Microsoft Dynamics, Front Office, Lagan CRM, Firmstep

C. Primary Human Resources (HR) and Payroll Software Solution-this is the organisation's main

HR/payroll system and may include service support, maintenance and upgrades.

In some cases the HR contract maybe separate to the payroll contract please provide both types of contracts. Example of HR/Payroll systems the organisation may use could include iTrent, Resourcelink.

D. The organisation's primary corporate Finance Software Solution-this is the organisation's main

Finance system and may include service support, maintenance and upgrades.

Example of finance systems the organisation may use could include E-Business suite, Agresso (Unit4), eFinancials, Integra, SAP

In some cases you may come across contracts that provides service support maintenance and upgrades separate to the main software contract, please also provide this information in the response following the requested data below.

For each of the categories above can you please provide me with the relevant contract information listed below:

1. Software Category: ERP, CRM, HR, Payroll, Finance
2. Name of Supplier: Can you please provide me with the software provider for each contract?

3. The brand of the software: Can you please provide me with the actual name of the software. Please do not provide me with the supplier name again please provide me with the actual software name.
4. Description of the contract: Please do not just state two to three words can you please provide me with detailed information about this contract and please state if upgrade, maintenance and support is included.

Please also include any modules included within the contract as this will support the categories you have selected in question 1.

5. Number of Users/Licenses: What is the total number of user/licenses for this contract?
6. Annual Spend: What is the annual average spend for each contract?
7. Contract Duration: What is the duration of the contract please include any available extensions within the contract.
8. Contract Start Date: What is the start date of this contract? Please include month and year of the contract. DD-MM-YY or MM-YY.
9. Contract Expiry: What is the expiry date of this contract? Please include month and year of the contract. DD-MM-YY or MM-YY.
10. Contract Review Date: What is the review date of this contract? Please include month and year of the contract. If this cannot be provide please provide me estimates of when the contract is likely to be reviewed. DD-MM-YY or MM-YY.
11. Contact Details: I require the full contact details of the person within the organisation responsible for this particular software contract (name, job title, email, contact number).

### Response:

Disclosure log - Response to request 109 18\_19.docx.xlsx

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### BFRS Ref:

108 18/19

### Information request:

I am trying to review our records to obtain an up to date approach to the various fire services approach to attending automatic fire alarm activations to commercial premises

during working hours. It would be extremely helpful if you could let me know your current view point along with an idea of the firefighting equipment available.

### Response:

Buckinghamshire Fire & Rescue Service respond to all requests for assistance from automatic fire alarm systems received via a Fire Alarm Monitoring Organisation (FAMO) or Alarm Receiving Centre (ARC)

This applies to both domestic and commercial premises 24 hrs a day, seven days a week.

However we would expect the FAMO / ARC to have filtered the call in line with their policies and procedures and the CFA code of practice which outlines best practice in improving the emergency response arrangements for fire alarm and fire detection systems which are remotely monitored.

The level of response will be a minimum of one crewed fire appliance, this may however be increased for certain premises if additional risks have been highlighted through activities such as; fire safety audits or site specific risk inspections.

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### BFRS Ref:

107 18/19

### Information request:

"a critical review of how Fire and Rescue Services across the United Kingdom deal with complex large-scale incidents and whether Urban Search and rescue capabilities have been effective in dealing with such matters?" I know Buckinghamshire has a USAR team and was wondering whether you had any information or material that would be of use.

### Response:

Further to your request for information about the effectiveness of USAR in major incidents please see below.

We haven't had any large scale incidents in Buckinghamshire & Milton Keynes Fire Authority area.

With regard how we deal with incidents and our capability please see:

- [bucksfire.gov.uk/contact-us/m/aylesbury/urban-search-and-rescue/](https://bucksfire.gov.uk/contact-us/m/aylesbury/urban-search-and-rescue/)

- [iffmag.mdmpublishing.com/training-for-urban-search-and-rescue-usar-in-the-uk/](http://iffmag.mdmpublishing.com/training-for-urban-search-and-rescue-usar-in-the-uk/)
- [www.whatdotheyknow.com/request/472714/response/1145927/attach/html/2/policy%20number%200557%20urban%20search%20and%20rescue%20policy.pdf.html](http://www.whatdotheyknow.com/request/472714/response/1145927/attach/html/2/policy%20number%200557%20urban%20search%20and%20rescue%20policy.pdf.html)

The first is a page straight off our website.

The second is an article about training to maintain skills for USAR and being effective for large scale incidents.

The third is a freedom of information request on the equipment be used by USAR and some of the concept of operations from London Fire Brigade. We have the same equipment and adopt the same concept of operations as part of a national response. All pages are available to the public and specifically the London freedom of information request would be what we would provide.

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**BFRS Ref:**

106 18/19

**Information request:**

- a) Why is there no incident maps on your web site?
- b) How many firefighters are there at great Missenden fire station that are on call to respond to callouts?

**Response:**

- a) The system was down at the time of your request but has since been repaired.
- b) Response pending

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**BFRS Ref:**

105 18/19



### Information request:

I am wondering if you would be in a position to provide me with any information concerning fires on construction sites that you or any of the fire & rescue teams have dealt with or investigated. If you do have any experience dealing with this and can give me some information, would you be willing to complete a semi-structured interview with me to contribute towards my primary data collection. If you would be willing to do this, no names of companies need to be disclosed, everything will be anonymous.

### Response:

Thank-you for your request for information about fires on construction sites.

I am sorry but we do not have a category for construction sites or anything similar, it is possible that there has been a fire or fires at some point, in a construction site.

There is a small chance that this may have been referenced in the "free text" commentary on the report. However we have estimated that it would take longer than the appropriate limit to determine if any such incidents have occurred.

Therefore this is exempt under section 13 of the Freedom Of Information Act 2000. Section 13 explains that a public authority is not obliged to comply with a request for information if the authority estimates that the cost of complying with the request would exceed the appropriate limit.

The appropriate limit for the Buckinghamshire & Milton Keynes Fire Authority is 18 hours. To search the free text areas for all fire incidents would take much longer, therefore please accept this as a refusal notice under section 17 of the Freedom of Information Act 2000.

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### BFRS Ref:

104 18/19

### Information request:

Can you please provide information on the scale (value, cost, quantity etc.) of lost equipment (high value and high worth assets) for Buckinghamshire Fire and Rescue Service?

Additional information:

- Time-frame: Information for 2017 and 2018

High value and high worth assets: High value >£500 or of High worth = of importance in fire and rescue services

Lost equipment means missing from inventory

### Response:

Further to your request for information about lost equipment, I can confirm that the only item of high value in the period was a thermal imaging camera. The value of this item was £2,771. We have other items not found but these are of low value such as Jafco equipment which is under £50.

I cannot answer in terms of "high worth" all fire service equipment is important to us. I have been unable to find any records defining a priority of importance for equipment therefore this information is not held.

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### BFRS Ref:

103 18/19

### Information request:

Drones

1. Does your fire service have an operational drone? If not, are you in the process of obtaining one?
2. Is this drone a shared resource with other emergency services, such as the police?
3. What was the capital cost of your drone?
4. What is the anticipated annual revenue cost of maintaining your drone for operational purposes?
5. What drone crewing arrangements are currently in place for ensuring the drone is available for emergency incidents?
6. Do you have a policy on the operational use of the drone? If so, could I please have a copy?
7. What evaluation process did you adopt before purchasing the drone?

8. What is the most common use for drones within your fire service, e.g. surveying, RTC incidents etc.

Please supply statistics of the operational use of the drone since purchased as follows, number of mobilisations, incident type, and time in use.

### Response:

1. Yes
2. Although this resource is owned by Buckinghamshire and Milton Keynes Fire Authority, we support other Fire and Rescue Services (FRS) such as Berkshire, Oxfordshire and Bedfordshire and also Thames Valley Police.
3. The capital cost for both drones including tablets, batteries and cameras was approximately £15,000
4. The cost of the annual PfCO license renewal which is currently £247 and replacement of props and batteries at approximately £300
5. We have officers available 24/7. Further details of crewing arrangements are exempt under section 24\* of the Freedom Of Information Act 2000.
6. Yes. However this is exempt under section 24\* of the Freedom Of Information Act 2000.
7. Evaluation of national drone use which included specification of drones and associated equipment.
8. Details of incident types are exempt under section 24\* of the Freedom Of Information Act 2000.
9. Details of incident types are exempt under section 24\* of the Freedom Of Information Act 2000.

\*Under section 24 of the Freedom Of Information Act 2000 - National security.

Your request falls under the scope of Section 24(2) (National Security), of the FOIA.

Some of the information you have requested is exempt under section 24(1) National Security. Section 24 is a qualified exemption and is subject to a public interest test. Section 24 is engaged because the information sought, if held and placed in the public domain, would be prejudicial to National security. A public interest test has been conducted, and while there may be public interest in knowing about the use and capability of the Authority drones detailed information would be likely to prejudice the capability, effectiveness or security of the Buckinghamshire and Milton Keynes Fire Authority, therefore the balance of public interest lay in withholding some of the information in

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**BFRS Ref:**

102 18/19

**Information request:**

I would like to know how many animals have died in house fires over the last three calendar years (2018, 2017 and 2016). Please could you break the data down by:

Date of fire (only specifying the month and year, eg. 11 deaths in August 2017)

Type of animal that died

**Response:**

I'm very sorry but we do not hold records of animals dying in house fires. The only records we compile about animals are when we are called out to rescue an animal.

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**BFRS Ref:**

101 18/19

**Information request and response:**

Disclosure log - Response to request 95 18\_19.docx.xlsx

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**BFRS Ref:**

100 18/19

**Information request:**

- 1) Area covered and areas specifically at risk to:
  - Wildfire
  - Flooding
  - Drought
- 2) Incidents
  - How many wildfires occurred?

- How much area was affected by flooding and how often did it occur?
- 3) How has climate change affected the services latest IRMP?

[https://bucksfire.gov.uk/files/4315/3898/6396/ITEM\\_13\\_Local\\_Planning\\_Consultations\\_-\\_CFA\\_-\\_17\\_October\\_2018\\_\\_Annex\\_A.pdf](https://bucksfire.gov.uk/files/4315/3898/6396/ITEM_13_Local_Planning_Consultations_-_CFA_-_17_October_2018__Annex_A.pdf)

4) Equipment and resources?

- Resources to improve operational response in wildfire?
- Resources to improve operational response in flooding?
- What resources were needed to gain access to wildfires?
- What resources were needed to provide water to wildfires?
- What other methods were used to extinguish wildfires?
- How effective were these resources and methods in gaining access to and extinguishing wildfires?
- What resources and equipment were used to deal with any flooding incidents?
- What methods were used to deal with any flooding incidents?
- How effective were the resources and methods in dealing with these flooding incidents?

5) Staffing

- a) What shift patterns do your firefighters work?
- b) Did you experience any difficulties with your current staffing systems if the length of the incident lasted over a long-period of time? Eg. Fatigue,
- c) How essential were Retained Staffing systems in dealing with these incidents over a long-period?

6) Training

- a) Have you had to adapt or introduce any specific operational training in order to improve the operational response to wildfires?
- b) Have you had to adapt or introduce any specific operational training in order to improve the operational response to flooding?
- c) Have you had to adapt or introduce any specific operational training in order to improve the operational response to droughts?

7) Fire and Rescue Policy

- What is the FRS policy statement with regards to Climate change?

8) Business continuity

- Has climate change affected the way you manage business continuity management strategies?

## Response:

Further to your request for information about climate change question 4 is still outstanding.

Please see below our response to the other questions:

- 1) Information not held. The Environment Agency may be able to assist you with this.
- 2) Information not held. We cannot provide statistics on Wildfires due to the way that we capture information. We can provide information on what type of property was affected by Fire and what the cause/motive of the fire was instead of this.

This can be broken down into the following property types:

- Canal/riverbank vegetation
- Grassland, pasture, grazing etc
- Heathland or moorland
- Hedge
- Nurseries, market garden
- Private/Domestic garden/allotment (vegetation not equipment/building)
- Railway trackside vegetation
- Roadside vegetation
- Scrub land
- Stacked/baled crop (incl manure heap)
- Standing crop
- Straw/stubble burning
- Tree scrub (includes single trees not in garden)
- Woodland/forest - broadleaf/hardwood
- Woodland/forest - conifers/softwood

Cause/Motive can be broken down into the following types:

- Accidental
- Deliberate - own property
- Deliberate - others property
- Deliberate - unknown owner
- Not known

By using any of these, it will be able to provide data on outdoor Fires in general but this will not be accurate/representative of wildfires as you have requested. Any of these could include things such as bonfires in gardens and accidental fires cause by people not paying attention to fires that they have set. These could all be small fires and this doesn't account for fires which may have started in vegetation then spread to properties; in this

case the report would be recorded as the property being affected due to the value of the property.

We do have a question which estimates the size of the fire and this could potentially be used if you were looking at very large fires in general; but again this would not automatically mean that the fire is a wildfire. The estimate ranges we have for this are (sq/m):

- 0
- Up to 5
- 6-10
- 11-20
- 21-50
- 51-100
- 101-200
- 201-500
- 501-1000
- 1001-2000
- 2001-5000
- 5001-10000
- Over 10000

For the flooding question on area affected; we cannot provide any data on this as we don't record this. I have been told that this information may be available through the Environmental Agency.

- 3) You will note that climate change has not affected our IRMP / Public Safety Plan.
- 4) Equipment and resources do change periodically in line with technical developments. However, BFRS has not purchased any new equipment specifically to deal with wildfires. This is not an issue which has impacted BFRS greatly; we deal regularly with field fires during the drier weather, but none that would be regarded as 'wildfires'.

