



Northamptonshire Fire and Rescue Service

18 January 2024

Northamptonshire Fire and Rescue Service FOI 0019/23 - Lift and Elevator Related Incidents

Request:

1. How many times was the Northamptonshire Fire and Rescue Service called out to lift/elevator-related incidents in 2023? (1st Jan-31st Dec)
 - a. How many of these total call outs required the fire service to rescue, or help to rescue, one or more parties stuck in a lift/elevator?
 - b. How many of these total call outs were deemed as an emergency by the fire service?
 - c. How many of these total call outs were deemed as a non-emergency by the fire service?
2. How many times was the Northamptonshire Fire and Rescue Service called out to lift/elevator-related incidents in 2022? (1st Jan-31st Dec)
 - a. How many of these total call outs required the fire service to rescue, or help to rescue, one or more parties stuck in a lift/elevator?
 - b. How many of these total call outs were deemed as an emergency by the fire service?
 - c. How many of these total call outs were deemed as a non-emergency by the fire service?

Response:

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

Please note that NFRS do not record these types of special service incidents to be either 'emergency' or 'non-emergency'. Each category which NFRS record these incidents for is provided.

LIFT RELEASE	2022	2023
For able bodied person not in distress	14	27
For child	5	15
For medical case	1	3
For person in distress	25	29





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No persons involved	2	2
Other	3	2
TOTAL	50	78

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

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.





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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 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 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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