



## Northamptonshire Fire and Rescue Service

**16 June 2023**

Northamptonshire Fire and Rescue Service FOI 2914/23 - Retained and On-Call Fire Appliances Availability

### **Request:**

I would like the service to provide me with details of the Retained/On-Call fire appliances availability over the most recent 12-month period, stipulating the amount of time these appliances were 'off the run' (unavailable) to respond to an emergency.

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 expressed as a percentage figure.

In addition, and if possible, could the reason why the appliances were unavailable be included: i.e., lack of crew; lack of Officer in Charge; lack of driver etc?

### **Response:**

Your request for information has now been considered. Northamptonshire Fire and Rescue Service cannot supply the information you requested for the reasons set out below.

Section 17 of the Freedom of Information Act 2000 requires Northamptonshire Fire and Rescue Service, when refusing to provide such information (because the information is exempt within the provisions of the Act) to provide you, the applicant, with a notice which:

- a) states the fact,
- b) specifies the exemption in question and
- c) states (if that would not otherwise be apparent) why the exemption applies

In relation to your particular request, the following exemption applies:

Section 12(1) - Exemption where cost of compliance exceeds appropriate limit

Section 12 of the FOIA provides an exemption from a public authority's obligation to comply with a request for information where the cost of compliance is estimated to exceed the appropriate limit.





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The information you are requesting in relation to the reason why the appliances were unavailable to Northamptonshire Fire and Rescue Service (NFRS) is not held by NFRS in any reasonably retrievable form. The only means of establishing information of the nature you are requesting would be by way of manual examination of all occasions that appliance were unavailable.

It is my assessment that the cost of providing you with the information requested would exceed the 'appropriate level' as set out in the Freedom of Information (Appropriate Limit and Fees) Regulations 2004 which is currently £450 for 'prescribed costs'.

By way of explanation, every effort is made to ensure that responses to Freedom of Information requests provide accurate and complete data. Unfortunately, in relation to this request, our data is not organised in such a way as to allow us to provide this information. The duty system operated by NFRS is not set up to extract this type of information, and it would necessitate each period to be checked manually.

In view of the above, and in accordance with the provisions of the Freedom of Information Act 2000, please take this letter as a Refusal Notice.

You may wish to refine and resubmit your request so that it reduces the costs shown above and is then within the 'appropriate limit' shown above. This may be, for example, by reducing the time scales or selecting a sample range for each year; if you would like some further information about how to proceed with your request then please contact [FreedomofInformation@northants.pnn.police.uk](mailto:FreedomofInformation@northants.pnn.police.uk)

Although excess cost removes NFRS's obligations under the Freedom of Information Act, as a gesture of goodwill I have supplied information, relative to your request, retrieved before it was realised that the fees limit would be exceeded. I trust this is helpful, but it does not affect our legal right to rely on the fees regulations for the remainder of the request.

Searches have been conducted in relation to your request, and I can confirm that the information on the following pages is held.

Please note that these are the Appliance Availability Figures for NFRS 2022-23 and are expressed as a percentage of the number of hours in each month.





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NFRS operate three crewing systems: Wholetime, On-Call (Retained) and have two stations 04 and 22 which are Day (or variable Crewing). These Variable Crewing stations operate at Wholetime stations weekdays 07:30 to 18:00 hours and are Retained crewed outside of these hours.

For these variable crewing stations the percentage of time the retained appliance was available is calculated from the number of hours it was available in the remaining hours outside of the Day Crewing Hours (it would not be representative to calculate their availability for hours where they are not required to be available).

The numerical data presented in this response is an un-audited snapshot of un-published data sourced from "live" systems and is subject to the interpretation of the original request by the individual extracting the data. The figures provided therefore are our best interpretation of relevance of data to your request, but you should be aware that the collation of figures for ad hoc requests may have limitations, and this should be taken into account when the data is used.

Due to the different methods of recording information across fire services, a specific response from one service should not be seen as an indication of what information could be supplied (within cost) by another. Systems used for recording these figures are not generic, nor are the procedures used locally in capturing the data. For this reason, responses between services may differ, and should not be used for comparative purposes.

If you decide to write an article / use the enclosed data, we would ask you to take into consideration the factors highlighted in this document so as to not mislead members of the public or official bodies or misrepresent the relevance of the whole or any part of this disclosed material.

### APPEAL RIGHTS

If you are unhappy with how your request has been handled or you do not think the decision is correct, you have the right to ask for a review of the decision.

Prior to lodging a formal appeal you are welcome and encouraged to discuss the decision with the case officer that dealt with your request.

### Ask to have the decision looked at again

Northamptonshire Fire and Rescue Service  
Service Headquarters  
Darby House  
Darby Close  
Park Farm Industrial Estate  
Wellingborough  
NN8 6GS  
w. [www.northantsfire.gov.uk](http://www.northantsfire.gov.uk)  
t. 01604 797000





## Northamptonshire Fire and Rescue Service

The quickest and easiest way to have the decision looked at again is to telephone the case officer. That person will be able to discuss the decision, explain any issues and assist with any problems.