In terms of flooding BFRS has two boats which can be used to support a response to flooding. These boats are crewed by personnel who receive specialist training for working in water (rivers, and flooded areas). All crews receive regular training to enable them to work safely in flooded areas, where a suitable risk assessment will be conducted to maintain crew safety.

BFRS conducts operational debriefs following significant incidents and will capture learning as appropriate if required; should it be identified that new equipment is required

it will be raised in this forum. However, this service has not had to respond to significant local flooding for some time now.

5) Staffing

- a) Our staff work a number a different shift systems which provides BFRS a flexible way of working which can be utilised to meet periods of high and prolonged activity. The shift patters that we currently utilise is Whole Time shift, Day Crewing Shifts, Flexible Fire-fighter shifts, On Call staffing systems, additional crewing opportunities such as Bank Shifts and Ops Pool as well as a number of staff who maintain a resilience rota which includes their recall availabilty for situations such as flooding, both internal and for National deployments.
- b) It depends on what is meant by a long-period of time. However for any prelonded events we stand up our Operational Support Room which manages our response to such events including crewing and welfare arrangements of all of our staff. Our new Resource Management System will also be utilising WTD rules to further ensure adequate rest periods provided to all of our staff.
- c) On Call Staff play an important part in our response to incidents such as prolonged flooding. They work in unison with our other staffing systems to ensure we can respond in flexible and appropriate manner whilst also maintaining operational cover within BFRS.

6) Training

No, this particular incident type from an operational perspective is considered business as usual. Crews are nevertheless provided with technical information and input on the tactics to be considered when dealing with wildfires that are aligned to National Operational Guidance. Wildfire courses are being development by some fire and rescues services due to their particular risk profile, Buckinghamshire FRS are currently considering whether such courses need to be incorporated into our training and resilience planning.

- b) No, the operational training in respect to flooding is well established, both in terms of first responder and specialist water rescue technicians. All practical and technical training delivered, is in accordance with DEFRA: Flood Rescue Concept of Operations.
- c) There is no specific operational training currently being delivered in respect to droughts.

7) We do not have a policy statement with regards to climate change.



- 8) Climate change has not had an impact on the way we manage our Business Continuity Strategies at present.
- 

**BFRS Ref:**

99 18/19

**Information request:**

Please could you provide the name of the firm that is currently contracted by your Fire & Rescue Authority to provide advice in respect of business rates mitigation and appeals. Please provide the date this contract started and the length of the agreement.

**Response:**

I can confirm that we have instructed Bruton Knowles as a one-off exercise initially to review all our stations and provide professional views if we should challenge the business rates we are being charged.

The contract is a one-off exercise.

---

**BFRS Ref:**

98 18/19

**Information request:**

1. Do you have a drone?
2. If not, are you in the process of obtaining one?
3. Is your drone a shared resource with other emergency services?
4. What was the capital cost of your drone?
5. What is the anticipated annual revenue cost of maintaining your drone for operational purposes?
6. What are the crewing/ operating arrangements for ensuring the drone is available for emergency incidents?
7. Do you have a policy on the operational use of the drone? If so, could I please have a copy.
8. What evaluation process did you adopt before purchasing the drone?

9. What is the anticipated operational usage for the drone by incident type?
10. Please supply statistics of the operational use of the drone since purchased as follows, number of mobilisations, incident type, time in use.

**Response:**

Further to your request for information about the “drone” capacity of Buckinghamshire & Milton Keynes Fire Authority please see below:

1. Yes
2. N/A
3. Although this resource is owned by Buckinghamshire & Milton Keynes Fire Authority, we support other Fire and Rescue Services (FRS) such as Berkshire, Oxfordshire and Bedfordshire and also Thames Valley Police.
4. The capital cost for both drones including tablets, batteries and cameras was approximately £15,000
5. The cost of the annual PfCO license renewal which is currently £247 and replacement of props and batteries at approximately £300
6. We have officers available 24/7. Further details of crewing arrangements are exempt under section 24\* of the Freedom Of Information Act 2000.
7. Yes. However this is exempt under section 24\* of the Freedom Of Information Act 2000.
8. Evaluation of national drone use which included specification of drones and associated equipment.
9. Details of incident types are exempt under section 24\* of the Freedom Of Information Act 2000.
10. Details of incident types are exempt under section 24\* of the Freedom Of Information Act 2000.

\*Under section 24 of the Freedom Of Information Act 2000 - National security.

Your request falls under the scope of Section 24(2) (National Security), of the FOIA.

Some of the information you have requested is exempt under section 24(1) National Security. Section 24 is a qualified exemption and is subject to a public interest test. Section 24 is engaged because the information sought, if held and placed in the public domain, would be prejudicial to National security. A public interest test has been conducted, and while there may be public interest in knowing about the use and capability of the Authority drones detailed information would be likely to prejudice the capability, effectiveness or security of the Buckinghamshire and Milton Keynes Fire

Authority, therefore the balance of public interest lay in withholding some of the information in scope of your request.

---

**BFRS Ref:**

97 18/19

**Information request:**

In the last 2 years date range Monday, 26 December 2016 until Wednesday, 26 December 2018.

How many people have been killed or injured by cars or any other vehicle driven by member of the Fire service, Police, Or Ambulance service or any of the armed forces whilst on duty, driving a service vehicle.

Please provide number of fatalities for each year and number injured.

**Response:**

Further to your request for information about the number of people killed or injured by Buckinghamshire & Milton Keynes Fire Authority on-duties employees in the last 2 years date range Monday, 26 December 2016 until Wednesday, 26 December 2018. I can confirm that there have been no such incidents during this time period.

---

**BFRS Ref:**

96 18/19

**Information request:**

Request for CCTV footage.

**Response:**

I'm very sorry to hear about your accident. Our cameras only capture the fire station areas and nothing outside.

I do hope the police are able to help you.

---

**BFRS Ref:**

95 18/19

**Information request:**

I am looking into the issue of assaults against on-duty fire fighters and was hoping you could provide me with:

The numbers of recorded assaults on your service's firefighters in each of the last five years. If possible, I would further request any details recorded against each incident (not including the identities of the firefighter/s concerned) but if possible the date/location/time/and nature of the incident please.

**Response:**

Disclosure log - Response to request 95 18\_19.docx.xlsx

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**BFRS Ref:**

94 18/19

**Information request:**

Since 1.1.16 to the date of this e-mail please state how many times you have attended fire alarm calls at an NHS hospital because of a problem caused by:

1. Toasters
2. Ovens
3. People Smoking, and
4. People Vaping.

**Response:**

Further to your request for information about false alarms in NHS buildings, I can confirm that we do not capture whether it was caused specifically by a toaster or oven, it is instead grouped under one category as 'Cooking/burnt toast.'

We also only capture smoking, vaping is not captured within the Home Office statistical data at this current moment in time although this may be included in the future.

Statistics (01/01/2016 - 18/12/2018):

Smoking: 1 Callout

Cooking/burnt toast : 12 Callouts

We have also reviewed fire incidents within hospitals but there was nothing since the start of 2016 where there were incidents caused by cooking or by smoking.

---

### BFRS Ref:

93 18/19

### Information request:

Within your Protection / Business Fire Safety / Technical Fire Safety department:

1. Do you employ green book inspectors?
2. Do you employ grey book inspectors?
3. Do you employ green book managers?
4. Do you employ grey book managers?

If you employ both green book and grey book inspectors –

5. What is the salary range of each role?

If you employ both green book and grey book managers –

6. What is the salary range of each role?

### Response:

1. BFRS has both Grey book and Support Services staff in Inspecting Officers roles
2. As above
3. There are Grey book and Support Services staff in management roles
4. As above
5. Grey Book Watch Manager B £34,583 to £35,544 Support Services staff Scale H £28,071 to £28,577

6. Grey Book – Station Manager B £39,374 to £43,428 Support Service staff Scale K £39,568 to £40,569
- 

**BFRS Ref:**

92 18/19

**Information request:**

I would like to request information relating to the above captioned gas explosion.  
(Redacted as this includes personal information).

It would be great to understand what information, photographs or reports Bucks fire and Rescue have in relation to it. I.E was a report written, if so, how would I obtain a copy?

**Response:**

Details of available information sent.

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**BFRS Ref:**

91 18/19

**Information request:**

Can I have a list of all of the animal related incidents the fire service has attended from 2014 to the present day, including the details of the incident and where it took place (including road name).

**Response:**

Disclosure log - Response to request 91 18\_19.docx.xlsx

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**BFRS Ref:**

90 18/19

### Information request:

Further to your request for information about firefighters entering burning buildings, please see our response below:

1. How many firefighters have been cautioned for rushing into burning buildings in an attempt to save lives?
2. How many firefighters have been sacked or disciplined for rushing into burning buildings in an attempt to save lives?
3. How many firefighters have been given awards for heroism after saving lives during fires?
4. Please provide case/ incident notes for those who were disciplined or sacked after rushing into burning buildings.
5. Please provide information about the event for each firefighter who has been given an award for bravery.

Please provide figures for the last three years (2016, 2017 and 2018 to date) in a yearly breakdown.

### Response:

1. 0
  2. 0
  3. 0
  4. N/A
  5. N/A
  6. N/A
- 

### BFRS Ref:

89 18/19

### Information request:

I would like to request information on all fire and rescue incidents over the past 5 years. If available, could this contain date and time of individual incidents, building type or other fire type, location (lat, long and/or post code), as well as number of hoses used or equivalent if possible. Could this information be made available in electronic format:

excel or csv if possible. This information will be used for a consultancy project involving trying to estimate fire risk in local areas.

### Response:

Thank-you for your request for information, which I have considered under the terms of the Freedom of Information Act 2000 (the Act).

Please accept this as a refusal notice under section 17 of the Act.

Buckinghamshire & Milton Keynes Fire Authority (the Authority) are refusing your request under section 12 of the Act. Section 12 gives public authorities the right to refuse a request if the cost of compliance exceeds the appropriate limit. The appropriate limit for the Authority is 18 hours based on a standard cost of £25.00 per hour - £450.00.

Even if your request did not exceed the appropriate limit details of incidents, such as address details, are exempt under section 40 of the Act as this is personal information. Personal information is any information relating to an identified or identifiable natural person ('data subject'); an identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person. However, I will not be applying the public interest at this time as your request already exceeds the appropriate limit.

Under section 16 of the Act the Authority has a duty to provide advice and assistance so far as it would be reasonable to expect the Authority to do so. In the first instance you can find details of most of our incidents at [bucksfire.gov.uk/latest-incident](https://bucksfire.gov.uk/latest-incident). More general Authority statistics and other Fire and Rescue service statistics can be found at [www.gov.uk/government/collections/fire-statistics](https://www.gov.uk/government/collections/fire-statistics)

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### BFRS Ref:

88 18/19

### Information request:

Out of interest I was wondering how frequent do you receive prank calls on a daily basis?



## Response:

Disclosure log - Response to request 88 18\_19.docx.xlsx

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## BFRS Ref:

87 18/19

## Information request:

Please release the following information relating to post-major incident training:

1. After the fire at Lakanal House on 3 July 2009, what training were your crews and / or Incident Commanders given on the following:
  - a) the spread of fire over the external surface of a building;
  - b) fire that might behave in a manner inconsistent with the compartmentation principle;
  - c) when and how to change the "stay put" advice and institute a simultaneous evacuation of a block of flats.

In each example, please provide a summary of the training provided, the date it began to be delivered to crews / incident commanders and whether it is still on-going (if not, what date did it cease).

2. After the fire at Grenfell Tower in 14 June 2017, what training have your crews and / or Incident Commanders been given on the following:
  - a) the spread of fire over the external surface of a building;
  - b) fire that might behave in a manner inconsistent with the compartmentation principle;
  - c) when and how to change the "stay put" advice and institute a simultaneous evacuation of a block of flats.

In each example, please provide a summary of the training provided, the date it began to be delivered to crews / incident commanders and whether it is still on-going (if not, what date did it cease).

## Response:

Further to your request for information about post-major incident data, this is the information I been able to locate:

- 1) Commencing April 2014, a programme of training was delivered to operational staff, primarily to introduce a new regional procedure in respect to high rise firefighting, as well as refreshing both the practical and technical understanding of the hazards associated with fires in high rise buildings.

Each training session was for a period of up to 3 hours, utilising a PowerPoint presentation that covered the following:

- Wind driven fires
- Evacuation
- High Rise Hazard recognition
- New tactical operational guidance (TOG), which also signposted staff to the following document: Generic risk assessment 3.2: fighting fires in high rise buildings
- New equipment

The presentation also incorporated the Shirley Towers case study.

Having delivered this initial refresher training, which took place over a 12 month period, both the technical and practical skills sets associated with firefighting in high rise building, now forms part of the ongoing competency framework. The framework is designed to ensure operational staff possess the necessary skills, knowledge and understanding, in order to fulfil the vast array of operational demands placed upon them, both at operational incidents and in realistic simulation.

In addition, under the Fire & Rescue Services Act 2004, operational crews routinely conduct familiarisation visits to buildings across the Authority, which include high rise buildings. These '7.2.d' visits result, dependent upon the level of risk in exercises being undertaken and the creation of operational plans. This pre-planning is essential to support operational crews and maintain public safety in the event of a fire.

