



## Northamptonshire Fire and Rescue Service

**4 April 2024**

Northamptonshire Fire and Rescue Service FOI 4759/23 - Incidents Involving Stairlifts

### **Request:**

How many call outs to homes made by the Northamptonshire Fire and Rescue Service were related to injuries or problems with stairlifts in (a) 2019, (b) 2020, (c) 2021, and (d) 2022?

### **Response:**

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

The total number of incidents involving stairlifts:

2019 - 5

2020 - 3

2021 - 6

2022 - 6

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.





## Northamptonshire Fire and Rescue Service

### 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.

### 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.

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

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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