### Appeal

If you are dissatisfied with the handling procedures or the decision that the Service have made under the Freedom of Information Act 2000 (the Act) regarding access to information, you can lodge an appeal to have the decision reviewed.

Appeals should be made in writing within 20 days of receipt of your reply and either emailed to [freedomofinformation@northants.police.uk](mailto:freedomofinformation@northants.police.uk) or addressed to:

**Freedom of Information Manager  
Information Unit  
Northamptonshire Police Headquarters  
Wootton Hall  
Northampton  
NN4 0JQ**

Where possible the Service will aim to respond to your appeal within 20 working days. However meeting this time scale will depend upon the circumstances and complexity of the issue.

### The Information Commissioner

After lodging an appeal with the Service, if you are still dissatisfied with the decision, you may make an application to the Information Commissioner for a decision on whether the request for information has been dealt with in accordance with the requirements of the Act.

For information on how to make an application to the Information Commissioner please visit their website at [www.ico.org.uk](http://www.ico.org.uk) Alternatively, telephone or write to:

**Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF**

**Phone: 0303 123 1113**

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Pump ID	Appliance Duty System	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23
01P1	Wholetime	100	100	100	100	100	100	100	100	100	100	100	100
02P1	On Call	33.3	33.7	46.4	43.4	34.1	54.2	60.7	53.7	42.4	42.2	41.3	36.9
03P1	On Call	5.3	9.7	19.7	12.6	23.4	20.6	9.8	21.3	8.4	15.6	8.2	20.9
04P1	Variable crewing	100	100	100	100	100	100	100	100	100	100	100	100
04P2 (P1 out of VCS hours)	On Call	75.2	66.3	71.8	76.9	72.2	75.2	71.3	72.8	64.9	77	73.4	68.9
05P1	On Call	41.1	42.9	46.1	26.2	38.8	44.3	49.1	41.3	42.8	50.2	49.5	40.3
06P1	On Call	56.4	56.1	65.3	64.7	67.2	57.4	81.6	83.1	71.9	70.4	69.8	76.3
07P1	On Call	82.5	75.9	49.9	54.2	61.9	44.6	47	32.2	24.9	29.3	25.7	25.7
08P1	On Call	60.4	85.2	85.1	88.4	87.7	81.5	72.8	82.4	88.1	96.4	96.9	89.4
09P1 (P6)	Wholetime	100	100	100	100	100	100	100	100	100	100	100	100
09P2	On Call	61.6	54.8	42.6	45.6	51.3	47	50.4	59.1	50.1	55.7	59.4	52.6
10P1	Wholetime	100	100	100	100	100	100	100	100	100	100	100	100
11P1	Wholetime	100	100	100	100	100	100	100	100	100	100	100	100
11P2	On Call	53.3	38.6	30.3	18.3	41.5	31.7	25.6	16.4	16	33.5	15.7	25.4
12P1 (P6)	Wholetime	100	100	100	100	100	100	100	100	100	100	100	100
12P2	Wholetime	100	100	100	100	100	100	100	100	100	100	100	100
13P1	On Call	71	72.7	67.6	73.1	58.5	68.3	57.2	66.3	70.9	85.5	77.2	85.5
14P1	On Call	71	74.8	70.1	58.1	83	90.4	77.4	79.9	90.5	74	71.6	81.6
15P1	On Call	62.6	67	75.1	74.7	49.3	69.2	84.7	83.8	82.9	83.8	74.1	77.7



16P1	On Call	81.6	82.3	73.1	78.5	83.9	75.5	78.9	87.2	77.1	78	74.4	77.5
17P1	On Call	68	66.7	63.1	65.8	75.2	67.4	77.9	58.5	56.4	70	54.7	45.1
18P1	On Call	60.8	75.2	53.4	47.4	65.7	69.8	57	65	41	30.1	36.6	36.3
19P1	On Call	69.8	51.3	47.3	50.8	54.2	66.3	68.3	65.8	64.6	85.1	59	62.5
20P1	Wholetime	100	100	100	100	100	100	100	100	100	100	100	100
20P2	On Call	20.8	19.8	14.4	28.3	14.1	23.3	19.5	15	27.9	24.3	16	16.9
21P1	On Call	85.6	88.3	83	80.5	78.9	66.6	75.7	79.2	71.7	76.7	58.9	70
22P1	Variable crewing	100	100	100	100	100	100	100	100	100	100	100	100
22P2 (22P1 out of VCS hours)	On Call	16.9	21	34.6	31.6	21.3	16.3	34.2	36.9	27.2	42.9	38.3	33.4
<b>Average % Availability for the Month</b>		<b>70.62</b>	<b>70.79</b>	<b>69.24</b>	<b>68.54</b>	<b>70.08</b>	<b>70.35</b>	<b>71.39</b>	<b>71.42</b>	<b>68.56</b>	<b>72.17</b>	<b>67.89</b>	<b>68.67</b>
<b>Average % Just On-Call Availability</b>		<b>56.7</b>	<b>56.96</b>	<b>54.68</b>	<b>53.64</b>	<b>55.91</b>	<b>56.3</b>	<b>57.85</b>	<b>57.88</b>	<b>53.66</b>	<b>58.99</b>	<b>52.67</b>	<b>53.83</b>