- 2) Even though all related training in respect to high rise building now forms part of the Service's ongoing maintenance of operational competence, the decision was taken following the Grenfell Tower fire to publish a communication to all staff in July 2017 that detailed the following:
  - THE IMPACT OF THE FIRE AT GRENFELL TOWER

- THE NATIONAL RESPONSE
- THE LOCAL RESPONSE
- WHY IS EXTERNAL CLADDING SUCH AN ISSUE?
- WHAT WAS BFRS DOING BEFORE THE FIRE?
- WHO IS RESPONSIBLE FOR FIRE SAFETY IN BUILDINGS?
- PUBLIC INQUIRY

In November 2017 the Service's High Rise procedure presentation, held within the competency framework was updated, in order to reflect the Service's adoption of National Operational Guidance: Fires in buildings greater than 18 metres.

The Buckinghamshire Fire & Rescue Service are currently waiting publication in the Spring of next year the interim report and recommendations from the chairman of the Grenfell Tower Public Inquiry, Sir Martin Moore-Bick, in order to further evaluate our current operational preparedness in respect to responding to incidents involving high rise buildings.

I'm not sure how well this addresses your request. If you have any queries about this email please contact me within two calendar months quoting reference 87.

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request an review of our decision, you should write to the Complaints Officer at the address below within 40 working days. Our complaints process is posted on our website at [www.bucksfire.gov.uk](http://www.bucksfire.gov.uk)

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#### BFRS Ref:

86 18/19

#### Information request:

- 1) Have you made specific provision for the rescue of bariatric persons?
- 2) Do you carry equipment for the rescue of bariatric persons?
- 3) Do you have a policy in relation to the rescue of bariatric persons? ~
- 4) Do you share information with other services regarding location and status of bariatric persons?
- 5) How many injuries to operational fire fighters have been caused by rescuing bariatric persons?
- 6) Please send me a copy on the procedure you have on bariatric people.

- 7) Please send me a list of equipment needed.
- 8) Please send me a list of what type of information is share if so
- 9) Please send the number of injures and what type of injuries if so

### Response:

For clarity, our response is in relation to bariatric casualties and not bariatric patients. That latter being someone under the care of a CCG and or Health Trust whom some FRS's may have arrangements with in relation to assisting with moving, repositioning etc. see point 4. Furthermore there are some FRS's who have entered into contractual arrangements for body recovery, including bariatric, on behalf of the Coroner's Office, Buckinghamshire and Milton Keynes Fire Authority have not done so.

1. Each request for assistance is assessed on a case by case by basis and if Fire Stations do not have suitable equipment, we also have an Urban Search and Rescue (USAR) capability which although not clearly defined for bariatric people, has a number of items of equipment that could be used to assist with a rescue. Therefore we have no spend directly associated with bariatric rescues as the equipment we hold is suitable for multiple types of rescue. In terms of bariatric rescues there is no specific training provided to operational crews and therefore no associated costs. However, the movement of casualties involved in incidents, especially bariatric people, will inevitably present a manual handling risk to crews. As a consequence, staff will as part of their acquisition and ongoing training delivered locally on station, will have input on manual handling techniques.

Equally, the equipment carried by USAR will on occasions be utilised for such rescues, however again the training undertaken by staff, is focused on general lifting and moving and not on bariatric rescues specifically.

2. Every operational pumping appliance has one heavy lifting carry sheet which can accommodate a bariatric casualty of up to 600kg.
3. No
4. No
5. None
6. N/A
7. USAR lifting/carrying equipment that can be improvised based on need and circumstance and one large heavy lifting carry sheet on each appliance, see above.
8. N/A

9. N/A

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**BFRS Ref:**

85 18/19

**Information request:**

Part 1 I would like the service to provide me with details of the Retained/On-Call fire appliances that have been off the run over the most recent 12 month period. I would like these details to be broken down into the number of hours per month that an appliance has been unavailable on a station by station basis and also expressed as a percentage figure of the time that the appliances have been off the run. In addition, if possible, to include whether an appliance's lack of availability has been due to a lack of crew or a lack of skills (BA, OiC etc).

Part 2

Whether the service mobilises a crew of three to emergency incidents and if so, whether the types of incidents responded to with three firefighters is limited.

Part 3

The number of Whole-time operational staff who also have a Retained/On-Call contract.

Part 4

The number of Retained/On-Call personnel expressed as both a headcount and FTE.

**Response:**

Part 1

This will be extremely difficult to do and time consuming. Appliance availability is provided: Disclosure log - Response to request Part 1 85 18\_19.docx.xlsx

Part 2

We do not ride front line fire appliances with less than 4 riders in BFRS only special appliances are crewed with less I.E. OSU or TTL

Part 3

There are currently 31 Wholetime Firefighters with on call contracts. This excludes six flexible firefighters who have on call contracts.

Part 4

	Headcount	FTE
Employees whose primary role is On Call	97	73.58
All on call roles	134	95.65

The first set of figures takes into account employees where on call is their primary role and does not include Wholetime, Flexi or Support employees who have additional on call roles, nor those employees with more than one on call role.

The second set of figures takes all of the above into account including Flexi Firefighters who have on call contracts.

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**BFRS Ref:**

84 18/19

**Information request:**

Details of ICT employees.

**Response:**

Directors details can be found on our website at [www.bucksfire.gov.uk](http://www.bucksfire.gov.uk)

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**BFRS Ref:**

83 18/19

### Information request:

Please could you provide me with the email address of both your Energy Manager and the Estates Manager details in order to supply Buckinghamshire Fire and Rescue Service with cost saving & carbon saving energy storage products.

### Response:

Thank-you for your request for information about employee contact details.

We only release information about our most senior managers as other employees have an expectation of privacy.

Our Head of Resources and Assets is the senior manager for both these functions. His email is dsutherland@bucksfire.gov.uk

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### BFRS Ref:

82 18/19

### Information request:

I am submitting this email in accordance with the Freedom of Information Act. My submission relates to cedar wood cladding on residential properties in the private sector. I would be grateful if would please respond to the following questions:

1. Please can you provide copies of any risk assessments that you have carried out in relation to cedar wood cladding presenting a fire risk on residential buildings.
2. Please can you provide copies of any investigations, analysis or testing you have been instructed to undertake in relation to whether cedar wood cladding poses a fire risk.
3. Please can you provide copies of any instructions, advice or guidance that have been issued to local fire and rescue services in relation to cedar wood cladding as a potential fire risk.
4. Please can you provide the number of recorded fires in your authority's area where cedar wood cladding was a major contributor in the fire starting and spreading.
5. What evidence do you have to consider cedar wood cladding to present a fire risk?

## Response:

1. We do not carry out these risk assessments.
  2. There has been no investigations.
  3. Although we have no record of any reports being received in relation to this the Building Research Establishment has a number of documents relating to fire performance of these or similar materials available on their website.
  4. We have no record of cedar wood cladding contributing to the start or spread of a fire in the Authority area.
  5. We review technical documentation regarding to materials submitted to ourselves as part of formal consultations we have with building control and approved inspectors. We do not have any additional information on file.
- 

## BFRS Ref:

81 18/19

## Information request:

We are collecting information about rescues made by firefighters in your fire and rescue service. Below is the information we would like to obtain from you under the Freedom of Information Act. The data is likely to be found in returns to government using the electronic incident recording system.

We would like to receive data relating to rescues made by your fire and rescue service between '1 April 2016 - 31 March 2017' & '1 April 2017 - 31 March 2018':

- a) at all fires and
  - b) at all other incidents.
  - c) sum of the above
1. How many people were rescued with an injury with the assistance of FRS personnel at fires?
  2. How many people were rescued uninjured (unharmd) with the assistance of FRS personnel at fires?
  3. How many people were rescued with the assistance of FRS personnel at fires (sum of Q1 and Q2)?
  4. How many people were rescued with an injury with the assistance of FRS personnel at all other non-fire incidents e.g. floods?



5. How many people were rescued uninjured (unharmmed) with the assistance of FRS personnel at all other non-fire incidents e.g. floods?
6. How many people were rescued with the assistance of FRS personnel at all non-fire incidents (sum of Q4 and Q5)?
7. Total rescues from all incidents attended (sum of Q3 and Q6)?

**Response:**

Pending

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**BFRS Ref:**

80 18/19

**Information request:**

I would like to request the following information under the Freedom of Information Act 2000.

Details, dates and locations, of all fire incidents (in 2016, 2017 and 2018) where your crews attending mentioned (verbal or written) that they experienced issues with low, or no, water pressure from the fire hydrant that was located closest to the fire.

Details, dates and locations, of all fire incidents (in 2016, 2017 and 2018) where your crews attending mentioned (verbal or written) that they tapped into an alternative fire hydrant located further away, because the fire hydrant closest to the fire site was not able to supply the required volume of water at the required pressure.

For any incidents listed above, please supply any notes on the incident and the approximate distance between the fire location and:

- 1) the closest fire hydrant that was not usable and;
- 2) the fire hydrant with adequate water pressure that the crews tapped into.

**Response:**

I'm afraid that this information is not held in our Incident Recording System.

---

## BFRS Ref:

79 18/19

### Information request:

I work for an alarm monitoring company in the States (NY) and we're researching fire alarm system response policy in your FRS Fire Alarm coverage area. If we ever monitor alarm systems in the UK, we'd like to be able to tell customers what local laws & policies they need to comply with.

We have a few questions we're hoping you can help us answer:

1. Does the FRS have any written policy or law on Fire Alarm Systems? If so, can we please have a copy?
2. What do you require us to do before contacting dispatchers to send a fire unit?
3. Do fire alarm systems need to be registered with you?
4. Do you penalise system users in any way if they have excessive unwanted fire signals (false alarms)? If so, what is defined as excessive?

### Response:

I have attached our unwanted fire signals policy. We have no further recorded information regarding alarms or policies therefore I have now closed your request.

**Disclosure log - Response to request 79 18\_19.docx.pdf**

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## BFRS Ref:

78 18/19

### Information request:

1. Please state the number of bariatric rescues attended by your service in each of the last three financial years (including the current one). Please also provide the free text description of the incident held in your database.
2. Please state the gross amount spent by your trust on equipment to handle or rescue obese service users in each of the last three financial years (including the current one)

3. Please list all equipment to handle obese service users purchased by your service in each of last three financial years (including the current one), including the number of units of each purchased where available.

**Response:**

As we get a number of requests for this type of rescue I have included some information from earlier years and can also confirm that each request for assistance is assessed on a case by case by basis and if fire stations do not have suitable equipment, we also have an Urban Search and Rescue (USAR) capability which although not clearly defined for bariatric people, has a number of items of equipment that could be used to assist with a rescue.

Therefore we have no spend directly associated with bariatric rescues as the equipment we hold is suitable for multiple types of rescue.

2012/13: 6

2013/14: 4

2014/15: 16

2015/16: 9

2016/17: 9

2017/18: 11

2018/19: 11

Disclosure log - Response to request 78 18\_19a.docx

Disclosure log - Response to request 78 18\_19b.docx

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**BFRS Ref:**

77 18/19

**Information request:**

Can you advise who are the Key People to talk to in the organisation ref ICT

Purchasing Manager; Head ICT; Desktops/Notebook Manager; ICT Director; Service Delivery Manager; Project Managers

What is your annual ICT Spend?

### Response:

We only release information about our most senior managers as other employees have an expectation of privacy.

Our Head of Service for ICT functions is Julian Parsons. For information about Julian please see: Julian Parsons.

Our purchasing manager reports to the Director of Finance and Assets, Mark Hemming. For information about Mark please see: Mark Hemming.

Project Managers are appointed for their skills and experience relevant to each project.

Our annual ICT spend is: £1,366k

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### BFRS Ref:

76 18/19

### Information request:

1. How many times have the service been called out to rescue stuck pets in the last three years?
2. How many times have the service been called out to rescue other animals, excluding pets, in the last three years?
3. What are the strangest/most exotic pets the fire service has rescued in the past three years? (please give ten examples)
4. How many hours of fire service time has been spent rescuing pets in the last three years?
5. How many hours of fire service time has been spent rescuing other animals, excluding pets, in the last three years?
6. How many hours has been spent by the fire service battling fires for the last three year?

Please provide answers in a yearly breakdown for the last three years (2015, 2016 and 2017).

### Response:

Further to your request for information about animal rescues I can confirm that we are unable to address your request for various reasons but, under section 16 of the Freedom of Information Act 2000, as a public authority we have a duty to provide advice and assistance.

I have spoken to the relevant department who advise me that we are unable to extract data based on questions 1, 2 and 3 as we do not record whether the animals are pets or not. The categories we have for animal rescues are:

- Livestock e.g. Horse, Cow, Sheep, Goat, Pig, Poultry, Fish, Exotic (Llama/Ostrich), Deer etc
- Domestic e.g. Cat, Dog, Rodents, Horse, Bird, etc.
- Wild e.g. Horse, Deer, Wildfowl, Game, Aquatic, Exotic, etc.

Question 4 and 5. We can provide the total time spent at an incident but this may include advice and other assistance and will not be limited to arriving, rescuing an animal and returning to Station.

Question 6. We are unable to provide how many hours have been spent battling fires. An incident comprises many elements including the provision of advice and delivering Home Fire Risk Checks. The incident may remain open for hours or days after the fire has been put out as there may be a reason to revisit or other issues to be addressed. We have assessed that to review each incident individually would take more than 18 hours. Therefore under section 12 we are not obliged to comply with a request if the cost of compliance would exceed the appropriate limit.

Please review your request and advise me if you would like to amend it.

---

BFRS Ref:

75a

### Information request:

We are after records as far back as you can go. I understand that the electronic automated system has only been around for the last 6 years.

### Response:

Incident No - 2010015605

Date - 25/02/2011

Time - 20:39:56

Incident Type - Automated Alarm - Resulting in False Alarm

---

Incident No - 2012007532

Date - 29/09/2012

Time - 12:46:04

Incident Type - Automated Alarm - Resulting in False Alarm

---

Incident No - 2012010149

Date - 05/12/2012

Time - 15:32:36

Incident Type - Automated Alarm - Resulting in False Alarm

---

Incident No - 2013014871

Date - 16/03/2014

Time - 02:43:17

Incident Type - Automated Alarm - Resulting in False Alarm

---

**BFRS Ref:**

75 18/19

**Information request:**

I am trying to create a log of all the call outs to Hampden House.

**Response:**

Here are the details of the two incidents at Hampden House, Great Hampden.

Incident Number	Date	Time	Incident Type
045754-25032018	25/03/2018	13:56:35	Automated Alarm - Resulting in False Alarm
013720-07072018	07/07/2018	02:50:42	Internal Flooding

---

**BFRS Ref:**

74b 18/19

**Information request:**

Please can you provide a copy of all 999 calls to this incident and all fire service telephone, radio telephony and mobile data/status unit (or similar) messages relating to this incident. I understand that this is titled "incident log" by some fire services.

**Response:**

Further to your request for the incident log and copies of 999 recordings.

Please find attached a redacted copy of the incident log (Disclosure log - Response to request 74b 18\_19.docx.pdf).

We do not release call signs for our officers as our employees have a reasonable expectation of privacy. Call signs are linked to individual officers and are therefore personally identifiable information.

We do not release the telephone numbers of people reporting incidents as this data can also be personally identifiable information and in both instances this information is exempt under section 40 (2) of the Freedom of Information Act 2000.

We do not release vehicle call signs as we consider this information to be exempt under section 24 National security.

---

**BFRS Ref:**

74a 18/19

**Information request:**

Thank you for your email and for providing a copy of the Mobilising Record.

Please can you confirm the following:

1. Were any recordings made of this incident by way of, for example, body cameras, voice recorders or video recorders?
2. Did a Fire Investigation Officer attend the incident?
3. Do you hold any other information or documentation relating to this incident. If so, please can you provide copies.

**Response:**

I can confirm that no recordings were made of the incident and no fire investigation was undertaken. Please advise what other information you are looking for.

---

**BFRS Ref:**

73 18/19



## Information request:

### Funding and Training

How much government funding the fire service has received each year since 2013

How much the fire service has spent on training for frontline fire fighters each year since 2013

What training courses have been delivered each year (the name of the courses) and how many since 2013. If possible, can you tell me how many staff have attended these courses?

## Response:

Further to your request for information about operational training, please see below:

Details of grants and council tax can be found here.

The attached spreadsheet (Disclosure log - Response to request 73 18\_19.docx.xlsx) details all the operational training courses delivered since 2013 and the number of staff who attended.

Financial costs:

<b>Year</b>	<b>Amount</b>
2012-13	£285,757
2013-14	£279,429
2014-15	£208,250
2015-16	£222,726
2016-17	£354,856
2017-18	£273,351
2018-19 up to October	£198,388

---

### BFRS Ref:

74 18/19

### Information request:

On reviewing the Report (incident report provided), we have some further enquiries regarding this incident:

1. Please can you provide a copy of the Fire Service Mobilising Record.
2. We understand from the Custom Incident Report that a thermal imaging camera was used. Please can you provide copies of any images that were taken.

### Response:

Further to your request for additional information about the incident number please find the attached mobilising record which has been redacted to remove personally identifiable information.

The thermal imaging camera is for heat detection and does not capture photographic images.

---

### BFRS Ref:

72 18/19

### Information request:

A recent news article ([www.bbc.co.uk/news/uk-36988316](http://www.bbc.co.uk/news/uk-36988316) and [www.bbc.co.uk/news/uk-scotland-glasgow-west-36985807](http://www.bbc.co.uk/news/uk-scotland-glasgow-west-36985807)) reported on the number of incidents involving butane hash oil (BHO) – also known as “honey oil”, dabs” or “shatter” – which have led to callouts due to fires, explosions etc. Within this context, for each of the last five financial years (including 2018/19):

How many incidents/callouts have been linked with BHO production?

How many (a) fatalities and (b) did these incidents result in?

### Response:

Thank-you for your request for information about incidents involving butane hash oil, which I have considered under the terms of the Freedom of Information Act 2000.

Whilst we do have a category for hazardous materials we do not have any information about this product. Therefore this information is not held.

---

### BFRS ref:

71 18/19

### Information request:

I would specifically like to request the following, in electronic format please:

- What is the current number of staff who use a PC or a laptop within your organisation?
- What are the current Microsoft software licences (server and desktop) that you are using?
- What is your annual IT spend on Microsoft licences?
- Has your organisation moved, or is planning to move, to the Cloud in the next 12 months?
- Are you due to undertake a review of your software estate in the next 12 months?
- What is the name of the decision maker for IT spend in your organisation?

### Response:

Pending

---

### BFRS Ref:

70 18/19

### Information request:

I'd like to put forward a freedom of information request with the following information required.

1. How many workplace fires has your fire service attended in the last 3 years? Are workplace fires categorised by location? If so, please provide data in that manner, e.g fires in office building, fires in warehouse etc. I do not need geographical location apart from the fact that they are in your area.
2. What were the reasons for attending these fires? Please provide categories for these for example, false alarms, fires in bins from cigarettes, faulty electricals, etc. I do not require anything physical sent to me,

**Response:**

File sent

---

**BFRS Ref:**

69 18/19

**Information request:**

**Response:**

Request withdrawn

---

**BFRS Ref:**

68 18/19

**Information request:**

I would like to request information under the Freedom of Information Act:

- 1) How many incidents attended by your fire and rescue service involved an attack on one or more firefighters between 1st January 2017 and 31st December 2017, broken down by
  - a) month
  - b) whether the attack was verbal or physical
  - c) whether any injuries sustained required hospital treatment

- 2) How many incidents attended by your fire and rescue service have involved an attack on one or more firefighters between 1st January 2018 and 30th September 2018, broken down by
  - a) month
  - b) whether the attack was verbal or physical
  - c) whether any injuries sustained required hospital treatment

**Response:**

Disclosure log - Response to request 68 18\_19.docx

---

**BFRS Ref:**

67 18/19

**Information request:**

I'd like to submit this FOI request and would be grateful if you could look into it.

\*\*The term "hotel" is used here to describe a licenced business accommodating guests overnight. (please advise if this term does not match up with the way your records are kept under your section 16 duties to advise and assist requesters and let me know a suitable alternative).

- 1) Please can you tell me how many fire safety inspections were carried out by your fire authority on hotels in the financial years:
  - a) 2014 – 15
  - b) 2015 – 16
  - c) 2016 – 17
  - d) 2017 – 18
- 2) For the answers to Q1a-d please can you indicate how many inspections per year found the hotel in question to be non-compliant?  
2014 – 15  
2015 – 16  
2016 – 17  
2017 – 18
- 3) Please can you tell me how many prohibition notices were given out by your fire authority on hotels in the financial years:  
2014 – 15  
2015 – 16  
2016 – 17  
2017 – 18

4) If possible within the cost limit can you give the names and addresses of all hotels that were found to be non-complaint during a fire safety check in the financial years:

2014 – 15

2015 – 16

2016 – 17

2017 – 18

**Response:**

The National Fire Chief's Council keeps a register of enforcement, prohibition and alteration notices that have been served on business premises under the Regulatory Reform (Fire Safety) Order 2005 which provides most of the information you have requested.

	Q 1	Q 2	Q 3	Q 4
2014-15	44	25	1	25
2015-16	47	34	1	34
2016-17	42	32	0	32
2017-18	26	15	0	15

---

**BFRS Ref:**

66 18/19

### Information request:

I'm trying to find the number of vehicle technicians servicing fire vehicles in the UK and it would help to have a number – even ballpark – for the number working for Bucks and Milton Keynes Fire Service.

### Response:

We have 4 technicians, one apprentice and a supervisor (who also carries out repairs and servicing).

---

### BFRS Ref:

65 18/19

### Information request:

1. Local Area Network
  - a. What Manufacturer is your LAN Network?
  - b. What date does your support contract come up for renewal on the LAN Network?
  - c. What is the current cost of the LAN Network Support?
  - d. Which company is the support contract with?
2. Wireless Network
  - a. Do you have Wireless for staff or the public?
  - b. What manufacturer is your Wireless Network
  - c. When was the wireless installed?
  - d. What is the current cost of the Wireless Support?
  - e. Which company is the support contract with?
3. Phone System
  - a. What Manufacturer is your phone system?
  - b. When date does your support contract come up for renewal on the Phone System?
  - c. What is the current cost of the phone system Support?
  - d. Which Company is the support Contract with?
4. Storage (SAN)
  - a. What Manufacturer of SAN are you using?
  - b. When was the SAN purchased?
  - c. How Many Virtual Servers are you running?

5. Data Centre
  - a. Do you use offsite/Third Party Data Centres?
  - b. What Services and how big are the offsite facilities?
  - c. When are the contracts due for renewal?
6. Cloud Services
  - a. Do you use third Party Cloud services?
  - b. What services are used and what size are these?
  - c. When are the contracts due for renewal?
7.
  - a. Who is responsible for ICT in the organisation and what are their contact details?
  - b. Who is responsible for ICT Infrastructure in the organisation and what are their contact details?
  - c. Who is responsible for ICT Purchasing in the organisation and what are their contact details?

## Response:

Further to your request for information about ICT contracts, see below:

1.
  - a) We have various different manufacturers for different equipment within our LAN
  - b) LAN Support contract is within our overall WAN and other Services contract which is up for renewal in Nov 2019
  - c) It is included within a much larger Bucks County Council contract to which I do not have access.
  - d) Udata (Capita)
2.
  - a) Both
  - b) We have various different manufacturers for different equipment providing our Wireless Network
  - c) Nov 2016
  - d) It is included within a much larger Bucks County Council contract to which I do not have access.
  - e) Udata (Capita)



3.

- a) We have various different manufacturers for different equipment providing telephony across our 20 fire stations
- b) Telephony Support contract is within our overall WAN and other Services contract which is up for renewal in Nov 2019
- c) It is included within a much larger Bucks County Council contract to which I do not have access.
- d) Udata (Capita)

4.

- a) HP
- b) 2013
- c) 35

5.

- a) Yes
- b) Microsoft Azure. I don't understand the question regarding "how big are the offsite facilities?"
- c) Microsoft Annual Order for Enterprise Enrolment resigned in December

6.

- a) Some application providers use cloud services to deliver their products to us
- b) Dependent upon the service provider I do not have access to see the size of data the applications are using within their infrastructure
- c) Various

7. Contacts

- a) Dave Thexton IT Manager 01296 744400
- b) Dave Thexton IT Manager 01296 744400
- c) Ronda Smith Purchasing Manager 01296 744400

---

## BFRS Ref:

64 18/19

## Information request:

The information that I require relates to a specific telephone maintenance contract.

1. Contract Type: Maintenance, Managed, Shared (If so please state orgs) 2. Existing Supplier: If there is more than one supplier please split each contract up individually.
2. Annual Average Spend: The annual average spend for this contract and please provide the average spend over the past 3 years for each provider
3. Hardware Brand: The primary hardware brand of the organisation's telephone system.
4. Number of telephone users:
5. Contract Duration: please include any extension periods.
6. Contract Expiry Date: Please provide me with the day/month/year.
7. Contract Review Date: Please provide me with the day/month/year.
8. Application(s) running on PBX/VOIP systems: Applications that run on the actual PBX or VOIP system. E.g. Contact Centre, Communication Manager.
9. Telephone System Type: PBX, VOIP, Lync etc
10. Contract Description: Please provide me with a brief description of the overall service provided under this contract.
11. Go to Market: How where these services procured, please provide me with either the tender notice or the framework reference number. Please specify if procured through other routes.
12. Contact Detail: Of the person from with the organisation responsible for each contract full Contact details including full name, job title, direct contact number and direct email address.

## Response:

1. Managed
2. Udata (Capita)
3. Recently installed system (August 2018) so no costs available yet
4. Skype for Business
5. 350

6. 3 Years
  7. 1 September 2021
  8. 1 June 2021
  9. Skype For Business Messenger – Voice mail – Video Conferencing
  10. Skype for Business
  11. Services provided under agreement with Bucks County Council to deliver support and maintain Skype to Bucks Fire
  12. Services provided under agreement with Bucks County Council
  13. Ronda Smith Procurement Manager rondasmith@bucksfire.gov.uk 07969 484 031
- 

### BFRS Ref:

63 18/19

### Information request:

I understand that staff at the Retirement Village have told residents that a fire officer has recently visited the premises and required them to remove mobility scooters parked in the internal streets, outside individual apartments.

I am writing to ask the following questions:

1. How many times have fire officers attended Lovat Fields since 1 January 2017.
2. Did any of these visits include giving safety advice in relation to the safe storage of mobility scooters.
3. If so, which was the most recent?
4. Is it possible to see a copy of that advice?

### Response:

1. We have carried out one audit of the premises in May 2017.
2. During the above audit there was some matters addressed in a Letter of Fire Safety Matters.
3. The most recent audit was in May 2017.

With regard to fire safety in this type of building the current guidance **can be found here**. Advice with regard to mobility scooters can be found in appendix 5.

---

**BFRS Ref:**

62 18/19

**Information request:**

I'm doing research for a story on malicious false alarms received by every fire service in England, could you provide me with the following data for your area from 1 April 2013 to 31 March 2018?

**Response:**

Disclosure log - Response to request 62 18\_19.docx.xlsx

---

**BFRS Ref:**

61 18/19

**Information request:**

I am a journalist writing under the Freedom of Information Act 2005 to request the following information:

How many callouts your fire service had in the last year (January 2017 – January 2018) to assist hospitals/ ambulances/ paramedics to move obese people.

The amount the fire service was paid by hospital trusts to move obese people (broken down into individual callouts).

**Response:**

I can confirm that the Authority had 11 callouts from 1 January 2017 - 31 January 2018.

As previously stated, there are no charges to the ambulance service for this assistance.

---

**BFRS Ref:**

60 18/19

### Information request:

I am writing to you to request, under the Freedom of Information act, the following things.

First, any documents produced by your trust or council outlining planning or preparations for the upcoming exit of the United Kingdom from the European Union.

Second any advice or notices to stakeholders given by your trust in relation to the upcoming exit from the EU.

Finally, a list of any payments made to external organisations or companies for services in relation to your preparation for the exit of the United Kingdom from the European Union since 23 June 2016, including, if possible, the name of the organisation or company and a description of the services requested.

### Response:

Thank-you for your request for information about preparations regarding the UK's preparation for exit from the EU. I have dealt with your request under the terms of the Freedom of Information Act 2000 (the Act).

I can confirm that no payment has been made to any external organisation. In terms of planning we do have a paper that is currently being considered. Therefore this is exempt under section 22 of the Act as it is information intended for future publication.

The Authority has considered the public interest in releasing the information prior to its intended publication and have determined that this would prejudice the effective conduct of public affairs as the Authority must have time to consider the paper. Therefore it is reasonable in all the circumstances that the information should be withheld from disclosure until its future publication.

However, I can confirm that the paper is intended to go to the meeting of the Overview and Audit Committee on 14 November.

---

### BFRS Ref:

59 18/19

## Information Request:

I'm writing to you under the Freedom of Information Act 2000 to request the following information:

Any and all fires recorded by the fire service as taking place on grassland, woodland or crops during the periods:

- May 1 - July 31 2014
- May 1 - July 31 2015
- May 1 - July 31 2016
- May 1 - July 31 2017
- May 1 - July 31 2018

For each incident please also provide:

The main cause of the fire, the ignition source, the main action by the fire service, any damage to property, any injury to persons.

## Response:

Disclosure log - Response to request 59 18\_19.docx

Further to your request for information about woodland and other outdoor fires. Please see attached Word file for 2018.

I had been advised that the request cannot be met within the cost limits as we do not record these as a specific category. However I have extracted this data from our website as a test.

I have left in all fires in the open as well as more significant fires. However it does not include all the type of information you are looking for.

This has taken several hours to extract and to transfer this to an excel or csv file would not be possible as apart from the time involved, there is no business need for the Buckinghamshire & Milton Keynes Fire Authority (the Authority) to do so.

I'm afraid I have not identified further advice I can offer you to refine your request.

I have not closed your request but if I do not hear further from you within two months I will do so.

- Request closed after two months.
-

**BFRS Ref:**

58 18/19

**Information request:**

I am writing to you under the Freedom of Information Act 2000 to request the following information from you for the time period 2007 to 2017:

- 1) How many fire checks have been undertaken at schools in the area covered by your fire department for each of the years mentioned?
- 2) For each year, I would ask for the number of enforcement notices issued to schools who failed the fire checks undertaken.

**Response:**

Further to your request for information about enforcement action please find attached information as requested.

Disclosure log - Response to request 58 18\_19.docx.xlsx

There is very little data as nearly all breaches are managed through the use of informal action. (Please see attached).

I have also included a link to the National Fire Chiefs Council (NFCC) registers. The enforcement only goes back five years and there is no record of enforcement against a school. The prosecution register goes back further and there is only one entry on that.

**BFRS Ref:**

57 18/19

**Information request:**

Request to support another agency.

**Response:**

Completed outside of the Freedom of Information Act 2000.

---

**BFRS Ref:**

56 18/19

**Information request:**

Hi could you please answer a few questions about Chesham fire station:

1. How many crew do they have
2. Are there plans to upgrade it to two engines.
3. Why don't they respond to calls any more
4. When will they respond to calls again

**Response:**

Thankyou for your request for information about Chesham Station, which I have considered under the terms of the Freedom of Information Act 2000.

Information about the station can be found on our website here.

Our plans can be found here.

Chesham is an "On-Call" station predominantly crewed by part-time firefighters. It is difficult to state the actual number of the crew as the way we now work involves a flexible working pattern to reflect the demands of the area.

We have a Thames Valley Fire Control Service who allocate the nearest crew from any of the three Thames Valley Fire Services to an incident. I hope this is of assistance to you.

---

**BFRS Ref:**

55 18/19

**Information request:**

Can you please provide me with:



- 1) The number of fire dogs you had in service for each of the last five financial year (2017/18, 2016/17, 2015/16, 2014/15, 2013/14).
- 2) The number of fire dogs killed or injured in the line of duty for each of the last five financial year (2017/18, 2016/17, 2015/16, 2014/15, 2013/14). Please break the figures between killed and injured and provide me with details where possible (for instance: nature of the injury, circumstances when the dog died/got injured etc).
- 3) The cost to treat injured fire dogs for each of the last five financial year (2017/18, 2016/17, 2015/16, 2014/15, 2013/14).

### Response:

Thank-you for your request for information about fire dogs.

I can confirm that Buckinghamshire & Milton Keynes Fire Authority do not have any fire dogs and have not done so in the last five years. Therefore the information you have requested is not held.

---

### BFRS Ref:

54 18/19

### Information request:

xxx to investigate the cause of the above named fire. xxxx will be handling this case on our behalf. Because the fire happened in 2015, xx will not be able to see the scene of the incident in an undisturbed state. xxx would like to ask if any photographs were taken either during firefighting or by an FIO, as well as what the cost would be to purchase those photos.

### Response:

Thank-you for your request for information about an incident which RBFRS attended at xxx 23 September 2015.

I can confirm that we have checked our records and there is no record of a fire report or images being taken.

---

**BFRS Ref:**

53 18/19

**Information request:**

Please could you provide me with information about your organisation's ICT expenditure as detailed in the attached template. I have tried to find this information in your organisation's published data, but was unable to find the level of detail I require.

**Response:**

Disclosure log - Response to request 53 18\_19.docx.xlsx

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**BFRS Ref:**

52 18/19

**Information request:**

I request disclosure of information under the freedom of information act.

Please could you state the total number of recorded Fatal Fires involving Telecare call handling issues during each of the last 5 financial years (2013/14, 2014/2015, 2015/2016, 2016/2017, 2017/2018). If it is possible within the cost and time limit, please could you provide some detail on the Telecare handling issues identified by the brigade in each fatal fire.

Please could you state the total number of fatalities as a result of accidental dwelling fires during each of the last 5 financial years (2013/14, 2014/2015, 2015/2016, 2016/2017, 2017/2018)

2a) For each of those fatalities (as a result of accidental dwelling fires), please could you state how many were people in receipt of some form of domiciliary care? Again, if it is possible within the costs and time limit please could you provide a further breakdown as to whether that domiciliary care was through a regulated provider or by informal means e.g. a family member, neighbour, friend.

During each of the last 5 financial years, how many adult safeguarding referrals have been made to partner agencies as a result of accidental dwelling fires.

**Response:**

Closed after two months as no clarification received.

---

**BFRS Ref:**

51 18/19

**Information request:**

Please provide me with the following information.

- 1) The number of fires started in school premises including in school grounds for each of the last five financial years (2017/18, 2016/17, 2015/16, 2014/15, 2013/14) broken down by type (for example: 'accidental', 'deliberate', 'arson' etc).

If/where possible, please provide me with details of the fire (for instance: the source of ignition, circumstances, where it happened (bathrooms, classrooms etc), damage, casualties, etc)

Please (really please), provide me the table in an EXCEL file (not Word, PDF or in the body of the email). This is essential since other formats than excel or csv make more difficult for me to use the figures.

**Response:**

Further to your requests for information about hoax and malicious fire calls and actual fire calls, please see Disclosure log - Response to request 51 18\_19.docx.xlsx

We do not have separate costs for the various incident types. We do quote a charge of £305 + VAT per hour and part of an hour (charges to run from time of leaving station to time of return) for an appliance and crew. These charges can be found on our website here.

---

**BFRS Ref:**

50 18/19

**Information request:**

Please provide me with the following information.

- 1) The number of times your fire and rescue service has been sent to hoaxes and malicious false fire alarms in schools for each of the last five financial years (2017/18, 2016/17, 2015/16, 2014/15, 2013/14). Please, can you also include the type of malicious false fire alarm if you record it (for instance, call, activation of a fire point/alarm etc)?
- 2) If possible, the estimated cost of attending these hoaxes and false fire alarms in schools, for each of the last five financial years (2017/18, 2016/17, 2015/16, 2014/15, 2013/14).
- 3) the number of times your fire and rescue services attended genuine emergencies in schools for each of the last five financial years (2017/18, 2016/17, 2015/16, 2014/15, 2013/14).

If/where possible, please provide me with details (for instance if your service attended the call, what happened etc) and the name of the school (for both questions).

**Response:**

Disclosure log - Response to request 50 18\_19.docx.xlsx

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**BFRS Ref:**

49 18/19

**Information request:**

I am writing to request a list of incidences of wildfire (if any) tackled for each of the following years: 01 Jan 2016 to 31 December 2017, 01 Jan 2017 to 31 December 2018, 01 Jan 2018 to the current date.

Please could I have the approximate location of each wildfire, the date, the approximate volume of water spent tackling each wildfire (if information is held), and the amount of firefighters/ trucks that tackled the blaze.

### Response:

Further to your request for information about wildfires. Please see attached Word file for 2018. I had been advised that the request was not going to be met within the cost limits but I have extracted this data from our website as a test. I have left in all fires in the open as well as more significant fires. Please advise if this is what you are looking for. This has taken several hours to extract and to transfer this to an excel or csv file would not be possible as apart from the time involved, there is no business need for Buckinghamshire & Milton Keynes Fire Authority (the Authority) to do so.

Disclosure log - Response to request 49 18\_19.docx

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### BFRS Ref:

48 18/19

### Information request:

The Local Authority is requested to provide a list of motor vehicles owned or leased to the council; currently licensed with the Driver & Vehicle Licensing Authority ("the DVLA") where the Registered Keeper of the vehicle is that of the Local Authority in the following format:

1. Registration Mark of each motor vehicle;
2. Fleet number allocated (if any);
3. Chassis Make and Model;
4. Type of Body fitted;
5. Date new or date of acquisition.

### Request 2

1. Details of vehicles sold after use by the council since 1.1.2010 (if this information is still available)

## Response:

Requested clarification 21 August 2018

Thank you for your request for information about motor vehicles owned by Buckinghamshire & Milton Keynes Fire Authority (the Authority) and those sold since 1 January 2010. Please clarify what information you are requesting regarding vehicles sold?

If I do not receive this within two months I will have to consider that part of your request closed.

Disclosure log - Response to request 48 18\_19.docx.xls

Closed after two calendar months as clarification was not received from the applicant.

---

## BFRS Ref:

47 18/19

## Information request:

I am writing to you to request information regarding telecoms. The attached spreadsheet shows a number of questions regarding your mobile and fixed line telephony. Hopefully the questions are self explanatory, note there are comments in several cells to further clarify the required information.

## Response:

Disclosure log - Response to request 47 18\_19.docx.xlsx

---

## BFRS Ref:

46 18/19

## Information request:

1. Do you have a procurement policy which supports the use of UK Government IT procurement frameworks, such as G-Cloud and Digital Outcomes and Specialists?
2. Has your organisation adopted a strategy or IT policy guidance for using: (Please indicate yes or no for each)
  - Hyperscale public cloud (eg. AWS / Azure/ Google Cloud Platform)
  - Other cloud (eg. UK Cloud)
  - Software as a Service (eg. Office 365)

Who is responsible for each?

3. How many on-premise data centres do you own? (In this context, a 'data centre' is a secure processing facility which hosts one or more IT systems)
4. How many third-party data centres do you use? (ie. for colocation)
5. Do you use cloud for storing data / applications?
6. Expressed in percentage terms, approximately what proportion of your data and applications are held in:
  - An on-premise data centre
  - A third-party data centre
  - Hyperscale public cloud (eg. AWS / Azure/ Google Cloud Platform)
  - Other public cloud (eg. UK Cloud)
  - Private cloud
7. Is your IT primarily managed in-house or is it outsourced?
8. Do you share your IT infrastructure and services with any other organisation? (ie. do you have shared services arrangements)
9. Do you have a central IT department?
10. Who in your organisation is responsible for driving your cloud strategy?
11. If your organisation does have a cloud strategy, what are the main drivers? (Please indicate yes or no for each)
  - Cost savings
  - Scalability
  - Agility
  - Security
  - Modernisation
  - Other (please specify):
12. In the next 12 months are you looking to procure any of the following? (Please indicate yes or no for each)

- On-premise data centre
- Colocation facilities
- Physical IT infrastructure
- Hyperscale public cloud services (eg. AWS / Azure/ Google Cloud Platform)
- Other public cloud services (eg. UK Cloud)
- Private cloud services
- Outsourced IT managed services

### **Response**

My apologies for the delay. We were awaiting confirmation on question 8. The answer to which is "no".

Disclosure log - Response to request 46 18\_19.docx

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### **BFRS Ref:**

45 18/19

### **Information request:**

Could you please let us have any information if your authorities have a project for the handheld device with UHF scanning trigger(gun)?

### **Response:**

We do not have any M3 Mobile devices, nor do we have any plans/projects, currently which would involve these devices.

---

### **BFRS Ref:**

44 18/19



### Information request:

Could you please compile a data set (in Microsoft Excel) of the number of fires stemming from cannabis farms attended to by yourselves from 2005-present. If possible, could they be broken down year-on-year and also by region.

### Response:

Further to your request for information about cannabis farms, I can confirm that we have no record of fires stemming from cannabis farms for the period. Please accept this as a refusal notice as the information is not held.

---

### BFRS Ref:

43 18/19

### Information request:

1. I'd like to know how many bariatric rescues the fire service was called out to attend, for each financial year, from 2013 to 2018?

Could you divide all information, by financial year?

Also, if possible, could you provide any details that you can to these rescues - (eg.) the location type, the rescue required, number of crews called or age of person attended to?

2. Can you also provide the amount spent by the fire service on bariatric-related training and equipment, divided by financial year?

If possible, can you again provide details - so models, hoists, lifting equipment etc.?

### Response:

Buckinghamshire & Milton Keynes Fire Authority does not break down costs of attending different incidents. In the "services we charge for" section of our website

We quote a cost of £305 + VAT per hour and part of an hour for an appliance and crew: (charges to run from time of leaving station to time of return). However, this does not fully define cost per incident where other factors may need to be considered.

Please see attached file regarding the incidents with associated narrative. We do not record the ages of people rescued therefore please accept this a partial refusal notice as this information is not held. I can confirm that no equipment has been identified as being procured for bariatric rescues therefore the response is zero equipment for each of the years:

- i. 2013/14
- ii. 2014/15
- iii. 2015/16
- iv. 2016/17
- v. 2017/18
- vi. 2018/19 to 15.06.18

Each request for assistance is assessed on a case by case by basis and if fire stations do not have suitable equipment, we also have an Urban Search and Rescue (USAR) capability which although not clearly defined for bariatric people, has a number of items of equipment that may be used to assist with a rescue.

In terms of Bariatric rescues there is no specific training provided to operational crews and therefore no associated costs. Staff will as part of their acquisition and ongoing training delivered locally on station, have input on manual handling techniques. Therefore there are no training costs specifically associated with this service.

Disclosure log - Response to request 43 18\_19.docx

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#### **BFRS Ref:**

42 18/19

#### **Information request:**

I would like to request the number of fire and rescue staff on long-term stress leave during the last year for which figures are available, as well as the total number of days they were on stress leave for, both broken down by staff category, if possible to include without incurring unreasonable cost or time effort for you.

## Response:

Further to your request for information about long-term stress related absence I can confirm that for 2018/19:

2 x Support staff - One for 149 days; one for 128 days

2 x Whole time FF - One for 122 days; one for 68 days

Total = 467 working days

---

## BFRS Ref:

41 18/19

## Information request:

I would like to know how many full-time firefighters (all operational crews) your Fire & Rescue Service currently employs and how many of those firefighters are registered as having second jobs outside of their main employment in your Fire & Rescue Service. Would you please include a breakdown of what roles such firefighters are carrying out as second jobs, for example, taxi driver, door supervisor, carer, paramedic and so on?

## Response:

We currently have a total of 235 Whole-time Firefighters. Of those, 98 of them have external secondary employment. The types of secondary employment they fulfil are listed below:

- Administrative
- Aerial Videography/Photography
- Farming
- Armed Forces
- Tutors/Supply Teachers/Instructors
- Bar Work/Waitressing
- Building and Construction
- Chauffeur Driving
- Chimney Sweep
- LGV/HGV Drivers
- Cleaning
- Counselling
- Director
- Dog Training

- Driving Instructor
- Electrician
- Environmental Engineer
- Evening Driving/Management
- Fire and Safety Cover e.g. Safety Officers or Safety Marshalls
- Fitness Training
- Gardening/Garden /Property /Landscape maintenance
- Gas Engineers
- Installing Office Furniture
- Inventory Clerk
- Marketing
- Marquee's hire
- Mechanic
- On-Call Firefighters for Other Services
- Oven/Stove Installer
- Painting and Decorating
- Parish Councillor
- Plasterer
- Plumbing
- Roofing Services
- Therapist
- Vehicle Repair/Maintenance
- HETAS Installer
- Technician
- Royal Marines Reservist
- Property Solution
- Solar Panels Installation
- Window Cleaning
- Lift/Stairlift Engineer
- Special Police Constable/Officer

---

**BFRS Ref:**

40 18/19

**Information request:**

I would like to request the following information from Royal Berkshire Fire and Rescue Service under the Freedom of Information Act 2000.

- The percentage of frontline appliance availability for the last fiscal year; 2017/2018;
- The FRS budget for the last 2 fiscal years; 16/17 and 17/18 including any reserves.

## Response:

Was this intended for Buckinghamshire Fire and Rescue Service or was it intended for Royal Berkshire Fire and Rescue Service as stated?

Financial information can be found here.

Pending Clarification

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## BFRS Ref:

39 18/19

## Information request:

1. How many non-UK EU nationals currently work at your organisation? Please could I have this information broken down by nationality and position?

2. How many non-UK EU nationals have left the organisation in the last twelve months, and how many have left in each of the previous three years? (2016,2017 and 2018 thus far). Can I have that broken down by year.

Notes: Could ask for number of EU nationals by year to see if there has been a decrease.

## Response:

	2015/16	2016/17	2017/18	Today
<b>Total number of employees</b>	611	538	514	448
<b>Total number of EU</b>	609	538	460	392
<b>Total number of non-EU</b>	2	0	2	2
<b>Total number nationality not stated</b>	0	0	52	54
<b>Total number of non-EU leavers</b>	2	0	1	0

2015/16	2016/17	2017/18	Today
Nationality			
American	American	American	American
Nigerian		South African	South African

I am not able to give the job role as this would lead to the identification of individuals and is therefore exempt under section 40 of the Freedom of Information Act. Please accept this as a partial refusal notice.

---

### BFRS Ref:

38 18/19

### Information Request:

1. In the last 12mths or to the last date records are available. Please provide details of each call out you have had to make to incidents involving the rescue of animals. The number of times that firefighters have had to rescue animals eg cats up tree, dogs down drains etc
2. Where possible please provide the cost to the service for each call.
3. The animal that was rescued in each incident (e.g. a cat, bird, cow, dog etc).
4. Why the animal had to be rescued in each incident.

### Response:

1. See spreadsheet
2. Charges for services are not broken down per-incident but further information about "special service" charges can be found on our website. I have discussed this with our Finance Department. Within the Statement of Accounts there is some further breakdown of the figures but we don't hold detailed information for internal reporting purposes.
3. See spreadsheet
4. Apologies, we don't have this detail.

**BFRS Ref:**

37 18/19

**Information request:**

- a) What percentage of emails that your organisation receives are fraudulent – i.e. phishing messages, BEC (business email compromise) attacks, CEO Fraud, malware laden, etc.
- b) What is the most common type of fraudulent email/cyber-attack that your organisation receives?
- c) Has your organisation suffered financial loss in the last 12 months as a direct result of a faked email message being received that tricked an employee into sending money via wire transfer
- d) Has your organisation had a device/system infected by ransomware in the last 12 months that was delivered via email
- e) Do you use the domain-based message authentication, reporting and conformance protocol (DMARC) to block fake emails being spoofed to appear as if they have been sent by your company/organisation
- f) Are you aware if your organisation/brand has ever been 'spoofed' and used by scammers to send emails trying to trick people
- g) Do you publicise externally how a member of the public can check an email communication with your organisation to determine if it is fake?
- h) Do you publicise internally how a member of your workforce (including third party suppliers) can check an email communication with your IT/Security team to determine if it is fake?
- i) If yes, how many reports have you received in the last 6 months of fake/phishing messages
- j) Do you provide a report button within your email system for end users to report phishing emails?
- k) Does your organisation have a SOC (Security Operations Centre) or IT security team?
- l) Do you have a secure email gateway?

**Response:**

- a) 14.47%
  - b) Don't track
  - c) No
  - d) No
  - e) Yes
  - f) Don't track
  - g) No
  - h) Yes
  - i) 22
  - j) Yes
  - k) Yes
  - l) Yes
- 

**BFRS Ref:**

36 18/19

**Information request:**

\* how many referrals or requests for arson prevention measures has the service received that relate to domestic abuse concerns?

- could this be broken down by month for the years 2014, 2015, 2016, 2017, 2018 to date

\* how many arson-proof letter boxes or blanking plates have been fitted to help protect victims of domestic abuse?

- could this be broken down by month for the years 2014, 2015, 2016, 2017, 2018 to date

\* how many enhanced home fire safety checks have been carried out? (relating to domestic abuse/concerns about domestic abuse)

- could this be broken down by month for the years 2014, 2015, 2016, 2017, 2018 to date.

**Response:**

Further to your request for information about domestic abuse please see attached spreadsheet.



**BFRS Ref:**

35 18/19

**Information request:**

Dear Chief Fire Officer. I would be grateful if you could provide the information defined in the attached letter.

Disclosure log - question 35.pdf

**Response:**

Disclosure log - response to request 35.docx

---

**BFRS Ref:**

34 18/19

**Information request:**

Is it possible to obtain the attendance details for the field fire in little Marlow on 2/7/18? By this I mean which stations attended the call and which appliances.

**Response:**

This is an ongoing incident and details of progress can be found [here](#).

(I have extracted the latest update)

"Fire involving large area of mixed grassland and severely damaging house, garage and industrial unit, Pump Lane South, Little Marlow. Two appliances and crews from High Wycombe, one from Marlow, two from Beaconsfield, one from Amersham, one from Gerrards Cross, three from Aylesbury, one from Waddesdon, one from Maidenhead, one from Slough, one from Langley, one from Ascot, two from Bracknell, one from Wokingham, one from Crowthorne, one from Caversham Road, one from Wokingham Road, one from Henley, one from Wheatley, two from Hillingdon, two from Feltham, one

from Harrow, one from Warwickshire, 11 officers, and the British Red Cross Fire and Emergency Support Service vehicle based at Marlow Fire Station attended”.

---

**BFRS Ref:**

33 18/19

**Information request:**

Would it be possible to provide the following information for the field fire at Little Marlow on the 2nd of July 2018: 1) Appliances attending (Call sign and station) up-to the stop message, including over the border appliances. 2) Associated standby moves up to the stop message.

**Response:**

Buckinghamshire and Milton Keynes Fire Authority does not release information about call signs and standby moves. Please accept this as a refusal notice as we consider this information to be exempt under section 24 of the Freedom of Information Act 2000 (National security). We believe that the public interest inherent in maintaining section 24 is greater than the public interest in making this information available.

---

**BFRS Ref:**

32 18/19

**Information request:**

My request is regarding the Principle Officers (Chief, Deputy Chief and/or Assistant Chief) of your fire service and the provision of ‘company’ cars as a benefit in kind. Please send me the following information:

- 1) Do you provide any of your Principle Officers with ‘company’ cars? And if so,
- 2) What types of vehicle, (make and model) are provided?

- 3) Under what deal are these vehicles provided? (e.g. leased, brigade funded/owned etc).
- 4) How often are these vehicles replaced/upgraded?
- 5) For tax purposes, how are these vehicles treated, i.e. company car or emergency vehicle?

#### Response:

- 1) Yes
  - 2) The requirement for cars provided to PO's are: Must be able to cope with adverse weather conditions (snow, floods etc) so must be 4wheel drive with good ground clearance, diesel engine (for resilience purposes as we have bunkered fuel on our sites and offers the longest range between fill-ups), must be able to carry multiple personnel (as these are used to attend incidents) and convertible or soft tops are not allowed.
  - 3) Capital purchase (Brigade funded/owned).
  - 4) Three to four years
  - 5) Emergency vehicles
- 

#### BFRS Ref:

31 18/19

#### Information request:

This request concerns fire-fighting funding. For each question I am seeking information for each of the following time periods:

i) 2014/15; ii) 2015/16; iii) 2016/17; iv) 2017/18 to date (most recent data available)

1. How much is designated for fire fighting?
2. How many incidences of fires has your fire service been called out to?
3. How many fire engines does your authority own?

#### Response:

Details of our Buckinghamshire and Milton Keynes Fire Authority (the Authority) accounts can be found on our website here:

<https://bucksfire.gov.uk/fire-authority/financial-information/annual-financial-statements/statement-accounts/>

Firefighting costs can be found under "Service Delivery". Therefore please accept this as a partial refusal notice as this information is accessible to you by other means and as such is exempt information.

Please find below the figures for question 2 below. Please note, the following assumptions:

- Incidents are based on the outcome of the incident and not at the time of call.
- Incidents are based on incidents within BFRS grounds, regardless of who attended.
- Incidents do not include when Buckinghamshire Fire and Rescue Service vehicles attended an incident in another fire and rescue service area.

2014/2015 1968

2015/2016 2031

2016/2017 2029

2017/2018 2031

The Authority operates a total of 135 vehicles, however, the number owned is 76 (50 Red Fleet + 26 White Fleet) and the remainder leased.

---

**BFRS Ref:**

30 18/19

**Information request:**

This request concerns the amount your service has spent on obesity.

- 1) Please state the number of bariatric rescues attended by your service in each of the following financial years. Please also provide the free text description of the incident held in your database.
  1. 2013/14
  2. 2014/15
  3. 2015/16
  4. 2016/17

5. 2017/18
6. 2018/19 to 15.06.18

2) Please state the gross amount spent by your trust on equipment to handle or rescue obese service users in each of the following financial years:

1. 2013/14
2. 2014/15
3. 2015/16
4. 2016/17
5. 2017/18
6. 2018/19 to 15.06.18

3) Please list all equipment to handle obese service users purchased by your service in each of the following financial years, including the number of units of each purchased where available.

1. 2013/14
2. 2014/15
3. 2015/16
4. 2016/17
5. 2017/18
6. 2018/19 to 15.06.18

### Response:

Buckinghamshire and Milton Keynes Fire Authority do not break down costs of attending different incidents. In the "services we charge for" section of our website:

<https://bucksfire.gov.uk/fire-authority/financial-information/services-we-charge/>.

We quote £305 + VAT per hour and part of an hour for an appliance and crew: (charges to run from time of leaving station to time of return). However, this does not fully define cost per incident where other factors may need to be considered.

Disclosure log - response to request 30.docx

Further to your request, and the outstanding information regarding specialist equipment and costs. I can confirm that no equipment has been identified as being procured for bariatric rescues therefore the response is zero equipment for each of the years:

- i) 2013/14
- ii) 2014/15
- iii) 2015/16
- iv) 2016/17
- v) 2017/18
- vi) 2018/19 to 15.06.18

Each request for assistance is assessed on a case by case by basis and if fire stations do not have suitable equipment, we also have an Urban Search and Rescue (USAR) capability which although not clearly defined for bariatric people, has a number of items of equipment that could be used to assist with a rescue.

Buckinghamshire & Milton Keynes Fire Authority (the Authority) does not break down costs of attending different incidents. In the "services we charge for" section of our website.

We quote £305 + VAT per hour and part of an hour for an appliance and crew: (charges to run from time of leaving station to time of return). However, this does not fully define cost per incident where other factors may need to be considered.

---

#### BFRS Ref:

29 18/19

#### Information request:

- a) The name of the Service's Gas & Electricity supplier:
- b) The name of the Service's energy broker (if you have one)
- c) Annual Gas & Electricity consumption of the Service (kWH separate figures for gas and electric)
- d) Amount of Gas & Electricity supplies (no. of sites supplied and the cost of consumption in ££s)

- e) The renewal date of each energy contract

**Response:**

- a) Gas = Gazprom Energy - Electricity = Scottish Power
  - b) Inspire Energy PLC
  - c) Gas = 1,199,873kWh – Electricity = 2,295,059kWh
  - d) Information not held
  - e) Contracts expire 31/03/2020
- 

**BFRS Ref:**

28 18/19

**Information request:**

1. What guidance is issued to fire officers when attending garden bonfires incidents when the property owner is overseeing the fire which is not out of control.
2. What restriction in visibility on a road such as the A413 by-pass at the back of my house would be considered dangerous enough to extinguish the fire?
3. How many calls were made reporting the fire?
4. How many of those calls specifically stated that there was smoke on the by-pass making driving conditions dangerous?

**Response:**

Further to your request for information regarding calls to the Thames Valley Fire Control Service about the fire, I can confirm that we received one call to this incident and it was via the Police. Their reference is URN xxxx, should you wish to speak to them.

This request was dealt with primarily as a complaint and the applicant is satisfied with how this has been addressed.

---

**BFRS Ref:**

27 18/19

**Information request:**

On how many occasions did your fire and rescue service provide an emergency medical response (to which the service was not required to attend otherwise) because (a) its attendance was triggered by means of it being the designated first responder under a co-responder arrangement, broken down by arrangement type (for example out-of-hospital cardiac arrest initiatives), or (b) because there were no ambulances available, or (c) other, broken down by reasons.

**Response:**

Thank-you for your request for information about overweight people, which I am dealing with under the terms of the Freedom Of Information Act 2000.

Please clarify what you mean by "called to assist" The Buckinghamshire and Milton Keynes Fire Authority do, on occasion, receive calls from the South Central Ambulance Service and others to assist bariatric people unable to leave the home for (for example) medical assistance. Is this the information you are looking for?

Closed as clarification was not received.

---

**BFRS Ref:**

26 18/19

**Information request:**

Please can you provide how many call outs to attend any illegal raves, also known as unlicensed music events (UMEs) in each of the following years: 2015, 2016, 2017, 2018? If possible, please could you provide the reason for the call out.



## Response:

Further to your request for information about illegal raves. I can confirm that we do not have any fields on our Incident Recording System to identify if this was associated with an incident we were called to respond to.

---

## BFRS Ref:

25 18/19

## Information request:

I was wondering if you would be able to provide me with the detail of your nine-litre Scania 94D Rescue Pump emergency vehicles to enable us to run an appropriate vehicle tracking for a proposed new development in Roundwood Rd, Amersham.

## Response:

Further to your request for information about the Scania, please note that the dimensions of our Scania pumping appliances are:

Length: 8.30m

Width (including mirrors): 2.90m

Height: 3.30m

Operational weight: 14.50 tonnes (approx.)

However, we also have other operational vehicles that are larger for example the dimensions of our turntable ladders are:

Length: 10.30m

Width (including mirrors): 2.90m

Height: 3.40m

Weight: 17 tonnes

We also have some vehicles that have an operational weight of 26 tonnes (water tankers).

---

#### BFRS Ref:

24 18/19

#### Information request:

- 1) Does your force operate a co-responder scheme with any ambulance service? For avoidance of doubt, I am referring to when firefighters are sent to assist medical patients, such as those in cardiac arrest? - Please state what your co-responder scheme is and who it is operated with.
- 2) How many times in each of the past five years, or since the scheme was introduced, has a fire engine been sent out as a co-responder.

#### Response:

- 1) Buckinghamshire and Milton Keynes Fire Authority (the Authority) have the capability of mobilising fire appliances to assist medical patients, this depends on the attributes (skills) of the crew on a particular appliance. We have members of our staff including Fire fighters, Crew Commanders and Watch Commanders who have received the necessary training, to deliver this service. Our co-responding / Immediate Emergency Care Training is done in conjunction with South Central Ambulance Service (SCAS) and completed to a high level in order to give the best care available where required.

The Authority also operate a separate co-responder scheme. This is operated by serving fire fighters with the appropriate training who are employed on secondary contracts and elect to carry out this function in addition to their primary role. This is away from fire appliances and conducted from cars which are provided by SCAS.

2)

	<b>Co-Res incidents on Appliances:</b>
<b>2014</b>	0
<b>2015</b>	75
<b>2016</b>	86
<b>2017</b>	47
<b>2018</b>	4
<b>Total</b>	212

BFRS Ref:

23 18/19

Information request:

1. how many people died in fires in your fire authority each calendar year, between 2014 and 2017 - and also the number for so far this calendar year.
2. How many of these people lived on their own, broken down by year as q1.
3. What was the age breakdown of those who lived on their own? For instance, how many of these people were over 60?

Response:

1.  
2014: 2  
2015: 5  
2016: 3

2017: 5

2018 (To Date 28/06/2018): 1

2 and 3. We do not record how many of people lived on their own, or their ages therefore please accept this a partial refusal notice.

---

#### BFRS Ref:

22 18/19

#### Information request:

I am researching all Fire Services and their requirements for WDS applications and can't locate my answer on your webpages. The main question is are GCSEs required or do you accept the tests that the Fire Service gives applicants, also if GCSEs are required would a RDS Firefighter still require GCSEs having 3 yrs experience at a fairly busy Station.

#### Response:

Currently, we do not require On-Call Firefighter applicants to have any specific qualifications. Instead, during the recruitment process, the candidate will be required to complete four written tests which are: Verbal Comprehension, Numerical Computation, Visual Estimation and Spatial Recognition, as well as the practical tests to assess levels of fitness etc. This is only for On-Call Firefighter recruitment.

Apprentice Firefighters have a slightly different process which require A\* to C GCSE's in English and Math (or the equivalent from the list of recognised qualifications we use) and this would be confirmed on any advert sent out at the time we were recruiting.

Wholetime Firefighters would most likely follow the same process as an On-Call Firefighter, however, if there were any specific qualifications required then that would also be confirmed on any advert sent out at the time we were recruiting. (This is not a definitive answer as it has been a number of years since we ran a wholetime firefighter recruitment exercise and the process may be subject to review).

---

**BFRS Ref:**

21 18/19

**Information request:**

- 1) How many fire safety officers have you employed for each of the last five years?
- 2) How much has this cost the authority in each of the last five years?
- 3) How many fire safety audits have you completed over each of the last five years?
- 4) Of these how many resulted in improvement and enforcement notices?
- 5) Can you narrow those numbers down to properties over four stories or 18m or more (if possible within cost limits, else please ignore)?
- 6) Can you tell me how many buildings have been identified with ACM cladding similar to that used on the Grenfell Tower? How many of them were audited in the last year and how many received improvement or enforcement notices?

**Response:**

1) Response Pending

2) Response Pending

3 and 4)

<b>Year</b>	<b>Number of audits (Q3)</b>	<b>Enforcement Notices (All premises) (Q4)</b>
<b>2016 - 17</b>	375	5
<b>2015 - 16</b>	856	2
<b>2015 - 14</b>	622	5

2014 - 13	482	5
2013 - 12	647	10

5) 2016 - 1 enforcement for high rise

6) 1 premises identified with ACM which has been audited but no enforcement action by BFRS.

---

#### BFRS Ref:

20 18/19

#### Information request:

- 1) How many of the fire service's vehicles have been damaged by potholes in 2015, 2016, 2017 and 2018 so far? Please break the data down by calendar year.
- 2) How many vehicles does the fire service own in total?
- 3) What was the total cost of pothole damage to the fire service's vehicles in 2015, 2016, 2017 and 2018 so far? Please break the data down by calendar year.
- 4) How many of the fire service's vehicles had to be written off due to pothole damage in 2015, 2016, 2017 and 2018 so far? Please break the data down by calendar year and vehicle type.
- 5) Please provide an itemised list of the fire service's vehicles damaged by potholes in 2015, 2016, 2017 and 2018 so far. For each incident please indicate vehicle type (eg fire engine, rapid response vehicle etc), cost, calendar year the incident was recorded and summary.

#### Response:

I can confirm that the time of first call was 19:18 and the first appliance was on scene at 19:43.

---

**BFRS Ref:**

19 18/19

**Information request:**

Please provide me with copies of the following:

1. Start and end date of any and all contracts; including any current or scheduled tenders, relating to the Recycling and Procurement of IT products involving equipment such as computers, laptops, mobile devices, mobile device accessories, printers, copiers, scanners, servers, PBX boxes, Teleconferencing equipment, tablets, point-of-sale devices and data storage.
2. Start and end date of any and all contracts; including any current or scheduled tenders, relating to Data Eraser inline with GDPR requirements for, but not limited to, IT equipment (relevant products listed above), Mobile Devices & Tablets.

**Response:**

1. With regards to the contracts elements, all of our requirements are conducted through the CCS Digital Marketplace framework. Below is a link for it, actual name for the overarching framework is Technology Products
  2. [ccs-agreements.cabinetoffice.gov.uk/contracts/rm3733](https://ccs-agreements.cabinetoffice.gov.uk/contracts/rm3733)
- 

**BFRS Ref:**

18 18/19

**Information request:**

I wish to request the following data in electronic format under the Freedom of Information Act (2000):

A list of all recorded fires in your jurisdiction for all non-dwelling properties that have occurred from 01 April 2017 up until the most recently available electronically recorded event. The data will include the following fields from the Incident Recording System:

1.1 - ID

2.1 - What was the time and date of call?

3.2 - What type of Property was involved?

4.2a - Building Name/Number

4.2b - Postcode

4.2c - Flat/Unit Name/Number

4.2d - Street

8.1 - What was the cause of the fire?

8.14 - What type of room/compartiment did the fire start in (Location of Origin)?

8.22 - What was the extent of flame and heat damage (at stop)?

8.25 - What is the total horizontal area damaged (by flame and/or heat and/or smoke and/or water etc) in sq.m (at stop)?

## Response:

Disclosure log - response to request 18.xlsx

---

## BFRS Ref:

17 18/19

## Information request:

I wish to make the following Freedom of Information Request regarding current contracts your Service have in place for mapping and gazetteer management.



1. What current contracts do the Service have in place for mapping and gazetteer management.
2. What mapping provider is used in the control room, when is the contract expiry and what is the value of the said contract
3. What mapping provider is used in the analytical community for intelligence and crime analyst purposes, when is the contract expiry and what is the value of the said contract
4. What mapping provider is used for webmapping purposes, either mobile, intranet or both? when is the contract expiry and what is the value of the said contract
5. What gazetteer provider is used in the Service, when is the contract expiry and what is the value of the said contract
6. What data providers do the Service use such as Hopeweiser, QAS, Mosaic etc, when is the contract expiry and what is the value of the said contract
7. What demand management or demand profiling does the Service utilise? when is the contract expiry? and what is the value of the said contract.

#### Response:

Further to your request for information about mapping and gazetteer please see our response below:

1. This is with a supplier called Aligned Assets which is due to expire in December 2018
2. OS, this is a PSMA Perpetual License
3. ESRI – This is an agreement and not a contract due to the value. Cadcorp – This is due to expire in December 2018
4. N/A
5. Aligned Assets this is due to expire in December 2018
6. CACI – Acorn – this will expire in September 2018
7. Cadcorp – This is due to expire in December 2018

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#### BFRS Ref:

16 18/19

### Information request:

- 1) I wish to be provided with the 10 private addresses which made the most 999 calls to your service in the last year (or the most recent 12 months for which figures are available).

Could I please be provided with:

- 2) The name of the city/town/village the address is in
- 3) The number of 999 calls made
- 4) The number of times a response vehicle was sent to the address
  
- 5) The number of times someone was taken to hospital in relation to a call.

Just providing the name of the city/town/village should be enough to avoid any potential identification issues.

### Response:

Further to your request for information about emergency calls received. Buckinghamshire and Milton Keynes Fire Authority have a shared Control room with Royal Berkshire and Oxfordshire.

I can now confirm that our Thames Valley Fire Control Service does not collect the address details of the caller and that we often receive calls from one address to an incident at a different location. Therefore in response to your request:

- 1) Information not held.
- 2) Information not held.
- 3) Information not held.
- 4) Information not held.
- 5) Information not held.

Therefore please accept this as a refusal notice as we are unable to provide you with any of the information you are seeking.

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BFRS Ref:

15 18/19

### Information request:

1. Have you invested in technology specifically to comply with GDPR?
2. Which information security framework(s) have you implemented?
3. Have you signed contractual assurances from all the third-party organisations you work with requiring that they achieve GDPR compliance by 25 May 2018?
4. Have you completed an audit to identify all files or databases that include personally identifiable information (PII) within your organisation?
5. Do you use encryption to protect all PII repositories within your organisation?
6. As part of this audit, did you clarify if PII data is being stored on, and/or accessed by:
  - a. Mobile devices
  - b. Cloud services
  - c. Third party contractors
7. Does the organisation employ controls that will prevent an unknown device accessing PII repositories?
8. Does your organisation employ controls that detect the security posture of a device before granting access to network resources – i.e. valid certificates, patched, AV protected, etc.
9. Should PII data be compromised, have you defined a process so you can notify the relevant supervisory authority within 72 hours?
10. Have you ever paid a ransom demand to have data returned / malware (aka ransomware) removed from systems?
11. To which positions/level does your data protection officer report? i.e. CISO, CEO,etc

### Response:

1. No
2. The Buckinghamshire and Milton Keynes Fire Authority are mindful of a number of best practice frameworks notable the international standard ISO27001:2013 and seeks to be compliant with these.
3. No.
4. Yes. All departments / sections have been asked to confirm the PII they hold.
5. Yes
6. Yes
7. Yes
8. Yes
9. Yes

10. No

11. The Data Protection Officer reports to the Director of Legal and Governance.

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**BFRS Ref:**

14 18/19

**Information request:**

1. With the annual firefighter salary at £29.934, What additional payment(s) are given to USAR personnel (ie USAR Technician and USAR Advisor) in your brigade for undertaking training and delivery of the USAR capability ?
2. What on call/recall payments are made to USAR personnel (if additional to above)
3. Do USAR technicians undertake USA R/Technical Rescue only or do they also have full firefighting and CFS responsibilities?
4. How many USAR personnel do you have?
5. Please provide a breakdown of your annual USAR budget and expenditure.
6. Please explain the expected training requirements of USAR personnel.

**Response:**

1. The firefighters who have additional USAR skills receive an additional 5% on top of their wage to offer resilience to national USAR response that allow the Service to meet our USAR mobilising requirements. Further to this the fire fighters would be paid for work, carried out at a USAR incident, beyond their normal working times.
2. The arrangements are those listed above but over and above USAR staff are flexible in their approach and are happy for the Service to contact them if required beyond any expectation gained with the 5% addition.

3. The USAR technicians carry out full firefighting and community safety work as well as maintaining their competence and responsibility for USAR.
  4. At present we have 32 USAR trained technicians at Aylesbury station though due to recent movements of personnel there are other with the competence on other stations. The expectation over the next year would be to raise the figure to 40 personnel trained as USAR technicians.
  5. 2017/18 Budget £643,870 Actual £520,867:  
Our USAR trained staff are integrated within our Service Delivery staff at Aylesbury Fire Station, providing us with a higher number of trained technicians. The Section 31 Grant covers a percentage of our staff at Aylesbury, but this is further enhanced through our Service Delivery budget to fund the complete USAR establishment. This provides us with highly skilled staff that are available to the Service and satisfy the USAR Concept of Operations requirements.
  6. All trained USAR technicians have been trained to USAR phase 1 and phase 2 as a minimum though those with greater experience will also have additional qualifications such as timber shoring, safe working at height, hot cutting, and chainsaw. Additional there will be a number with the qualifications to instruct on certain skills which we have the capacity to carry out in house.
- 

#### BFRS Ref:

13 18/19

#### Information request:

I would like some information on attempted cyber-attacks upon your organisation over the last three financial years. Please could you list the total number of recorded attacks, broken down by year and by type of attack e.g. malware, denial-of-service, phishing etc. e.g. FY 17-18 1,000 malware, 500 phishing, 500 Denial-of-service. Please detail whether any of these attacks successful or blocked.

#### Response:

I can confirm that Buckinghamshire and Milton Keynes Fire Authority holds this information but find it to be exempt under section 24(1) of the Act (national security) and

is, therefore, being withheld. Section 24 provides that information is exempt from disclosure under Section 1(1)b

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**BFRS Ref:**

12 18/19

**Information request:**

Could you please tell me how many call outs you received to remove obese patients from their homes over the last ten years. In each case please make clear whether you were called by paramedics or called from the home directly.

**Response:**

I can confirm that we do not record whether a call was made by paramedics or from the person requiring assistance. We only have data going back to 2012 so the data range we are able to provide is from the start of the Tax Year 2012/2013 (April 2012) through to the request date (10/05/2018) as follows:

Callouts by year:

2012 (From April):	6
2013:	4
2014:	16
2015:	9
2016:	9
2017:	11
2018 (to date of request 10/05/2018):	7
Total:	62

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## BFRS Ref:

11 18/19

### Information request:

I was hoping to obtain the following information:

Name(s) of person telephone number and email address of person responsible for managing CCTV and the Data. Who is responsible for purchasing CCTV and Data Storage of CCTV.

I also seek answers to the following questions:

- How many cameras do you manage today More than 100?
- Or less than 100?
- Is that growing?
- How do you store and manage your video today (Network Video Recorders? Enterprise Storage?)
- Has your company ever lost video, or experienced poor-quality playback of video files?
- How critical is video to your company?
- What is the impact of not being able to access video or record video?
- When was the last time you refreshed your surveillance storage hardware?
- Do you have an upgrade/refresh date?
- If so when?
- What is your budget for the refresh?

### Response:

I can confirm that the procurement and management of CCTV sits with the Director of Finance, David Sutherland.

Data from the camera's is only accessed under specific circumstances and this is authorised by the Information Governance and Compliance Manager.

We have less than 100 cameras. With no plans to increase these in the near future.

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## BFRS Ref:

10 18/19

### Information request:

Please provide, for the years 2013-14, 2014-15, 2015-16, 2016-17 and 2017-18:

1. Every enforcement notice issued, including the date of issue, the reason for the notice, the organisation name, premises type, address, and whether the organisation has complied yet. Please provide this data in an Excel spreadsheet.
2. Every prosecution notice issued, including the date of issue, the reason for the notice, the organisation name, premises type, address, the total sum due and whether the organisation pleaded guilty or appealed. Please provide this data in an Excel spreadsheet.

If the decision is made to withhold some of this data using exemptions in the Data Protection Act 1998, please inform me of that fact and cite the exemptions used.

### Response:

I had trouble opening the NFCC register this morning. However it is opening now:  
<http://www.cfoa.org.uk/notices-register>

Please let me know if you have problems accessing this.

### Follow up request:

I would like to hold an internal review, this information is not available in an open way and not the format that I requested it in - going through the register would require an unreasonable amount of sorting. Please provide the data for the specified period as requested in an Excel file.

### Response:

I asked you to let me know if you had any problems accessing this and, I am assuming by your response, you are able to. Although the information is not available in your preferred format you can open files and copy and paste these into a spreadsheet.



Therefore the information is reasonably accessible and I must advise you that the information you requested is exempt under section 21 of the Freedom of Information Act 2000 as it is accessible to by other means.

#### Follow up request:

Request for a review:

I would like to hold an internal review, this information is not available in an open way and not the format that I requested it in - going through the register would require an unreasonable amount of sorting. It would take days.

Please provide the data for the specified period as requested in an Excel file.

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#### BFRS Ref:

9 18/19

#### Information request:

1. Please state the total number of staff who were on long term sick leave, defined as being on leave for 28 days, during each of the following financial years.
  - a. 2015/16
  - b. 2016/17
  - c. 2017/18 to 03/05/18
2. Please state the total number of staff who were on long term sick leave due to psychological issues (including stress) during each of the following financial years.
  - a. 2015/16
  - b. 2016/17
  - c. 2017/18 to 03/05/18
3. Please state the total number of staff who left the employment of your service during each of the following financial years.
  - a. 2015/16
  - b. 2016/17

c. 2017/18 to 03/05/18

4. Please state the total number of staff who left the employment of your service due to psychological issues (including stress) during each of the following financial years.

a. 2015/16

b. 2016/17

c. 2017/18 to 03/05/18

Could you please sort the data by year.

**Response:**

Further to your request for information about sick absence:

	2015/16	2016/17	2017/18 (up to 3/5/18)
Total staff on long term sick leave	62	64	52
Staff on long term sick due to psychological issues	9	10	8
Total number of leavers	108	49	78
Leavers due to psychological issues	0	0	0

**BFRS Ref:**

8 18/19

**Information request:**

I would be grateful to receive the name and contact details of your authority's fleet manager who is responsible for the management of all front line and managers' vehicles.

## Response:

Please note that the contact details for all our employees are through the main switchboard and Service Headquarters address.

General email enquiries can be made through [enquiries@bucksfire.gov.uk](mailto:enquiries@bucksfire.gov.uk).

We do not release contact details for our employees other than those published on our website.

Fleet Management comes under David Sutherland the Director of Finance and Assets.

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## BFRS Ref:

7 18/19

## Information request:

- Could you please detail how many buildings in your area are subject to a watching wake or fire watch?
- Please detail whether they are owned by private landlords or the local authority.
- What type of buildings are they, domestic, commercial etc?
- Please disclose the same figure for this time last year?
- Please disclose the exact duties that the fire watch covers and why the decision was made to make use of a waking watch.
- What is the cost of this service?

## Response:

Please note Buckinghamshire and Milton Keynes Fire Authority have not instigated a waking watch or fire watch at any premises over the periods requested.

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## BFRS Ref:

6 18/19

### Information request:

Automatic fire alarm activated by small fire in cooker, Gatensbury Place, Princes Risborough.

- Do you know who called the brigade, if it is one of our properties. Are you able to provide the full address?

### Response:

Full caller details and full addresses are personal information and therefore is exempt under section 40(2) of the Act as it would contravene the first data protection principles – that personal data shall be processed fairly and lawfully (Data Protection Act 1998).

Please accept this as a refusal notice. Although public authorities have a duty to provide advice and assistance, in this instance I cannot suggest other information that would be of use to you.

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### BFRS Ref:

5 18/19

### Information request:

- 1) Does your Board / Corporate Manager (the person tasked with managing your Fire Service board, senior management and committee meetings) use a board portal / software supplier for paperless board meetings?
- 2) If yes to the above can you please tell me the name of the supplier, contract expiry and contract review date?
- 3) If yes can you also please tell me how many users there are and the spend on this software in the last 12 months?
- 4) Can you also provide me with contact details for your Board/Corporate manager (full name, job title, contact number and direct email address) ?

- 5) If the person responsible for the contact differs from this individual please can you also supply their full contact details?

**Response:**

Further to your request for information about software supplied for paperless meetings, I can confirm we do not hold paperless meetings.

Our senior management team details are available on our website. We do not release the details of other members of staff who have an expectation of privacy.

---

**BFRS Ref:**

4

**Information request:**

How many times were you called out to fire alarms set off by toasters in office blocks in 2017? - How much did these call outs cost?

**Response:**

We were called out to a total of 11 incidents where the Fire Alarms had been set off by toasters within Offices in the calendar year 2017. We do not record the costs of individual incidents, therefore this information is not held.

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**BFRS Ref:**

3 18/19

**Information request:**

I am writing to you under the Freedom of Information Act 2000 to request information on the organisations HR functions and Workforce. Please provide this information by completing the attached spreadsheet.

**Response:**

**BFRS Ref:**

2 18/19

**Information request:**

- Do you currently order snacks for the office?
- How do you get your snacks? (where are they ordered from)
- If you currently get snacks then why do you currently get them?
- Is there an interest in obtaining healthier or a broader variety of snacks?
- About how much do you spend on snacks per month?

**Response:**

I have been unable to answer under the Act as we do not keep records of what is ordered or requested by employees.

However, I hope this is of assistance.

An external organisation provides a range of drinks, sandwiches, rolls, crisps, sweets and fruit on a daily basis, employees interested in these can purchase these.

So no, we do not order snacks for the office but a facility is provided.

The reason that an external supplier is allowed to bring a range of foodstuffs on site is for the convenience of employees who either forget, or do not wish, to bring their own food in.

If there was sufficient interest in different foods or drinks than are normally on offer, I'm sure that the supplying company would wish to provide these if possible. – Whether these were healthier or not.

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**BFRS Ref:**

1 18/19

**Information request:**

We are collecting information about the number of staff employed by fire and rescue services.

Below is the information we would like to obtain from you under the Freedom of Information Act. Specifically we would like to know how many (a) wholetime firefighter,

(b) retained firefighter, (c) fire control room, (d) support staff and (e) total staff there were employed in your Fire and Rescue Service, measured by headcount, on 31 March 2017 and 31 March 2018.

We would appreciate a table for the respective years detailing the data in the following format:

- 1) How many people were employed by the fire and rescue service (headcount) in the following roles on 31 March 2016: Headcount; Wholetime; Retained; Control; Support; Total;
- 2) How many people were employed by the fire and rescue service (headcount) in the following roles on 31 March 2017: Headcount; Wholetime; Retained; Control; Support; Total.

Response:

<b>Group</b>	<b>2016</b>	<b>2017</b>	<b>2018</b>
<b>Wholetime</b>	257	250	245
<b>On Call (Retained)</b>	129	110	131
<b>Control</b>	0	0	0
<b>Support</b>	113	112	114
<b>Total</b>	499	472	490